

**COORDINATED PUBLIC TRANSIT-
HUMAN SERVICES TRANSPORTATION
PLAN FOR KOKOMO AND HOWARD
COUNTY, INDIANA**

TECHNICAL MEMORANDUM #1

**PRESENTED TO:
THE KOKOMO/HOWARD COUNTY
AREA METROPOLITAN PLANNING
ORGANIZATION AND THE
KOKOMO/HOWARD COUNTY
GOVERNMENTAL COORDINATING
COUNCIL (KHCGCC)**

APRIL 16, 2008

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I. INTRODUCTION

This document is the first technical memorandum for the Kokomo/Howard County Governmental Coordinating Council (KHCGCC) Coordinated Public Transit-Human Services Transportation Plan. Its function is to document evaluation of existing transportation providers and the unmet transportation needs/duplications in human service agency and public transportation service for the city of Kokomo and Howard County, Indiana. This documentation is the first step toward fulfillment of requirements for the United We Ride initiative and the Federal Transit Administration's (FTA) Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU).

This study documents the comprehensive efforts of community outreach that have been conducted to date in an effort encourage participation from all of the local stakeholders in the study area that represent these targeted populations. Outreach efforts are based on best practices from coordination efforts across the country as well as strategies suggested by the national United We Ride initiative in human service transportation. The goal is to improve human service and public transportation for older adults, individuals with disabilities of all ages, and people with lower incomes through coordinated transportation.

The Kokomo/Howard County Area Metropolitan Planning Organization through the KHCGCC requested the assistance of RLS & Associates, Inc. to develop this plan. The following chapters in this technical memorandum represent the demographic conditions, inventory of existing transportation providers and the gaps and duplications in transportation throughout the county that have been identified through analysis and community input.

The appendix of this memorandum is provided to document the comprehensive outreach efforts to date, including a checklist of stakeholder organizations that were contacted to complete the comprehensive stakeholder survey, which was compiled from the United We Ride *Framework for Action: Building a Fully Coordinated Transit System* survey. The appendix also includes local stakeholder meeting announcements and agendas that were distributed to all local stakeholders, and a list of organizations that attended the local stakeholder meeting and one-on-one interviews.

Future technical memorandums that will be issued include will prioritize coordinated transportation needs, goals, and suggested strategies that a local coordination committee may implement to achieve those goals.

Local stakeholders are invited to review the content of this document to ensure that it provides adequate information to formulate the necessary coordinated transportation implementation strategies.

WHY A COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN?

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom Initiative (Section 5317) grant programs must meet certain requirements in order to receive funding for fiscal year 2007 (October 1, 2006) and beyond.

One of the SAFETEA-LU requirements is that projects from the programs listed above must be part of a “*locally developed Coordinated Public Transit-Human Services Transportation Plan.*” This transportation plan must be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers, and the general public.

Transportation is the vital link to jobs, medical care and community support services. Without it, citizens cannot be productive because they do not have reliable access to employment centers; health care becomes more expensive as citizens are admitted to hospitals with serious health problems because they were without necessary resources to travel to preventative care appointments, etc. The lack of affordable and useable transportation options frustrates the ability of many citizens to achieve economic and personal independence (Coordinating Council on Access and Mobility (CCAM), 2006). Transportation coordination can help to provide more trips for human service agency and nonprofit organization consumers and the general public, and link them to life-supporting employment and services.

Transportation coordination, while making sense from an efficiency and resource utilization standpoint, is also becoming a national mandate. During the last few years, the Federal Transit Administration CCAM developed a national campaign entitled “United We Ride,” to help promote transportation coordination. A “United We Ride” website has been posted as a resource for any organization with an interest in transportation of older adults, individuals with limited incomes, and individuals with disabilities. The website contains “A Framework for Action” for local communities and state governments, a coordination planning tool, along with a multitude of other coordination resources.

WHY A COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN?

**WHY A COORDINATED
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State “United We Ride” grants, such as the one which sponsored this study, have also been awarded across the nation to encourage transportation coordination planning at the state level.

Transportation coordination has been occurring across the nation because the benefits of coordination are clear. According to the Federal Coordinating Council on Access and Mobility’s (CCAM) “United We Ride” website, nationally, \$700 million could be saved if transportation providers would coordinate individual resources which are dedicated to providing transportation. This conservative estimate is based on a study conducted by the National Academy of Science’s Transportation Research Board (TRB) but it highlights the fact that transportation resources (funding, people, vehicles and services) could be more effectively utilized to provide more transportation for communities.

As indicated above, the U.S. Congress is also supporting the new emphasis on coordinated human service agency and public transportation efforts with the passage of SAFETEA-LU. Coordinated transportation is now an eligibility requirement for the following FTA funding grant programs:

Transportation for Elderly Persons and Persons with Disabilities (Section 5310) - This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. States apply for funds on behalf of local private non-profit agencies and certain public bodies. Capital projects are eligible for funding. Most funds are used to purchase vehicles, but acquisition of transportation services under contract, lease or other arrangements and state program administration are also eligible expenses.

Job Access and Reverse Commute (JARC) Program (Section 5316) - The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services. Job Access grants are intended to provide new transit service to assist welfare recipients and other low-income individuals in getting to jobs, training, and child care. Reverse Commute grants are designed to develop transit services to transport workers to suburban job sites. Eligible recipients include local governmental authorities, agencies, and non-profit entities. Eligible activities for Job Access grants include capital and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs. Also included are

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the costs of promoting the use of transit by workers with nontraditional work schedules, promoting the use of transit vouchers, and promoting the use of employer-provided transportation including the transit benefits. For Reverse Commute grants, the following activities are eligible: operating costs, capital costs, and other costs associated with reverse commute by bus, train, carpool, vans, or other transit service.

New Freedom Program (Section 5317) – A new funding program as of Federal Fiscal Year 2006, New Freedom is designed to encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. The New Freedom formula grant program is designed to expand the transportation mobility options available to individuals with disabilities beyond the requirements of the ADA. Examples of projects and activities that might be funded under the program include, but are not limited to:

- Purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs.
- Providing paratransit services beyond minimum requirements (3/4 mile to either side of a fixed route), including for routes that run seasonally.
- Making accessibility improvements to transit and intermodal stations not designated as key stations.
- Supporting voucher programs for transportation services offered by human service providers.
- Supporting volunteer driver and aide programs.
- Supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

One of the prerequisites to apply for funding under the SAFETEA-LU programs is participation in the creation of a “locally developed Coordinated Public Transit-Human Services Transportation Plan.” This document is the first step for all of the organizations that participated in the plan toward satisfying grant application requirements. The plan should become a living document so that it may be amended as new organizations join the effort and existing transportation resources change in future years.

II. POPULATION DATA AND TRIP INFORMATION

Howard County, named for Tilghman A. Howard, an Indiana statesman, is the 18th largest county by population in Indiana. The county is located in north central Indiana, approximately 50 miles north of Indianapolis. It is relatively small in land area compared to a majority of Indiana counties - 293.07 sq. miles.

**Exhibit II.1
Location Map of Howard County in Indiana**



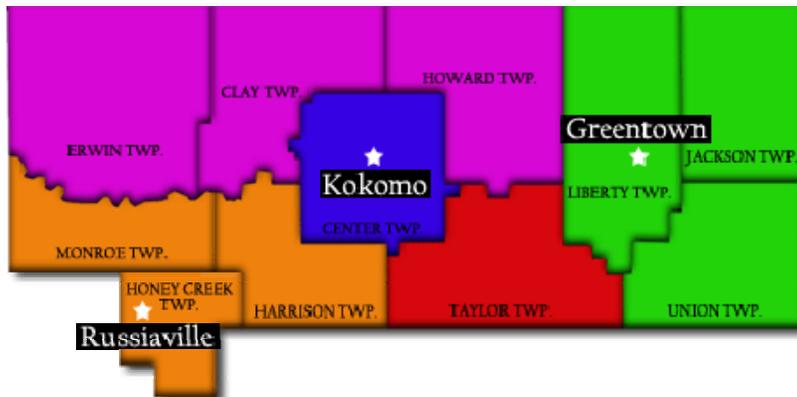
The county is bordered on the south by Tipton and Clinton counties; on the east by Grant County; on the north by Cass and Miami counties and on the west by Carroll County.

**Exhibit II.2
County Map of Indiana**



In Howard County, there is one large city and a few small cities and villages. The largest cities/towns in the county are Kokomo, the county seat (2006 population of 45,923); Greentown (2006 population of 2,442), and Russiaville (2006 population of 1,179).

**Exhibit II.3
Map of Howard County Townships & Major Cities/Towns**



POPULATION GROWTH

The current population of Howard County based on Census 2000 figures is 84,964 people. The county's population is expected to decrease slightly until 2015 and then increase in the following manner (based on estimates from the Indiana Business Research Center):

- 2005: 84,977 people
- 2010: 84,395 people
- 2015: 84,073 people
- 2020: 84,632 people
- 2025: 85,702 people

By the year 2025, the county's population is only projected to increase by 0.9 percent, a very small amount of growth.

It is noted that Howard County grew substantially between 1990 and 2000; 4,137 people or 5.1 percent. However, the Indiana Business Research Center projects that the county's population will remain fairly stable between 2000 and 2020 with a slight increase occurring in 2025.

POPULATION GROWTH

**Exhibit II.4
Historical and Projected Population Trends for the County
1990-2025**

| County | 1990 | 2000 | 2005 | 2010 | 2015 | 2020 | 2025 |
|--------|-------|--------|--------|--------|--------|--------|--------|
| Howard | 80827 | 84,964 | 84,977 | 84,395 | 84,073 | 84,632 | 85,702 |

Source: Indiana Business Research Center, IU Kelley School of Business

INDIVIDUALS WITH DISABILITIES

**INDIVIDUALS WITH
DISABILITIES**

Definition of the Population with Disabilities

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition in the implementing regulations. The definition of the disabled is found in 49 CFR Part 37.3. The definition of disability reads:

Disability means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

1. *The phrase physical or mental impairment means:*

- (i) *Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory including speech organs, cardiovascular, reproductive, digestive, genito-urinary, hemic and lymphatic, skin and endocrine;*
- (ii) *Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities;*
- (iii) *The term physical or mental impairment includes, but is not limited to, such contagious or non-contagious diseases and conditions as orthopedic, visual, speech and hearing impairments; cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, specific learning disabilities, HIV disease, tuberculosis, drug addiction and alcoholism;*
- (iv) *The phrase physical or mental impairment does not include homosexuality or bisexuality.*

2. *The phrase major life activities means functions such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and work.*
3. *The phrase “has a record of such an impairment” means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major life activities.*
4. *The phrase “is regarded as having such an impairment” means:*
 - (i) *Has a physical or mental impairment that does not substantially limit major life activities, but which is treated by a public or private entity as constituting such a limitation;*
 - (ii) *Has a physical or mental impairment that substantially limits a major life activity only as a result of the attitudes of others toward such an impairment; or*
 - (iii) *Has none of the impairments defined in paragraph (1) of this definition but is treated by a public or private entity as having such an impairment.*
5. *The term disability does not include:*
 - (i) *Transvestism, transsexualism, pedophilia, exhibitionism, voyeurism, gender identity disorders not resulting from physical impairments, or other sexual behavior disorders;*
 - (ii) *Compulsive gambling, kleptomania, or pyromania;*
 - (iii) *Psychoactive substance abuse disorders resulting from the current illegal use of drugs.*

The definition, when applied to public transportation applications, is designed to permit a *functional* approach to disability determination rather than a strict *categorical* definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual’s abilities to perform various life functions. In short, an individual’s capabilities, rather than the mere presence of a medical condition, determines transportation disability.

Sources of Data on the Population with Disabilities

The United States Bureau of the Census provides data on disability based on three (3) primary sources. Only one of these sources directly enumerates the disabled population in the county.

Decennial Census of the Population

The long-form questionnaire used in the Decennial Census of the Population has included questions on “disability” since 1970. The questions have changed and evolved with each decade. In 1970, questions were asked about “work disability”. In 1980, questions about work disability and the ability to use public transportation were included. In 1990, questions about work disability, the ability to go outside the home alone and the ability to take care of personal needs were posed. Finally, Census 2000 posed the most extensive set of questions, with some focus on issues that enable some interpretation as to the number of individuals that may or may not meet the definition included in 49 CFR Part 37.3.

As can be seen with the changes that have occurred from census to census, there are issues in compatibility with each decade. This is one inherent disadvantage with the use of this data source. Second, the tables reporting results on disability do not take into account multi-domains. In other words, the categories are not mutually exclusive. For example, an individual can have both a “going outside the home” disability as well as an “employment” disability. This can result in overestimation of the disabled population.

Current Population Survey (CPS)

The Current Population Survey (CPS) identifies persons who are out of the labor force because of a disability and, in each March survey since 1980, identifies persons who have a health problem that “prevents them from working or limits the kind or amount of work they can do.”

Survey of Income and Program Participation (SIPP)

The Survey of Income and Program Participation (SIPP) is a national household survey that began in 1984. The SIPP is characterized by an extensive set of disability questions; generally, the SIPP is the preferred source for examining most disability issues. The reason for this preference is the similarities between questions posed on the SIPP survey and the ADA definition of disability.

The Americans with Disabilities Act of 1990 (ADA) defines disability as a “physical or mental impairment that substantially limits one or more of the major life activities”. For persons 15 years old and over, the SIPP disability questions cover limitations in functional activities (seeing, hearing, speaking, lifting and carrying, using stairs, and walking); in Activities of Daily Living (ADL) such as getting around inside the home, getting in or out of a bed or chair, bathing, dressing, eating and toileting; and in Instrumental Activities of Daily Living (IADL) such as going outside the home, keeping track of money or bills, preparing meals, doing light housework, and using the telephone. The SIPP also obtains

information on the use of wheelchairs and crutches, canes, or walkers; the presence of certain conditions related to mental functioning, the presence of a work disability, and the disability status of children.

In summary, the CPS provides information only on work disability. The Decennial Census of Population relates to only a few components of disability and there is difficulty determining a specific count or enumeration of individuals within a given census tract or block group. The SIPP provides extensive data and, more importantly, addresses multi-dimensional elements of disability. The major drawback is the fact that despite the sample is drawn from more than 32,000 households, the Bureau cautions users who apply the various incidence rates of disability to levels of geography below the regional level. Use of SIPP data may or may not generate statistical confidence levels of 0.90 or greater when applied to the county or urban level.

Enumeration Methodology

Two methodologies using different data sources were used in the development of an estimated count of disabled persons. The process will result in two (2) estimates, or a range, of the disabled population.

Census-Based Approach

Direct tabulations of data from tables in the 2000 Census Summary File 3 on disability are reported. When available, this total is reported by age cohort. Census-based age breakdowns generally distinguish between working age adults and seniors. Census data, based on the 2000 Decennial Census of Population have been tabulated for the County in Exhibit II.5.

As noted previously, Census 2000 data provides an enumeration of a specific type of problem, but due to prospect of multiple disabilities, there is no cumulative number that can be developed from this source. Generally speaking, the category of “outside the home disability” tends to be the single best factor in looking at persons with disabilities who may need public transportation or complementary paratransit services. Based on Exhibit II.5, there are a total of 4,677 persons in this category in Howard County.

Imputed Approach

Using the indices or incidence rates for specific disabilities derived from the SIPP (2002), an imputed estimate of the number of individuals with disabilities, by age cohort, has been calculated for the County as a whole for 2000. These estimates are found in Exhibit II.6.

Data collected in the SIPP do permit consideration of persons with multiple disabilities. Moreover, the definitions employed can be directly related to the concepts in 49 CFR Part 37.3 definitions with respect to “activities of daily life.”

Exhibit II.6 also provides a summary of the number of individuals with one or more activities of daily living or instrumental activities of daily living for which assistance was needed. Using the criteria that only one major limitation in activities of daily life is necessary to trigger ADA eligibility for complementary paratransit services and that it is also a strong indicator of transit dependency, this procedure yields an estimate of 3,760 ADA eligible individuals for the county.

Projections of the Disabled Population, 2005-2015

There are no known existing data sources that enumerate the existing disabled population and project the growth or decline of this population into the future for the county. Generally, the overall population is projected and then some assessment of the future incidence rates of various disabilities is used to generate an estimate of the disabled population.

As noted above, population projections (2005-2040) of the total population and for age cohorts for the county were obtained from the Indiana Business Research Center at Indiana University.

Two (2) significant factors dictate this data need. First, Census 2000 data clearly reflect an increasing incidence of disability (all types) by age. Thus, any estimate of the disabled population must take the age characteristics of the population into account. Second, there are significant trends occurring in the United States relating to the aging of the population. For example, nationally, the two (2) age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two (2) age groups were primarily born during the post-WWII “baby boom,” defined by the Census Bureau as persons born from 1946 through 1964. As communities approach the year 2010, these baby boomers will begin turning 65 years of age. Indeed, it is projected that the number of older adults will be more than double than their current numbers.

Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and younger seniors are healthier than in all previously measured time in our history. Quality of life issues and an individual’s desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. This has

**Exhibit II-5
Enumeration of the Disabled Population in Howard County, 2000**

| Geographic Area | Total Population | Ages 5-15 | | | Ages 16-64 | | | Ages 65+ | | | | | | | | | |
|-----------------|------------------|--------------------|---------------------|-------------------|----------------------|---------------------|-------------------|----------------------|---------------------|-------------------|----------------------|-------|-------|-------|-------|-------|-------|
| | | Sensory Disability | Physical Disability | Mental Disability | Self-Care Disability | Physical Disability | Mental Disability | Self-Care Disability | Physical Disability | Mental Disability | Self-Care Disability | | | | | | |
| Howard County | 84,964 | 159 | 150 | 799 | 126 | 1,496 | 4,122 | 2,262 | 1,029 | 2,659 | 5,394 | 1,736 | 3,288 | 1,133 | 1,002 | 2,018 | |
| City of Kokomo | 46,113 | 113 | 85 | 558 | 91 | 959 | 2,696 | 1,631 | 720 | 1,696 | 3,645 | 1,182 | 2,154 | 720 | 689 | 1,349 | |
| | | | | | | | | | | | | | | | | | 3,045 |

Notes:

- (1) Sensory disability means blindness, deafness, or a severe vision or hearing impairment.
- (2) Physical disability means a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying.
- (3) Mental disability means having difficulties in learning, remembering or concentrating.
- (4) Self-care disability means having difficulties in dressing, bathing, or getting around inside the home.
- (5) Outside the home disability means having difficulties going outside the home alone to shop or visit a doctor's office.
- (6) Employment disability means having difficulties working at a job or business.
- (7) Disability categories in any age cohort are not mutually exclusive.

Source: U.S. Census Bureau, 2000.

**Exhibit II-6
Estimated Count of the ADA Eligible Population in Howard County, 2000**

| Disability Status | Ages 15-24 Years | | Ages 25-64 Years | | Ages 65 Years and Over | | Total County | | | |
|---|------------------|---------------|------------------|---------------|------------------------|---------------|-----------------|-----------------|---------------|----------------|
| | Percent | Howard County | Percent | Howard County | Percent | Howard County | Ages 15-24 Yrs. | Ages 25-64 Yrs. | Ages 65+ Yrs. | Total All Ages |
| Total Population | | 10727 | | 44840 | | 11382 | 10727 | 44840 | 11382 | 66949 |
| Disability Status | | | | | | | | | | |
| With a Disability | 0.208 | 2231 | 0.163 | 7309 | 0.523 | 5953 | 2231 | 7309 | 5953 | 15493 |
| Severe | 0.137 | 1470 | 0.108 | 4843 | 0.369 | 4200 | 1470 | 4843 | 4200 | 10512 |
| Not Severe | 0.07 | 751 | 0.055 | 2466 | 0.154 | 1753 | 751 | 2466 | 1753 | 4970 |
| Seeing/Hearing Disability | | | | | | | | | | |
| With a Disability | 0.067 | 719 | 0.048 | 2152 | 0.205 | 2333 | 719 | 2152 | 2333 | 5204 |
| Severe | 0.014 | 150 | 0.009 | 404 | 0.044 | 501 | 150 | 404 | 501 | 1055 |
| Not Severe | 0.053 | 569 | 0.039 | 1749 | 0.161 | 1833 | 569 | 1749 | 1833 | 4150 |
| Walking/Using Stairs | | | | | | | | | | |
| With a Disability | 0.114 | 1223 | 0.08 | 3587 | 0.382 | 4348 | 1223 | 3587 | 4348 | 9158 |
| Severe | 0.059 | 633 | 0.036 | 1614 | 0.221 | 2515 | 633 | 1614 | 2515 | 4763 |
| Not Severe | 0.055 | 590 | 0.044 | 1973 | 0.161 | 1833 | 590 | 1973 | 1833 | 4395 |
| Had Difficulty Walking | 0.094 | 1008 | 0.065 | 2915 | 0.318 | 3619 | 1008 | 2915 | 3619 | 7542 |
| Severe | 0.051 | 547 | 0.031 | 1390 | 0.195 | 2219 | 547 | 1390 | 2219 | 4157 |
| Not Severe | 0.043 | 461 | 0.034 | 1525 | 0.123 | 1400 | 461 | 1525 | 1400 | 3386 |
| Had Difficulty Using Stairs | 0.092 | 987 | 0.065 | 2915 | 0.312 | 3551 | 987 | 2915 | 3551 | 7453 |
| Severe | 0.031 | 333 | 0.018 | 807 | 0.119 | 1354 | 333 | 807 | 1354 | 2494 |
| Not Severe | 0.061 | 654 | 0.046 | 2063 | 0.193 | 2197 | 654 | 2063 | 2197 | 4914 |
| Used a Wheelchair | 0.012 | 129 | 0.007 | 314 | 0.045 | 512 | 129 | 314 | 512 | 955 |
| Used a Cane/Crutches/Walker | 0.041 | 440 | 0.022 | 986 | 0.169 | 1924 | 440 | 986 | 1924 | 3350 |
| With an Activities of Daily Life Limitation | 0.036 | 386 | 0.025 | 1121 | 0.123 | 1400 | 386 | 1121 | 1400 | 2907 |
| Needed Personal Assistance | 0.02 | 215 | 0.013 | 583 | 0.071 | 808 | 215 | 583 | 808 | 1606 |
| Did not Need Personal Assistance | 0.016 | 172 | 0.012 | 538 | 0.052 | 592 | 172 | 538 | 592 | 1302 |
| Number of ADLs or IADLs for which assistance was needed | | | | | | | | | | |
| One or more | 0.048 | 515 | 0.031 | 1390 | 0.163 | 1855 | 515 | 1390 | 1855 | 3760 |

great significance on the potential need to provide public transit and complementary paratransit services.

