



Available  
Vehicles



Needs  
Assessment



# HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

Transit  
Providers



Population  
In Need

Coordinated  
Transportation



2018





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# INTRODUCTION

The Central Alabama Human Services Coordinated Transportation Plan (HSCTP) was originally developed in 2008 by Central Alabama Regional Planning and Development Commission (CARPDC) for their tri-county region which includes Autauga, Elmore and Montgomery counties. The 2008 Plan was then updated in 2012 and again in 2015 as required by the Agreement with the State of Alabama.

This 2018 edition of the plan is intended to replace all previous versions of the HSCTP. The Plan will be made available to CARPDC member governments and the region's transportation providers and uses so that they may utilize the document in conjunction with their applications for funding under the State's 5310, 5316 and 5317 grant processes.

The focus of this Plan is on the transportation needs of the Region's older adults, persons with disabilities and low-income workers. Human Services Transportation includes a range of transportation options and should address the needs of a variety of population segments, including the elderly, persons with disabilities, low income persons and families and those residing in zero-car households.

Currently the transportation options available in the Central Alabama Region include one urban, fixed-route, transportation system, an urban demand response system, both managed by the City of Montgomery MPO (*See Appendix A*), and various non-profit agencies that may or may not provide transportation beyond their specific clientele, as well as a growing number of private sector providers. While there may be an assortment of transportation options in the region, lack of coordination of services, no 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 access 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 January 2017, 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. (*See Appendix B*) They were asked to provide input into the plan and to encourage participation in the Region's HSCTP Stakeholders meeting which was held in September 2017. Over 100 transportation service providers, uses, citizens and community leaders were invited to attend the HSCTP Stakeholder meeting, a copy of the attendance for this meeting is attached

to this document in *Appendix C “Stakeholder Meeting Materials*. At the meeting attendees 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. This information is provided 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.

## 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 found in *Appendix D*, 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 5316, and Section 5317 programs:

### Section 5310: Enhanced Mobility of 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 310 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, ITS 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

*Cost Sharing/Match Requirement:* The 5310 Program requires an 80/20 match – 80% federal funds; 20% local funds.

*Recently Available Statewide Program Funding:*

FY2012:	\$2,323,674
FY2013:	\$2,327,856
FY2014:	\$1,178,821 ( <i>New Freedom</i> )
FY2015:	\$1,110,047
FY2016:	\$1,100,932 ( <i>est.</i> )

*Programs Funded within Autauga, Elmore and/or Montgomery Counties:*

FY2011-FY2012:	Montgomery ARC, \$305,325 Montgomery Cancer Wellness Center, \$35,000
FY2013	Autauga County Rural Transportation, \$636,700
FY2014	Autauga County Rural Transportation, \$199,071
<i>FY2015</i>	<i>PENDING ALDOT INFORMATION</i>
<i>FY2016</i>	<i>PENDING ALDOT INFORMATION</i>

**Section 5316: Job Access and Reverse Commute Program (JARC)**

This program was established to address the unique transportation challenges faced by low income individuals in accessing employment and employment related activities.

*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 resident 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

This 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.

*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, 5316 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.

**For Additional Information on these Programs Contact:**








Wiley Brooks  
ALDOT, Modal Programs Bureau  
1100 John Overton Drive  
Montgomery, AL 36110  
334-353-6417  
[brookswi@dot.state.al.us](mailto:brookswi@dot.state.al.us)

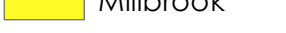


# CENTRAL ALABAMA REGION AREA MAP

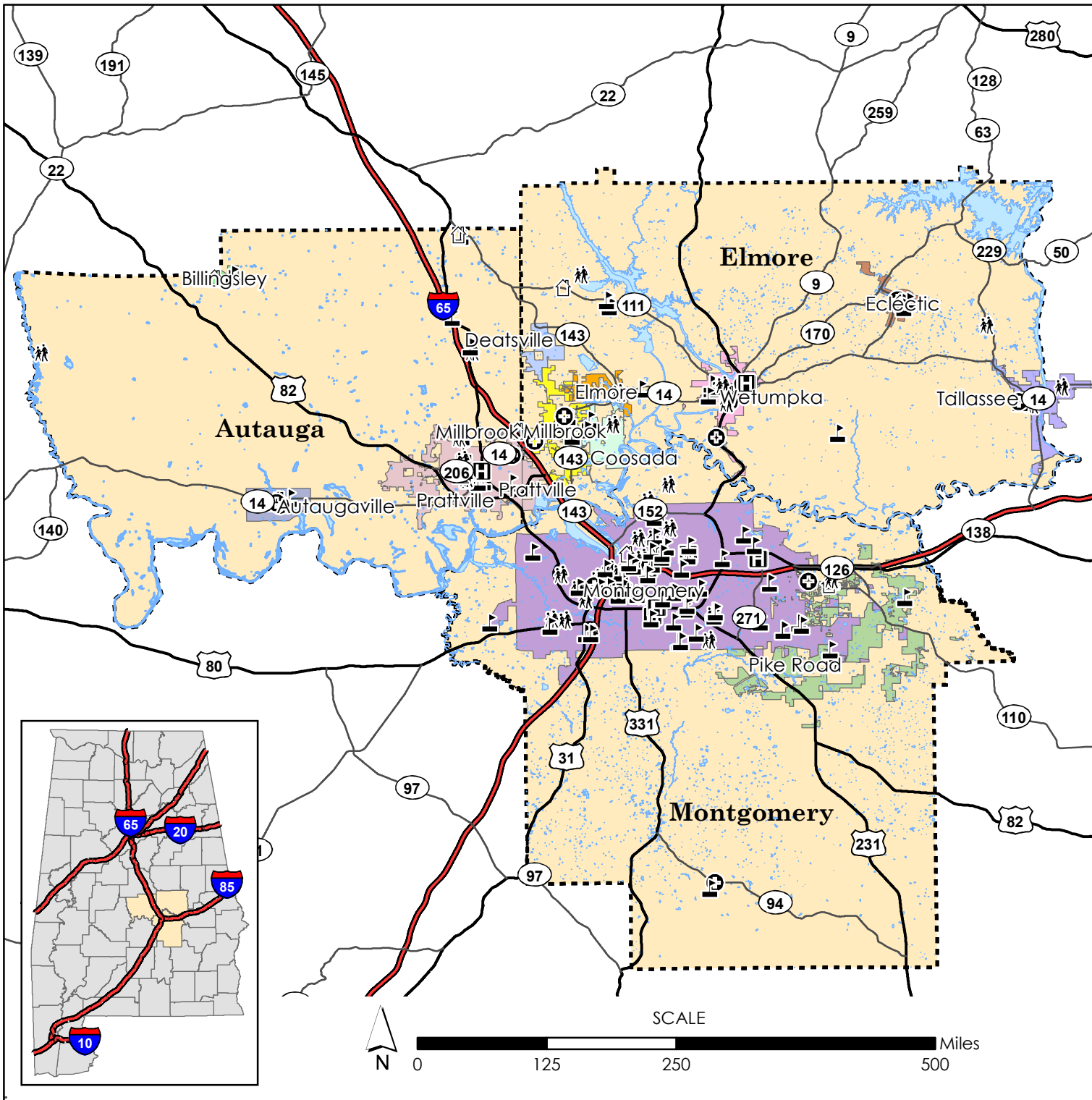
HUMAN SERVICES  
COORDINATED  
TRANSPORTATION PLAN

AUTAUGA, ELMORE, &  
MONTGOMERY COUNTIES

**REGION POPULATION: 363,564**

-  Clinic
-  Community Center
-  Hospital
-  School
-  School
-  Senior Center
-  Town Hall

-  Montgomery
-  Pike Road
-  Coosada
-  Deatsville
-  Eclectic
-  Elmore
-  Millbrook
-  Prattville
-  Tallasse
-  Wetumpka
-  Autaugaville
-  Billingsley
-  Millbrook
-  Prattville
-  County Boundary



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## AUTAUGA COUNTY

*Demographics and Geography:* According to the U.S. Census estimates for 2016 Autauga County has a population of 55,416, up 845 people or .02% from the numbers reported in the 2010 Census estimates.

The 2016 Census also reported 7,425 disabled people; 8,146 people over the age of 65, of which 3,088 were reported to be disabled; and 7,149 or 12.9% were reported to be below poverty level in Autauga County. *(Source: U.S. Census QuickFacts)*

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 (3) areas of population concentration in Autauga County, in order respectively from highest to lowest concentration, they are: Prattville, Autaugaville, and Billingsley. These areas, in particular Prattville, 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 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 25,649 persons in the labor force for Autauga County in 2016. Of that number 24,297 were employed, and 1,352 were listed as unemployed. This translated to an unemployment rate of 5.3% which compares to the Alabama rate of 6.3% and the U.S. rate of 4.7% for the same year.

There are approximately 860 nonfarm related businesses in Autauga County. Most of the employers, 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 Table A-1 below:

TABLE A-1 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*** - 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 our day habilitation program and our 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 out their members as well as other in the community.

The objective of the AWE/Arc is to provide door-to-door services for people with developmental disabilities in our service areas. Without our vehicles many, if not most, of those we serve would not be able to attend our programs. Our 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. Our training programs range from academics, to person care, housekeeping, self-help, financial planning, etc. We also offer 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 our transportation department. For this reason we intend 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 out daily habilitation and residential programs. Our transportation department provides safe, reliable transportation for our clients. None of the clients we serve can drive and many would be unable to attend our programs without our transportation department. Neither Autauga County Rural Transportation nor the for profit transportation providers in our area have the vehicles, established routes or specially trained staff to adequately serve the needs of our clients. Our 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.

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.

- ***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.

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 provider bus stop 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. The 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 our 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.

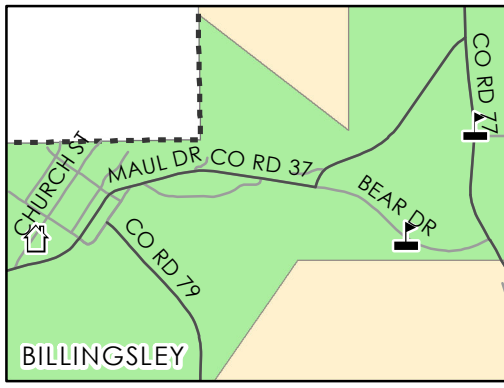
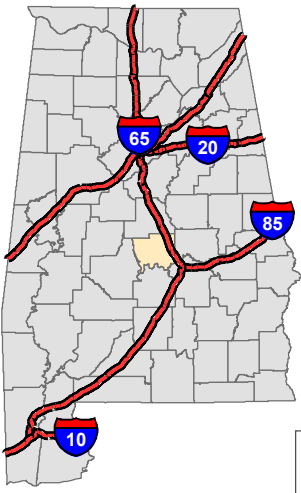
- ***Montgomery Area Mental Health Authority*** - serves the mental health needs of citizens of Montgomery, Elmore, Autauga and Lowndes Counties. MAMHA provides housing, training and transportation services for their clients. MAMHA transports consumers by van to classes and provide case managers who 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:

- **BML Transportation Services, LLC** – Provides non-emergency and taxi shuttle transportation services utilizing wheelchair accessible vehicles that accommodate wheelchair bound and ambulatory clients. Services are provided for both medical and non-medical needs. BML currently operates in Montgomery, Autauga, Elmore, Macon and Pike counties. Operational expansion is also planned for Butler, Chilton, Coosa, Crenshaw, Dallas, Jefferson, Lowndes, Shelby, Tallapoosa and Tuscaloosa counties.

BML is a Certified ADECA Minority Business Enterprise whose mission is to provide dependable, timely, high quality, safe transportation to all individuals who need to get to and from the medical appointments. Their goal is to create a successful company that will bring jobs and provide access to health care into underserved communities.

- **Checker & Delux Cab Company** – Provides medical transportation for VA patients in the River Region as well as for disabled persons and anyone who is in need for transportation, at a flat rate. They have expressed a need for funding for additional vehicles to reach more areas in the Region and surrounding counties. They wish to expand their services to accommodate more non-emergency transportation needs.



