



Human Services Coordinated Transportation Plan

TARCOG

Top of Alabama Regional
Council of Governments

SEPTEMBER 2020

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Chapter 1

The Planning Process for Human Services Coordination

Introduction
Purpose of the Plan
Contents of the Plan
Development Process

Introduction

The purpose of this Human Services Coordinated Transit Plan is to document the existing resources and current needs for the provision of transit services within the TARCOC region covering DeKalb, Jackson, Limestone, Madison, and Marshall Counties in northeast Alabama. Through agency coordination, the existing transportation system may be enhanced through the identification of unmet needs, service overlap, and leverage of resources. This plan describes the existing conditions in the five county region related to transportation services, discusses coordination of service and other alternatives for meeting needs into the future, identifies the barriers – both perceived and real – for successfully coordinating resources, and identifies areas of overlap and gaps to be addressed.

For many years public officials and residents have recognized the need for increased public transportation in the TARCOG region. Several studies have recognized and documented the significant unmet need for transit services. For some area residents, the need for public transportation service is a major concern, as it will enable them to travel from home to work, shopping, health care facilities, and other necessary services. For these residents, the public transportation system is their link to the community.

The rural character of much of the region makes transportation services crucial for those members of the area who are dependent upon forms of transportation other than the private automobile. The City of Huntsville acts as a regional hub for employment, shopping, health care, social services, and other services. Several agencies have been identified as providing transportation services in the region; however, many of these “providers” are not transportation providers in the typical sense. Many of the providers are social service agencies who provide some form of transportation to their clients, such as a medical trip in a personal automobile of a volunteer or vouchers for the local public transit. Public transportation providers such as Huntsville Shuttle, which provides transportation within City of Huntsville; Madison County TRAM, which provides service in the rural areas of the county; and Guntersville Public Transportation provide the greatest portion of the trips in the region. However, other agencies complete a significant number of trips as well. This Coordination Plan seeks to address ways these agencies can work together to address and meet the needs of underserved population and geographic gaps. It also proposes strategies and ways in which to address services more efficiently in areas of overlap.

Purpose of the Plan

Human Services Coordinated Transportation Plan, assessing public transit services in the region, is maintained in accordance with The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU required that a regional Coordinated Transit-Human Services Transportation Plan (Coordinated Plan) be an element of the Metropolitan and State Transportation Plan. This plan must serve as a strategy to map a course for improving coordination between transportation systems and providers, as well as strengthening transportation services for those with special needs.

In mid-2012, Congress passed another reauthorization of the federal surface transportation act known as “MAP-21”. MAP-21 consolidated several of the special-needs transportation programs identified under SAFETEA-LU. As a result of this funding program consolidation, the only freestanding FTA funding program dedicated to special needs population remains is the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program. MAP-21 retained the requirement for a Coordinated Transit-Human Services Plan and the subsequent Fixing America’s Surface Transportation (FAST) Act extended the coordinated plan requirement for the Section 5310 program. Under MAP-21, Section 5317 – New Freedom program is consolidated with Section 5310 to create the enhanced program. MAP-21 encourages continued inclusion of the low-income population in coordinated plans because this demographic is accounted for in Section 5307 Urbanized Area Formula Grants and Section 5311 Formula Grants for Rural Areas. According to federal legislation in SAFETEA-LU, MAP-21, and FAST Act, projects selected for funding under the 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, the Job Access and Reverse Commute, and the New Freedom programs must be “derived from a locally developed Coordinated Public Transit Human Services Transportation Plan” and that the plan must be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”

This update is part of a process undertaken by the Alabama Department of Transportation to involve regional councils within the state in the update of current Human Services Coordinated Transportation Plans across the State. This plan was last revised in 2017 and included new and prior stakeholders to evaluate updates, changes, and needs from the 2015 Public Transportation Human Services Coordinated Plan.

Contents of the Plan

This Coordinated Plan contains four components:

1. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes including identification of population clusters with mapping and data assessment, and identification of barriers, unmet needs and relative priorities for implementation.
2. An assessment of available services that identifies current providers and purchasers including an inventory and evaluation.
3. An Assessment of identified gaps and needs in services including spatial and temporal gaps; and
4. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery, relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

The four components listed above were developed through a combination of research, meetings, surveys, written recommendations, and discussions with human services agencies that have an interest in transportation, the clients and users of the transportation services, and with guidance from local and Federal transportation agencies such as Federal Highway Administration and Federal Transit Administration. This plan update incorporates changes in transit services and demographics since 2017 update, as per ALDOT contract requirements.

Development Process

This Plan update began in Spring 2020 by TARCOG staff with evaluation of the last revision or 2017. A survey of transit service providers and purchasers was conducted in January of 2020. TARCOG staff updated the demographic information and other known changes since 2017. Plan update was scheduled to be discussed with stakeholders at various RPO meetings to gather input for the plan update. The viral spread of COVID-19 within the United States prevented these in person meetings from taking place. Instead, staff began to reach out via email and had open lines of communication with those who responded to the survey and those who have traditionally participated in the plan but did not initially respond to the hard copy survey. With the help of survey results and stakeholder input, TARCOG Staff updated the plan to reflect transit services in the five-county region and adjusted the strategies to address the gaps and needs in transit services in the region. Largely, the known and identified needs and gaps in transit services remain the same during this update

Impact of COVID-19 Pandemic

Beginning in 2020, the United States has been heavily impacted by a virus commonly known as COVID-19. While there is yet much unknown about this virus, it has proven to be most detrimental to those who are elderly or those with underlying health conditions. Due to the health threat this virus posed, the country largely shut down beginning in March of 2020 with a gradual reopening beginning in July of 2020, transit services have been heavily impacted. Both planning processes and organizational participation have been impacted by the COVID-19 Pandemic. While surveys for this update were initiated in January of 2020, the response of several transit providers and purchasers have been impacted. We believe that the impact of COVID-19 will expand the identified needs and gaps in transit services, but at this time those impacts are not yet widely known. This impact will be addressed in more detail in the 2023 update to the Human Services Coordinated Transit Plan.

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Chapter 2

County Demographic Need Assessments

County specific Summary including Geography, Transit Demographics and related Maps, Transit Needs and Service Barriers, and Strategies to Address Needs and Barriers

DeKalb County Summary
Jackson County Summary
Limestone County Summary
Madison County Summary
Marshall County Summary

This chapter is an assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes and identification of barriers and unmet needs. The following is a brief summary of each county located within TARCOG Region in Northeast Alabama. Summaries include county specific assessment of Geography, Transit Demographics and related Maps, Transit Needs and Service Barriers, and Strategies to Address Needs and Barriers.

DeKalb County Summary

Geography

DeKalb County covers much of the Appalachian foothills section of northeast Alabama. To its north is Jackson County and to its east is Georgia. Its western border is shared with Marshall County and south of DeKalb are Cherokee and Etowah Counties. The county stretches from the northeast to the southwest and covers a total land area of 777.9 square miles. DeKalb resides on top of Sand Mountain and is split between a western region of elevated plateau and an eastern region of mountainous ridges and canyon features. Transportation networks are more uniform and consistent in the western region to Fort Payne and Interstate 59. East of these locations Lookout Mountain has fewer and less well-connected roadways. The county seat and principal population center is Fort Payne. No major bodies of water are found in DeKalb County, however, the Little River Canyon area acts in a similar fashion to that of a major river in that it inhibits east to west travel except in a few locations.

There are seventeen incorporated municipalities in DeKalb County. They are Collinsville, Crossville, Fort Payne, Fyffe, Geraldine, Hammondville, Henagar, Ider, Lakeview, Mentone, Pine Ridge, Powell, Rainsville, Sand Rock, Shiloh, Sylvania, and Valley Head. All but six of these municipalities are towns of less than 2,000 in population.

Transit Demographics

The total population for DeKalb County is 71,200 persons over 53 block groups, according to the U.S. Census American Community Survey (ACS) 5-Year Estimate of 2018. It is a 10.5% increase in population from year 2000. Following is an overview of the four concentration groups for this plan – persons age 65 or older in year 2018, median household income in year 2018, persons with disabilities in year 2018, and households without a vehicle in year 2018. In this plan update the latest available data has been used to analyze current demographic conditions. (See Figure 1)

DeKalb County Estimated Population (2018)					
Collinsville	2,074	Henagar	2,059	Rainsville	5,018
Crossville	1,945	Ider	644	Sand Rock	471
Fort Payne	14,006	Lakeview	154	Shiloh	321
Fyffe	1,357	Mentone	305	Sylvania	2,413
Geraldine	929	Pine Ridge	287	Valley Head	660
Hammondville	526	Powell	1,089	Unincorporated Areas	36,942

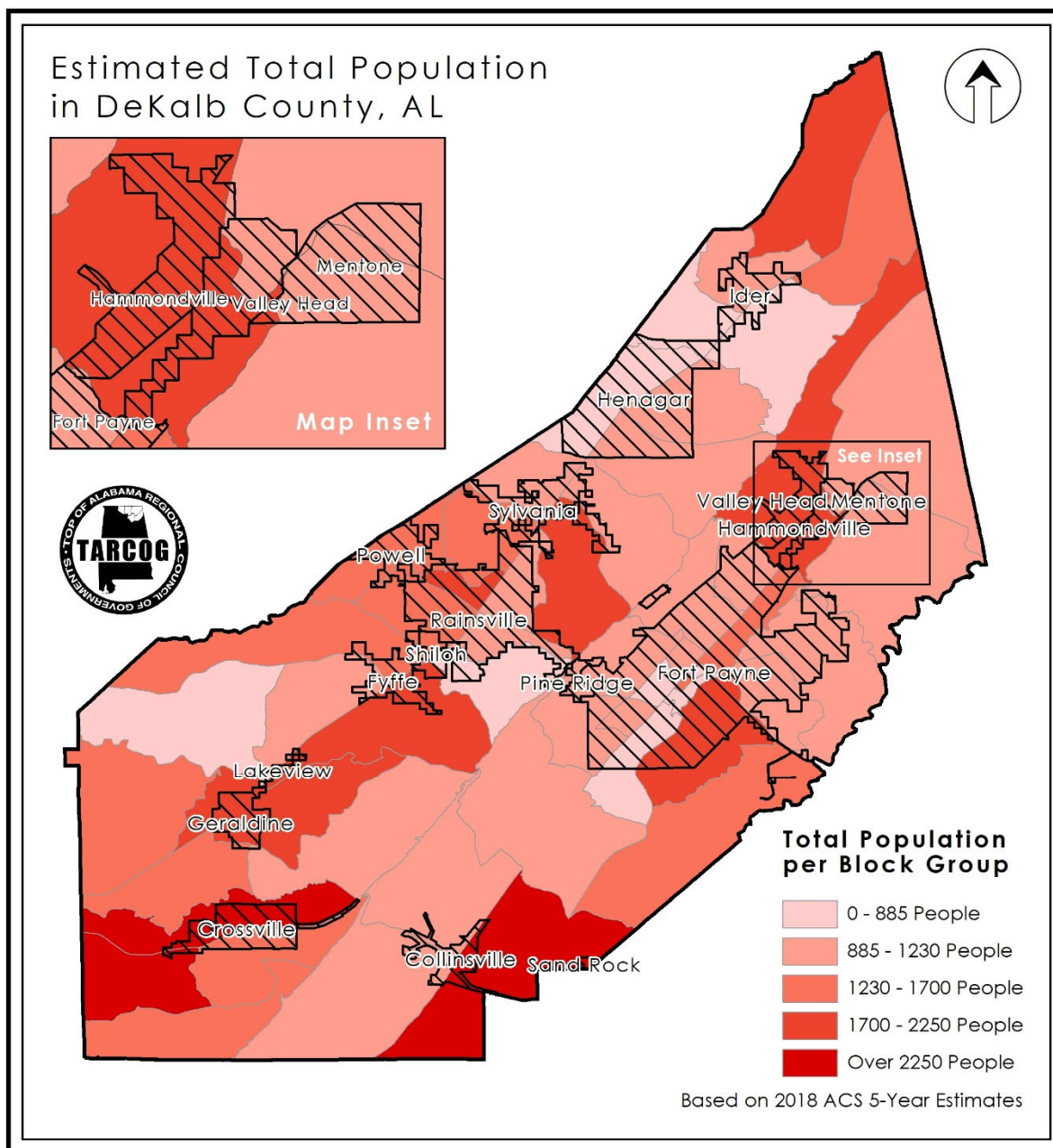


Figure 1 | Estimated Total Population in DeKalb County, AL

For persons age 65 or older, significant concentrations are located within block groups at the extreme northeast corner of DeKalb County, encompassing Mentone, a portion of Valley Head, and unincorporated communities to the east of Ider. A block group to the northwest of Lakeview accounts for the highest concentration (35.6%) of elderly persons in the county. Additionally, the area north of Collinsville and east of Crossville also falls into the highest concentration category (labeled “over 23% of the population”). Block groups within above-average parameters (19% -23% of the population) are dispersed throughout DeKalb County, mostly in unincorporated areas of the county. However, it is worth mentioning that above-average concentrations of persons age 65 and older make up significant segments of the Fyffe, Geraldine, Henagar, and Shiloh communities. (See Figure 2 – Top)

The strongest concentration clusters of persons with disabilities are in northeast DeKalb County, mostly encompassing the communities of Hammondville and Ider and segments of Fort Payne and Valley Head. The second largest cluster is in south DeKalb County, encompassing portions of Collinsville. One additional high category block group is to the southwest of Crossville. Each of the noted block groups rank in the highest category for the county, accounting for over 210 persons each per block group. Areas considered to have “above-average” populations of persons with disabilities exist in rural portions of the county, specifically in and around the communities of Crossville, Fyffe, Geraldine, Henagar, Lakeview, Pine Ridge, and Powell and surrounding areas. (See Figure 2 – Bottom)

Median Household Income is the third targeted group of assessment for DeKalb County. According to ACS Estimates, the median household income for DeKalb County was \$36,998 in 2018. Block groups near the City of Henagar and the Town of Powell are noted as having the lowest median incomes, falling in the \$0 - \$28,750 designation. Areas with the second-to-lowest median household incomes are more common throughout the county. These block groups, with incomes ranging between \$28,750 and \$38,600, include portions of Collinsville, Crossville, Geraldine, and Henagar. Block groups also within this category can also be found north of Ider and at the heart of Fort Payne. (See Figure 3 – Top)

The most significant distribution of block groups without vehicular access lies in western DeKalb County. Only four block groups fall within the highest category, ‘over 70 households.’ The most significant cluster of these block groups includes unincorporated areas around and portions of Fyffe, Geraldine, Lakeview, Shiloh; and the smallest concentration resides within the City of Fort Payne. (See Figure 3 – Bottom)

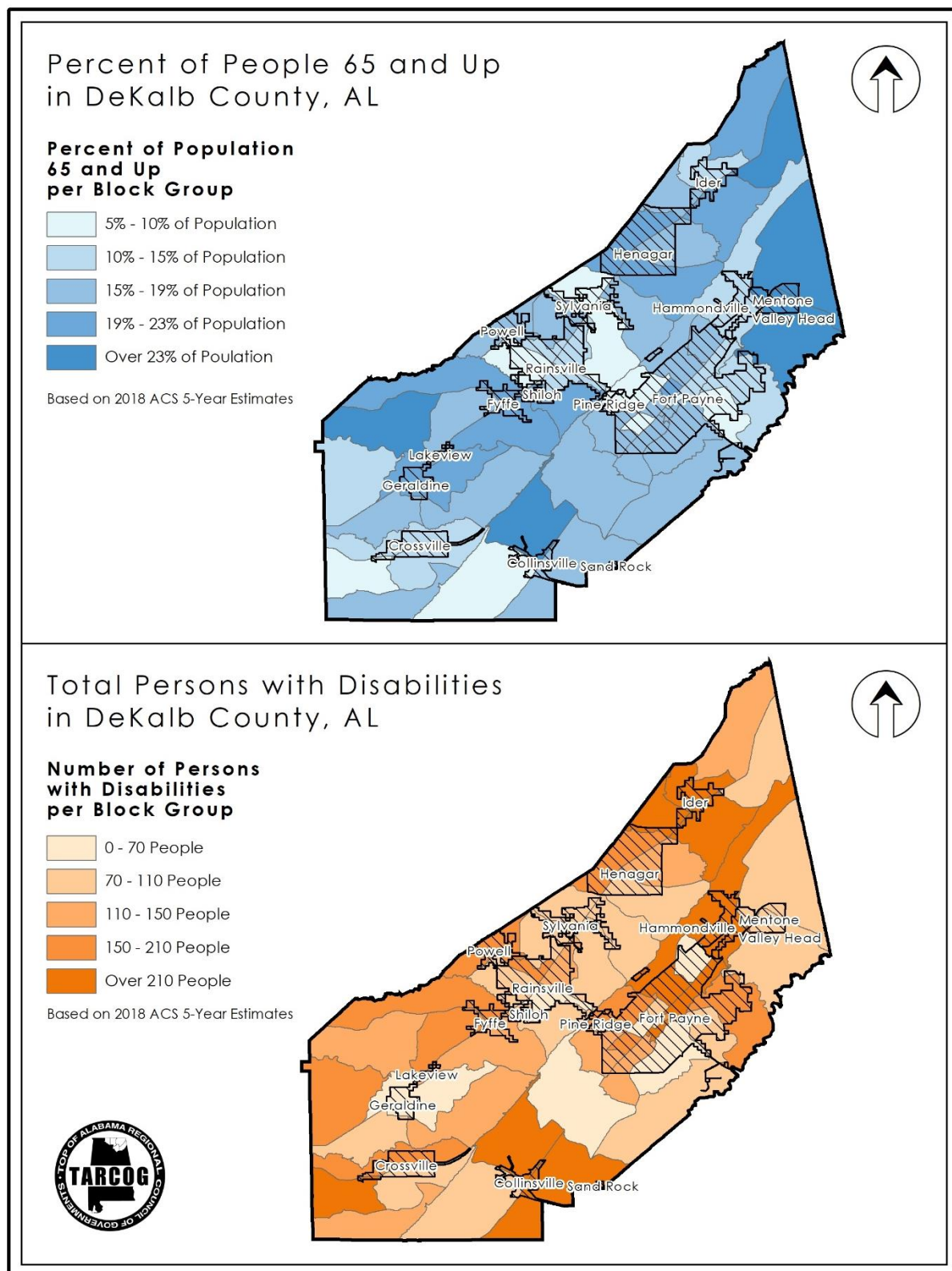


Figure 2 (Top) | Percent of People 65 and Up in DeKalb County, AL
(Bottom) Total Persons with Disabilities in DeKalb County, AL

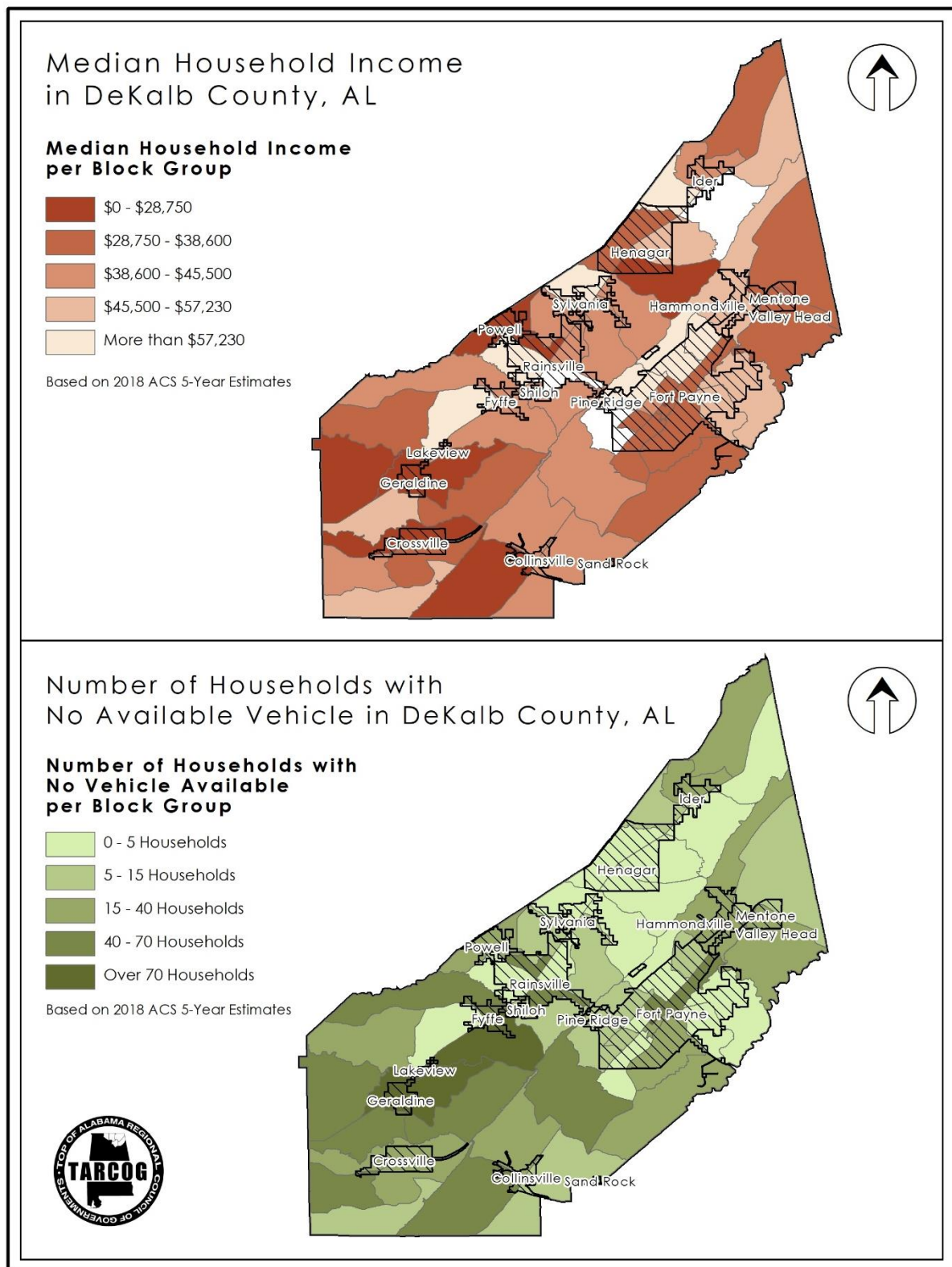


Figure 3 (Top) | Median Household Income in DeKalb County, AL
(Bottom) Number of Households with No Available Vehicle in DeKalb County, AL

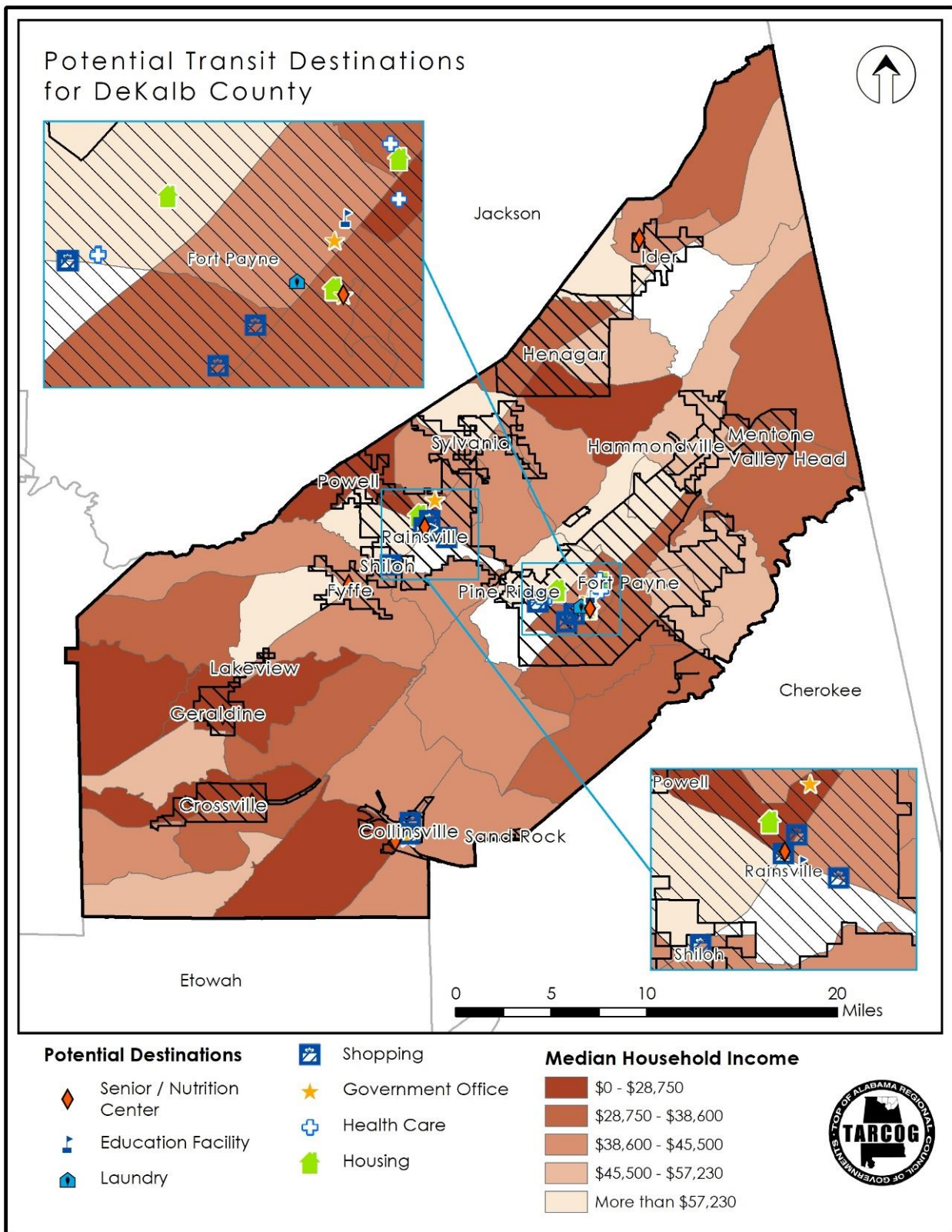


Figure 4 | Potential Transit Destinations for DeKalb County

Transit Needs and Service Barriers

During the development of this plan, surveys were provided to transit purchasers and transit providers and meetings were held to discuss needs and strategies. Based on this input, the following list of needs was developed:

1. There is no transit available for work-related needs on weekends.
2. There is no transit available for personal needs on weekends.
3. Early morning services are needed.
4. Evening services are needed.
5. Services for rural areas.
6. Service to other counties including medical and recreational group trips.
7. It would be good for human service agencies to receive help paying for transportation in form of low cost or free vouchers.
8. Increased demand response requests will require additional vehicles and drivers, i.e., there is no excess capacity.
9. At a minimum, there is a need to maintain existing levels of service.

