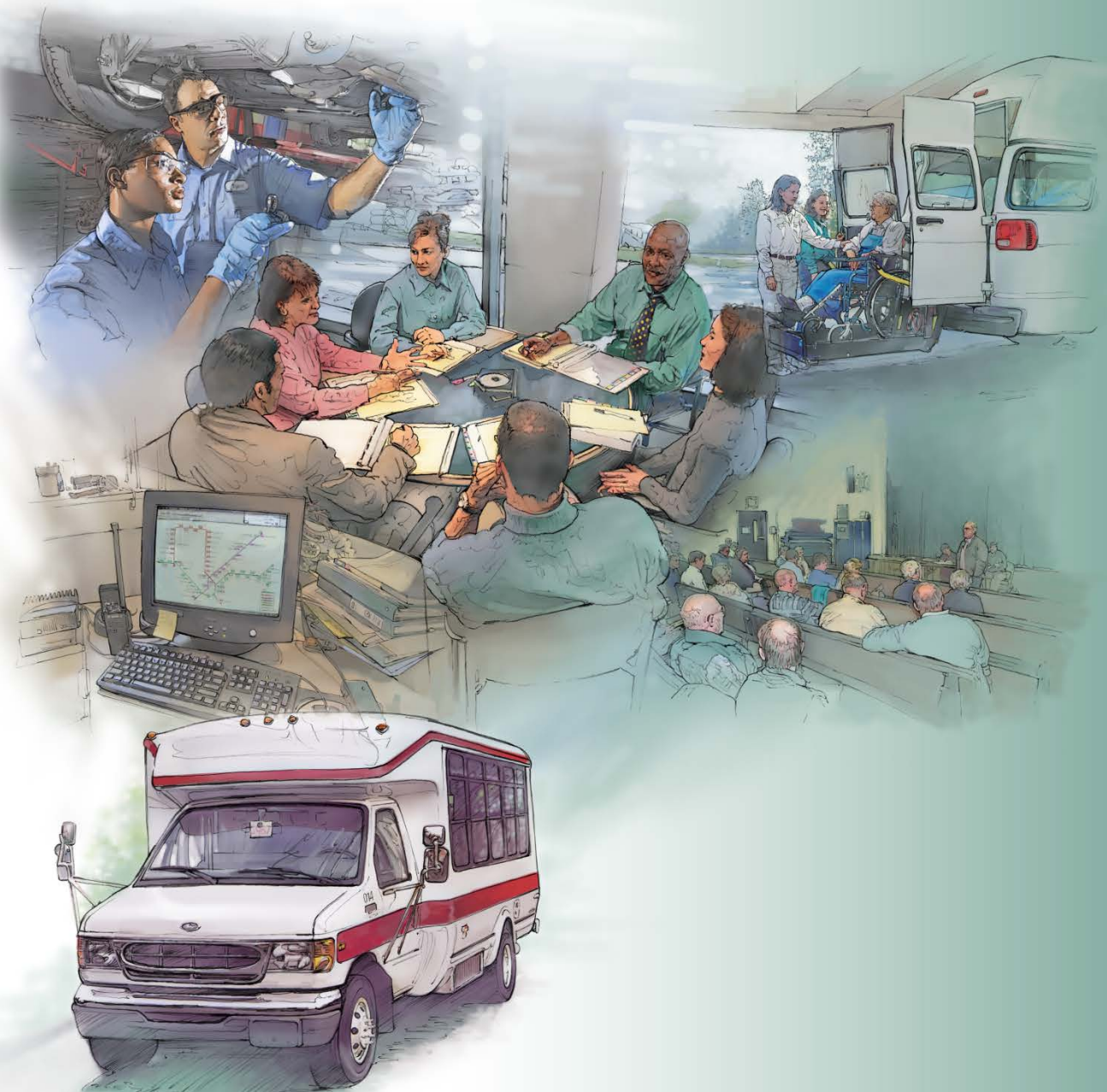




**Coordinated Public Transit-Human Services
Transportation Plan Update
Region 11**

Final Report

November 2017





Moving Public Transportation Into the Future

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Introduction

I. INTRODUCTION

OVERVIEW

This plan updates the Public Transit-Human Services Transportation Plan for Fayette, Franklin, Rush, Union, and Wayne Counties in Indiana that was initially developed in 2008; updated in 2012 to fulfill the planning 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); and updated in 2014 to meet the planning requirements for Moving Ahead for Progress in the 21st Century (MAP-21). SAFETEA-LU and MAP-21 were the Federal surface transportation authorizations effective through September 30, 2015.

On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act, was signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act applies new program rules to all Fiscal Year 2016 funds and authorizes transit programs for five years. According to requirements of the FAST Act, locally developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act Federal legislation.

Funding to update this locally-developed regional Public Transit-Human Services Transportation plan was provided by the Indiana Department of Transportation, Office of Transit (INDOT) and involved active participation from local agencies that provide transportation for the general public, older adults, and individuals with disabilities.

Relevant FAST Act Programs

Section 5310 Program: Enhanced Mobility for Seniors and Individuals with Disabilities

The program most significantly impacted by the plan update is the Section 5310 Program because participation in a locally developed Coordinated Plan is one of the eligibility requirements for Section 5310 Program funding.

The Section 5310 Program provides formula funding to states for the purpose of assisting public and private nonprofit groups in meeting the transportation needs of older adults and individuals with disabilities when transportation service provided is unavailable, insufficient, or inappropriate to meeting those needs. The Federal Transit Administration (FTA) apportions Section 5310 Program funds to direct recipients. For rural and small urban areas in Indiana, the Indiana Department of Transportation (INDOT) is the direct recipient. As the direct recipient, INDOT solicits applications and selects Section 5310 Program recipient projects for funding through a formula-based, competitive process which is clearly explained in the INDOT Section 5310 State Management Plan.

In Indiana, eligible activities for Section 5310 Program funds include purchasing buses and vans, wheelchair lifts, ramps, and securement devices.

Section 5310 Program projects are eligible to receive an 80 percent Federal share if the 20 percent local match is secured. Local match may be derived from any combination of non-U.S. Department of Transportation (USDOT) Federal, State, or local resources. The FAST Act also allows the use of advertisement and concessions revenue as local match. Passenger fare revenue is not eligible as local match.

PLAN DEVELOPMENT METHODOLOGY

Some human service agencies transport their clients with their own vehicles, while others may also serve the general public or purchase transportation from another entity. Regardless of how services are provided, transportation providers and human service agencies are all searching for ways to economize, connect, increase productivity, and provide user-friendly access to critical services and community amenities. In an era of an increasing need and demand for shared-ride and non-motorized transportation and stable or declining revenue, organizational partnerships must be explored and cost-saving measures must be made to best serve the State's changing transportation demands. Interactive coordinated transportation planning provides the best opportunity to accomplish this objective.

According to Federal Transit Administration (FTA) requirements, the coordinated plan must be developed and approved through a process that includes participation by older adults and individuals with disabilities. And, INDOT and FTA also encourage active participation in the planning process from representatives of public, private, and nonprofit organizations that provide or support transportation services and initiatives, and the general public. The methodology used in this plan update includes meaningful efforts to identify these stakeholders and facilitate their participation in the planning process.

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by receiving input from the stakeholders noted above through a public meeting, telephone calls, email conversations, and completion of a public survey.

The coordination plan update incorporated the following planning elements:

1. Review of the previous regional coordination plan updates to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;
3. Conduct of a survey of the general public. It must be noted that general public survey results are not statistically valid, but are intended to provide insight into the opinions of the local community. The survey also includes distribution to agencies that serve older adults and individuals with disabilities and their consumers. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;

4. Conduct of one local meeting for stakeholders and the general public for the purpose of soliciting input on transportation needs, service gaps, and goals, objectives and implementation strategies to meet these deficiencies;
5. Update of the inventory of existing transportation services provided by public, private and nonprofit organizations;
6. Update of the summary of vehicle utilization for the purpose of determining where vehicles can be better utilized to meet transportation needs;
7. Update of the assessment of unmet transportation needs and gaps in service obtained through meetings, interviews, and surveys; and
8. Development of an updated implementation plan including current goals, strategies, responsible parties and performance measures.

GLOSSARY OF TERMS

Bus and Bus Facilities Grants Program (Section 5339) – The Grants for Bus and Bus Facilities program (49 U.S.C. 5339) makes Federal resources available to states and direct recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. Eligible recipients include direct recipients that operate fixed route bus service or that allocate funding to fixed route bus operators; state or local governmental entities; and Federally recognized Indian tribes that operate fixed route bus service that are eligible to receive direct grants under Sections 5307 and 5311. Subrecipients may allocate amounts from the grant to subrecipients that are public agencies or private nonprofit organizations engaged in public transportation.

Direct Recipient – Federal formula funds for transit are apportioned to direct recipients; for rural and small urban areas, this is the Indiana Department of Transportation. In large urban areas, a designated recipient is chosen by the governor. Direct recipients have the flexibility in how they select subrecipient projects for funding. In Indiana, their decision process is described in the State or Metropolitan Planning Organization's Program Management Plan.

Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310 Program) – [Statutory Reference: 49 U.S.C. Section 5310/FAST Act Section 3006] This program provides formula funding to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. It supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized, small urbanized, and rural. The Indiana Department of Transportation, Office of Transit (INDOT) administers the Section 5310 Program for rural and small urban areas of Indiana. Section 5310 Programs in large urban areas of the state are

administered by a local designated recipient. The Federal share is 80 percent for capital projects. In Indiana, the program has historically been utilized for capital program purchases.

Fixing America's Surface Transportation (FAST) Act – On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020. Details about the Act are available at www.transit.dot.gov/FAST.

Individuals with Disabilities – This document classifies individuals with disabilities based on the definition provided in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services 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.

Local Matching Funds – The portion of project costs not paid with the Federal share. Non-Federal share or non-Federal funds includes the following sources of funding, or in-kind property or services, used to match the Federal assistance awarded for the Grant or Cooperative Agreement: (a) Local funds; (b) Local-in-kind property or services; (c) State funds; (d) State in-kind property or services, and (e) Other Federal funds that are eligible, under Federal law, for use as cost-sharing or matching funds for the Underlying Agreement. For the Section 5310 Program, local match can come from other Federal (non-DOT) funds. This can allow local communities to implement programs with 100 percent Federal funding. One example is Older Americans Act (OAA) Title III-B. Support Services.

Rural Transit Program (Section 5311) – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Additional information is available at www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311. The Indiana Department of Transportation, Office of Transit (INDOT) administers the Section 5311 program in Indiana. The Federal share is 80 percent for capital projects. The Federal share is 50 percent for operating assistance.

Transit Demand – Transit demand is a quantifiable measure of passenger transportation services and the level of usage that is likely to be generated if passenger transportation services are provided. Refer to the following website for a toolkit and more information on methods for forecasting demand in rural areas. www.trb.org/Publications/Blurbs/168758.aspx

Zero Vehicle Households – No vehicles available to a housing unit, according to U.S. Census data. This factor is an indicator of demand for transit services.

II. EXISTING CONDITIONS

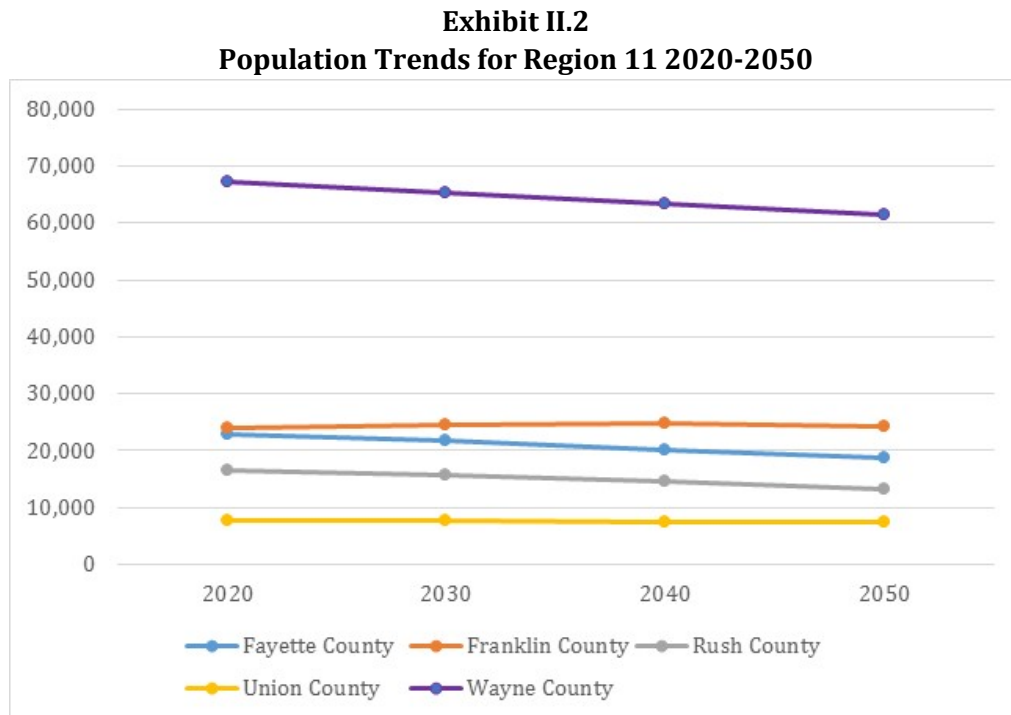
REGION OVERVIEW

Region 11 is located in east Indiana. It includes the counties of Fayette, Franklin, Rush, Union, and Wayne Counties in Indiana. The map in Exhibit II.1 provides a depiction of the area included in this study. The Region is served by the following major highways: Interstates 70 and 74; U.S. Routes 27, 35, 40, and 52; and Indiana Routes 1, 3, 38, 44, 121, 229, 101, 227, and 252.

The demographics of an area are a strong indicator of demand for transportation service. Relevant demographic data was collected and is summarized in this section. The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's 2014 American Community Survey (ACS) Five-Year Estimates and the State of Indiana. These sources are used to ensure that the most current and accurate information is presented. As a five-year estimate, the data represent a percentage based on a national sample and does not represent a direct population count.

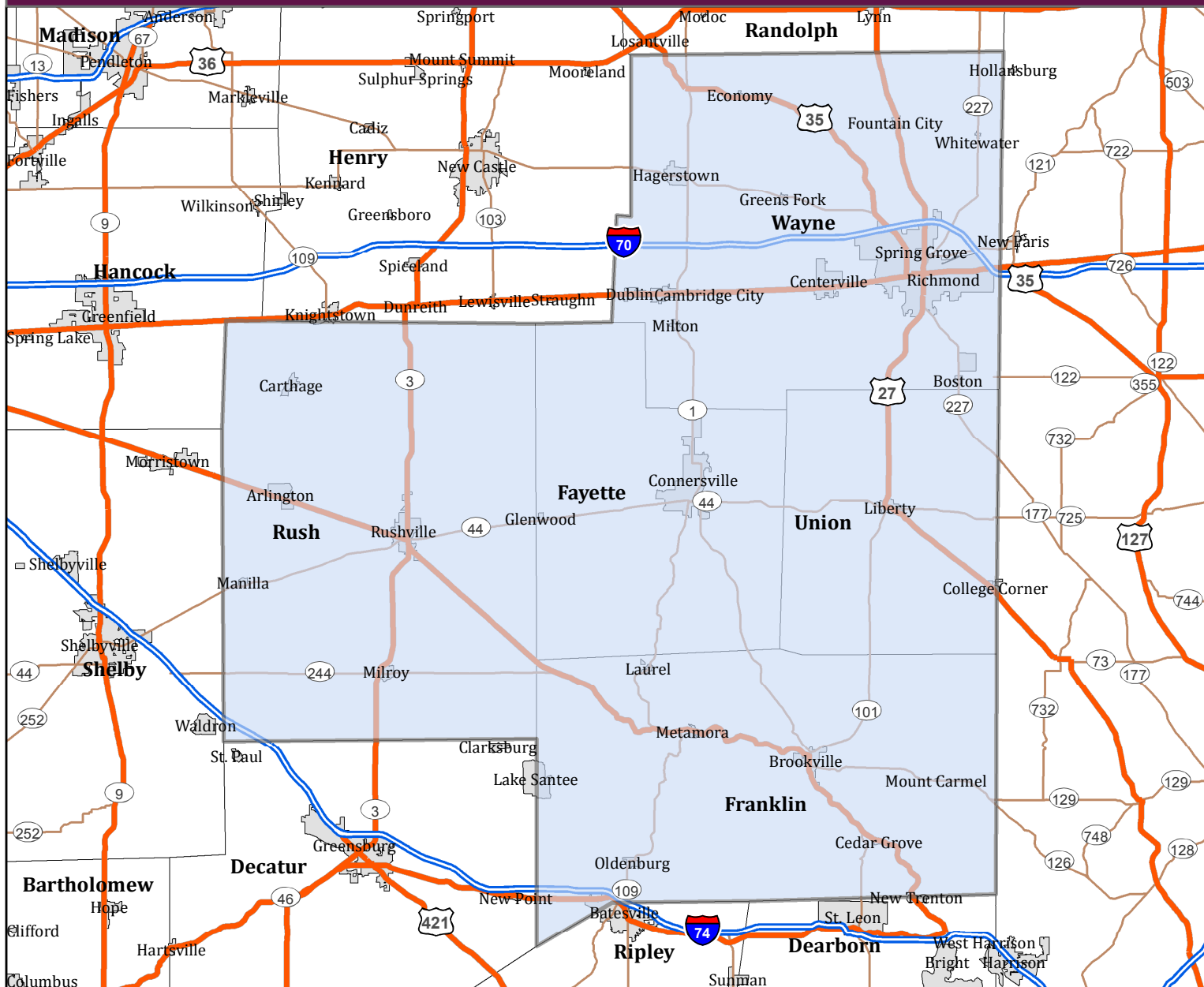
POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business projects the Region's population will decrease to 125,418 by 2050, an estimated loss of 9.4 percent from the year 2020 population projection. Exhibit II.2 shows population trends between 2020 and 2050 for each county in Region 11.