Methodology

To accomplish the task of projecting the number of persons with disabilities for 2005, 2010 and 2015 for Howard County, the consultant used age cohort projection data provided by the Indiana Business Research Center and plugged them into the SIPP disabilities incidence rate tables used to estimate the disabled population for the year 2000 above.

Based on this analysis, the number of individuals in the county who are projected to be disabled, defined as an individual with at least one activity of daily living for which assistance is required, is expected to grow to 3,800 persons in 2005, up from 3,760 persons in 2000 (1.1% growth). The growth rate more than triples from 2005 to 2010 with the total number of individuals needing assistance with at least one activity of daily living projected at 3,959 persons (4.2% growth rate, 2005-2010). The total number of persons needing assistance with at least one activity of daily living in 2015 is projected to be 4,187, an increase of 5.8% from 2010. Exhibits III.7, III.8 and III.9 provide the population projections by age cohort for the county and the estimates of the disabled population for 2005, 2010 and 2015, respectively.

ADULTS AGE 65 AND OLDER

According to the 2000 U.S. Census, the county has a total older adult (age 65 and older) population of 11,382 persons or 13.4 percent of the county's population. This is higher than the older adult population figure of 12.4 percent for the State of Indiana and for the United States (12.4%).

Of significant note are the population projections by age found in Exhibits II.7, II.8 and II.9. The population aged 65 years and older shows considerable growth between 2000 and 2015 for the county. The county's 65+ population is projected to grow from 11,382 people in 2000 to 14,609 people in 2015, an increase of 3,227 (28.4%).

As mentioned previously in this section, as the number of older adults increases, longevity increases, and the desire to remain independent remains strong, increasing pressure will be placed on the county's transportation providers to meet an increase in demand for trips from seniors.

**INDIVIDUALS WITH
DISABILITIES**

**ADULTS AGE 65 AND
OLDER**

HOUSEHOLDS BELOW POVERTY LEVEL

The U.S. Census Bureau reported in 2000 that there were 34,846 total households in Howard County. Of those households, approximately 3,172 households (9.1%) were living below the Federal poverty level. This is a slightly lower level of households below the poverty level compared to the State of Indiana (9.5%), and significantly lower than the level of poverty for the United States (11.8% of households). Exhibit II.10 provides an illustration of households below the poverty level in Howard County according to the 2000 U.S. Census.

ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit also is used as an indicator of demand for transportation service. There are 2,555 housing units in the county that have no available vehicle. This is 7.3 percent of all the occupied housing units in the county which is a slightly higher percentage compared to the percentage of zero-vehicle households for the State of Indiana (7.2%) but significantly lower than the percentage for the United States (10.3%). Exhibit II.11 provides an illustration of the number of zero vehicle households in Howard County according to the 2000 U.S. Census.

LABOR FORCE

Howard County's labor force was estimated to be 39,375 workers in 2006. It is noted that there has been a substantial decrease in the labor force over the last ten (10) years. The labor force in 1996 was 43,898 persons, a difference of 4,523 from the 2006 labor force. It appears that there have been substantial job losses in the County over the last decade as the population has remained stable but the unemployment rate has almost doubled (1996 – 3.4% unemployed; 2006 – 6.5% unemployed).

**HOUSEHOLDS BELOW
POVERTY LEVEL**

**ZERO VEHICLE
HOUSEHOLDS**

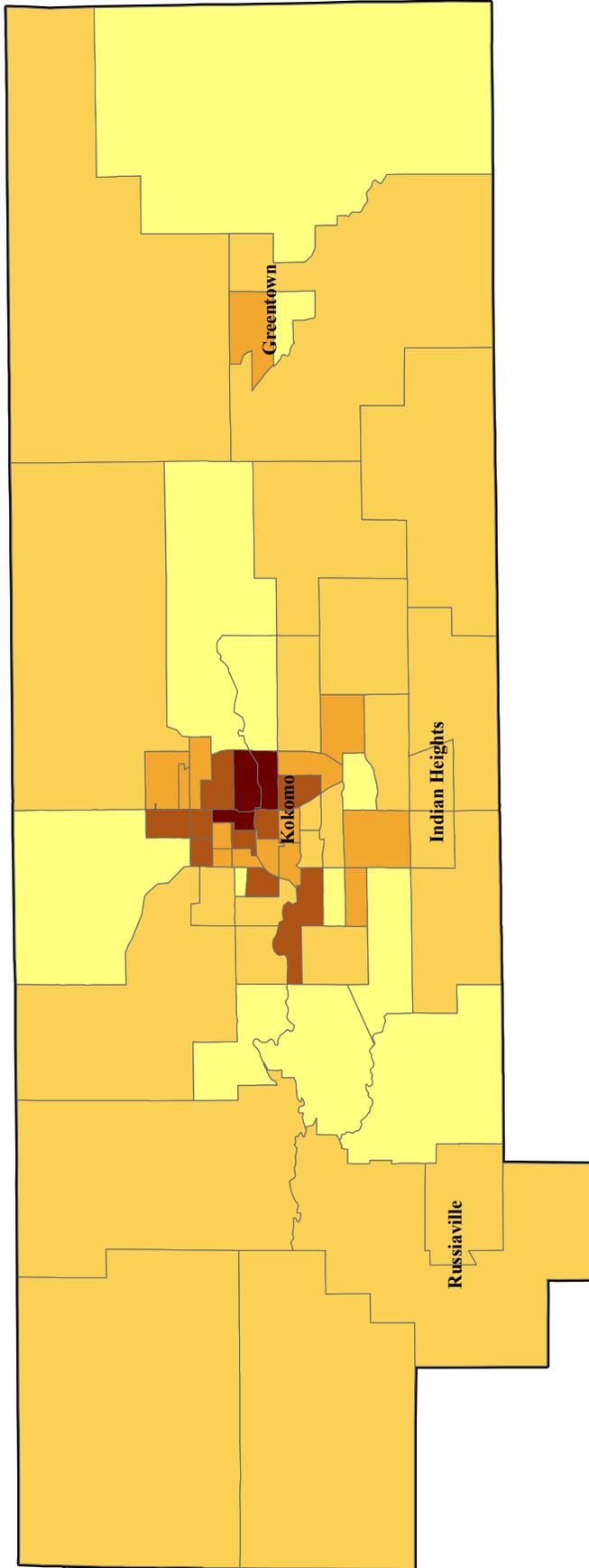
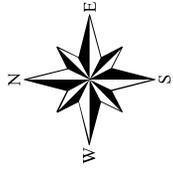
LABOR FORCE

**Exhibit III-7
Estimated Count of the ADA Eligible Population in Howard County, 2005**

| Disability Status | Ages 15-24 Years | | Ages 25-64 Years | | Ages 65 Years and Over | | Total County | | | |
|---|------------------|---------------|------------------|---------------|------------------------|---------------|-----------------|-----------------------------------|-------|-------------|
| | Percent | Howard County | Percent | Howard County | Percent | Howard County | Ages 15-24 Yrs. | Ages 25-64 Yrs. 65+ Yrs. All Ages | | |
| Total Population | | 10266 | | 44796 | | 11771 | 10266 | 44796 | 11771 | 66833 |
| Disability Status | | | | | | | | | | |
| With a Disability | | | | | | | | | | |
| Severe | 0.208 | | 0.163 | 7302 | 0.523 | | 2135 | 7302 | 6156 | 15593 |
| Not Severe | 0.137 | | 0.108 | 4838 | 0.369 | | 1406 | 4838 | 4343 | 10588 |
| | 0.07 | | 0.055 | 2464 | 0.154 | | 719 | 2464 | 1813 | 4995 |
| Seeing/Hearing Disability | | | | | | | | | | |
| With a Disability | | | | | | | | | | |
| Severe | 0.067 | | 0.048 | 2150 | 0.205 | | 688 | 2150 | 2413 | 5251 |
| Not Severe | 0.014 | | 0.009 | 403 | 0.044 | | 144 | 403 | 518 | 1065 |
| | 0.053 | | 0.039 | 1747 | 0.161 | | 544 | 1747 | 1895 | 4186 |
| Walking/Using Stairs | | | | | | | | | | |
| With a Disability | | | | | | | | | | |
| Severe | 0.114 | | 0.08 | 3584 | 0.382 | | 1170 | 3584 | 4497 | 9251 |
| Not Severe | 0.059 | | 0.036 | 1613 | 0.221 | | 606 | 1613 | 2601 | 4820 |
| Had Difficulty Walking | 0.055 | | 0.044 | 1971 | 0.161 | | 565 | 1971 | 1895 | 4431 |
| Severe | 0.094 | | 0.065 | 2912 | 0.318 | | 965 | 2912 | 3743 | 7620 |
| Not Severe | 0.051 | | 0.031 | 1389 | 0.195 | | 524 | 1389 | 2295 | 4208 |
| Had Difficulty Using Stairs | 0.043 | | 0.034 | 1523 | 0.123 | | 441 | 1523 | 1448 | 3412 |
| Severe | 0.092 | | 0.065 | 2912 | 0.312 | | 944 | 2912 | 3673 | 7529 |
| Not Severe | 0.031 | | 0.018 | 806 | 0.119 | | 318 | 806 | 1401 | 2525 |
| Used a Wheelchair | 0.061 | | 0.046 | 2061 | 0.193 | | 626 | 2061 | 2272 | 4959 |
| Used a Cane/Crutches/Walker | 0.012 | | 0.007 | 314 | 0.045 | | 123 | 314 | 530 | 966 |
| | 0.041 | | 0.022 | 986 | 0.169 | | 421 | 986 | 1989 | 3396 |
| With an Activities of Daily Life Limitation | | | | | | | | | | |
| Needed Personal Assistance | 0.036 | | 0.025 | 1120 | 0.123 | | 370 | 1120 | 1448 | 2937 |
| Did not Need Personal Assistance | 0.02 | | 0.013 | 582 | 0.071 | | 205 | 582 | 836 | 1623 |
| Number of ADLs or IADLs for which assistance was needed | | | | | | | | | | |
| One or more | 0.016 | | 0.012 | 538 | 0.052 | | 164 | 538 | 612 | 1314 |
| Number of ADLs or IADLs for which assistance was needed | | | | | | | | | | |
| One or more | 0.048 | | 0.031 | 1389 | 0.163 | | 493 | 1389 | 1919 | 3800 |

Exhibit II-9
Estimated Count of the ADA Eligible Population in Howard County, 2015

| Disability Status | Ages 15-24 Years | | Ages 25-64 Years | | Ages 65 Years and Over | | Total County | | | |
|---|------------------|---------------|------------------|---------------|------------------------|---------------|-----------------|-----------------------------------|-------|-------|
| | Percent | Howard County | Percent | Howard County | Percent | Howard County | Ages 15-24 Yrs. | Ages 25-64 Yrs. 65+ Yrs. All Ages | | |
| Total Population | | 10611 | | 41819 | | 14609 | 10611 | 41819 | 14609 | 67039 |
| Disability Status | | | | | | | | | | |
| With a Disability | | 2207 | 0.163 | 6816 | 0.523 | 7641 | 2207 | 6816 | 7641 | 16664 |
| Severe | 0.208 | 1454 | 0.108 | 4516 | 0.369 | 5391 | 1454 | 4516 | 5391 | 11361 |
| Not Severe | 0.07 | 743 | 0.055 | 2300 | 0.154 | 2250 | 743 | 2300 | 2250 | 5293 |
| Seeing/Hearing Disability | | | | | | | | | | |
| With a Disability | | 711 | 0.048 | 2007 | 0.205 | 2995 | 711 | 2007 | 2995 | 5713 |
| Severe | 0.067 | 149 | 0.009 | 376 | 0.044 | 643 | 149 | 376 | 643 | 1168 |
| Not Severe | 0.014 | 562 | 0.039 | 1631 | 0.161 | 2352 | 562 | 1631 | 2352 | 4545 |
| Walking/Using Stairs | | | | | | | | | | |
| With a Disability | | 1210 | 0.08 | 3346 | 0.382 | 5581 | 1210 | 3346 | 5581 | 10136 |
| Severe | 0.114 | 626 | 0.036 | 1505 | 0.221 | 3229 | 626 | 1505 | 3229 | 5360 |
| Not Severe | 0.059 | 584 | 0.044 | 1840 | 0.161 | 2352 | 584 | 1840 | 2352 | 4776 |
| Had Difficulty Walking | | 997 | 0.065 | 2718 | 0.318 | 4646 | 997 | 2718 | 4646 | 8361 |
| Severe | 0.094 | 541 | 0.031 | 1296 | 0.195 | 2849 | 541 | 1296 | 2849 | 4686 |
| Not Severe | 0.051 | 456 | 0.034 | 1422 | 0.123 | 1797 | 456 | 1422 | 1797 | 3675 |
| Had Difficulty Using Stairs | | 976 | 0.065 | 2718 | 0.312 | 4558 | 976 | 2718 | 4558 | 8252 |
| Severe | 0.092 | 329 | 0.018 | 753 | 0.119 | 1738 | 329 | 753 | 1738 | 2820 |
| Not Severe | 0.031 | 647 | 0.046 | 1924 | 0.193 | 2820 | 647 | 1924 | 2820 | 5390 |
| Used a Wheelchair | | 127 | 0.007 | 293 | 0.045 | 657 | 127 | 293 | 657 | 1077 |
| Used a Cane/Crutches/Walker | | 435 | 0.022 | 920 | 0.169 | 2469 | 435 | 920 | 2469 | 3824 |
| With an Activities of Daily Life Limitation | | 382 | 0.025 | 1045 | 0.123 | 1797 | 382 | 1045 | 1797 | 3224 |
| Needed Personal Assistance | | 212 | 0.013 | 544 | 0.071 | 1037 | 212 | 544 | 1037 | 1793 |
| Did not Need Personal Assistance | | 170 | 0.012 | 502 | 0.052 | 760 | 170 | 502 | 760 | 1431 |
| Number of ADLs or IADLs for which assistance was needed | | | | | | | | | | |
| One or more | 0.048 | 509 | 0.031 | 1296 | 0.163 | 2381 | 509 | 1296 | 2381 | 4187 |



Blockgroups

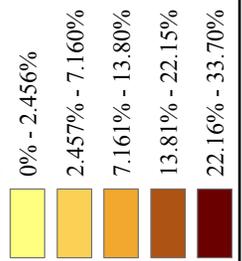
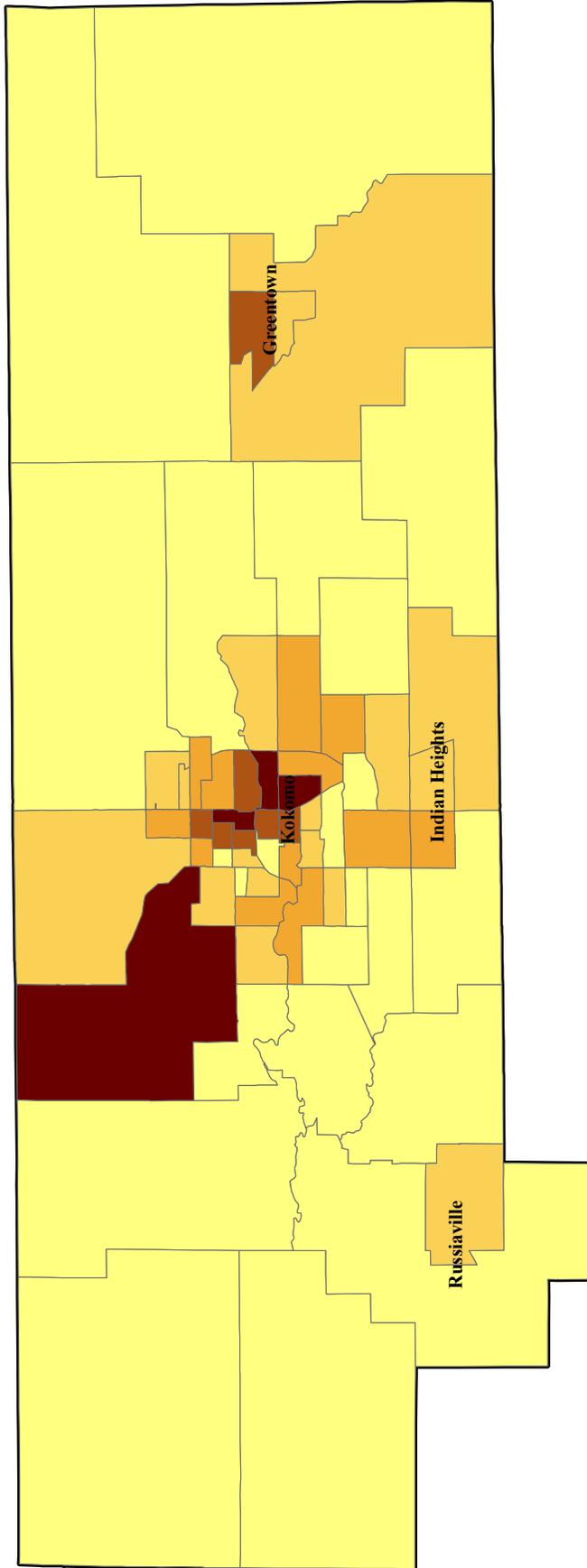
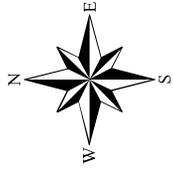


Exhibit II.10: Households Below Poverty

Kokomo/Howard County Coordinated Public Transit-Human Services Transportation Plan





Blockgroups

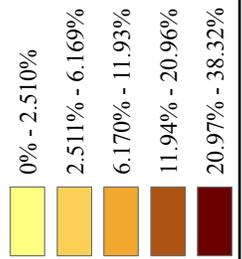


Exhibit II.11: Zero Vehicle Households

Kokomo/Howard County Coordinated Public Transit-Human Services Transportation Plan

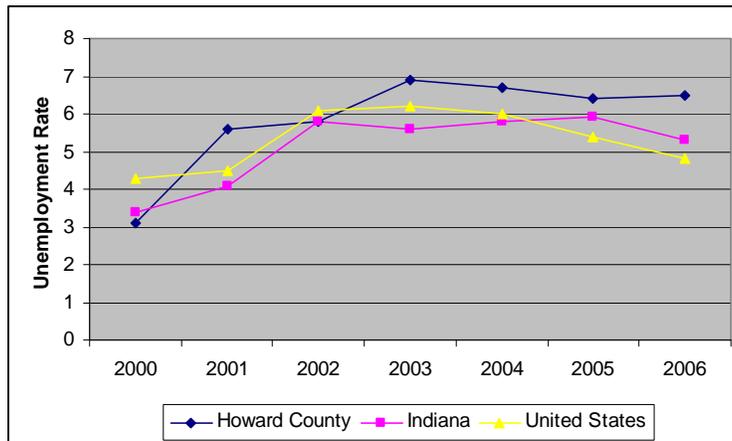
LABOR FORCE

**Exhibit II.12
Labor Force Estimates for Howard County – 1996-2000**

| Year | Labor Force |
|-------------|--------------------|
| 1996 | 43,898 |
| 1997 | 42,516 |
| 1998 | 42,506 |
| 1999 | 42,536 |
| 2000 | 41,725 |
| 2001 | 41,309 |
| 2002 | 40,797 |
| 2003 | 40,122 |
| 2004 | 39,495 |
| 2005 | 39,431 |
| 2006 | 39,375 |

Exhibit II.13 illustrates a comparison of historic unemployment rates between Howard County, the State of Indiana and the United States. It is noted that the County's unemployment rates are consistently higher than the rates for Indiana and the United States.