Local agencies and governments have limited control over barriers to transit service that are often related to economic issues, personal choice and the nature of rural communities. These barriers are consistent across the rural counties in the region. These barriers commonly include lack of funding. Even when Federal dollars are available, often there are not sufficient local funds available to match it. Other barriers include the small client base and dispersed population typical of rural areas.

Strategies to Address Needs and Barriers

The following strategies were developed to address the foregoing barriers and needs, including the need to maintain existing levels of service. The strategies are general in nature so as not to preclude any specified projects that may come up in the future.

1. Support innovative projects involving coordination between multiple agencies to expand or improve efficiency of transit services to rural and underserved areas. (high priority)
2. Support the maintenance and improvement of existing service programs and levels of service. (high priority)
3. Support current efforts at coordination of transit services and programs. (high priority)
4. Support the expansion of transit services to provide for work-related needs at all times, particularly early morning, evening and weekend service. (high priority)
5. Support the expansion of transit services to provide for personal needs of the elderly and persons with disabilities at all times, particularly early morning, evening and weekend service. (high priority)
6. Support the provision or expansion of transit services to dispersed populations in rural areas. (medium priority)
7. Support the provision or expansion of out-of-county transit services. (medium priority)
8. Support the establishment of additional transportation providers and alternatives. (low priority)
9. Support efforts to seek additional funding sources for combination with existing sources. (high priority)

Jackson County Summary

Geography

Jackson County forms the far northeast corner of Alabama. It is entirely bordered on the north by Tennessee, on the east by Georgia, on the west by Madison County, and on the south by Marshall and DeKalb Counties. Jackson County is the seventh largest county in Alabama by land area and has a total land area of 1,078.7 square miles.

This area is divided into three physical regions. In the northwest, the Cumberland Plateau creates hilly terrain where transportation routes chiefly follow small river and creek valleys. Central to the county, the Tennessee River and floodplain cut through Jackson County in a southwesterly direction. This relatively flat terrain is the path of Jackson County's primary transportation route, U.S. Highway 72, as well as the location of its principal population centers. Only two bridges allow access across the river to Jackson County's third physical region. The Sand Mountain area of the county is notably elevated from the river but is flat on top. A consistent network of county roads ties the small towns of this area together.

There are thirteen municipalities in Jackson County, all but four of which are towns of less than 1,000 in population. Incorporated municipalities in Jackson County are Bridgeport, Dutton, Hollywood, Hytop, Langston, Paint Rock, Pisgah, Pleasant Groves, Scottsboro, Section, Skyline, Stevenson, and Woodville.

Transit Demographics

Based on the U.S. Census American Community Survey 5-Year Estimate of 2018, population counts identify 52,094 persons living in 44 block groups within Jackson County, which is an approximate 3.4% decrease in population since 2000. Though population declined in the past 20 years, Jackson County is anticipating a potential significant increase in population with the announcement of Google's new IT server site location and from secondary economic development endeavors springing forth from this growth. The following data will concentrate on persons age 65 or older in year 2018, median household income in year 2018, persons with disabilities in year 2018, and households without a vehicle in year 2018 in Jackson County.

Jackson County Estimated Population (2018)					
Bridgeport	2,303	Paint Rock	184	Skyline	939
Dutton	411	Pisgah	761	Stevenson	1,847
Hollywood	1,088	Pleasant Groves	416	Woodville	821
Hytop	394	Scottsboro	14,527		
Langston	216	Section	959	*Based on 2018 ACS Estimates	

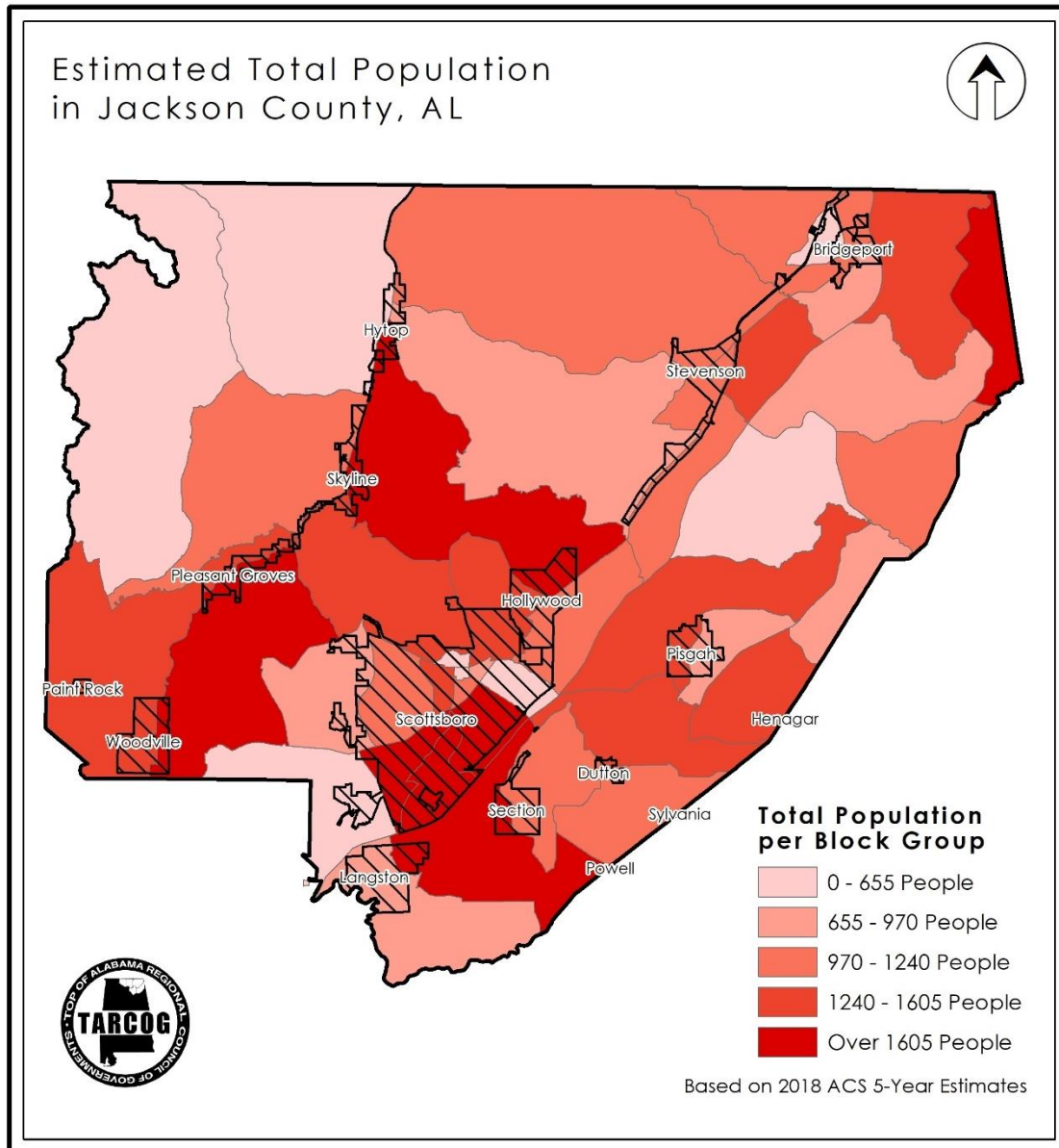


Figure 5 | Estimated Total Population in Jackson County, AL

Within Jackson County, few census block groups fall in the highest percentage of persons 65 years old or older. The southern and northeast corners of Jackson County include areas where the population of persons 65 years and over is more than 29%. Portions of Scottsboro and Bridgeport also fall within these block groups. Areas where 21% - 29% of the population consists of persons 65 years and older compose a larger cluster that spans from the heart of the county to the eastern most quadrant, encompassing varying segments of Dutton, Hollywood, Hytop, Pisgah, Scottsboro, and Skyline. In south Jackson County, a single block group in the same 21% - 29% category contains a significant portion of the Town of Langston. (See Figure 6 – Top)

There are four significant concentrations of persons with disabilities (over 205 persons per block group) in Jackson County. These areas are in the far northwest corner of the county; throughout the City of Scottsboro; between Scottsboro and the Town of Langston; and around the Town of Pisgah. Scottsboro currently has the largest concentration of persons with disabilities in the county, with an estimated 295 persons. High concentrations of persons with disabilities are also located in the communities of Dutton, Hollywood, Section, and Stevenson. Due to the relative isolation of these rural areas, this data should be noted as a reminder of the need for coordination of transit services. (See Figure 6 – Bottom)

The estimated median household income in Jackson County was \$39,816 in 2018. Significantly low median household income is categorized as falling between \$0 - \$29,200. Concentrations of households in this category are along the western end of the county; in the cities of Bridgeport and Scottsboro; and near the towns of Pisgah and Stevenson. Block groups with below-average median household incomes (ranging from \$29,200 to \$34,400) are often adjacent to or in proximity of areas with significantly low median incomes. Examples of these occurrences are found throughout the county. (See Figure 7 – Top)

The only significant cluster of households with no available vehicular access in Jackson County is in the City of Scottsboro. However, block groups with 30 – 70 households without available vehicular access are more prevalent throughout the county. The most significant cluster of block groups in this category surround and encompass the City of Scottsboro and the Town of Section. The other concentrations are in the heart of, and along the eastern edge of, Jackson County. (See Figure 7 – Bottom)

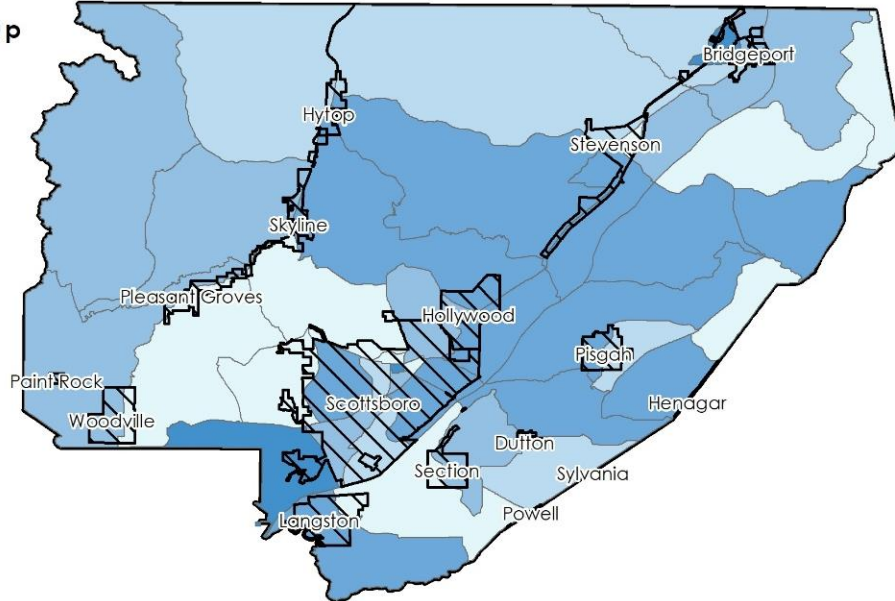
Percent of People 65 and Up in Jackson County, AL



Percent of Population 65 and Up per Block Group

- 3% - 12% of Population
- 12% - 17% of Population
- 17% - 21% of Population
- 21% - 29% of Population
- Over 29% of Population

Based on 2018 ACS
5-Year Estimates



Total Persons with Disabilities in Jackson County, AL



Number of Persons with Disabilities per Block Group

- 0 - 50 People
- 50 - 70 People
- 70 - 140 People
- 140 - 205 People
- Over 205 People

Based on 2018 ACS
5-Year Estimates

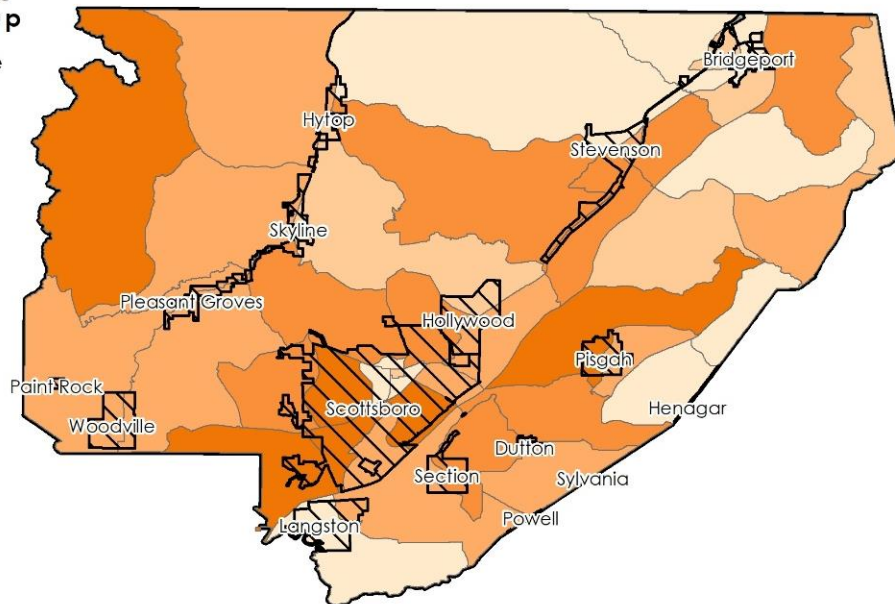


Figure 6 | (Top) Percent of Persons 65 and Up in Jackson County, AL
(Bottom) Total Persons with Disabilities in Jackson County, AL

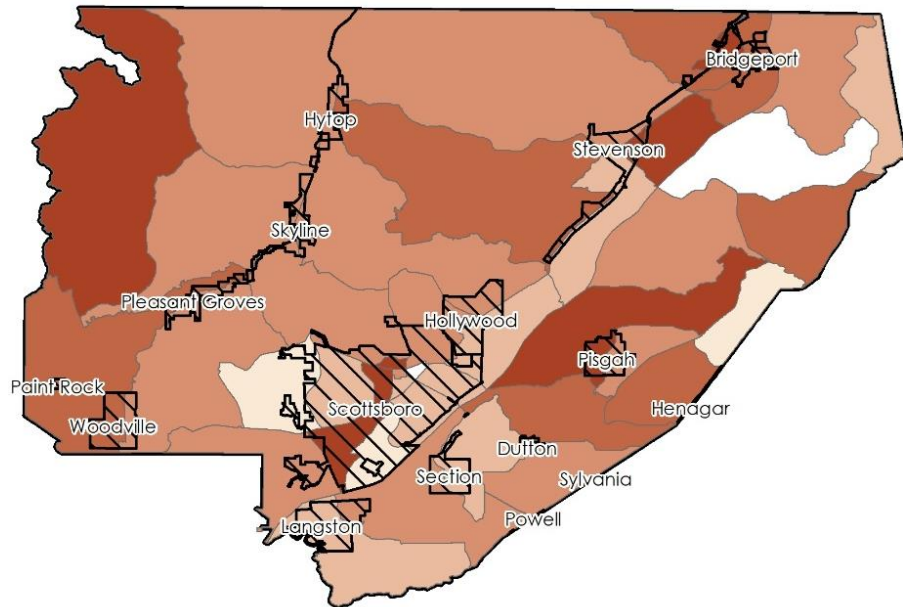
Median Household Income in Jackson County, AL



Median Household Income per Block Group



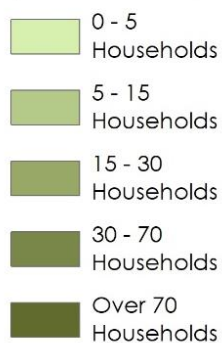
Based on 2018 ACS
5-Year Estimates



Number of Households with No Available Vehicle in Jackson County, AL



Number of Households with No Available Vehicle per Block Group



Based on 2018 ACS
5-Year Estimates

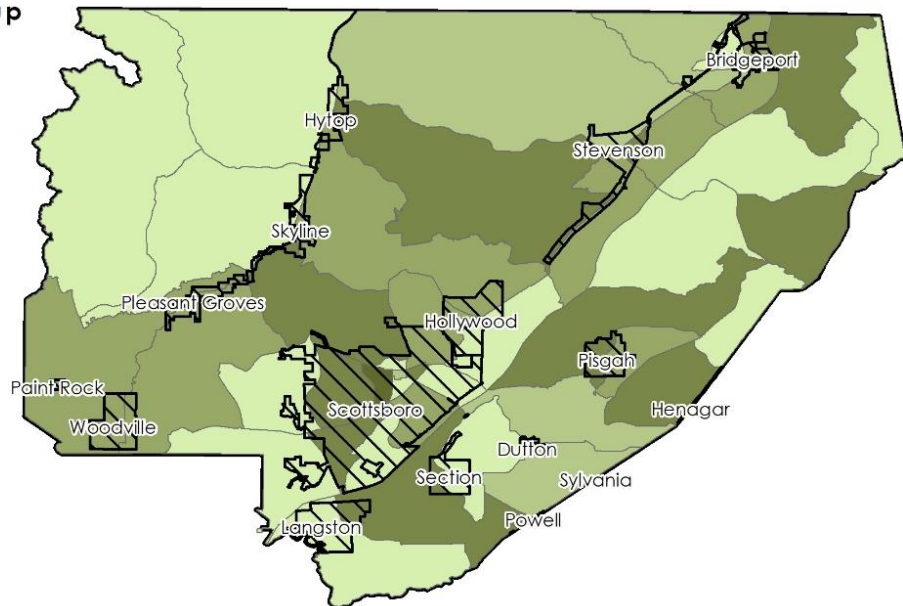


Figure 7 | (Top) Median Household Income in Jackson County, AL
(Bottom) Number of Households with no Available Vehicle in Jackson County, AL

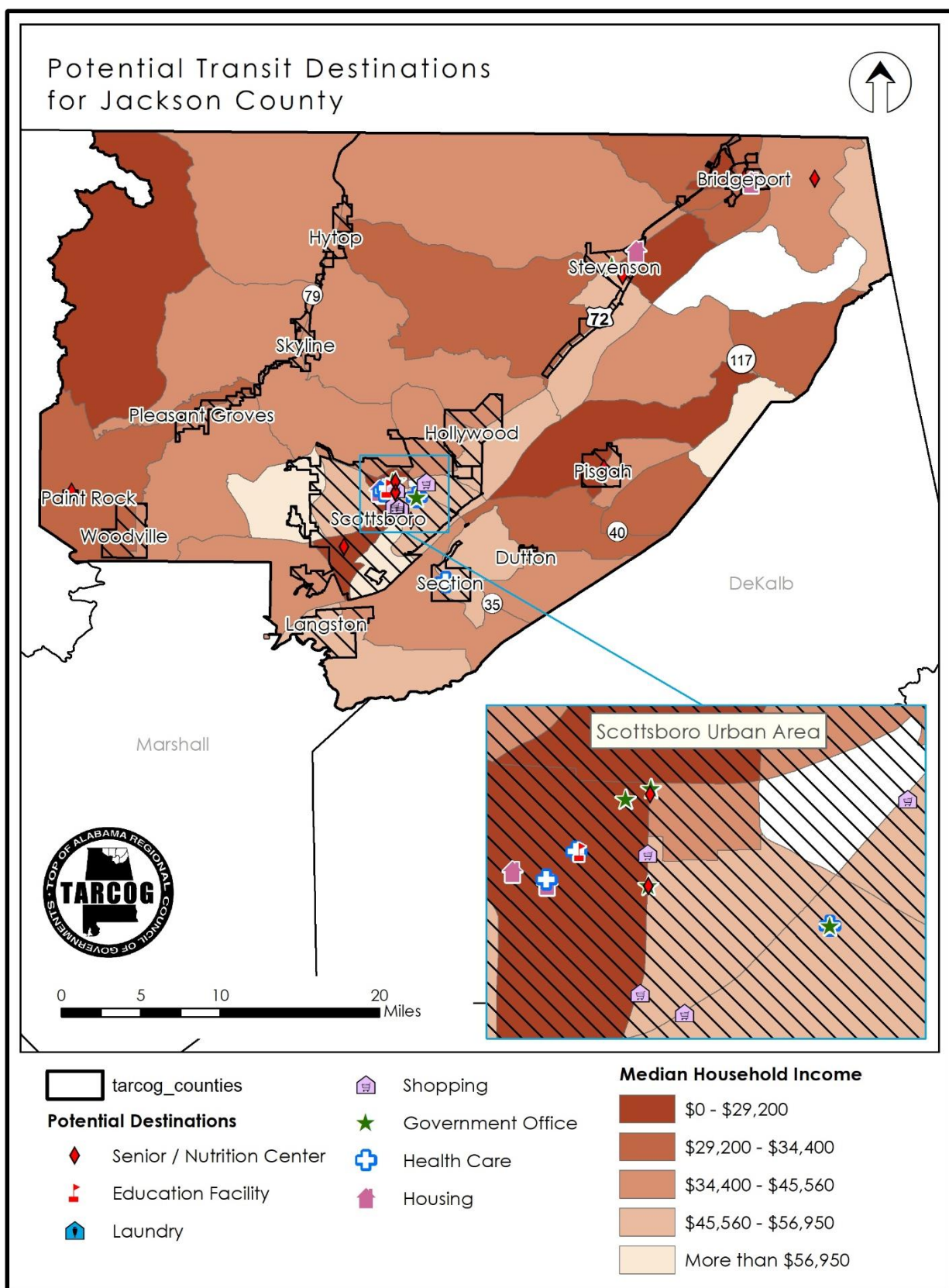


Figure 8 | Potential Transit Destinations for Jackson County

Transit Needs and Service Barriers

During the development of this plan, surveys were provided to transit purchasers and transit providers and meetings were held to discuss needs and strategies. Based on this input, the following list of needs was developed.