Source: STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business

Exhibit II.1: Location Map Region 11



Region 11 Coordinated Public Transit- Human Services Transportation Plan Update

Legend

- Region 11
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns
- Counties

Source: U.S. Census American
Community Survey 2014
5-Year Estimates



OLDER ADULT POPULATION

Older adults are most likely to use transportation services when they are unable to drive themselves or choose not to drive. Older adults also tend to be on a limited retirement income and, therefore, transportation services are a more economical option to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit demand.

There is a trend occurring in the United States relating to the aging of the population. The two 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. These age groups are now reaching the age of 65 and are becoming more likely to use transportation services if they are available.

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. As older adults live longer and remain independent, the potential need to provide public transit is greatly increased.

Exhibits illustrating the population density of persons over 65 years of age by block group will be provided for each county in the Region in the County Profile section.

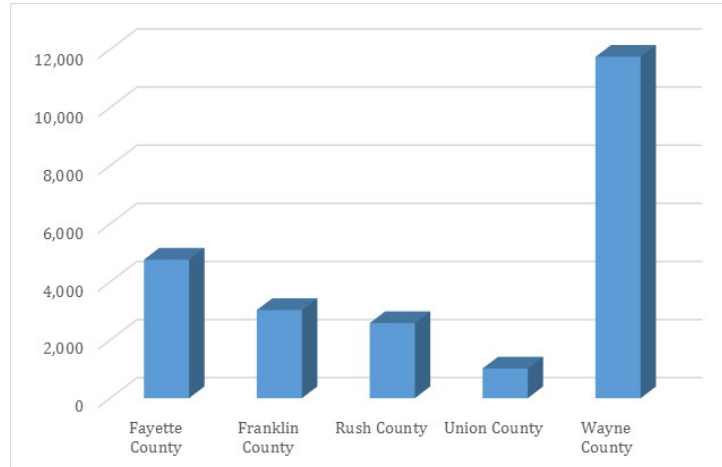
INDIVIDUALS WITH DISABILITIES

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of a person with a disability in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services 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, determine transportation disability.

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region 11 is available through the 2014 ACS Five-Year Estimates of disability for the noninstitutionalized population. Exhibit II.3 is intended to provide a comparison of the disabled population in each county within the Region.

The chart identifies the highest population of individuals with a disability reside in Wayne County. The total disabled population estimate for Wayne County is 11,749. Franklin County has an estimated 4,767 disabled people. The remaining counties had less than 3,000 disabled people per county.

Exhibit II.3: Disability Incidence by County

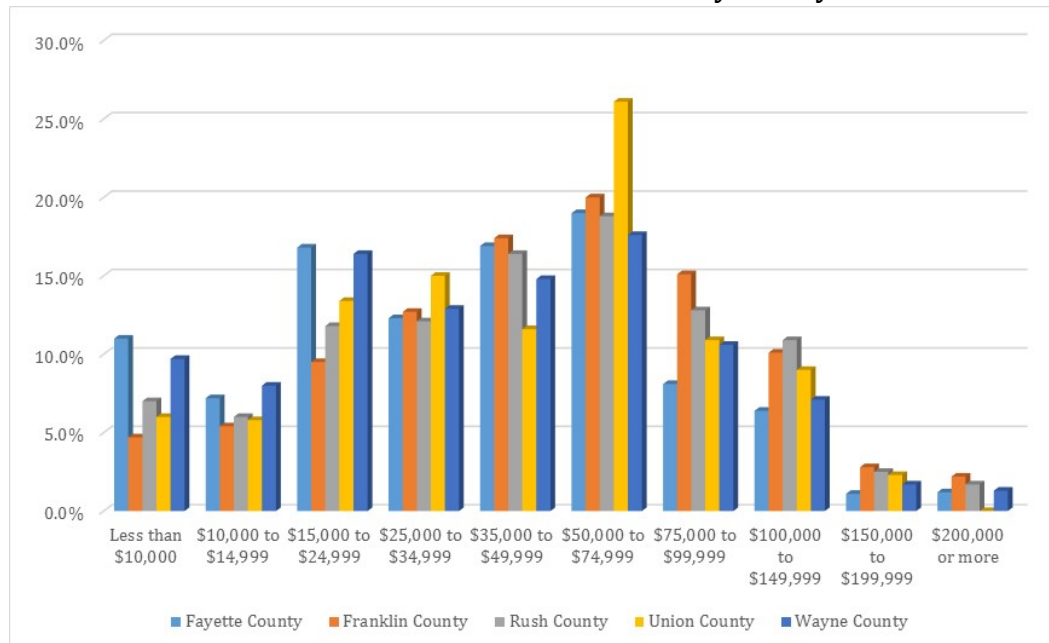


Source: 2014 ACS Five-Year Estimates

HOUSEHOLD INCOME

Exhibit II.4 illustrates the household incomes for the study area according to the 2014 ACS Five-Year Estimates. According to the survey, there are a total of 55,822 households in Region 11. Of those households, about 43.1 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 12.8 percent earned between \$25,000 and \$34,999. Another 21.8 percent earned between \$10,000 and \$24,999 and about 8.6 percent earned less than \$10,000 per year.

Exhibit II.4: Household Income by County



Source: 2014 ACS Five-Year Estimates

The median household income for each area is shown in Exhibit II.5.

Exhibit II.5: Median Household income

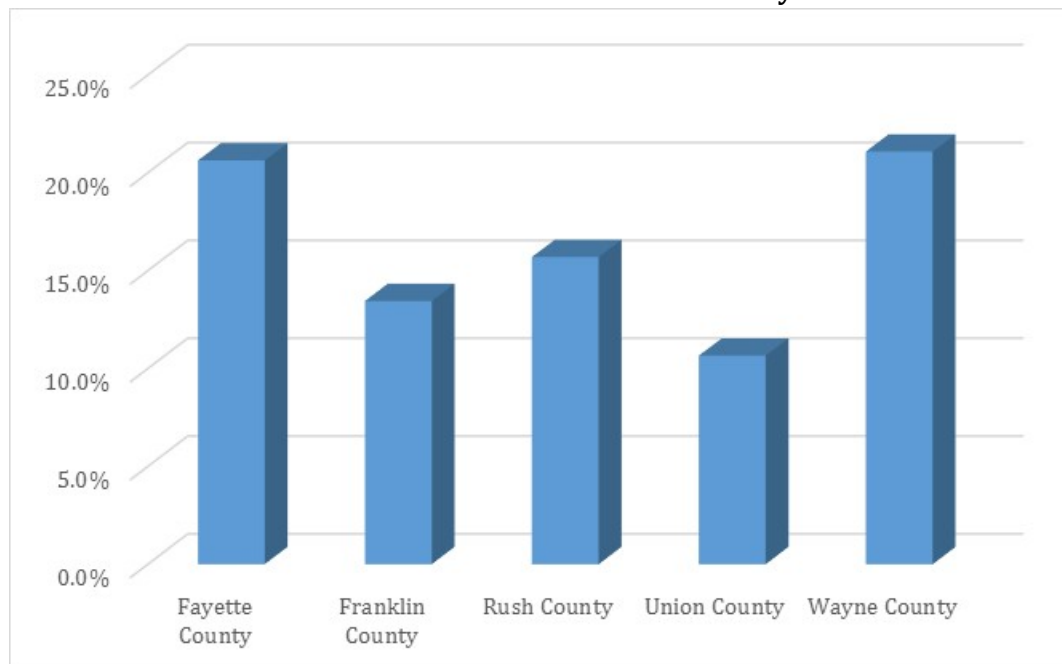
County	Median Income
Fayette County	\$37,833
Franklin County	\$50,262
Rush County	\$46,021
Union County	\$47,083
Wayne County	\$37,932

Source: 2014 ACS Five-Year Estimates

POVERTY STATUS

Exhibit II.6 illustrates the percentage of the population in each county that is living below the poverty level. Wayne County has the highest percent of population living below the poverty level with 21.1 percent. Fayette County had the second highest percentage of population living in poverty with 20.6 percent. The remaining counties had poverty levels below 16 percent.

