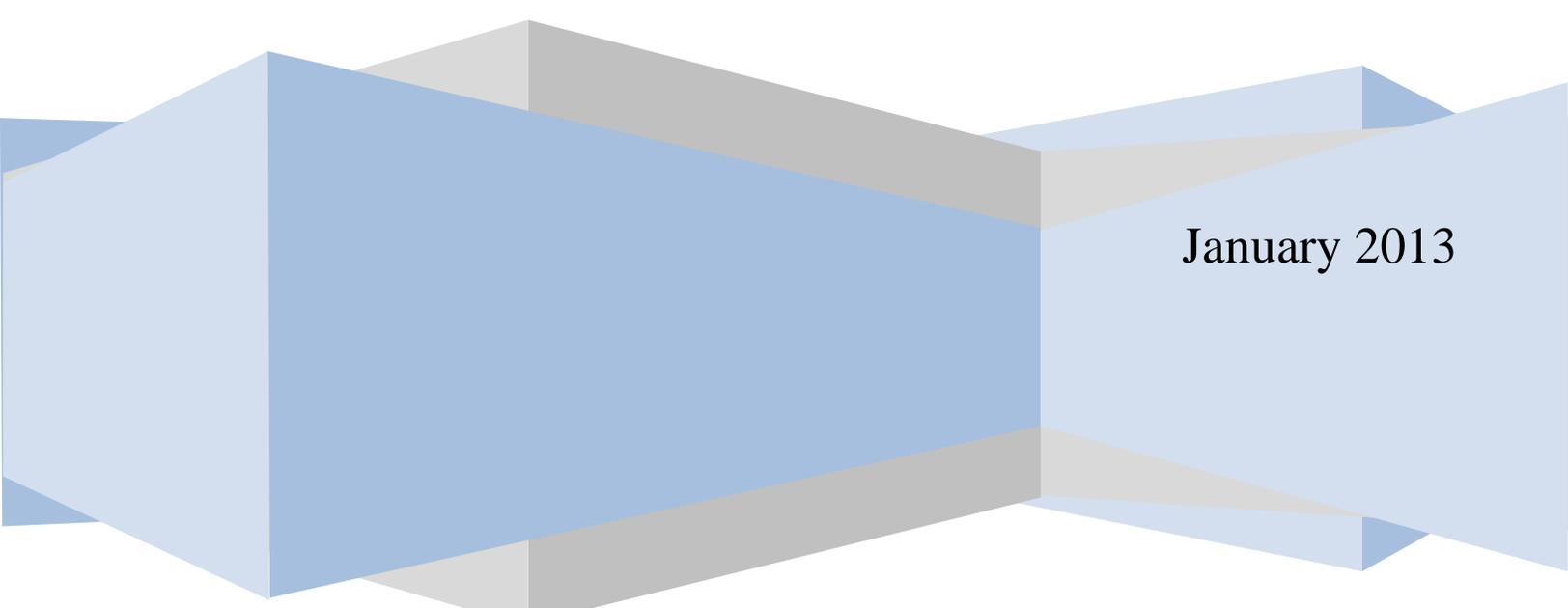


Arkansas State Highway and Transportation Department

# Arkansas Statewide Transit Coordination Plan: 2012



January 2013

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## SECTION I: INTRODUCTION

In August 2005, Congress passed the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) legislation that provides funding for highway and transit programs. SAFETEA-LU includes planning requirements for the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (Section 5316) and New Freedom (Section 5317) programs, by requiring that projects funded through these programs “must be derived from locally developed, coordinated public transit-human services transportation plan.” These requirements are aimed at improving transit services for persons with disabilities, older adults and individuals with low incomes and ensuring that communities are coordinating transit resources provided through multiple Federal programs.

Moving Ahead for Progress in the Twenty-first Century (MAP-21) continues the planning requirement for new Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities. This new program is a consolidation of the old Section 5310 and Section 5317 programs. However, this report includes the Section 5316 activities that have occurred over the past five years to provide a complete update to the previous plans. MAP-21 requires a coordination plan to be updated every four years in air quality nonattainment and maintenance areas and every five years in air quality attainment areas. The *Arkansas Statewide Transit Coordination Plan (TCP)* document is prepared to satisfy the MAP-21 requirement and all Federal Transit Administration’s (FTA) rules and regulations. The next mandated update for the TCP will occur in 2017 unless significant revisions are made in Federal laws.

Sixteen separate local transit coordination plans were developed in June 2007 and February 2008 as a result of SAFETEA-LU. These documents were prepared demographically by a county, Metropolitan Planning Organization, or Planning and Development District boundary. The Arkansas State Highway and Transportation Department (AHTD) has taken the lead role in the development of the TCP and is preparing a statewide update document for the following reasons:

- AHTD is the designated recipients for all Section 5310, 5316 and 5317 funds appropriated to the State of Arkansas.
- AHTD has established annual statewide competitive selection programs for each of the three programs. The annual applications are available for review and download on AHTD’s website.
- AHTD conducted a 10-Year *Statewide Public Transportation Needs Assessment* study that identified transit ridership and capital needs, service gaps and implementation strategies.

- The development of the *Statewide Public Transportation Needs Assessment* study included public involvement through three meetings in each of Arkansas' Planning and Development District region.
- Public transportation agencies and metropolitan planning organizations have informed of AHTD's development of a single statewide transit coordination plan.

This document contains six sections, including this Introduction. Section II provides a demographic profile of the region using the 2010 Census data in comparison to the 2000 Census data. County data for total population, elderly persons, persons with disabilities, individuals with low incomes and minority populations are reported. Existing transit services, initiated projects, coordination activities and results of the *Arkansas Statewide Public Transit Needs Assessment* study are summarized in Section III. Section IV provides a listing of service gaps from the original study and those identified during the development of the TCP. Section V lists the strategies to meet service gaps from the original study and provides a prioritized list of strategies identified during the development of the TCP. Section VI provides detailed data for certain sections and documents the update process along with the adoption certification.

Throughout the document references are made to regions. These regions are consistent with the Arkansas Planning and Economic Development District boundaries.

## SECTION II: DEMOGRAPHIC PROFILE

Arkansas has a total population of 2,915,918, according to the 2010 U.S. Bureau of Census. Arkansas has only 55 persons per square mile compared to the National average of 81 persons per square mile. Additionally, only 56 percent of Arkansans live in urban areas (cities with a population of 2,500 or more). This rural nature adds additional pressure on people and the transportation services currently in place. Residents have to travel farther and longer to obtain services, employment, shopping or recreation. According to a recent Carnegie Endowment report, *Road to Recovery, 2011*, low-income households in rural area spend about 42 percent of their annual incomes on transportation, while middle-income households spend less than 22 percent. The transportation systems must be structured for safety, reliability and efficiency to accommodate these rural trips.

Table 1 provides various demographic characteristics for each Arkansas County. Census 2010 and Census 2000 counts are presented for comparative purposes.

Arkansas' total population increased 9.1 percent from 2000 to 2010. Most of this growth was in Central and Northwest Arkansas. In fact, six counties – Benton, Faulkner, Lonoke, Saline, Pulaski and Washington - experienced over a 25 percent growth and collectively accounted for 200,887 persons or 83 percent of the State growth. It should be noted that five of these six counties (except Pulaski) also experienced 20 percent plus population growth between 1990 and 2000. In contrast twenty-seven of 34 counties in the East, Southeast and Southwest regions of Arkansas experienced a decline in its population.

The older population is an important and growing segment of the Arkansas population, especially for public transportation providers. Arkansas' population and the National trend similarly grew in age. The elderly (age 65 and over) account for 14.4 percent of the State's population compared to 14.0 percent in 2000. The North Central counties continue to have the highest percentage of elderly population. This can be attributed to the retirement communities in Baxter, Sharp, Stone and Van Buren Counties (Cherokee Village, Fairfield Bay area). Although not exhibited by high percentages, there are other retirement centers in the Benton and Garland/Saline Counties (Bella Vista and Hot Springs Village areas) that have a high concentration of elderly persons.

**TABLE 1  
DEMOGRAPHIC PROFILE OF ARKANSAS COUNTIES**

	POPULATION		AGE 65 +		DISABILITY	POVERTY		MINORITY	
	2010	% Change	2010 %	2000 %	2000 %	2010 %	2000 %	2010 %	2000 %
Arkansas	19,019	-8.3%	16.4%	16.2%	13.42%	16.8%	17.5%	28.2%	24.8%
Ashley	21,853	-9.7%	16.2%	13.8%	13.94%	21.5%	17.3%	30.7%	30.2%
Baxter	41,513	8.1%	28.1%	26.8%	15.15%	16.5%	10.9%	3.1%	2.2%
Benton	221,339	44.3%	12.2%	14.3%	10.62%	13.1%	9.9%	17.4%	9.1%
Boone	36,903	8.7%	18.1%	16.7%	13.04%	16.0%	14.5%	3.5%	2.4%
Bradley	11,508	-8.7%	17.7%	17.5%	15.53%	27.3%	25.5%	39.7%	36.6%
Calhoun	5,368	-6.5%	17.2%	16.0%	14.15%	16.0%	16.2%	25.5%	25.5%
Carroll	27,446	8.2%	18.7%	15.8%	12.98%	17.4%	15.3%	10.4%	6.4%
Chicot	11,800	-16.4%	18.2%	15.4%	19.41%	30.6%	27.2%	58.8%	56.8%
Clark	22,995	-2.3%	14.8%	14.6%	13.64%	20.5%	17.3%	28.2%	25.7%
Clay	16,083	-8.7%	20.0%	19.4%	16.61%	19.4%	17.3%	2.5%	1.9%
Cleburne	25,970	8.0%	23.6%	21.1%	13.75%	17.1%	12.9%	3.2%	1.8%
Cleveland	8,689	1.4%	16.3%	13.6%	15.47%	15.5%	15.1%	14.2%	15.2%
Columbia	24,552	-4.1%	16.0%	15.9%	15.98%	23.6%	20.2%	40.1%	37.9%
Conway	21,273	4.6%	18.5%	16.1%	14.51%	18.9%	15.9%	15.8%	15.7%
Craighead	96,443	17.4%	12.2%	11.8%	12.00%	17.2%	14.9%	18.8%	10.7%
Crawford	61,948	16.3%	13.3%	11.3%	13.78%	16.9%	14.1%	10.9%	7.8%
Crittenden	50,902	0.1%	10.8%	9.9%	14.01%	29.1%	24.9%	53.9%	49.1%
Cross	17,870	-8.5%	15.4%	13.7%	15.24%	18.5%	19.6%	24.5%	25.2%
Dallas	8,116	-11.9%	18.2%	17.0%	16.38%	21.7%	18.0%	45.8%	43.0%
Desha	13,008	-15.2%	15.1%	14.2%	14.55%	26.1%	28.6%	52.1%	49.5%
Drew	18,509	-1.1%	14.8%	12.8%	13.93%	22.8%	17.7%	31.2%	29.7%
Faulkner	113,237	31.6%	10.0%	9.5%	9.52%	13.1%	12.0%	15.7%	11.7%
Franklin	18,125	2.0%	16.6%	15.8%	15.16%	18.4%	15.0%	5.0%	3.8%
Fulton	12,245	5.2%	22.4%	20.2%	19.16%	21.5%	16.1%	3.2%	2.3%
Garland	96,024	9.0%	20.9%	21.2%	15.42%	14.8%	14.3%	13.6%	11.1%
Grant	17,853	8.4%	14.5%	12.2%	12.20%	11.9%	10.0%	5.1%	4.5%
Greene	42,090	12.7%	14.3%	13.9%	14.34%	13.8%	13.1%	3.6%	2.6%
Hempstead	22,609	-4.1%	15.0%	14.1%	15.83%	27.4%	20.0%	40.6%	36.7%
Hot Spring	32,923	8.5%	15.7%	15.8%	14.34%	16.0%	13.8%	14.4%	12.7%
Independence	36,647	7.1%	15.6%	14.5%	12.04%	19.2%	12.6%	8.1%	5.1%
Izard	13,696	3.4%	23.6%	21.1%	18.14%	21.6%	16.3%	4.2%	3.6%