1. There is no transit available for work-related needs on weekends or evenings.
2. There is no transit available for personal needs on weekends.
3. Early morning services are needed.
4. Evening services are needed.
5. Services to and between rural areas.
6. Medical and event-based services to Huntsville area and other counties.
7. Non-restricted transit services are needed.
8. At a minimum, there is a need to maintain existing levels of service.

Local agencies and governments have limited control over barriers to transit service, which are often related to economic issues, personal choice, and the nature of rural communities. These barriers are consistent across the rural counties in the region. These barriers commonly include lack of funding. Even when Federal dollars are available, often there are not sufficient local funds available to match it. Other barriers include the small client base and dispersed population typical of rural areas.

Strategies to Address Needs and Barriers

The following strategies were developed to address the foregoing barriers and needs, including the need to maintain existing levels of service. These strategies are general in nature so as not to preclude any specified projects that may come up in the future.

1. Support the maintenance and improvement of existing service programs and levels of service. (high priority)
2. Support current efforts at coordination of transit services and programs. (high priority)
3. Support the expansion of transit services to provide for work-related needs at all times, particularly early morning, evening and weekend service. (high priority)
4. Support the expansion of transit services to provide for personal needs of the elderly and persons with disabilities at all times, particularly early morning, evening and weekend service. (high priority)
5. Support the provision or expansion of transit services to dispersed populations in rural areas. (medium priority)
6. Support the provision or expansion of out-of-county transit services. (medium priority)
7. Support the establishment of additional, non-restricted transportation providers and alternatives. (low priority)
8. Support efforts to seek additional funding sources for combination with existing sources. (high priority)

Limestone County Summary

Geography

Limestone County is the westernmost county in the TARCOC region. To its north is the Tennessee state line and it borders Lauderdale County to the west and Madison County to the east. Lawrence and Morgan Counties form the southern boundary, sharing the Tennessee River with Limestone County. Within its boundary, Limestone County has 568.1 square miles of land that tends to gently rise to the north. The county is largely covered by fertile floodplain, and this gentle terrain results in a road system dominated by long, straight routes on a north-south and east-west orientation based on early township and range lines. Only the section northwest of the Elk River varies largely from this pattern. Limestone County is roughly cut into four quadrants by its two principal roadways. Interstate 65 halves the county as it runs from north to south and US Highway 72 bisects the county as it travels from west to east towards Madison County. Four feeder roads link the county seat, Athens, with outlying communities: US Highway 31 through Tanner, State Road 99 from the Lester area, Highway 127 from Elkmont, and Highway 251 from Ardmore.

There are eight municipalities in Limestone County. Incorporated municipalities in Limestone County are Ardmore, Athens, Elkmont, Lester and Mooresville. Three of these – Decatur, Huntsville, and Madison - have their major portions in other counties. Of those located wholly in Limestone County, only Athens has a population of more than 2,000 persons.

Transit Demographics

The population of Limestone County is spread across 43 U.S. Census Block Groups and is concentrated around Athens and along the eastern border with Madison County. Limestone County's total population is 93,052 per the U.S. Census American Community Survey 5 Year Estimate of 2018, which is an approximate 41.7% increase in the population since year 2000. This population change made it the fastest growing county in the TARCOC region. This plan concentrates on four specific population groups: persons age 65 or older in year 2018, median household income in year 2018, persons with disabilities in year 2015, and households without a vehicle in year 2018. In this update, the latest available data has been used to analyze current demographic conditions. (See Figure 9)

Limestone County Estimated Population (2018)				
Ardmore	1,305	Huntsville ²	193,663	¹ Decatur in Limestone and Morgan Counties. ² Huntsville is in Limestone and Madison Counties. ³ Madison is in Limestone and Madison Counties.
Athens	25,176	Lester	190	
Decatur ¹	54,617	Madison ³	48,275	
Elkmont	490	Mooresville	89	

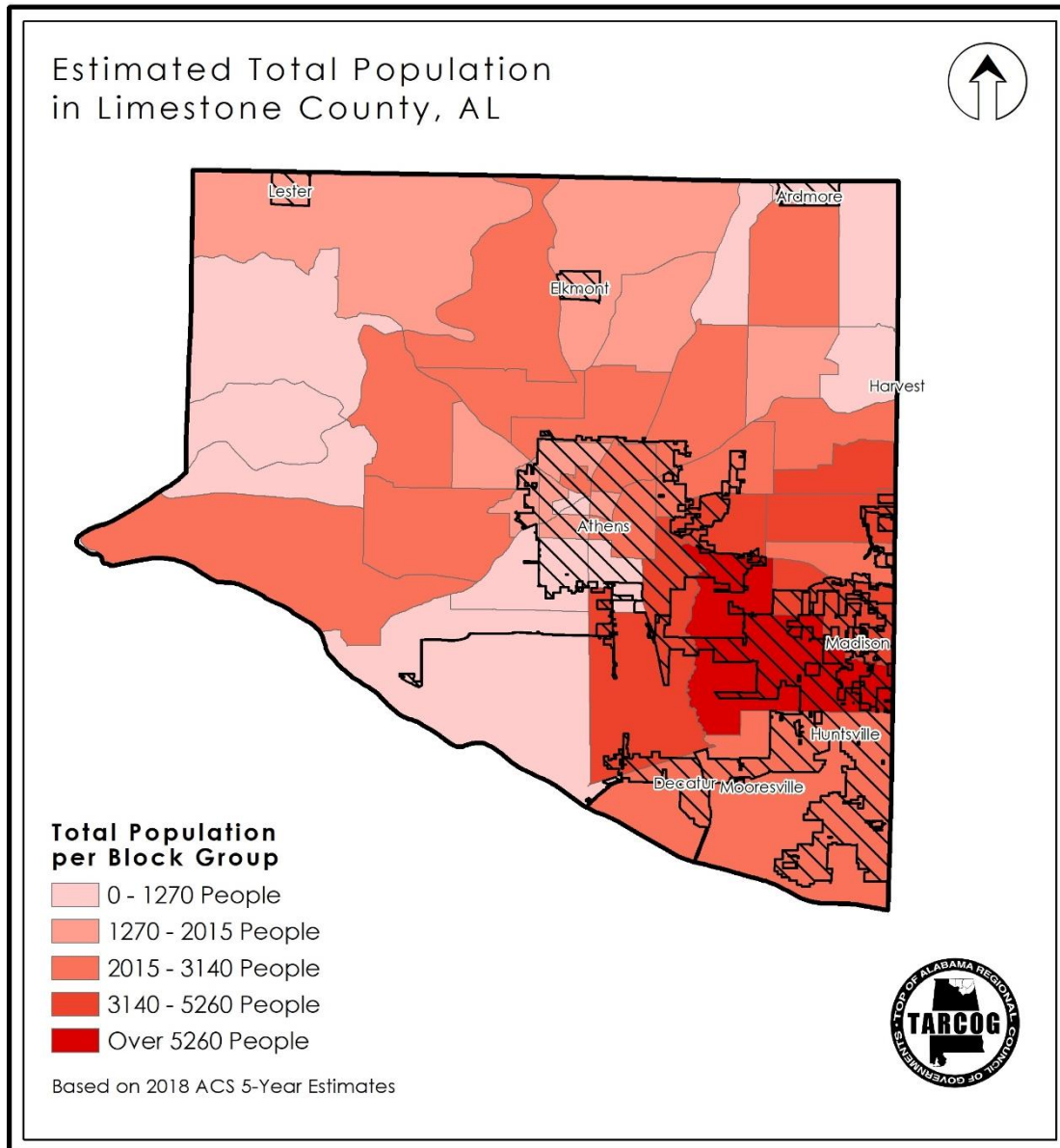


Figure 9 | Estimated Total Population in Limestone County, AL

Most striking of the identified population groups, a significant concentration of persons aged 65 or older is found within the City of Athens and at the western end of Limestone County. Persons in these two block groups account for 48.8% and 43.5% of the counted population, respectively. Block groups that fall in the above average category (20% - 28% of population) are more prominent as you move further from the urbanized portions of DeKalb County. One such cluster exists along the western edge of DeKalb, miles from the Cities of Athens and Decatur. (See Figure 10 – Top)

There is seemingly one significant block group of persons with disabilities. It is located on the east of the City of Athens, and northwest of Madison. The block groups that are considered above average (305 – 550 People) are clustered throughout the county, with the largest encompassing portions of Decatur, Huntsville, and Madison, followed by a cluster in and around Athens. This suggests that, given the growth in these areas, this cluster is an area to monitor when discussing transportation services for the disabled. (See Figure 10 – Bottom)

High concentrations of block groups with significantly lower than average median income levels surround the city of Athens. There is also a block group to the southwest of Athens in the same category. According to ACS Estimates, significantly lower than average median household income figures for Limestone County range between \$0 to \$35,330. (See Figure 11 – Top)

The further from the urbanized cores of the County, the more urgent the need for transportation becomes for those households without access to a vehicle. The most identifiable block groups with this issue are in the northeast corner of Limestone County and an area northeast of the City of Athens. The northwest cluster encompasses the entire town of Lester. Other serviceable areas, namely areas with the “50 – 90 households without a vehicle,” are scattered throughout the county’s rural portions. Addressing these areas’ transportation needs will require creative, yet efficient approaches. (See Figure 11 – Bottom)

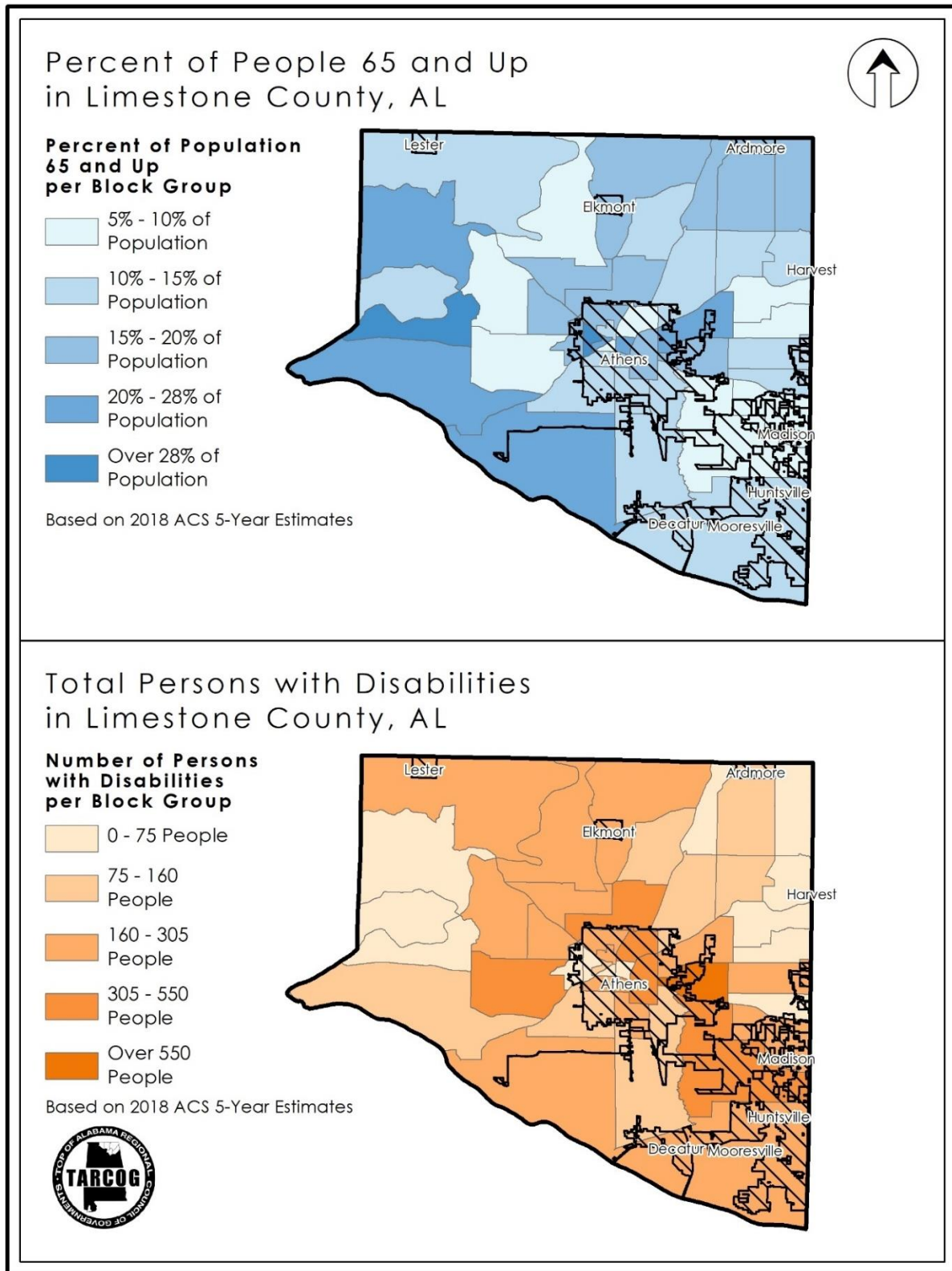


Figure 10 | (Top) Percent of Persons 65 and Up in Limestone County, AL
(Bottom) | Total Persons with Disabilities in Limestone County, AL

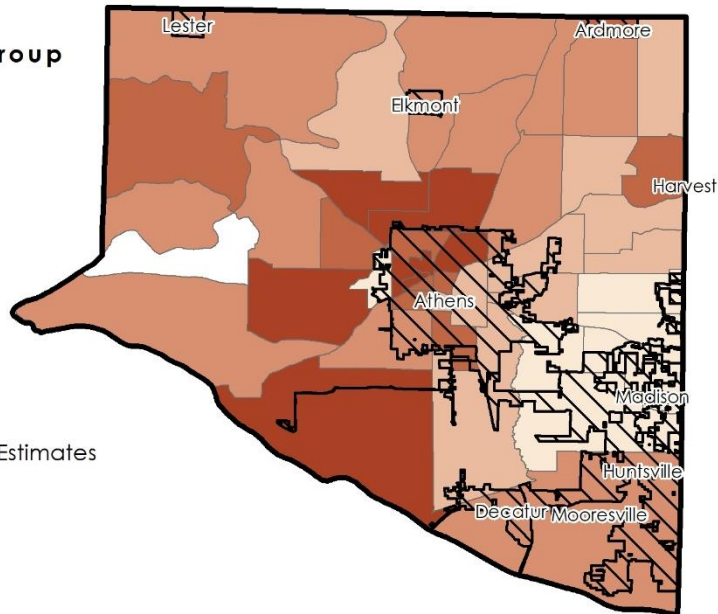
Median Household Income in Limestone County, AL



Median Household Income per Block Group

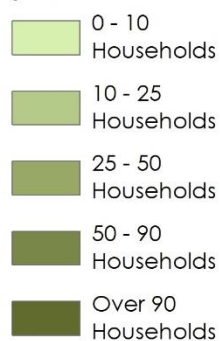


Based on 2018 ACS 5-Year Estimates



Number of Households with No Available Vehicle in Limestone County, AL

Number of Households with No Available Vehicle per Block Group



Based on 2018 ACS 5-Year Estimates

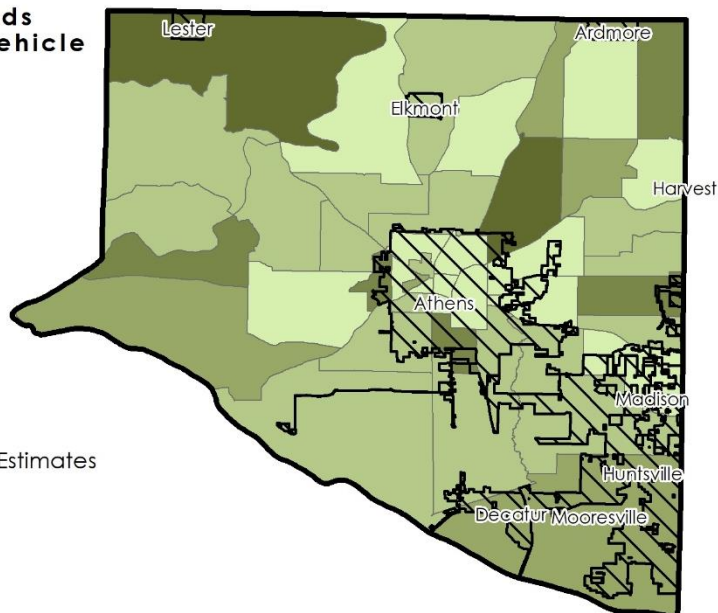


Figure 11 | (Top) Median Household Income in Limestone County, AL
(Bottom) Number of Households with no Available Vehicle in Limestone County, AL

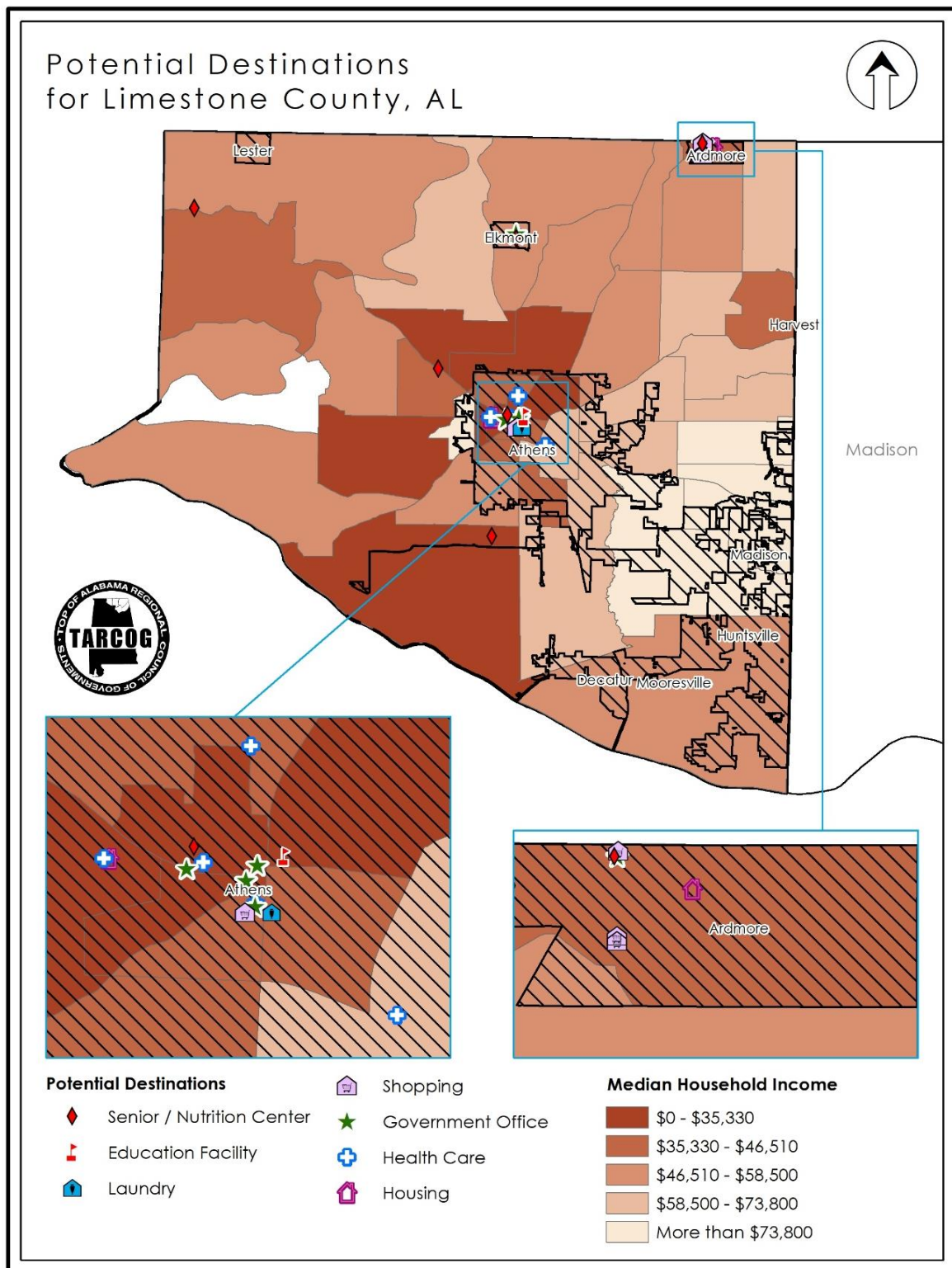


Figure 12 | Potential Transit Destinations for Limestone County, AL

Transit Needs and Service Barriers

During the development of this plan, surveys were provided to transit purchasers and transit providers and meetings were held to discuss needs and strategies. Based on this input, the following list of needs was developed.

1. There is no transit available for work-related needs on weekends.
2. There is no transit available for personal needs on weekends except for client-specific services.
3. Rural Limestone County is difficult to get volunteers and so often, the clients have to reschedule their medical appointments because of lack of transportation.
4. Early morning services are needed.
5. Late afternoon and evening services are needed.
6. Services to and from rural areas.
7. Services to surrounding metro areas are needed.
8. Since Limestone is one of the counties without countywide public transportation within the region, non-restricted transit services are needed.
9. At a minimum, there is a need to maintain existing levels of service.

Local agencies and governments have limited control over barriers to transit service, which are often related to economic issues, personal choice and the nature of rural communities. These barriers are consistent across the rural counties in the region. These barriers commonly include lack of funding. Even when Federal dollars are available, often there are not sufficient local funds available to match it. Other barriers include the small client base and dispersed population typical of rural areas.

Strategies to Address Needs and Barriers

The following strategies were developed to address the foregoing barriers and needs, including the need to maintain existing levels of service. The strategies are general in nature so as not to preclude any specified projects that may come up in the future.

1. Support the maintenance and improvement of existing service programs and levels of service. (high priority)
2. Support current efforts at coordination of transit services and programs. (high priority)
3. Support the expansion of transit services to provide for work-related needs at all times, particularly early morning, evening and weekend service. (high priority)
4. Support the expansion of transit services to provide for personal needs of the elderly and persons with disabilities at all times, particularly early morning, evening and weekend service. (high priority)
5. Support the provision or expansion of transit services connecting dispersed populations in rural areas with surrounding Decatur and Huntsville Metro area. (medium priority)
6. Support the provision or expansion of out-of-county transit services. (medium priority)
7. Support the establishment of additional transportation providers and alternatives. (low priority)
8. Support efforts to seek additional funding sources for combination with existing sources. (high priority)

Madison County Summary

Geography

Madison County is located in the north central portion of the TARCOC region. To its north is the Tennessee state line and it borders Limestone County to the west and Jackson County to the east. Marshall and Morgan Counties form the southern boundary, sharing the Flint and Tennessee River with Madison County. Within its boundary, Madison County has 804.9 square miles of land. It is mostly flat on northern and western portion of the county, while southern and eastern portions of the county contain Monte Sano Mountain, Keel Mountain, and Green Mountain. It is the only urban county in the TARCOC region. Huntsville and Madison are the largest cities in the county. The major north-south routes include US 231/US 431 dividing Huntsville in half. State Route 53 is also a major diagonal route connecting Huntsville to north-western portion of the county. Interstate 565 and US highway 72 connect the county to Interstate 65 in Limestone County. State Route 255 is also a major north-south commuting route that connects the north-central portion of the county to Redstone Arsenal.