Exhibit II.6: Percent Below Poverty



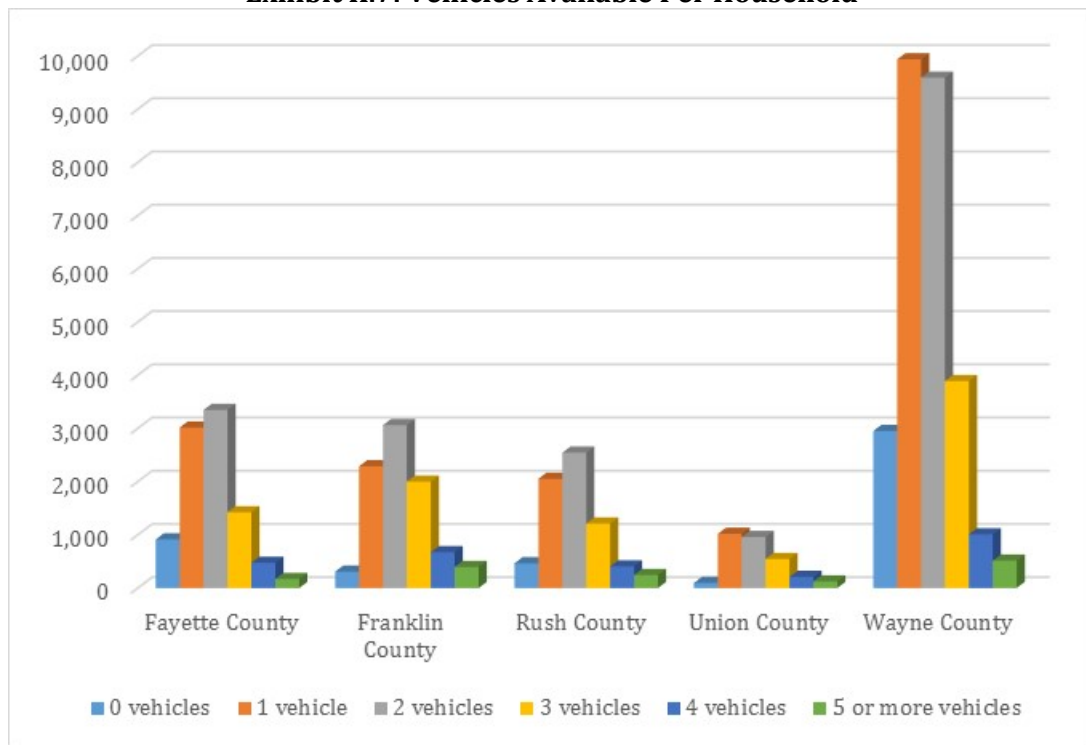
Source: 2014 ACS Five-Year Estimates

ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a household is also used as an indicator of demand for transit service. There are 4,732 households in the Region that have no available vehicle. This is 8.5 percent of all the households in the Region. An additional 18,311 or 32.8 percent of households in the Region

have only one vehicle. Exhibit II.7 shows the total number of vehicle availability per household in each county.

Exhibit II.7: Vehicles Available Per Household



Source: 2014 ACS Five-Year Estimates

COUNTY PROFILES

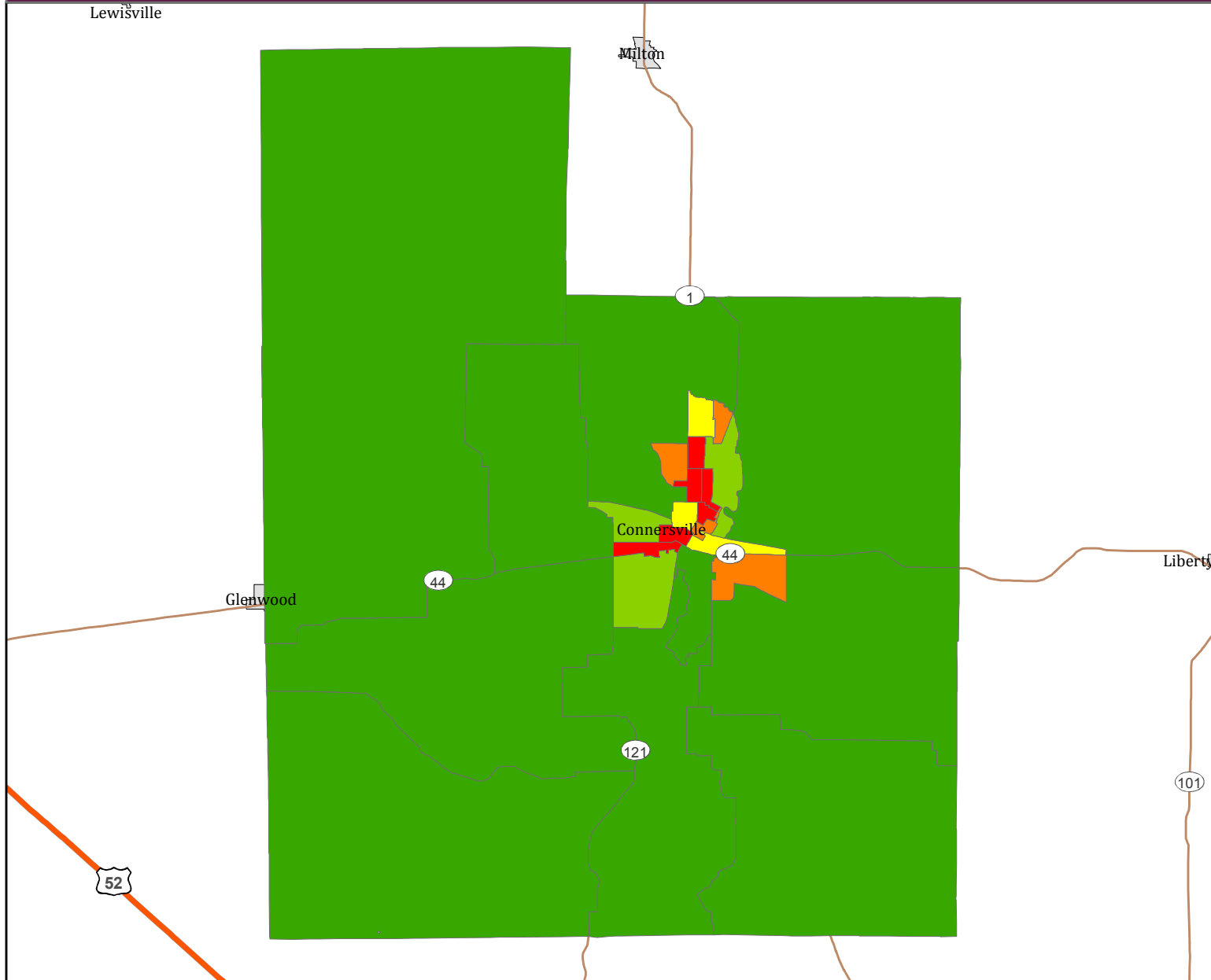
FAYETTE COUNTY

Older Adult Population

Exhibit II.8 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Fayette County residents aged 65 and older are in Connersville. These block groups had densities of older adults between 391.4 and 1,117 persons per square mile. Areas of moderate densities of persons aged 65 and older can also be found in Connersville. The remainder of the County had overall low to very low densities of persons age 65 and older.

Exhibit II.8: Population Density Age 65 and Older Fayette County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update

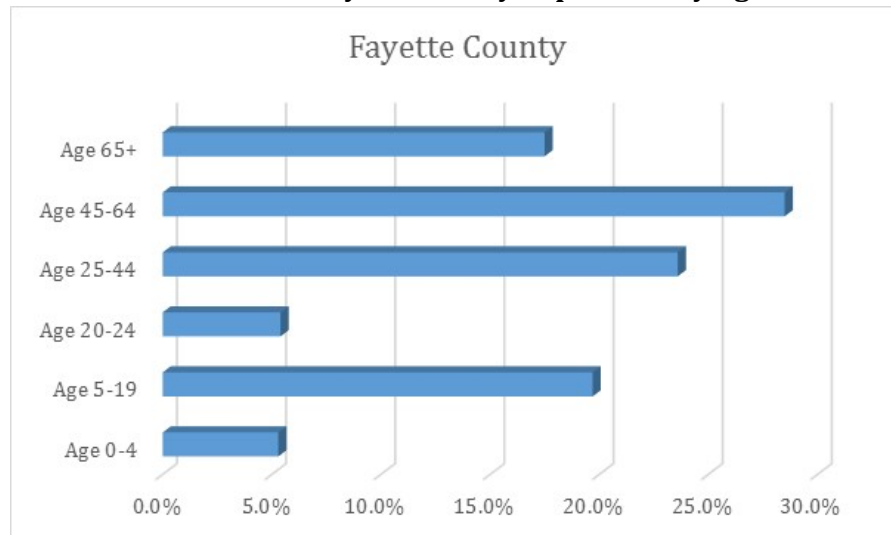


Source: U.S. Census American
Community Survey 2014
5-Year Estimates

Population by Age

The largest age cohort for Fayette County was between the ages of 45 and 64 (28.5 percent). The second largest group was between ages 25 and 44, which constituted 23.6 percent of the county's population (see Exhibit II.9). The third largest age group was 5 to 19 years old (19.7 percent), while 17.5 percent was age 65 or older. Fayette County had the highest percentage of adults aged 65 and older in Region 11.

Exhibit II.9: Fayette County Population by Age



Source: 2014 ACS Five-Year Estimates

Economic Profile

Exhibit II.10 illustrates the percentage of households that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in Connersville. Over 12.74 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 10.11 to 12.73 percent of zero vehicle households can be found in Connersville, central Fayette County and northeast Fayette County. The remainder of the County had moderate to very low percentages of zero vehicle households.