	POPULATION		AGE 65 +		DISABILITY	POVERTY		MINORITY	
	2010	% Change	2010 %	2000 %	2000 %	2010 %	2000 %	2010 %	2000 %
Jackson	17,997	-2.3%	15.9%	16.5%	17.15%	22.8%	15.9%	20.2%	19.4%
Jefferson	77,435	-8.1%	13.2%	12.9%	13.63%	23.2%	19.2%	58.0%	51.5%
Johnson	25,540	12.1%	14.7%	14.8%	15.77%	18.9%	16.0%	12.8%	6.3%
Lafayette	7,645	-10.7%	19.4%	17.7%	17.06%	24.7%	22.8%	39.3%	37.9%
Lawrence	17,415	-2.0%	18.1%	17.4%	15.22%	21.9%	17.8%	2.7%	2.2%
Lee	10,424	-17.1%	15.4%	14.0%	17.78%	35.1%	25.7%	58.0%	58.6%
Lincoln	14,134	-2.5%	12.4%	11.9%	15.62%	22.2%	15.1%	33.4%	35.1%
Little River	13,171	-3.4%	17.1%	15.1%	13.45%	14.7%	15.2%	24.5%	25.5%
Logan	22,353	-0.6%	17.2%	16.0%	13.73%	20.3%	15.1%	6.8%	3.5%
Lonoke	68,356	29.4%	11.2%	10.4%	12.01%	12.6%	10.4%	10.2%	9.0%
Madison	15,717	10.3%	15.6%	14.4%	14.60%	18.7%	18.4%	6.4%	4.1%
Marion	16,653	3.2%	23.8%	20.0%	16.75%	20.1%	15.0%	3.0%	2.5%
Miller	43,462	7.5%	13.8%	13.1%	14.37%	18.5%	18.8%	28.4%	26.0%
Mississippi	46,480	-10.6%	12.2%	12.2%	15.75%	23.0%	22.6%	38.4%	35.6%
Monroe	8,149	-20.5%	18.9%	17.3%	17.32%	27.1%	27.0%	43.7%	40.6%
Montgomery	9,487	2.6%	22.4%	18.9%	17.95%	19.2%	16.8%	5.6%	4.6%
Nevada	8,997	-9.6%	17.7%	16.1%	18.42%	21.4%	22.6%	34.1%	33.1%
Newton	8,330	-3.2%	20.4%	14.8%	20.70%	24.9%	20.2%	3.9%	2.6%
Ouachita	26,120	-9.3%	17.0%	16.9%	15.89%	21.1%	19.3%	43.0%	40.3%
Perry	10,445	2.3%	16.7%	14.8%	16.87%	18.1%	13.8%	4.8%	4.4%
Phillips	21,757	-17.7%	15.0%	13.9%	17.09%	32.9%	32.3%	65.0%	60.8%
Pike	11,291	-0.1%	17.4%	17.0%	12.40%	17.4%	16.5%	10.0%	8.0%
Poinsett	24,583	-4.0%	15.9%	14.3%	16.92%	25.9%	20.8%	10.1%	9.0%
Polk	20,662	2.1%	19.5%	17.0%	15.83%	21.3%	18.0%	7.3%	5.3%
Pope	61,754	13.4%	13.1%	12.7%	12.81%	17.1%	14.7%	10.5%	6.3%
Prairie	8,715	-8.6%	19.7%	17.3%	12.91%	18.2%	15.2%	13.6%	15.2%
Pulaski	382,748	5.9%	12.0%	11.5%	11.19%	16.3%	13.0%	42.5%	36.0%
Randolph	17,969	-1.2%	18.7%	17.0%	16.81%	19.6%	15.0%	3.5%	3.0%
Saline	107,118	28.2%	17.0%	14.7%	11.30%	7.8%	7.1%	9.5%	4.7%
Scott	11,233	2.2%	21.3%	19.2%	18.05%	23.8%	17.9%	12.0%	6.5%
Searcy	8,195	-0.8%	13.1%	13.0%	18.07%	25.9%	23.6%	4.0%	2.7%
Sebastian	125,744	9.3%	12.6%	13.2%	11.03%	16.9%	13.4%	23.4%	17.7%
Sevier	17,058	8.3%	23.9%	23.6%	12.39%	22.4%	18.9%	30.0%	20.4%

	POPULATION		AGE 65 +		DISABILITY	POVERTY		MINORITY	
	2010	%Change	2010 %	2000 %	2000 %	2010 %	2000 %	2010 %	2000 %
Sharp	17,264	0.8%	12.2%	11.9%	18.49%	22.0%	18.0%	4.0%	2.9%
St. Francis	28,258	-3.7%	14.8%	12.5%	16.49%	26.5%	25.0%	55.8%	51.6%
Stone	12,394	7.8%	22.8%	18.6%	18.83%	22.2%	18.6%	3.2%	2.7%
Union	41,639	-8.7%	15.6%	16.1%	14.67%	23.4%	18.3%	36.9%	33.9%
Van Buren	17,295	6.8%	22.7%	23.3%	18.88%	17.4%	15.1%	4.0%	3.2%
Washington	203,065	28.8%	9.7%	9.9%	10.50%	17.7%	14.0%	20.1%	12.0%
White	77,076	14.8%	14.1%	13.8%	13.16%	15.5%	13.2%	8.6%	6.5%
Woodruff	7,260	-16.9%	17.8%	16.7%	18.20%	27.2%	26.7%	30.1%	32.1%
Yell	22,185	4.9%	15.4%	15.0%	16.37%	18.5%	15.1%	13.3%	13.4%
STATE	2,915,918	9.1%	14.4%	14.0%	13.42%	17.8%	15.4%	23.0%	20.0%

The 2010 data for persons with disabilities is not presently available, therefore, only the 2000 Census data is presented in Table 1. Persons with disabilities are disbursed throughout Arkansas in terms of percentage of persons with disabilities by county. However in terms of numbers, persons with disabilities appear to live in the metropolitan counties where services are available.

The number of persons below the poverty level has also increased between 2000 and 2010. Almost every county exhibited a higher percentage of persons in poverty within the period. There are sixteen counties, all in the East or Southeast regions, with more than a quarter of its population below the poverty level.

Arkansas' minority population grew from 20 percent in 2000 to 23 percent in 2010. The East, Southeast and Southwest regions have the highest percentages of minority persons from the 2010 Census. This is also reflective of the minority populations from the 2000 Census. The Hispanic population in the State grew from 86,866 persons (3.25%) in 2000 to 186,050 persons (6.38%) in 2010. There are nine counties with a Hispanic population exceeding ten percent. This population group is an important labor force for Arkansas' chicken industry in the western counties.

## SECTION III: SERVICE ANALYSIS

### Coordination Activities

Transportation services have been coordinated among Arkansas' transportation agencies long before the passage of SAFETEA-LU and MAP-21.

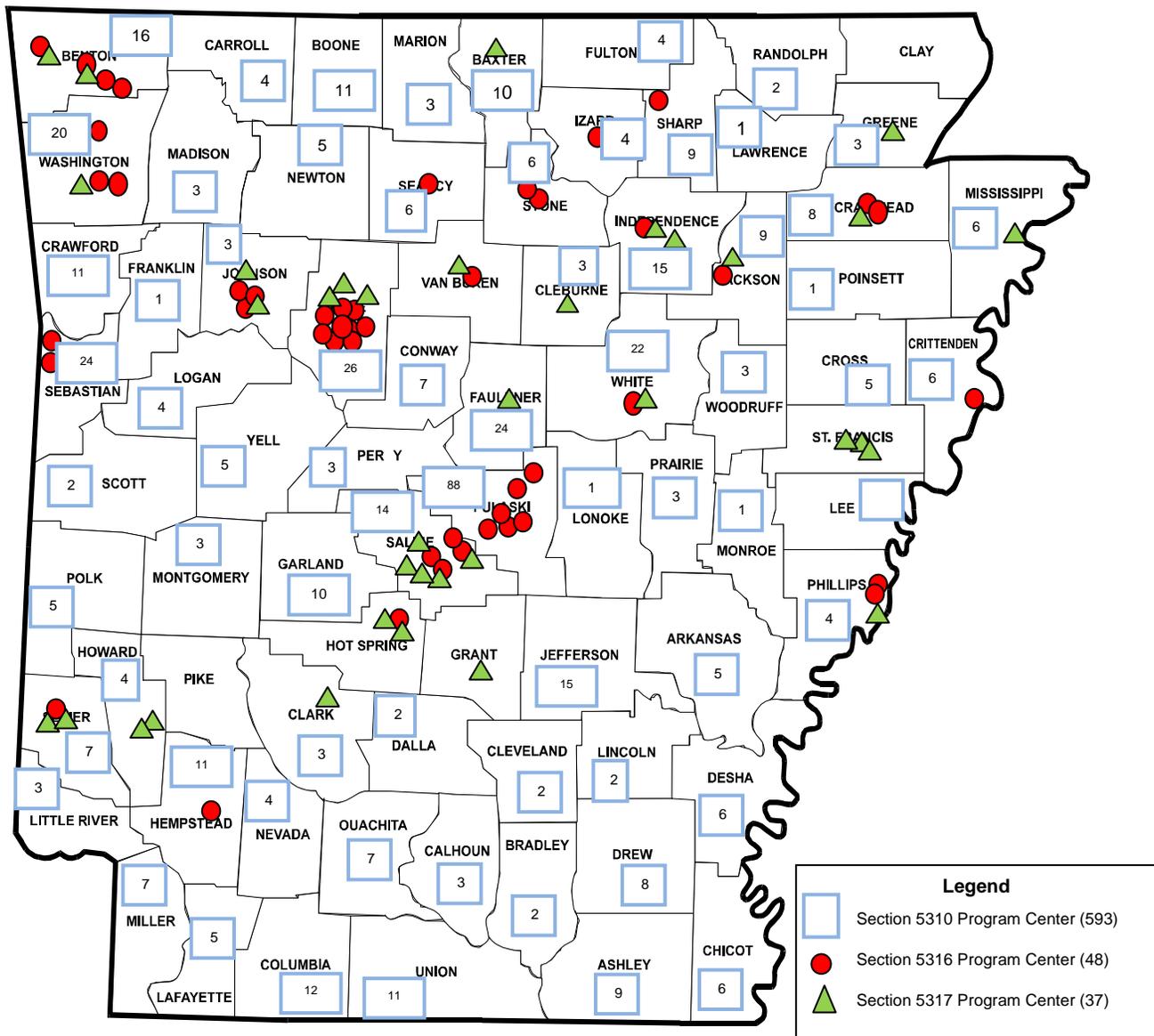
Approximately 120 applications are received annually under the FTA Sections 5310, 5316, and 5317 programs. AHTD requires each applicant to list coordination activities conducted during the previous year. The following list is a sample list of such activities included in the 2011 applications and intended to be brief but representative of the numerous coordination activities among the agencies statewide.

- Contract transportation service among agencies. (Example: Although no formal agreement is in place, an agency has an agreement with Southeast Arkansas Transit (SEAT) to pay the transportation fees for those chronically mentally ill clients who require higher levels of care (i.e. day treatment) but do not have the ability to pay the SEAT van fare.)
- Coordination internally among agencies' own centers which have the same destination points.
- Refer own clients to other agencies for affordable transportation to centers. (Example: The Hot Springs area has developed a referral form that identifies the clients/services that local agencies may provide thereby making it easier to connect potential riders with appropriate agencies).
- Coordinate maintenance services. Public transit agencies perform vehicle maintenance for human service agencies.
- Share transportation services for preschool children and adults so that they may receive their prescribed therapies and day habilitation services through an inter-agency agreement for transportation services.
- Offer the use of wheelchair equipped vehicles for Americans with Disabilities Act (ADA) equity service compliance purposes to other agencies through agreements.
- Attend regular scheduled regional meetings to discuss transportation issues and coordination opportunities.