Transit Demographics

The population of Madison County is concentrated around Huntsville, Madison, and along the western border of Madison County. Madison County's total population is 366,519 per the U.S. Census American Community Survey 5-Year Estimate of 2018, which is an approximate 32.5% increase in the population since year 2000. This population change made it the second fastest growing county in the TARCOC region and anticipating more growth in the coming years with Base Realignment and Closure (BRAC) changes. This update concentrates on four specific population groups: persons age 65 or older in year 2018, median household income in year 2018, persons with disabilities in year 2018, and households without a vehicle in year 2018. In this update, the latest available data has been used to analyze current demographic conditions. (See Figure 13)

Madison County Estimated Population (2018)					
Gurley	738	Madison	48,275	New Market	1,205
Harvest	5,700	Meridianville	6,609	Owens Cross Roads	2,029
Hazel Green	3,452	Moore's Mill	6,815	Redstone Arsenal	1,414
Huntsville	193,663	New Hope	2,856	Triana	686

Over the full extent of the MPO Study Area, the most striking pattern is the relative youth of the western half of Madison County, extending along U.S. Hwy 72 into Limestone County. This contrasts to the higher percentage of elderly persons in the eastern half (east of U.S. Hwy 231) of Madison County. A closer look inside the immediate Huntsville Urban Area reveals a significant cluster of census block groups that extend from Airport Road south to Weatherly Road, bordered on the west by Memorial Parkway and on the east by Garth Road. This is the most significant cluster of elderly persons as a percentage of total population in the entire county. The single highest percentage block group, however, lies north of this cluster, which ranges from 34% to 55% of population being 65 or older. Other notable concentrations are found in the block group south to U.S. Hwy 72 in eastern Madison County and in west part of Huntsville between U.S. Hwy 72 and I-565, and few block groups along U.S. Hwy 231 in north Huntsville. (See Figure 14 - Top)

Unlike the other three categories, the number of disabilities is clustered in the outlying county area more than in the Huntsville Urban Area. Three distinct groups occur in the study area with a few high count block groups inside the Urban Area. These four clusters are centered around the communities of Madison, Harvest, Owens Cross Roads, northwest corner of the county, and from Hazel Green to New Market. Inside the Urban Area, a block group centered on Oakwood College, a block group in north side of Huntsville along Memorial Parkway, and few block groups between Interstate 565 and Redstone Arsenal, all fall within the highest category of total disabilities per census block group of 326 to 478 disabilities. There is also a cluster of block groups in the southeast side of the county that fall within the second highest category of 231 to 325 disabilities in the block group. (See Figure 14 - Bottom)

Median Household Income reveals a striking pattern for most of Madison County. Both the southeast and northwest corner of the county has clusters of lower incomes while both northeast and southwest corner has relatively lower incomes for the most part. A cluster of block groups (all within Metro-Huntsville) with the lowest median income bounded by Winchester Rd on the east, Bob Wallace Ave to the South, Sparkman Dr to the west following Alabama 53 and Bob Wade Lane to the north. Another significant block groups represented by the lowest median household income is situated along U.S. Hwy 72 in the Town of Gurley, Town of Triana, and between U.S. Hwy 231 and U.S. Hwy 431 in southern Madison County near Morgan County line. (See Figure 15 - Top)

The last category reveals the total number of households in a given block group that do not have a vehicle available, thus making them candidates for public transit. Significant clusters of this population are found within the Urban Area where multiple block groups hold 136 to 268 households without an available vehicle, surrounded by block groups with the second highest category. These clusters occur north of Interstate I-565 between U.S. Hwy 72 and Moores Mill Road, covering Town of Triana, Alabama A & M University, the University of Alabama at Huntsville, and Oakwood University. Block groups immediately northeast of this cluster covering New Market, those encompassing Harvest, portion of the City of Madison, and a block group to the immediate south of the Town of Gurley have the second highest category of 81 to 140 households without available vehicles. (See Figure 15 - Bottom)

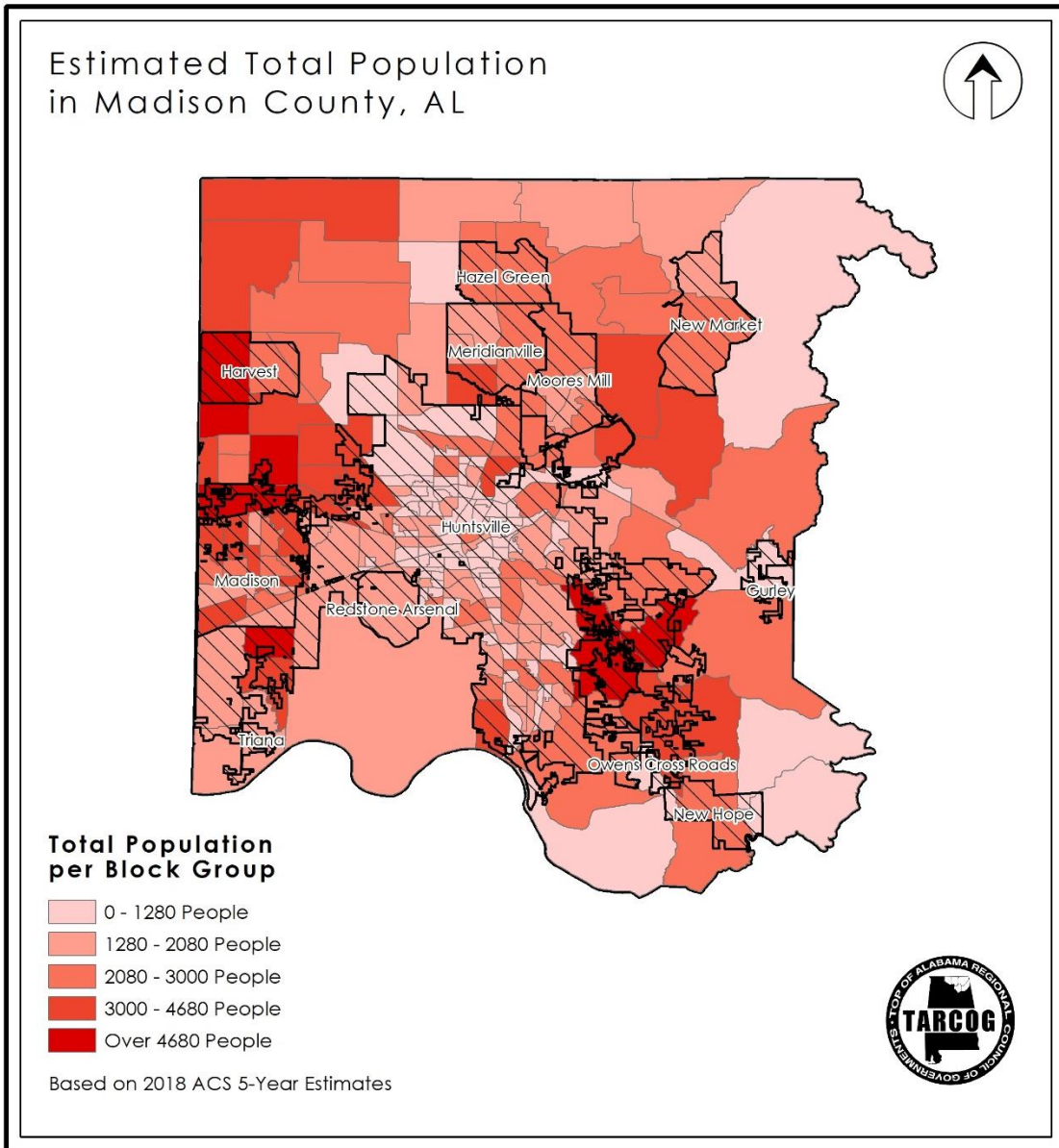
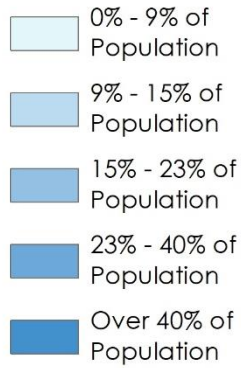


Figure 13 | Estimated Total Population in Madison County

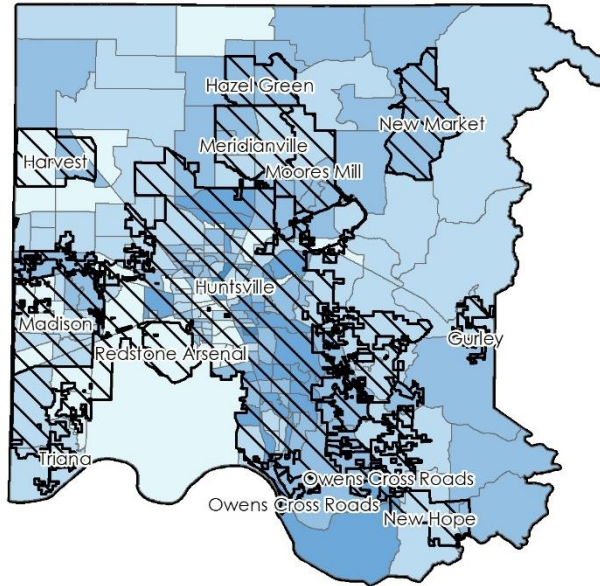
Percent of People 65 and Up in Madison County, AL



Percent of Population 65 and Up per Block Group

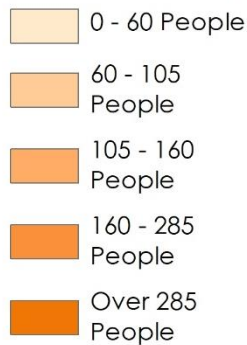


Based on 2018 ACS
5-Year Estimates



Total Persons with Disabilities in Madison County, AL

Number of Persons with Disabilities per Block Group



Based on 2018 ACS
5-Year Estimates

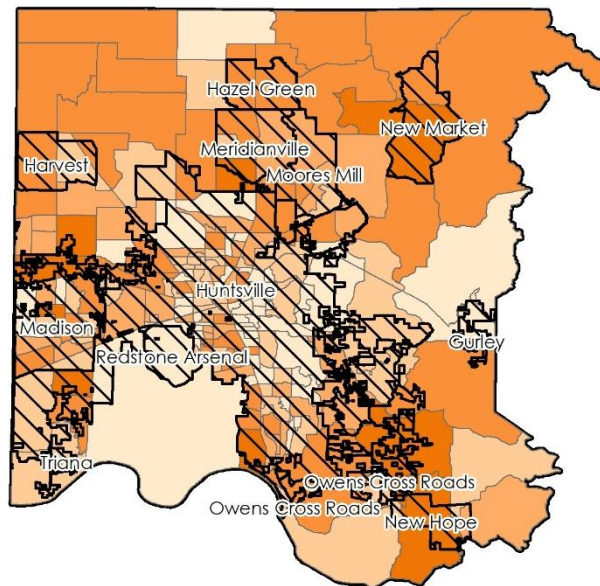


Figure 14 | (Top) Percent of Persons 65 and Up in Madison County, AL
(Bottom) Total Persons with Disabilities in Madison County, AL

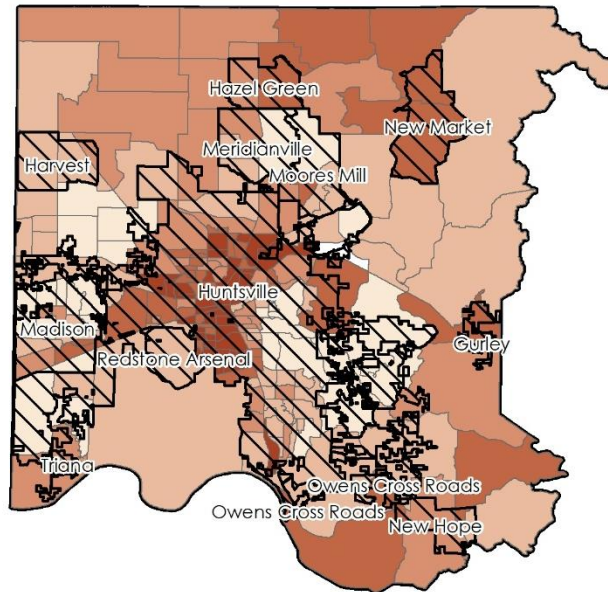
Median Household Income in Madison County, AL



Median Household Income per Block Group

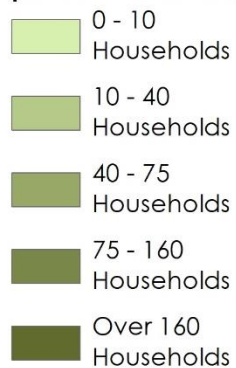


Based on 2018 ACS
5-Year Estimates



Number of Households with No Available Vehicle in Madison County, AL

Number of Households with No Available Vehicle per Block Group



Based on 2018 ACS
5-Year Estimates

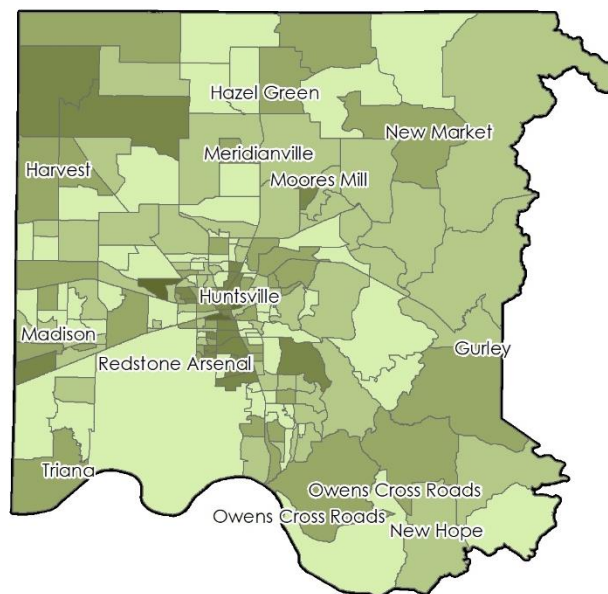


Figure 15 | (Top) Median Household Income in Madison County, AL
(Bottom) Number of Households with no Available Vehicle in Madison County, AL

Potential Destinations for Madison County, AL

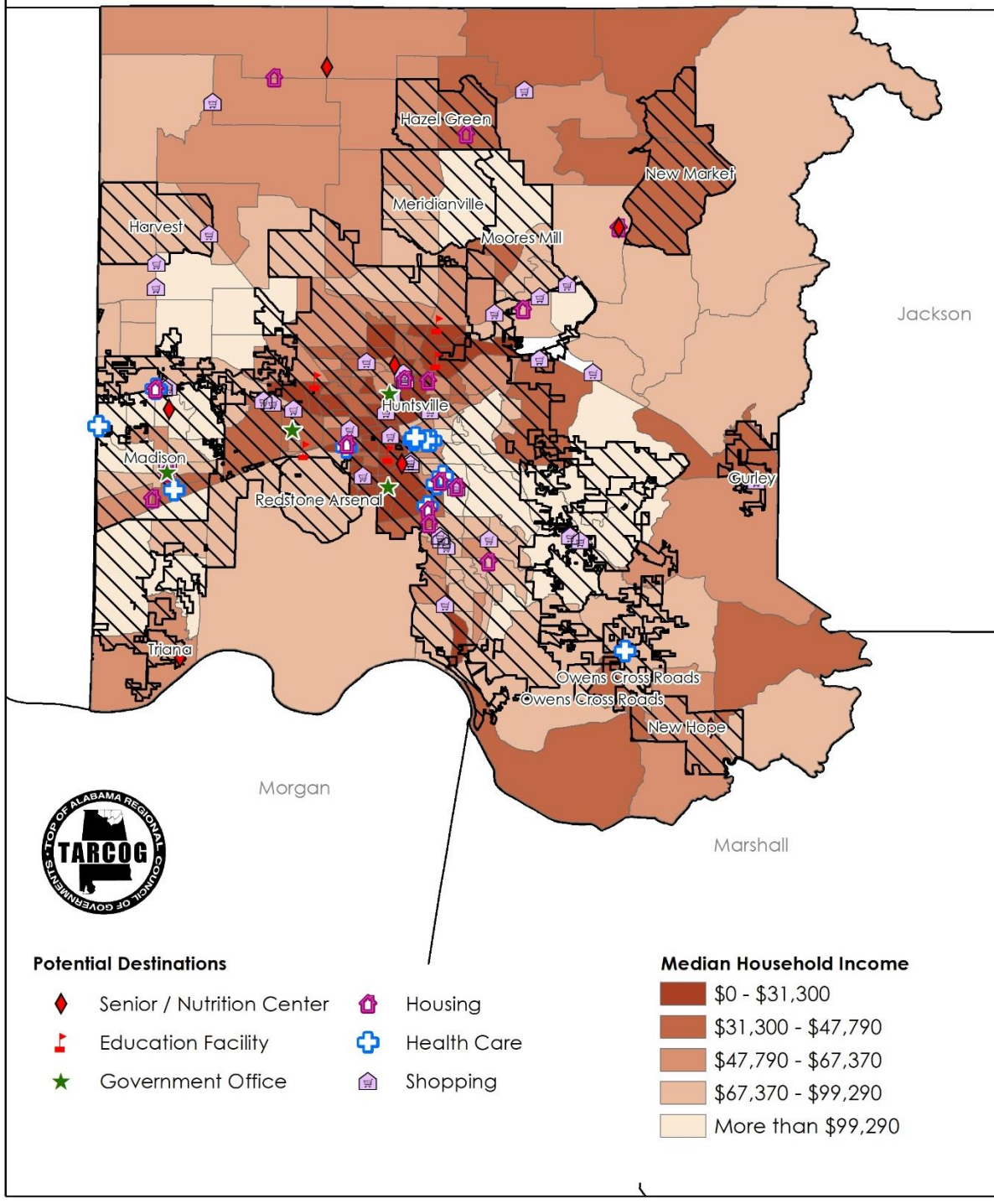


Figure 15-A | Potential Transit Destinations for Madison County, AL

Transit Needs and Service Barriers

During the development of this plan, surveys were provided to transit purchasers and transit providers and meetings were held to discuss needs and strategies. Based on this input, the following list of needs was developed.

1. There is no transit available for work-related needs on weekends or early mornings.
2. There is no transit available for personal needs on weekends.
3. Evening services are needed. No transit services are available except for the tourist loop and downtown area.
4. Additional transit services needed for rural areas of the County and Madison City Area.
5. Transportation programs between various population clusters and large employers providing lower wage jobs are needed.
6. Supporting transportation services and feeder services are needed.
7. Currently affordable transportation from MARS is only available within City of Madison for medical appointments. The private providers cost \$50+ per trip for recreational or other non-medical reasons. These higher costs prevent the group home residents that would like to go to shopping or the beauty salon or to visit family in town.
8. Non-restricted transit services are needed.
9. At a minimum, there is a need to maintain existing levels of service

Local agencies and governments have limited control over barriers to transit service, which are often related to economic issues and personal choice. These barriers commonly include lack of funding. Even when Federal dollars are available, often there are not sufficient local funds available to match it. Other barriers include the small client base and dispersed population in the more rural areas of the County.

Strategies to Address Needs and Barriers

The following strategies were developed to address the foregoing barriers and needs, including the need to maintain existing levels of service. The strategies are general in nature so as not to preclude any specified projects that may come up in the future.

1. Support the maintenance and improvement of existing service programs and levels of service. (high priority)
2. Support current efforts at coordination of transit services and programs. (high priority)
3. Support the expansion of transit services to provide for work-related needs at all times, particularly early morning, evening and weekend service. (high priority)
4. Support the expansion of transit services to provide for personal needs of the elderly and persons with disabilities at all times, particularly early morning, evening and weekend service. (high priority)
5. Support the provision or expansion of transit services to dispersed populations in rural areas. (medium priority)
6. Support mobility management activities such as, advertising, improvement, and coordination of existing services and establishments of feeder services and supporting services such as park-and-ride, rideshare, and car pool programs, etc. (high priority)
7. Support the establishment of additional transportation providers and alternatives. (low priority)
8. Support efforts to seek additional funding sources for combination with existing sources. (high priority)

Marshall County Summary

Geography

Marshall County is the southernmost county in the TARCOC region and is bordered by six other counties. The dominant feature within Marshall County is Lake Guntersville, the largest reservoir on the Tennessee River. Area measurements reinforce the importance of the lake as a physical feature; while Marshall County contains the smallest land area of any county in the TARCOC region, at 567.1 square miles, it holds the largest amount of water area at 56.1 square miles. Sloping terrains rings the central lake region, but in the southeast corner of the county a steep rise onto Sand Mountain tapers off to relatively flat terrain on top. This portion of the county remains geographically distinct from the areas west of Lake Guntersville. Four municipalities contain much of the county population: Arab in the southwest; Guntersville, the county seat, is placed on a peninsula in the Lake; Albertville and Boaz both extend across Sand Mountain following US Highway 431. Primary roads within the county include US Highways 231 and 431, and State Roads 75 and 79. The area with the least consistent road network is found surrounding Grant in the northern corner of Marshall County.

There are seven municipalities in Marshall County, two of which are towns of less than 2,000 in population, three of which are over 8,000 in population, and one of which is over 20,000. Incorporated municipalities in Marshall County are Albertville, Arab, Boaz, Douglas, Grant, Guntersville and Union Grove.