# AUTAUGA COUNTY FACILITIES

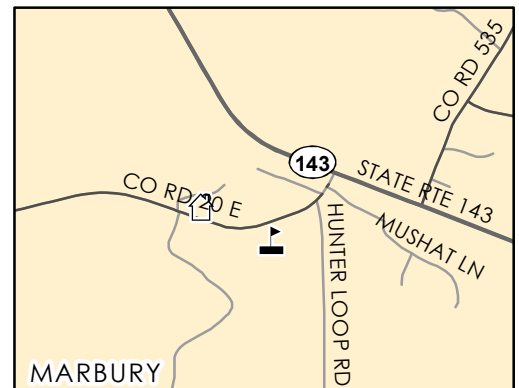
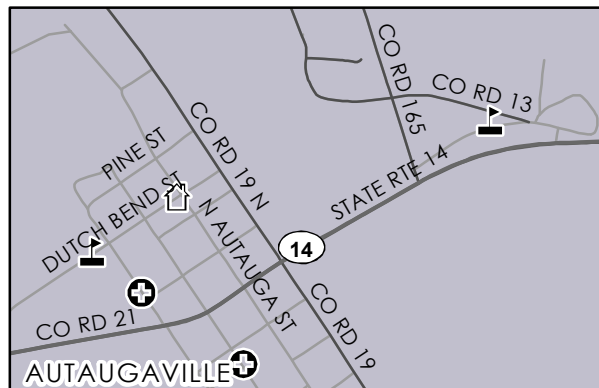
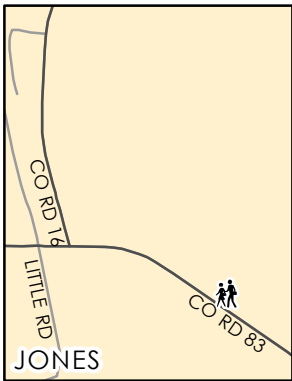
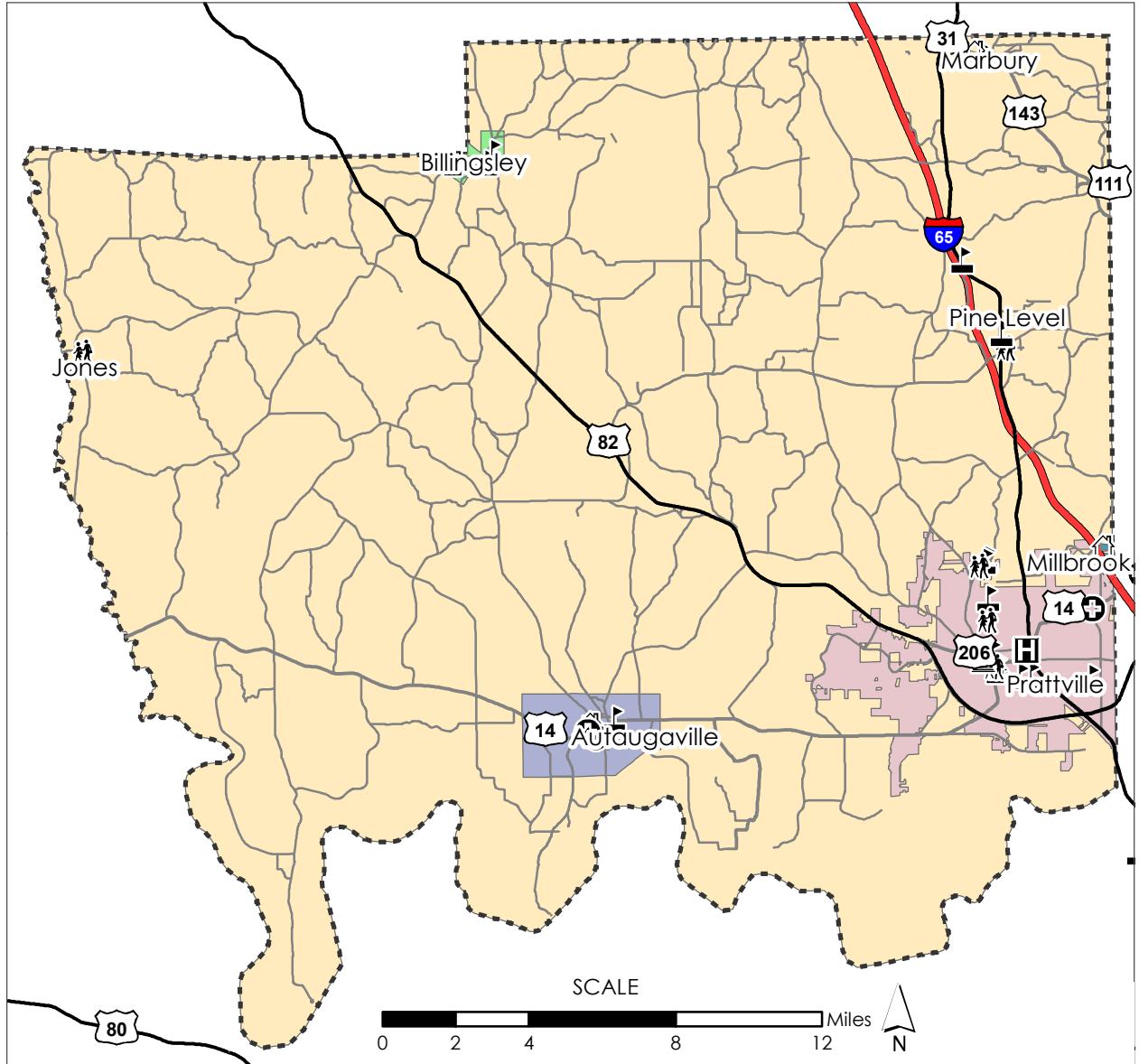
HUMAN SERVICES  
 COORDINATED TRANSPORTATION PLAN  
 AUTAUGA, ELMORE, & MONTGOMERY COUNTIES

**AUTAUGA COUNTY**  
 AUTAUGAVILLE | BILLINGSLEY | PRATTVILLE

POPULATION: 55,416

## Regional Facilities

- Clinic
- Community Center
- Hospital
- School
- Senior Center
- Town Hall



# AUTAUGA COUNTY POPULATION IN POVERTY

HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

AUTAUGA COUNTY  
AUTAUGAVILLE | BILLINGSLEY | PRATTVILLE

POPULATION: 55,416

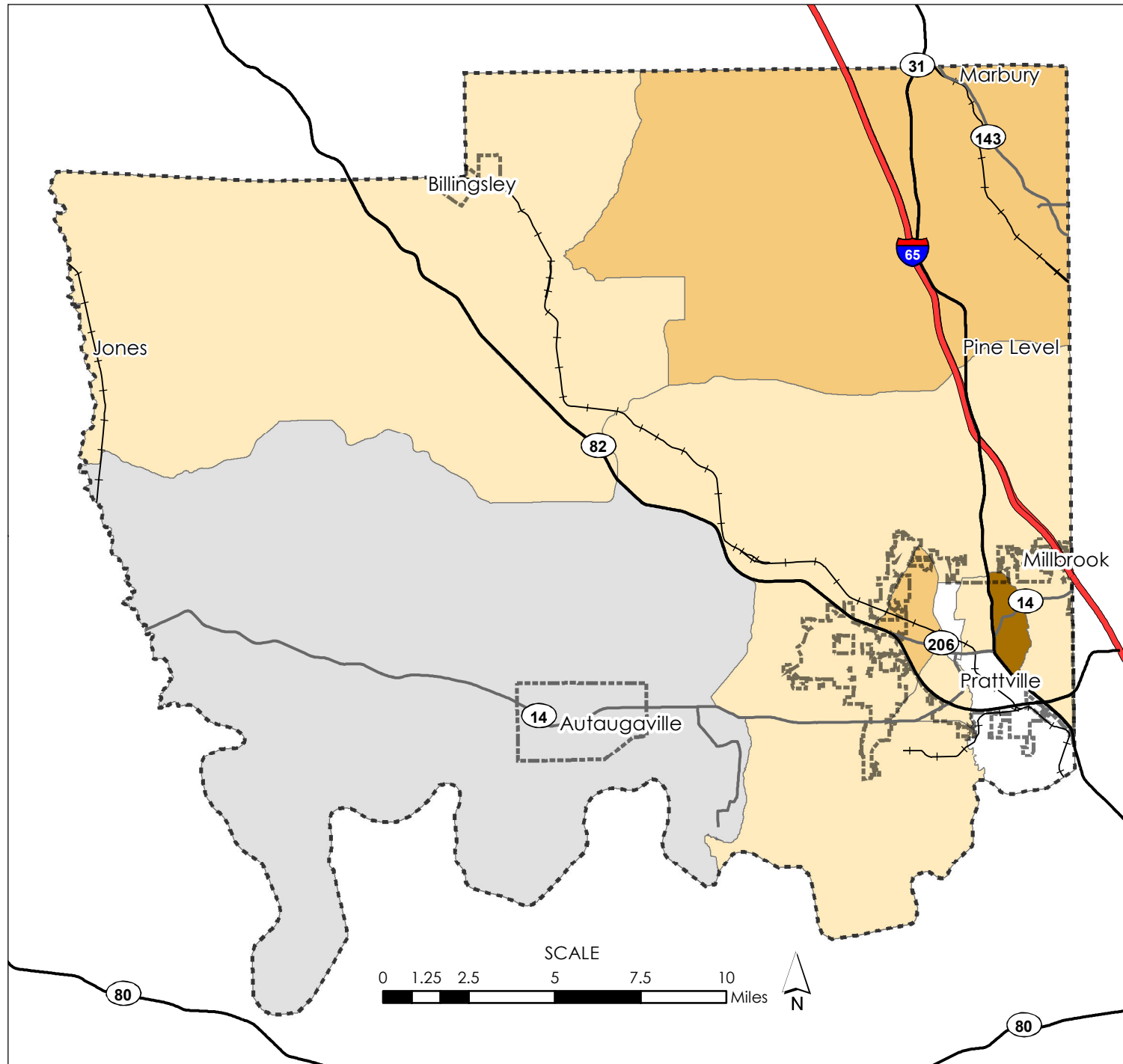
## Legend

### Census Tracts

### Population in Poverty



## Percentage of Population Below Poverty Line by Census Tract



# AUTAUGA COUNTY DISABLED POPULATION

HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

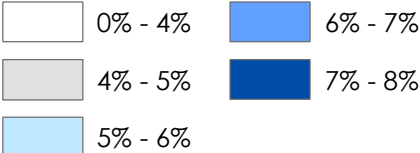
AUTAUGA COUNTY  
AUTAUGAVILLE | BILLINGSLEY | PRATTVILLE

POPULATION: 55,416

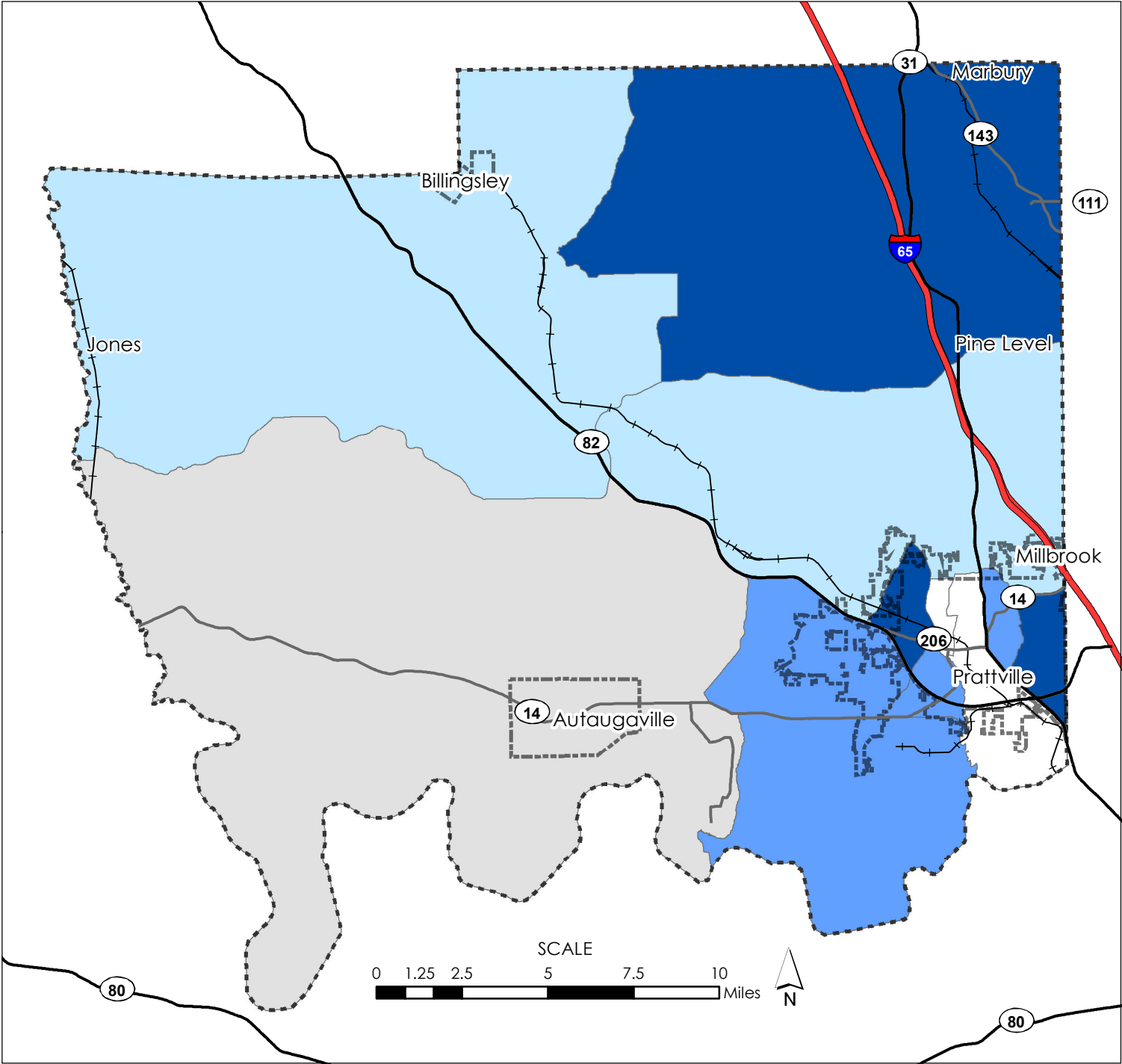
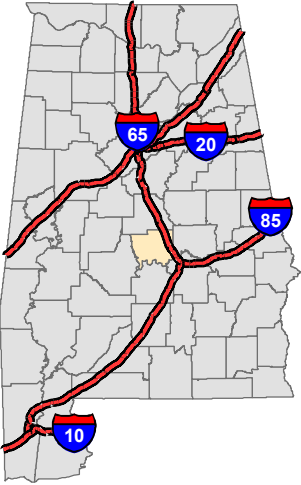
## Legend