Initiated Projects and Performance

With the outset of the 2005 authorization of Sections 5316 and 5317 programs and the continuation of the Section 5310 program, AHTD has been responsive to the needs of persons with low-incomes seeking employment opportunities and the elderly and persons with disabilities having mobility needs. After meeting program development and planning requirements, the first funding applications were awarded in April 2008. Figure 1 shows the counties where Sections 5310, 5316, and 5317 funded agencies and services are located. A list of providers is included in Appendix A.

**Figure 1**  
**HEADQUARTERS AND CENTERS FOR ELDERLY PERSONS & PERSONS WITH DISABILITIES, JOB ACCESS AND REVERSE COMMUTE AND NEW FREEDOM PROGRAMS**



Currently, there are approximately 678 centers providing service to individuals with funding assistance through these three programs. There are only two counties, Clay and Pike counties, which do not have a service center. However, it should be noted that both of these counties currently have rural public transportation service available.

Two major points may be derived from this map. The first point is that the counties with the highest number of centers are located in Arkansas' more populated counties. Related to the population clusters is the fact that these counties also have more facilities (medical, shopping, etc.) and employment opportunities to service the needs of the transit target groups.

The second point is that many of the Section 5316 and 5317 centers are located in counties where rural public transportation is not available. As stated in the *Arkansas Statewide Long-Range Intermodal Transportation Plan: 2007 Update*, "The Department strives to expand service into areas that are presently underserved". This is being accomplished with the two new programs. The East, North Central, Northeast and Southwest regions presently lack rural public transportation service. Over half of the centers are located in these regions. People living in these rural counties now have another option for transportation service to reach their desired destinations.

From April 2008 to October 2012, the AHTD has obligated approximately \$36,000,000 to human service agencies under the Sections 5310, 5316, 5317 and Translease programs as shown in Table 2.

**TABLE 2  
FEDERAL AND STATE FUNDS OBLIGATED FOR  
SECTION 5310, 5316, 5317, TRANSLEASER PROJECTS**

PROGRAM	CAPITAL	OPERATING	TOTAL	NO. OF VEHICLES
Section 5310	\$15,144,238	N.A.	\$15,144,238	509
Section 5316	\$3,111,655	\$7,600,729	\$10,712,384	91
Section 5317	\$2,894,067	\$3,540,520	\$6,434,587	60
Translease	\$3,683,680	N.A.	\$3,683,640	132
Total	\$24,833,640	\$11,141,349	\$35,974,889	792

Ridership continues to grow through these three programs. During Federal Fiscal Year 2011, approximately 581,000 passenger trips were provided for employment related activities under the Section 5316 Program. These passengers went to approximately 350 job sites. However, it should be noted that not all agencies provided data about the number of job sites

associated with their service. Agencies serving persons with disabilities funded through the Section 5317 Program provided approximately 605,000 passenger trips. Another 1.93 million passenger trips were provided by Section 5310 human service agencies in 2011.

## Arkansas Statewide Public Transit Needs Assessment

The AHTD conducted a consultant led study in 2011 to determine the public transportation needs, including intercity service, in each county of the State. The *Arkansas Statewide Public Transit Needs Assessment* (Needs Assessment) was an effort to identify and address the public transportation needs in each of the State's 75 counties. The purpose of the study is to:

- Develop a statewide, regional, and county-level assessment of public transportation needs.
- Develop service recommendations to address those needs.
- Identify 10-year financial needs for implementation of those services.

The Needs Assessment is organized by regions, Figure 2, consistent with the State's Planning and Economic Development Districts. Total needs and associated unmet needs are presented for both general public transit services and human service agencies services. The study defines General Public Transit Trips as, "Those transportation trips that are needed by the general public for daily activities such as employment, medical, shopping, recreational, etc." Human Service Agency transportation trips are, "Trips provided to specific clients and occur only for the existence of specific social service programs". This distinction is necessary because the demand for public transit trips will continue to exist and grow as the population increases. Human Service Agency transportation trips are supported solely by the human service programs and will increase only if additional funds are provided for these programs.

In order to estimate the need for public transit services, demographic data (overall population and population for three specific groups considered to be the most transit dependent: seniors, persons living in poverty, and persons with disabilities) was assembled for each county. In addition, care was taken to place an individual in only one category as it is possible for an elderly person to also be disabled and low-income. Various trip rates (see Appendix B) were applied to the total county population and the three groups to derive transit needs.

**FIGURE 2**  
**ARKANSAS STATEWIDE PUBLIC TRANSIT NEEDS ASSESSMENT**  
**STUDY REGIONS**

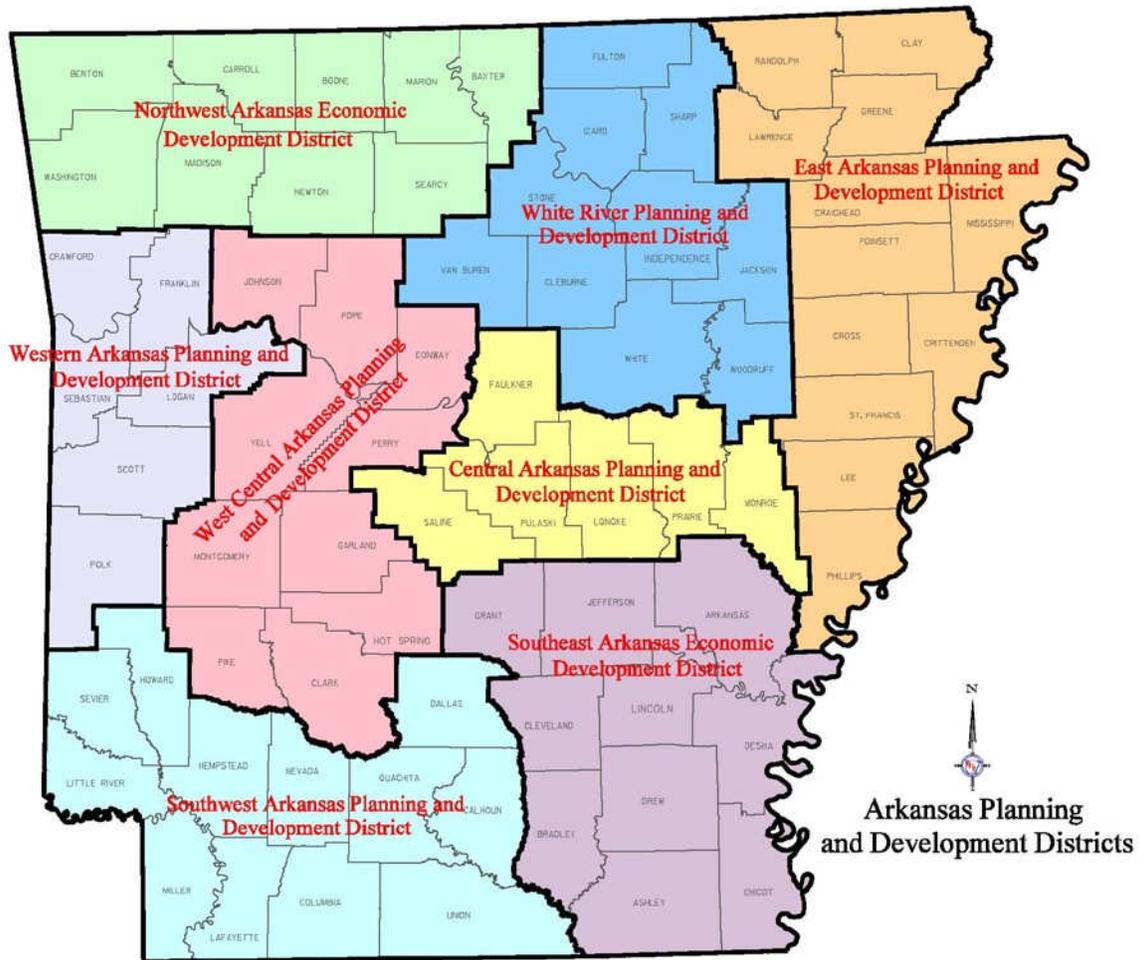


Table 3 provides a summary of the met and unmet public transit needs by region along with subtotals for General Public Transit and Human Service Agencies trips. Appendix C provides detailed information of needs and unmet needs along with costs for each county. Approximately 24.3 million passenger trips are needed each year. However, current public transportation services accommodate only 37.4 percent of this need. In virtually each region and each county, there is a substantial unmet need for both public transit and human service agency related trips. To meet this need, over 4,300 vehicles would have to be purchased each year at an estimated cost of approximately \$36 million. This is in addition to maintaining the current number of public transportation vehicles in operation throughout Arkansas.

**TABLE 3  
ARKANSAS STATEWIDE PUBLIC TRANSIT NEEDS ASSESSMENT  
SUMMARY OF NEEDS AND UNMET NEEDS**

**Total Public Transportation Needs**

Region	Total 2010 Population	Total County Need (Trips)	Need Served (Trips)	Unmet Need (Trips)	Percent Unmet Need	New Vehicles Required	Annual Vehicle Purchase Cost
Central Region	688,323	5,776,348	3,159,378	2,616,970	45.3%	681	\$5,353,200
East Region	390,274	3,559,416	1,119,934	2,439,482	68.5%	665	\$5,500,800
Northwest Region	579,161	4,242,743	872,379	3,370,364	79.4%	853	\$6,708,600
Southeast Region	213,808	1,857,149	651,401	1,205,748	64.9%	360	\$2,896,200
Southwest Region	232,526	2,037,517	878,552	1,158,965	56.9%	333	\$2,719,800
West Region	260,065	2,104,862	767,602	1,337,260	63.5%	392	\$3,159,000
West Central Region	313,917	2,654,173	973,188	1,680,985	63.3%	482	\$3,920,400
White River Region	237,844	2,082,882	668,843	1,414,039	67.9%	446	\$3,774,600
<b>Total Arkansas</b>	<b>2,915,918</b>	<b>24,315,090</b>	<b>9,091,277</b>	<b>15,223,813</b>	<b>62.6%</b>	<b>4,212</b>	<b>\$34,032,600</b>

**General Public Transit**

Region	Total County Need (Trips)	Need Served (Trips)	Unmet Need (Trips)	Percent Unmet Need	New Vehicles Required	Annual Vehicle Purchase Cost
Central Region	3,386,668	2,138,905	1,247,763	36.8%	250	\$2,250,000
East Region	2,030,269	432,198	1,598,071	78.7%	396	\$3,564,000
Northwest Region	2,135,234	474,663	1,660,571	77.8%	315	\$2,835,000
Southeast Region	968,576	363,958	604,618	62.4%	169	\$1,521,000
Southwest Region	1,062,286	373,435	688,851	64.8%	179	\$1,611,000
West Region	1,105,336	418,249	687,087	62.2%	187	\$1,683,000
West Central Region	1,356,834	406,452	950,382	70.0%	250	\$2,250,000
White River Region	1,056,873	50,259	1,006,614	95.2%	313	\$2,817,000
<b>General Public Transit Subtotal</b>	<b>13,102,076</b>	<b>4,658,119</b>	<b>8,443,957</b>	<b>64.4%</b>	<b>2,059</b>	<b>\$18,531,000</b>

**Human Service Agency Transportation**

Region	Total County Need (Trips)	Need Served (Trips)	Unmet Need (Trips)	Percent Unmet Need	New Vehicles Required	Annual Vehicle Purchase Cost
Central Region	2,389,680	1,020,473	1,369,207	57.3%	431	\$3,103,200
East Region	1,529,147	687,736	841,411	55.0%	269	\$1,936,800
Northwest Region	2,107,509	397,716	1,709,793	81.1%	538	\$3,873,600
Southeast Region	888,573	287,443	601,130	67.7%	191	\$1,375,200
Southwest Region	975,231	505,117	470,114	48.2%	154	\$1,108,800
West Region	999,526	349,353	650,173	65.0%	205	\$1,476,000
West Central Region	1,297,339	566,736	730,603	56.3%	232	\$1,670,400
White River Region	1,026,009	618,584	407,425	39.7%	133	\$957,600
<b>Human Service Subtotal</b>	<b>11,213,014</b>	<b>4,433,158</b>	<b>6,779,856</b>	<b>60.5%</b>	<b>2,153</b>	<b>\$15,501,600</b>

Additional highlights from the Arkansas Statewide Public Transit Needs Assessment are as follows:

- Approximately 53 percent of all Arkansans fall within the three transit dependent groups: seniors, persons living in poverty, and persons with disabilities.
- Public Transit Systems
  - The counties with the largest public transit needs, in absolute numbers, are in the counties with the largest cities – Pulaski, Benton, Washington, Garland and Craighead. White County, including the City of Searcy is also among those with the highest total need.
  - The estimated current need is over 13.1 million passenger trips, growing to 14.3 million by 2020, a 9.1 percent growth.
  - Sixty-four percent of public transit trips remain unmet. This equates to an estimated 490,930 persons needing transit service to work, shop, appointments, recreation, etc.
  - Demand response, carpool, and vanpool service is recommended for the rural parts of the state due to the lack of population density necessary to support fixed-route service.
  - Approximately 2,193 vehicles, at an annual cost of \$20.5 million, are needed to meet the unmet public transit service. This need is in addition to replacing existing fleets.
  - Approximately 2,059 vehicles, at an annual cost of \$18.5 million, are needed to meet the unmet general public transit service. This in addition to replacing existing fleets.
- There appears to be extra capacity available within the existing public transportation fleets. This existing capacity could accommodate some of the unmet needs through coordination efforts.
- Rural needs could be met by establishing regional public transit systems, increasing the number of rural systems from eight to eleven. These regional systems could in turn contract for transit service from human service agencies thereby coordinating trips and increasing the efficiency of rural public transit systems.
- Rural intercity transit needs could be accomplished through enhanced services from the rural transit systems.