Transit Demographics

Though smallest in land area in the TARCOC region, Marshall County holds the second highest population count at 95,145 people according to U.S. Census American Community Survey 5-Year Estimate of 2018, which is an approximate increase of 15.7% population since year 2000. This plan update concentrates on four specific population groups: persons age 65 or older in year 2018, median household income in year 2018, persons with disabilities in year 2018, and households without a vehicle in year 2018. In this update, the latest available data has been used to analyze current demographic conditions. (See Figure 16)

Marshall County Estimated Population (2018)					
Albertville	21,460	Douglas	1,077	Joppa	690
Arab	8,234	Grant	933	Sardis City	1,763
Boaz	9,553	Guntersville	8,377	Union Grove	75

In Marshall County, the central portion of the county in east-west directions falls within the top three highest categories for the persons aged 65 and older. The majority of block groups directly west of Albertville are at or below average for counts of persons aged 65 and older. From Guntersville, three lines of concentration radiate outward towards Arab, Scottsboro, and Boaz. Block groups located in the southcentral portion of the county, contain counts higher than the third highest category for the region. Multiple block groups within and north of Guntersville, surrounding Union Grove, between Albertville and Douglas, and north of Arab, fall within the 27% to 35% concentration; a cluster of block groups between Albertville and Boaz fall within the 23% to 26% of population being 65 years or older. (See Figure 17 - Top)

Six different block groups are categorized as having the highest number of total disabilities in Marshall County. Only Madison County contains a similar amount of high count block groups. These block groups, containing 286 to 585 total disabilities occur on Sand Mountain south of Grant, northern side of Alabama State Hwy 75 in and near the Town of Douglas in southern Marshall County, and near the Cities of Arab and Albertville. In addition, significant clusters of disabled individuals are located throughout the County, except for areas surrounding Guntersville, and western part of the County. (See Figure 17 - Bottom)

Median Household Income for most of the Marshall County is above average. A few clusters of block groups in the immediate Guntersville, Albertville, Boaz, Arab, and extreme eastern Marshall County along Alabama State Hwy 227 east of Guntersville area fall within the lowest categories of \$22,361 to \$34,000. In the remaining county, almost all block groups had median household income of \$34,001 or more, with a few block groups that fall within highest two categories of income between \$44,201 to \$69,000 at northwest of Guntersville, along the south side of US Hwy 431 towards Huntsville, a few block groups north of Arab, and few block groups near Boaz and Albertville. (See Figure 18 - Top)

Similar to total number of disabilities, Marshall County contains a significant amount of households with no vehicle available. The first cluster occurs in the heart of Albertville that includes one block rated at the highest regional level, 91 to 142 households without a vehicle available. The remainders of the block groups falling in the highest or second highest category of 46 to 90 households without a vehicle available are all found on Sand Mountain. High counts also occur in Guntersville, Arab, Grant, and between Albertville and Boaz. (See Figure 18 - Bottom)

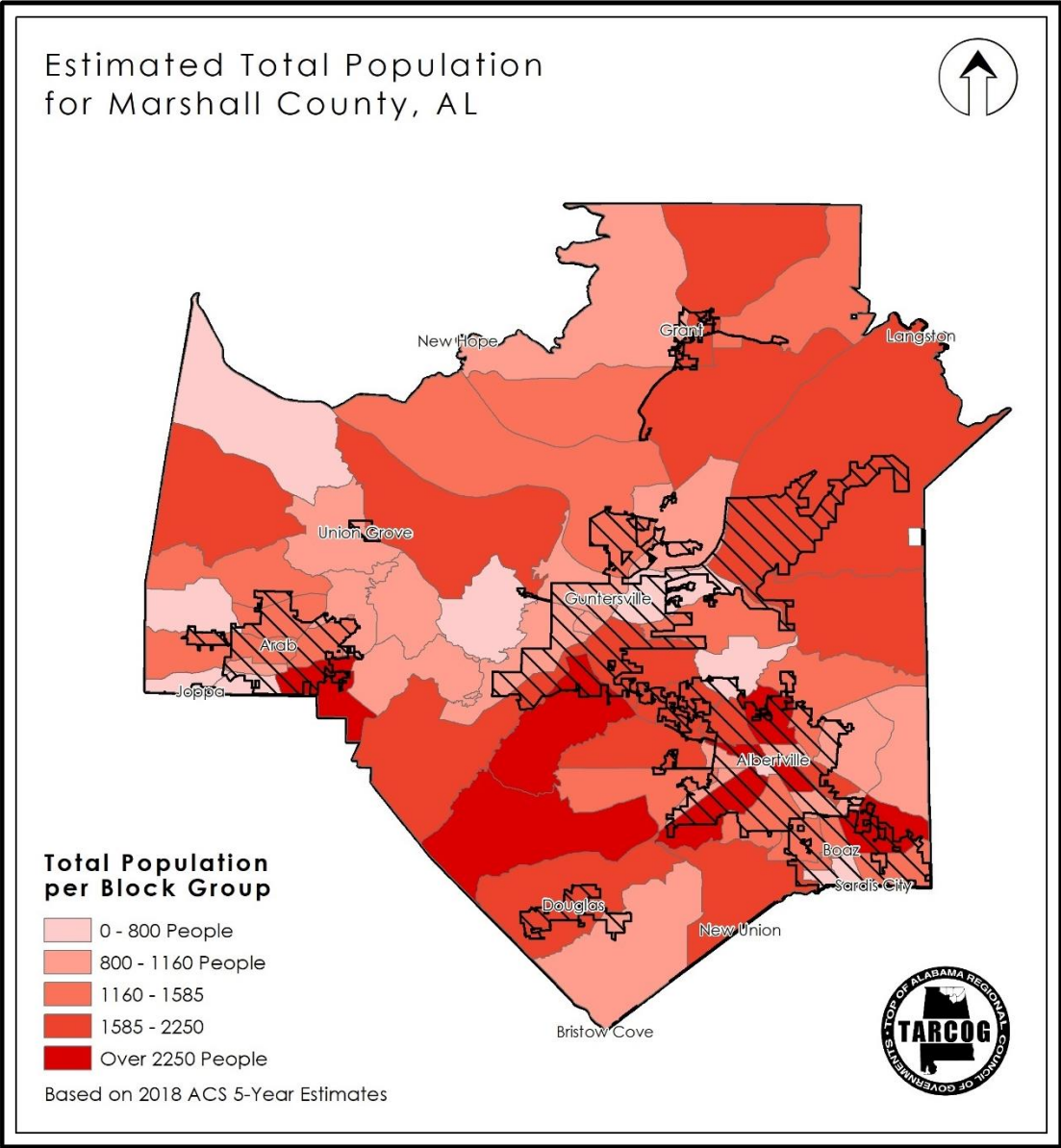


Figure 16 | Estimated Total Population for Marshall County, AL

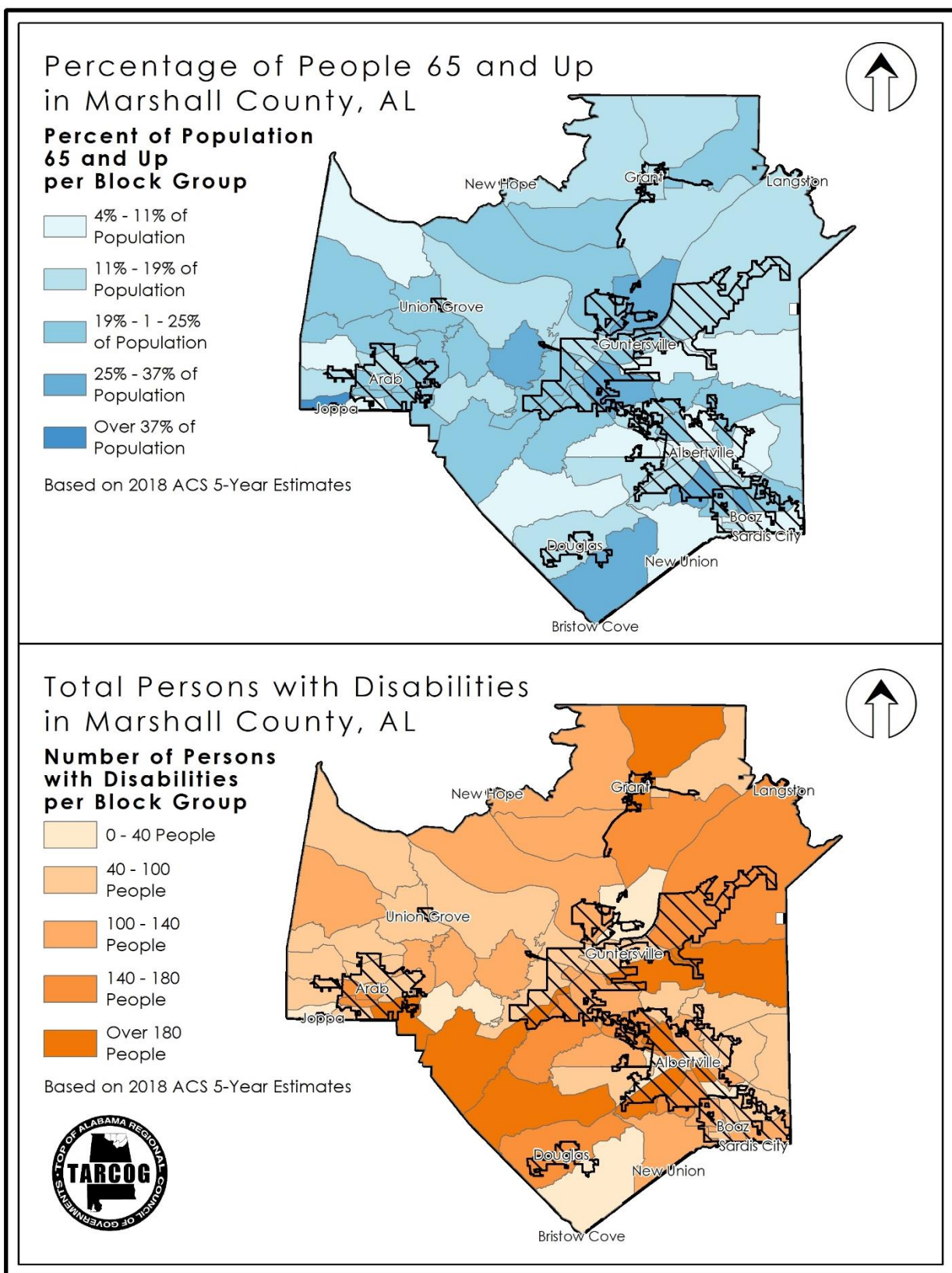


Figure 17 | (Top) Percent of Persons 65 and Up in Marshall County, AL
(Bottom) Total Persons with Disabilities in Marshall County, AL

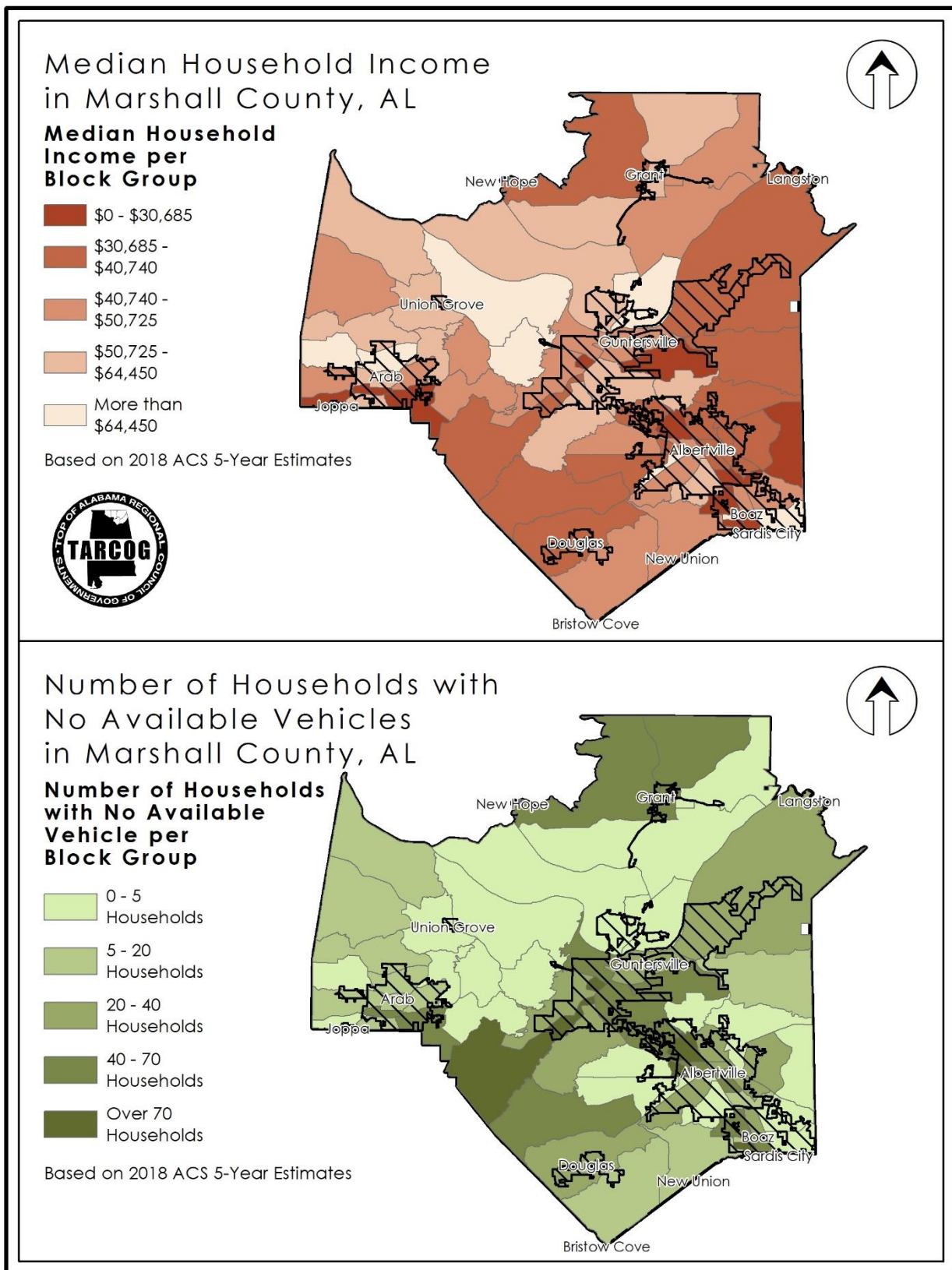


Figure 18 | (Top) Median Household Income in Marshall County, AL
(Bottom) Number of Households with No Available Vehicles in Marshall County, AL

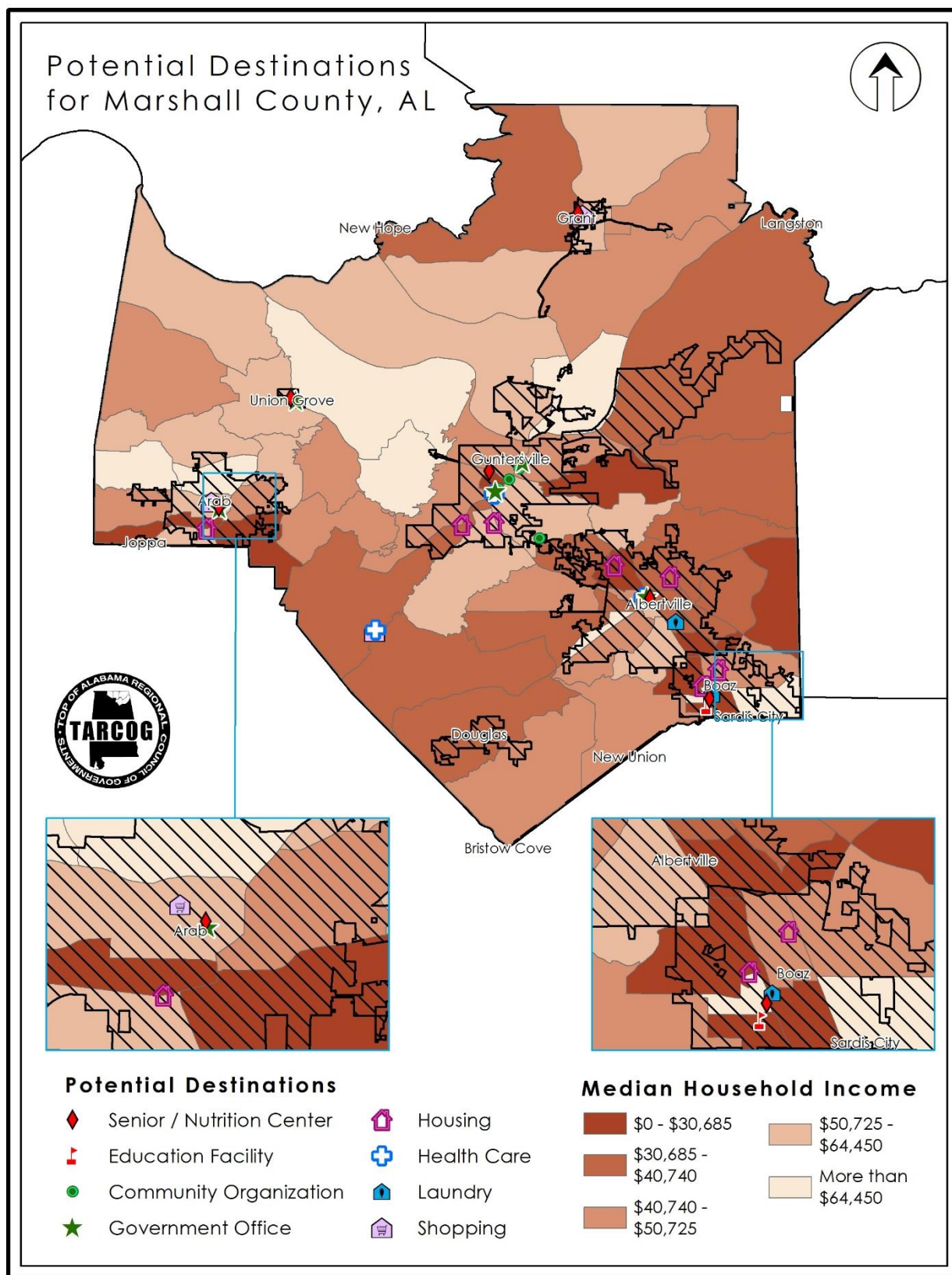


Figure 19 | Potential Transit Destinations for Marshall County, AL

Transit Needs and Service Barriers

During the development of this plan, surveys were provided to transit purchasers and transit providers and meetings were held to discuss needs and strategies. Based on this input, the following list of needs was developed.

1. There is no transit available for work-related needs on weekends.
2. There is little transit available for personal needs on weekends.
3. Early morning and evening services are needed.
4. Transportation in the Grant and Douglas area of Marshall County is needed.
5. Services to and between rural areas.
6. Services to medical clinics in Huntsville and other Counties are needed as well.
7. Non-restricted transit services are needed.
8. Some residents do not have access to transit due to scheduling or being outside of the general van routes.
9. More handicap accessible vehicles are needed. Currently, bus can only secure one wheel chair per trip – this creates problem for group home residents in wheelchairs to participate in group outings, since they have to take turns with other wheelchair bound residents to go each outing.
10. At a minimum, there is a need to maintain existing levels of service

Local agencies and governments have limited control over barriers to transit service, which are often related to economic issues, personal choice and the nature of rural communities. These barriers are consistent across the rural counties in the region. These barriers commonly include lack of funding. Even when Federal dollars are available, often there are not sufficient local funds available to match it. Other barriers include the small client base and dispersed population typical of rural areas.

Strategies to Address Needs and Barriers

The following strategies were developed to address the foregoing barriers and needs, including the need to maintain existing levels of service. The strategies are general in nature so as not to preclude any specified projects that may come up in the future.

1. Support the maintenance and improvement of existing service programs and levels of service. (high priority)
2. Support current efforts at coordination of transit services and programs. (high priority)
3. Support the expansion of transit services to provide for work-related needs at all times, particularly early morning, evening and weekend service. (high priority)
4. Support the expansion of transit services to provide for personal needs of the elderly and persons with disabilities at all times, particularly early morning, evening and weekend service. (high priority)
5. Support the provision or expansion of transit services to dispersed populations in rural areas. (medium priority)
6. Support the provision or expansion of out-of-county transit services. (medium priority)
7. Support the establishment of additional transportation providers and alternatives. (low priority)
8. Support efforts to seek additional funding sources for combination with existing sources. (high priority)
9. Transit services on Weekends and Holidays

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Chapter 3

Assessment of Transportation Services

DeKalb County Transportation Services
Jackson County Transportation Services
Limestone County Transportation Services
Madison County Transportation Services
Marshall County Transportation Services

DeKalb County Transportation Services

Transit Providers

DeKalb County Rural Public Transportation

DeKalb County is served by one identified transit provider. The DeKalb County Rural Public Transportation (DCRPT) system, operated out of the same office as the DeKalb County Council on Aging, is funded in part by ALDOT, Federal, State, and local funds including Section 5311 (general) monies. The service offered is on demand response base on Monday through Friday from 8 AM to 4 PM and runs a schedule to particular locations. DCRPT reports the number of total annual trips at 21,160. Services provided include shopping, medical and pharmacy trips, transportation for the payment of bills, social and recreational trips including social outings. These trips are spread across nine buses and one van; six buses run routes while four act as backups. Seven buses are equipped with lifts and one is equipped with a ramp.

Demand response requires 48-hour advance notice and can be made anywhere in the county that a vehicle of similar size and weight restrictions travels. DCRPT reports that demand response requests are limited and if more were made DCRPT will need increased funding and more drivers.

Fare Structure

Within immediate area of bus route	\$2.00 per trip
Within immediate area of bus route for Seniors 60 or over	\$1.00 per trip
Additional stops within a route	\$.50 per stop
Demand response	\$13.44 per hour and \$.65 per mile

Medicaid vouchers are accepted.

The DCRPT can be contacted at the following address:

DeKalb County Rural Public Transportation
600 Tyler Ave. SE
Fort Payne, AL 35967
Phone: (256) 845-8593
FAX: (256) 845-8592

Transit Purchasers

While DeKalb County Rural Public Transportation is the only identified transit provider for DeKalb County, three organizations also purchase transit services for their clients.

DeKalb County Council on Aging*

The DeKalb County COA purchases transportation from the DCRPT for about 30 clients daily. COA uses Aging and local funding to purchase this service. COA reports that the clients use this service Monday to Friday between 8:00 AM to 1:00 PM. DeKalb County Council on Aging can be reached at the following address:

DeKalb County Council on Aging
600 Tyler Ave. SE
Fort Payne, AL 35967
Phone: (256) 845-8590
FAX: (256) 845-8592

Arc of DeKalb County

The Arc of DeKalb County reports a need for transportation for 55 clients, including some with wheelchair needs. These clients, because of mental illness, require service Monday through Friday from 8:00 a.m. to 8:00 p.m. The ARC purchases transportation from the DCRPT using Medicaid, State, and local funds and reports that current transit needs are being met for their agency. The Arc of DeKalb County can be reached at the following address:

Arc of DeKalb County
201 Grand Avenue SW.
Fort Payne, AL 35967
Phone: (256) 845-0171 or 845-0165
Fax: 1-866-559-6429

Crossville Health and Rehabilitation, LLC.

Crossville Health and Rehabilitation, LLC. purchases transportation for 143 patients in Dekalb, Etowah, and Marshall Counties. A majority of these patients are wheelchair or stretcher bound. The facility purchases transit services from Dekalb Ambulance Service. It utilizes a wheelchair van and ambulance to take patients to follow-up appointments. The trips are paid for through private funds or through Medicaid. This is a costly service for the clients. The organization can be contacted at:

Crossville Health and Rehabilitation Center
8922 AL HWY 227 N
Crossville, AL 35962
Phone: (256) 528-7844
Fax: (256) 528-2119

Jackson County Transportation Services

Transit Providers

Three transit providers are identified for Jackson County. All three agencies providing these transit services are directly related to programs for elderly persons.

Jackson County Rural Public Transportation*

Similar to DeKalb County, the Jackson County Rural Public Transportation (JCRPT) program is run through the Council on Aging office. This Program is funded in part by Section 5311 (general) monies as well as

some local funds. JCRPT operates seven buses including some with a lift. The program covers Jackson County and does offer a demand response service. Demand response service can be reserved through phone and can be made anywhere in the county that a vehicle of similar size and weight restrictions travels. Contract agencies can reserve the service for their client. Basic routes are as follows, with each route coming to Scottsboro in the morning and returning to its origin in the evening:

Route Areas:

<u>Route</u>	<u>Day</u>	<u>Time</u>
Bridgeport/Stevenson ¹	Tuesday-Friday	6:30 AM – 3:30 PM
Sand Mountain/ Flat Rock to Section	Tuesday-Friday	6:30 AM – 3:30 PM
Bryant	Wednesday	6:30 AM – 3:30 PM
Scottsboro ¹	Monday-Friday	7:30 AM – 2:45 PM
Woodville	Monday, Wednesday, Friday	6:30 AM – 3:30 PM
Paint Rock/ Skyline	Thursday	6:30 AM – 3:30 PM

¹ – Three vans are used M-F for Nutrition Centers in Scottsboro, Bridgeport, and Stevenson.

Fare Structure:

General Public:	
1 st pick up of the day – under 60 yrs.	\$5.00
1 st pick up of the day – 60 yrs. and older	\$4.00
All additional pickups on the same day	\$0.25 per stop
Contract passengers per yearly cost allocation	

The JCRPT program can be reached at:

Jackson County Council on Aging
 146 Rita Williams Dr.
 Scottsboro, AL 35769
 Phone: (256)574-6733
 Fax: (256)574-0242

The Arc of Jackson County

The Arc of Jackson County provides fixed routes transit service to adults with intellectual disability. The ARC operates eight buses – 4 with lifts and 4 without lifts, and 1 van throughout Jackson County. The program is funded in part by Section 5310 (Elderly and Disabled) monies. It occasionally works with Jackson County COA to assist with transportation and provides work related transportation when rides

are available. It reports total annual trips at 11,648, approximately broken down over the following categories:

Medical	15
Education	9,212
Work	2,371
Nutrition	50

The Arc operates transit within Jackson County Monday through Friday from 5:45 AM to 5:00 PM. Passengers fall into two classifications, elderly and persons with disabilities.