Census Tracts

Disabled Population



Percentage of Population With A Disability  
by Census Tract



# AUTAUGA COUNTY ELDERLY POPULATION

HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

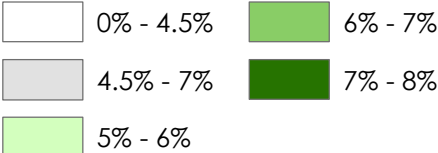
AUTAUGA COUNTY  
AUTAUGAVILLE | BILLINGSLEY | PRATTVILLE

POPULATION: 55,416

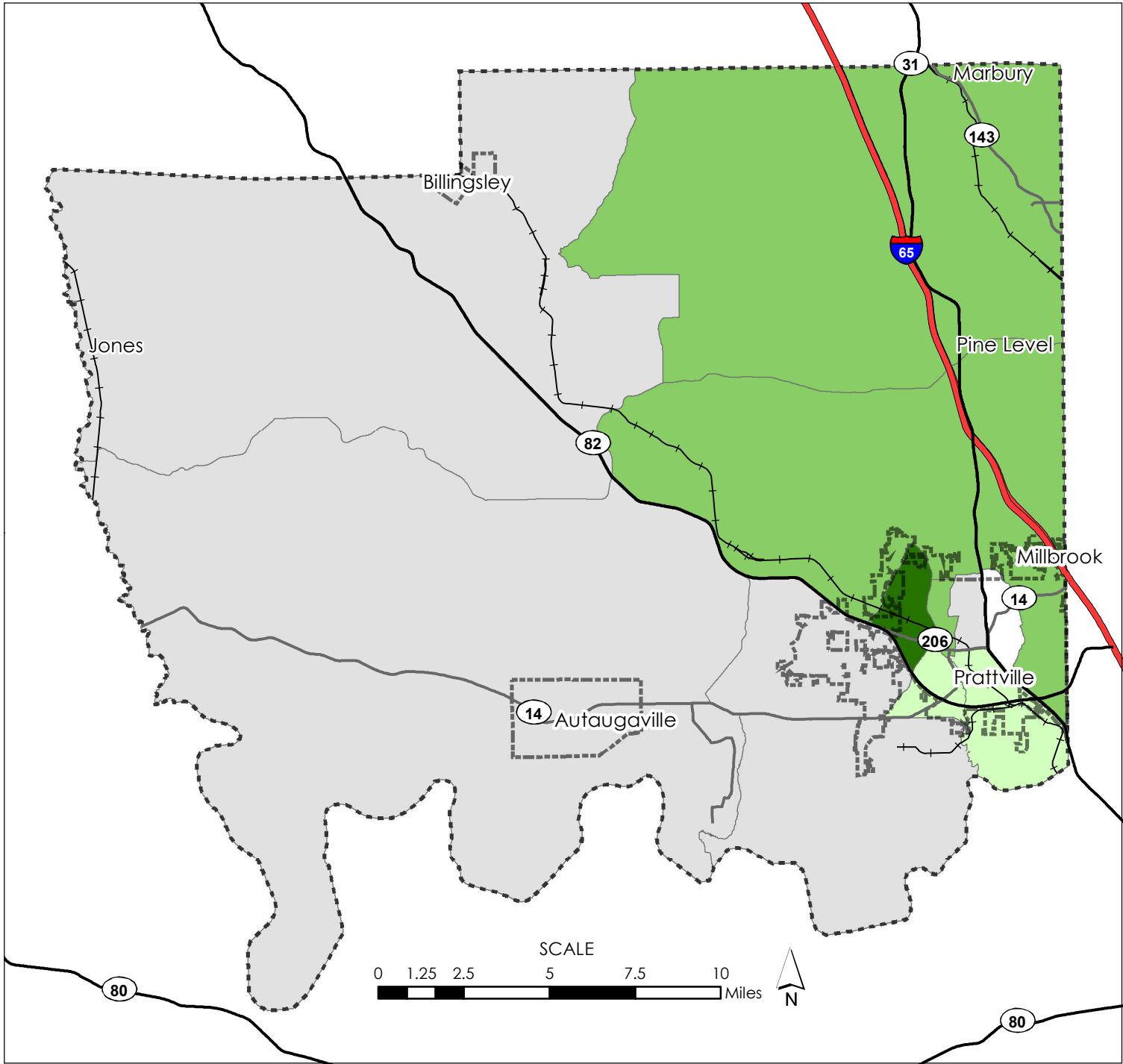
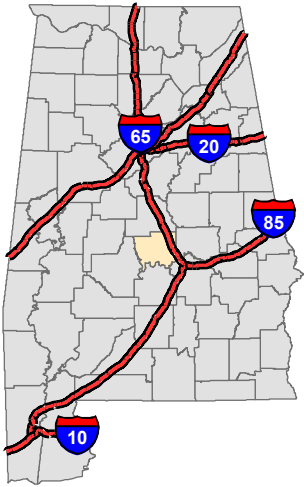
## Legend

Census Tracts

Elderly Population



Percentage of Population Over 65 Years Old  
by Census Tract





## ELMORE COUNTY

*Demographics and Geography:* According to the U.S. Census estimates for 2016 Elmore County has a population of 81,799, up 3.2% from the numbers reported in the 2010 Census estimates. As of July 1, 2016, the Census reported 10,716 disabled people (13.1%) under the age of 65; 12,106 people over the age of 65, of which 4,417 were reported to be disabled; and 11,452 (13.6%) 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 36,726 persons in the labor force for Elmore County in 2016. Of that number 34,917 were employed, and 1,809 were listed as unemployed. This translated to an unemployment rate of 4.9% which compares to the Alabama rate of 6.3% and the U.S. rate of 4.7% 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 Table E-1 below:

TABLE E-1 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
Elmore Community Hospital	230

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*** - 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 our day habilitation program and our 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 out their members as well as other in the community.

The objective of the AWE/Arc is to provide door-to-door services for people with developmental disabilities in our service areas. Without our vehicles many, if not most, of those we serve would not be able to attend our programs. Our 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. Our training programs range from academics, to person care, housekeeping, self-help, financial planning, etc. We also offer 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 our transportation department. For this reason we intend 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 out daily habilitation and residential programs. Our transportation department provides safe, reliable

transportation for our clients. None of the clients we serve can drive and many would be unable to attend our programs without our transportation department. Neither Autauga County Rural Transportation nor the for profit transportation providers in our area have the vehicles, established routes or specially trained staff to adequately serve the needs of our clients. Our 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.

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.

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 provider bus stop 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.

- ***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. Assistance is needed for the purchase of new and/or replacement vehicles to continue providing a much needed service to their clients.
- ***River Region United Way*** - Unites donors and volunteers with community partners to improve the quality of life for all citizens of the River Region. The 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 our 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 7-21passenger van to provide transportation to and from the Eclectic Senior Center Monday through Friday for its seniors. Additionally the van is used 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.

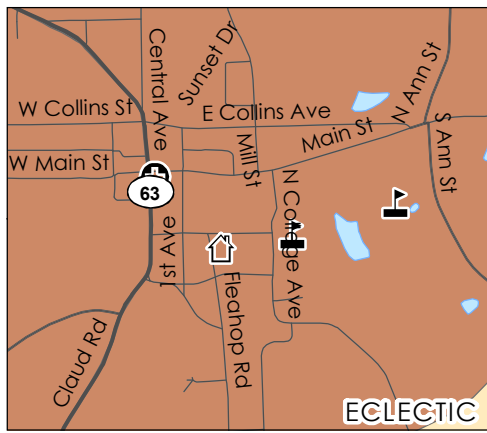
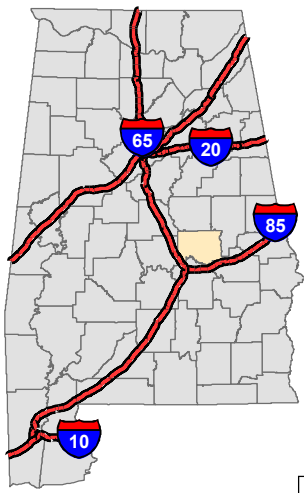
### Private Systems:

- **BML Transportation Services, LLC** – Provides non-emergency and taxi shuttle transportation services utilizing wheelchair accessible vehicles that accommodate wheelchair bound and ambulatory clients. Services are provided for both medical and non-medical needs. BML currently operates in Montgomery, Autauga, Elmore, Macon and Pike counties. Operational expansion is also planned for Butler, Chilton, Coosa, Crenshaw, Dallas, Jefferson, Lowndes, Shelby, Tallapoosa and Tuscaloosa counties.

BML is a Certified ADECA Minority Business Enterprise whose mission is to provide dependable, timely, high quality, safe transportation to all individuals who need to get to and from the medial appointments. Their goal is to create a successful company that will bring jobs and provide access to health care into underserved communities.

- **Checker & Delux Cab Company** – Provides medical transportation for VA patients in the River Region as well as for disable persons and anyone who is in need for transportation, at a flat rate. The have expressed a need for funding for additional vehicles to reach more areas in the Region and surrounding counties. They wish to expand their services to accommodate more non-emergency transportation needs.

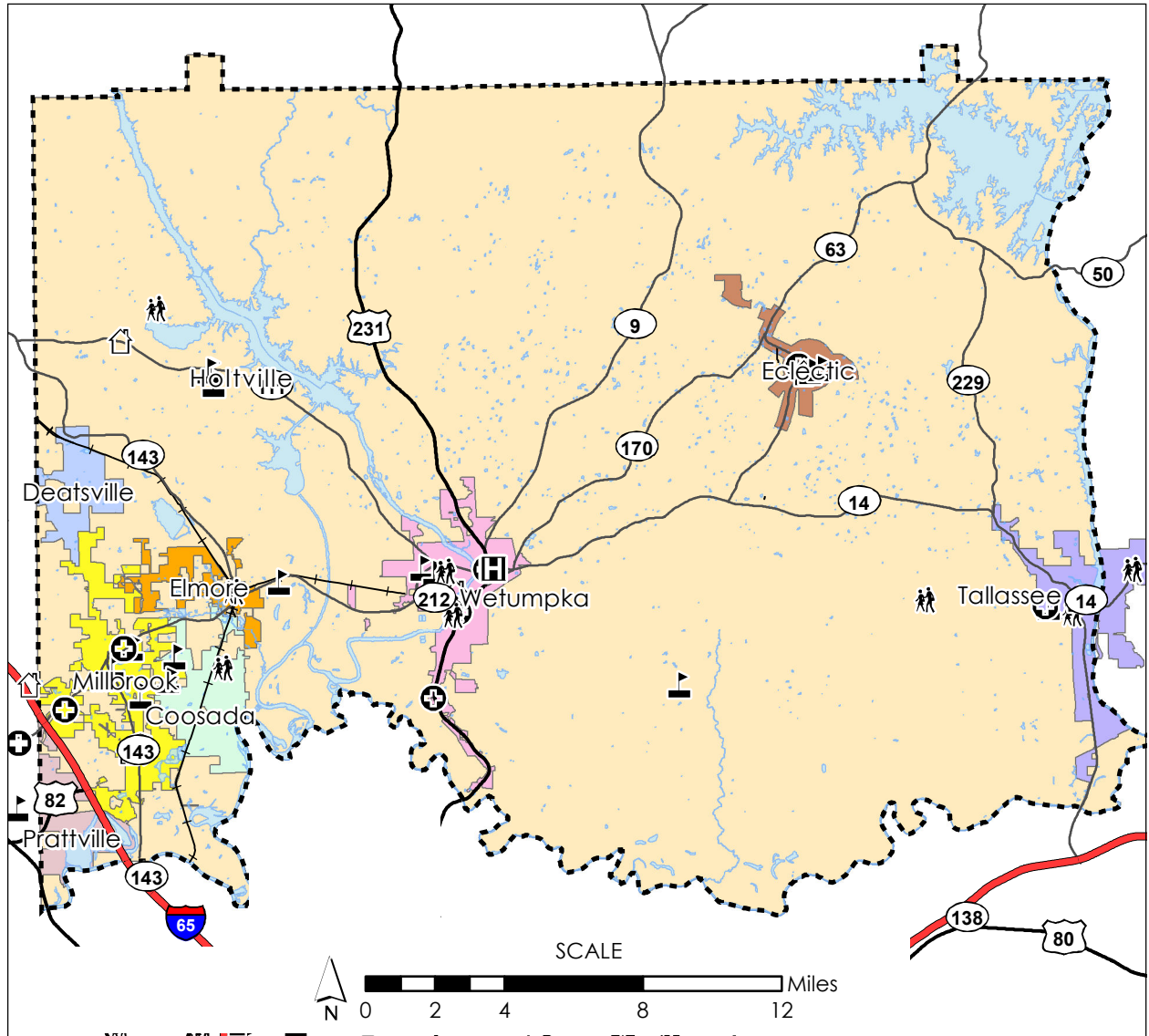
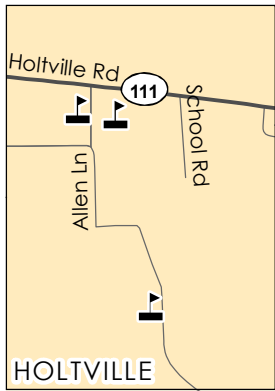




# ELMORE COUNTY FACILITIES

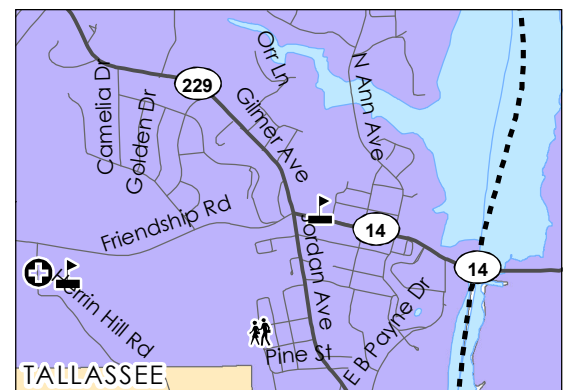
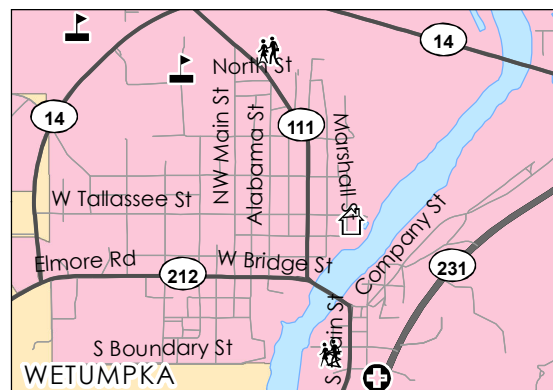
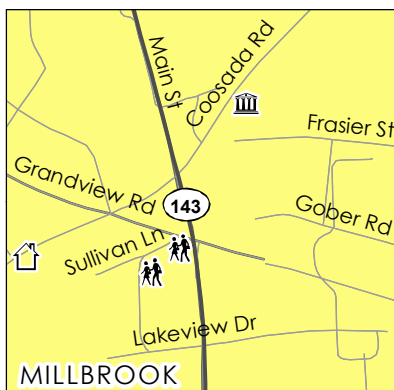
HUMAN SERVICES  
 COORDINATED TRANSPORTATION PLAN  
 AUTAUGA, ELMORE, & MONTGOMERY COUNTIES