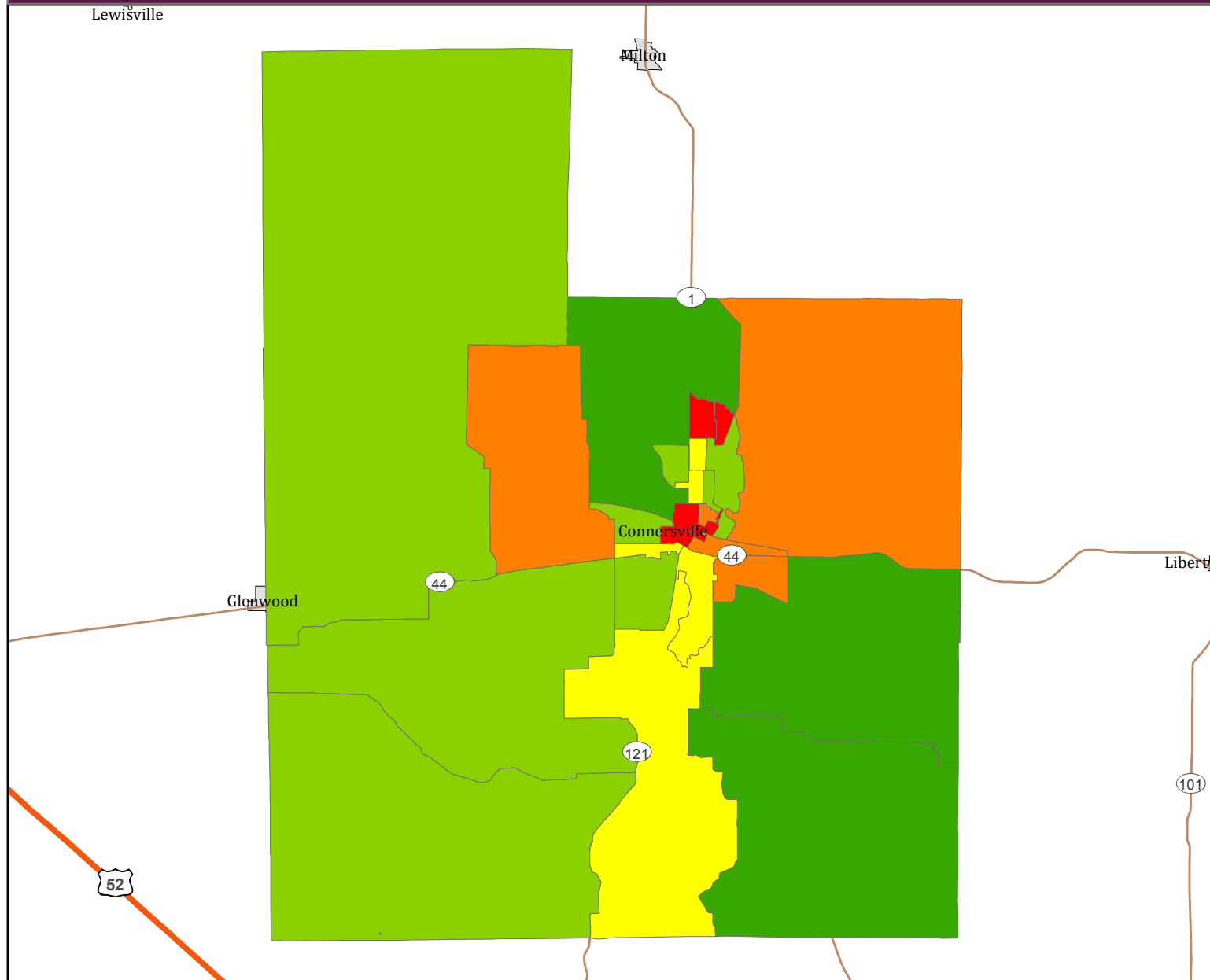
Industry and Labor Force

Fayette County's unemployment rate reached a high in 2011 of 12.9 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2012 to 2016, the unemployment rate for Fayette County has stayed above the national and state unemployment averages. Exhibit II.11 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.10: Percent Zero Vehicle Households Fayette County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

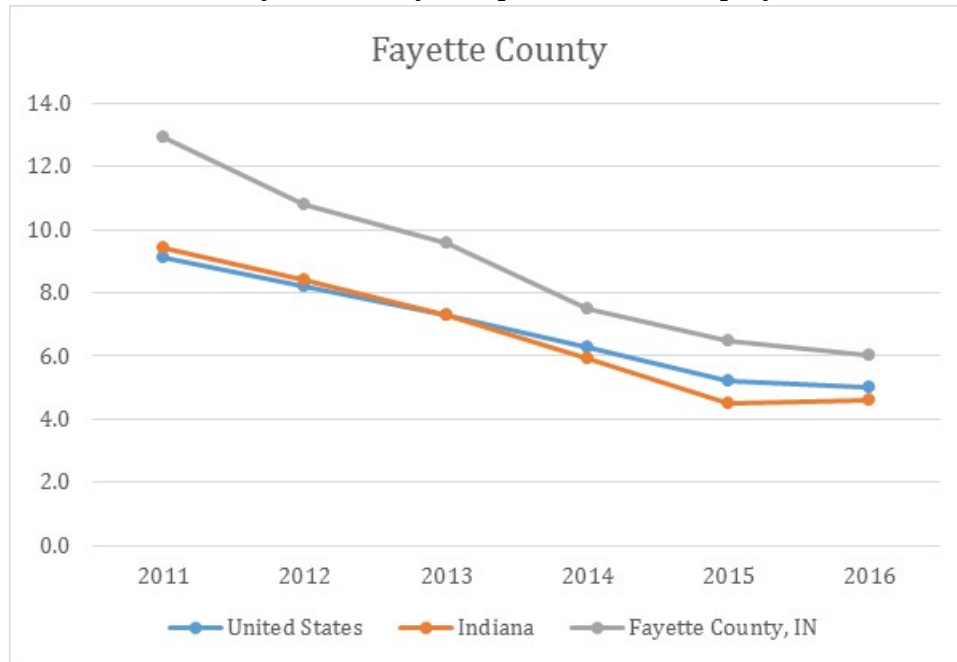
ZVH / Households

- 0%
- 0.01% - 3.64%
- 3.65% - 10.1%
- 10.11% - 12.73%
- 12.74% - 36.36%

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

Source: U.S. Census American
Community Survey 2014
5-Year Estimates

Exhibit II.11: Fayette County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

FRANKLIN COUNTY

Older Adult Population

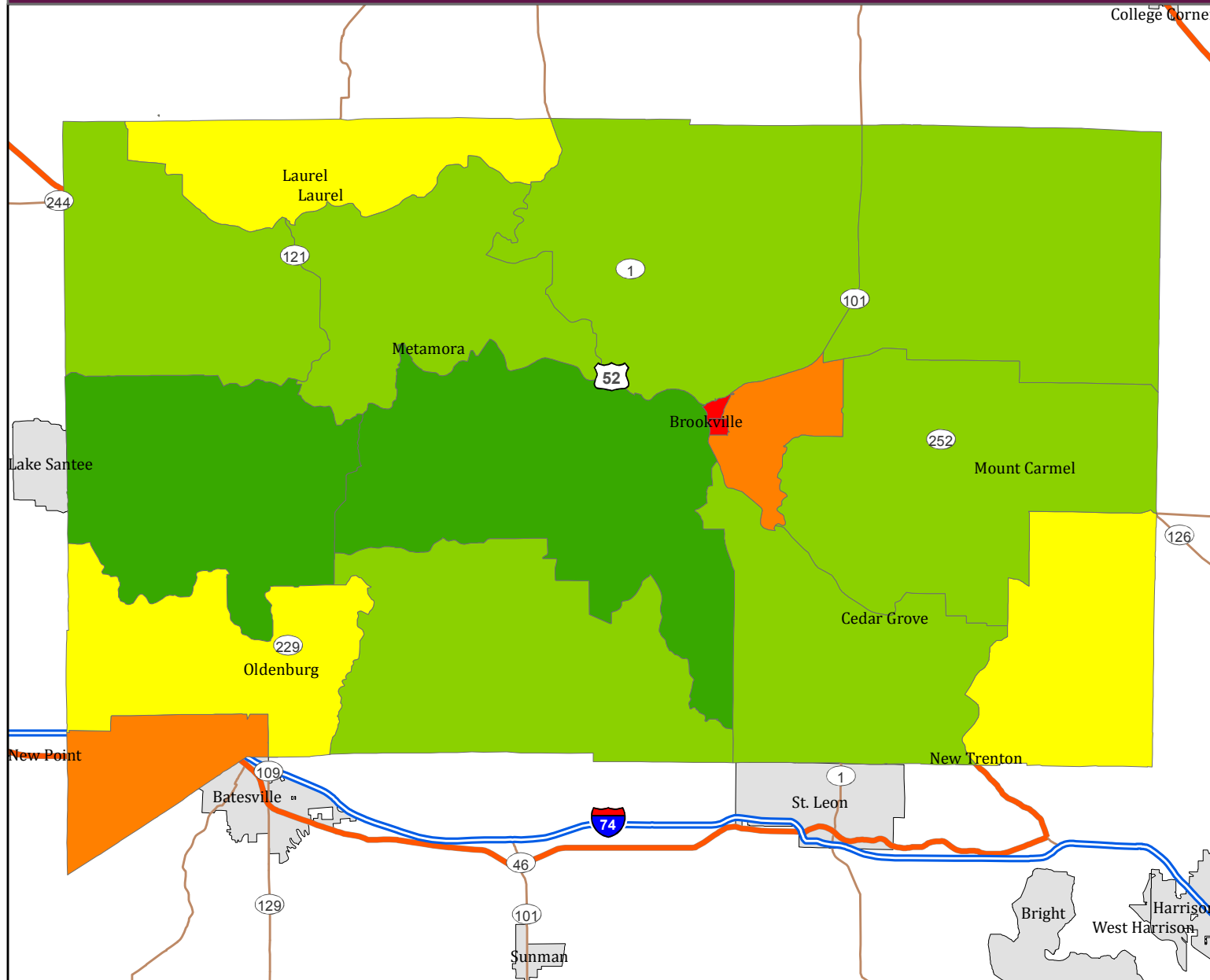
Exhibit II.12 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest densities (37.72 to 628.6) of Franklin County residents aged 65 and older are in Brookville. Moderately high and moderate densities of older adults can also be found in the Brookville as well as southwest Franklin County near Batesville. These block groups had densities between 18.28 and 37.71 persons aged 65 and older per square mile. The remainder of the county has older adult population densities below 18.27 persons per square mile.