**Exhibit II.13
Historic Unemployment Rates, 2000-2006**

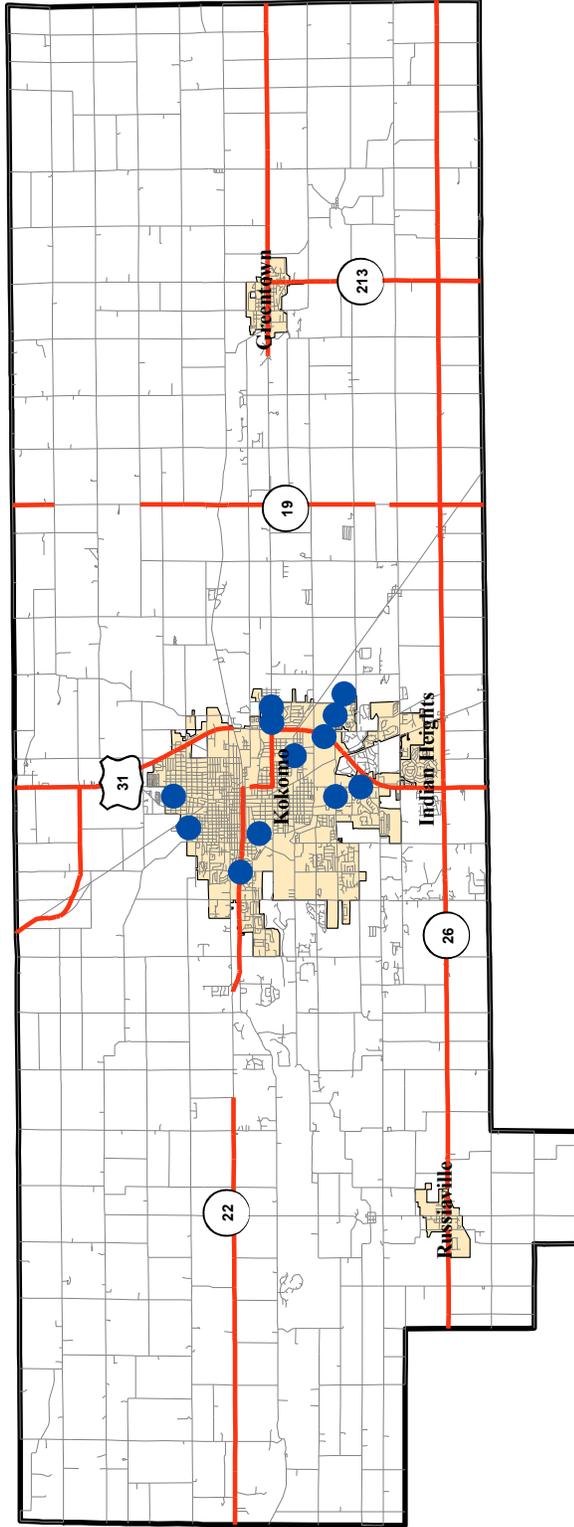
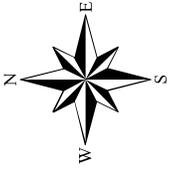


Source: Indiana Department of Workforce Development

MAJOR EMPLOYERS

Exhibit II.14 is a map of the known major employers in Howard County, according to information provided by county economic development websites. A list of major employers is provided below:

MAJOR EMPLOYERS



- Major Roads
- Designated Places
- Major Employers

Exhibit II.14: Major Employers

Kokomo/Howard County Coordinated Public Transit-Human Services Transportation Plan

MAJOR EMPLOYERS

- DaimlerChrysler Corporation – DaimlerChrysler is the area’s largest employer with 6,839 employees. DaimlerChrysler has two transmission plants and a casting plant in the Kokomo area.
- Delphi Delco Electronics Systems – 5,700 employees, One Corporate Center, Kokomo, 46904-9005
- Haynes International, Inc. – 754 employees, 1020 W. Park Avenue, Kokomo, 46904-9013
- Kokomo Sanitary Pottery – 2500 N. Union, Kokomo, 46901
- Syndicate Sales, Inc. – 280 employees, 2025 N. Wabash Avenue, Kokomo, 46901-2063
- St. Joseph Hospital & Health Center – 800 employees
- Kokomo Center Twp. Consolidated School Corporation
- Howard Community Hospitals & Facilities – 1,346 employees
- Electronic Data Systems (EDS) – 300 employees
- Wal-Mart, Inc. – 525 employees
- Meijer – 350 employees
- Bona Vista Programs, Inc. - 257 employees

Other major employers in Economic Development Region 4 (Benton, Warren, Fountain, White, Tippecanoe, Montgomery, Cass, Carroll, Clinton, Miami, Howard and Tipton Counties) include, Wabash National Corporation and Subaru of Indiana Automotive.

- Tyson Fresh Meats
- Frito-Lay, Inc.
- RR Donnelley and Sons Company
- Greater Lafayette Health Services
- MasterGuard
- Caterpillar, Inc.

The occupations which are expected to grow the most between 2004 and 2014 in the Economic Development Region in which Howard County is located (Region 4) are listed below. Individuals in these occupations, especially lower paying jobs like food preparation workers, retail salespersons, teacher assistants, team assemblers and nursing aides may need additional transportation to get to work in the future.¹

- Truck drivers, heavy and tractor-trailer
- Registered nurses
- Janitors and cleaners, except maids and housekeeping cleaners
- Retail salespersons
- Teacher assistants

¹ Source: U.S. Bureau of Labor Statistics & Indiana Department of Workforce Development.

- Library, museum, training and other education workers, all others
- Elementary school teachers, except special education
- Combined food preparation and serving workers, including fast food
- Slaughterers and meat packers
- Team assemblers

MAJOR EMPLOYERS

JOURNEY TO WORK

JOURNEY TO WORK

The mean travel time to work for residents of Howard County was 17.4 minutes according to the 2000 U.S. Census. This mean commute time is lower than the commute time for the State of Indiana (22.6 minutes) and the United States (25.5 minutes). This low commute time indicates that a majority of the workers in Howard County live very close to where they work and are not traveling outside the county to work. This is supported by commuting data shown below in the County Commuting Patterns section of this report.

Exhibit II.15 indicates the commuting characteristics of Howard County residents. It is noted that approximately 84.7 percent of the labor force drove alone to work, only 10.3 percent carpooled, while less than 1 percent used public transportation.

**Exhibit II.15
Means of Commuting to Work**

| | Number | Pct. Dist |
|---|---------------|------------------|
| Total Workers Age 16 and Over | 38,709 | 100.00% |
| Travel To Work | 37,844 | 97.80% |
| Car, Truck, or Van | 36,753 | 94.90% |
| Traveled Alone | 32,771 | 84.70% |
| Carpooled | 3,982 | 10.30% |
| Used Public Transportation | 158 | 0.40% |
| Motorcycle, Bicycle, Walked, Other | 933 | 2.40% |
| Worked At Home | 865 | 2.20% |
| Average Travel Time (Minutes) | 17.4 | |
| Average Travel Time using Public Transportation (Minutes) | 25.9 | |

Source: U.S. Census Bureau

Additional data from the Indiana Department of Revenue was collected for Howard County regarding how many residents are commuting outside of their county or region to work. That data is provided below in Exhibit II.16.

In 2005, the number of persons living in but commuting to work out of Howard County was 4,003 or 7 percent of the labor force. Nearly 93 percent of Howard County's working residents work in the county. The area outside where the largest number of Howard County residents went to work was Miami County and conversely, the area sending the most workers into the county was Miami. The county "work force" represents all workers employed in the county no matter where they reside. In 2005, the number of people commuting to work into the county from outside areas was 14,344 or 21 percent of the work force.

**Exhibit II.16
Howard County Commuting Patterns, 2005**

Commuting Data

| | Number |
|--|--------|
| Number of tax filers who live in county and work | 56,781 |
| Number of tax filers who work in the county | 67,122 |
| Number of tax filers who live in county and work in county | 52,778 |
| Number of tax filers who live out of the county and work in county | 14,344 |

Source: Indiana Department of Revenue

Commuting Patterns: Top five counties sending workers INTO county, 2005

| County | Number | Pct. Five County Total |
|-----------------|--------|------------------------|
| Miami County | 3,087 | 28.90% |
| Hamilton County | 2,420 | 22.70% |
| Tipton County | 2,217 | 20.80% |
| Cass County | 2,024 | 18.90% |
| Grant County | 934 | 8.70% |

Source: Indiana Department of Revenue

Commuting Patterns: Top five counties receiving workers FROM county, 2005

| County | Number | Pct. Five County Total |
|-------------------|--------|------------------------|
| Miami County | 601 | 23.30% |
| Hamilton County | 599 | 23.30% |
| Marion County | 552 | 21.40% |
| Tipton County | 414 | 16.10% |
| Tippecanoe County | 408 | 15.90% |

MAJOR TRIP GENERATORS/ORIGINS AND DESTINATIONS

The term “trip generators” is used to indicate where a large number of trips originate or end. These trip generators include residential facilities, medical facilities, employment centers, commercial business centers, educational institutions, and other important trip destinations.

Medical, Older Adult, and Nursing Facilities

Medical and nursing facilities both within and outside of the county are another of the key destinations for residents. A location map of those facilities is provided in Exhibit II.17. Facilities include the following:

- Senior Citizens Center – 721 W. Superior Street, Kokomo, 46901
- St. Joseph Hospital & Health Center – 1907 W. Sycamore St., Kokomo, 46901
- Sycamore Primary Care – 3109 W. Sycamore St., Kokomo, IN 46901
- Sycamore Primary & Specialty Care – 712 W. Main St., Greentown, IN 46936
- St. Joseph Med One – 5111 Clinton Dr., Kokomo, IN 46902
- Sycamore Pediatrics and Adolescents – 3109 W. Sycamore St., Kokomo, IN 46901
- St. Joseph Physicians Southway – 188 East Southway Blvd. Kokomo, IN 46902
- Kokomo Gastroenterology & Hepatology – 615 St. Joseph Dr., Kokomo, IN 4690
- Howard Community Hospitals & Facilities (includes the following facilities):
 - Howard Regional Health System Main Campus
3500 South Lafountain Street
Kokomo, Indiana 46902
 - Howard Regional Health System Downtown Campus
Behavioral Health Services
322 North Main Street
Kokomo, Indiana 46901
 - Howard Regional Health System
West Campus Specialty Hospital, Rehabilitation
829 North Dixon Road
Kokomo, Indiana 46901
 - Community Family Health Center
3508 South Lafountain Street
Kokomo, Indiana 46902

MAJOR TRIP GENERATORS / ORIGINS AND DESTINATIONS

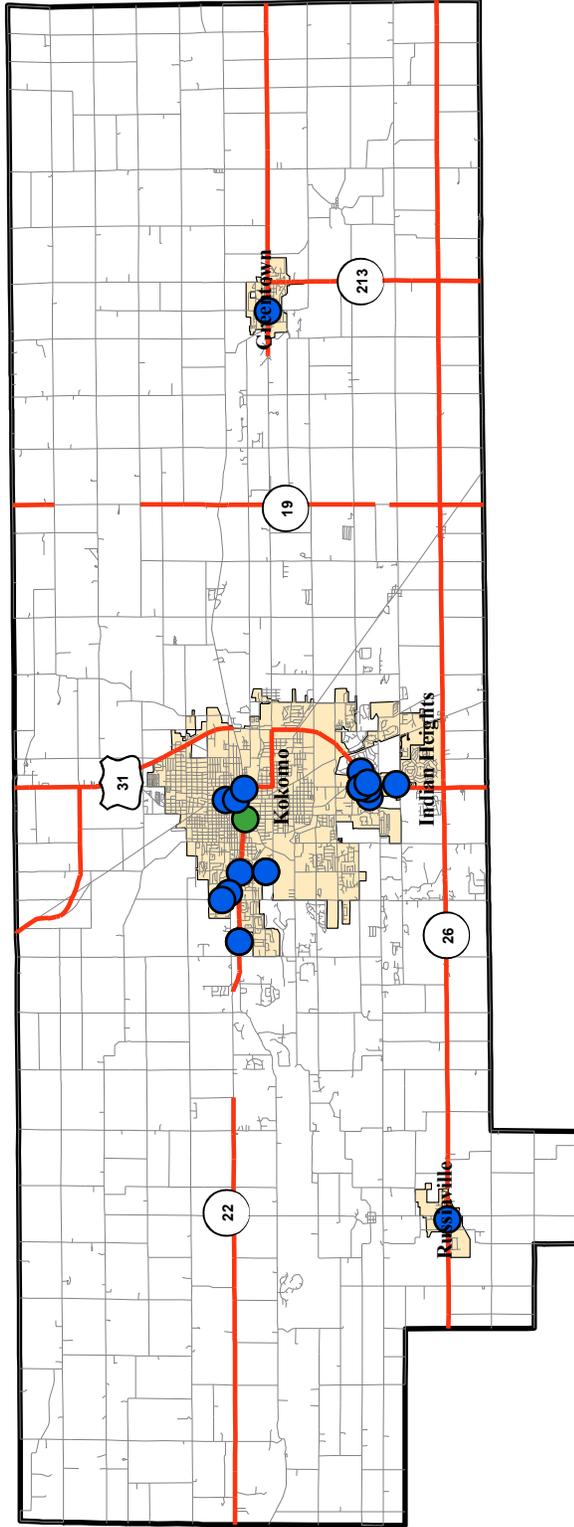
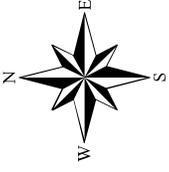


Exhibit II.17: Medical, Older Adult,
and Nursing Facilities
Kokomo/Howard County Coordinated Public Transit-
Human Services Transportation Plan



- medical
- senior
- Major Roads
- Designated Places

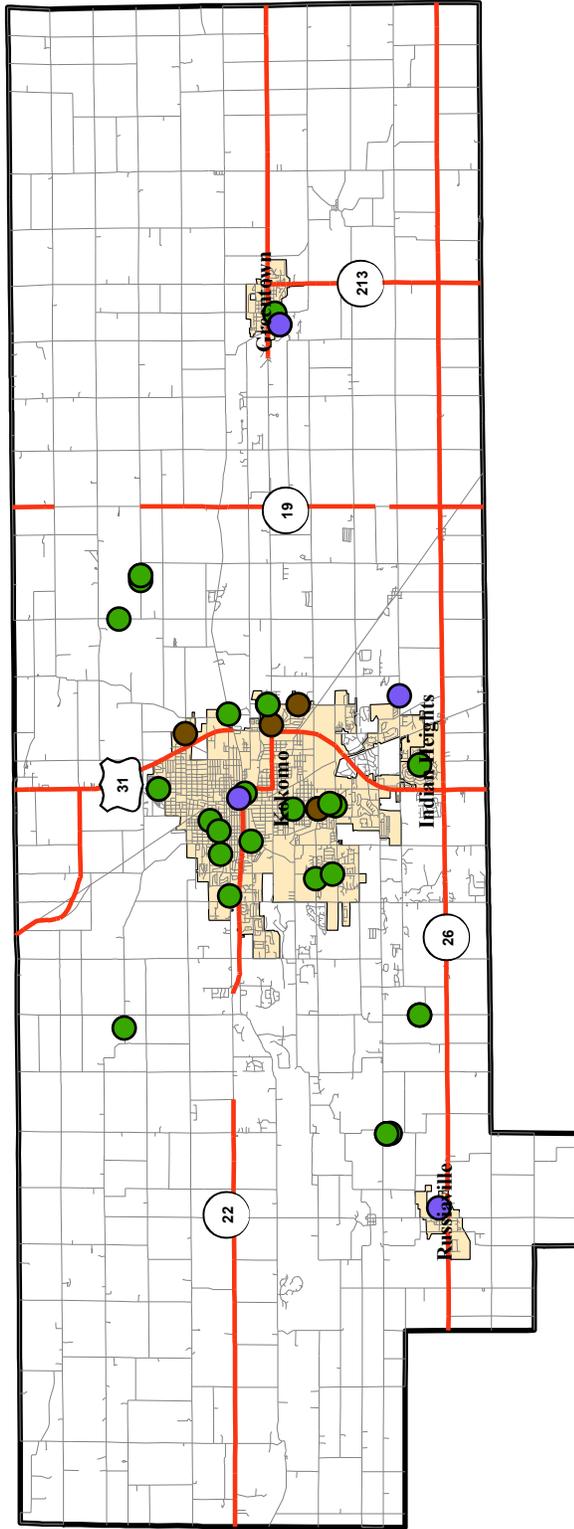
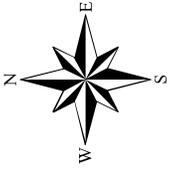
**MAJOR TRIP
GENERATORS /
ORIGINS AND
DESTINATIONS**

- Community Family Health Center – Greentown
118 South Meridian Street
Greentown, IN 46936
- Community OB/GYN Center
3504 South Lafountain Street
Kokomo, Indiana 46902
- Howard Regional Orthopaedic Center
3504 South Lafountain Street
Kokomo, IN 46902
- Dr. Robert Steele Oncology Services
806 South Berkley Road
Kokomo, IN 46901
- Indiana Surgery Center – Howard Community Hospital
3503 South Reed Road
Kokomo, Indiana 46902
- Healthy Children Healthy Teens & Family Planning
117 West Sycamore Street
Kokomo, IN 46901
- Kokomo Pulmonary of Howard Regional Health
System
Dr. Chris Bahler • Dr. James Downing
804 South Berkley Road
Kokomo, IN 46901
- Kokomo Sports Center
111 West Southway Boulevard
Kokomo, Indiana 46902
- North Central Indiana Pediatric Center
3506 South Lafountain Street
Kokomo, Indiana 46902
- Russiaville Family Care
101 South Liberty Street
Russiaville, Indiana 46979
- Wound Care Center
408 Southway Boulevard East
Kokomo, Indiana 46902

Educational Facilities

Howard County and the surrounding region are home to a multitude of higher educational facilities which are another major destination for transit users. Exhibit II.18 provides allocation map of educational facilities. Those facilities include the following institutions:

- Indiana University – Kokomo – enrollment 3,000+ students
- Ivy Tech State College – 1815 E. Morgan Street, Kokomo, 46901



-  College
-  Library
-  School
-  Major Roads
-  Designated Places

Exhibit II.18: Educational Facilities

Kokomo/Howard County Coordinated Public Transit-
Human Services Transportation Plan



- Wabash College
- Purdue University
- Purdue School of Technology at Kokomo – 2300 S. Washington St., Kokomo, 46904-9003
- Indiana Wesleyan University – 1916 E. Markland, Kokomo, 46901
- Indiana Business College
- Steele Tech
- Baptist College of America

Howard County also has five (5) school corporations which provide elementary and secondary education for County residents:

- Eastern-Howard Schools
 - Eastern Elementary School – 321 South Meridian, Greentown, 46936
 - Eastern Jr./Sr. High School – 421 South Harrison Street, Greentown, 46936
- Northwestern Schools
 - Howard Elementary School – 3526 N. 300 East, Kokomo, 46901
 - Northwestern Elementary School – 4223 W. 350 North, Kokomo, 46901
 - Northwestern Middle School – 3431 North 400 West, Kokomo, 46901
 - Northwestern High School – 3431 North 400 West, Kokomo, 46901
- Kokomo Center Schools
 - Bon Air Elementary School – 2800 N. Apperson Way, Kokomo, 46901
 - Bon Air Middle School – 2796 N. Apperson Way, Kokomo, 46901
 - Boulevard Elementary School – 1901 West Boulevard, Kokomo, 46902
 - Central Middle School – 303 East Superior Street, Kokomo, 46901
 - Columbian Elementary School – 1234 North Courtland, Kokomo, 46901
 - Darrough Chapel Elementary – 900 South Goyer Road, Kokomo, 46902
 - Elwood Haynes Elementary – 910 South Cooper, Kokomo, 46901
 - Kokomo High School – 2501 South Berkley Road, Kokomo, 46902
 - Lafayette Park Elementary – 919 North Korby Street, Kokomo, 46901

- Lafayette Park Middle School – 923 North Korby Street, Kokomo, 46901
- Maple Crest Elementary – 300 West Lincoln Road, Kokomo, 46902
- Maple Crest Middle School – 2727 South Washington Street, Kokomo, 46902
- McKinley Alternative School – 1217 West Carter, Kokomo, 46901
- Pettit Park Elementary – 901 West Havens, Kokomo, 46901
- Sycamore Elementary School – 1600 East Sycamore, Kokomo, 46901
- Wallace Elementary School – 2326 West Jefferson Street, Kokomo, 46901
- Washington Elementary School – 1500 South Washington, Kokomo, 46902
- Western Schools
 - Western High School – 2600 South 600 West, Russiaville, 46979
 - Western Intermediate School – 2607 South 600 West, Russiaville, 46979
 - Western Primary School – 2671 South 600 West, Russiaville, 46979
 - Western Middle School – 2600 South 600 West, Russiaville, 46979
- Taylor Schools
 - Taylor High School – 3794 East 300 South, Kokomo, 46902
 - Taylor Intermediate School – 3700 East 300 South, Kokomo, 46902
 - Taylor Middle School – 3794 East 300 South, Kokomo, 46902
 - Taylor Primary School – 5500 Wea Drive, Kokomo, 46902

The Kokomo-Howard Public Library System has three (3) locations in Howard County:

- Library Main Branch – 220 North Union Street, Kokomo, 46901
- South Branch – 1755 East Center Road, Kokomo, 46902
- Russiaville Branch – 315 Mesa Drive, Kokomo, 46979
- Greentown Public Library Adult Branch – 421 S. Harrison, Greentown, 46936

Government Facilities and Commercial Centers

Exhibit II.19 provides a location map of the government facilities and commercial centers in Howard County. It includes the following locations:

- City of Kokomo Offices – 100 S. Union Street, Kokomo, 46901
- Howard County Courthouse – Kokomo
- Howard County Health Department – 120 E. Mulberry, Kokomo, 46901
- County Extension Office – 120 E. Mulberry, Kokomo, 46901
- Howard County Welfare Department – 101 W. Superior #A, Kokomo, 46901
- Howard County Veterans Services – 120 E. Mulberry, Kokomo, 46901
- Social Security Office – 3115 S. Webster, Kokomo, 46902
- City of Greentown Offices – 112 N. Meridian, Greentown, 46936
- Russiaville Town Hall – 250 N. Union, Russiaville, 46979
- Markland Mall – 55 stores, 1701 E. Markland Avenue, Kokomo, 46901
- Kokomo Mall – 30 stores, 1700 East Boulevard, Kokomo, 46902
- Southway Square – 200 Southway Boulevard East, Kokomo, 46902
- Maplecrest Plaza, Washington St. & Lincoln Rd., Kokomo
- Wal-Mart/Cub Plaza, US 31 & Markland Ave., Kokomo

Major Residential Facilities

Apartment living is especially convenient for many of Howard County's older adults. Two complexes, Civic Center Tower and Terrace Tower, have been designed especially for people who are 62 and older, as well as for individuals with disabilities. The two complexes offer a total of 207 one-bedroom apartments. Rent is calculated individually and is based on income. Friendship Haven is another development for older adults which is federally subsidized. Exhibit II.20 provides an illustration of the locations of major residential facilities for older adults and individuals with disabilities.