- Work trips may be better served by carpools, vanpools or subscription-based demand response which can adapt to shift hours and non-traditional work hours.
  
- Human Service Agency Programs
  - Transit service by human service agencies is constrained by the agencies' budget and the type of programs provided. In fact, many agencies have indicated they are unable to raise the local match necessary to expand their fleet; they are only able to maintain current service levels.
  - The counties with the largest human service agency program-related needs, in absolute numbers, are in the Central Arkansas region (extending from Pulaski County to Garland, Jefferson and White counties) and the Northwest Arkansas region (Benton, Crawford, Sebastian, and Washington counties). Craighead County is also among those with the highest total need.
  - The estimated current need is over 11.2 million passenger trips, growing to 12.5 million by 2020, a 11.6 percent growth. These figures would only be realized if the corresponding non-transportation agency programs were provided.
  - Sixty percent of human service trips remain unmet. This equates to an estimated 41,710 persons with unmet transit service needs.
  - Approximately 2,153 vehicles, at an annual cost of \$15.5 million, are needed to meet the unmet human service transit service. This in addition to replacing existing fleets.
  
- Intercity Bus Service
  - Current intercity need is estimated at 344,647.
  - Seventy-one percent of this need is unmet.

## SECTION IV: SERVICE GAPS

Each of the 2007 and 2008 Public Transportation Local Coordination Plans contained a section on unmet transportation needs and service gaps. Participants at the regional meetings provided insight into the local transportation needs of persons with disabilities, older adults and persons with low incomes. A variety of service gaps were identified by each region. However, the gaps had common themes which are generally grouped and characterized as follows:

- Trip Purpose –
  - Inadequate services for transit dependent persons.
  - Limited client-oriented door-to-door services.
- Time –
  - Limited transit options in evenings and weekends.
  - Inefficient bus routes, with infrequent service and limited connections.
  - Length of trips.
- Place/Destinations –
  - Limited transit service for persons living beyond the required Fixed-route Paratransit Service Area.
  - Limited service in rural areas for employment, shopping, medical, etc.
  - Lack of accessible and easy to locate bus stops.
- Information/Outreach –
  - Internal agency operations, policies, funding sources, insurance restrictions, and Federal and State grant restrictions present challenges in the coordination process.
  - Lack of a central resource for information that is consumer friendly.
  - Lack of cultural training and rural education programs to teach persons to utilize transit.
  - Lack of outreach to Limited English Proficiency groups and international students at local colleges.
  - Lack of communication within regions.
- Travel Training/Orientation –
  - Lack of resources to train and pay drivers and develop interagency agreements.
  - Lack and need for a regional Mobility Manager/Coordinator.
  - Inefficient use of volunteer drivers.
- Capital –
  - Lack of sufficient local match for transit equipment and service operations.

- Lack of wheelchair accessible vehicles.
- Costs of insurance.

As previously mentioned, some of these service gaps have been addressed since 2008. Notable practices are listed below:

- A Mobility Manager was hired in Western Arkansas to facilitate service.
- The Jonesboro area has initiated a formal agreement to coordinate service, develop a centralized dispatch/resource center and maintenance service.
- The AHTD established Sections 5316 and 5317 service in areas without public transit service, as well as, approved a new public transit system in eleven counties of Western Arkansas.
- Hot Springs area agencies have developed a referral form that identifies area providers, the clients each provider transports, and coordination documentation.

Although some service gaps have been addressed, many issues still remain. Three issues continue to be of primary concern. First is the lack of funding for transit equipment and service operations. The Needs Assessment estimated that approximately \$36 million dollars will be needed annually for public transportation service in Arkansas. Adding to this is the unlikelihood that Arkansas will receive Federal discretionary funding in future years. Arkansas' transit providers have relied on these funds to provide capital equipment over the past several years.

The second issue is the institutional barriers, perceived or real, for agencies to coordinate services. These barriers include:

- Developing the ability to share client information without violating client privacy regulations.
- Determining how to create a process that allows common use of vehicles without incurring insurance challenges.
- Establishing a funding model that can promote and sustain local leadership for coordination activities.

The third issue for service gaps may be categorized as operational gaps which include:

- Medical trips to major regional hospitals in urban cities.
- Second and third shifts work trips.
- Weeknight (most agencies stop service by 7:00 pm and weekend service for any trip purpose).

Given the fact that additional Federal and State funds for public transportation programs is unlikely, coordination of services among existing providers will be necessary to accommodate some of the estimated unmet needs.

## SECTION V: IMPROVED SERVICE STRATEGIES

### Recommended Strategies from 2007 Plans

- Continue to support capital and operating needs of public transportation providers.
- Expand availability of demand-response and specialized transportation services to provide additional trips for targeted groups.
- Support new mobility managers and coordination programs among public transit providers.
- Establish new public transit services or operate existing service on more frequent basis.
- Provide targeted shuttle services to access employment opportunities.
- Bring new funding partners to public transit service.
- Expand outreach and information on existing transportation options.
- Regional web-site development and promotion.
- Coordinate the development of model contracts or agreements.

### 2012 Prioritized Strategies

Coordination takes time, effort, flexibility and centralized command. It can have a major impact on the cost of providing transportation. In a survey of rural transportation systems in Nebraska (*Nebraska Rural Transit Final Report, December 2005*) systems which reported partnering with other agencies to provide transit services carried about 30 percent more passengers per mile than agencies that did not partner. Furthermore, partnering agencies provided service at a cost per passenger 18 percent lower, despite having a 10 percent higher cost per mile.

It is important to have a plan in place and to set a specific course of action. This document is that plan and the following strategies set the course. These are prioritized in order to be responsive to public transit and human service agencies throughout Arkansas. Those that exist today as well as those that may be created tomorrow. The strategies are also designed to achieve the mission of providing public transportation service in Arkansas.

1. Preserve and maintain existing vehicles and equipment.

2. Maximize the use of existing fleets operating within the same city or county, especially for the agencies who are providing services to the same types of clientele.
3. Continue to support vehicle and operating needs of transportation providers presently receiving assistance under FTA programs.
4. Coordinate the development of model contracts or agreements for sharing vehicles, personnel, joint supply purchasing, group maintenance and insurance, etc.
5. Support the development of mobility managers, other coordination programs or one-call centers at the regional level. This includes developing marketing tools which identifies regional providers and web-site development.
6. Encourage regional services to employment, shopping, medical and social centers through several communities.
7. Obtain software and/or hardware for system operations and grant management. The software and/or hardware should include, at a minimum, scheduling, dispatching, vehicle tracking modules, financial, National Transit Database Reporting, asset management modules and geographic information systems interoperability.
8. Expand service through existing transit providers. This means expanding current routes, extending hours of service or increasing demand response times.
9. Invest in new transit service where none presently exists.
10. Bring new funding partners such as the Arkansas Department of Workforce and Area Agencies on Aging to public transit and human service transportation.

As previously stated, this TCP updates the regional plans developed in 2007 and 2008. The strategies listed above provide a framework which promotes projects to preserve existing public transit services and expand service into new places or schedules as funds are made available. They allow agencies to develop programs that promote and enhance coordination within regional boundaries. Further, they do not exclude any agency from participating and applying for funds under the three FTA programs.

## APPENDIX A PUBLIC TRANSPORTATION PROVIDERS BY COUNTY

COUNTY	PUBLIC TRANSPORTATION AGENCY	REGION
Arkansas	Area Agency on Aging of Southeast Arkansas, Inc./Dewitt Senior Center	SE
Arkansas	Area Agency on Aging of Southeast Arkansas, Inc./Stuttgart Senior Center	SE
Arkansas	Arkansas County DHS	SE
Arkansas	DeWitt Hospital and Nursing Home	SE
Arkansas	Easter Seals Arkansas/Grand Prairie Child Development Center	SE
Arkansas	Grand Prairie Job Center	SE
Arkansas	Jenkins Memorial Center and Jenkins Industries, Inc.	SE
Arkansas	Pattillo Center-School, Inc.	SE
Arkansas	SEAT	SE
Arkansas	Southeast Arkansas Behavioral Healthcare System, Inc.	SE
Arkansas	Stuttgart Regional Medical Center	SE
Ashley	AAA Elderly Housing (Heritage Manor of Crossett, Inc.)	SE
Ashley	Area Agency on Aging of Southeast Arkansas, Inc./Crossett	SE
Ashley	Area Agency on Aging of Southeast Arkansas, Inc./Hamburg Senior Center	SE
Ashley	Area Agency on Aging of Southeast Arkansas, Inc./Wilmot	SE
Ashley	Ashley County Sheltered Workshop, Inc.	SE
Ashley	Crossett Health Foundation	SE
Ashley	Delta Counseling Associates, Inc./Children's Program, Adult Program	SE
Ashley	Dermott Day Service Center, Inc.	SE
Ashley	Disabled American Veterans Chapter 11	SE
Ashley	Drew Co. Developmental Disabilities Council, Inc.	SE
Ashley	Drew County Developmental Disabilities Council, Inc./Adult Center, Preschools	SE
Ashley	Generations Too	SE
Ashley	SEAT	SE
Baxter	Basic Independence Apartment, Inc.	NW
Baxter	Health Resources of Arkansas, Inc.	NW
Baxter	North Arkansas Transportation Service (NATS) - Rural	NW
Baxter	Northwest Arkansas Economic Development District, Inc./Baxter House Adult Center	NW
Baxter	Northwest Arkansas Economic Development District, Inc./Big Flat Senior Center	NW
Baxter	Northwest Arkansas Economic Development District, Inc./Van Matre Senior Center	NW
Baxter	Ozark Counseling Services, Inc.	NW
Baxter	The Evangelical Lutheran Good Samaritan	NW
Baxter	Twin River Community Living Facility/Basic Independent Apartments	NW
Benton	A.A.A. of Northwest Arkansas, Inc.	NW
Benton	Adult Development Center of Benton County	NW
Benton	Bella Vista Courtesy Van Inc.	NW
Benton	Benton County Sunshine School	NW
Benton	Benton County Women's Shelter	NW
Benton	City of Siloam Springs	NW
Benton	Civitan Center	NW
Benton	Decision Point, Inc. (215 Club)	NW
Benton	Economic Opportunity Agency/Children's House	NW
Benton	Elizabeth Richardson Center, Inc.	NW
Benton	Life Styles, Inc.	NW
Benton	NW Ark. Economic Development District, Inc.	NW
Benton	Office of Human Concern, Inc.	NW