Population by Age

The largest age cohort for Franklin County was between the ages of 45 and 64 (29.5 percent). The second largest group was between ages 25 and 44, which constituted 23.2 percent of the county's population (see Exhibit II.13). The third largest age group was persons aged 5 to 19 (21.6 percent). Population aged 65 and older constituted 15 percent of the County population.

Exhibit II.12: Population Density Age 65 and Older Franklin County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

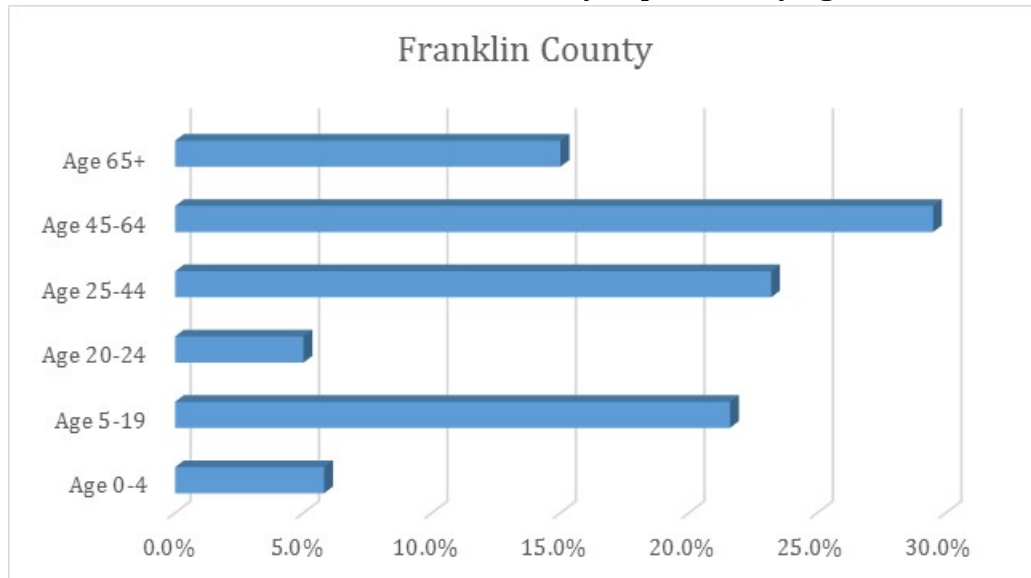
Age 65 Plus / SQMI

- 2.891 - 4.285
- 4.286 - 7.049
- 7.050 - 18.27
- 18.28 - 37.71
- 37.72 - 628.6

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

Source: U.S. Census American
Community Survey 2014
5-Year Estimates

Exhibit II.13: Franklin County Population by Age



Source: 2014 ACS Five-Year Estimates

Economic Profile

Exhibit II.14 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. These block groups, with the highest concentration of zero vehicle households, can be found in Brookville. Over 9.78 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 5.62 to 9.77 percent of zero vehicle households can be found in Brookville and western Franklin County near Lake Santee. The remainder of the County had low percentages of zero vehicle households.

Industry and Labor Force

Franklin County's unemployment rate reached a high in 2011 of 9.6 percent. This was slightly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2013, the unemployment rate for Franklin County continued to stay higher than the National and State unemployment averages. Then from 2014 to 2016, the unemployment rate dipped at or below both the National and State unemployment rates. Exhibit II.15 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.14: Percent Zero Vehicle Households Franklin County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update

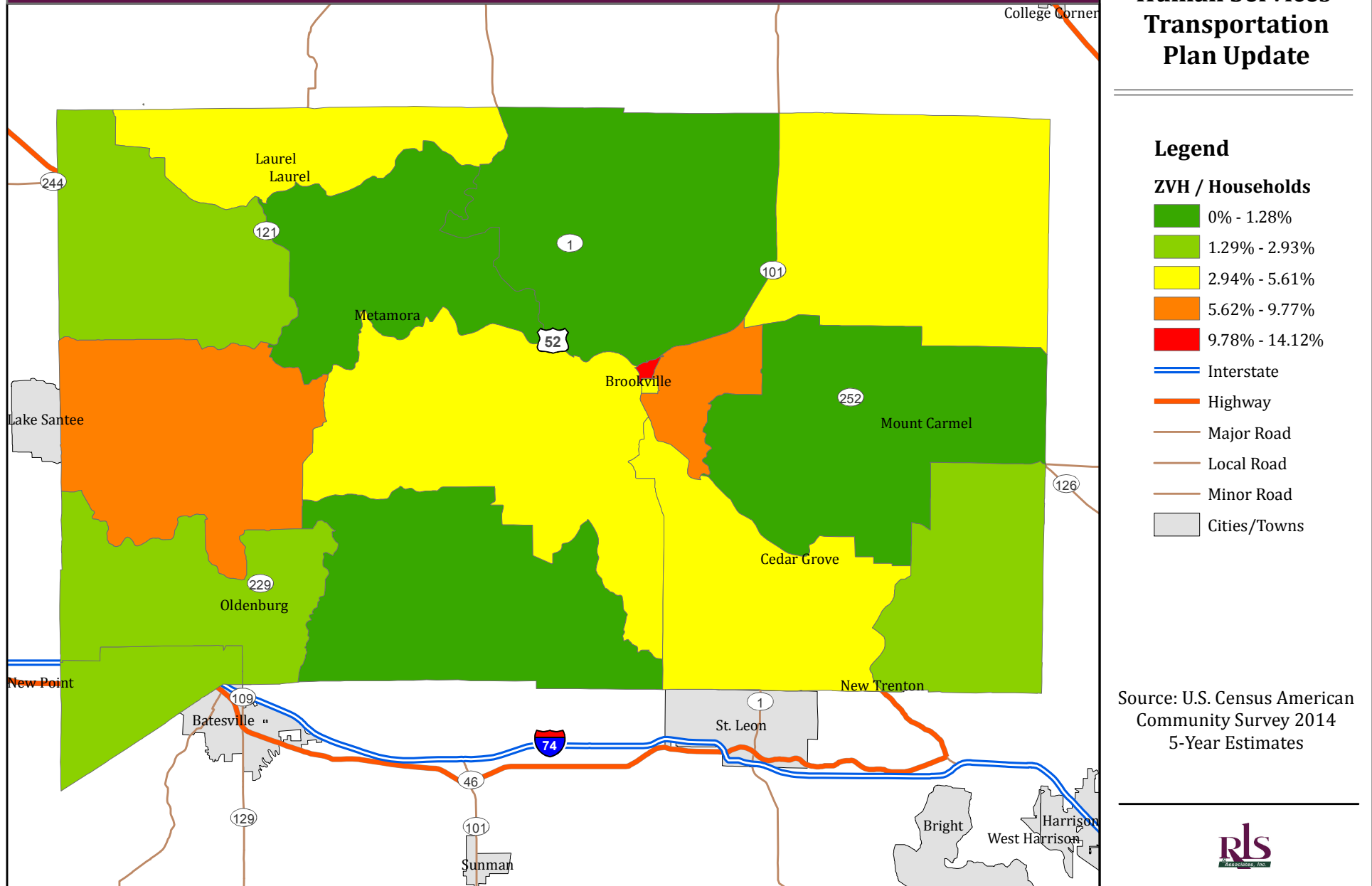
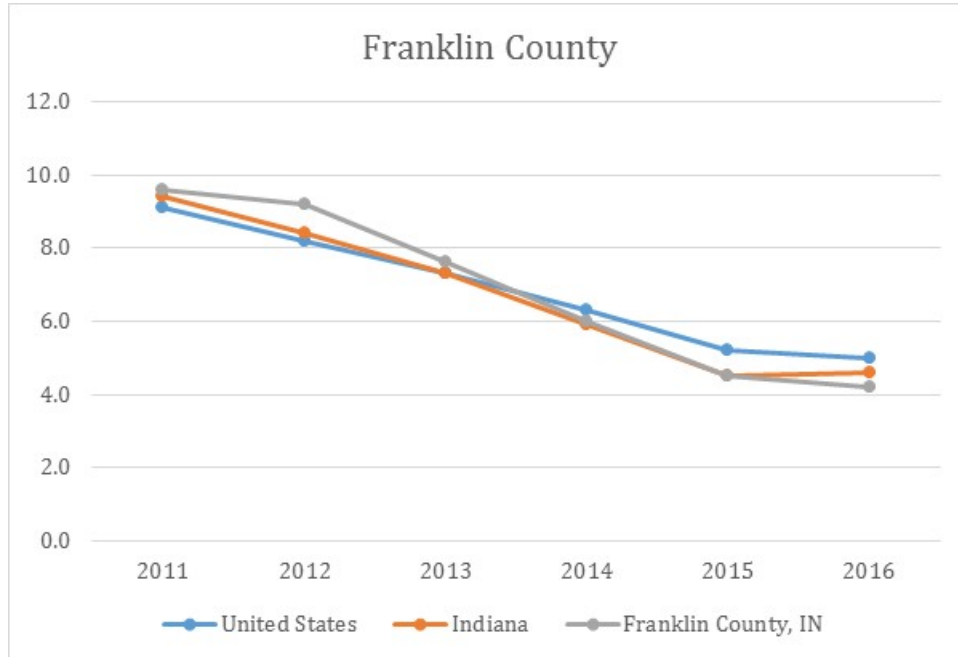