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



## Regional Facilities

- Clinic
- Community Center
- Hospital
- School
- Senior Center
- Town Hall



# ELMORE COUNTY POPULATION IN POVERTY

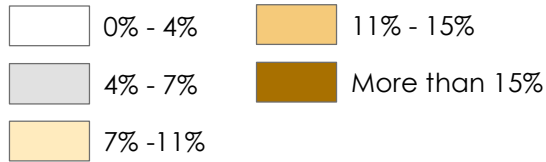
HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN  
AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

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

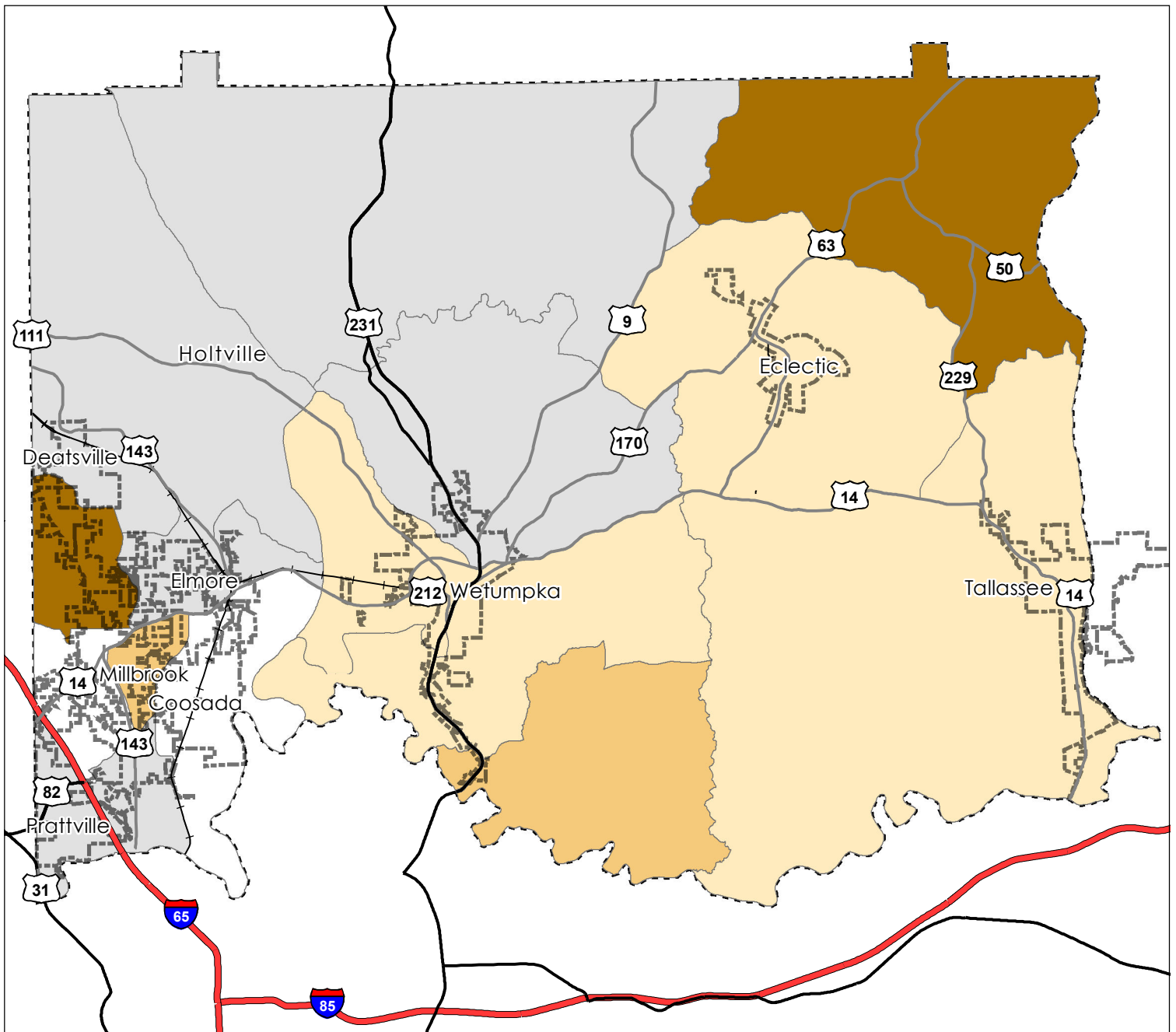
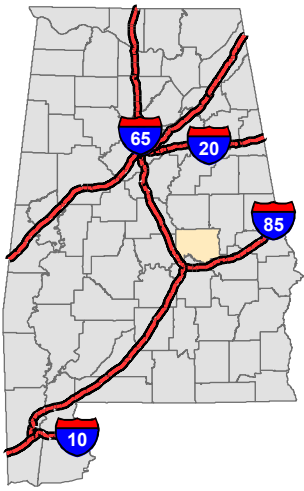
## Legend

### Census Tracts

#### Population in Poverty



Percentage of Population Below Poverty Line  
by Census Tract



# ELMORE COUNTY DISABLED POPULATION

HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

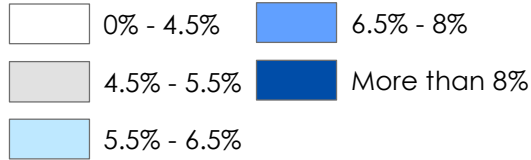
ELMORE COUNTY  
COOSADA | DEATSVILLE | ECLECTIC  
ELMORE | MILLBROOK | PRATTVILLE  
TALLASSEE | WETUMPKA

POPULATION: 81,799

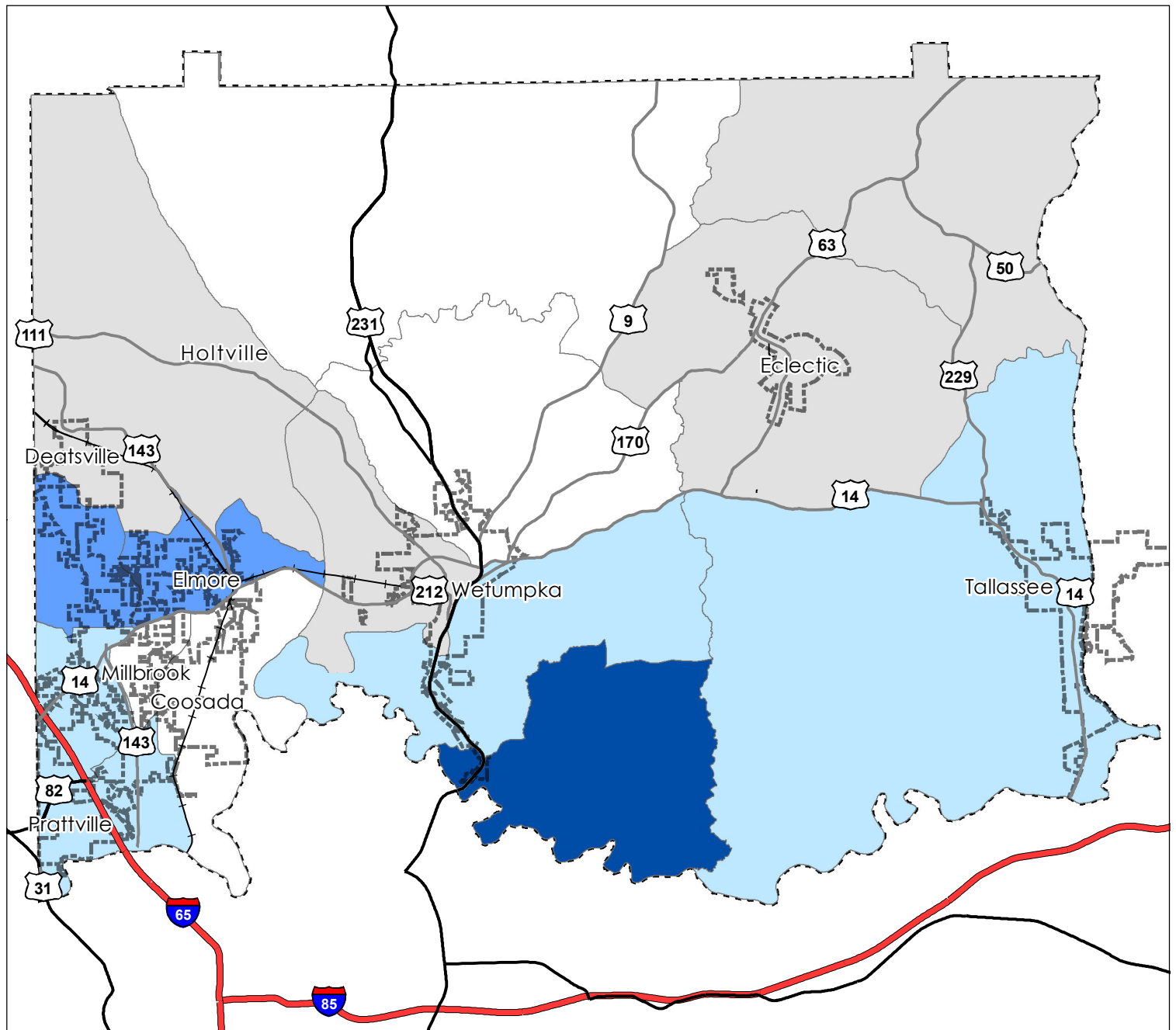
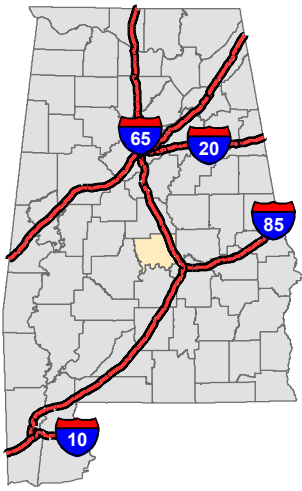
## Legend

Census Tracts

Disabled Population



Percentage of Population Disabled  
by Census Tract



# ELMORE COUNTY ELDERLY POPULATION

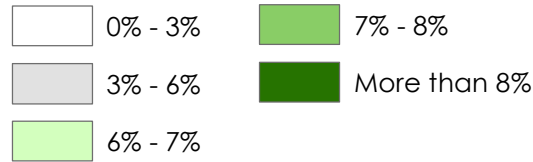
HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN  
AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

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

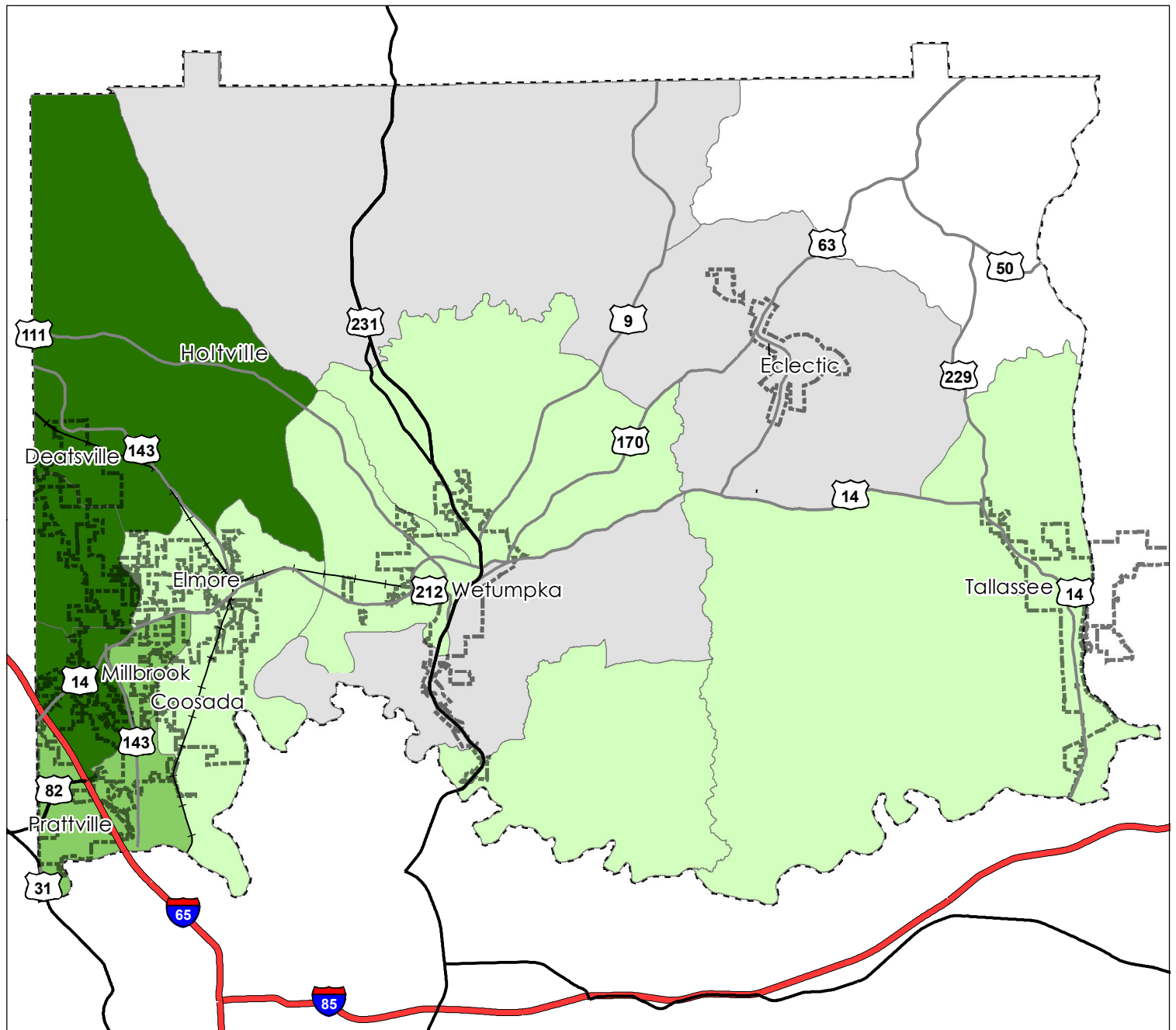
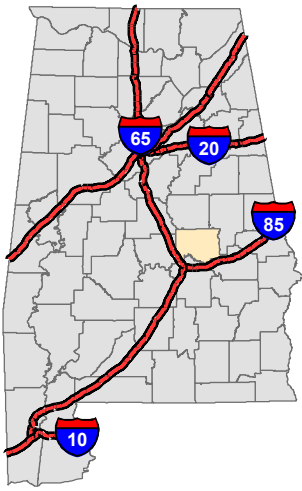
## Legend