Greentree at Kokomo is an assisted living facility located at 2800 S. Dixon Road, Kokomo, 46902.

Other large apartment complexes in Howard County include the following developments:

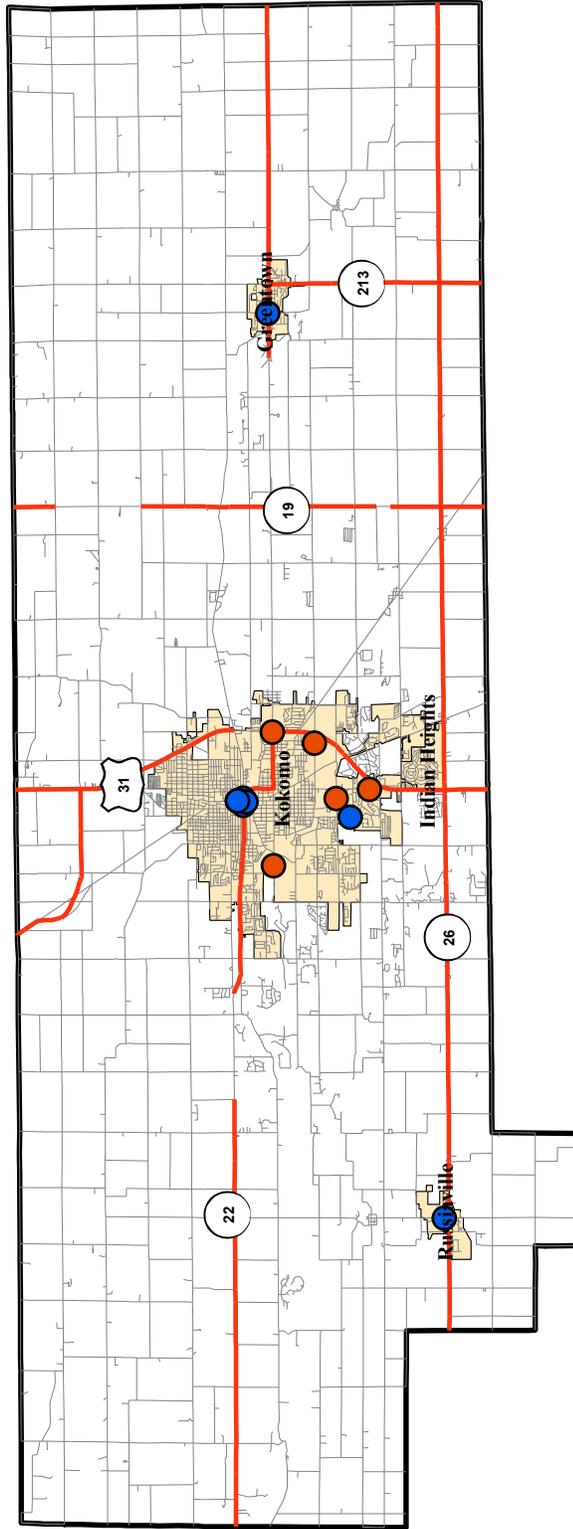
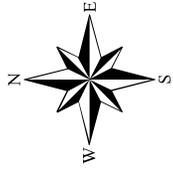
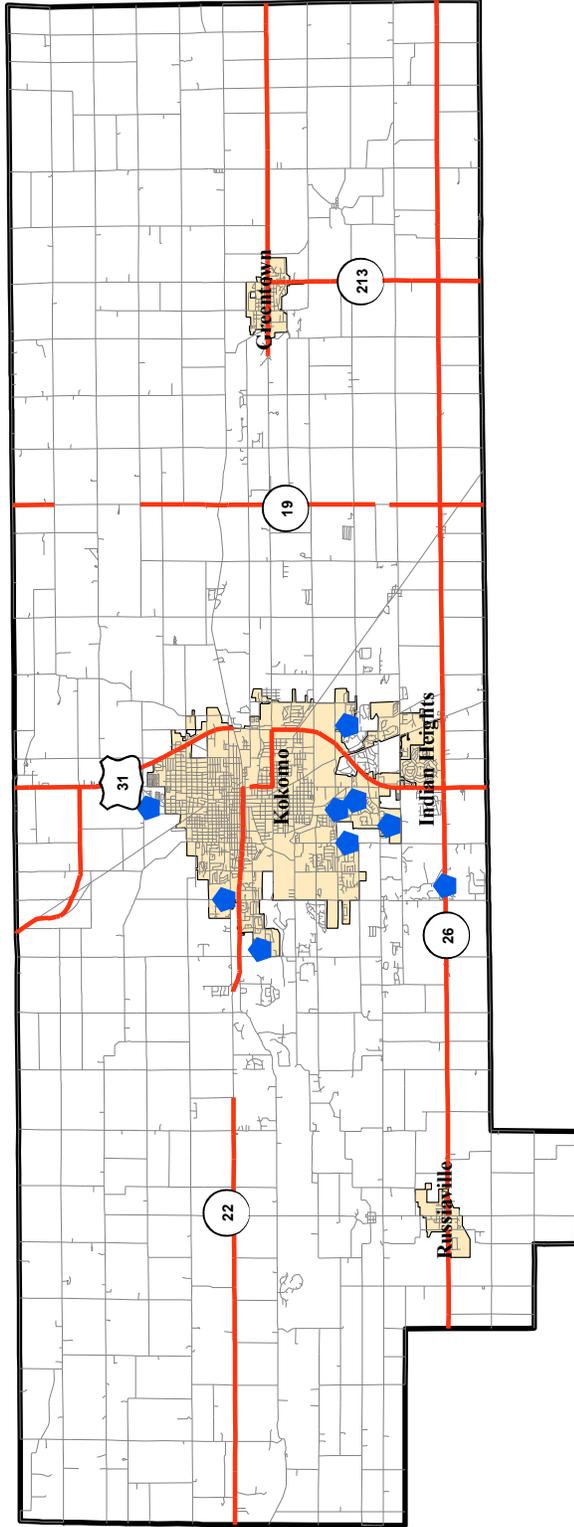
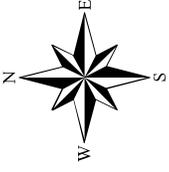


Exhibit II.19: Government Facilities and Commercial Centers

Kokomo/Howard County Coordinated Public Transit-Human Services Transportation Plan



- Commercial (Orange circle)
- Government (Blue circle)
- Major Roads (Red line)
- Designated Places (Yellow rectangle)



-  Residential
-  Major Roads
-  Designated Places

Exhibit II.20: Major Residential Facilities

Kokomo/Howard County Coordinated Public Transit-Human Services Transportation Plan

- Amberwood Place – 152 units, 2864 Amberwood Place, Kokomo, 46901
- Autumm Trace – 128 units, 800 Harvest Drive, Kokomo, 46901
- Cambridge Place – 96 units, 711 Boston Drive, Kokomo, 46902
- Fontenelle – 176 units, 1000 Rainbow Circle, Kokomo, 46902
- Jefferson Crossing Apartments – 90 units, 800 N. Dixon Road, Kokomo, 46901
- Legends of Wildcat Creek – 200 units, 1762 Hogan Drive, Kokomo, 46902
- Maplecrest – 149 units, 419 W. Lincoln Road, Kokomo, 46902
- Park Place – 251 units, 1901 S. Park Road, Kokomo, 46902
- Winding Brook Apartments – 98 units, 3071 Matthew Drive, Kokomo, 46902

TYPICAL DESTINATIONS OUTSIDE THE SERVICE AREA

Survey respondents were also asked to identify typical destinations to which they traveled outside of their normal service areas. Those destinations included the following places:

**MAJOR TRIP
GENERATORS /
ORIGINS AND
DESTINATIONS**

III. EXISTING TRANSPORTATION CONDITIONS IN HOWARD COUNTY

Coordination of existing transportation and expanding to improve service is impossible without first creating a foundation inventory of existing resources. The following summaries provide a description of services provided by the organizations that participated by completing the on-line survey or participated in a one-on-one interview. Information in these paragraphs is summarized in the tables at the end of this chapter. Additional financial and vehicle utilization information, however, will be required prior to implementing some goals that are outlined in chapter V of this report.

INVENTORY OF SERVICES

Transportation Providers/Programs

The following organizations represent human service agency, public, or private transportation services that are available in Kokomo and/or Howard County. This is not a comprehensive list of services, and only reflects the information provided by organizations that participated in the survey or one-on-one interviews. All organizations that were invited to participate in the process are listed in the Appendix.

Bona Vista is a private, nonprofit human service agency that serves Howard and Cass counties. It provides transportation, health care, social and rehabilitation services, residential facilities, and recreation for individuals with disabilities.

Office hours are Monday through Friday from 8:00 AM to 4:30 PM and demand response transportation is available 24 hours a day, 7 days a week. Individuals must have a developmental disability to be eligible for agency transportation services.

In 2007, transportation was provided to forty-eight individuals. Bona Vista operates a fleet of eight (8) standard 15-passenger vans and four (4) converted 15-passenger vans. Both personal vehicles and agency owned vehicles are used to transport consumers to out-of-town medical appointments, trips the airport, meetings with family, outings to various locations, court, county offices, transportation to work, school, and any other function involved in programming. Reimbursement of mileage is paid to agency staff members that use personal vehicles to transport consumers. The agency does not charge a fare for transportation. There are no advance reservation requirements, and the agency provides a personal care attendant to those passengers that require such services.

INVENTORY OF SERVICES

Currently, Bona Vista provides information and referrals in an effort to coordinate transportation. Issues encountered when trying to coordinate transportation include restrictions placed on the use of vehicles, liability/insurance concerns, billing/accounting issues, and the mixing of unique characteristics of consumer populations.

The individual who completed the survey on behalf of Bona Vista indicated that human service agency transportation programs provide the most useful personal mobility options in the area. The survey response indicated that lower fares on existing public transportation services is the most needed enhancement to improve personal mobility in the service area. Furthermore, the survey respondent indicated that the most needed enhancement to improve the coordination of public transit and human service transportation in the area is that 'Rhino taxi should not have the monopoly on the transportation. Rhino taxi should better screen drivers as well for customer safety. Public transportation should be implemented.'

Domestic Violence Shelter, part of the Family Service Association, is a nonprofit organization that serves Howard, Cass, Miami, and Tipton counties. The shelter is open 24 hours a day, 365 days a year. The shelter provides women and their children extensive case management services to assist in developing and maintaining a violence-free life.

The shelter does not provide or purchase transportation but a volunteer will transport an individual if the trip is essential. These trips are rare and are provided by the volunteer in their own vehicle. If transportation is necessary and a volunteer cannot provide a trip, the shelter refers individuals to CAM, the Gilead House, or if Medicaid eligible, to a Medicaid cab. However, Medicaid transportation is not always an option for families if the children are not eligible for the service.

The individual that participated in the one-on-one interview stated that affordable transportation that is available upon short notice is needed within Howard County and also to out-of-county destinations in Marion and Grant counties. Affordable transportation during evening hours is needed until 9:00 PM for many consumers. And, flexibility in age eligibility restrictions for the existing public transportation services is also needed.

Eastern Howard School Corporation is a public school that serves Howard County. It provides children with transportation to and from school, Monday through Friday, 6:00 AM to 4:00 PM, and for field trips. The school currently has sixteen (16) yellow school buses. Passengers must be students of Eastern Howard School.

The Gilead House is a nonprofit organization that provides support, education, and case management to women who are 18 years and older and have a drug and/or alcohol addiction. The organization serves Howard County and all surrounding counties such as Cass, Tipton, and Marion.

Gilead House provides transportation at no charge for its consumers for trips to the hospital, court and medical appointments, jobs for up to two weeks or until an individual receives a check and can purchase transportation, and to Ivy Tech for classes until the individual can find someone to ride with to and from class.

Gilead House has two vehicles and the driver of these vehicles is also the receptionist. Transportation is available Monday from 9:00 AM to 7:00 PM; Tuesday through Thursday from 9:00 AM to 5:00 PM; Friday from 9:00 AM to 12:00 PM. Mondays is the busiest day for transportation because the organization has two group meetings from 10:00 AM to 12:00 PM and 5:00 PM to 7:00 PM.

The opinion of the individual that completed the one-on-one telephone interview was that affordable transportation is needed in Kokomo and to areas surrounding Howard County, such as Marion and Indianapolis. Individuals who have been convicted of a drug felony cannot receive any assistance from the government and they are not eligible for Section 8, HUD, or food stamps. These individuals need help and transportation to apply for jobs and get to and from work to support themselves and their family.

Howard County Sheriff's office is a law enforcement agency that is operated by the local government and serves all of Howard County. Office hours are Monday through Friday from 7:00 AM to 9:00 PM. The Sheriff's office provides occasional emergency, case-by-case, or courtesy transportation. A fare is not charged for this occasional service. The sheriff's office has thirty-five (35) sedans and one (1) standard 15-passenger van.

The Sheriff completed the on-line survey and indicated that taxis and other private providers are the most useful personal mobility options in the area. It is his assessment that lower fares on existing services is the most needed enhancement to improve personal mobility in the area.

Kokomo Senior Citizens Center is city operated, nonprofit organization that provides recreation and nutrition to adults age 50 years and older living in the Kokomo community. Membership is open to individuals living beyond the city limits of Kokomo; however, membership fees are discounted for individuals living within Kokomo. Area V Agency on

INVENTORY OF
SERVICES

Aging and Community Services provides lunch Monday through Friday for adults over the age of 60 (donation basis). Also, frequent informational seminars are presented on a variety of age-related topics.

Taxis and other private providers are the most useful personal mobility options in the service in the opinion of the individual that completed the survey on behalf of the Kokomo Senior Citizens Center. More funding is needed to improve personal mobility in the service area.

Currently, the center participates in transportation coordination activities by providing information and referrals to other agencies and organizations. An issue encountered by the center when trying to coordinate transportation services are the restrictions placed on the use of vehicles.

Spirit of Kokomo Bus Service is operated by the city. This free demand response transportation is available to individuals who are age 60 years and older and individuals with disabilities of any age within the city limits of Kokomo and areas annexed into the city. Passenger pickup times are Monday through Saturday, 9:00 AM to 4:00 PM (drivers finish the final trip for the day by 5:00 PM). The bus service is closed on Federal holidays. Passenger donations are accepted but there is no suggested donation amount. The Spirit of Kokomo operates fourteen (14) light duty accessible vehicles that each seat twelve (12) passengers and two (2) wheelchairs.

Advance reservations are required; however, same day service is available to individuals that have an immediate medical appointment, if space is available. The center provides curb-to-curb or door-to-door services, as necessary. Drivers are permitted to assist passengers with a limited number of packages; passengers are permitted to travel with their own personal care attendants or escorts.

Spirit of Kokomo also contracts with Bona Vista to operate a scheduled route with four (4) vehicles between 8:00 and 9:00 AM daily for individuals going to Bona Vista.

The city provided approximately \$471,616 to support Spirit of Kokomo service in 2007. Additional funding is provided by Title III, Community Services Block Grant (CSBG), and passenger donations. The city employs seven full-time and six part-time drivers, two dispatchers and one office supervisor to operate the Spirit of Kokomo.

If the Spirit of Kokomo cannot provide a trip, it will refer an individual to the First City Rider program. Individuals qualified for Spirit of Kokomo are eligible for a reduced fare on First City Rider. Reduced fares typically

range between \$2.25 and \$4.00 per trip. Also, individuals eligible for Medicaid are referred to a Medicaid eligible service.

Kokomo Howard County Metropolitan Planning Commission is operated under the legal authority of the local government. It provides permits, development plans, and administers the First City Rider program. The office hours are Monday through Friday, 8:00 AM to 4:00 PM.

A planner of the Kokomo Howard County Metropolitan Planning Commission completed the on-line survey. It is in the assessment of the planner that more funding is needed to improve personal mobility in the area. The planner indicated that the “local service is great. It is operated well and on time.”

First City Rider program contracts with a local private transportation provider (Rhino Taxi) to provide subsidized transportation to a portion of Howard County. The staff of the Kokomo and Howard County Governmental Coordinating Council administers the program. The city provides the local match for Section 5307 funding with the in-kind transportation services of the Kokomo Senior Citizens Bus Service (Spirit of Kokomo).

The First City Rider service area includes the region of Howard County that lies between County Roads 500 East and 500 West; and County Line Roads 600 North and 500 South. Anyone over the age of 16 is eligible for the program. Eligible passengers are limited to 60 trips per month. Passengers must pay full price for any trip over the maximum monthly amount.

To be considered a “patron” of the First City Rider program, an individual must call the First City Rider program office, Monday through Friday between 8:00 AM to 4:00 PM. The program office will register the caller during the telephone call based upon information including: name, address, date of birth, last four digits of the social security number, and telephone number. After the telephone registration is complete, the service structure and rules are explained to the patron and he is invited to call Rhino Cab (service provider) to schedule his trips. The patron also receives a brochure about the service via mail.

The program office indicated that approximately 10,000 people are registered to use the First City Rider subsidized taxi service program. And, the office receives approximately 15 calls per week to register individuals for the program. The number of trips provided by the First City Rider program continues to increase as improvements in scheduling are implemented.

During FY 2007, the First City Rider program received \$301,000 from the State PMTF program. The allocation increased to \$389,000 for FY 2008.

There are multiple passenger fare categories for the First City Rider subsidized taxi program and each category has a slightly different discount. The fares are as follows:

- Basic fare: Any person age 16 to 59 years who lives in the program service area is eligible for the basic program fare. These patrons receive a discount of \$3.00 per trip. The patron pays the remainder of the trip cost to Rhino Cab.
- Special fare: Patrons age 60 years or older, patrons of any age with a disability who do not require use of a wheelchair lift van, and holders of a Medicare card are eligible for the special fare.

| <u>Fare Discount</u> | <u>Hours</u> |
|---------------------------------------|--------------------|
| \$3.00 | 8:00 AM to 5:00 PM |
| \$3.00 plus 50% off remaining cost | 5:00 PM to 8:00 AM |

*Patrons who require transportation with wheelchair-equipped vehicles also receive the special fare with the exception of the \$3.00 discount after 5:00 PM.

*Patrons under age 16 who require transportation with a wheelchair qualify for the special fare but must be accompanied by an adult.

Rhino Taxi is a private taxi company serving the city of Kokomo. Rhino Taxi provides taxi services to anyone, 24-hours a day, 7-days a week, and is a Medicaid eligible transportation provider. In addition, the city's First City Rider public transportation program has a contract with Rhino Taxi under which Rhino accepts the fare discount for passengers that are registered in the First City Rider program. Rhino is reimbursed by the city for the discounted fares that it provides.