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Benton	Ozark Guidance Center, Inc.	NW
Benton	Ozark Regional Transit (ORT) - Rural	NW
Benton	Ozark Regional Transit (ORT) - Urban - Cities of Rogers and Bentonville	NW
Benton	Pathfinder, Inc./Benton	NW
Benton	Pathfinder, Inc./NWA	NW
Benton	The Harvey & Bernice Jones Center	NW
Benton	Winslow Community Meals, Inc.	NW
Boone	Area Agency on Aging of Northwest Arkansas, Inc./Boone County SAC	NW
Boone	Boone County Independent Living, Inc. (Men's Group Home, Women's Group Home, Emp. Training Center)	NW
Boone	Boone County Special Services, Inc.	NW
Boone	Health Resources of Arkansas, Inc.	NW
Boone	Health Resources of Arkansas, Inc.	NW
Boone	Hillcrest Home	NW
Boone	North Arkansas Transportation Service (NATS) - Rural	NW
Boone	Northwest Arkansas Economic Development District, Inc./Boone County Adult Center	NW
Boone	Northwest Arkansas Economic Development District, Inc./Boone County Senior Center	NW
Boone	Ozark Counseling Services, Inc.	NW
Boone	Ozark Opportunities	NW
Boone	School of New Hope	NW
Bradley	Area Agency on Aging of Southeast Arkansas, Inc./Warren Senior Center	SE
Bradley	Delta Counseling Associates, Inc./Children's Program, Adult Program	SE
Bradley	Disabled American Veterans Chapter 11	SE
Bradley	SEAT	SE
Calhoun	Calhoun County Government	SW
Calhoun	Disabled American Veterans Chapter 11	SW
Calhoun	SCAT	SW
Calhoun	SEAT	SW
Carroll	Area Agency on Aging of Northwest Arkansas, Inc./Carroll County SAC	NW
Carroll	North Arkansas Transportation Service (NATS) - Rural	NW
Carroll	Ozark Regional Transit (ORT) - Rural	NW
Carroll	The Office of Human Concern, Inc.	NW
Chicot	Area Agency on Aging of Southeast Arkansas, Inc./Dermott Senior Center	SE
Chicot	Area Agency on Aging of Southeast Arkansas, Inc./Eudora Senior Center	SE
Chicot	Area Agency on Aging of Southeast Arkansas, Inc./Lake Village Senior Center	SE
Chicot	C.B. King Memorial School, Inc.	SE
Chicot	City of Dermott (Dermott Nursing Home)	SE
Chicot	Delta Counseling Associates, Inc./Children's Program, Adult Program	SE
Chicot	Dermott Day Service Center, Inc.	SE
Chicot	Disabled American Veterans Chapter 11	SE
Chicot	SEAT	SE
Chicot	York W. Williams, Jr. Child Development Center, Inc.	SE
Clark	Arkansas DHS Division of Medical Services	WC
Clark	Arkansas Sheriffs' Youth Ranches	WC
Clark	Clark County DHS	WC
Clark	Group Living, Inc.	WC
Clark	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	WC
Clark	Rainbow of Challenges, Inc.-ROC Training Center	WC

COUNTY	PUBLIC TRANSPORTATION AGENCY	REGION
Clark	SCAT	WC
Clay	Black River Area Development (BRAD)	E
Clay	Mid South Health Systems Inc	E
Clay	NE Ark. Community Mental Health Center, Inc.	E
Clay	The Doni Martin Center for Developmental Services	E
Cleburne	Batesville Healthcare Center	WR
Cleburne	Cleburne County Aging Program Inc.	WR
Cleburne	Community School of Cleburne County, Inc./ Community Preschool, Community School Adult	WR
Cleburne	Golden Living Geriatrics	WR
Cleburne	Safe Ride	WR
Cleburne	Southridge Village Nursing and Rehab.	WR
Cleburne	The Community School, Inc.	WR
Cleburne	The Evangelical Lutheran Good Samaritan (Indian Rock Village)	WR
Cleveland	Area Agency on Aging of Southeast Arkansas, Inc./Rison Senior Center	SE
Cleveland	Jenkins Memorial Center and Jenkins Industries, Inc.	SE
Cleveland	SEAT	SE
Columbia	Abilities Unlimited of Magnolia	SW
Columbia	Area Agency on Aging of Southwest Arkansas	SW
Columbia	Columbia County Independent Living, Inc.	SW
Columbia	Magnolia Housing Authority	SW
Columbia	Magnolia Specialized Services	SW
Columbia	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	SW
Columbia	Rainbow of Challenges, Inc.-ROC Training Center	SW
Columbia	SCAT	SW
Conway	Arkansas DHS Division of Medical Services	WC
Conway	Conway County Center for Exceptional Children, Inc./Beginnings Preschool, Action Services	WC
Conway	Conway County Community Service, Inc.	WC
Conway	Faulkner County Day School, Inc.	WC
Conway	Morrilton Human Relations Council	WC
Conway	St. Anthony's Medical Center	WC
Craighead	Abilities Unlimited of Jonesboro, Inc.	E
Craighead	Crowley's Ridge Development Council (Aging Services)	E
Craighead	David E. Puryear Center, Inc.	E
Craighead	Focus, Inc. Foundation Care,	E
Craighead	Inc. Jonesboro Economical	E
Craighead	Transit Mid South Health	E
Craighead	Systems Inc Mid South	E
Craighead	Sheltered Workshop	E
Craighead	Northeast Arkansas Community Mental Health Center	E
Craighead	Randolph County Nursing Home	E
Craighead	St Bernards Senior Life Centers	E
Craighead	The Learning Center of Northeast AR, Inc.	E
Craighead	United Cerebral Palsy of Arkansas, Inc.	E
Craighead	Wesley at Jonesboro, Inc., d/b/a/ Wesley on the Ridge	E
Crawford	Area Agency on Aging of Western Arkansas, Inc.	W
Crawford	Arkansas Sheriffs' Youth Ranches	W
Crawford	Bost, Inc.	W

COUNTY	PUBLIC TRANSPORTATION AGENCY	REGION
Crawford	Cedar Ridge, Inc.	W
Crawford	Crawford County Senior Center	W
Crawford	Stepping Stone School for Exceptional Children, Inc.	W
Crittenden	City of West Memphis	E
Crittenden	Counseling Services of Eastern Arkansas, Inc./Round House	E
Crittenden	Crowley's Ridge Development Council (Aging Services)	E
Crittenden	Mid South Health Systems Inc	E
Crittenden	NE Ark. Community Mental Health Center, Inc.	E
Crittenden	Sheltered Workshop of Crittenden County, Inc.	E
Crittenden	St. Francis Area Developmental Center	E
Crittenden	Stuedlein Learning Center	E
Cross	Counseling Services of Eastern Arkansas, Inc./Success Center	E
Cross	Cross County Special Workshop	E
Cross	Crowley's Ridge Development Council (Aging Services)	E
Cross	Mid South Health Systems Inc	E
Cross	Miss Polly's Day Care Center	E
Cross	St. Francis Area Developmental Center	E
Dallas	SCAT	SW
Dallas	SEAT	SW
Dallas	Sparkman Learning Center	SW
Desha	AR Dept of Human Services-Desha County	SE
Desha	Area Agency on Aging of Southeast Arkansas, Inc./McGehee Senior Center	SE
Desha	C.B. King Memorial School, Inc.	SE
Desha	City of Dermott	SE
Desha	Delta Counseling Associates, Inc./Children's Program, Adult Program	SE
Desha	Dermott Day Service Center, Inc.	SE
Desha	Disabled American Veterans Chapter 11	SE
Desha	Jodie Partridge Center	SE
Desha	Jodie Partridge Center	SE
Desha	SEAT	SE
Drew	C.B. King Memorial School, Inc.	SE
Drew	City of Monticello	SE
Drew	Delta Counseling Associates, Inc./Children's Program, Adult Program	SE
Drew	Dermott Day Service Center, Inc.	SE
Drew	Disabled American Veterans Chapter 11	SE
Drew	Drew County Developmental Disabilities Council, Inc./Adult Center, Preschools	SE
Drew	Jodie Partridge Center	SE
Drew	SEAT	SE
Faulkner	Arkansas DHS Division of Medical Services	C
Faulkner	Birch Tree Communities, Inc.	C
Faulkner	Central Arkansas Radiation Therapy Institute (CARTI)	C
Faulkner	Conway County Community Service, Inc.	C
Faulkner	Conway Housing Associates, Inc.	C
Faulkner	Conway Human Development Center	C
Faulkner	Conway Interfaith Clinic	C
Faulkner	Conway Regional Health System	C
Faulkner	Counseling Associates	C
Faulkner	Creative Living, Inc.	C
Faulkner	Faulkner County Council on Aging, Inc.	C

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Faulkner	Faulkner County Council on Developmental Disabilities	C
Faulkner	Faulkner County Day School, Inc.	C
Faulkner	HAVEN	C
Faulkner	Independent Living Services, Inc.	C
Faulkner	Leap Into Learning	C
Faulkner	My House, Inc.	C
Faulkner	Twin Groves Neighborhood Economic Development Team	C
Faulkner	Unity Day Care	C
Faulkner	Women's Shelter of Central Arkansas	C
Franklin	Area Agency on Aging of Western Arkansas, Inc.	W
Franklin	Franklin County Learning Center, Inc.	W
Franklin	Franklin County Senior Citizens	W
Franklin	Logan County Day Service Center for Limited Children Inc (LCDSC)	W
Franklin	Western Ark. Counseling & Guidance	W
Fulton	Batesville Healthcare Center	WR
Fulton	Eagle Crest Nursing and Rehab Center	WR
Fulton	Fulton County Agency on Aging	WR
Fulton	Fulton County Nursing and Rehab	WR
Fulton	North Arkansas Transportation Service (NATS) - Rural	WR
Fulton	Safe Ride	WR
Fulton	White River Area Agency on Aging	WR
Garland	Abilities Unlimited of Hot Springs	WC
Garland	Arkansas DHS Division of Medical Services	WC
Garland	Association of Rehabilitation Industries & Business	WC
Garland	Community Counseling Services	WC
Garland	Community Services Office	WC
Garland	First Step Schools	WC
Garland	Garland County Council on Aging	WC
Garland	Garland County Senior Companion Program	WC
Garland	Good Samaritan Hot Springs Village Transit	WC
Garland	Hot Springs Transit	WC
Garland	Lakewood Convalescent Home, Inc.	WC
Garland	Ouachita Regional Counseling & Mental Health Center	WC
Garland	Quapaw House, Inc.	WC
Garland	Quapaw House, Inc. (B.A.R.B.S. Place)	WC
Garland	Senior Companion	WC
Garland	Small Group Therapy, A Division of Counseling Clinic Inc.	WC
Garland	St. Joseph's Mercy Health Center	WC
Garland	The Evangelical Lutheran Good Sam. Society (Indian Rock Village)	WC
Garland	The Evangelical Lutheran Good Samaritan (Hot Springs Village)	WC
Grant	A.A.A. of Southeast Arkansas, Inc.	SE
Grant	Area Agency on Aging of Southeast Arkansas, Inc./Sheridan Senior Center	SE
Grant	Jenkins Memorial Center and Jenkins Industries, Inc.	SE
Grant	SEAT	SE
Greene	Abilities Unlimited of Jonesboro, Inc.	E
Greene	B.E.E.S. Senior Citizens, Inc.	E
Greene	Focus Inc./Adult Development	E
Greene	Mid South Health Systems Inc	E
Greene	NE Ark. Community Mental Health Center, Inc.	E