Routes:

City/Haymon	No. Jackson	No. Sand Mtn.	So. Sand Mtn.	West Jackson
Scottsboro	Stevenson	Bryant	Section	Skyline
Rainsville	Bridgeport	Higdon	Macedonia	Woodville
Fyffe	Hollywood	Rosalee	Dutton	Paint Rock Valley
Powell	Fackler	Henagar	So. Jackson County	West Jackson County
	No. Jackson County	Pisgah		
		Dutton		
		Pleasant View		
		No. Jackson County		

The ARC of Jackson County can be contacted at:

The ARC of Jackson County
180 Mack Morris Dr.
Scottsboro, AL 35769
Phone: (256) 259-1603
Fax: (256) 259-4162

The City of Bridgeport

The City of Bridgeport operates one 15-passenger van with a lift purchased through the Council on Aging but maintained and driven by the city. This van operates Monday through Friday 8 AM to 4 PM and is funded by Section 5310 (general) monies. Transportation is provided for medical visits, shopping, and to deliver lunches Monday through Friday based on lists provided through the Council on Aging. There is an elderly and/or disabled requirement. Trips are also made to Marion County, Tennessee. The City of Bridgeport can be reached at:

City of Bridgeport
P.O. Box 747
(116 Jim Thomas Ave.)
Bridgeport, AL 35740

Phone: (256) 495-3892
Fax: (256) 495-3611

Transit Purchasers

While the above three organization are identified as transit providers, three other organizations also purchase transit services for their clients.

The Jackson County Department of Human Resources

The Jackson County Department of Human Resources (JCDHR) purchases transit services for 30 clients. The agency uses volunteer drivers and purchases transit from Jackson County COA on an as needed basis. It reports that transportation vouchers and service providing access to the Northeast Community College would be really beneficial to the clients. The JCDHR program can be contacted at:

Jackson County Department of Human Resources
305 Bingham St.
Scottsboro, AL 35768
Phone: (256) 575-6000
Fax: (256) 575-6161

Highlands Medical Center

Highlands Medical Center purchases transit services for approximately 20 – 30 clients per year. Less than 5% of these clients are wheelchair bound or mentally disabled. It purchases transit from Jackson County COA on an as needed basis. It reports that services providing access to the rural areas of the county after hours or in the weekend, as well as services connecting to DeKalb County would be beneficial to the clients. Highlands Medical Center can be contacted at:

Highlands Medical Center
380 Woods Cove Road
Scottsboro, AL 35768
Phone: (256) 218-3713
Fax: (256) 218-3654

Cloverdale Rehabilitation and Nursing Center

Cloverdale Rehabilitation and Nursing Center purchases transit services for approximately 240 clients per year. Most of these clients are wheelchair bound. It purchases transit from Jackson County COA on an as needed basis. The Center also operates a van Monday through Friday from 8:00 AM to 4:00 PM. Cloverdale Rehabilitation and Nursing Center can be contacted at:

Cloverdale Rehabilitation and Nursing Center
412 W. Cloverdale Road
Scottsboro, AL 35768
Phone: (256) 259-1505
Fax: (256) 999-0522

Limestone County Transportation Services

Transit Providers

Five transit providers are identified for Limestone County. Four of the five agencies providing these transit services are directly related to programs for elderly persons: Limestone County Council on Aging, the Athens-Limestone County RSVP, Town of Ardmore, and Limestone County Commission. While three programs provide transit for People with disabilities, Limestone County does not have any true public transportation that is open to everyone.

Limestone County Council on Aging

Limestone County Council on Aging (LCCOA) operates 7 buses, 6 vans, 2 cars, and 3 SUVs as demand response within their program. Three of the vehicles are equipped with lifts. This program also utilizes volunteers to provide transit services. LCCOA transit serves senior centers in Limestone County and is funded through Section 5309, Section 5311, Section 5307, and Section 5310 (General) and local, city and county monies. LCCOA transit also provides services to Madison and Morgan County for wheelchair bound clients for medical appointments. LCCOA operates transit service Monday through Friday from 7:30 AM to 4:00 PM. There is no charge to use the bus service, though donations are accepted. The LCCOA currently reports approximately 10,800 total annual trips broken down over the following categories:

Medical	2,300
Nutrition	7,200
Recreation	1,300

LCCOA can be contacted at:

Limestone County Council on Aging
912 West Pryor Street
Athens, AL 35611
Phone: (256) 233-6412
Fax: (256) 233-6466

Limestone County Commission

Limestone County Commission operates one lift and ramps equipped van to provide transportation for elderly and disabled dialysis patients. It operates demand response service on Monday, Wednesday, and Friday from 6:00 AM to 5 PM. The Commission provides 4,200 trips annually for dialysis patients. This service is available in Limestone County and is funded through Section 5310 (General) and local county monies. Limestone County Commission can be contacted at:

Limestone County Commission
310 W Washington Street
Athens, AL 35611
Phone: (256) 216-3424
Fax: (256) 233-6403

Athens-Limestone County RSVP, Inc.

Athens-Limestone County RSVP (ALRSVP) provides transportation services within Limestone County and regularly visits nursing homes located in Madison and Morgan Counties. One bus with a lift is operated on a fixed route by the ALRSVP. The ALRSVP transit service operates anywhere within Limestone County Monday through Wednesday from 8:30 AM to 3:30 PM. The service is also available on an as needed basis. ALRSVP reports the total annual trips at 902 approximately broken down over the following categories:

Nutrition	89
Other/RSVP	813

This service is funded through Section 5310 money and is limited to the elderly or individuals with disabilities. There is no cost to use the ALRSVP transit service. Athens-Limestone RSVP can be contacted at:

Athens-Limestone RSVP, Inc.
P.O. Box 852
Athens, AL 35612
Phone: (256) 232-7207
Fax: (256) 232-8842

Town of Ardmore/ Ardmore Senior Center

The Town of Ardmore / Ardmore Senior Center operates one van with a lift. This van operates Monday through Friday 8:00 AM to 12:00 PM and is funded by Section 5310 (general) monies. Routes are adjusted to fit the transportation needs of members. There is an elderly and/or disabled requirement. Trips are also made to Lincoln and Giles County, Tennessee. The Town of Ardmore Senior Center can be reached at:

Town of Ardmore Senior Center
29920 Park Avenue
Ardmore, AL 35739
Phone: (256) 423-3011
Fax: (256) 423-6945

Mental Health Center of North Central Alabama

The Mental Health Center of North Central Alabama is located in Decatur and provides services in Morgan, Lawrence, and Limestone County. It currently operates 19 vans including 1 van equipped with lifts. The vehicles operate on Monday to Friday from 7:00 AM to 5:00 PM on a fixed route and group homes are served seven days a week including holidays as needed. Transit services are provided to the client of Mental Health Center to bring clients to the closest outpatient clinic and return home, and to support treatment services. The organization uses client based 5310 funds and general operating funds to operate the transit. The Mental Health Center currently reports approximately 24,857 total annual trips broken down over the following categories:

Education	7,915
Nutrition	1,092

Recreation	2,512
Home	13,338

The organization can be contacted at:

Mental Health Center of North Central Alabama
1316 Somerville Rd. SE, Suite 1
Decatur, AL 35601
Phone: (256) 260-7325
Fax: (256) 355-6092
<http://www.mhcnca.org/>

Transit Purchasers

While the above five organization are identified as transit providers, one additional organization purchases transit services for their clients.

Sr. Rehab & Recovery at Limestone Health Facility

Residents at Sr. Rehab & Recovery at Limestone Health Facility utilize services through Helping Hands Transport Services provided by the Limestone County Council on Aging. Residents pay for the trips through private funds. The organization can be contacted at:

Sr. Rehab & Recovery at Limestone Health Facility
1600 W. Hobbs Street
Athens, AL 35611
Phone: (256) 232-3461
Fax: (256) 232-1767/ (256) 232-3061

Madison County Transportation Services

Transit Providers

Eleven transit providers are identified for Madison County. Two of these agencies provide the transit services without any restriction, being true public transportation: Madison County TRAM and Huntsville Shuttle.

Madison County TRAM

The Madison County operates Transportation for Rural Areas of Madison County (TRAM). The Madison County TRAM system operates 8 van routes for general public throughout Madison County with a fleet of 9 modified commuter vans, all of which are lift equipped. The vans operate on a demand response basis, and Madison County TRAM reports approximately 14,183 trips during fiscal year 2019. Trips are scheduled by calling 1-256-532-3792. The cost for demand response and subscription service is \$10.00 round-trip or \$8.00 one-way. TRAM runs Monday through Thursday, 6:30 a.m. to 3:30 p.m. and on Friday 6:30 a.m. to 2:30 p.m., except on County holidays. It is funded with FTA Section 5311 rural public transportation

program, Madison county commission fund, and collections from the fare box. More details about TRAM can be found at:

Madison County TRAM
100 North Side Square
Huntsville, AL 35801
Phone: (256) 532-3792
Fax: (256) 532-3704

<http://madisoncountyal.gov/departments/planning-and-economic-development/tram>

City of Huntsville Public Transportation

The City of Huntsville operates both fixed route buses, as well as, city-wide paratransit service for individuals with disabilities. Through partnerships with “Commute with Enterprise” and “Commute Smart” carpool and vanpool options are also offered. The City of Huntsville’s Public Transit services have been branded overall as “Huntsville Transit.” Huntsville Transit operates fourteen (14) fixed route buses in peak service (sub-branded Orbit Huntsville); and nineteen (19) paratransit vehicles (sub-branded Access Huntsville). All vehicles are equipped with ramps and/or wheelchair lifts for individuals with disabilities. All Orbit buses are also equipped with bicycle racks for first and last mile needs.

Orbit buses operate on ten (10) fixed bus routes between 6:00 a.m. and 9:00 p.m. weekdays; and 7 a.m. until 7 p.m. on Saturdays. Routes 1, 2, and 4 operate with 30-minute frequency in both route directions. Routes 5 & 6 serve the Church Street, Whitesburg, L&N Corridor from downtown south to Airport road every 30 minutes as well. All other bus routes operate on 60-minute frequency between buses.

A new Transit Transfer Hub was established at the Dr. Richard Showers Recreation Center in July 2019 to reduce overall travel times and improve connectivity for transit customers riding north Huntsville buses. Routes 7, 8, and 10 pulse at the Showers Transfer Hub at 26 minutes after each hour; and pulse with all other transit routes at the downtown transit station at the top of every hour.

Route 11 operates Friday nights only from 5 PM until 10 PM running every 45 minutes between the University of Alabama Huntsville (UAH), Wal-Mart on West University Drive, Target Shopping Center off Enterprise Way, and Huntsville’s newest mall Bridge Street Town Centre.

Fares are as follows:

One-Way Bus Fare	\$1.00
Senior (60+) and Disabled Citizens and Medicare Card Holders	\$.50
Children 6 and under	\$.50
Students with valid student ID	\$.50
Access Huntsville Single Ride Ticket*	\$.50
*(ADA Paratransit & City-wide Paratransit for Individuals with Disabilities)	

Questions regarding either service should be directed to:

City of Huntsville
Public Transportation Division
500B Church Street
Huntsville, Alabama 35801
Phone: (256) 427- 6811
Fax: (256) 427-6869

City of Madison

The City of Madison operates the Madison Assisted Ride System (MARS). MARS currently operates 4 buses funded by Section 5310 (general) monies. The service is provided on a demand response basis for clients who qualify for paratransit services according to ADA guidelines. This service operates within the City of Madison for medical appointments, work related transportation into Huntsville, and special trips to DHR, Social Security Office, Legal, and Courthouse. The Madison Assisted Ride System reports approximately 14,183 trips annually. The City of Madison currently has 359 active clients participating in the MARS service. There is a cost of \$2.00 per one-way trip. The system operates from 7:00 a.m. to 5:00 p.m. Monday through Friday except for city holidays. More details about MARS can be found at:

Madison Assisted Ride System
8324 Old Madison Pike
Madison, AL 35758
Phone: (256) 772-2551
Fax: (256) 772-9377
<https://www.madisonal.gov/index.aspx?NID=122>

Madison Senior Center

Madison Senior Center provides transportation services for the senior center attendees to and from Senior Center, monthly trip to Yesterday's Event Center, Limestone County, Morgan County, and occasional shopping and lunch trips. It provides transportation within the Madison City limit. It operates two buses and two cars that are funded by City of Madison. The service is available 7:30 AM to 9:00 AM for pick up, and 1:30 PM for drop off, Monday through Friday. More details about this program can be found at:

Madison Senior Center
1282 Hughes Rd
Madison, AL 35758
Phone: (256) 772-6258
Fax: (256) 464-8435

Friends, Inc.

Another human service agency that provides transportation for elderly, seriously ill patients and disabled, Friends Inc. operates one van equipped with a lift and also utilizes 100 volunteers who use their own personal vehicles to provide transportation Monday through Friday from 8:00 AM until 5:00 PM, and on Saturday and holidays on request only. Trips are primarily for medical visits and grocery assistance. It currently reports approximately 884 annual medical trips serving about

120 clients that are seriously ill or disabled lacking a support system. The organization can be contacted at:

Friends Inc.
P.O. Box 608
Huntsville, AL 35804
Phone: (256) 534-4079

Alabama A & M University

Alabama A & M University operates three fixed routes and one paratransit route through the university's operating money and FTA grants. Two buses are equipped with lifts while 3 are equipped with ramps. The service is available on campus during varied times on Monday to Friday from 7:00 a.m. to 10:30 p.m. Contact information for this service includes:

Alabama A&M University
Department of Transportation (Bulldog Transit System)
4900 Meridian St
Normal, AL 35762
Phone: (256) 372-4760
Fax: (256) 372-8305
<http://www.aamu.edu/>

CASA of Madison County

CASA of Madison County is another human service agency that provides transportation for elderly, and disabled, in Madison County. It utilizes volunteers who use their own personal vehicles to provide transportation Monday through Friday and occasionally on weekends depending on volunteer schedule. Trips are primarily for medical visits. CASA relies on grants and donations to provide various services. All volunteer transportation services have been suspended indefinitely due to COVID-19 protocols. The organization can be contacted at:

CASA of Madison County
701 Andrew Jackson Way
Huntsville, AL 35801
Phone: (256) 533-7775
Fax: (256) 533-7544

Arc of Madison County

The Arc of Madison County currently owns 25 vehicles including 7 buses and 18 vans. Ten vehicles are equipped with lifts and thirteen are equipped with ramps. It uses the general 5310 funds to provide services. Services are provided Monday through Friday between 8:00 AM and 2:00 PM for day habilitation, and 365 days a year for group home service. The Arc can be contacted at:

The Arc of Madison County, Inc.
1100 Washington Street
Huntsville, AL 35801
Phone: (256) 539-2266

Fax: (256) 539-2836

Ability Plus, Inc.*

Ability Plus receives Section 5310 funding to support transportation services for its clients seven days a week. This service relies on 13 passenger vans and 18 passenger cars to provide transportation seven days a week, including holidays, if necessary. The only reported restriction on the service is that a user must be an active client in one of the Ability Plus programs. This service operates within Limestone, Madison, and Morgan counties. For further information about ability plus, please contact:

Ability Plus, Inc.
111 Research Blvd
Madison Alabama 35758
Phone: (256) 489-4696
Fax: (256) 489-4665

Regency Retirement Village*

Regency Retirement Village funds supporting transportation services for its clients internally. It provides transportation during Monday to Friday from 8AM to 5PM for various scheduled activities, and as needed bases. It operates 2 buses equipped with lifts, 1 minivan, and 1 Lincoln Town Car. The only reported restriction on the service is that a user must be a resident of Regency Village. This service operates within a limited portion of Madison County as well as Marshall and Limestone Counties, and Lincoln County TN. This service currently reports approximately 1,399 trips for their clients. For further information about Regency Retirement Village, please contact:

Regency Retirement Village
2004 Max Luther Drive
Huntsville, AL 35810
Phone: (256) 852-0033
Fax: (256) 859-7700

Redstone Village Retirement Community

Redstone Village Retirement Community funds supporting transportation services for its clients internally. It provides transportation during Monday to Friday from 8:00 AM to 4:00 PM for various scheduled activities, and as needed bases. The only reported restriction on the service is that a user must be a resident of Redstone Village. This service operates within a limited portion of Madison County. For further information about Redstone Village Retirement Community, please contact:

Redstone Village Retirement Community
12000 Turnmeyer Dr.
Huntsville, AL 35803
Phone: (256) 881-6717
Fax: (256) 881-6082
www.redstonevillage.org

Transit Purchasers

While above eleven organization are identified as transit providers, seven other organizations also purchase transit services for their clients.

Madison County Commission District 1*

Madison County Commission District 1 currently purchases transit services for approximately 18 clients from Madison County Tram. It reports that four clients require transportation with lift services. It currently purchases transit services during Monday to Thursday from 7AM to 2 PM. This service is purchased through District 1 general funds. More details about this program can be found at:

Madison County Commission District 1
9457 Moores Mill Road
New Market, AL 35761
Phone: (256) 828-0726
Fax: (256) 828-0022

Madison County Department of Human Resources

Madison County Department of Human Services currently purchases transit services for approximately 200 clients from JOBS Program. It currently purchases transit services from the City of Huntsville Transit and Madison County TRAM. It uses state funds to provide various services. More details about this program can be found at:

Madison County Department of Human Services
2206 Oakwood Avenue NW
Huntsville, AL 35810
Phone: (256) 427-6050
Fax: (256) 427-6379

Alabama Department of Rehabilitation Services*

The Alabama Department of Rehabilitation Services provides services for people with disabilities in Madison and Jackson County. It currently purchases transit services for approximately 18 clients from the City of Huntsville Handi-Ride, Madison County TRAM, and Madison City MARS. It uses state funds to provide various services. It reports needs in transportation services for weekends and holidays in both Jackson and Madison Counties. More details about this program can be found at:

AL Department of Rehab Services
3000 Johnson Road SW
Huntsville, AL 35805
Phone: (256) 650-1700
Fax: (256) 650-1795

Friends, Inc.

Friends. Inc. currently purchases transit services for approximately 20 clients who are wheelchair bound. The services are purchased for Monday through Friday from 8:00 AM until 5:00 PM. It purchases these services from the City of Huntsville Handi-Ride, TRAM, and MARS. It uses business and community donations, as well as private pay to purchase the transit. Trips are primarily for medical visits and grocery

assistance. It currently reports approximately 318 trips serving their clients who are seriously ill or disabled lacking a support system. The organization can be contacted at:

Friends Inc.
P.O. Box 608
Huntsville, AL 35804
Phone: (256) 534-4079

Millennium Nursing and Rehab Center, Inc.*

Millennium Nursing and Rehab center currently purchases transit services for approximately 91 clients who are wheelchair or bedbound, or patients with dementia. The services are purchased for Monday, Wednesday, Friday, and holidays from 6:30 AM to 5:00 PM, and on Tuesday and Thursday from 8:00 AM to 5:00 PM. It purchases these services from the City of Huntsville Handi-Ride, ElderRide, or HEMSI. It uses federal funds and private pay to purchase the transit. More details about this organization can be found at:

Millennium Nursing and Rehab Center, Inc.
5275 Millennium Drive
Huntsville, AL 35806
Phone: (256) 489-6800
Fax: (256) 489-6520

Madison Manor Nursing Home

Madison Manor Nursing Home currently purchases transit services for mainly medical appointments for approximately 20 – 25 clients. It purchases transportation services for wheelchair bound, dementia patients, and oxygen dependent clients from Madison City MARS. It uses general funds and client payments to purchase transit services. More details about this organization can be found at:

Madison Manor Nursing Home
3891 Sullivan St
Madison, AL 35758
Phone: (256) 772-9243
Fax: (256) 772-0148

Crestwood Medical Center

Crestwood Medical Center serves Madison, Limestone, Marshall, and Jackson Counties. On Monday through Friday, clients who need transit services utilize the Huntsville City Orbit bus routes and Madison County TRAM services. Crestwood reports purchasing transit services for approximately 84 clients a year from Huntsville Cab Company for transit needs on Saturday through Sunday, Holidays, and needs that fall outside of bus service hours. More details about this facility can be found at:

Madison County Department of Human Services
2206 Oakwood Avenue NW
Huntsville, AL 35810
Phone: (256) 427-6050
Fax: (256) 427-6379

Marshall County Transportation Services

Transit Providers

Six transit providers are identified for Marshall County. Only one of these agencies provides true public transportation, other five are client specific and provide services to elderly and people with disabilities.

Marshall County Council on Aging*

The Marshall County Council on Aging (MCCoA) provides transit service throughout Marshall County. The MCCoA operates 4 buses serving senior centers in Albertville, Arab, Boaz, Guntersville, Douglas, Grant, Union Grove, and Martling. In Albertville, MCCoA resources are used for the public transportation program. MCCoA uses Section 5310 (General) funds and other local funds for the services. MCCoA operates transit services Monday through Friday from 8:00 AM to 4:00 PM. There is no cost to use the service and MCCoA reports running 112,500 trips per year. Vehicles are garaged at the centers, at the Albertville and Guntersville City facilities, or at drivers' homes. Extra county buses are garaged at the county parking lot. MCCoA can be contacted at:

Marshall County Council on Aging
436 Blount Avenue
Guntersville, AL 35976
Phone: (256) 571-7805
FAX: (256) 571-7809

Guntersville Public Transportation

The City of Guntersville provides public transportation through the Guntersville Public Transportation (GPT) program. The GPT service is open to the general public for those citizens in the immediate Guntersville area. The service operates Monday through Friday from 7:00 AM to 3:30 PM on demand response bases. GPT reports total annual trips at 16,757 approximately broken down over the following categories:

Medical	3,000
Work	503
Nutrition	2,000
Recreation	1,000
Beauty Shop	200

GPT operates 6 buses equipped with lifts. It is funded in part by Section 5311, and local monies. Their office is located at:

Guntersville Public Transportation
1741 Blount Avenue
Guntersville, AL 35976
Phone: (256) 571-7574
Fax: (256) 571-7578

Marshall County Arc, Inc.

The Marshall County Arc (MCARC) provides transit to its clients through specific routes in Marshall County. MCARC operates five vans that carry 15 passengers or less including four that are equipped with a lift and one that is equipped with a ramp. These vans run Monday through Friday, from 7:30 AM to 3:30 PM.

There is no charge for ARC clients to use this transportation service. It is funded with FTA Section 5310 funds that are matched with Arc local funds. MCARC reports approximately 12,417 total annual trips broken down as follows:

Education	9,377
Nutrition	314
Recreation	1,444
Shopping/ Other	437
Volunteering	845

MCARC can be contacted at:

Marshall County Arc, Inc.
5104 Porter Harvey Drive
Guntersville, AL 35976
Phone: (256) 582-5009
Fax: (256) 582-5015

City of Albertville*

The City of Albertville also offers a public transportation service through the Albertville Senior Center. Public transportation uses two buses. Immediate healthcare needs are the primary concern of this service, and except for trips to local hospitals this service is limited to the Albertville area. It provides transportation on demand from 8:00 AM until 4:00 PM Monday through Friday. Albertville Senior Center reports total annual trips at 1,742 approximately broken down over the following categories:

Medical	760
Work	440
Shopping	542

It is funded in part by General Section 5310 funds. There is a cost of \$1.00 to \$3.00 depending on mileage per one-way trip. Their office can be reached at:

Albertville Senior Center
709 South Broad St
Albertville, AL 35950
Phone: (256) 891-8279
Fax: (256) 891-8272

Boaz Senior Center

Boaz Senior Center provides client-based transit service to elderly within Boaz city limits in Marshall and Etowah counties. It operates 3 buses and 2 vans including one vehicle equipped with a lift and two equipped with ramps. Operation hours are Monday through Thursday from 7:00AM to 3:00 PM, and on Friday from 7:00AM to 2:00PM. It is a fixed route service that can be accessed by scheduling in advanced with a phone call. It reports total annual trips at 2,000 approximately broken down over the following categories:

Medical	163
Nutrition	1,671
Recreation	220

It is funded with Section 5310 (Client-Based) and only serves people 60 years or older. Boaz Senior Center can be contacted at:

Boaz Senior Center
112 South Church Street
Boaz, AL 35957
Phone: (256) 593-1107
FAX: (256) 593-1871

Arab Senior Center

Arab Senior Center provides client-based transit service to elderly within Arab City limits in Marshall County. It operates 2 buses equipped with lifts. Operation hours are Monday through Friday from 7:30 AM to 4:30 PM. It is a fixed route service. It reports total annual trips at 3,224 approximately broken down over the following categories:

Medical	520
Nutrition	2,080
Recreation	624

It is funded with Section 5310 (Client-Based) and local city funds. It only serves people 60 years or older. Arab Senior Center can be contacted at:

Arab Senior Center
800 North Main Street
Arab, AL 35016
Phone: (256) 586-6960
FAX: (256) 586-2990

Transit Purchasers

While the above six organizations are identified as transit providers, the following organizations also purchase transit services for their clients.