Census Tracts

Elderly Population



Percentage of Population Over 65 Years Old  
by Census Tract



## MONTGOMERY COUNTY

*Demographics and Geography:* According to the U.S. Census estimates for 2016 Montgomery County has a population of 226,349, down 1.32% from the numbers reported in the 2010 Census estimates. The Census also reported 36,125 disabled people; 31,689 people over the age of 65, of which 11,692 were reported to be disabled; and 51,155 or 22.6% were reported to be below poverty level in Montgomery County. (Source: U.S. Census Quick Facts)

Montgomery County is comprised of 800 square miles and has a population density of 294 persons per square mile. There are 2,409 miles of roadway in the County. The main north south routes are U.S. Highway 231 and Interstate 65 and the main east west route is Interstate 85.

The City of Montgomery is the major population concentration in Montgomery County with fully 89 percent of the total County population. The City of Montgomery, which is also the State Capital of Alabama, contains the major transit destination points in the County. These transit destinations include, but are not limited to, state and local government facilities, shopping, healthcare, social services and education facilities, and industry. These facilities provide needed services, entertainment and employment for residents of Montgomery County and surrounding counties. The need for transportation from surrounding counties to and from Montgomery County and the City of Montgomery cannot be understated.

*Employment:* The Alabama Department of Labor shows a total of 104,822 persons in the labor force for Montgomery County in 2016. Of that number 98,688 were employed, and 6,134 were listed as unemployed. This translated to an unemployment rate of 5.9% which compares to the Alabama rate of 6.3% and the U.S. rate of 4.7% for the same year.

There are approximately 6,371 nonfarm related businesses in Montgomery County. Most of the employers, including major and entry-level employers, are located within the municipal limits. Montgomery County's major employers along with total employee numbers are shown in Table M-1 below:

TABLE M-1 MONTGOMERY COUNTY MAJOR EMPLOYERS	
Employer	# Employees
Maxwell-Gunter Air Force Base	12,280
State of Alabama	11,830
Montgomery Public Schools	4,524
Baptist Health	4,300
Hyundai Motor Manufacturing Alabama	3,500
ALFA Insurance Companies	2,568
City of Montgomery	2,500
MOBIS Alabama	1,400
Jackson Hospital & Clinic	1,300
Rheem Water Heaters	1,173

According to the Economic Development Partnership of Alabama (2014), of those Montgomery County residents who are in the workforce, 58,186 are working in the County and 23,090 work outside the County. Additionally, there are 62,457 outside residents working in Montgomery County. The top five (5) counties receiving workers from Montgomery County include Montgomery, Jefferson, Elmore, Autauga and Madison. The top five (5) counties sending workers to Montgomery County are Montgomery, Elmore, Autauga, Jefferson and Mobile.

### *Transit Resource Assessment:*

This section provides information on transportation providers and purchasers in Montgomery 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.

- ***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.

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).
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- ***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.

- ***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.

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 provider bus stop nearby for families seen at the Counseling Center would be beneficial.

- ***HandsOn River Region*** – Manages the following five (5) programs:
  - ***Volunteer Management*** : Places 10,000 volunteers annually, manages database of volunteer opportunities.
  - ***211***: Helpline connects people in need to resources. Manages comprehensive database of resources.
  - ***HMIS***: Homeless Management Information Systems; homeless data collection mandated by Congress for receipt of HUD funds to a community.
  - ***Christmas Clearinghouse***: Largest Christmas giving program; prevents duplication of giving.
  - ***Disaster Services***: Prepares people for and helps people recover after disasters.

HandsOn River Region stated that transportation is one of the top ten reasons people call 2-1-1. There are very limited transportation resources in this area to refer low income people to; they would love to see more transportation option as this is a major barrier to obtaining services.

- ***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.
- ***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.

- **Montgomery ARC's** mission is to provide safe, quality and responsive services to the Montgomery area adults with intellectual and/or developmental disabilities and their families by provide adult day and vocational training, job placement, transportation and residential services to promote independence and daily living skills as well as integration into the community. These services are provide through seven (7) centers or programs offering a variety of opportunities for training, quality of life experiences, obtaining life skills, enhancement of physical fitness and wellness, etc.
- **Montgomery Area Transit System (MATS)** is a public service bus system in the metropolitan area that provides wheelchair seating, lift platform, step assistance and railings.
- **Montgomery Area Paratransit** provides transportation for people age 6 and up who cannot ride the city bus system due to a disability.
- **River Region United Way** - Unites donors and volunteers with community partners to improve the quality of life for all citizens of the River Region. The 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 our 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.

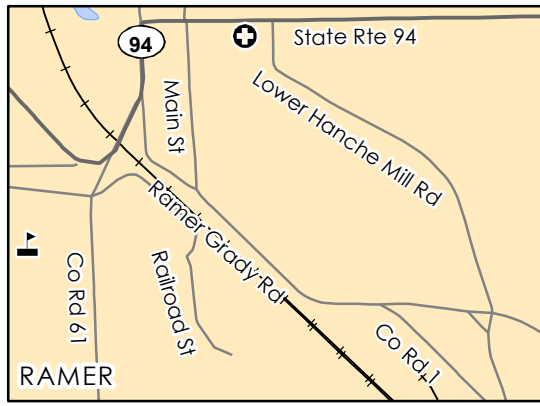
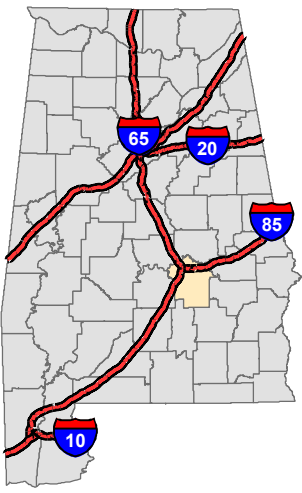
### Private Systems:

- **BML Transportation Services, LLC** – Provides non-emergency and taxi shuttle transportation services utilizing wheelchair accessible vehicles that accommodate wheelchair bound and ambulatory clients. Services are provided for both medical and non-medical needs. BML currently operates in Montgomery, Autauga, Elmore, Macon and Pike counties. Operational expansion is also planned for Butler, Chilton, Coosa, Crenshaw, Dallas, Jefferson, Lowndes, Shelby, Tallapoosa and Tuscaloosa counties.

BML is a Certified ADECA Minority Business Enterprise whose mission is to provide dependable, timely, high quality, safe transportation to all individuals who need to get to and from the medical appointments. Their goal is to create a successful company that will bring jobs and provide access to health care into underserved communities.

- **Checker & Delux Cab Company** – Provides medical transportation for VA patients in the River Region as well as for disable persons and anyone who is in need for transportation, at a flat rate. They have expressed a need for funding for additional vehicles to reach more areas in the Region and surrounding counties. They wish to expand their services to accommodate more non-emergency transportation needs.
- ***Caliber Patient Care/Transportation*** - provides non-emergency patient transportation to the region. Services can support ambulatory, wheelchair & stretcher. Trained and uniformed drivers, personalized service, 24 hour call center for reservations.



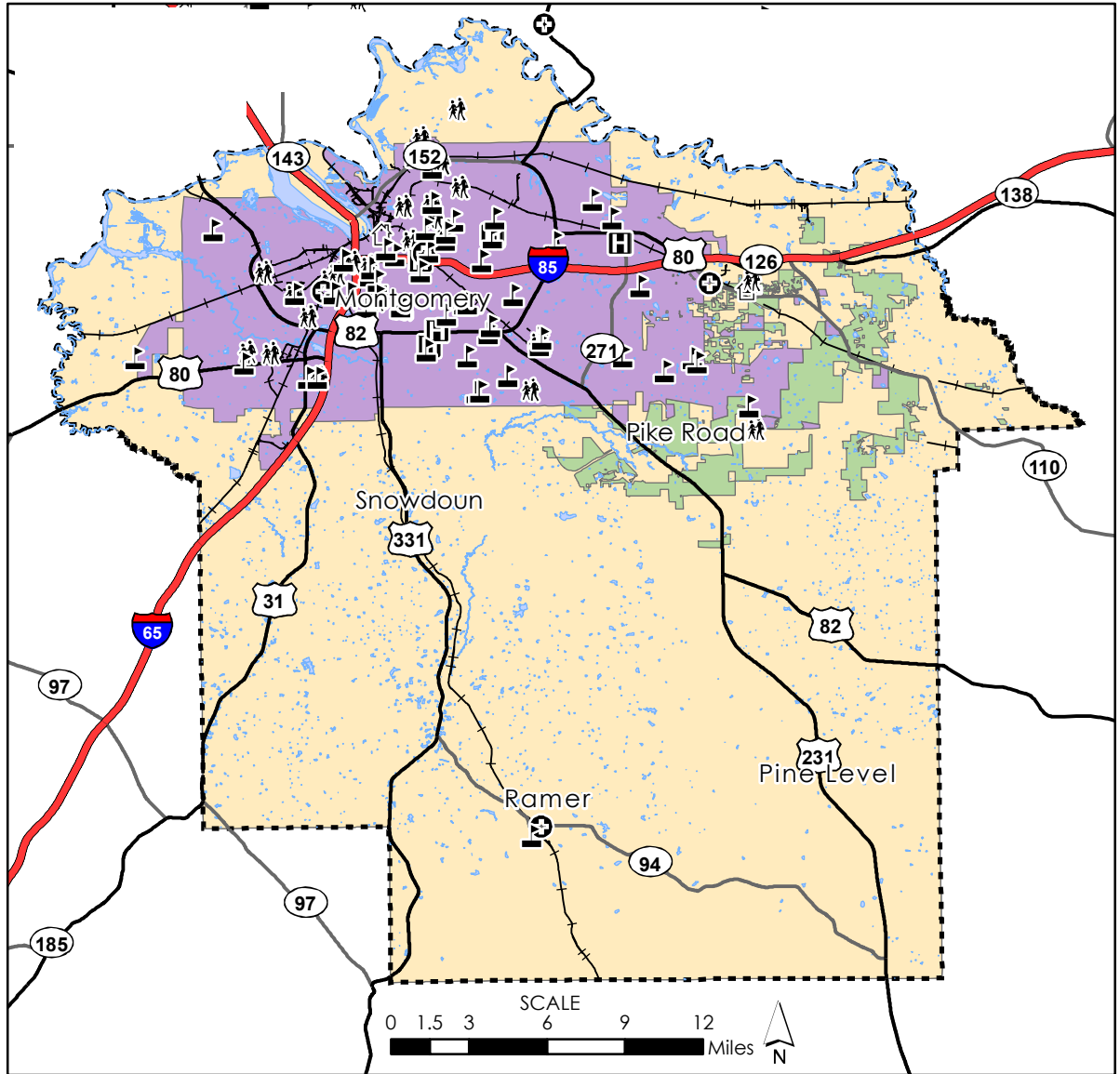
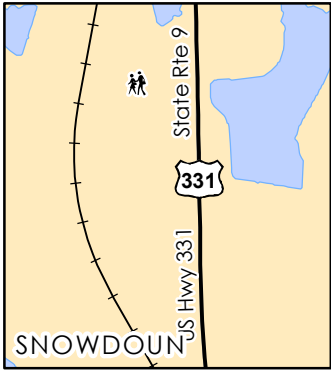


# MONTGOMERY COUNTY FACILITIES







HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN  
AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