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Greene	School of the 21st Century	E
Hempstead	Hempstead County Disabled Veterans	SW
Hempstead	Hope in Action	SW
Hempstead	Howard County Children's Center, Inc.	SW
Hempstead	Omega Home, Inc.	SW
Hempstead	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	SW
Hempstead	Rainbow of Challenges, Inc.-ROC Training Center	SW
Hempstead	Southwest AR Development Home of Hope	SW
Hempstead	Southwest Arkansas Counseling and Mental Health Center/Horizons of Hope	SW
Hempstead	SWADC/Hope Senior Center	SW
Hot Spring	Arkansas DHS Division of Medical Services	WC
Hot Spring	Birch Tree Communities, Inc.	WC
Hot Spring	Community Counseling Services	WC
Hot Spring	First Step, Inc.	WC
Hot Spring	SCAT	WC
Howard	Howard County Children's Center, Inc.	SW
Howard	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	SW
Howard	Rainbow of Challenges, Inc.-ROC Training Center	SW
Howard	Sevier County Developmental Center, Inc.	SW
Howard	SWADC/Nashville Senior Center	SW
Independence	Arkansas Sheriffs' Youth Ranches	WR
Independence	Batesville Healthcare Center	WR
Independence	Community School of Cleburne County, Inc./ Community Preschool, Community School Adult	WR
Independence	Congregate Housing, Inc.	WR
Independence	Health Resources of Arkansas, Inc.	WR
Independence	Independence County Senior Citizens	WR
Independence	Rolling Hills Nursing Home	WR
Independence	Safe Ride	WR
Independence	The Community School, Inc.	WR
Independence	White River Area Agency on Aging	WR
Independence	Wood-Lawn Nursing Home	WR
Izard	Batesville Healthcare Center	WR
Izard	Birch Tree Communities, Inc.	WR
Izard	Easy K Ranch	WR
Izard	North Arkansas Life Care Center	WR
Izard	North Arkansas Transportation Service (NATS) - Rural	WR
Izard	North Central Arkansas Development Council	WR
Izard	Pioneer Nursing and Rehab	WR
Izard	Safe Ride	WR
Izard	Special Services Learning Center, Inc.	WR
Izard	The Community School, Inc.	WR
Izard	White River Area Agency on Aging	WR
Jackson	Batesville Healthcare Center	WR
Jackson	Birch Tree Communities, Inc.	WR
Jackson	Crowley's Ridge Development Council (Aging Services)	WR
Jackson	Jackson County Learning Center	WR

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Jackson	Judsonia Housing Authority	WR
Jackson	Lindley Healthcare	WR
Jackson	Oakdale Nursing Facility	WR
Jackson	Safe Ride	WR
Jackson	The Community School, Inc.	WR
Jackson	White River Area Agency on Aging	WR
Jefferson	AAA Elderly Housing (Brett H. Bradshaw Manor, Inc.)	SE
Jefferson	Area Agency on Aging of Southeast Arkansas, Inc./Coretta Scott King Senior Center	SE
Jefferson	Arkansas Enterprises for the Developmentally Disabled (AEDD) (Adult Program)	SE
Jefferson	Dianne's Adult Health Daycare Center	SE
Jefferson	Focus, Inc.	SE
Jefferson	Jefferson Comprehensive Care System, Inc.	SE
Jefferson	Jefferson Hospital Association	SE
Jefferson	Jefferson Regional Medical Center	SE
Jefferson	Jenkins Housing, Inc.	SE
Jefferson	Jenkins Memorial Center and Jenkins Industries, Inc.	SE
Jefferson	Pine Bluff Transit	SE
Jefferson	SEAT	SE
Jefferson	Southeast Arkansas Behavioral Healthcare System, Inc.	SE
Jefferson	St. John's Alexander Towers	SE
Jefferson	Stuttgart Regional Medical Center	SE
Johnson	Arkansas DHS Division of Medical Services	WC
Johnson	Birch Tree Communities, Inc.	WC
Johnson	Conway County Community Service, Inc.	WC
Johnson	Department Of Human Services	WC
Johnson	Forrester-Davis Development Center, Inc.	WC
Johnson	Friendship Community Living-Clarksville	WC
Lafayette	Magnolia Specialized Services	SW
Lafayette	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Bradley, Making Rainbow-Lewisville	SW
Lafayette	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	SW
Lafayette	Rainbow of Challenges, Inc.-ROC Training Center	SW
Lafayette	SWADC/Stamps Senior Center	SW
Lawrence	Black River Area Development (BRAD)	E
Lawrence	Lawrence County Cooperative School, Inc.	E
Lawrence	Mid South Health Systems Inc	E
Lawrence	The Community School, Inc.	E
Lawrence	The Doni Martin Center for Developmental Services	E
Lee	Counseling Services of Eastern Arkansas, Inc./Destiny House	E
Lee	Crowley's Ridge Development Council (Aging Services)	E
Lee	Lee County Cooperative Clinic	E
Lee	Mid South Health Systems Inc	E
Lee	Mid-Delta Community Services, Inc.	E
Lee	St. Francis Area Developmental Center	E
Lincoln	Area Agency on Aging of Southeast Arkansas, Inc./Star City Senior Center	SE
Lincoln	Disabled American Veterans Chapter 11	SE
Lincoln	Jenkins Memorial Center and Jenkins Industries, Inc.	SE
Lincoln	SEAT	SE

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Lincoln	Southeast Arkansas Behavioral Healthcare System, Inc.	SE
Little River	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	SW
Little River	Rainbow of Challenges, Inc.-ROC Training Center	SW
Little River	Sevier County Developmental Center, Inc.	SW
Little River	SWADC/Ashdown/Foreman Senior Center	SW
Little River	Texarkana Special Education Center Inc. dba Opportunities, Inc.	SW
Logan	Area Agency on Aging of Western Arkansas, Inc.	W
Logan	Booneville Logan County Senior Citizens, Inc.	W
Logan	Bost, Inc.	W
Logan	Logan County Day Service Center for Limited Children Inc (LCDSC)	W
Logan	Logan County Senior Citizens Center	W
Lonoke	Arkansas DHS Division of Medical Services	C
Lonoke	Arkansas Enterprises for the Developmentally Disabled	C
Lonoke	Arkansas Enterprises for the Developmentally Disabled (AEDD) (Children's Center)	C
Lonoke	Birch Tree Communities, Inc.	C
Lonoke	Lonoke County Council on Aging, Inc.	C
Lonoke	Lonoke Exceptional School	C
Lonoke	SEAT	C
Madison	Area Agency on Aging of Northwest Arkansas, Inc./Madison County SAC	NW
Madison	North Arkansas Transportation Service (NATS) - Rural	NW
Madison	Ozark Regional Transit (ORT) - Rural	NW
Madison	The Office of Human Concern, Inc.	NW
Marion	North Arkansas Transportation Service (NATS) - Rural	NW
Marion	Northwest Arkansas Economic Development District, Inc./Marion County Senior Center	NW
Marion	Ozark Counseling Services, Inc.	NW
Marion	School of Hope	NW
Marion	School of New Hope	NW
Miller	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	SW
Miller	Rainbow of Challenges, Inc.-ROC Training Center	SW
Miller	Southwest Arkansas Counseling and Mental Health Center/ Jefferson House	SW
Miller	SWADC/Miller County Senior Center	SW
Miller	Texarkana Resources for the Disabled, Inc.	SW
Miller	Texarkana Special Education Center Inc. dba Opportunities, Inc.	SW
Miller	Texarkana Urban Transit District	SW
Mississippi	Abilities Unlimited of Jonesboro, Inc.	E
Mississippi	Blytheville Chamber of Commerce	E
Mississippi	City of Leachville	E
Mississippi	City of Osceola	E
Mississippi	Focus Inc./Adult Development, Early Childhood	E
Mississippi	Mid South Health Systems Inc	E
Monroe	Arkansas DHS Division of Medical Services	C
Monroe	Counseling Services of Eastern Arkansas, Inc./Friendship Club	C
Monroe	Department of Human Services	C
Monroe	Mid South Health Systems Inc	C
Monroe	Mid-Delta Community Services, Inc.	C
Monroe	NE Ark. Community Mental Health Center, Inc.	C
Monroe	Stuttgart Regional Medical Center	C

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Montgomery	Arkansas DHS Division of Medical Services	WC
Montgomery	Logan County Day Service Center for Limited Children Inc (LCDSC)	WC
Montgomery	Montgomery County Nursing Home	WC
Montgomery	Polk County Developmental Center, Inc.	WC
Montgomery	Quapaw House, Inc.	WC
Montgomery	SCAT	WC
Nevada	Prescott/Nevada County Special Services, Inc.	SW
Nevada	Southwest Ark. Development Council, Inc.	SW
Nevada	Southwest Arkansas Counseling and Mental Health Center/Split Rail	SW
Newton	Area Agency on Aging of Northwest Arkansas, Inc./Newton County SAC	NW
Newton	Newton County Nursing Home	NW
Newton	Newton County Special Service Corporation, Inc.	NW
Newton	North Arkansas Transportation Service (NATS) - Rural	NW
Newton	Northwest Arkansas Economic Development District, Inc./Newton County Senior Center	NW
Ouachita	Magnolia Specialized Services	SW
Ouachita	Medical Center Senior Services	SW
Ouachita	Ouachita Group Living	SW
Ouachita	Ouachita Industries, Inc.	SW
Ouachita	SCAT	SW
Ouachita	SWADC/Camden/Fordyce Senior Center	SW
Perry	Arkansas DHS Division of Medical Services	WC
Perry	Conway County Center for Exceptional Children, Inc./Beginnings Preschool, Step by Step	WC
Perry	Morrilton Human Relations Council	WC
Perry	Perry County Day Service Center, Inc.	WC
Perry	St. Anthony's Medical Center	WC
Phillips	Counseling Services of Eastern Arkansas, Inc./Sunshine Club, Delta Care 1, Delta Care 2	E
Phillips	Mid South Health Systems Inc	E
Phillips	Mid-Delta Community Services, Inc.	E
Phillips	Phillips County Development Center	E
Phillips	Southland Adult Day Center	E
Phillips	The Delta House, Inc.	E
Phillips	The Family Center, Inc.	E
Pike	Arkansas DHS Division of Medical Services	WC
Pike	Howard County Children's Center, Inc.	WC
Pike	Howard County Children's Center, Inc.	WC
Pike	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	WC
Pike	Rainbow of Challenges, Inc.-ROC Training Center	WC
Pike	SCAT	WC
Pike	Sevier County Developmental Center, Inc.	WC
Poinsett	Focus Inc./Adult Development	E
Poinsett	Mid South Health Systems Inc	E
Poinsett	St Bernards Senior Life Centers	E
Poinsett	The Learning Center of Northeast AR, Inc.	E
Polk	Area Agency on Aging of Western Arkansas, Inc.	W
Polk	Cossatot Senior Center	W
Polk	Mena / Polk County Senior Citizen's, Inc.	W
Polk	Polk County Developmental Center, Inc.	W