Marshall Manor Nursing and Rehab

Marshall Manor Nursing and Rehab purchases transportation services from Guntersville Public Transportation. The service is only available to their clients within Guntersville City limits during Monday through Friday from 8:00 AM to 1:00 PM. It purchases services for approximately 91 clients. Of these, approximately 80 clients have special needs such as a wheelchair or mental disability. Marshall Manor Nursing and Rehab can be contacted at:

Marshall Manor Nursing and Rehab
3120 North St

Guntersville, AL 35976
Phone: (256) 582-6561
Fax: (256) 582-2381

Barfield Health Care

Barfield Health Care purchases transportation services from Guntersville Public Transportation. The service is only available to their clients within Guntersville City limits during regular business hours, Monday through Friday. It purchases services for approximately 25 clients including 17 patients with wheelchair or mental disability. Barfield Health Care can be contacted at:

Barfield Health Care
22444 Highway 431
Guntersville, AL 35976
Phone: (256) 582-3112
Fax: (256) 582-2509

*Asterisk denotes organizations that did not respond to the 2020 HSCTP Transit Provider/ Purchaser Survey.



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Chapter 4

Assessment of Gaps and Unmet Needs in Transit Services

Temporal Gaps in Coverage
Spatial Gaps in Coverage
General Regionwide Unmet Needs

TARCOG distributed a round of surveys to collect information from current transit providers and purchasers. These surveys – attached in the Appendix – targeted transit purchasers, transit providers, healthcare facilities, and human service agencies, in an attempt to highlight the current strengths and weaknesses of area transit while also establishing some consensus on current and future needs and goals of area transit systems. Approximately 250 surveys were mailed out. Most respondents represented transit providers, healthcare facilities, and human service agencies.

Temporal Gaps in Coverage

After the assessment of survey responses, the second facet to a consideration of gaps in coverage involves times of service for area transit. Based on the majority of survey responses, time of service is a major concern of transit users. Specifically, survey respondents noted an absence of available transit in most areas in the early morning hours and late afternoon hours. This absence clearly affects transit dependent population's choice of employment. In addition, respondents also consistently noted a lack of weekend transit services. In the table below, "Current Coverage Times for Each Service", the operating hours for each day of the week are listed for transit providers identified in this plan.

An examination of this table reveals that in three of the five counties listed (DeKalb, Jackson, and Marshall), no transit of any kind is available on Saturday and Sunday. In addition, in Limestone County the only weekend transportation available is a client specific service for those persons served by the Mental Health Center of North Central Alabama. A similar situation exists in Madison County, with the exception of the Tourist Loop and Downtown Route on Saturdays within Huntsville. In practical terms, no transit exists in the five county region on Saturday and Sunday for work-related needs and extremely little exists for personal needs such as shopping or recreation.

Related to this issue, no service in any county except for Madison runs transit services past 5:30 p.m. and very few services operate transit prior to 7 a.m. across the region. Even in the City of Huntsville, transit services end at 6:00 p.m., which prevents transit dependent populations from working shifts through the evening. Because many lower income populations rely on service industry jobs, this is a significant issue in employment transportation.

	Current Coverage Times for Each Service						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Dekalb County Rural Public Transportation	8:00 a.m. to 4:00 p.m.						
Dekalb County Council on Aging	8:00 a.m. to 1:00 p.m.						
Arc of Dekalb County	8:00 a.m. to 8:00 p.m.						
Crossville Health and Rehabilitation, LLC.	As Needed						
Jackson County Rural Public Transportation	6:30 a.m. to 3:30 p.m.						
ARC of Jackson County	5:45 a.m. to 5:00 p.m.						
City of Bridgeport	8:00 a.m. to 4:00 p.m.						
The Jackson County Department of Human Resources	As Needed						
Highlands Medical Center	As Needed						
Cloverdale Rehabilitation and Nursing Center	8:00 a.m. to 4:00 p.m.						
Limestone County Council on Aging	7:30 a.m. to 4:00 p.m.						
Limestone County Commission	6:00 a.m. to 5:00 p.m.		6:00 a.m. to 5:00 p.m.		6:00 a.m. to 5:00 p.m.		
Athens Limestone County RSVP	8:30 a.m. to 3:30 p.m.						
Ardmore Senior Center	8:00 a.m. to 12:00 p.m.						
Mental Health Center of North Central Alabama	7:00 a.m. to 5:00 p.m.					Group homes only, as needed	
Sr. Rehab & Recovery at Limestone Health Facility	As Needed						
Madison County TRAM	6:30 a.m. to 3:30 p.m.				6:30 a.m. to 2:30 p.m.		

	Current Coverage Times for Each Service						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
City of Huntsville	6:00 a.m. to 9:00 p.m.					7:00 a.m. to 7:00 p.m.	
					5:00 a.m. to 10:00 p.m. (Route 11)		
MARS	7:00 a.m. to 5:00 p.m.						
Madison Senior Center	7:30 a.m. to 9:00 a.m. pickup and 1:30 p.m. drop off						
Friends, Inc.	Time is Volunteer Dependent, 8:00 a.m. to 5:00 p.m.						
Alabama A&M University	7:30 a.m. to 6:00 p.m.						
CASA of Madison County	Time is Volunteer Dependent						
Arc of Madison County	8:00 a.m. to 2:00 p.m.						
Ability Plus	8:00 a.m. to 5:00 p.m.					As Needed	
Regency Retirement Village	8:00 a.m. to 5:00 p.m.						
Redstone Retirement Village	8:00 a.m. to 4:00 p.m.						
Madison County Commission District 1	7:00 a.m. to 2:00 p.m.						
Madison County Department of Human Resources	As Needed						
Alabama Department of Rehabilitation Services	As Needed						
Millennium Nursing and Rehab Center, Inc.	6:30 a.m. to 5:00 p.m.	8:00 a.m. to 5:00 p.m.	6:30 a.m. to 5:00 p.m.	8:00 a.m. to 5:00 p.m.	6:30 a.m. to 5:00 p.m.		
Madison Manor Nursing Home	As Needed						
Crestwood Medical Center	As Needed						
Marshall County Council on Aging	8:00 a.m. to 4:00 p.m.						
Guntersville Public Transportation	7:00 a.m. to 3:30 p.m.						
Marshall County ARC	7:30 a.m. to 3:30 p.m.						
City of Albertville	8:00 a.m. to 4:00 p.m.						

	Current Coverage Times for Each Service						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Boaz Senior Center	7:00 a.m. to 3:00 p.m.				7:00 a.m. to 2:00 p.m.		
Arab Senior Center	7:30 a.m. to 4:30 p.m.						
Marshall Manor Nursing and Rehab	8:00 a.m. to 1:00 p.m.						
Barfield Healthcare	As Needed						

Elderly and/or Individual with Disability Restriction	Client Specific
Rural Only	No Restrictions

Spatial Gaps in Coverage

Across the region, only a handful of municipalities offer transit that is open to the general public. More commonly, some municipalities and counties do have transit available to the elderly, persons with disabilities, or in a few cases low income and/or rural residents. Limestone County, including Athens, is entirely devoid of non-restricted public transportation, but does service the elderly and persons with disabilities through a small group of human service agencies. Jackson County, too, lacks a true non-restricted public transportation service.

DeKalb County has one public transportation provider, the DRCPT, but no other provider, such as a human service agency, that targets specific population groups. Marshall County has a public transportation operator within Guntersville, but its service range is limited within the town boundaries. The City of Albertville also operates a bus on a limited basis within its town boundaries. Transit from municipality to municipality, not just within Marshall County but in the region as a whole, is severely limited or in most cases impossible. In addition, a decrease in available services occurs moving from larger towns into rural county areas. In most cases rural parts of each county received no service or service limited to specific groups (such as the elderly).

General Regionwide Unmet Needs

Five general unmet needs emerged from the survey process that apply region wide:

Continued Funding - The dramatic increase in prices for petroleum-based products has not only increased operating expenses through fuel consumption but also increased the expense of maintaining transit vehicles. Funding sources that require 50% match are increasingly out of reach for many local transit providers. The overwhelming majority of transit providers responded that, up to this point, fares have remained stable but almost every single provider also noted that their organization is now considering fare increases for all customers. Because of this situation, transit provider's ability to respond to the other general unmet needs will be compromised.

Non-standard hours - Out of the primary transit providers included in this plan, all operate within the hours 6:00 am to 6:00 pm. Several responses targeted a need for transit outside of these times, specifically for 2nd or 3rd shift workers and workers with non-standard hours.

Weekend Transportation - The third general unmet need, closely related to a need for non-standard hours, is for transit services on the weekend. These comments involved lack of transit for low-income general public for work and leisure activities on Saturday and Sunday. Currently every non-client specific provider included in this plan who provided operation information runs within Monday to Friday, with a minor exception for the City of Huntsville Tourist Loop Trolley on Saturdays. A few do provide some weekend transit for specific requests, on demand need. Largely, though, this is a gap in coverage.

Out of area transit need - Less emphasized since the original plan, respondents did express a need for out-of-area transit services. A few providers offer some limited form of out-of-area transportation, notably CASA of Limestone County, but even this is restricted to volunteers using personal vehicles. More than one response expressed need for medical transportation to specialists in Birmingham and to the VA hospital in that same area. Other comments expressed this same need across the region, for example, noting a need to provide transportation from one county to specific medical specialists across the region in another county.

Awareness and Access – The last general unmet need, mainly emphasized in Madison County and other small urban areas is awareness of various transportation services and getting access to the system through feeder services. Many human service agencies have expressed that most of the time their clients don't have access to information about available services in the area, and there needs to be a comprehensive list of all the services available at an agency functioning as one-stop-shop. A great example of this situation is Commute Smart Program provided by City of Huntsville. It is a program that has a lot of potential to be successful among lower income individuals, but it is widely unknown in the region.



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Chapter 5

Conclusions and Recommendations

Conclusions

Recommendations with Strategies

Conclusions

The counties within the TARCOG study area are generally rural, dominated by a central municipality, and lacking in a consolidated, full service public transit system capable of providing service on a continuous, day-to-day basis. Each county has a transit provider that serves at least some portion of the target populations in this plan. Some counties have multiple programs that provide more comprehensive, affordable, and accessible transit services. The target population best represented by various transit services in the region is persons age 65 or older. For this group, multiple transportation opportunities exist at reduced or free expense for medical, shopping, and social outlets. This is primarily accomplished through the Councils on Aging, but many services supplement the CoA transit system. The target population least represented by transit systems is low-income workers, particularly those employees requiring weekend and 2nd or 3rd shift transportation. Transportation routes serving areas where cluster of businesses with historically low wage workforce are located can benefit from afterhours services including late night and early morning.

Innovative projects that are successful in similar regions involving coordination between private business, nonprofit organizations, public transit agencies and/or individual employees could be really beneficial to lower income individuals living within or near urban areas. Programs like park and ride, or commute smart could have significant impact on transportation access for low-income workers with the understanding that the implementation strategies need to be carefully crafted.

Across the board, transit providers stated that to extend or initiate transportation opportunities, increased funding will be necessary. This has become an increasingly dominant issue in the years since the original plan. Limitations on the amount and availability of drivers already restricts the operating time of some transit services. In addition, knowledge of current transit opportunities varies by municipality which prevents the full utilization of some services. Some agencies do work together, such as DHR and the Councils on Aging, but in general, a lack of coordination between transit providers and municipalities still restricts a consolidated public transportation system. However, this is largely a reflection of a lack of general all-purpose public transportation in the area. Most transit providers serve specific populations with specific needs that are not easily dovetailed into existing programs elsewhere.

Recommendations with Strategies

This plan advances the following general recommendations to improve transit in the TARCOG region. County specific strategies are provided at the end of the County Summary for each county. These recommendations draw from stakeholders' input and an assessment of current systems and practices in this area, and should be considered while funding the future projects for targeted federal grants – Section 5310, 5316, and 5317. They are:

Increased funding for continued and expanded service - As almost all stakeholder respondents noted, existing transit services operate near or at funding capacity. To extend hours, add routes, and employ more drivers increased funding will be required. The majority of current funds come from Sections 5309, 5310, 5311, JARC, local and organizational monies. Increasing fares should be avoided unless absolutely necessary in serving the target populations of this plan. These populations are particularly susceptible to large jumps in fuel prices and the resulting increases in fares. For this reason, projects that maintain current levels of service without greatly increasing costs to transit users should be encouraged. The following strategies were developed to address the foregoing barriers and needs. The strategies are general in nature so as not to preclude any specified projects that may come up in the future.

1. Support the maintenance and improvement of existing service programs and levels of service.
2. Support the expansion of transit services to provide for work-related needs at all times, particularly early morning, evening and weekend service.
3. Support the expansion of transit services to provide for personal needs of the elderly and persons with disabilities at all times, particularly early morning, evening and weekend service.
4. Support the provision or expansion of transit services to dispersed populations in rural areas.
5. Support the provision of transportation through the assistance of a third-party by contract or on an as-needed basis to allow existing transit providers to temporarily address unmet needs of the region (such as after-hours transportation) without fully committing all available resources to an expansion.
6. Support additional funding for social service agencies' clients to ride public transportation at a free or reduced cost.
7. Support feeder services and targeted services for various clusters of population in cooperation with existing services.

Out-of-area transportation – In the original planning process as well as in this update, respondents noted a lack of transportation for out of area trips. Especially, concern is a lack of available transportation to the Hospital in Birmingham or to medical appointments in Huntsville from more rural areas as well as hospitals and clinics in other counties within the five county region. The following strategies were developed to address the foregoing barriers and needs. The strategies are general in nature so as not to preclude any specified projects that may come up in the future.

1. Support the provision or expansion of out-of-county transit services.
2. Support the provision or expansion of intercity transit services through coordination of current transit services or establishment of new services.
3. Support the provision of transportation through the assistance of a third-party by contract or on an as-needed basis to allow existing transit providers to temporarily address unmet needs of the region without fully committing all available resources to an expansion.
4. Support the establishment of additional transportation providers and alternatives.

Increase Coordination and encourage innovative projects - As noted from the stakeholder respondents, a lack of coordination between transit providers and municipalities still restricts a consolidated public transportation system. Improving the coordination between transit agencies will improve overall transit efficiency in rural areas as well as Huntsville Metro. In the TARCOC region only the Huntsville Metro area provides transit services to everyone but still lacks after hours and weekend transportation. The following strategies were developed to address the foregoing barriers and needs. The strategies are general in nature so as not to preclude any specified projects that may come up in the future.

1. Support the establishment of additional transportation providers and alternatives.
2. Support efforts to seek additional funding sources for combination with existing sources.
3. Support the establishment of a One-Stop Information Center or Website to match transportation needs with providers.
4. Support the Promotion, Education, and Information sharing between agencies, providers, and riders.
5. Support cost effective programs that support and/or build upon existing services to increase service efficiency.

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Appendices

Appendix A: HSCTP Stakeholders List

Appendix B: HSCTP Survey Material

Appendix C: Adopting Resolution

Appendix D: Selected Bibliography

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Appendix A

HSCTP Stakeholders List

Organization	Mailing Address	City	State	Zip	County
Northeast Alabama Community College	P. O. Box 159	Rainsville	AL	35986	DeKalb
City of Fort Payne	100 Alabama Avenue NW	Fort Payne	AL	35967	DeKalb
City of Fort Payne Airport	2200 Terminal Dr.	Fort Payne	AL	35968	DeKalb
City of Henagar	P.O. Box 39	Henagar	AL	35978	DeKalb
City of Rainsville	P.O. Box 309	Rainsville	AL	35986	DeKalb
DeKalb Co. Career Center	2100 Jordan Rd. SW	Fort Payne	AL	35968	DeKalb
DeKalb Co. Health Dept.	2401 Calvin Drive, Southwest	Fort Payne	AL	35967	DeKalb
DeKalb Co. Human Resources Office	P.O. Box 680049	Fort Payne	AL	35967	DeKalb
DeKalb Co. Mental Health Center	301 14th St. NW	Fort Payne	AL	35967	DeKalb
DeKalb Co. Veterans Service Officer	P.O. Box 680373	Fort Payne	AL	35968	DeKalb
DeKalb County Commission	111 Grand Avenue, SW Suite 200	Fort Payne	AL	36967	DeKalb
Town of Collinsville	P.O. Box 390	Collinsville	AL	35961	DeKalb
Town of Crossville	P.O. Box 100	Crossville	AL	35962	DeKalb
Town of Fyffe	P.O. Box 8	Fyffe	AL	35971	DeKalb
Town of Geraldine	P.O. Box 183	Geraldine	AL	35974	DeKalb
Town of Henagar	P.O. Box 39	Henagar	AL	35978	DeKalb
Town of Hammondville	P.O. Box 329 Valley Head	Valley Head	AL	35989	DeKalb
Town of Ider	P.O. Box 157	Ider	AL	35981	DeKalb
Town of Lakeview	P.O. Box 85	Geraldine	AL	35974	DeKalb
Town of Mentone	P.O. Box 295	Mentone	AL	35984	DeKalb
Town of Powell	110 Broad Street North	Fyffe	AL	35971	DeKalb
Town of Shiloh	P.O. Box 924	Rainsville	AL	35986	DeKalb
Town of Sylvania	P.O. Box 150	Sylvania	AL	35988	DeKalb
Town of Valley Head	41 Anderson Street	Valley Head	AL	35989	DeKalb
Dogwood Haven I + II	751 Houston Loop Rd. W.	Fort Payne	AL	35967	DeKalb
Haymon Home	300 Haymon St	Fyffe	AL	35971	DeKalb
Haymon Home	100 Brown St	Fyffe	AL	35971	DeKalb
Haymon Home #4	219 Haymon St	Fyffe	AL	35971	DeKalb
Haymon's Foster Home	581 County Road 247	Fyffe	AL	35971	DeKalb
Morning Glory Meadows Assisted	2055 Main Street	Fyffe	AL	35971	DeKalb
Rose Manor of Geraldine	202 County Road 526	Geraldine	AL	35974	DeKalb
Spring Grove Apartments	500 Turner Ave. SE	Fort Payne	AL	35967	DeKalb
Willscreek Village	1050 Airport Rd. W.	Fort Payne	AL	35968	DeKalb
Cancer Care Center of DeKalb	1608 Glenn Blvd, SW	Fort Payne	AL	35968	DeKalb
DeKalb Dialysis Services	423 Medical Center Dr. SW	Fort Payne	AL	35968	DeKalb
DeKalb Interfaith Medical Clinic Inc	917 Godfrey Ave SE	Fort Payne	AL	35967	DeKalb

Organization	Mailing Address	City	State	Zip	County
DeKalb Oncology	415 Medical Center Dr.	Fort Payne	AL	35968	DeKalb
DeKalb Regional Medical Center	200 Medical Center Dr.	Fort Payne	AL	35968	DeKalb
Gorman's Medical Services	1100 Dekalb Plaza Blvd SW	Fort Payne	AL	35967	DeKalb
Mental Health Center-County	301 14th St NW	Fort Payne	AL	35967	DeKalb
Women's HealthCare Associates PC	323 Medical Center Dr SW	Fort Payne	AL	35968	DeKalb
Collinsville Healthcare & Rehab	P.O. Box 310	Collinsville	AL	35961	DeKalb
Collinsville Nutrition Center	103 Truman Lane	Collinsville	AL	35961	DeKalb
Crossville Health and Rehabilitation, LLC	8922 Alabama Highway 227 North	Crossville	AL	35962	DeKalb
Crossville Nutrition Ctr	94 Gaines St	Crossville	AL	35962	DeKalb
Crowne Health Care of Fort Payne	403 13th Street, NW	Fort Payne	AL	35967	DeKalb
Fort Payne Senior Club	600 Tyler Avenue S.E.	Fort Payne	AL	35967	DeKalb
Geraldine Senior Center	150 Old Mill Road	Geraldine	AL	35974	DeKalb
Ider Senior Center	1852 Dogwood Dr	Ider	AL	35981	DeKalb
Mid South Home Health Agency	1214 Forest Ave NW	Fort Payne	AL	35967	DeKalb
Rainsville Senior Center	113 McCurdy Ave	Rainsville	AL	35986	DeKalb
ARC of DeKalb County	201 Grand Avenue South	Fort Payne	AL	36967	DeKalb
DeKalb Co. Council on Aging / CASA	600 Tyler Ave. SE	Fort Payne	AL	35967	DeKalb
Fort Payne City Schools	205 45th Street NE	Fort Payne	AL	36967	DeKalb
City of Bridgeport	P.O. Box 747	Bridgeport	AL	35740	Jackson
City of Scottsboro	316 S. Broad St.	Scottsboro	AL	35768	Jackson
City of Stevenson	104 Kentucky Avenue	Stevenson	AL	35772	Jackson
Jackson Co. Dept. of Human Resources	205 Liberty Lane	Scottsboro	AL	35769	Jackson
Jackson Co. Health Department	P.O. Box 398	Scottsboro	AL	35769	Jackson
Jackson Co. School District	P.O. Box 490	Scottsboro	AL	35768	Jackson
Jackson County Commission	102 E Laurel St. Suite 47	Scottsboro	AL	35768	Jackson
Jackson County Council on Aging Senior Center	P.O. Box 1045	Scottsboro	AL	35769	Jackson
Town of Dutton	P.O. Box 6	Dutton	AL	35744	Jackson
Town of Hollywood	92 Tawasentha Circle	Hollywood	AL	35752	Jackson
Town of Hytop	30332 AL Hwy 79	Scottsboro	AL	35768	Jackson
Town of Langston	P.O. Box 33	Langston	AL	35755	Jackson
Town of Paint Rock	P.O. Box 143	Paint Rock	AL	35764	Jackson
Town of Pleasant Groves	3973 Co. Rd. 8	Woodville	AL	35776	Jackson
Town of Section	P.O. Box 7	Section	AL	35771	Jackson
Town of Skyline	11732 County Rd. 17	Woodville	AL	35776	Jackson
Town of Woodville	P.O. Box 94	Woodville	AL	35776	Jackson
Town of Pisgah	P.O. Box 2	Pisgah	AL	35765	Jackson
Rose Wood Manor	1513 County Park Rd.	Scottsboro	AL	35768	Jackson
Southern States Assisted Living LLC	212 E. Stewart Rd.	Scottsboro	AL	35768	Jackson

Organization	Mailing Address	City	State	Zip	County
Cumberland Health & Rehab Nursing Station	47065 al Highway 277	Bridgeport	AL	35740	Jackson
Health Quest Medical Wellness Center	515 Veterans Dr.	Scottsboro	AL	35768	Jackson
Jackson Co. Hospital (Highlands Medical Center or The Jackson County Health Care Authority)	380 Woods Cove Rd.	Scottsboro	AL	35768	Jackson
North Jackson Nursing Home	47005 AL Highway 277	Bridgeport	AL	35740	Jackson
Section Primary Health Center	302 Main Street South	Section	AL	35771	Jackson
Cloverdale Manor	412 Cloverdale Rd.	Scottsboro	AL	35768	Jackson
ARC of Jackson County	180 Mack Morris Drive	Scottsboro	AL	35769	Jackson
CASA (Care Assurance System for the Aging and Homebound of Jackson County)	250 South Broad Street	Scottsboro	AL	35768	Jackson
Athens State University	300 N. Beaty St.	Athens	AL	35611	Limestone
Calhoun Community College	P.O. Box 2216 Decatur, AL 35609	Tanner	AL	35671	Limestone
Athens-Limestone Co. Senior Center	912 W. Pryor St.	Athens	AL	35611	Limestone
City of Athens	P.O. Box 1089	Athens	AL	35612	Limestone
Housing Authority of Athens	700 5th Avenue # J	Athens	AL	35611	Limestone
Limestone Co. Dept. of Human Resource	P.O. Box 830	Athens	AL	35612	Limestone
Limestone Co. Health Dept.	P.O. Box 889	Athens	AL	35611	Limestone
Limestone County Commission	310 West Washington St.	Athens	AL	35611	Limestone
Town of Ardmore	P.O. Box 151	Ardmore	AL	38449	Limestone
Town of Elkmont	P.O. Box 387	Elkmont	AL	35620	Limestone
Town of Lester	P.O. Box 25	Lester	AL	35647	Limestone
Town of Mooresville	P.O. Box 42	Mooresville	AL	35649	Limestone
Limestone Manor	600 Highway 31 N.	Athens	AL	35611	Limestone
Athens Convalescent & Rehab Center	611 W Market St	Athens	AL	35611	Limestone
Athens/Limestone Counseling Center	1307 East Elm Street	Athens	AL	35611	Limestone
Athens-Limestone Hospital	P.O. Box 999	Athens	AL	35611	Limestone
Hospice of Limestone Co.	P.O. Box 626	Athens	AL	35612	Limestone