Exhibit II.15: Franklin County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

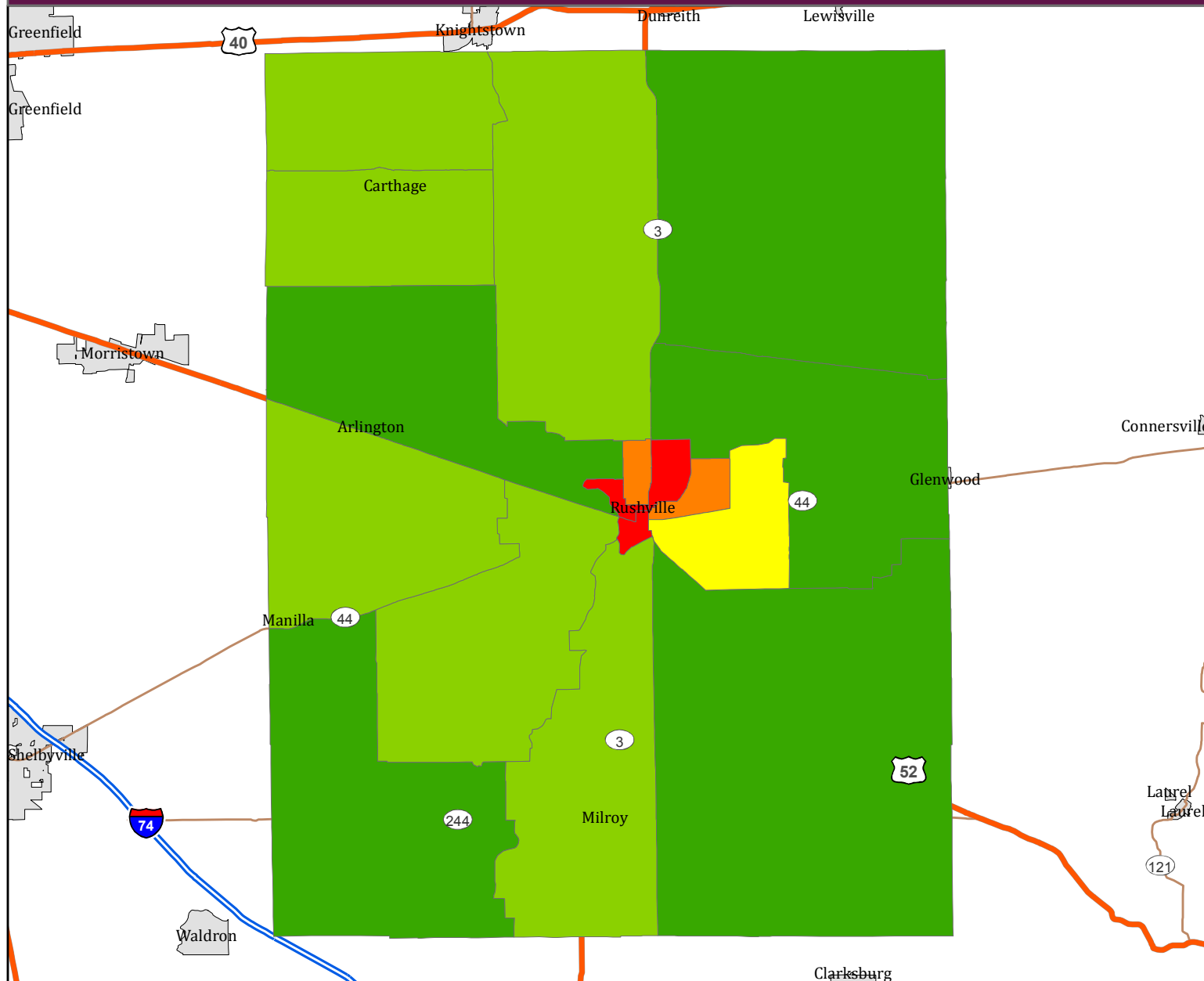
RUSH COUNTY

Older Adult Population

Exhibit II.16 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Rush County residents aged 65 and older are in Rushville (122.6 to 278.9 persons per square mile). Areas of moderately high densities of older adults can also be found in Rushville. The remainder of the county has moderate to low densities of older adults.

Exhibit II.16: Population Density Age 65 and Older Rush County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 1.647 - 3.765
- 3.766 - 8.688
- 8.689 - 16.89
- 16.90 - 122.5
- 122.6 - 278.9

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

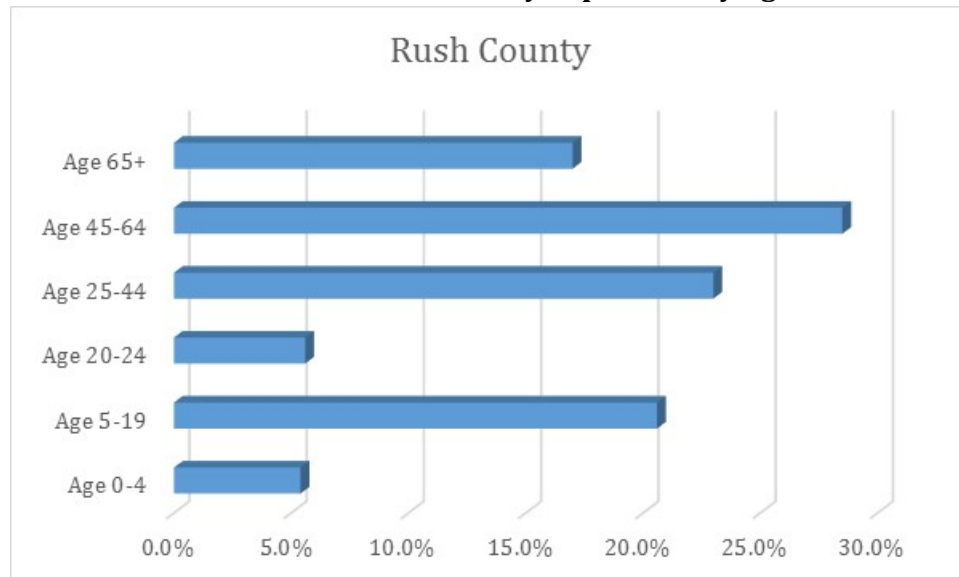
Source: U.S. Census American
Community Survey 2014
5-Year Estimates



Population by Age

The largest age cohort for Rush County was between the ages of 45 and 64 (28.5 percent). The second largest group was between ages 25 and 44, which constituted 23 percent of the county's population (see Exhibit II.17). The third largest age group was 5 to 19 years old (20.6 percent), while 17 percent was age 65 or older.