COUNTY	PUBLIC TRANSPORTATION AGENCY	REGION
Polk	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	W
Polk	Rainbow of Challenges, Inc.-ROC Training Center	W
Polk	Sevier County Developmental Center, Inc.	W
Pope	Archway Apartments, Inc, (FCC)	WC
Pope	Arkansas DHS Division of Medical Services	WC
Pope	Birch Tree Communities, Inc.	WC
Pope	Child Development Inc.	WC
Pope	Conway County Community Service, Inc.	WC
Pope	Conway Housing Associates, Inc.	WC
Pope	Counseling Associates, Inc.	WC
Pope	Friendship Community Care-STAR	WC
Pope	Heritage Apartments, Inc.	WC
Pope	Houston Group Home, Inc.	WC
Pope	Jackson/Burriss Senior Apartments, Inc.	WC
Pope	John L. Rankin Senior Living Apts.	WC
Pope	MARVA Workshop, Inc.	WC
Pope	MiChild Enrichment Center - Marshall	WC
Pope	Russellville Heritage Apts., Inc. (FCC)	WC
Pope	St. Anthony's Medical Center	WC
Pope	Valley Housing, Inc. (FCC)	WC
Pope	Yell County Special Services Center	WC
Pope	Young Homes, Inc. (FCC)	WC
Prairie	Arkansas DHS Division of Medical Services	C
Prairie	Central Arkansas A.A.A. (CareLink)	C
Prairie	Easter Seals Arkansas/Grand Prairie Child Development Center	C
Prairie	Grand Prairie Job Center	C
Prairie	Lonoke Exceptional School	C
Prairie	Mid-Delta Community Services, Inc.	C
Prairie	Stuttgart Regional Medical Center	C
Pulaski	A.E.D.D.	C
Pulaski	ACCESS Group, Inc.	C
Pulaski	AR Child Inc.	C
Pulaski	ARC of Arkansas	C
Pulaski	Area Agency on Aging of Central Arkansas (CareLink)/Adult Day Care Center	C
Pulaski	Arkansas DHS Division of Medical Services	C
Pulaski	Arkansas Enterprises for the Developmentally Disabled (AEDD) (Adult Program)	C
Pulaski	Arkansas Enterprises for the Developmentally Disabled (AEDD) (Children's Program)	C
Pulaski	Arkansas Schools for the Blind/Deaf	C
Pulaski	Baptist Health Rehabilitation Institute	C
Pulaski	Camp Aldersgate, Inc.	C
Pulaski	CATA - 80% are transit dependent	C
Pulaski	Centers for Youth and Families/Case Mgmt. Summer Program	C
Pulaski	Centers for Youth and Families/Day Treatment Center	C
Pulaski	Centers for Youth and Families/E. Mitchell Adolescent Center	C
Pulaski	Centers for Youth and Families/Prevention Services	C
Pulaski	Centers for Youth and Families/Transitional Therapeutic Center	C
Pulaski	Centers for Youth and Families/Youth Emergency Shelter	C

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Pulaski	Central Ark. Development Council	C
Pulaski	Central Arkansas Radiation Therapy Institute (CARTI)	C
Pulaski	City of Maumelle	C
Pulaski	City of Sherwood- Sherwood Senior Citizens Center	C
Pulaski	Community Living, Inc./Sammie Gail Sanders Children's Learning Center	C
Pulaski	Community Life Services, Inc.	C
Pulaski	Easter Seals Arkansas/Adult Services, Butler Adult Living, Preschool, Wilson Court, Armistead Village, Children's Rehab Center	C
Pulaski	Ecumenical Retirement Center Foundation	C
Pulaski	Goodwill Industries of Arkansas, Inc.	C
Pulaski	Independent Living Resource Center	C
Pulaski	Jacksonville Senior Center	C
Pulaski	Lions World Services for the Blind	C
Pulaski	Little Rock Community Mental Health Center, Inc.	C
Pulaski	Lonoke Exceptional School	C
Pulaski	North Hills Services, Inc.	C
Pulaski	Pathfinder, Inc./Jacksonville Adult	C
Pulaski	Presbyterian Village Foundation Inc.	C
Pulaski	Professional Counseling Associates' Community Support Program	C
Pulaski	Pulaski County Nursing Home	C
Pulaski	Recovery Center of Arkansas	C
Pulaski	Sarah Daisy Garden Courts	C
Pulaski	Senior Citizens Activities Today Inc.	C
Pulaski	Senior Citizens Activities Today, Inc.	C
Pulaski	Senior Citizens Outreach Services Inc.	C
Pulaski	Sherwood Senior Citizens Center	C
Pulaski	Southwest Ark. Development Council, Inc.	C
Pulaski	St. Vincent Medical Foundation	C
Pulaski	The Arc of Arkansas	C
Pulaski	The Centers for Youth and Families	C
Pulaski	Theressa James Manor	C
Pulaski	United Cerebral Palsy of Little Rock	C
Pulaski	Watershed Inc.	C
Pulaski	We Care Adult Daycare Center, Inc.	C
Pulaski	Youth Home, Inc.	C
Randolph	Black River Area Development (BRAD)	E
Randolph	Mid South Health Systems Inc	E
Randolph	Randolph County Nursing Home	E
Randolph	The Doni Martin Center for Developmental Services	E
Saline	Arkansas DHS Division of Medical Services	C
Saline	Arkansas Enterprises for the Developmentally Disabled (AEDD) (Adult Program)	C
Saline	Birch Tree Communities, Inc.	C
Saline	Central Ark. Development Council	C
Saline	City of Siloam Springs	C
Saline	Civitan Center	C
Saline	Counseling Clinic, Inc.	C
Saline	Friendship Community Care-Pottery Worx	C
Saline	Good Samaritan Hot Springs Village Transit	C
Saline	SCAT	C

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Scott	Area Agency on Aging of Western Arkansas, Inc.	W
Scott	Logan County Day Service Center for Limited Children Inc (LCDSC)	W
Scott	Polk County Developmental Center, Inc.	W
Scott	Scott County Senior Citizens, Inc.	W
Searcy	A.A.A. of Northwest Arkansas, Inc.	NW
Searcy	Friendship Community Care, Inc.	NW
Searcy	Friendship Community Living North Central, Inc.	NW
Searcy	North Arkansas Transportation Service (NATS) - Rural	NW
Searcy	Northwest Arkansas Economic Development District, Inc./Searcy County Senior Center	NW
Searcy	Ozark Counseling Services, Inc.	NW
Searcy	Special Services Learning Center, Inc.	NW
Searcy	White River Health System, Inc.	NW
Sebastian	Abilities Unlimited of Ft. Smith	W
Sebastian	Area Agency on Aging of Western Arkansas, Inc.	W
Sebastian	Bost, Inc.	W
Sebastian	Butterfield Place	W
Sebastian	Crisis Center for Women	W
Sebastian	Crisis Intervention Center	W
Sebastian	Fort Smith Transit	W
Sebastian	Friendship Community Care, Inc., -NCAR	W
Sebastian	Gateway House Inc.	W
Sebastian	Gorman Towers	W
Sebastian	Harbor House, Inc.	W
Sebastian	Logan County Day Service Center for Limited Children Inc (LCDSC)	W
Sebastian	Mercy Crest	W
Sebastian	Methodist Village	W
Sebastian	Non-Ambulatory Transportation Service	W
Sebastian	Peachtree Village South	W
Sebastian	Sebastian Retired Citizens Association Scott	W
Sebastian	Western Ark. Counseling & Guidance Center, Inc.	W
Sebastian	Willow Brook	W
Sevier	Cossatot Senior Center	SW
Sevier	Howard County Children's Center, Inc.	SW
Sevier	Rainbow of Challenges, Inc.- School of Hope/Making Rainbow-Hope, Rainbow Industries, School of Hope-Parkview Apartments	SW
Sevier	Rainbow of Challenges, Inc.-ROC Training Center	SW
Sevier	Sevier County Developmental Center, Inc.	SW
Sevier	SWADC/DeQueen/Horatio Senior Center	SW
Sharp	Arkansas Sheriffs' Youth Ranches	WR
Sharp	Batesville Healthcare Center	WR
Sharp	Birch Tree Communities, Inc.	WR
Sharp	Cave City Nursing Home	WR
Sharp	Eagle Crest Nursing and Rehab Center	WR
Sharp	Health Resources of Arkansas, Inc.	WR
Sharp	Network of Community Options, Inc.	WR
Sharp	North Central Ark. Development Council, Inc. (Batesville)	WR
Sharp	North Central Arkansas Development Council	WR
Sharp	Safe Ride	WR
Sharp	Sharp Nursing Home, Inc.	WR

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Sharp	White River Area Agency on Aging	WR
St. Francis	Counseling Services of Eastern Arkansas, Inc./Power House	E
St. Francis	Mid South Health Systems Inc	E
St. Francis	St. Francis Area Developmental Center	E
St. Francis	The Family Center, Inc./Anna's Place	E
Stone	Batesville Healthcare Center	WR
Stone	Birch Tree Communities, Inc.	WR
Stone	Community School of Cleburne County, Inc./ Community Preschool, Community School Adult	WR
Stone	Friendship Community Care, Inc.	WR
Stone	North Central Arkansas Development Council	WR
Stone	Safe Ride	WR
Stone	Special Services Learning Center, Inc.	WR
Stone	Special Services Learning Center, Inc.	WR
Stone	Stone County Nursing and Rehab	WR
Stone	The Community School, Inc.	WR
Stone	White River Area Agency on Aging	WR
Stone	White River Health System, Inc.	WR
Union	Central Ark. Development Council	SW
Union	Community Living Arrangements, Inc./Adult Svcs.	SW
Union	Creative Housing III, Inc./Mahoney House, Moore Home	SW
Union	Creative Housing IV	SW
Union	FACT, Inc.	SW
Union	Hudson Nursing Home/Hudson Senior Center	SW
Union	SCAT	SW
Union	SEAT	SW
Union	South AR Developmental Center	SW
Union	South AR Regional Health Center	SW
Union	South Arkansas Developmental Center	SW
Union	South Arkansas Substance Abuse	SW
Van Buren	Batesville Healthcare Center	WR
Van Buren	Birch Tree Communities, Inc.	WR
Van Buren	Indian Rock Village	WR
Van Buren	Ozark Health Nursing Center	WR
Van Buren	Safe Ride	WR
Van Buren	Special Services Learning Center, Inc.	WR
Van Buren	Van Buren Co. Aging Program	WR
Van Buren	Van Buren Co. Special School	WR
Van Buren	White River Area Agency on Aging	WR
Washington	A.A.A. of Northwest Arkansas, Inc.	NW
Washington	Area Agency on Aging of Northwest Arkansas, Inc./Elkins Community Center	NW
Washington	Area Agency on Aging of Northwest Arkansas, Inc./Farmington SAC	NW
Washington	Decision Point, Inc.	NW
Washington	Economic Opportunity Agency/Children's House	NW
Washington	Elizabeth Richardson Center, Inc.	NW
Washington	Jones Center for Families	NW
Washington	Life Styles, Inc.	NW
Washington	Northwest Arkansas Economic Development District, Inc./Elkins Senior Center	NW
Washington	Northwest Arkansas Economic Development District, Inc./Farmington Senior Center	NW

<b>COUNTY</b>	<b>PUBLIC TRANSPORTATION AGENCY</b>	<b>REGION</b>
Washington	Northwest Arkansas Economic Development District, Inc./Fayetteville Senior Center	NW
Washington	Northwest Arkansas Economic Development District, Inc./Hillcrest Towers Senior Center	NW
Washington	Northwest Arkansas Economic Development District, Inc./Lincoln Senior Center	NW
Washington	Northwest Arkansas Economic Development District, Inc./Prairie Grove Senior Center	NW
Washington	Northwest Arkansas Economic Development District, Inc./Springdale Senior Center	NW
Washington	Ozark Guidance Center, Inc.	NW
Washington	Ozark Regional Transit (ORT) - Rural	NW
Washington	Ozark Regional Transit (ORT) - Urban - Cities of Fayetteville and Springdale	NW
Washington	The Harvey & Bernice Jones Center	NW
Washington	Winslow Community Meals, Inc.	NW
White	Batesville Healthcare Center	WR
White	Beebe Retirement Center	WR
White	Byrd Haven Nursing Facility	WR
White	Central Ark. Radiation Therapy Institute (CARTI)	WR
White	Community School of Cleburne County, Inc./ Community Preschool, Community School Adult	WR
White	Health Resources of Arkansas, Inc.	WR
White	Judsonia Housing Authority	WR
White	Lonoke Exceptional School	WR
White	Newhope Specialized Industries, Inc.	WR
White	Oakdale Nursing Facility	WR
White	Safe Ride	WR
White	Searcy Healthcare Center	WR
White	Sunshine School Inc.,-Adult	WR
White	Sunshine School Inc.-Children	WR
White	The Community School, Inc.	WR
White	White County Aging Program, Inc.	WR
White	White River Area Agency on Aging	WR
Woodruff	Batesville Healthcare Center	WR
Woodruff	Crowley's Ridge Development Council (Aging Services)	WR
Woodruff	Health Resources of Arkansas, Inc.	WR
Woodruff	Safe Ride	WR
Woodruff	White River Area Agency on Aging	WR
Woodruff	White River Rural Health Center	WR
Woodruff	Woodruff County Aging Program	WR
Woodruff	Woodruff County Nursing Home	WR
Yell	Arkansas DHS Division of Medical Services	WC
Yell	BOST, Inc.	WC
Yell	Conway County Community Service, Inc.	WC
Yell	Senior Citizens Center Danville	WC
Yell	Senior Citizens Center Dardanelle	WC
Yell	Yell County Special Services Center	WC