Organization	Mailing Address	City	State	Zip	County
Mental Health Center of North Central Alabama, Inc.	1316 Somerville Rd SE	Decatur	AL	35601	Limestone
Waddell Center Family Medicine	902 W Washington St	Athens	AL	35611	Limestone
Caring Senior Service	103 Cloverleaf Dr. Suite 15	Athens	AL	35611	Limestone
Limestone Health Facility	1600 W. Hobbs	Athens	AL	35611	Limestone
Limestone Lodge	East 1528 W. Hobbs St.	Athens	AL	35611	Limestone
Madison Manor Nursing Home, LLC	3891 Sullivan Street	Madison	AL	35758	Limestone
Athens/Limestone ARC	427 Rogers Street	Athens	AL	35612	Limestone
Limestone Co. CASA	P.O. Box 749 Athens 35612	Athens	AL	35612	Limestone
Retired and Senior Volunteer Program	P. O. Box 852	Athens	AL	35611	Limestone
United Way of Athens	419 South Marion St.	Athens	AL	35611	Limestone
Alabama A&M University	P. O. Box 1507	Normal	AL	35762	Madison
Calhoun Community College	102 Wynn Dr. NW	Huntsville	AL	35805	Madison
JF Drake State Technical College	3421 Meridian St. N	Huntsville	AL	35811	Madison
Oakwood University	7000 Adventist Blvd. NW	Huntsville	AL	35896	Madison
University of Alabama in Huntsville	301 Sparkman Dr.	Huntsville	AL	35899	Madison
Virginia College	2800 Bob Wallace Ave. SW	Huntsville	AL	35805	Madison
Alabama Department of Human Resources	2206 Oakwood Ave. NW	Huntsville	AL	35810	Madison
Alabama Dept. of Rehabilitation Services	3000 Johnson Rd SW	Huntsville	AL	35805	Madison
City of Huntsville	P.O. Box 308	Huntsville	AL	35804	Madison
City of Madison	100 Hughes Rd.	Madison	AL	35758	Madison
City of New Hope	P.O. Box 419	New Hope	AL	35760	Madison
Huntsville MPO	P.O. Box 308	Huntsville	AL	35804	Madison
Madison County Commission	100 Northside Square, Room 700	Huntsville	AL	35801	Madison
Madison County DHR	2206 Oakwood Avenue	Huntsville	AL	35810	Madison
Social Security Administration	5021 Bradford Dr. NW	Huntsville	AL	35805	Madison
Town of Gurley	P.O. Box 128	Gurley	AL	35748	Madison
Town of Mooresville	P.O. Box 42	Mooresville	AL	35649	Madison
Town of Owens Cross Roads	P.O. Box 158	Owens Cross Roads	AL	35763	Madison
Town of Triana	640 Sixth Street	Madison	AL	35756	Madison
Agape Manor	2582 Charity Lane	Hazel Green	AL	35750	Madison
Agape Village	376 Jimmy Fisk Road	Hazel Green	AL	35750	Madison
Carington Health Center	One Crown Circle	Huntsville	AL	35802	Madison

Organization	Mailing Address	City	State	Zip	County
Clare Bridge of Hampton Cove	6379 Hwy 431 South	Hampton Cove	AL	35763	Madison
Floyd E. "Tut" Fann VA Nursing Home	2701 Meridian Street	Huntsville	AL	35811	Madison
Grandview at Redstone Village	12000 Turnmeyer Drive	Huntsville	AL	35803	Madison
Harbor Chase	4801 Whitesport Circle SW	Huntsville	AL	35801	Madison
Hearthstone at Byrd Springs	8020 Benaroya Lane	Huntsville	AL	35802	Madison
Madison Manor	3891 Sullivan Street	Madison	AL	35758	Madison
Madison Village	6016 Wall Triana Hwy	Madison	AL	35758	Madison
Morningside of Madison	49 Hughes Rd.	Madison	AL	35758	Madison
Regency Manor Specialty Care	1979 Gurley Pike Rd.	Gurley	AL	35748	Madison
Regency Remembrances	2004 Max Luther Dr. NW	Huntsville	AL	35810	Madison
Somerby at Jones Farm	2815 Carl T. Jones Drive SE	Huntsville	AL	35802	Madison
The Haven for Greater Living, Inc.	3621 Winchester Rd.	New Market	AL	35761	Madison
Weatherly Springs	10310 Bailey Cove Rd.	Huntsville	AL	35803	Madison
Windsor House	4411 McAllister Dr. SW	Huntsville	AL	35805	Madison
Big Spring Specialty Care Center	500 St. Clair Avenue	Huntsville	AL	35801	Madison
Bradford Health Services	1600 Browns Ferry Road	Madison	AL	35758	Madison
Brookshire Healthcare Center	4320 Judith Lane	Huntsville	AL	35805	Madison
Huntsville Hospital	101 Sivley Road	Huntsville	AL	35801	Madison
Cogburn Health & Rehabilitation Center	4010 Chris Drive	Huntsville	AL	35802	Madison
Crestwood Medical Center	One Hospital Dr.	Huntsville	AL	35801	Madison
Fmc - Chase	1849 Keats Drive Northwest	Huntsville	AL	35810	Madison
Fmc - Discovery	1131 Eagletree Ln Se, Ste 100	Huntsville	AL	35801	Madison
Fmc - Huntsville Dialysis Center	2325 Pansy St Sw, Suite C	Huntsville	AL	35801	Madison
Fmc - Odyssey	40 Hughes Rd	Madison	AL	35758	Madison
Fmc Parkway Dialysis	1311 Memorial Parkway Nw - Suite 100	Huntsville	AL	35801	Madison
HealthSouth Rehabilitation Hospital of North AL	107 Governors Dr. SW	Huntsville	AL	35801	Madison
Madison Ambulatory Surgery Center	460 Lanier Rd	Madison	AL	35758	Madison
Millennium Nursing & Rehab Center	5275 Millennium Dr.	Huntsville	AL	35806	Madison
South Hampton Nursing & Rehab Center	213 Wilson Mann Road	Owens Crossroads	AL	35763	Madison
Valley View Health and Rehabilitation, LLC	5968 Wall Triana Hwy	Madison	AL	35758	Madison
Whitesburg Gardens Healthcare Center	105 Teakwood Drive	Huntsville	AL	35801	Madison
Heavenly Creations	3415 Venona Ave.	Huntsville	AL	35810	Madison
Brooks Home Heathcare	5003 Lori Circle	Huntsville	AL	35810	Madison

Organization	Mailing Address	City	State	Zip	County
Huntsville-Madison County Senior Center	2200 Drake Ave. SW	Huntsville	AL	35805	Madison
Madison Senior Center	1282 Hughes Rd.	Madison	AL	35758	Madison
New Hope Senior Community Center	123 Church Ave	New Hope	AL	35760	Madison
New Market Senior Center	198 Ford Circle	Huntsville	AL	35811	Madison
New Sharon Senior Center	775 Butter and Egg Rd	Hazel Green	AL	35750	Madison
Triana Nutrition Center	640 6th Street	Madison	AL	35767	Madison
A-1 United Deluxe Cab	2222 Hall Ave. NW	Huntsville	AL	35805	Madison
American Cab Co.	2008 Triana Blvd SW	Huntsville	AL	35805	Madison
ARC of Madison County	1100 Washington St.	Huntsville	AL	35801	Madison
CASA of Madison County	701 Andrew Jackson Way	Huntsville	AL	35801	Madison
Madison Assisted Ride System	8324 Old Madison Pike	Madison	AL	35758	Madison
City of Huntsville Transit	500B Church Street	Huntsville	AL	35801	Madison
Family Services Center	4092 Memorial Pkwy SW, Suite 205	Huntsville	AL	35802	Madison
Friends, Inc.	P. O. Box 608	Huntsville	AL	35804	Madison
Huntsville Cab Co.	3401 8th Ave.	Huntsville	AL	35805	Madison
Jetport Taxi Cab Co.	1116 Oster Drive NW	Huntsville	AL	35816	Madison
Madison County TRAM	100 Northside Square	Huntsville	AL	35801	Madison
Rocket City Cab	2107 Holmes Av. NW	Huntsville	AL	35801	Madison
Trans City Cab	1011 Oister Rd., Suite A1	Huntsville	AL	35816	Madison
UCP of Huntsville & Tennessee Valley	1856 Keats Drive	Huntsville	AL	35810	Madison
A Plus Cab Company	405 8th Street NW	Huntsville	AL	35805	Madison
Pathfinder Inc.	3104 Ivy Ave. SW	Huntsville	AL	35805	Madison
Alabama Kidney Foundation, Inc.	P.O. Box 18593	Huntsville	AL	35804	Madison
Huntsville Transportation Services	115 Rainbow Glen Circle	Madison	AL	35758	Madison
Snead State Community College	P.O. Box 734	Boaz	AL	35957	Marshall
Alabama Career Center System	5920 US Hwy 431	Albertville	AL	35950	Marshall
Arab Community Center	772 Shoal Creek Trl NE	Arab	AL	35016	Marshall
City of Albertville	116 W Main St	Albertville	AL	35950	Marshall
City of Arab	740 North Main Street	Arab	AL	35016	Marshall
City of Boaz	P.O. Box 537	Boaz	AL	35957	Marshall
City of Guntersville	341 Gunter Avenue	Guntersville	AL	35976	Marshall
Department of Human Resources of Marshall county	1925 Gunter Avenue	Guntersville	AL	35976	Marshall
Marshall Co. Health Dept.	150 Judy Smith Drive	Guntersville	AL	35976	Marshall
Marshall County Commission	424 Blount Avenue Suite 305	Guntersville	AL	35976	Marshall
Town of Douglas	P.O. Box 46	Douglas	AL	35976	Marshall
Town of Grant	P.O. Box 70	Grant	AL	35747	Marshall
Town of Union Grove	P.O. Box 67	Union Grove	AL	35175	Marshall

Organization	Mailing Address	City	State	Zip	County
Assisted Living of Albertville	709 S. Broad St.	Albertville	AL	35950	Marshall
Assisted Living of Arab	8895 Al Highway 69	Arab	AL	35016	Marshall
Assisted Living of Boaz	3825 Bruce Rd.	Boaz	AL	35957	Marshall
Branchwater Village LLC	763 Medical Center Pkwy	Boaz	AL	35957	Marshall
Golden LivingCenter - Arab	235 3rd Street Southeast	Arab	AL	35016	Marshall
Golden LivingCenter - Boaz	600 Corley Avenue	Boaz	AL	35957	Marshall
Housing Authority	720 Cullman Rd # 711	Arab	AL	35016	Marshall
Merrill Gardens at Albertville	151 Woodham Dr.	Albertville	AL	35951	Marshall
Terrace Lake Village Retirement Community	100 Terrace Lake Dr.	Guntersville	AL	35976	Marshall
East Side Recreation Center	613 Scott Ave. E.	Guntersville	AL	35976	Marshall
Home Health Services	4200 AL Hwy 79 S.	Guntersville	AL	35976	Marshall
Hospice of Marshall County	408 Martling Road	Albertville	AL	35951	Marshall
Lakeview Dialysis	45 Medical Park Drive, Suite A	Guntersville	AL	35976	Marshall
Marshall Jackson Mental Retardation Authority	1620 Railroad Ave	Guntersville	AL	35976	Marshall
Marshall Medical Center North	8000 Alabama Hwy 69	Guntersville	AL	35976	Marshall
Marshall Medical Center South	2505 US Hwy 431	Boaz	AL	35957	Marshall
Medical Center Home Health	2307 Homer Clayton Dr.	Guntersville	AL	35976	Marshall
Mental Health Center Cedar Lodge	22165 US Hwy 431	Guntersville	AL	35976	Marshall
Sand Mountain Imaging Center	4198 US HWY 431, Suite B	Albertville	AL	35950	Marshall
Sardis City Medical Center	1989 Sardis Dr.	Sardis	AL	35956	Marshall
Adult Services	1925 Gunter Ave.	Guntersville	AL	35976	Marshall
Alacare Albertville	9044 Hwy. 431 N.	Albertville	AL	35950	Marshall
Albertville Nursing Home Rehab	750 AL Hwy 75 N	Albertville	AL	35951	Marshall
Albertville Senior Citizens Center	221 East Main St	Albertville	AL	35950	Marshall
Arab Senior Center	800 North Main Street	Arab	AL	35016	Marshall
Barfield Health Care, Inc	22444 Highway 431	Guntersville	AL	35976	Marshall
Boaz Senior Citizens Center	112 S Church St	Boaz	AL	35957	Marshall
Gentiva Health Services in Albertville	8787 US Highway 431	Albertville	AL	35950	Marshall
Marshall Manor & Rehab at the Village	3120 North Street	Guntersville	AL	35976	Marshall
Medical Centers Homecare (Guntersville)	11687 US Hwy 431	Guntersville	AL	35976	Marshall
Retired Senior Volunteer Program	1805 Gunter Avenue	Guntersville	AL	35976	Marshall
Senior Citizens Center	314 Sand Mountain Dr	Albertville	AL	35950	Marshall
Marshall Co. CASA	1925 Gunter Avenue	Guntersville	AL	35976	Marshall
Marshall County ARC	5104 Porter Harvey Drive	Guntersville	AL	35976	Marshall
Town & Country Cab Service	161 Mary St.	Albertville	AL	35951	Marshall
United Way of Marshall Co.	705 Blount Ave.	Guntersville	AL	35976	Marshall

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Appendix B: HSCTP Survey Material

Survey Cover Letter

To: Transit Providers and Purchasers
From: Sara James, Economic Development & Planning Director
Date: Monday, January 13, 2020
Subject: 2020 Human Services Coordinated Transportation Plan Update

The Top of Alabama Regional Council of Governments (TARCOG) is currently updating the Human Services Coordinated Transportation Plan (HSCTP) for the Alabama Department of Transportation (ALDOT) and the Alabama Association of Regional Councils (AARC). HSCTP is the foundation for Federal Transit Administration (FTA) Section 5310, Section 5316, and Section 5317 funding in DeKalb, Jackson, Limestone, Madison, and Marshall Counties. A brief overview of the plan is attached to this notice.

Similar to the last HSCTP update, ALDOT has requested an up-to-date inventory of all transit providers and purchasers within our five-county region. Please take a moment to complete the appropriate survey and return them to our office by **Friday, January 24, 2020**. Information is requested from all providers and purchasers, not just those applying for FTA funding this year. A meeting to discuss survey results, the HSCTP update, and important grant information will be held at TBD locations in DeKalb, Jackson, Limestone, Madison, and Marshall counties in early 2020.

Survey completion instructions are as follows:

Transit Provider Survey: (Blue Paper) This survey should be completed by any organization that is currently providing, or will provide, transportation services.

Transit Provider Inventory: (Green Paper) This form should be completed by current providers only. The inventory supplements the Transit Provider Survey.

Transit Purchaser Survey: (Yellow Paper) This survey should be completed by any organization that purchases transportation services for their clients.

If you have any questions regarding the surveys, please call me at (256) 716-2483 or Ms. Falguni Patel at (256) 716-2485.

Completed paper surveys should be returned to the following address:

Falguni Patel
Top of Alabama Regional Council of Governments
5075 Research Drive NW
Huntsville, AL 35805

Thank you again for your time and effort

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TRANSIT PROVIDER SURVEY

HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

Contact Person: _____

Agency: _____

Address: _____

Telephone: _____

FAX: _____

E-mail: _____

1. Please provide your Service Area (List County or Counties):

2. Which other counties do you regularly visit under special circumstances (Not part of Service Area)? Provide specific destinations if possible:

3. What type of services you provide? Please check all that apply:

- ☐ General 5310 – anyone who meets elderly and disabled requirements
- ☐ General 5311 – anyone in rural communities
- ☐ Client-based 5310 – only serve specific clients
- ☐ General 5307 – anyone in identified urban area
- ☐ Section 5316 – (JARC) job related transit (employment or job training)
- ☐ Section 5317 – (New Freedom program)
- ☐ Other _____

4. What funding sources you use for the transit service? Please check all that apply:

- ☐ General 5310 – anyone who meets elderly and disabled requirements
- ☐ General 5311 – anyone in rural communities
- ☐ Client-based 5310 – only serve specific clients
- ☐ General 5307 – anyone in identified urban area
- ☐ Section 5316 – (JARC) job related transit (employment or job training)
- ☐ Section 5317 – (New Freedom program)
- ☐ Other _____

5. What days of the week and hours of the day the transit service is available to clients?

6. Please list the number of annual trips provided by type:

☐ Medical: _____ ☐ Education: _____ ☐ Work: _____

☐ Nutrition: _____ ☐ Recreation: _____

☐ Other (specify): _____

7. Please list any known un-served populations you might know of (such as areas of a county, times, days, special events/locations, etc.):

8. What are the major, non-vehicle purchases or contracts expected for the transit system over the next 10 years (Examples: buildings, dispatch / routing software, multi-year maintenance contracts):

9. Please attach completed Transit Provider Inventory and, attach Transit Routes Map, if available.

Please return this survey to:

Falguni Patel
Planning Department
Top of Alabama Regional Council of Governments
5075 Research Drive NW
Huntsville, AL 35805



TRANSIT PROVIDER INVENTORY

HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

1. Please provide Program Name or Sponsoring Agency Program Eligibility information below:

Program/Agency: _____

Address: _____

Telephone: _____

FAX: _____

Contact Person: _____

E-mail: _____

Eligibility Restrictions: _____

2. Please provide types and number of vehicles information below (please check all that apply and provide numbers for each type):

☐ Bus: _____ ☐ Van: _____ ☐ Volunteers: _____

☐ Other (Specify and provide number): _____

3. Please provide types of service information below (please check all that apply):

☐ Fixed Route ☐ Demand Response

☐ Other (Specify): _____

4. Please provide the information about Days and Hours of Operation below (please check all that apply and provide hours for each type):

☐ Monday: _____

☐ Tuesday: _____

☐ Wednesday: _____

☐ Thursday: _____

☐ Friday: _____

☐ Saturday: _____

☐ Sunday: _____

☐ Holidays: _____

5. Please provide the information about number of vehicles equipped with lift or ramp below (please check all that apply and provide numbers for each type):
- ☐ Lifts: _____ ☐ Ramps: _____ ☐ None: _____
6. Please provide information about accessing the transit below (please check all that apply):
- ☐ Fixed Routes ☐ Call for each ride ☐ Subscription
- ☐ Other (Specify): _____
7. Please provide information about your transit system funding sources below (please check all that apply):
- ☐ 5310 (Elderly and Individuals with Disabilities)
- ☐ 5311 (Rural Transit Assistance Program)
- ☐ 5316 (Job Access and Reverse Commute – JARC)
- ☐ 5317 (New Freedom)
- ☐ Other (Specify): _____
8. Please provide additional importation route information (name, number, description, etc.) below:
- _____
- _____
- _____
- _____
- _____
- _____

Please complete and attach this Inventory sheet to Transit Provider Survey.

Please return this survey to:

Falguni Patel
Planning Department
Top of Alabama Regional Council of Governments
5075 Research Drive NW
Huntsville, AL 35805



TRANSIT PURCHASER SURVEY

HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

Contact Person: _____

Agency: _____

Address: _____

Telephone: _____

FAX: _____

E-mail: _____

1. Please provide your Service Area (List County or Counties):

2. How many clients do you serve with the transit service you purchase?

3. How many of these clients have special needs such as wheelchair bound or mental disability?
(Please list special needs):

4. What is the source of funding for the transit purchases (non-profit agency, municipal, county)? Please list all:

5. At what times do your clients need service (please check all that apply and provide hours for each type)?

☐ Monday: _____

☐ Tuesday: _____

☐ Wednesday: _____

☐ Thursday: _____

☐ Friday: _____

☐ Saturday: _____

☐ Sunday: _____

☐ Holidays: _____

6. Who do you purchase transit services from (list name and address of transit provider)?

7. Do you have any unmet transit needs? Please list all (such as areas of the county, times, days):

Please return this survey to:

Sara James
Planning Department
Top of Alabama Regional Council of Governments
5075 Research Drive NW
Huntsville, AL 35805

Appendix C

Adopting Resolution

RESOLUTION NO. 20-37

A RESOLUTION TO ADOPT THE 2020 UPDATE TO THE HUMAN SERVICES COORDINATED TRANSPORTATION PLAN (HSCTP)

WHEREAS, the Alabama Department of Transportation (ALDOT) has contracted with the Alabama Association of Regional Councils (AARC) and the Top of Alabama Regional Council of Governments (TARCOG) to update the Human Services Coordinated Transportation Plan (HSCTP) for the TARCOG region; and

WHEREAS, the Fixing America's Surface Transportation (FAST) Act (Pub. L. No. 114-94) requires the development of a coordinated human services transportation plan in order to be eligible for Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities Program funds; and

WHEREAS, the TARCOG planning staff, has prepared the 2020 Update to the Human Services Coordinated Transportation Plan (HSCTP) for the TARCOG region covering DeKalb, Jackson, Limestone, Madison, and Marshall Counties.

NOW THEREFORE, BE IT RESOLVED, that the Board of Directors of the Top of Alabama Regional Council of Governments does hereby authorize to adopt and endorse the 2020 Update to the Human Services Coordinated Transportation Plan.

RESOLVED THIS 22ND DAY OF SEPTEMBER, 2020

BY: TOP OF ALABAMA REGIONAL COUNCIL
OF GOVERNMENTS

Thornton Stanley, Jr., President

ATTEST:

Mike Ashburn, Secretary

Appendix D

Selected Bibliography

Related Documents

"Human Services Coordinated Transportation Plan." Huntsville, Alabama: Top of Alabama Regional Council of Governments, September 2017.

"Comprehensive Economic Development Strategy 2013 – 2018." Huntsville, Alabama: Top of Alabama Regional Council of Governments, September 2012.

"Long Range Transportation Needs Study." Huntsville, Alabama: Top of Alabama Regional Council of Governments, September 2013.

Selected References

"Moving Ahead for Progress in the 21st Century Act (MAP-21), A Summary of Public Transportation Provisions." Washington, D.C.: Federal Transit Administration website. Accessed at: http://www.fta.dot.gov/documents/MAP21_essay_style_summary_v5_MASTER.pdf

National Center for Mobility Management. Washington, D.C.: United we Ride and Federal Transit Administration website. Accessed at: <http://nationalcenterformobilitymanagement.org/about-us/>

"B01003: Total Population, 2013-2018 American Community Survey 5-Year Estimates." Washington, D.C.: United States Census Bureau Website. Assessed at <http://factfinder.census.gov/>

"B19013: Median Household Income in the past 12 Months (In 2015 Inflation-Adjusted Dollars), 2013-2018 American Community Survey 5-Year Estimates." Washington, D.C.: United States Census Bureau Website. Assessed at <http://factfinder.census.gov/>

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"B23024: Poverty Status in the past 12 months by Disability Status by Employment Status for the Population 20 to 64 Years, 2013-2018 American Community Survey 5-Year Estimates." Washington, D.C.: United States Census Bureau Website. Assessed at <http://factfinder.census.gov/>

"Provider-Side Transportation Assessment Survey." Montgomery, AL: Alabama Department of Public Health, 2015.