Taxi fare without the First City Rider program is \$7.00 (minimum) for passengers without a wheelchair. Passengers that require transportation with a wheelchair pay a fare of \$18.00 (without the First City Rider program).

According to a 2007 community needs assessment conducted by the United Way, 42 percent of transportation services occur between 6:00 PM and 6:00 AM. Rhino Taxi's vehicle fleet is wheelchair accessible. It operates 16 standard vans and three (3) large vans.

Samaritan Caregivers assists older adults and individuals with a chronic illness or physical or developmental disability within Howard County. To receive services with Samaritan Caregivers, an individual must complete a home visit from a staff member.

Samaritan volunteers provide consumer transportation to and from medical appointments. Volunteers wait for individuals at medical appointments so they do not have long wait times before a return trip, and they are not left alone. Consumers are not charged a fare for transportation; however, due to increasing fuel costs, consumers are asked to limit their trips to once a week and to coordinate trips where possible.

The days and hours of service are Monday through Friday from 8:00 AM to 4:00 PM. An answering machine is used during off hours so that consumers may leave a message.

In 2007, 750 passenger trips were provided for sixty individuals. The total transportation revenues for 2007 were \$123,000. Of this total, the United Way of Howard County provided \$27,900. The agency fundraised \$37,000 and individuals, groups, and charitable foundations donated the remaining revenue.

Families, friends, and neighbors are the most useful personal mobility options. During winter months, volunteers are difficult to find because many of them are retired individuals who go to warmer climates in the winter. Individuals who Samaritan Caregivers cannot serve are referred the United Way 211 number.

The agency's coordination efforts have encountered liability/insurance concerns, turf issues among providers, and the mixing of unique characteristics of client populations. The greatest obstacle to coordination and mobility in the area in the opinion of Samaritan Caregivers is turf issues among providers.

Accessible, on-time, public transportation that is available during more hours of the day and night to support working individuals is the enhancement most needed to improve the coordination of public transit and human service transportation in the area, according to the Samaritan Caregivers representative.

Other Stakeholder Organizations

The following organizations are participating and have an interest either directly or in representation of their consumers in the planning process, but do not directly provide transportation.

A City of Kokomo, Councilman completed the survey. The councilman indicated that First City Rider program and other private providers supply the most useful personal mobility options. The councilman indicated that looser eligibility restrictions for transportation that is provided for the public and agency consumers would improve personal mobility in the community.

City of Kokomo, Development Office is operated by the local government. The Development Director indicated that families, friends, and neighbors provide the most useful personal mobility options in the area. The most need enhancement to improve personal mobility is on-time delivery and pick-up for public transit users.

Community Foundation of Howard County is a nonprofit organization that serves Howard, Clinton, and Carroll counties. The Community Foundation of Howard County is home to over 100 funds representing a broad range of donor and community interests. The foundation has grown into the largest single grant-maker in the county. Those grants are all the direct or indirect result of a donor's interest in the community.

The individual that completed the one-on-one interview stated that volunteers provide a lot of transportation in community and additional public transportation is needed to fill in the gaps in available resources.

Community Foundation of Howard County refers individuals who inquire about public transportation to the United Way Information and Referral, 211.

Two **Consumers** completed the survey on-line. One indicated that families, friends, and neighbors provide the most useful personal mobility options in the service area. Another consumer stated that a city bus system is needed and that he feels like it has been needed for years.

Haynes Community Federal Credit Union is a nonprofit organization that provides financial services to the citizens of Howard and Tipton Counties. The individual that completed the survey on behalf of the Haynes Community Federal Credit Union perceives that there is a moderately strong real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services.

Kokomo Cycling & Fitness provides bicycle, fitness sales, and service to Howard, Miami, Cass, Tipton, Carroll, Hamilton, and Grant counties. The owner of Kokomo Cycling & Fitness is of the opinion that families, friends, and neighbors currently provide the most useful personal mobility options in the community.

United Way of Howard County is a nonprofit organization that serves individuals that live and work in Howard County. The United Way funds and accesses local and community resources within Howard County. Currently, United Way funds seventeen agencies and thirty-four programs within the seventeen agencies. United Way organizes fundraisers, and conducts needs assessments and some community planning.

Although United Way does not directly purchase or provide transportation it does assist in funding transportation programs. In the past the organization partially funded a Wheels to Work Program and a Red Cross Transportation Program. Both programs were later disbanded due to funding issues. Currently, the organization helps to fund Samaritan Caregivers, who provides transportation to older adults and individuals with disabilities.

The organization will refer individuals to the United Way Information and Referral 211 program if a request for help with transportation is received.

The individual that participated in the one-on-one telephone interview indicated that Howard County residents need affordable transportation. Many individuals that the United Way works with are working and/or going to school and require multiple trips on the public transportation system; because multiple trips are required, individuals cannot afford the current fares for the First City Rider Program. Evening transportation is also an unmet need for Howard County residents as many individuals work split shifts or need transportation after work for appointments and errands. Lastly, out-of-county transportation is needed to Carmel, Indianapolis, and Westfield for medical appointments.

United Way Information and Referral 211 is a nonprofit information and referral center that serves Howard, Cass, and Miami counties. The 211 number is answered 24-hours a day, seven days a week.

The 211 number was established approximately four years ago. The center has a data specialist that gathers and enters the information into the database. Surveys or information sheets are distributed on a yearly basis to collect the most current information from area agencies and organizations. Information updates are incorporated whenever new information or changes are provided to the center.

Although the Information and Referral center does not purchase or provide transportation to their consumers they do see the needs of transportation within the community. Based on interactions with individuals that have low to moderate incomes, staff at the center realize that affordable, flexible schedule, and dependable transportation is needed for transportation to and from work. The current transportation in Kokomo is

not as reliable or timely as needed for people who require transportation for employment purposes. In addition, individuals younger than 16 years of age need to be able to access transportation without a parent. An example given is that a nine year old needed to get to counseling but could not because the parents had to be at work and the child was too young to access the transportation services provided in Kokomo. Lastly, more transportation is needed for individuals that need to get to medical appointments, go shopping, and for quality of life needs.

SUMMARY

Community outreach efforts are ongoing and the organizations listed in this chapter represent only those that have participated in the study to date. Additional organizations will be added to the second technical memo.

Eight organizations that have participated in the community outreach efforts to date provide transportation in the study area. The majority of available transportation is within Kokomo and the immediately surrounding area. Volunteers, human service agencies, or family and friends provide the only transportation in rural areas and smaller communities of Howard County.

The City of Kokomo supports a senior bus service and a subsidized taxi program for the general public. While the hours of service for the taxi program (24-hours a day) are comprehensive, passenger fares are sometimes cost prohibitive for individuals with low incomes and the service area is limited.

Medicaid transportation is available for eligible consumers. Rhino Taxi is a Medicaid eligible provider. Consumers who are not eligible for Medicaid rely on friends, families, volunteers, or human service agencies for transportation to medical appointments outside of the Kokomo vicinity.

The following summary tables provide a brief overview of transportation provided by the organizations discussed in this chapter.

| Name | Service Type | Passenger Eligibility | Service Description | Hours of Service | Fleet Information | Federal/State Funds for Transportation |
|-----------------------------------|---------------------------------------|---|---|--|--|--|
| Bona Vista | Human Service Agency | Individuals with a developmental disability | Demand Response in Howard and Cass counties. | 24-hours/ 7-days | 8 15-passenger vans 4 converted 15-passenger vans | Private, Non-Profit; Agency funded transportation. |
| Domestic Violence Shelter | Volunteer | Consumers of the shelter's services | Volunteer demand response. | As needed | None; Volunteers use personal vehicles. | None |
| Eastern Howard School Corporation | Public School | Child attending grades K-12 | School Transportation | Monday-Friday: 6:00 AM to 4:00 PM | 16 yellow school buses | Public School Corporation |
| First City Rider Program | Public Transportation Subsidized Taxi | Patron age 16 or older, or individuals with disabilities of any age | Subsidized Taxi Program | 24-hours/ 7-days | (See Rhino Cab) | PMTF, City of Kokomo (in kind match). |
| Gilead House | Private, Non-Profit | Adult women with a drug and/or alcohol addiction | Demand Response transportation to hospital, court, medical appointments, employment, Ivy Tech | Mon. 9:00 AM to 7:00 PM; Tues. – Thurs. 9:00 AM to 5:00 PM; Fri. 9:00 AM to 12:00 PM | 1 van 1 car | Agency funds. |

| Name | Service Type | Passenger Eligibility | Service Description | Hours of Service | Fleet Information | Federal/State Funds for Transportation |
|----------------------------------|--------------------------|---|----------------------------|--|---|--|
| Howard County Sheriff Department | Local law enforcement | N/A | Emergency transportation | Office hours are Monday-Friday: 7:00 AM to 9:00 PM | 35 sedans 1 standard 15-passenger van | Howard County |
| Rhino Cab | Private, For-Profit Taxi | General Public and Medicaid | Demand Response | 24-hours/ 7-days | 16 vans 3 large vans | First City Rider Subsidized Taxi Service Contract; Private passenger fares; and Medicaid reimbursements. |
| Samaritan Caregivers | Human Service Agency | Consumers who are older adults or have a chronic illness, physical, or developmental disability | Volunteer transportation | Monday-Friday: 8:00 AM to 4:00 PM | No vehicles; all transportation is provided by volunteers | Funding is from the United Way, fundraising, donations, and charitable foundations |

| | | | | | | |
|------------------|----------------------|---|--|--------------------------------|--|--|
| Spirit of Kokomo | Pubic Transportation | Individuals with disabilities or age 60 and older who live within the city limits of Kokomo | Demand response transportation with a contract service that operates 8:00 AM to 9:00 AM, Monday through Friday to Bona Vista | Monday-Sat: 9:00 AM to 4:00 PM | 14 accessible light duty vehicles, each with 2 wheelchair positions. | City of Kokomo, Title III, CSBG, Passenger Donations |
|------------------|----------------------|---|--|--------------------------------|--|--|

IV. NEEDS ASSESSMENT

OVERVIEW

This chapter provides an assessment of unmet transportation needs as identified by transportation stakeholders in Howard County. Local meetings and other community outreach efforts as defined and documented in Chapter III and the Appendix were conducted to gather information from a variety of organizations that represent older adults, individuals with disabilities, and individuals with low-incomes.

2007 COMMUNITY NEEDS ASSESSMENT – UNITED WAY OF HOWARD COUNTY

The United Way conducted a Community Needs Assessment for public transportation, green spaces, environmental protection, and physical infrastructure. The results indicated that 18 percent of the survey respondents indicated that public transportation is an adequate or strong service. There were 176 participants in the needs assessment.

According to the United Way, “public transportation drew by far the most criticism and was rated the most inadequate of 26 community systems and services.” Criticism came from requests for the following:

- Public transportation in the outlying areas of the county.
- Free transportation for older adults and individuals with disabilities after hours.
- Affordable general public transportation.
- Affordable, public, inter-city transportation for access to certain medical services and mental health services.

According to the United Way, the 2005 American Community Survey estimated that 1,800 Howard County households had no telephone services. This indicates that some families have no telephone for calling a taxi.

Eighteen percent of community leaders who completed the same survey rated public transportation as adequate or better. Considering this disparity, it was suggested that the community reframe the problem from one of public transportation, to one of personal mobility.

LOCAL PUBLIC AND STAKEHOLDER MEETING RESULTS

On December 11, 2007 and March 20, 2008, RLS & Associates conducted coordinated transportation planning meetings in Kokomo with stakeholders from local human service agencies, taxi systems, faith based

OVERVIEW

2007 COMMUNITY NEEDS ASSESSMENT – UNITED WAY OF HOWARD COUNTY

LOCAL PUBLIC AND STAKEHOLDER MEETING RESULTS

organizations, and others that represent the targeted population. A public notice was published in two local papers to invite the general public to attend the meeting on March 20, 2008. The goal of the meetings was to identify and prioritize unmet transportation needs, duplications of transportation service in the county and preliminary strategies to address needs and improve access to services for the targeted populations.

The following organizations were represented at one or more meeting:

- ♦ Disabled American Veterans
- ♦ Breakaway Bicycle Club
- ♦ St. Joseph Hospital
- ♦ St. Joseph Hospital, Clinic of Hope
- ♦ United Way of Howard County
- ♦ United Way of Howard County, Information and Referral, 211
- ♦ Samaritan Caregivers
- ♦ Kokomo Common Council
- ♦ Kokomo/Howard County Governmental Coordinating Council
 - First City Rider
 - Spirit of Kokomo
- ♦ Community Foundation of Howard County
- ♦ Howard County Council
- ♦ Family Service Association of Howard County
- ♦ Greentown Parks and Trails Advisory Board
- ♦ Greentown Main Street Association
- ♦ Rhino Taxi Service
- ♦ Howard Regional and Health Behavioral
- ♦ Kokomo Urban and Outreach
- ♦ Crossroads Community Childcare
- ♦ Transportation consumers and volunteers

Initial Goals for Coordination

Stakeholders identified the following administrative approaches to improving transportation for individuals with disabilities, older adults, individuals with low incomes, and the general public in Howard County.

- Share a database to identify all transportation services that are available in the county.
- Identify needs through comprehensive community-wide public survey.
- Use college students to assist with entering survey results and other information that is shared through the initial planning stages of the coordination effort. Maybe use the students for other purposes in the future.
- Purchase new dispatch/scheduling software that is more appropriate for local transportation needs.

- Conduct a peer comparison to identify the most effective service structure for communities of similar size and characteristics.

The following sections discuss the stakeholders' list of aspects of transportation that should be preserved; current transportation practices that should be eliminated; service that should be achieved; and results that should be avoided during the process of implementing the above noted planning goals and any service strategies that result from the coordinated plan.

Preserve

Coordinating resources will bring about significant improvements to transportation in the area. That is not to say that the existing transportation services are any less valuable. In fact, there were several aspects of the current transportation services that planning participants want to preserve, as outlined below.

- Preserve Consumer Friendly Drivers- Consumers become familiar with a particular driver and trust that driver. Planning participants would like to preserve that passenger/driver relationship.
- Preserve the Ease of Enrollment in Existing Programs- Planning participants indicated that becoming a consumer of a particular agency is a simple task. Planning participants would like to preserve the ease in which consumers can access the services available within Kokomo.
- Preserve What Works Now- Planning participants would like to survey the general public and current transportation consumers to ensure that in coordinating transportation, consumers do not lose the valuable services upon which they currently rely.
- Preserve Door-to-Door Service – Maintain the door-to-door service that some agencies provide to ensure that consumers move safely to and from the vehicles.
- Preserve Current Hours – Planning participants would like to see more days and hours of operation added to the transportation services that are available and maintain the hours that are currently being offered to the consumer.
- Preserve The Spirit of Kokomo- Planning participants feel that the Spirit of Kokomo is a great service upon which many consumers rely. Planning participants would like to preserve this mode of transportation and expand upon it.
- Keep Interest in Transportation Alive and Moving Forward- Planning participants are excited that transportation is a focus across the county and within Kokomo and would like to keep that interest in the forefront and alive.

Eliminate

There are aspects of current services that must be preserved in a successful coordination effort and there are also aspects that stakeholders would like to eliminate. Aspects of service that could be eliminated are listed below:

- Vehicle Down-Time and Under-Utilized Vehicles- Planning participants stated that they would like to eliminate inefficient vehicle down-time (i.e. hours between trips, time that drivers spend waiting for consumers to finish medical appointments, or off-peak service times during the business day).
- Negative Mindsets- Planning participants stated that many local officials do not feel that transportation is a problem in Kokomo and Howard County. Planning participants would like to impress upon local officials that transportation is important and that the transportation that is available is not adequate.
- Lengthy Wait Times- Many planning participants indicated that individuals wait for long periods of time for a vehicle to pick them up after an appointment. Long wait times are difficult for individuals that have been through a procedure or are frail. Participants would like to coordinate transportation times so that lengthy wait times are eliminated.
- Lack of Information to the Public- Planning participants indicated that the public is not fully aware of public and social service agency transportation options that are available in the area. Participants would like to implement a coordinated effort that results in making information easily accessible for the general public.
- Shortage of Drivers- Planning participants stated that finding good, qualified drivers is difficult. Participants would like to implement and coordinate some type of training for individuals so that interested individuals could receive training as drivers.

Achieve

The planning participants indicated several goals that they would like to achieve through the coordinated effort. Goals will be incorporated into objectives and strategies in the following chapter.

- Affordable Transportation- Planning participants indicated that even with a subsidized transportation program, transportation is too expensive for individuals with low incomes.
- Affordable Out-of-County Transportation- Planning participants stated that transportation is only available within the city limits of Kokomo and consumers from all over the county have a need to go to Indianapolis, Marion, Carmel, and Westfield for employment

- and medical appointments. Affordable transportation is needed to these destinations and throughout the region.
- Fixed Route Bus System- Planning participants would like to see a fixed bus system in the Kokomo, if such a service can be implemented within funding limitations and to meet demand for service. A fixed bus system should be structured to provide reliable, on-time service to major trip generator areas.
 - Reliable and On-time Transportation Service- Planning participants indicated that reliable service and on-time performance are important to consumers and organizations.
 - Sufficient Availability of Resources- Planning participants want to ensure that when a consumer calls for a ride, that ride is available within a reasonable range of the time and date requested.
 - Safe Transportation Service- Safety while on-board vehicles and when moving to and from the vehicles is important. Planning participants want to ensure that all consumers are reasonably safe when accessing the transportation services and that they feel secure when using the services.
 - Clean Vehicles – Planning participants want to ensure that vehicles are clean both inside and out.
 - Flexibility of Services for Families and Individuals of All Ages- Planning participants stated that currently individuals can ride a vehicle but their family member cannot because they do not qualify, yet the family member is needed at the medical appointment or at the store. Flexibility of service would allow individuals to bring family members on the vehicles without the issue of eligibility.
 - Expand Geographic Areas and Hours of Transportation- Planning participants would like to see transportation service for all of Howard County. Individuals require travel to and from locations outside of the current public transportation service area for employment and medical reasons. Planning participants also would like to see the hours of transportation to be expanded for individuals that work split shifts or second and third shift. Also, Individuals that work first shift need transportation in the evenings for access to shopping and other destinations after work hours.
 - More Mobility Options for Older Adults and Individuals with Low Incomes- Planning participants would like to increase mobility options for older adults and individuals with low incomes by having more affordable transportation and accessible vehicles.
 - Extend Door-to-Door Service- Currently some transportation services offer door-to-door service. Planning participants would like more transportation providers offer door-to-door services.
 - More Coordination of Under-Utilized Vehicles- Planning participants have vehicles that have down-time or have seen vehicles at area churches that are not utilized during the week.

Planning participants would like to coordinate with all agencies and organizations that have a vehicle so that the transportation needs of Howard County are met and all vehicles are being used to the fullest extent possible.

- Community Education of Transportation Services Available- Planning participants would like to implement a brochure and update the information at the United Way Information and Referral, 211 number so that consumers are getting the most up-to-date and accurate information on transportation services. The brochure would allow consumers to see the multiple transportation services available, days and hours of operation, and eligibility requirements, if applicable.

Avoid

Finally, there were a few points that stakeholders want to specifically avoid when developing the coordination program, as follows:

- Duplication of Service- Planning participants want avoid having one vehicle follow another vehicle from a different agency to a common or shared destination. Coordination of schedules was suggested as a method to stop duplication of services.
- Additional Cost to the Community/Tax Increase- Planning participants identified that the cost of fuel has increased. The participants hope to take measures that will minimize fuel costs for transportation providers if at all possible, and avoid excess use of fuel by eliminating unnecessary duplication of services.
- Costs as a Barrier to Individuals That Rely on Transportation- Planning participants stated that affordable transportation is key to reaching the general public. Out of pocket transportation fares must be minimized so that older adults and individuals with low incomes remain mobile.
- Empty Seats on Vehicles- Planning participants want to avoid empty seats on vehicles. By coordinating schedules and trips, vehicles can be filled with more consumers and less empty seats equal more revenue for the provider and improved efficiency for all.
- The Word “Can’t”- Planning participants want local officials, organizations, and agencies to ‘think outside of the box’ and be willing to consider and investigate new, realistic transportation ideas without saying “can’t” first.
- Losing Funding for Transportation - Planning participants want to see all existing transportation dollars effectively applied to meet the needs of the consumers in Howard County. And, participants want to explore and pursue realistic opportunities for bringing new transportation funding to the area.

**CHALLENGES FOR
COORDINATING
TRANSPORTATION****CHALLENGES FOR COORDINATING TRANSPORTATION**

The following bullets provide a summary of the challenges that transportation providers and human service agencies in Howard County have experienced. This list is not intended to be comprehensive, but should accentuate the primary areas of concern for the planning participants.