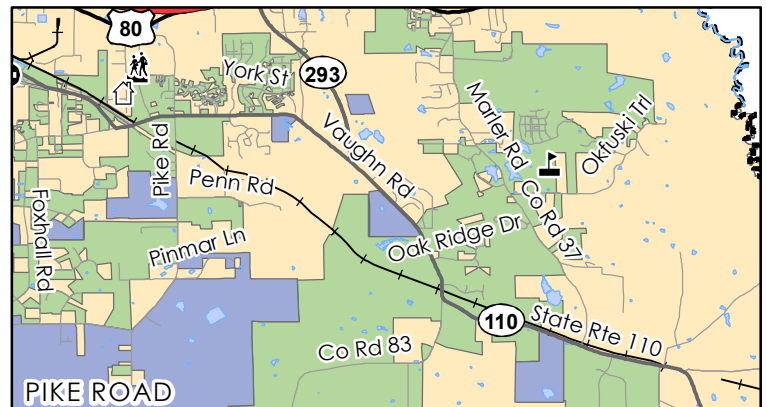
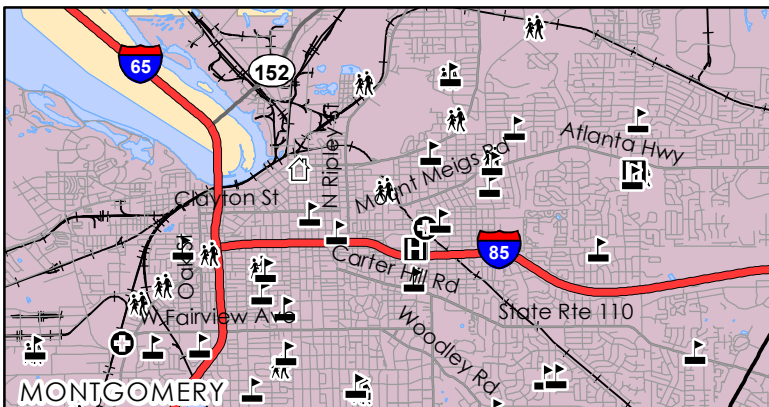
**MONTGOMERY COUNTY**  
**MONTGOMERY | PIKE ROAD**

**POPULATION: 226,349**



## Regional Facilities

-  Clinic
-  Community Center
-  Hospital
-  School
-  Senior Center
-  Town Hall



# MONTGOMERY COUNTY POPULATION IN POVERTY

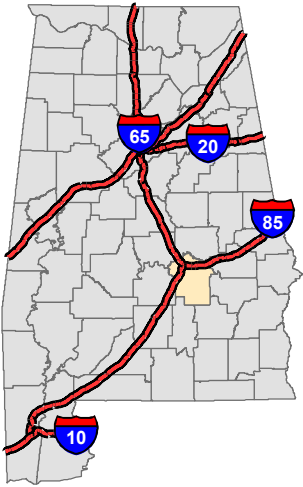
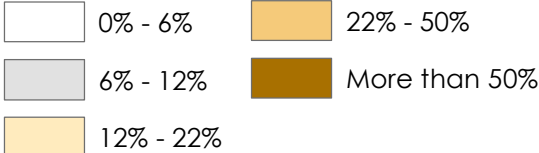
HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN  
AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

MONTGOMERY COUNTY  
MONTGOMERY | PIKE ROAD  
POPULATION: 226,349

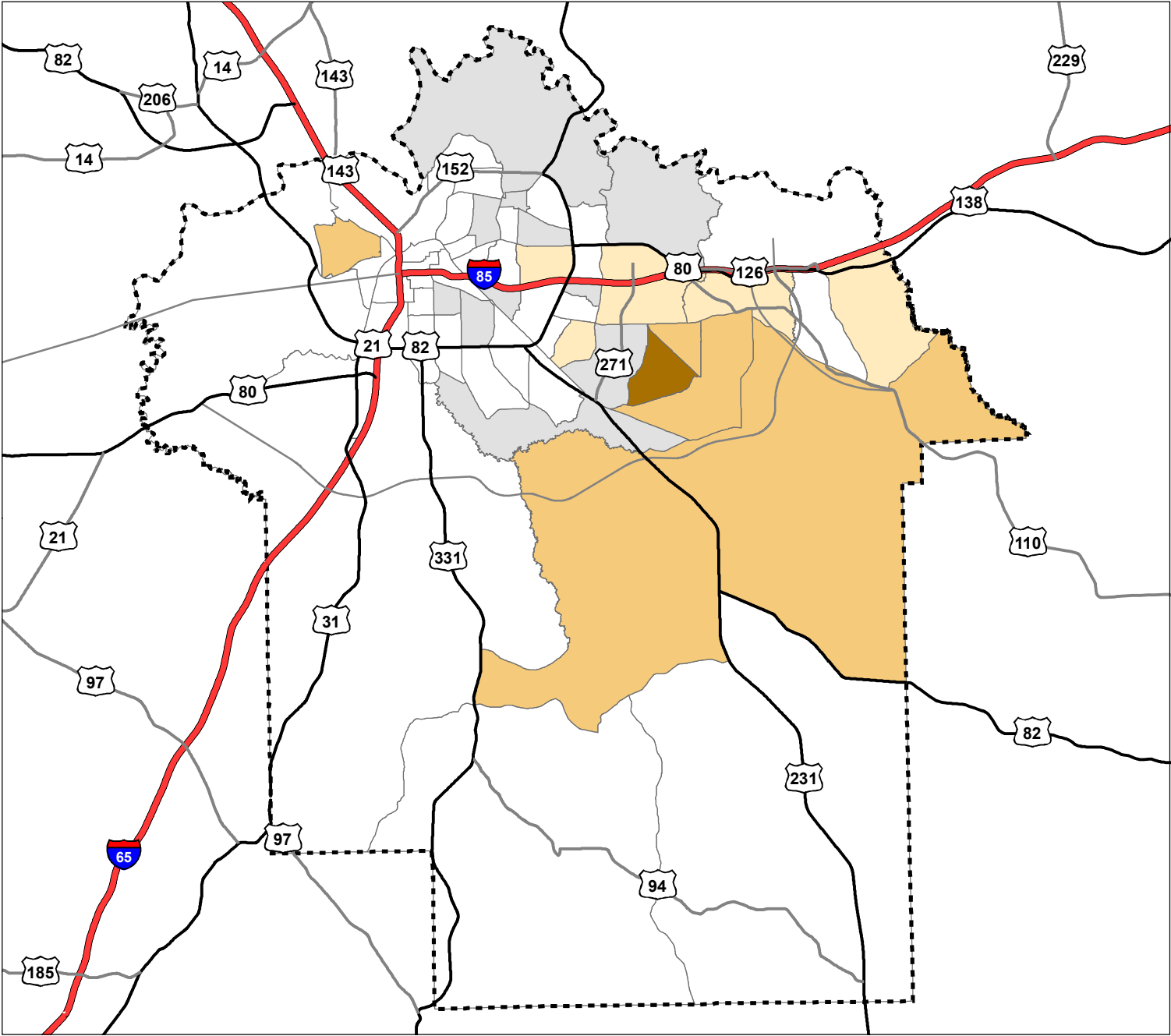
## Legend

Census Tracts

Population in Poverty



Percentage of Population Below Poverty Line  
by Census Tract



# MONTGOMERY COUNTY DISABLED POPULATION

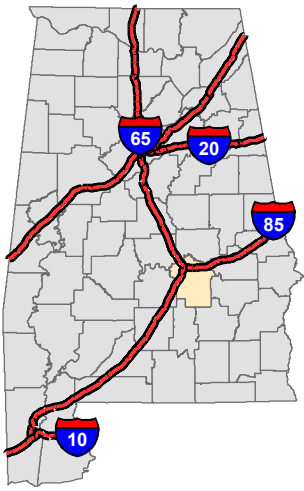
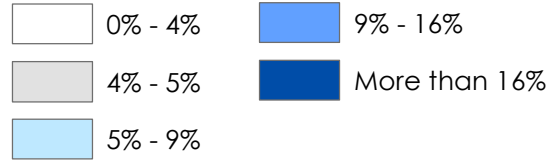
HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN  
AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

MONTGOMERY COUNTY  
MONTGOMERY | PIKE ROAD  
POPULATION: 226,349

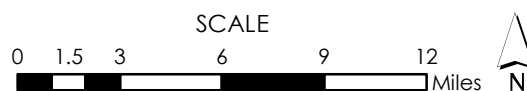
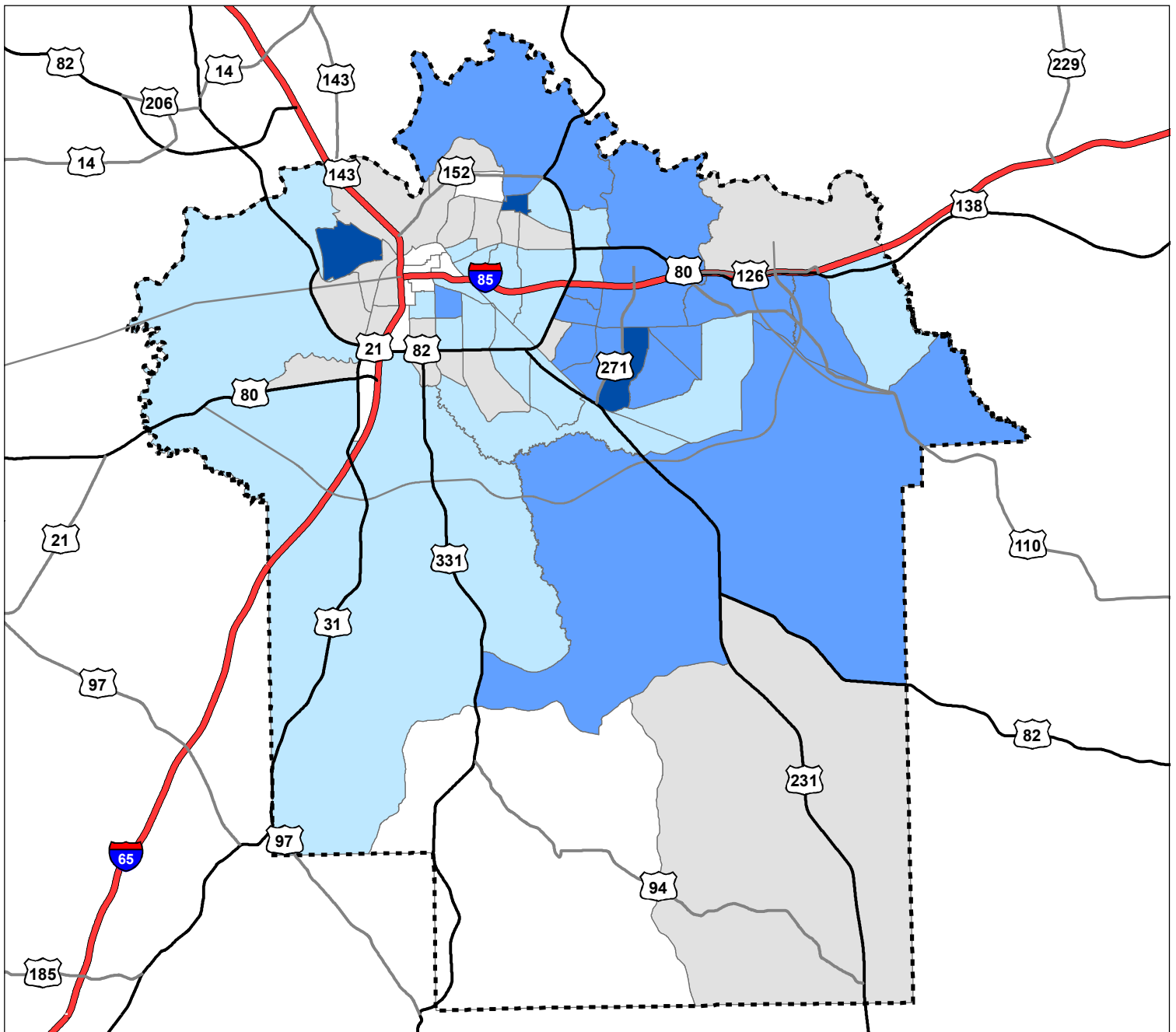
## Legend

Census Tracts

Disabled Population



Percentage of Population Disabled  
by Census Tract



# MONTGOMERY COUNTY ELDERLY POPULATION

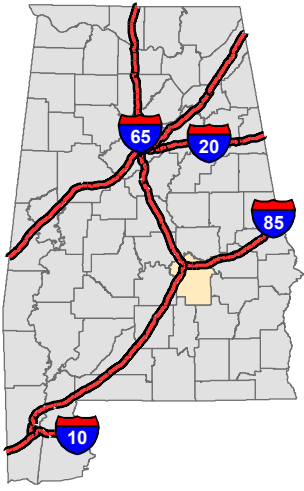
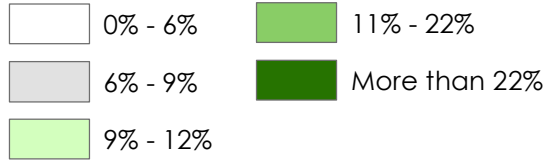
HUMAN SERVICES  
COORDINATED TRANSPORTATION PLAN  
AUTAUGA, ELMORE, & MONTGOMERY  
COUNTIES