**APPENDIX B  
TRIP RATES**

**PUBLIC TRANSPORTATION PROGRAM  
(Per Capita Trip Rates)**

	<b>Urban</b>	<b>Rural</b>
Individuals 65 and over	6.2	5.8
Individuals with Disabilities	12.2	12.3
Individuals Living in Poverty	11.8	13.8
Statewide Average	4.13	

**HUMAN SERVICE AGENCY PROGRAM**

<b>Program Type</b>	<b>Number of Participants</b>	<b>Annual Trips per Participant</b>
Developmental Services – Adult	1.683 participants per 1,000 total population	If less than 25 participants, 358 trips per participant; otherwise 430 trips per participant minus 1,686 trips
Developmental Services – Case Management	0.5 participants per 1,000 total population	39.2 trips per participant
Developmental Services – Children	1.08 participants per 1,000 total population	50 trips per participant
Developmental Services – Pre-School	0.56 participants per 1,000 total population	224 trips per participant
Group Home	If population is less than 30,000, 0.54 participants per 1,000 total population, otherwise 10.9 participants plus 0.22 participants per 1,000 total population	If less than 10 participants, 615 trips per participant; otherwise 291 trips per participant plus 3,760 trips
Headstart	If non-seniors below the poverty line is less than 3,735, 21.04 participants per 1,000 total non-seniors below poverty, otherwise 7.33 participants plus 14.54 participants per 1,000 non-seniors below poverty	263 trips per participant
Job Training	3.2872 participants per 1,000 total population	137 trips per participant
Mental Health Services	1.61 participants per 1,000 total population	349 trips per participant
Mental Health Services – Case Management	5.37285 participants per 1,000 total population	6.35 trips per participant
Nursing Home	13.54 participants per 1,000 seniors	If less than 50 participants, 9.1 trips per participant; otherwise 12.5 trips per participant minus 173 trips
Senior Nutrition	30.1 participants per 1,000 seniors	248 trips per participant
Sheltered Workshop	If population is less than 30,000, 1.726 participants per 1,000 total population, otherwise 23.8 participants plus 0.593 participants per 1,000 total population	384 trips per participant
Substance Abuse	0.87 participants per 1,000 total population	24 trips per participant

**APPENDIX C**  
**ARKANSAS PUBLIC TRANSIT NEEDS ASSESSMENT**

County	Region	2010 Population	Total Public Transportation Needs					
			Total County Need	Total Need Served	Total Unmet Need	Percent Unmet Need	Total New Vehicle Required	Total Annual Vehicle Costs
Arkansas	Southeast	19,019	175,594	56,604	118,990	67.8%	37	\$306,000
Ashley	Southeast	21,853	194,236	66,455	127,781	65.8%	40	\$327,600
Baxter	Northwest	41,513	394,757	83,425	311,332	78.9%	95	\$770,400
Benton	Northwest	221,339	1,470,725	288,622	1,182,103	80.4%	283	\$2,235,600
Boone	Northwest	36,903	305,351	106,276	199,075	65.2%	61	\$486,000
Bradley	Southeast	11,508	111,911	20,705	91,206	81.5%	29	\$237,600
Calhoun	Southwest	5,368	48,331	8,320	40,011	82.8%	12	\$93,600
Carroll	Northwest	27,446	237,715	38,391	199,324	83.8%	60	\$477,000
Chicot	Southeast	11,800	126,890	48,691	78,199	61.6%	25	\$212,400
Clark	West Central	22,995	196,081	70,835	125,246	63.9%	32	\$248,400
Clay	East	16,083	146,889	32,722	114,167	77.7%	33	\$268,200
Cleburne	White River	25,970	241,574	45,820	195,754	81.0%	62	\$509,400
Cleveland	Southeast	8,689	78,771	12,301	66,470	84.4%	21	\$171,000
Columbia	Southwest	24,552	215,367	107,758	107,609	50.0%	27	\$210,600
Conway	West Central	21,273	189,819	54,743	135,076	71.2%	42	\$349,200
Craighead	East	96,443	734,387	256,787	477,600	65.0%	90	\$714,600
Crawford	West	61,948	476,706	102,100	374,606	78.6%	116	\$961,200
Crittenden	East	50,902	606,085	386,784	219,301	36.2%	52	\$428,400
Cross	East	17,870	161,157	62,451	98,706	61.2%	31	\$270,000
Dallas	Southwest	8,116	74,686	28,659	46,027	61.6%	14	\$115,200
Desha	Southeast	13,008	131,808	44,934	86,874	65.9%	28	\$226,800
Drew	Southeast	18,509	157,545	75,492	82,053	52.1%	26	\$203,400
Faulkner	Central	113,237	789,709	365,678	424,031	53.7%	132	\$1,063,800
Franklin	West	18,125	162,527	59,188	103,339	63.6%	33	\$273,600
Fulton	White River	12,245	121,701	20,209	101,492	83.4%	32	\$259,200
Garland	West Central	96,024	834,330	411,291	423,039	50.7%	111	\$909,000
Grant	Southeast	17,853	139,895	16,301	123,594	88.3%	39	\$311,400
Greene	East	42,090	336,343	33,877	302,466	89.9%	94	\$777,600
Hempstead	Southwest	22,609	197,865	62,503	135,362	68.4%	43	\$361,800
Hot Spring	West Central	32,923	258,601	99,721	158,880	61.4%	39	\$307,800
Howard	Southwest	13,789	122,155	24,619	97,536	79.8%	31	\$257,400
Independence	White River	36,647	284,636	123,856	160,780	56.5%	50	\$435,600
Izard	White River	13,696	132,015	36,593	95,422	72.3%	30	\$244,800
Jackson	White River	17,997	165,701	68,730	96,971	58.5%	31	\$271,800
Jefferson	Southeast	77,435	614,361	276,831	337,530	54.9%	86	\$660,600
Johnson	West Central	25,540	223,238	68,132	155,106	69.5%	49	\$408,600
Lafayette	Southwest	7,645	80,050	13,365	66,685	83.3%	22	\$181,800
Lawrence	East	17,415	168,229	39,219	129,010	76.7%	38	\$313,200

**APPENDIX C**  
**ARKANSAS PUBLIC TRANSIT NEEDS ASSESSMENT**

			Total Public Transportation Needs					
County	Region	2010 Population	Total County Need	Total Need Served	Total Unmet Need	Percent Unmet Need	Total New Vehicle Required	Total Annual Vehicle Costs
Lee	East	10,424	107,713	39,362	68,351	63.5%	18	\$147,600
Lincoln	Southeast	14,134	126,138	33,087	93,051	73.8%	29	\$239,400
Little River	Southwest	13,171	118,584	21,277	97,307	82.1%	31	\$255,600
Logan	West	22,353	197,305	74,172	123,133	62.4%	39	\$325,800
Lonoke	Central	68,356	473,942	142,768	331,174	69.9%	102	\$826,200
Madison	Northwest	15,717	140,227	15,597	124,630	88.9%	38	\$302,400
Marion	Northwest	16,653	166,559	25,511	141,048	84.7%	44	\$354,600
Miller	Southwest	43,462	347,939	188,119	159,820	45.9%	38	\$302,400
Mississippi	East	46,480	389,947	54,367	335,580	86.1%	104	\$871,200
Monroe	Central	8,149	83,522	31,166	52,356	62.7%	14	\$108,000
Montgomery	West Central	9,487	91,304	20,220	71,084	77.9%	20	\$156,600
Nevada	Southwest	8,997	84,331	30,748	53,583	63.5%	18	\$154,800
Newton	Northwest	8,330	84,617	30,089	54,528	64.4%	17	\$133,200
Ouachita	Southwest	26,120	247,140	123,744	123,395	49.9%	31	\$241,200
Perry	West Central	10,445	94,154	29,800	64,354	68.3%	21	\$176,400
Phillips	East	21,757	232,245	119,231	113,014	48.7%	26	\$228,600
Pike	West Central	11,291	101,799	44,451	57,348	56.3%	15	\$118,800
Poinsett	East	24,583	238,772	27,309	211,463	88.6%	66	\$547,200
Polk	West	20,662	197,462	77,308	120,154	60.8%	38	\$325,800
Pope	West Central	61,754	466,611	124,191	342,420	73.4%	106	\$867,600
Prairie	Central	8,715	84,602	22,794	61,808	73.1%	17	\$131,400
Pulaski	Central	382,748	3,597,454	2,354,980	1,242,473	34.5%	293	\$2,296,800
Randolph	East	17,969	171,338	34,814	136,523	79.7%	40	\$327,600
Saline	Central	107,118	747,119	241,991	505,128	67.6%	123	\$927,000
Scott	West	11,233	104,649	23,141	81,509	77.9%	26	\$216,000
Searcy	Northwest	8,195	83,560	36,495	47,065	56.3%	15	\$124,200
Sebastian	West	125,744	966,213	431,694	534,519	55.3%	140	\$1,256,600
Sevier	Southwest	17,058	154,593	34,789	119,804	77.5%	37	\$311,400
Sharp	White River	17,264	179,763	62,330	117,433	65.3%	38	\$322,200
St Francis	East	28,258	266,311	33,011	233,300	87.6%	73	\$606,600
Stone	White River	12,394	124,956	43,092	81,864	65.5%	26	\$219,600
Union	Southwest	41,639	346,476	234,650	111,826	32.3%	29	\$234,000
Van Buren	White River	17,295	176,914	69,037	107,877	61.0%	34	\$293,400
Washington	Northwest	203,065	1,359,232	247,973	1,111,259	81.8%	240	\$1,825,200
White	White River	77,076	582,654	171,843	410,811	70.5%	128	\$1,089,000
Woodruff	White River	7,260	72,968	27,333	45,635	62.5%	15	\$129,600
Yell	West Central	22,185	198,236	49,804	148,432	74.9%	47	\$378,000
<b>Total Arkansas</b>		<b>2,915,918</b>	<b>24,315,090</b>	<b>9,091,277</b>	<b>15,223,813</b>	<b>62.6%</b>	<b>4,212</b>	<b>\$34,032,600</b>

## APPENDIX D

### PUBLIC INVOLVEMENT PROCESS

MAP-21 includes a provision that requires agencies requesting assistance under the Section 5310 program to participate in the planning of coordinated services. The development of the *Arkansas Statewide Public Transit Needs Assessment* afforded transit providers, riders and the public with opportunities to comment on its contents and findings. The Needs Assessment included identifying active agencies, current level of service, unmet needs, and service strategies which are requirements for a TCP.

The public involvement for the Needs Assessment included three meetings in each of the State's eight Planning and Development Districts. The first round of meetings in September 2010 included an introduction to the study, a review of demographic data collected, and a discussion of ways to encourage agencies to respond to the survey. A major component of this meeting was a discussion of specific unmet transportation needs in the region. The second round of meetings in January 2011 focused on further discussion of specific unmet transportation needs. The final round of meetings in October and November 2011 included a report of the final estimates of unmet need and the cost of meeting that need, and a facilitated discussion of options to meet the transportation needs in the region.

The next step in the public involvement process was the development of a draft TCP and presented to transit stakeholders. Six regional meetings (Harrison, Jonesboro, Texarkana, Fort Smith, North Little Rock, and Pine Bluff) were conducted to allow transit stakeholders an opportunity to comment on the document and participate in the development of the plan. Further, an email was sent to all transit service agencies on file at AHTD to encourage review and participation.

## **APPENDIX E**

### **Arkansas Statewide Public Transit Coordination Plan: 2012 Adoption**

Arkansas Public Transit Coordination Council met on January 11, 2013. The *Arkansas Statewide Public Transit Coordination Plan: 2012* was adopted by motion.