- Transportation providers indicated that service area for public transportation is too limited. Identifying an affordable structure for providing long distance trips to Indianapolis, Marion, Carmel, and Westfield that are affordable and convenient to the consumers has been an ongoing challenge.
- There is a driver shortage, which challenges any opportunities to expand transportation services. Organizations need access to more qualified drivers in order to expand transportation.
- It is difficult to respond more quickly to return trips home from medical appointments because these trips cannot be scheduled in advance and there are limited resources for on-demand responses.
- Insurance/liability restrictions or expenses have prevented some organizations from sharing trips, vehicles, and/or drivers.
- Public awareness of the available transportation resources is low. For example, many people do not know that the taxi system is a Medicaid provider or that subsidized (First City Rider) or free (Spirit of Kokomo) public transportation is available.
- Educating people about how to use existing transportation and about what their options are is an ongoing challenge.
- Rising fuel costs are a challenge to passengers, volunteers, and transportation providers.

While there are challenges to implementing coordination among varied transportation providers, services, and funding sources, it is important to note that transportation coordination is being successfully implemented throughout the country, including in Indiana. Therefore, issues such as conflicting or restrictive State and Federal guidelines for the use of funding and vehicles, insurance and liability, and unique needs presented by the different populations served, to name a few, should challenge, but not stop, a coordination effort. There are many resources available to assist communities as they work together to coordinate transportation. FTA's Framework for Action. FTA's Framework for Action is available at www.unitedweride.gov.

SUMMARY

SUMMARY

Outreach efforts to the community, local human service agencies, and government entities through an on-line survey and public meetings have been conducted to identify the gaps in services for older adults, individuals with low incomes, and individuals with disabilities. The most significant gap in the existing service structure, as expressed by most stakeholder organizations, is low-cost transportation for individuals within Kokomo and Howard County to destinations within the county and out-of-county. The City of Kokomo subsidizes taxi services through the First City Rider program, but it is the opinion of most stakeholder organizations that even the subsidized program is not affordable to some individuals. Even with the combined services of all local transportation providers, the ability for a consumer to travel through multiple communities or counties is inhibited by service area limitations and/or expense.

Community stakeholders are aware that in order to achieve the goals highlighted in this chapter together, they must first establish some foundation for coordinating service. The goals and strategies for improving access to community resources for individuals with low incomes, older adults, individuals with disabilities, and the general public to be developed in the next technical memorandum will outline that foundation for service and provide some suggested action items for the near future.

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Appendix

Kokomo/Howard County

**EXHIBIT 1: OUTREACH DOCUMENTATION SUMMARY
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION
PLAN
FOR THE CITY OF KOKOMO AND HOWARD COUNTY, INDIANA**

FOCUS GROUPS

Date(s) & Locations Held:

12/11/07 Howard County Governmental Office Building

3/20/08 Howard County Governmental Office Building

Date(s) Invitations Were Distributed:

✓ U.S. Mail 11/23/07 & 2/18/08 Web Posting _____

E-mail _____ Other (please specify)

✓ Newspaper Notice Kokomo Tribune and The Greentown Grapevine for 3/20/08 meeting.

Radio/TV PSAs None

✓ Distributed in local community/senior centers, etc.

✓ Information was provided in alternative formats, upon request.

✓ Events were open to all individuals, including hearing impaired.

✓ Information was provided in alternative formats, upon request.

✓ Interpreters provided, upon request.

of Attendees (by location & date)

11 12/11/07 @ Howard County Governmental Office Building

15 3/20/08 @ Howard County Governmental Office Building

✓ Invitation letter and mailing list attached.

✓ Copies of flyers, brochures, etc.

✓ Copy of Public Notice from each newspaper in which it appeared

✓ Sign-in Sheets attached.

✓ Focus Group Summary Included in Report

Appendix

Kokomo/Howard County

PUBLIC HEARINGS

Date(s) & Locations Held:

None

Date(s) Notice(s) Were Published: _____

- Events were open to all individuals, including hearing impaired
- Copy of web posting (if available).
- Copies of flyers, brochures, etc. attached along
- Copy of Public Notice attached along with with distribution locations.
a list of newspapers in which it appeared.

of Attendees _____

- Sign-in Sheets Attached
- Minutes Attached

SURVEYS

Date(s) Surveys Were Distributed:

- ✓ U.S. Mail 2/18/08 Flyer _____ Web Posting 2/18/08-2/29/08 _____
- ✓ E-mail Upon request 2/18/08 – 2/29/08 _____
- ✓ Other (please specify): Fax available upon request.
- ✓ Newspaper Notice March 13-17 _____
- ✓ Distributed in local community/senior centers, etc. Various local points of contact were asked to post the meeting announcements in community centers and senior centers.
- ✓ Information was provided in alternative formats, upon request.

No. of Surveys Distributed: 142

No. of Surveys Returned: 14

- ✓ Listing of Survey Recipients attached

OTHER OUTREACH EFFORTS

- ✓ Flyers or Brochures in
 - X Senior Centers
 - X Community Centers
 - X City/County Offices

Appendix

Kokomo/Howard County

- ✓ Teleconferences – Consultants called organizations to request follow-up information. Organizations that did not participate, but major transportation providers, were contacted by telephone to verify that they received the invitation/meeting notice.
- ✓ Miscellaneous Meetings, Conferences, etc. (please specify)
Meeting with KHCGCC representatives – December 10, 2007
- ✓ General public survey planned for May 2008.

If other activities include meetings, conferences, etc., please indicate the following information for each event:

Date(s) & Locations Held:

December 10, 2007 Howard County Governmental Office Building

Date(s) Invitations Were Distributed:

- U.S. Mail _____ Web Posting _RTAP_____
- E-mail _____ Other (please specify) _____
- Newspaper Notice _____
- Radio/TV PSAs _____
- Distributed in local community/senior centers, etc.
- Information was provided in alternative formats, upon request.
- Events were open to all individuals, including hearing impaired.

of Attendees (by location & date)

- Sign-in Sheets Attached, if applicable
- Summary Attached, if applicable
 - Invitation letter/Meeting Notice and mailing list attached.
 - Copy of Public Notice attached along with a list of newspapers in which it appeared.
 - Copy of e-mail invitation/Meeting Notice and mailing list attached.
 - Copy of web posting (if available).
 - Copies of flyers, brochures, etc. attached along with distribution locations.

Appendix

Kokomo/Howard County

Exhibit 2: Stakeholder Checklist

The following list is provided to assist you in identifying the agencies, organizations, and institutions in your community that we should contact regarding your plan. It is possible that not all of these organizations exist in your community, or that multiple agencies exist with the same description.

- Area Agencies on Aging
- Advocacy organizations, e.g., AARP
- Assisted Living Communities
- Child Care Facilities
- City Councils
- Colleges, Universities, and Community Colleges
- Community Based Organizations; Community Action Programs
- County Aging Programs
- County Commissioners or Councils
- Local DHHR Offices
- Economic Development Authorities
- Fair Shake Network
- Family Resource Network
- Foundations
- Group Homes
- Homeless Shelters
- Hospitals/Other Health Care Providers
- Independent Living Councils
- Major Employers or Employer Orgs.
- Local Medicaid Brokers or Providers
- Mental Health Providers
- Metropolitan Planning Organizations
- Non-Profit Transportation Providers
- Nursing Homes
- Other Non-Profit Organizations
- Potential Riders in Targeted Areas (lower income, individuals with disabilities and older Americans)
- Private Bus Operators
- Public Transportation Systems
- Regional Planning & Dev. Councils
- Local Rehabilitation Service Offices
- Retired Senior Volunteer Programs
- Local School Districts
- Security and Emergency Mgmt. Agencies
- Senior Centers
- Sheltered Workshops
- Taxicab Operators
- Technical or Vocational Schools
- Transit Riders
- United Way
- Local Workforce Indiana Offices

Exhibit 3



KOKOMO/HOWARD COUNTY GOVERNMENTAL COORDINATING COUNCIL
120 EAST MULBERRY STREET, SUITE 116 KOKOMO, IN 46901
PHONE: 765-456-2336 FAX: 765-456-2339
e-mail: khcgcc@aol.com Web Site: kokomompo.com

Dear Transportation Providers and Users:

**It's time to Create a
Human Service Agency Coordinated Transportation Plan
For Kokomo and Howard County!**

**This is your chance to get involved and make a change
to Improve Transportation Options for All of our Citizens, including Older Adults,
Persons with Disabilities and Low Income Populations!**

The goal of the plan is to identify unmet transportation needs and gaps in current services and develop transportation options to more effectively serve our transportation disadvantaged citizens. This goal can only be accomplished through your insightful contributions and by building upon partnerships between providers of transportation and agencies/organizations that represent older adults, families in poverty, and individuals with

All transportation providers including faith based organizations, older adult facilities, human service agencies and educational institutions that provide consumer-only transportation, and all private, public and Medicaid transit providers are strongly encouraged to participate in formulating the plan by attending the local meetings. **Failure to do so can place future federal transportation funding in jeopardy.** (Participation in a locally developed coordination plan is a prerequisite for current and future Federal Transit Administration Section 5310, Section

There will be a focus group meeting, facilitated by RLS & Associates, on December 11th, 2007 to discuss 1) the effectiveness of our current transportation options; 2) the unmet transportation needs for the population that your organization represents; 3) concepts for improving mobility options through new coordination efforts.

December Meeting Schedule:

Date/Time: Tuesday, December 11, 2007 @ 11:00 AM
Place: Howard County Government Center
120 East Mulberry Street
Kokomo, Indiana

Please let us know by December 7, 2007 who will be representing your organization. Contact Laura Brown at 937-242-7136 or via e-mail at lbrownRLS@verizon.net.

We look forward to seeing you on December 11th.

Kind Regards,

Laura Brown, RLS & Associates
For Larry Ives, Director
Kokomo/Howard County Area Metropolitan Planning Organization

Exhibit 4: Kokomo/Howard County Governmental Coordinating Council (KHCGCC) Transportation Surveys



KHCGCC needs your input for developing a local public transit/human services coordinated transportation plan in your area.

Everyone interested in coordinating transportation should complete this comprehensive on-line survey.

Everyone planning to apply for grant funding under the Federal Transit Administration (FTA) Section 5310, 5316, and 5317 in future years ***must*** complete this on-line survey.

The survey is available until **February 29, 2008**.

Please go to <http://www.superiornetworks.biz/Kokomo> to complete this survey today.



Do you love the outdoors?

Would you like to see a bike path in Kokomo?

Let KHCGCC know what you think by completing the bike path survey.

Please go to <http://tinyurl.com/2fugtf> to let KHCGCC know how you feel about this idea.

The survey will be available until **February 29, 2008**.

Kokomo

COORDINATED PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN

December 2007

SIGN-IN SHEET

Please Print.

| NAME & AGENCY | AGENCY ADDRESS | TELEPHONE | E-MAIL |
|--|---|--|------------------------------|
| Bill Davis Howard Leg. and Health Barriers | 322 N. Main Kokomo | PHONE 765-453-8327 FAX 765-453-8332 | W.Davis@HowardLeg.mil.org |
| Ginger Noto Bona Vista | 1220 Elagena Kokomo | PHONE 457-8273 FAX | |
| Jamey Henderson Samaritan Caregivers | 27055 Berkley Rd. Suite 3C | PHONE 453-4611 FAX | Samaritan@ yahoo.com |
| Jeff Neutz Kokomo URBAN Outreach | 1000 734 E. Hoffer Kokomo 46902 | PHONE 461-9618 FAX | URBAN.outreach @gmail.com |
| LORI AXERS Crossroads Childcare | 4254 S 00 EW Kokomo IN 46902 | PHONE 804-0307 FAX 453-4734 PHONE FAX | loriakers@ crossroads.cc |

Exhibit 5

Kokomo

COORDINATED PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN

December 2007

SIGN-IN SHEET

Please Print.

| NAME & AGENCY | AGENCY ADDRESS | TELEPHONE | E-MAIL |
|---|---------------------------------|--------------------------------|--------------------------------|
| DOUG EYTCHESON KHCGCC | 120 E. MULBERRY SUITE 116 | PHONE 452-9184 FAX | gectplanner@ aol.com |
| CINDY DUNLAP UNITED WAY INFORMATION REFERRAL | 210 W. WALNUT | PHONE 457-4357 FAX | cdunlap@unitedwayhoco. com |
| Lori Toste United Way | 210 W Walnut | PHONE 457-6691 FAX | Hate on united way hoco.org |
| LARRY IVES Rhino | KHCGCC 120 E mulberry st 116 | PHONE 452-2336 FAX 2339 | khcgcc@aol. com |
| Stephen R. Wiseman | 1102 S Apperson way | PHONE 452-9881 FAX 452-9885 | MR.Thorp@HotMail.com |
| Michelle Thorp Rhino | 1102 S Apperson way | PHONE 452-9881 FAX 452-9885 | '' '' |

Exhibit 5

**EXHIBIT 6: COORDINATED PUBLIC TRANSIT-HUMAN SERVICE
TRANSPORTATION ACTION PLAN
DECEMBER 2007**

Agenda

- **Registration**

- **Introductions and Welcome**
 - Purpose and Overview
 - United We Ride
 - SAFETEA-LU

- **Discussion**
 - What are we trying to achieve through coordination?
 - What are we trying to preserve through coordination?
 - What are we trying to avoid through coordination?
 - What are we trying to eliminate through coordination?

- **Identify What Actions Must Take Place to Coordinate**
 - Goals of this Session
 - Identify Existing Unmet Need for Transportation
 - Identify Existing Services
 - Identify Service Gaps and/or Duplication of Existing Service
 - Discuss Possible Concepts or Actions for Improving Mobility Options through Coordination

BREAK

- **Rating Implementation of the Action Items**
 - Identify existing foundation for the Action – Does Support Already Exist?
 - Will this Action lay the foundation for future Action?
 - Is progress possible within the next 6-months, 1-year, 3-years, etc?
 - Identify financial feasibility of the Action.

- **Identify Strengths and Weaknesses for Implementation of Each Action Item**

- **Next Steps**
- **Adjourn**



Happy Holidays!



KOKOMO/HOWARD COUNTY GOVERNMENTAL COORDINATING COUNCIL

120 EAST MULBERRY STREET, SUITE 116 KOKOMO, IN 46901

PHONE: 765-456-2336 FAX: 765-456-2339

e-mail: khcggc@aol.com Web Site: kokomompo.com

Dear Friend of Transportation:

In August of 2005, Congress passed the Safe, Accountable, Flexible and Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, **future grantees** under the Elderly and Disabled Transportation Program (5310), Job Access and Reverse Commute (JARC - 5316), and the New Freedom Initiative (NFI - 5317), **must meet certain requirements** in order to receive SAFETEA_LU **funding** for fiscal year 2007 (beginning 10/1/06) and beyond. Of particular importance is the requirement for grantees to participate in a locally developed Coordinated Public Transit-Human Services Transportation Plan.

The Kokomo/Howard County Governmental Coordinating Council has a responsibility to be aware of all transportation programs and funding streams for human service agency consumer and general public transportation in the area. The Kokomo/Howard County Governmental Coordinating Council is also responsible for submitting the locally developed coordinated plan for Kokomo and Howard County to INDOT, which includes an inventory of resources, a transportation needs assessment, and a plan for addressing transportation needs and gaps in service through coordination of local transportation providers and supporters. Meanwhile, INDOT and other Metropolitan Planning Organizations (MPOs) are conducting similar studies throughout the state.

As previously mentioned, projects from the FTA Section 5310, 5316, and 5317 programs must be part of a locally developed plan. Further, this plan is required to be developed through a process that includes input from representatives of local governments, public, private, and non-profit transportation services, human services providers, advocacy organizations representing older adults, individuals with disabilities, and people with low incomes, and the general public. As part of this process and to ensure adequate input into the local plans by these different entities, a series of stakeholder meetings are being held in Kokomo. The first of these meetings took place on December 11, 2007. **The next meeting will be held at 2:00p.m. on March 20th, 2008 in the Conference Room at the Howard County Governmental Office building, 120 East Mulberry, Kokomo, IN.**

The second stakeholder meeting has been scheduled in an effort to inform participants from human service agencies, and invite the general public to participate in the planning process. The meeting time, and location are provided in the enclosed announcement. The meeting will include a discussion of the needs assessment, level of coordination between transportation programs, coordination goals and strategies for improving coordination efforts in the area. **Attendance at the December meeting is not a prerequisite for participation in the remainder of the planning process.**

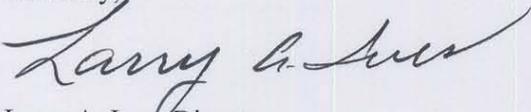
Exhibit 7

You have received this meeting invitation because you represent a local/county/state government or nonprofit organization, or advocacy group, which provides service to, or advocates for, individuals who have public or specialized (older adults, individuals with disabilities and/or peoples with low incomes) transportation service needs. Additionally, **if you plan to apply for funding** under the Section 5310, 5316, or 5317 programs **anytime within the next four years**, you **must participate** in the plan development and meetings. A meeting flyer is enclosed for you to distribute and post, as appropriate, to announce the meeting.

Please RSVP your attendance to this meeting by calling RLS & Associates, at (937)299-5007 or e-mail edemeter@rlsandassoc.com. The meeting location is accessible, including to wheelchair users at the North end of the building. Individuals requiring other special accommodations, including information in alternative formats, should contact Emily Demeter, at the phone number or e-mail address shown above, no later than March 15, 2008.

We look forward to seeing you on March 20th.

Sincerely,



Larry A. Ives, Director
KHGCCG

Enclosures: Meeting flyer for distribution and posting

Exhibit 8: Announcing the 2nd Coordinated Public Transit- Human Services Transportation Plan Meeting!

Please Plan to Attend...

Of specific concern is transportation for older adults, individuals with disabilities, persons with low incomes, and the general public. Strategies to address transportation needs and gaps through coordination of services will be addressed.

- Everyone interested in coordinating transportation should attend.
- Everyone planning to apply for grant funding under Section 5310, 5316, and 5317 must participate in the planning process.
- Attendance at the 1st meeting is not a prerequisite for attending this meeting. The meeting is open to the public.

The meeting will be facilitated by RLS & Associates, Inc. for Kokomo/Howard County Governmental Coordinating Council

Date: 03/20/2008

Time: 2:00 to 4:00 PM

Address: Howard County Governmental Office

Building, 120 East Mulberry St. Kokomo, IN

For information about the meeting or questions regarding building/room accessibility and other special accommodations, please contact Emily Demeter at (937) 299-5007 or by e-mail Edemeter@rlsandassoc.com

Exhibit 9: Kokomo/Howard County Governmental Coordinating Council (KHCGCC) Transportation Surveys

What do you think about a Bike Path?



We apologize for the change in websites.
Please go to our [new link](#) below to let KHCGCC know what you think about establishing a bike path in Kokomo.

The new survey link is <http://tinyurl.com/2fugtf>

The survey will be available until **March 7, 2008**.



REMINDER... KHCGCC needs your input for developing a Coordinated Human Service Agency and Public Transportation Plan for Kokomo.

Every organization that uses or provides transportation should complete this comprehensive on-line survey.

Everyone planning to apply for grant funding under the Federal Transit Administration (FTA) Section 5310, 5316, and 5317

must complete this on-line survey.

The survey is available until **February 29, 2008**.

Please go to <http://www.superiornetworks.biz/Kokomo> to complete this survey today.

If you have any questions about the bike path or coordinated transportation surveys, please contact Todd Lenz at (937) 299-5007.