MONTGOMERY COUNTY  
MONTGOMERY | PIKE ROAD  
POPULATION: 226,349

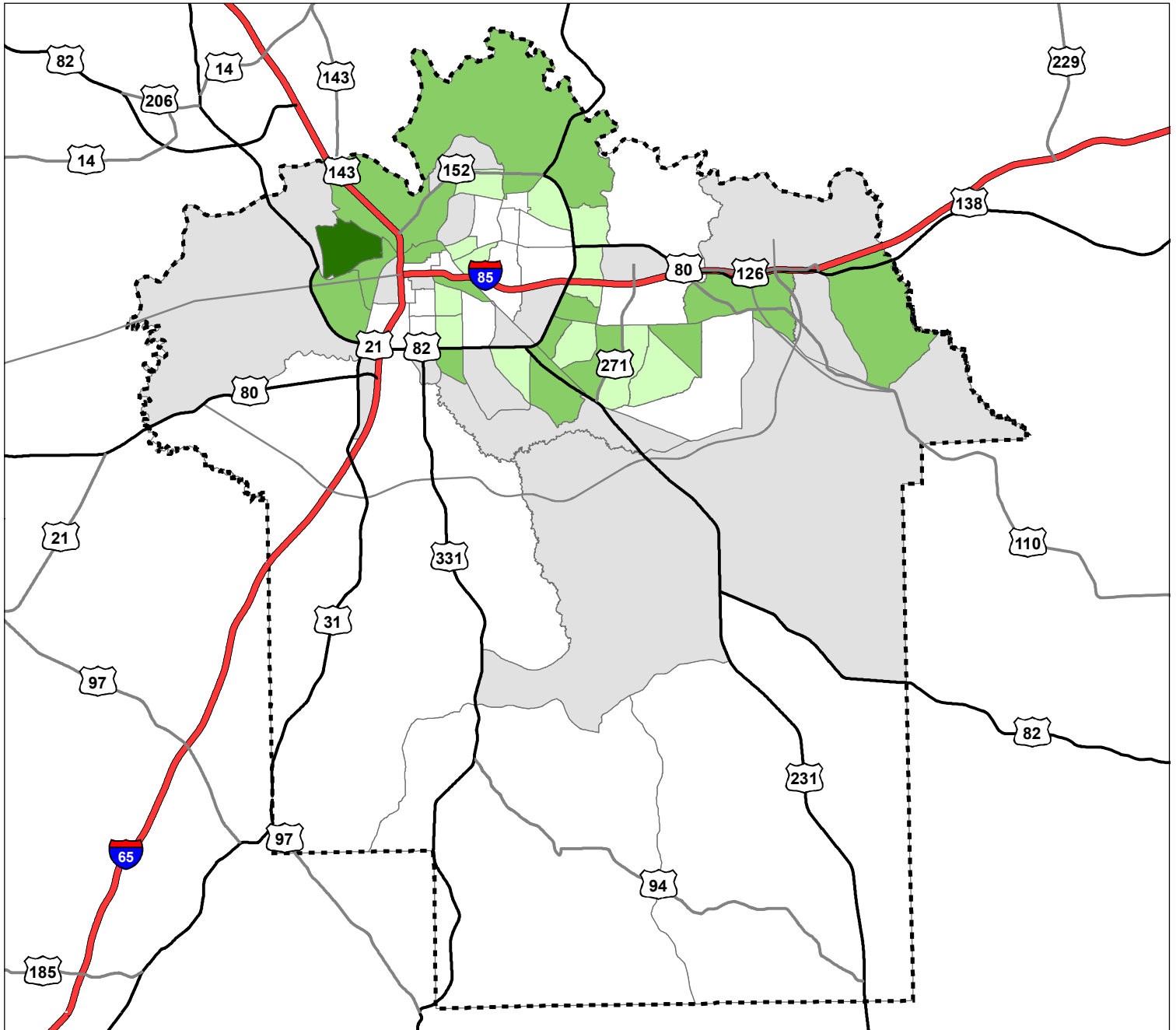
## Legend

Census Tracts

Elderly Population



Percentage of Population Over 65 Years Old  
by Census Tract





## *Regional Transportation Needs and Barriers as Identified by Local Human Services Agencies*

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. (*See Appendix E*) Additionally, Baptist South Hospital explained that due to location and timing of transit stops it is extremely difficult for 2<sup>nd</sup> 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 know that our 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 our entire target group, not the least of which will be our 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.

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, (*See Appendix E*). 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 M*” and the Autauga Rural Transit System as well as providing odd hour transportation to work and school. CARPDC’s Board of Director 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, and the opportunity to network with different transportation providers from across the region, was mentioned as a possible way to create momentum to advance the exploration of transportation solutions. A quarterly meeting could be schedule 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.

#### *Support Funding for Region’s Agencies Providing and/or Needing Transportation Related 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

### *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](mailto:kennis@carpdc.com) or at 334-262-4300.

***(MPO) APPENDIX A***

***MONTGOMERY METROPOLITAN  
PLANNING ORGANIZATION***





# 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***

***RURAL PLANNING ORGANIZATION  
(RPO)  
OF CENTRAL ALABAMA***





# 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 21<sup>st</sup> 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 6<sup>th</sup> 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 RPC HSCTP – STAKEHOLDERS MEETING MATERIALS***

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**STAKEHOLDERS MEETING  
HUMAN SERVICES COORDINATED TRANSPORTATION PLAN  
WEDNESDAY, SEPTEMBER 27, 2017  
9-11 A.M.**

**9:00 A.M. WELCOME – *Greg Clark, Executive Director, CARPDC***

**9:10 A.M. ANALYSIS OF TRANSPORTATION SERVICES –  
*Katherine Ennis, Planning Director and  
Phoenix Robinson, Planner/GIS, CARPDC***

- What Services are currently being provided and by whom.
- What Services are still needed
- How do we fill these gaps

**9:40 A.M. BREAK**

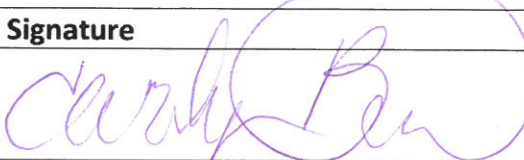
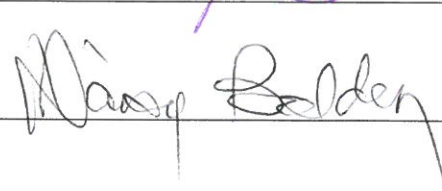
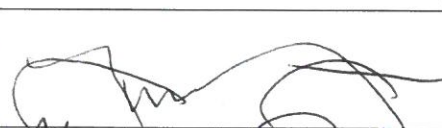
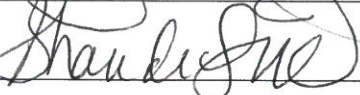

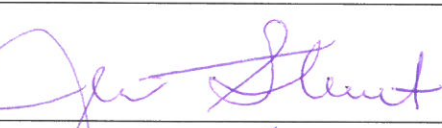

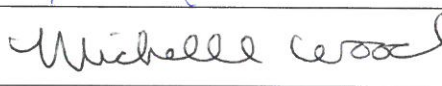
**9:50 A.M. EXPLANATION OF TRANSPORTATION FUNDING  
PROGRAMS – *Greg Clark, Executive Director, CARPDC***

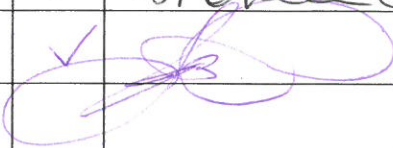
**10:20 A.M. REQUEST FOR OVERVIEW OF SERVICES FROM  
AGENCIES.**

**11:00 A.M. ADJOURN**

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**HSCTP – SIGN-IN SHEET**

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

#	Name		Signature
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4	AMBER WRIGHT	✓	Amber Wright checker Deluxe cabco.
5	MERRILL CARROLL	✓	Merrill Carroll Family Support Center
6	BROWN, YVETTE	✓	 DHR/ELMORE COUNTY
7			

TALASSEE  
L →

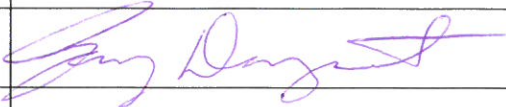
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Family Support Center

DHR/ELMORE COUNTY



#	Name	Signature
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	<b>David Bohannon, ALDOT</b> <i>SE Region Pre-Const. Engineer</i>	
	<b>Daryl Morris</b> <i>Auburn University Montgomery</i>	
	<b>Robert Spivery</b> <i>Montgomery Parks &amp; Rec.</i>	
	<b>Fred Thomas</b> <i>Montgomery Parks &amp; Rec.</i>	
	<b>Katrina Mitchell</b> <i>Elmore County Extension &amp; Family Resource Center</i>	
	<b>Onya Myhand</b> <i>Autauga County DHR</i>	
	<b>Tiffany Gates</b> <i>Autauga County DHR</i>	
	<b>Jimmy Hill</b> <i>United Way</i>	
	<b>Catherine Watts</b> <i>Family Sunshine Center</i>	
	<b>Case Manager</b> <i>Family Sunshine Center</i>	
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	<b>Lynn Weldon</b> <i>City of Wetumpka – Airport</i>	
	<b>Delane Poague Richardson</b> <i>Wetumpka Senior Services</i>	
	<b>Charles McCray</b> <i>Veterans Services Officer, Montgomery County</i>	
	<b>April Delchamps</b> <i>Montgomery MPO</i>	
	<b>Stephen Stetson</b> <i>Arise</i>	
	<b>Leslie Gispanski</b> <i>WELCOME</i>	

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Tammy	Gibson		WELCOME	3342850150	<a href="mailto:welcomecenter@att.net">welcomecenter@att.net</a>
Teresa	Parker		Baptist Medical Center South	3342882100	<a href="mailto:tfparker@baptistfirst.org">tfparker@baptistfirst.org</a>
Thomas	Hardy		BML Transportation Service	334-201-2845	<a href="mailto:thomashardy@bmltransportation.com">thomashardy@bmltransportation.com</a>
Thomas	Holmes		The ARC of Alabama	3342627688	<a href="mailto:Info@TheArcofAlabama.com">Info@TheArcofAlabama.com</a>
Todd	Strange		City of Montgomery	3342414417	<a href="mailto:bblalock@montgomeryal.gov">bblalock@montgomeryal.gov</a>
Tom	Davis		TROY-Montgomery Campus	3346703981	<a href="mailto:tomdavis@troy.edu">tomdavis@troy.edu</a>
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Troy	Stubbs		Elmore County Commission	3345145841	<a href="mailto:t.stubbs@elmoreco.org">t.stubbs@elmoreco.org</a>
Tyrone	Pelham		The ARC of Eastern Elmore County	3345140708	<a href="mailto:earced@aol.com">earced@aol.com</a>
Gerry	Purcell		Wetumpka Chamber of Commerce	3345674811	<a href="mailto:gpurcell@wetumpkachamber.org">gpurcell@wetumpkachamber.org</a>
Wanda	Diskin		Autaugaville Senior Center	3343651449	County Director: <a href="mailto:joy.hollon@autauga.com">joy.hollon@autauga.com</a>
Willie	Sayer		Sayer Cab Service	3343656225	<a href="mailto:willie.sayer@gmail.com">willie.sayer@gmail.com</a>
Willie	Sayer		Yellow Cab Co., Inc.	3342625225	<a href="mailto:willie.sayer@gmail.com">willie.sayer@gmail.com</a>
Willie	Sayer		Montgomery Shuttle, Inc.	334-365-6225	<a href="mailto:terri@sayerdelivery.com">terri@sayerdelivery.com</a>
Amber	Wright		Checker & Delux Cab Incorporated	334-241-0034 334-201-5133	<a href="mailto:checkerdeluxecabcompany@yahoo.com">checkerdeluxecabcompany@yahoo.com</a> ; <a href="mailto:austinamber683@gmail.com">austinamber683@gmail.com</a>
			Dubose Express & Co. Inc.	3344671005	N/A
Daisy	Bolden		Central Alabama Aging Consortium		
Jim	Martin		medi-rides transport	334-275-1530	<a href="mailto:jim@medi-ridestransport.com">jim@medi-ridestransport.com</a>
Matt	Holdbrooks		Kid-One Transport	205-978-1001 wk; 205-516-4380 cell	<a href="mailto:mholdbrooks@kidone.org">mholdbrooks@kidone.org</a>
Jo Ann	Johnson		HandsOn River Region		<a href="mailto:jjohnson@handsonriverregion.org">jjohnson@handsonriverregion.org</a>

## 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 office
- **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** – 2<sup>nd</sup> shift is difficult because transit stops

### EDUCATION TRANSPORT:

### 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 D***

## ***LIST OF RESOURCES***



LIST OF  
LOCAL AND NATIONAL RESOURCES

LOCAL:

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

NATIONAL:

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



# ***APPENDIX E***

## ***ADPH REPORT REGION 9 SECTION***





**ALABAMA DEPARTMENT OF PUBLIC HEALTH  
Provider Side Transportation Assessment Survey  
Region 9 Section**



## **Region 9 – Central Alabama Regional Planning and Development Commission**

*Counties: Autauga, Elmore, Montgomery*

The Alabama Community Health Improvement Plan (ACHIP) is based on the results of a comprehensive statewide Community Health Assessment (CHA) and was developed by the Alabama Department of Public Health (ADPH) – in collaboration with a varied cross-section of stakeholders – to address the top three statewide healthcare priorities. The highest identified priority is Access to Care, and the associated ACHIP workgroup’s defined goal is as follows: “To measurably improve access to care for all Alabamians by reducing transportation barriers, addressing the shortage of providers, closing insurance coverage gaps, and improving health literacy.”

To begin addressing the issues surrounding transportation barriers, ADPH conducted a series of email surveys and interviews (telephone and in-person) with representatives of 115 safety-net healthcare providers across the state. This sample of providers primarily included rural hospitals, rural health clinics, federally-qualified health centers, community mental health centers, and Department of Public Health social workers.

One objective of this assessment was to contribute to identifying the areas and patient demographics most impacted by a lack of transportation. A second objective was to identify potential gaps in information between healthcare providers, patients, and transportation agencies by collecting information on transportation issues and available resources from the providers’ perspective. Based on their experiences in treating their respective patient populations, representatives of each healthcare provider were asked to provide their input on the following topics:

- Types of transportation resources within their operating area, including those offered directly by the provider, that patients may use for their health care needs.
- Other local agencies or organizations that could potentially assist with providing non-emergency patient transportation.
- Groups of patients that have the most difficulty obtaining reliable transportation for their healthcare needs.
- The types of appointments representing the greatest challenges to people without reliable transportation.
- The scope and scale of transportation-related issues faced by their patients, and the accessibility and availability of transportation resources within their operating area.
- Other general comments regarding patient transportation issues and potential access-to-care solutions.