COORDINATED PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN

March 2008

SIGN-IN SHEET

Please Print.

| NAME & AGENCY | AGENCY ADDRESS | TELEPHONE | E-MAIL |
|-----------------------------------|---------------------------------------|--|--------------------------------------|
| Betty Shaffer | DAV | PHONE 765-628-7312 FAX | |
| Charlie Skoog | Breakaway Bicycle Club | PHONE 765 457-2600 FAX | RUNCRAE@AOL.COM |
| Diana Lowery | St Joseph Hosp. and Clinic of Hope | PHONE 457-4673 FAX 457-6503 | d/lowery@stjoseph. st-vincent.org |
| Bob Lot | Consumer | PHONE 457-3031 FAX | |
| CINDY DUNLAP UNITEDWAY I&R/211 | 210 W. WALNUT KOKOMO 46901 | PHONE 457-4357 FAX | cdunlap@unitedwayhoco. org. |
| Jamey Henderson | 2705 S. Bentley Rd 3C | PHONE 765.453.7411 FAX 765.453.7625 | samanrance yahoo.com |
| SamaritanCaregivers | Kokomo IN 46902 | | |

COORDINATED PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN

March 2008

SIGN-IN SHEET

Please Print.

| NAME & AGENCY | AGENCY ADDRESS | TELEPHONE | | E-MAIL |
|-----------------------------|--|-------------------------------|-----|----------------------------|
| | | PHONE | FAX | |
| Andy Dander City Council | | PHONE 455-3129 | | |
| Rolando Fuentes | St. Joseph Hospital 1907 W. Sycamore St Kokomo IN 46901 | PHONE 466-5361 | | fuentesr5567@sbjglobal.net |
| Healie Ellison | Howard Co. Council 408 E. Mulberry St. Kokomo, IN. 46901 | PHONE 868-1098 FAX 4545464 | | hes192000@aol.com |
| | | PHONE | | |
| | | FAX | | |
| | | PHONE | | |
| | | FAX | | |
| | | PHONE | | |
| | | FAX | | |

COORDINATED PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN

March 2008

SIGN-IN SHEET

Please Print.

| NAME & AGENCY | AGENCY ADDRESS | TELEPHONE | | E-MAIL |
|-----------------------------------|--|--------------------|-----|---|
| | | PHONE | FAX | |
| Jolene Fule Consumer | Greentown Parks & Trails Advisory Board | | | jolene@insightbb.com |
| Rachel Jenkins consumer | Greentown Main Street Association | PHONE 765-688-3504 | | rjenkins@questnet |
| Kim Abney Community Foundation | | PHONE 454-7298 | | kim@cfhoward.org Kim@cfhoward.org Fpowerpt, please |
| Lany KACGA | | PHONE | | |
| Lori Tate | | PHONE 457669 | | lrate@unitedway-hca.org |
| Pam Jace | | PHONE 868-3154 | | pam@fsahc.org |

**Exhibit 11: Kokomo and Howard County
Coordinated Public Transit-Human Service
Transportation Plan
*March 20, 2008***

Agenda

- **Registration**

- **Introductions and Welcome**
 - Purpose and Overview
 - United We Ride
 - SAFETEA-LU

- **Plan Information**
 - Development of Plan
 - Key Demographic Information

- **Gathered Information and Discussion**
 - Stakeholder Meeting Results
 - Needs Assessment
 - Challenges and Goals to Coordination

- **Next Steps**

- **Adjourn**

Exhibit 12: Kokomo and Howard County Coordinated Public Transit-Human Services Transportation Plan

Presented by:
 RLS & Associates, Inc.
 3131 South Dixie Hwy., Suite 545 Dayton, Ohio
lbrownRLS@verizon.net
 March 20, 2008

Project Purpose

- Transportation Coordination Makes Sense from an Efficiency Standpoint. Now it is also a National Mandate.
 - United We Ride Campaign
 - Grant Awarded to KHCGCC from INDOT to Develop the HSTP
 - Statewide Coordinated Transportation Plan

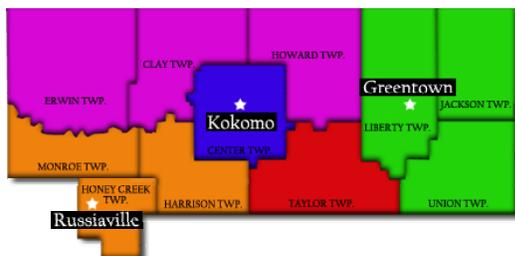
SAFETEA-LU

- Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users.
 - Section 5310 - Elderly Individuals and Individuals with Disabilities.
 - Section 5316 - Job Access and Reverse Commute.
 - Section 5317 - New Freedom Initiative.

Locally Developed Plan

- Project Purpose
- Demographics
- Inventory of Existing Services
- Needs Assessment
- Public Opinion
- Goals, Objectives, Implementation Strategies (5 year timeframe)

County Townships and Communities



Population Growth

- 2005: 84,977 persons
- 2010: 84,395 persons
- 2015: 84,073 persons
- 2020: 84,632 persons
- 2025: 85,702 persons
- The Indiana Business Research Center projects that the County's population will remain fairly stable between 2000 and 2020 with a slight increase occurring between 2020 and 2025.

Individuals with Disabilities

- Number of Individuals in the County Who are Projected to Have a Disability - Defined as At Least One Activity Of Daily Living that Requires Assistance - Is Expected to Increase 1.1% from 2000 to 2005.
- 4.2% Growth Rate is Projected Between 2005 & 2010.

Older Adults

- 13.4% of the County Population is Age 65 or Older (2000 U.S. Census).
 - 12.4% for State of Indiana and United States.
- Projected Growth for County's Older Adult Population through 2015 - An Increase of 28.4%.

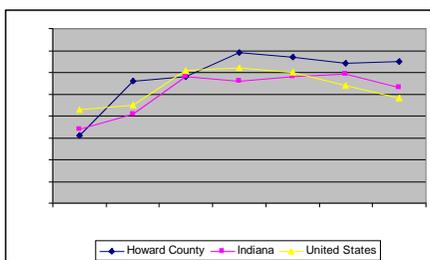
Households Below Poverty Level

- Approximately 9.1% of Households in the County are Below the Poverty Level (2000 U.S. Census)

Zero Vehicle Households

- 7.3% of All Occupied Housing Units in the County have No Available Vehicle.

Unemployment Rates



Stakeholder Meeting Results

- There are Gaps and Duplications in Transportation Service at the County Level.
- Majority of Transportation Demand is within Kokomo City Limits.
- Rural Areas do not Generate High Demand.

Needs Assessment

- Need More Affordable Public Transportation Options for Individuals on a Limited Income.
- Need to Respond to Ill or Frail Consumers in a Timely Manner.
- Transportation to Ivy Tech and Other Colleges for Lower Income Individuals.

Challenges To Coordination

- Popular Destinations are Scattered throughout the City.
- Need Effective Software for Scheduling Demand Response Trips.
- Driver Shortages.
- Training and Educating the Public.
- Rising Fuel Costs

Goals for Coordination

- Share a Database of Information Among Transportation Providers and Other Coordination Partners.
- Identify Needs Through a Countywide Survey.
- Purchase New Dispatching/Scheduling Software.
- Identify if a Regularly Scheduled Route is Appropriate.

Next Steps

- Public Survey
- Finalize Coordination Goals, Objectives, Strategies for Implementation
- Public Hearing and Comment Period
- Adopt the Plan
- Apply for Funding!

Thank You For Your Time and Attention!

HAPPY SPRING!!

Exhibit 13

Form Prescribed by State Board of Account

RECEIVED MAR 31 2008

General Form No. 99P (Revised 1987)
Tax I.D. 63-1253950
To: Kokomo Tribune PO Box 9014
Kokomo, Indiana 46901

RLS & Assoc.
(Governmental Unit)
Howard County, Indiana

PUBLISHER'S CLAIM
K-249

LINE COUNT

Display matter (Must not exceed two actual lines, neither of which shall total more than four solid lines of type in which the body of advertisement is set)

-number of equivalent lines
Head - number of lines
Body - number of lines
Tail - number of lines
Total number of lines in notice

COMPUTATION OF CHARGES

36 lines, 1 columns wide equals
equivalent lines at 0.884 cents per line \$ 39.78
Additional charge for notices containing rule or tabular work (50 percent of above amount)
Charge for extra proofs of publication (\$1.00 for each proof in excess of two)
Total Amount of Claim \$ 39.78

DATA FOR COMPUTING COST

Width of single column: 10.3 Ems
Number of Insertions: 1
Size of type: 6 pt

Pursuant to the provisions and penalties of Chapter 155, Acts 1953, I hereby certify that the foregoing account is just and correct, that the amount claimed is legally due, after allowing all just credits, and that no part of the same has been paid.

March 17th 2008

Legal Advertising Clerk

PUBLISHERS AFFIDAVIT

State of Indiana)
) SS:
Howard County)

Personally appeared before me, a notary public in and for said county and state, the undersigned Hannah Fields who being duly sworn, says that he/she is the legal advertising clerk of the Kokomo Tribune a newspaper of general circulation printed and published in the English language in the city of Kokomo in state and county aforesaid, and the printed matter attached hereto is a true copy, which was duly published in said paper for 4 time(s), the dates of publication being as follows: March 13th 14th 15th 17th 2008

Subscribed and sworn to before me this 17th day of March 2008

Michelle K. Best
NOTARY PUBLIC, STATE OF INDIANA
MY COMMISSION EXPIRES DECEMBER 28, 2009
Notary Public

My commission expires:

ATTACH COPY OF ADVERTISEMENT HERE

Notice of Public Meeting
Coordinated Public Transit-
Services Transportation Plan for
and Howard County
A local meeting will be held at the Howard County Governmental Office building, 1 East Mulberry Street, Kokomo, IN, on March 20, 2008 from 2:00 p.m. until 4:00 p.m. to discuss the development of a Coordinated Public Transit-Human Services Transportation Plan for Kokomo and Howard County.
Participation from anyone living or traveling in Kokomo and Howard County is encouraged. Human service, governmental, or nonprofit organizations planning to apply for SAFETEA-LU funding under the FTA 5310, 5316, or 5317 programs must participate in the planning process through either the March 20th meeting or completion of the on-line survey at http://www.superiornetworks.biz/Kokomo.
Or, any interested party may schedule a one-on-one interview or send comments by contacting Emily Demeter at RLS & Associates, Inc. 3131 South Dixie Highway, Suite 545 Dayton, Ohio 45438 or emailing comments to edemeter@rlsandassoc.com no later than March 31, 2008.
The meeting location is accessible including to wheelchair users, on the North end of the building. Individuals requiring any other special accommodations, including information in alternative formats, should contact Emily no later than March 18.
K-249 March 13, 14, 15, 17 #37335

**Exhibit 14: Kokomo/Howard County Governmental Coordinating Council (KHCGCC)
Transportation Coordination Plan
Public/Nonprofit Organization Survey**

Instructions to Survey Respondent – The Safe, Accountable, Flexible, Efficient Transportation Act, a Legacy for Users (SAFETEA-LU) was enacted in August 2005 and provides guaranteed funding for Federal surface transportation programs through FY 2009. SAFETEA-LU requires the establishment of a locally-developed, coordinated public transit – human services transportation plan (HSTP) in order for an applicant to access three specific funding programs; Section 5310 Elderly and Individuals with Disabilities, Section 5316 Job Access Reverse Commute (JARC), and Section 5317 New Freedom. In response to this requirement, the Kokomo/Howard County Governmental Coordinating Council (KHCGCC) is embarking on a thorough planning process to identify strategies that encourage more efficient use of available service providers that bring enhanced mobility to the area’s older adults, persons with disabilities, and individuals with lower incomes.

As part of this planning process, KHCGCC must develop inventories of transportation services available to older adults, persons with disabilities, and individuals with lower incomes. The inventory and all survey results will be incorporated into the HSTP and the Kokomo/Howard County Area MPO 25 Year Transportation Plan. Please complete the following survey to the best of your ability by February 29, 2008. If you have any questions regarding this survey, please contact Todd Lenz via email at tlenz@rlsandassoc.com, or via telephone at (937) 299-5007.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Respondent’s Name: _____
- b. Title: _____
- c. Organization: _____
- d. Street Address: _____
- e. City: _____ State: _____ Zip: _____
- f. Work Phone: _____ Fax _____
- g. Respondent’s E-mail: _____

**INDOT Statewide Transportation Coordination Plan
Public/Nonprofit Organization Survey
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h. Respondent's Website Address: _____

2. Please check the box that best describes your organization. (Choose only one of the following options)

- | | |
|---|--|
| <input type="checkbox"/> a. Publicly Sponsored Transit Agency | <input type="checkbox"/> l. Private School |
| <input type="checkbox"/> b. Social Service Agency – Public | <input type="checkbox"/> m. Neighborhood Center |
| <input type="checkbox"/> c. Social Service Agency – Nonprofit | <input type="checkbox"/> n. Taxi/Wheelchair/Stretcher Service |
| <input type="checkbox"/> d. Medical Center/Health Clinic | <input type="checkbox"/> o. Public Housing |
| <input type="checkbox"/> e. Nursing Home | <input type="checkbox"/> p. Shelter or Transitional Housing Agency |
| <input type="checkbox"/> f. Adult Day Care | <input type="checkbox"/> q. Job Developer |
| <input type="checkbox"/> g. Municipal Office on Aging | <input type="checkbox"/> r. One-Stop Agency |
| <input type="checkbox"/> h. Nonprofit Senior Center | <input type="checkbox"/> s. Other _____ |
| <input type="checkbox"/> i. Faith Based Organization | |
| <input type="checkbox"/> j. YMCA/YWCA | |
| <input type="checkbox"/> k. Red Cross | |

3. What are the major functions/services of your organization? (Select all of the following options that apply)

- | | |
|---|--|
| <input type="checkbox"/> a. Transportation | <input type="checkbox"/> k. Job Placement |
| <input type="checkbox"/> b. Health Care | <input type="checkbox"/> l. Residential Facilities |
| <input type="checkbox"/> c. Social Services | <input type="checkbox"/> m. Income Assistance |
| <input type="checkbox"/> d. Nutrition | <input type="checkbox"/> n. Screening |
| <input type="checkbox"/> e. Counseling | <input type="checkbox"/> o. Information/Referral |
| <input type="checkbox"/> f. Day Treatment | <input type="checkbox"/> p. Recreation/Social |
| <input type="checkbox"/> g. Job Training | <input type="checkbox"/> q. Homemaker/Chore |
| <input type="checkbox"/> h. Employment | <input type="checkbox"/> r. Housing |
| <input type="checkbox"/> i. Rehabilitation Services | <input type="checkbox"/> s. Other _____ |
| <input type="checkbox"/> j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- a. Local government department or unit (city or county)
- b. Private nonprofit organization
- c. Transportation authority
- d. Private, for-profit
- e. Other (Specify) _____

5. Please list all counties in which you provide services. List all such counties, even if you serve a small portion of the county(ies).

Counties Served: _____

6. Does your organization impose eligibility requirements on those persons who are provided transportation?

Yes No

If yes, please define those basic requirements below (e.g., Medicaid only, low-income only, etc).

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients?

Yes No

8. Does your organization purchase transportation on behalf of clients or the general public from other service providers?

Yes No

If the answer to Question 7 is “No,” and the answer to Question 8 is “Yes,” Skip to Question 27 and continue the survey.

If the answer to both questions is “No,” Skip to Section V, Question 29 and continue the survey.

II. TRANSPORTATION SERVICES PROVIDED

Service Providers Only. In this section, explain the various methods by which your organization delivers public transit or human service agency transportation. Exclude meal deliveries or other non-passenger transportation services that may be provided.

9. Which mode of transit service delivery best describes your methods of service delivery? (Select all of the following options that apply))

a. Publically-operated fixed route (fixed path, fixed schedule, with designated stops)

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Public/Nonprofit Organization Survey
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- b. Human service agency fixed route (fixed path, fixed schedule, with designated stops)
- c. Demand response (includes casual appointments and regular clients attending daily program activities)
- d. Route deviation
- e. Other (Specify) _____

10. In what manner does your organization directly provide, purchase, operate, or arrange transportation? (Check all that apply.)

| Mode of Transportation | Services for the General Public | Client Only Services |
|---|---------------------------------|----------------------|
| | <i>(Check All That Apply)</i> | |
| a) Personal vehicles of agency staff | | |
| b) Agency employees using agency owned fleet vehicles | | |
| c) Pre-purchased tickets, tokens, passes for other modes of paratransit/transit | | |
| d) Reimbursement of mileage or auto expenses paid to employees, clients, families, or friends | | |
| e) Volunteers | | |
| f) Information and referral about other community transportation resources | | |
| g) Organized program with vehicles and staff designated specifically for transportation | | |
| h) Other (Describe in space provided below) | | |

Please describe any other methods in which your organization delivers transportation services not previously checked in Question 10a through 10h.

11. Please provide the following information regarding the vehicle fleet used in the provision of transportation services provided directly by your agency. The vehicle type(s) used include the following:

| Vehicle Type | Number of Vehicles | | | |
|---|--------------------|------------------------|--|--------------------|
| | Total Number | Number Owned or Leased | No. Owned or Leased: Wheelchair Accessible | Volunteer Vehicles |
| a) Sedans | | | | |
| b) Station wagons | | | | |
| c) Minivans | | | | |
| d) Standard 15-passenger vans | | | | |
| e) Converted 15-passenger vans (e.g., raised roof, wheelchair lift) | | | | |

| | | | | |
|---|--|--|--|--|
| f) Light-duty bus (body-on-chassis type construction seating between 16-24 passengers) | | | | |
| g) Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle) | | | | |
| h) School bus (yellow school bus seating between 25 and 60 students) | | | | |
| i) Medium or heavy duty transit bus | | | | |
| j) Other (Describe): | | | | |

Note: “Number Owned” and “Number Leased” should add to equal “Total Number.”

12. Do drivers carry any type of communication device (*cell phone, two-way radio, etc.*)?

- Yes No

If “Yes,” what type of communications device/system is used? (*Select any of the following options that apply*)

- Cellular phones
- Two-way mobile radios requiring FCC license
- Pagers
- Mobile data terminals
- Other (describe): _____

13. Define the level of passenger assistance provided for users of your transportation service. (*Select any of the following options that apply*)

- Curb-to-curb (*i.e.*, drivers will assist passengers in and out of vehicle only).
- Door-to-door (*i.e.*, drivers will assist passengers to the entrance of their origin or destination).
- Drivers are permitted to assist passengers with a limited number of packages.
- Drivers are permitted to assist passengers with an unlimited number of packages.
- We provide personal care attendants or escorts to those passengers who require such services.
- Passengers are permitted to travel with their own personal care attendants or escorts.

14. What are the daily hours and days of operation for your transportation services? Check days and list hours of operation in the space provided.

Mon Tues Wed Thu Fri Sat Sun

Transportation service begins: _____

Transportation service ends: _____

15. How do clients/customers access your transportation services? (Choose one of the following options)

- There are no advance reservation requirements.
- Clients/customers must make an advance reservation (*e.g.*, by telephone, facsimile internet, arrangement through a third party, etc).

16. If advance reservations are required, what notice must be provided?

- Customers/clients can call on the same day as the trip (*e.g.* taxi service)
- Customers/clients must call for a reservation the day before travel.
- Customers/clients must call for a reservation 24 hours before travel.
- Customers/clients must call for a reservation two days before travel.
- Customers/clients must call for a reservation three days before travel.
- Customers/clients must call for a reservation four days before travel.
- Customers/clients must call for a reservation five days before travel.
- Customers/clients must call for a reservation one week before travel.
- Other (Define): _____

17. Will you accommodate late reservations if space is available?

- Yes No

Explain _____

Question Number 18 was deleted.

III. RIDERSHIP

The following questions have to do with client/patron caseload and/or client ridership.

18. Must individuals be certified or pre-qualified in order to access your transit services?

- Yes No

If yes, what are the eligibility/qualification standards?

19. Please provide your organization’s annual passenger statistics. If possible, use data for the most recently completed 12-month period for which data is available. Complete questions (a) through (d).

| Unduplicated Persons/Passenger Trips | Services for the General Public | Client Only Services | Estimate | Actual |
|--|--|-----------------------------|-----------------|---------------|
| a) Total number of persons ¹ provided transportation | | | | |
| b) Total number of passenger trips ² (most recent fiscal year) | | | | |
| c) Estimated number of trips ² which the riders use a wheelchair | | | | |

In the above table, use the following definitions:

¹ A "person" is an unduplicated count of individuals receiving service (a person riding the vehicle 200 trips per year is counted as one person).

² A “trip” equals one person getting on a vehicle one time. Most riders make two or more trips a day since they get on once to go somewhere and then get on again to return.

Answer the following questions about figures provided in the table above:

d) Time period for counts: _____

IV. ANNUAL EXPENDITURES AND REVENUES

The following questions concern your **transportation** funding sources and annual revenues and expenditures.

20. Does your organization charge a fare or fee for providing transportation services?

Yes No

If yes, what is the fare structure? _____

21. Does the organization provide any discounts for the elderly or persons with disabilities?

Yes No

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Public/Nonprofit Organization Survey
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If yes, what is the discount? _____

22. Does your organization accept any donations from seniors to offset the cost of providing transportation services?

Yes No

If yes, what is the suggested donation amount? _____

23. What are the beginning and ending dates of your organization's fiscal year?

Beginning: _____ Ending: _____

24. What are your transportation operating revenues?

| Category | Actual, FY 2006 |
|---|-----------------|
| Transportation Operating Revenues – List Individually | |
| a) Fares Collected from Passengers Through Cash, or Tickets/Tokens Purchased by Passengers (Include Client Fees and/or General Public Fares Here) | |
| b) Revenues Collected From Cash or Ticket/Tokens Purchased by Third Parties on Behalf of Passengers | |
| c) Reimbursements for Services Obtained from Third Parties (e.g., Medicaid Reimbursements) | |
| d) City Government Appropriations | |
| e) County Government Appropriations | |
| f) State Government Appropriation | |
| g) Grants Directly Received by the Organization | |
| 1) FTA Section 5307 | |
| 2) FTA JARC | |
| 3) Title III (Older Americans Act) | |
| 4) Medicaid | |
| 5) Other (List) | |
| 6) Other (List) | |
| h) United Way: | |
| i) Passenger Donations | |
| j) Fundraising | |
| k) Contributions from Charitable Foundations, etc. | |
| l) Other, not listed above (Explain) | |
| Total Transportation Revenues – Total | |

Other comments on organization revenues?