This statewide assessment included input from representatives of seven safety-net healthcare providers operating within the three counties of the Central Alabama Regional Planning and Development Commission. These providers included:

- One community mental health center
- One federally-qualified health center
- Two rural health clinics
- One rural hospital
- One Department of Public Health social worker
- Kid One Transport

**Currently available transportation options include:**

- Van service provided by community mental health center, which also helps cover some non-healthcare needs
- Autauga rural transportation system
- MATS public transit system
- Taxi services, though they may be cost-prohibitive to patients
- Reliance on friends/family/neighbors for rides
- Kid One
- Transportation system run through Elmore Hospital by Macon County

**Populations identified by these providers as being affected by transportation barriers include:**

- Low-income uninsured, non-Medicaid adults
- Elderly patients
- Patients living in the most rural areas, such as Elmore County, where public transportation and taxi services are lacking or limited
- Mental health patient population – estimated only 60% have reliable transportation

**Specific transportation-related barriers discussed include:**

- Referrals to out-of-county specialty care are more difficult, since there is no dedicated transport system that serves this purpose for adults, even if they are Medicaid-eligible.
- Scheduling and route limitations on available transportation resources
- Difficulties accessing and using the Medicaid NET system, and issues with delayed reimbursements
- Difficulties to the patient in maintaining regularly-scheduled appointments, such as dialysis treatment, without reliable transportation access
- Fees and fares greater than what patients can afford, even for rides obtained from friends and family members. For many patient groups, this is frequently a hardship.

**Several consequences of transportation-related barriers were discussed, including:**

- High rates of missed, canceled, and re-scheduled appointments – approximately 40% of appointments at Montgomery Area Mental Health Authority
- Patients tend to present to healthcare providers only when they have an acute health issue, but they will not prioritize follow-up visits if the time and monetary costs of transportation are too high
- Missed appointments for preventative and follow-up care, leading to worsening of health status and increased re-hospitalizations
- Misuse of emergency ambulance services to get to hospitals for non-emergency needs
- Strain placed on hospital staff, who may have to provide transport home to patients who are stranded at the hospital after coming in via ambulance
- Multiple providers consider transportation to be among the highest-priority problems their patients face.

**Transportation solutions currently in practice include:**

- Multiple providers paying for rides and/or providing vouchers to cover the costs to patients who use public or private transportation for their appointments
- Viva Health also assists their clients in paying for transportation
- Medicaid NET voucher and reimbursement systems
- Kid One service, which sufficiently meets all the major transportation-related needs of Wetumpka Family Rural Health Clinic, a pediatric clinic in Elmore County

**Other suggestions for potentially improving access to transportation in this region include:**

- Involving other community or faith-based entities in providing healthcare transportation, if funding and liability barriers can be overcome
- More regular interfacing between healthcare providers and transportation entities to make sure that each side is informed of the other's needs and capabilities
- Need a system analogous to Kid One that could regularly transport adult patients to specialty care in larger cities such as Birmingham

A full summary of the information obtained by interviewing the sample of safety-net healthcare providers operating within the region is detailed in the preceding pages.

**Montgomery Area Mental Health Authority**  
*Autauga, Elmore, Lowndes, Montgomery counties*

For the rehabilitative day program in Montgomery, Montgomery Area Mental Health Authority provides weekly bus passes for their clients that can understand and safely ride the MATS transit system. For clients residing in their group homes in all 4 counties, the MHA has vans assigned to the home to accommodate the full range of transportation needs, medical and non-medical. These services are available 7 days per week and travel to different areas on a per-ride basis; there are no set routes.

Autauga Rural Transportation serves some consumers in Autauga County. Patients in Lowndes County can use a rural transportation system based out of Selma (there isn't one located within the county). The limitation associated with this is that the system doesn't usually run into Montgomery. So if the MHA has a client that requires travel to Montgomery for mental health reasons, they send a case manager to pick them up and bring them there. In Elmore County, there's a rural transportation authority, but they clients don't frequently take advantage of it. The requirement to schedule rides beforehand may sometimes be an issue. There are taxi services available as well, but patients rarely use them due to cost. In the end, most patients with transportation access needs will get rides from friends or family instead of public transit, which can still be very expensive for them. MHA personnel have even supplied \$5/\$10 out of their own pockets to help pay for patient rides home (even as short as a half-mile drive).

There was a meeting in Millbrook earlier in 2015 to discuss transportation needs, and several representatives of faith-based and nonprofit organizations that said they could participate and provide transportation, but would require funding assistance for drivers or vans to supply it.

Transportation was characterized as a "high-priority need," with likely 40% of customers across all 4 counties in coverage areas having reliable transportation. Lowndes County was generally described as the area in greatest need of improvement to transportation access, but finding ways to accommodate all patients' ride availabilities when scheduling appointments was reported to be a transportation-related issue across the board. In part because of this, the 'no-show' rate was estimated to be approximately 40% across the sites in all 4 counties, and almost always because the patient did not have a ride.

It was reported that transportation meeting in Millbrook was very useful for the MHA to network with different transportation providers, to obtain the rates and scheduling methods. It was suggested that more frequent meetings of this nature (e.g. once per quarter) would keep communication going and enable healthcare providers to be better informed to assist their clients and patients.

**Health Services Incorporated**

*Montgomery, Autauga, Chilton, Elmore, Lowndes, Coosa counties*

Health Services Incorporated does not currently offer any direct transportation assistance to their patients. They can help connect some of their patients (mostly pediatrics and expectant mothers) with rides through the Medicaid NET program, and they have a grant to provide bus passes to homeless patients, but they have no other way to help other patients outside of these categories.

They report that some patients can use public transportation, such as Montgomery's metro bus system, but "all the time" they learn of patients having to obtain rides from family and friends, paying for which can be a "big hardship."

When experiencing a more acute health problem, most patients will find a way to seek care. However, less urgent appointments, such as follow-up appointments and preventative care (e.g. mammograms, check-ups, etc.), are most difficult to keep for patients without reliable transportation. This is attributed to a rise in re-hospitalizations among these patient populations, and increases the difficulty of maintaining proper preventative care, which is more cost-effective than acute care.

HSI also offers recurring appointments such as cooking classes for diabetic patients and regular behavioral health/therapy sessions for mental health patients, but 'no-shows' are also common for these, due to transportation barriers.

Though a "significant portion" of their patients was estimated to be affected by these barriers, the uninsured and most rural patient populations were reported to face the most severe difficulties. When patients do fail to keep their appointments, it is "often the case" that it was because they were unable to secure a ride.

**Wetumpka Family Rural Health Clinic***Elmore County*

This is a strictly pediatric rural health clinic, seeing families and children. Any of their patients who require transportation assistance can use Kid One Transport, which they report works very well and has presented them with no transportation-related healthcare access problems at all.

**River Region Family Medicine***Elmore County*

Public transportation is not a viable option for patients in need of transportation to Lake Martin Family Medicine, a rural health clinic. Viva Health has a transportation assistance service for their insurance clients, and Medicaid NET is available to certain patients, however the waiting list is extensively long and rides must be scheduled well in advance, making it difficult to use. The clinic is not aware of any other transportation resources used by their patients for healthcare needs, but would love to be informed if any do exist so that they could provide assistance accessing them as needed.

Patients who require specialist appointments face the most difficulty because there may be extensive transportation involved. Low-income adults not on Medicaid are also significantly affected, as well as the elderly: patients aged 65 and older are the major patient demographic at this clinic.

Due to inconsistent transportation, patients have to reschedule often. The RHC attempts to schedule all appointments at times when patients expect to have rides available, but the availability of these rides may change and cause patients to miss these appointments. It was suggested that low-transportation-access patients would benefit from a long-distance specialty-care transportation system for adults, analogous to Kid One Transport and used mostly to get to larger hospitals such as those in Birmingham.



**Community Hospital***Elmore County*

Based off of Community Hospital's location - very close to the intersection of Elmore, Tallapoosa, and Macon Counties - they have an agreement with Macon County to provide transportation to and from the hospital for residents of that county. The hospital has 1 vehicle (a 15-passenger bus), which they run 1-2 times per week, usually bringing patients in for diagnostic services not offered at their more local health clinics. The system is somewhat under-utilized, not usually running at capacity, but it exists to help Macon County Residents.

There is no other public transportation in Elmore or Tallapoosa County. There is a very limited taxi service in Tallassee, and individual churches may recruit volunteers to help provide assistance for their members, but other than that, patients mostly ask for rides from friends and family if they need them.

Transportation barriers will affect a range of patients in this area with regards to age, race, and gender, and affects their ability to keep regular doctors' office appointments. Sometimes, patients call the ambulance to get a ride and will present to the emergency room simply as a means of getting to the hospital any way they can, causing a misuse of the EMS system. At times, getting patients home after discharge from the hospital is as much of an issue as helping them get in, and sometimes hospital personnel may have to give them rides home in those instances if they cannot get a ride from someone they know.

Lack of reliable transportation does inhibit the hospital from providing efficient, timely care when patients miss appointments, and probably leads to re-hospitalizations when patient care is not appropriately maintained.

**Area VIII Public Health Social Work Director***Montgomery County*

There are several transportation resources available to patients within Montgomery County: Kid One Transport provides rides for children and pregnant women. Patient First patients (part of the Medicaid program) can access Medicaid NET, through which they can use local transportation or be reimbursed for the money they spend to get a ride from another source. There is also the MAT bus system, but this can be too expensive for some patients. Some churches also provide some transportation assistance to their own members by recruiting volunteers, but presently there is no system in place for them to be regular providers of transportation to the community.

Low-income adults are most likely to experience transportation barriers, especially when they must travel longer distances for specialty care. There is no available transport directly to Birmingham, even for patients who are Medicaid eligible (the NET program is local-only for adults). This has been a longstanding problem in Montgomery and within the county at large.

**Kid One Transport**

*Autauga, Elmore, Montgomery counties*

Kid One Transport is a 501(c)(3) nonprofit organization that provides transportation to medical, dental, and mental health care services for Alabama children and expectant mothers who are transportation disadvantaged. They are the only transportation service of this kind within the state, facilitating access to a variety of health care services, including preventive care, behavioral counseling, high-risk prenatal care, and pediatric dialysis. As a result, they collaborate with over 500 health care organizations, community service agencies, physicians, government agencies, and nonprofits throughout Alabama in order to meet the needs of the children and families they serve. They are also working closely with Alabama's Regional Care Organizations to help them prepare for implementation and to inform them on the transportation barriers that exist within each region.

Kid One has most recently added Morgan, Limestone, Madison counties to their operating area. In addition to those three, they have also extended their transportation coverage Chambers, Lee, Russell, Bullock, Marion and Marion counties – a total of eight new counties – within the past two years, bringing the size of their total coverage area up to 43 Alabama counties. They eventually seek to add coverage to the northeastern and southeastern regions of the state, where transportation barriers are significant, and ultimately to cover all 67 counties in the state. However, there are no present plans to add coverage to additional counties in the immediate future. The system cannot expand without additional revenues to cover the costs of additional vehicles and personnel, therefore funding is the principal reason for geographic limitations to their system. Currently, 81-82% of their funding is obtained through donations, private sources, and grants. They also receive some about 10-12% of their total reimbursements from Medicaid, but only about 40-50% of time that they service Medicaid patients.

Approximately two-thirds of Kid One's transports are local, and the remaining one-third are long-distance transports to receive specialty care at hospitals in Birmingham, Montgomery, or Tuscaloosa. Last year, they provided 13,000 local transports within Jefferson County, and approximately 7,000 longer-distance transports from other counties into Jefferson County. To Jefferson County they serve a role as economic catalysts, bringing 7,000 patients in to healthcare providers located there, however they receive no government or private funding from them. Children's of Alabama, as well as the City of Birmingham, used to be significant providers of funds, but these have been curtailed more recently. Some cities are more supportive of this service than others.

Kid One currently owns a fleet of twenty-one vehicles, five of which are wheelchair-accessible, so they are able to accommodate a wide range of patients. They provide strictly non-emergency healthcare-related transportation, and in some areas of their coverage map, they are the only dedicated healthcare transportation provider. Clients can schedule appointments as many as thirty days in advance, though they only ask for at least a three days' advance notice. The scheduling system is "first come, first serve," so there are limitations on the amount of patients that the system can handle at a given time. Additionally, they can currently only provide transportation on weekdays, at times of day when healthcare providers are open to receive patients. This reduces their liability and simplifies ride scheduling.

Kid One will provide transportation to children up to age 19, as well as expectant mothers of any age, and they maintain a low denial rate of approximately 3%. If a patient is denied a ride, it is typically due to high demand and related scheduling difficulties that have resulted in no vehicles being available in the patient's location at the requested time. No patient is denied a ride on the basis of their ability to pay, even though 83% of families they serve report a household income of less than \$10,000. Because there are no income requirements or restrictions on becoming a Kid One client, patients and their families need only to register and fill out an application in order to begin accessing their service. If the patient is a Medicaid recipient, Kid One asks them to facilitate Medicaid's NET reimbursement process, requesting that the payment be sent to Kid One in order for to cover the costs of their transportation. However, they have experienced problems with patients who collect the reimbursement themselves rather than have it sent directly to Kid One, and though they have notified the Alabama Medicaid Agency of this issue, changes to prevent it have been slow to arrive.

There are still many transportation-related barriers to their patient population, however. Even in some rural Alabama counties that lack local transportation providers, Kid One can only provide long-distance transport for specialized care, as it is logistically unfeasible to provide local transportation to all patients in these counties who may need it while continuing to provide essential long-distance transport to such a wide catchment area. They are only able to provide local transportation in more urban areas, where demand is high but transportation times are short. They also perceive one of the largest transportation-related healthcare access barriers to be in connecting rural patient populations to non-profits and other organizations that can help them. There is a need to reach out to rural communities and make it known to them the services exist and are available to assist them. "The education process for our clients is essential."