25. Did you receive any capital revenues during FY 2006 for transportation (e.g., facilities, vehicles, technology, etc.)?

| Category | Actual, FY 2006 |
|--|-----------------|
| Transportation Capital Revenues – List Individually | |
| a) FTA | |
| 1) FTA Section 5307 | |
| 2) FTA Section 5309 | |
| 3) FTA Section 5310 | |
| 4) FTA Section 5311 | |
| b) Governmental Revenues | |
| c) Passenger Donations | |
| 1) State | |
| 2) County (list county) | |
| 3) City (list city) | |
| d) Fundraising | |
| e) Contributions from Charitable Foundations, etc. | |
| f) Other, not listed above (Explain) | |
| Total Transportation Capital Revenues – Total | |

Other comments on organization capital revenues?

26. What are your transportation operating and capital expenses?

| Category | Actual, FY 2006 |
|--|-----------------|
| Transportation Operating Expenses – List Individually | |
| a) Transit Operation Expenses | |
| 1) Transportation administration | |
| 2) Transportation operations | |
| 3) Transportation maintenance (facilities and equipment) | |
| Total Operating Expenses | |
| b) Transportation Capital Expenses | |
| Total Transportation Operating and Capital Expenses | |

Other comments on organization expenses?

27. Does your agency make any payments to third parties to pay for transportation of the general public or for clients of your agency?

- Yes No

If No, skip to Question 29.

28. If your agency purchases client transportation services from third parties, please complete the following table. If the third party or parties are private individuals, do not list individual names; sum all such entries in one line labeled as “private individuals.”

| Transportation Payments Made to Third Parties for the Purchase of Transportation Services | | | |
|---|---------------------------------|--|-------------------------------------|
| Name of Third Party | Total Number of Trips Purchased | Rate and Basis of Payment (e.g., Per Mile, Per Trip, etc.) | Total Amounts Paid Last Fiscal Year |
| | | | |
| | | | |
| | | | |
| | | | |

Note: If different rates apply to different types of trips (e.g., ambulatory trips vs. non-ambulatory trips), please specify each rate and ridership separately). Also, if rate structure incorporates more than one structure (e.g., a base rate plus a mileage-based rate), please specify accordingly.

V. ASSESSMENT OF NEEDS/COORDINATION

Questions 30 and 31 were deleted, and a reworded version of Question 31 appears below as Question 30..

29. What elements of the existing transportation network provide the most useful personal mobility options in your service area (select one)?

- Public transit.
- ADA complementary paratransit services.
- Taxis and other private providers.
- Human service transportation programs.
- Families, friends, and neighbors.
- Volunteers.
- Other (Define): _____

30. In your assessment, what enhancements are most needed to improve personal mobility in your service area (select one)?

- Greater coordination among providers.
- More funding.
- Longer hours and/or more days of service.
- Loosening of eligibility restrictions.
- Lower fares on existing services.
- Other (Define): _____

31. In what type of transportation coordination activities do you currently participate?

- Information and referral.
- Joint procurement.
- Joint training.
- Joint dispatch.
- Shared backup vehicles.
- Shared maintenance.
- Joint use of vehicles.
- Trip sharing.
- Service consolidation.
- Service brokerage.
- Joint grant applications funding.
- Driver sharing.
- Other (Define): _____

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

Question 34 has been deleted.

32. What issues, if any, have your coordination efforts encountered (check all that apply)?

- Statutory barriers to pooling funds
- Restrictions placed on the use of vehicles
- Liability/insurance concerns
- Turf issues among providers
- Billing/accounting issues
- Unique characteristics of client populations
- Other (Define): _____

33. In your opinion, what do you see as the greatest obstacle(s) to coordination and personal mobility in your service area (check only one)?

- Statutory barriers to pooling funds
- Restrictions placed on the use of vehicles
- Liability/insurance concerns
- Turf issues among providers
- Funding
- Unique client characteristics/inability to mix clients on-board vehicles
- Other (Define): _____

34. In your opinion, what enhancements are most needed to improve the coordination of public transit and human service transportation in your service area?

35. In your community, has some organization or committee been established that has assigned responsibility to coordinate transportation among transit providers, human service agencies, and consumers?

- Yes No

If yes to Question 35, please indicate below, using a scale of one through five, if your

Thank you for your cooperation!

Exhibit 15: Howard County Transportation Services Survey

Dear Howard County Resident,

Please take the time to fill out this survey about transportation services in Kokomo and Howard County. The survey applies to **all types of transportation including First City Rider, Kokomo Senior Bus Service, human service agency vans, volunteer drivers, churches, Veterans' Services, or others.**

1. What is your current mode of transportation? (Check all that apply)

- I own a car
- First City Rider
- Kokomo Senior Bus Service
- I use a service provided by a senior center
- I use a service provided by a public agency
- I walk to get where I need to go
- I ride with friends
- I ride with volunteers from the church
- I use a service provided by a retirement or nursing home
- I use Veterans' Services transportation
- Other, please specify _____

2. If you were to use transportation other than your personal vehicle, which would you prefer to use? (Check the best answer)

- A service I could call to schedule to pick up near my home and drop me off near where I want to go.
- A service that could pick me up at my home and drop me off exactly where I want to go.
- A bus system with a fixed schedule that operates that stops at bus stops.
- I would not use transportation other than my vehicle.

3. What is your primary need or use for transportation? (Check all that apply)

- Work
- Primary, Middle, High, or Career Center
- College
- Doctor/Hospital/Pharmacy visits
- Social Services visit
- Shopping
- Social Outings
- Other, please specify _____

4. If you do not use any transportation other than your personal vehicle or a ride from friends/family, why not? (Check all that apply)

- The cost of using other available transportation services is too expensive.
- The hours of available bus, taxi, human service agency, volunteer or senior center transportation service are too limited.
- It is more convenient for me not to use the bus, human service agency or senior center transportation.
- I have no reason to use the transportation options that are available.
- Other, please specify _____

5. Does any type of public transportation serve the area in which you work and/or live (include senior bus, First City Rider, senior centers, human service agency, other)? (Check the best answer)

Yes No Not Sure

10. What is your age? _____ Years

11. In which zip code do you reside in? _____

12. What is the nearest town/community to where you live?

13. Are you currently employed?

___ Yes ___ No

14. What are your daily work shift hours?

___:___ to ___:___

15. What is your total annual household income?

- (1) Less than \$5,000 (2) \$5,000 to \$9,999
- (3) \$10,000 to \$14,999
- (4) \$15,000 to \$19,999 (5) \$20,000 to \$24,999
- (6) \$25,000 to \$34,999 (7) \$35,000 to \$49,999
- (8) \$50,000 to \$74,999 (9) \$75,000 or more

Thank you for Participating!!

*Kokomo Howard County
Governmental Coordinating Council*

PLEASE RETURN COMPLETED SURVEY TO:

6. Are you satisfied with the level of transportation service in the area where you work and/or live (include senior bus, First City Rider, senior centers, human service agency, other)? (Check the best answer)

___ Yes

___ No, please specify why _____

___ Not Sure

7. Do you know how to schedule a trip with First City Rider or the Senior Bus System?

___ Yes ___ No

8. If using any type of transportation other than your personal vehicle, which days and hours would be most beneficial to you? Mark and X in each box that applies.

| Time | Mon. | Tue. | Wed. | Thur. | Fri. | Sat. | Sun. |
|-----------|------|------|------|-------|------|------|------|
| 5-7AM | | | | | | | |
| 7-10AM | | | | | | | |
| 10AM-12PM | | | | | | | |
| 12-3PM | | | | | | | |
| 3-6PM | | | | | | | |
| 6-9PM | | | | | | | |
| 9-12PM | | | | | | | |

9. Are you familiar with the 211 number offered by United Way for information?

___ Yes ___ No

Exhibit 16
Appendix

Kokomo/Howard County

Newspaper Article

Posted: The Greentown Grapevine, Volume 15, Issue 3, March 2008

Meeting Planned on Public Transit

General Public Invited to Attend

A meeting about public transit-human services transportation is scheduled for Thursday, March 20, 2008, from 2:00 to 4:00 p.m. at the Howard County Governmental Office, 120 E. Mulberry St., Kokomo. Of specific concern is transportation for older adults, individuals with disabilities, persons with low incomes, and the general public. Strategies to address transportation needs and gaps through coordination of services will be addressed. The meeting will be facilitated by RLS & Associates, Inc. for Kokomo/Howard County Governmental Coordinating Council (KHCGCC).

The meeting is part of the process toward a locally developed Coordinated Public Transit-Human Services Transportation Plan. According to an Act of Congress, the Safe, Accountable, Flexible and Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU), future grantees under the Elderly and Disabled Transportation Program (5310), Job Access and Reverse Commute (JARC-5316), and the New Freedom Initiative (NFI - 5317), must meet certain requirements in order to receive SAFETEA-LU funding. Participation in a locally developed Coordinated Public Transit-Human Services Transportation Plan is one.

The planning process is to include input from representatives of local governments, public, private, and non-profit transportation services, human services providers, advocacy organizations representing older adults, individuals with disabilities, and people with low incomes, and the general public.

Exhibit 17: Record of Outreach Activities and Participation

| Last Name | First Name | Organization | Letter of Invitation | Completed Survey | Attended Stakeholder Meeting | One-on-One Interview |
|------------------|-------------------|---|-----------------------------|-------------------------|-------------------------------------|-----------------------------|
| Hunter | Jim | Adams & Marshall | Yes | | | |
| Giannakos | Carolyn | Altrusa International, Inc. | Yes | | | |
| | | American Legion Post 0006 | Yes | | | |
| Jasinski | Kevin | American Structure Point | Yes | | | |
| | | Antioch Baptist Ministries, Inc. | Yes | | | |
| | | Area 5 Agency on Aging | Yes | | | |
| | | B & E Cabs | Yes | | | |
| Mote | Ginger | Bona Vista | Yes | Yes | | |
| Skoog | Charles | Breakaway Bicycle Club | Yes | | Yes | |
| Lushin | Jean | Center Township | Yes | | | |
| | | Child Care Solutions | Yes | | | |
| | | Children's Garden Montessori | Yes | | | |
| Mullins | Jim | Chrysler ITP | Yes | | | |
| Goodnight | Greg | City of Kokomo | Yes | | | |
| Stranahan | Carey | City of Kokomo | Yes | | | |
| Boyce | Dave | Clay Township | Yes | | | |
| | | Comfort Keepers | Yes | | | |
| | | Community Foundation of Howard County | Yes | | Yes | Yes |
| Harper | Ron | County | Yes | | Yes | |
| Cox | Bob | Consumer | No | | Yes | |
| | | Consumer | No | Yes | | |
| Shuey | Stan | Consumer | No | Yes | | |
| Akers | Lori | Crossroads Community Childcare | Yes | | Yes | |
| Miklik | Tom | Delphi Corporation | Yes | | | |
| Cook | Debbie | Department of Development | Yes | Yes | | |
| Rodabaugh | Sandra | Disabled American Veterans | Yes | | Yes | |
| Isaac | Pam | Domestic Violence Shelter, Family Service Association | Yes | | Yes | Yes |

Exhibit 17: Record of Outreach Activities and Participation

| Last Name | First Name | Organization | Letter of Invitation | Completed Survey | Attended Stakeholder Meeting | One-on-One Interview |
|------------------|-------------------|--|-----------------------------|-------------------------|-------------------------------------|-----------------------------|
| Caddell | Tracy | Eastern Howard School Corporation | Yes | | | |
| Longshore | Connie | Ervin Township | Yes | | | |
| | | Extended Care Unit | Yes | | | |
| | | First Baptist Daycare | Yes | | | |
| Harris | Reba | Gilead House | No | | | Yes |
| | | Grand Ma's House | Yes | | | |
| | | | | | | |
| Moloch | Lewis | Greentown American Legion Post 317 | Yes | | | |
| Teter | Jim | Greentown Glass Museum | Yes | | | |
| Stout | Lisa | Greentown Historical Society | Yes | | | |
| Higdon | Bill | Greentown Lions Club | Yes | | | |
| Jenkins | Rachel | Greentown Main Street Association | Yes | | Yes | |
| Miller | Mary | Greentown Main Street Association | Yes | | | |
| Hoover | Gary | Greentown Ministerial Association | Yes | | | |
| Hainlen | Robin | Greentown Park Advisory Board | Yes | | | |
| | | Greentown Parks & Trails Advisory Board | | | | |
| Rule | Jolene | Board | Yes | | Yes | |
| Moss | Kevin | Greentown Street and Water | Yes | | | |
| Higginbottom | Joyce | Greentown Town Council | Yes | | | |
| Everling | Todd | Greentown Town Council | Yes | | | |
| Trott | Craig | Greentown Town Council | Yes | | | |
| Deyoe | Scott | Greentown Town Council | Yes | | | |
| Adams | Dan | Greentown Town Council | Yes | | | |
| Harbaugh | John | Harrison Township | Yes | | | |
| Petro | Francis | Haynes International | Yes | | | |
| | | Home Builders Association of Howard County | | | | |
| | | Howard County | Yes | | | |
| Britton | David | Honey Creek Township | Yes | | | |

Exhibit 17: Record of Outreach Activities and Participation

| Last Name | First Name | Organization | Letter of Invitation | Completed Survey | Attended Stakeholder Meeting | One-on-One Interview |
|------------------|-------------------|--------------------------------------|-----------------------------|-------------------------|-------------------------------------|-----------------------------|
| Buck | James | House of Representatives | Yes | | | |
| Herrell | Ron | House of Representatives | Yes | | | |
| | | Howard Community Hospital | Yes | | | |
| | | Howard County Childrens Center, Inc. | Yes | | | |
| Bagwell | Brad | Howard County Commissioners | Yes | | | |
| Raver | Paul | Howard County Commissioners | Yes | | | |
| Trine | Dave | Howard County Commissioners | Yes | | | |
| Ellison | Leslie | Howard County Council | Yes | | Yes | |
| Miller | Richard | Howard County Council | Yes | | | |
| Papacek | James | Howard County Council | Yes | Yes | | |
| Pencek | Joe | Howard County Council | Yes | | | |
| Wyman | Paul | Howard County Council | Yes | | | |
| | | | | | | |
| Cain | Ted | Howard County Highway Department | Yes | | | |
| Duncan | Charles | Howard County Historical Society | Yes | | | |
| Gillman | Ron | Howard County Park Board | Yes | | | |
| Martino | John | Howard County Parks Department | Yes | | | |
| | | | | | | |
| Talbert | Marshall | Howard County Sheriff's Department | Yes | Yes | | |
| | | | | | | |
| Davis | Bill | Howard Regional Health Behavioral | No | | Yes | |
| Alender | Jim | Howard Regional Health System | Yes | | | |
| Mamer | Virginia | Howard Township | Yes | | | |
| | | I U Kokomo Little Learners | Yes | | | |
| | | | | | | |
| Bradley | James | Imagination Station Child Care, LLC | Yes | | | |
| Turner | Eric | Indiana House of Representatives | Yes | | | |
| Drozda | Jeff | Indiana Senate | Yes | | | |

Exhibit 17: Record of Outreach Activities and Participation

| Last Name | First Name | Organization | Letter of Invitation | Completed Survey | Attended Stakeholder Meeting | One-on-One Interview |
|------------------|-------------------|--|-----------------------------|-------------------------|-------------------------------------|-----------------------------|
| Pearson | Ruth | Indiana University Kokomo | Yes | | | |
| Daily | Steve | Ivy Tech State College | Yes | | | |
| Kingseed | Greg | Jackson Township | Yes | | | |
| | | Kelly Services | Yes | | | |
| | | Kids Construction Zone | Yes | | | |
| | | Kings Kids Daycare | Yes | | | |
| Auth | Bob | Ko-Ko-Mah Reinactment | Yes | | | |
| Eastman | Rhonda | Kokomo & Howard County Chamber of Commerce | Yes | | | |
| Ives | Larry | Kokomo & Howard County Governmental Coordination Council | Yes | | Yes | |
| Hobson | Peggy | Kokomo & Howard County Visitor's Bureau | Yes | | | |
| Sheline | Greg | Kokomo City Plan Commission | Yes | | | |
| Karickhoff | Mike | Kokomo Common Council | Yes | Yes | | |
| Sanders | Cindy | Kokomo Common Council | Yes | | Yes | |
| Baer | Ralph | Kokomo Common Council | Yes | | | |
| Kennedy | Mike | Kokomo Common Council | Yes | | | |
| Wyant | Mike | Kokomo Common Council | Yes | | | |
| Summers | Kevin | Kokomo Common Council | Yes | | | |
| Cameron | Bob | Kokomo Common Council | Yes | | | |
| Young | Janie | Kokomo Common Council | Yes | | | |
| Barnhart | Larry | Kokomo Cycling and Fitness | Yes | Yes | | |
| Wiles | John | Kokomo Downtown Association | Yes | Yes | | |
| Duncan | Dave | Kokomo Fire Department | Yes | | | |
| Hendrix | Jan | Kokomo Howard Co. Development Corporation | Yes | | | |
| Armstrong | Chuck | Kokomo Ministerial Association | Yes | | | |
| Baker | Rob | Kokomo Police Department | Yes | | | |

Exhibit 17: Record of Outreach Activities and Participation

| Last Name | First Name | Organization | Letter of Invitation | Completed Survey | Attended Stakeholder Meeting | One-on-One Interview |
|------------------|-------------------|---|-----------------------------|-------------------------|-------------------------------------|-----------------------------|
| VanSkyock | Kimbra | Kokomo Senior Citizens Center | Yes | Yes | | Yes |
| Newton | Jeff | Kokomo Urban Outreach | No | | Yes | |
| Little | Thomas | Kokomo-Center Twp Consolidated School Corp. | Yes | | | |
| Schuck | Theodore | Kokomo-Center Twp Consolidated School Corp. | Yes | | | |
| Grove | Linda | Liberty Township | Yes | | | |
| | | Manorcare Health Services | Yes | | | |
| | | Manpower | Yes | | | |
| | | Mental Health Association | Yes | | | |
| Reser | David | Monroe Township | Yes | | | |
| | | North Woods Commons | Yes | | | |
| | | North Woods Village | Yes | | | |
| Snoddy | Ryan | Northwestern School Corporation | Yes | | | |
| Hartman | Lois | Northwestern School Corporation | Yes | | | |
| Boise | Glen | Plan Commission | Yes | | | |
| Liali | Patsy | Plan Commission | Yes | | | |
| Bass | Jan | Plan Commission | Yes | Yes | | |
| Harbaugh | Kathy | Realtors Association of Central Indiana | Yes | | | |
| Wisehart | Stephen | Rhino Taxi Service | No | | Yes | |
| | Marsha | Russiaville Historical Society | Yes | | | |
| | | Russiaville Lions Club | Yes | | | |
| Fulk | Mark | Russiaville Town Council | Yes | | | |
| | | Salvation Army | Yes | | | |
| Henderson | Jamey | Samaritan Caregivers, Inc. | Yes | Yes | Yes | Yes |
| | | Senior Citizens Bus | Yes | | | |
| | | Shepherd's Lamb Daycare | Yes | | | |

Exhibit 17: Record of Outreach Activities and Participation

| Last Name | First Name | Organization | Letter of Invitation | Completed Survey | Attended Stakeholder Meeting | One-on-One Interview |
|------------|------------|--|----------------------|------------------|------------------------------|----------------------|
| Cunningham | Alicia | Sonlight Station Christian School, Inc. | Yes | | | |
| | | St. Joseph at Home | Yes | | | |
| Burthay | Darcy | St. Joseph Hospital | Yes | | Yes | |
| Lowery | Diana | St. Joseph Hospital, Clinic of Hope | No | | Yes | |
| | | Sweetest Things Day Care | Yes | | | |
| Myers | Robert | Taylor Community School Corporation | Yes | | | |
| Marler | Dennis | Taylor Community School Corporation | Yes | | | |
| Kuntz | Diane | Taylor Township | Yes | | | |
| Graves | Mark | Traffic Commission | Yes | | | |
| Donnelly | Joe | U.S. House of Representatives | Yes | | | |
| Burton | Dan | U.S. House of Representatives | Yes | | | |
| Carpenter | Steve | Union Township | Yes | | | |
| | | United Way of Howard County | Yes | | Yes | Yes |
| | | United Way of Howard County, Information & Referral, 211 | No | | Yes | Yes |
| Dunlap | Cindy | Victory Bike Shop | Yes | | | |
| | | Waterford Place Health Campus | Yes | | | |
| O'Rourke | Pete | Western School Corporation | Yes | | | |
| Maugans | Conrad | Western School Corporation | Yes | | | |
| Hill | Garry | Wildcat Guardians | Yes | | | |
| Brichford | Sarah | Wildcat Guardians | Yes | | | |
| Munro | Ken | Wildcat Guardians | Yes | | | |
| Inskeep | Dave | Wildcat Guardians | Yes | | | |
| | | Windsor Estates Health & Rehab Center | Yes | | | |
| | | Work One Kokomo | Yes | | | |

Exhibit 17: Record of Outreach Activities and Participation

| Last Name | First Name | Organization | Letter of Invitation | Completed Survey | Attended Stakeholder Meeting | One-on-One Interview |
|------------------|-------------------|---------------------|-----------------------------|-------------------------|-------------------------------------|-----------------------------|
| Cass | Jennifer | | Yes | | | |
| Middleton | Barbara | | Yes | | | |