Exhibit II.17: Rush County Population by Age



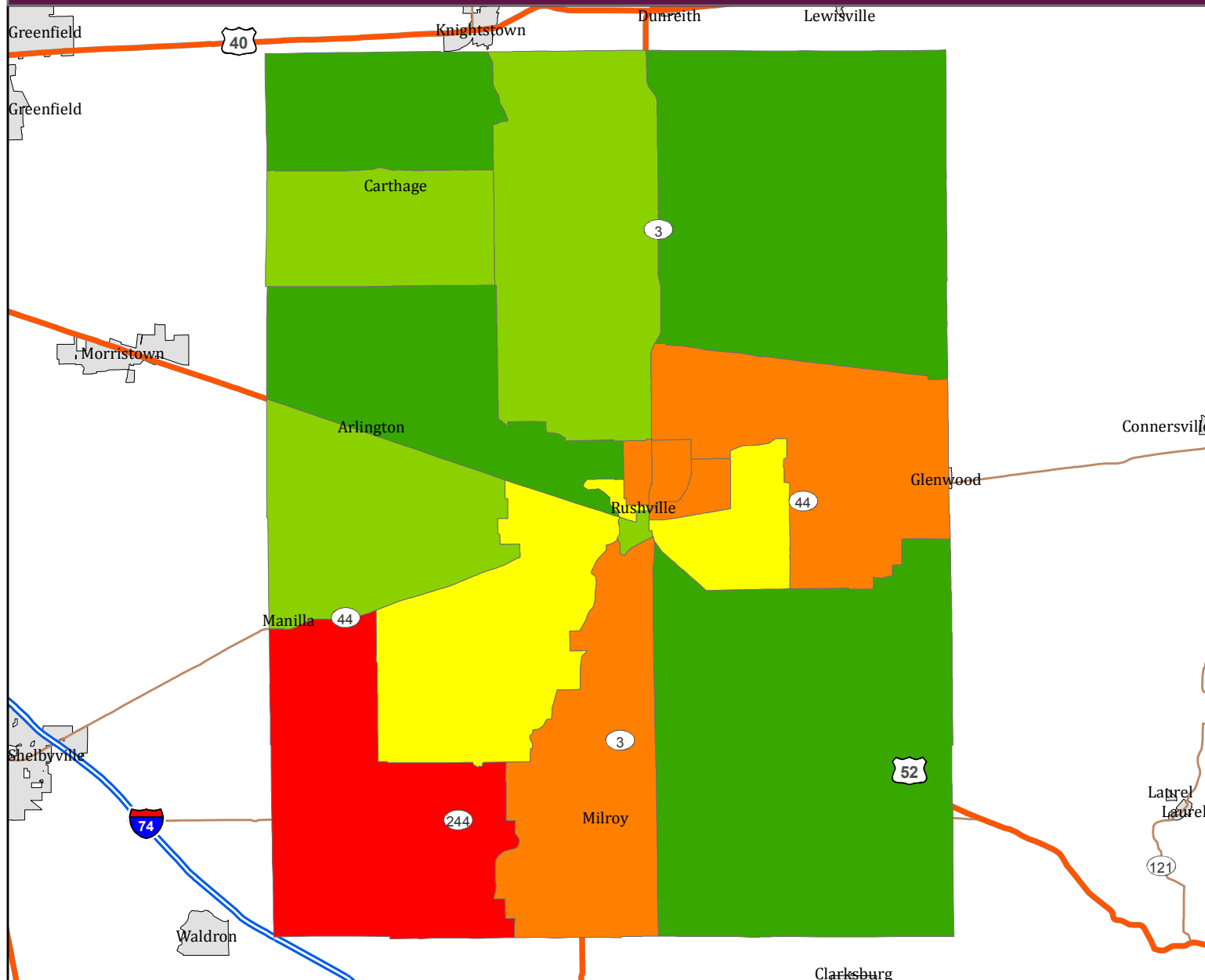
Source: 2014 ACS Five-Year Estimates

Economic Profile

Exhibit II.18 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in southwest Rush County. Over 12.72 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 7.79 to 12.71 percent of zero vehicle households can be found in Rushville, Milroy, and Glenwood. Rushville has areas of moderate percentages of zero vehicles households while the remainder of the county has low percentages.

Exhibit II.18: Percent Zero Vehicle Households Rush County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 1.31%
- 1.32% - 4.6%
- 4.61% - 7.78%
- 7.79% - 12.71%
- 12.72% - 15.95%

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

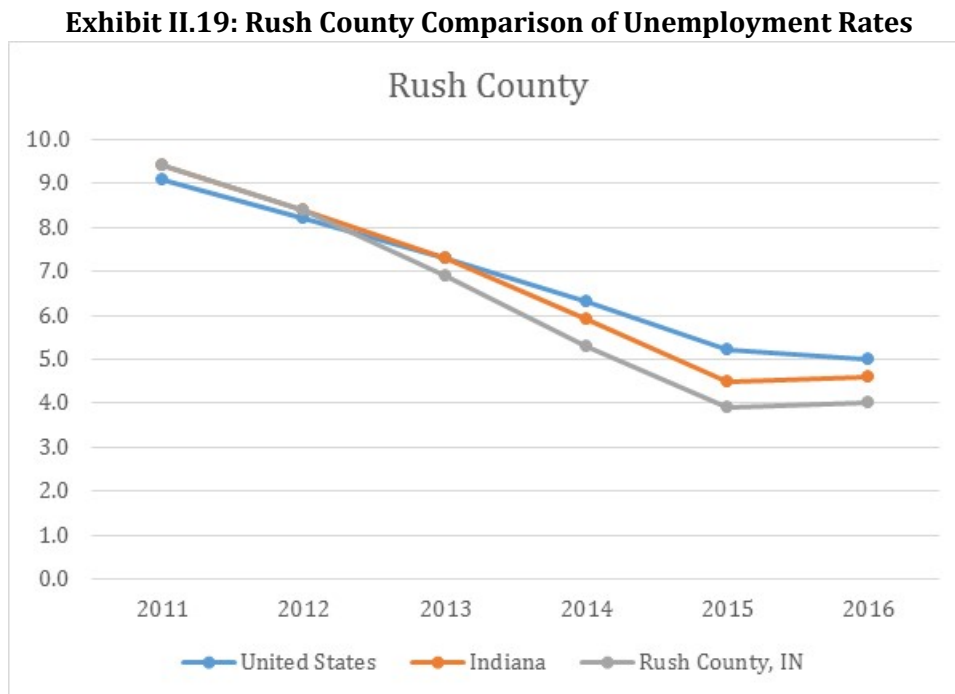
Source: U.S. Census American
Community Survey 2014
5-Year Estimates



Industry and Labor Force

Rush County's unemployment rate reached a high in 2011 of 9.4 percent. This was slightly higher than that of the United States (9.1) and similar to the State of Indiana (9.4).

In 2012, Rush County's unemployment rate was higher than the United States but the same as the State of Indiana from 2013 to 2016, the unemployment rate for Rush County was lower than the State and National averages. Exhibit II.19 illustrates a comparison of the unemployment rates in the county, state, and nation.



Source: STATS Indiana using Bureau of Labor Statistics

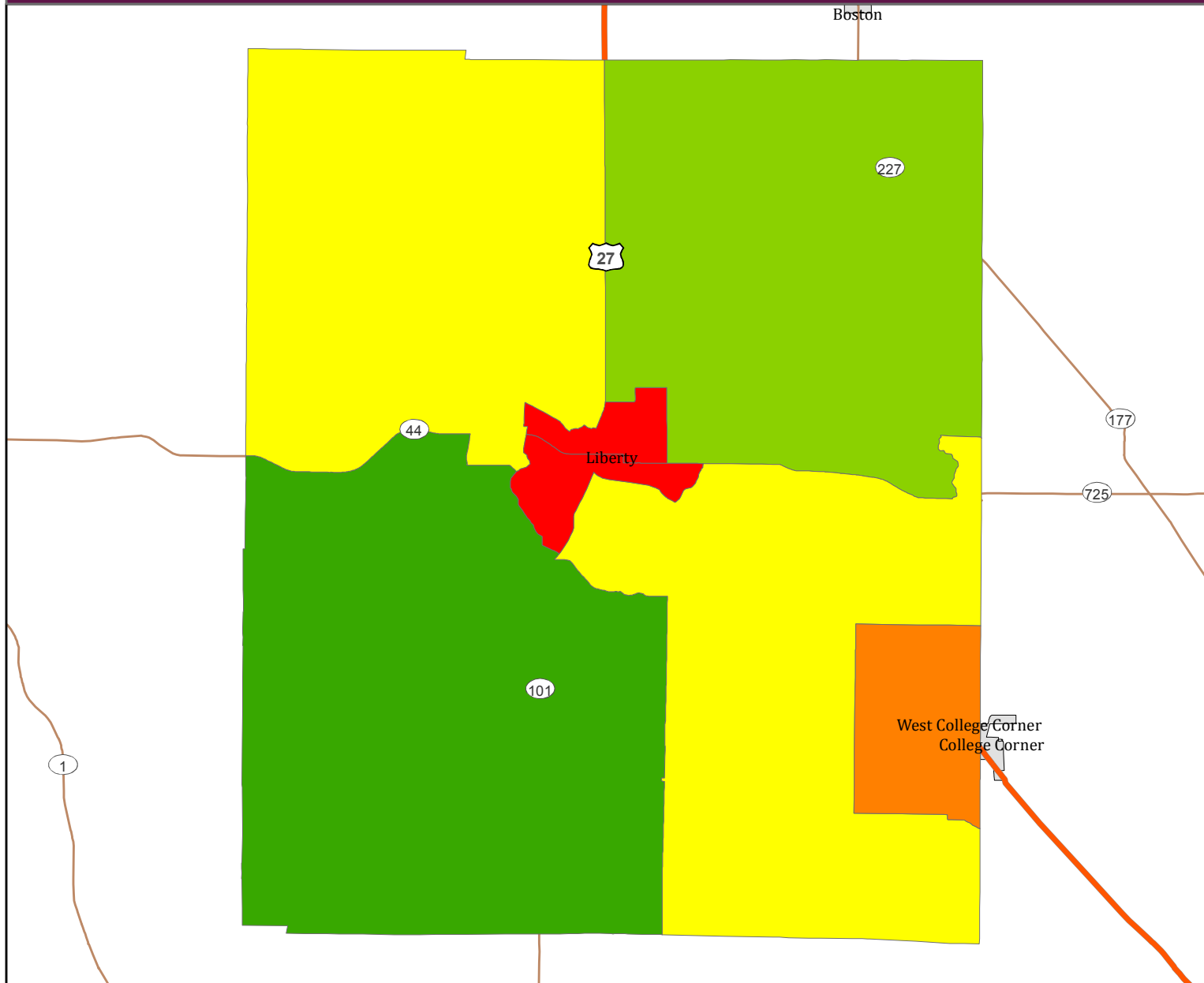
UNION COUNTY

Older Adult Population

Exhibit II.20 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Union County residents aged 65 and older are in Liberty. These block group had older adult densities between 17.44 and 153.4 persons per square mile. Moderately high population densities of persons age 65 and older were located in West College Corner. The remainder of the county had overall low levels of older adult population densities.

Exhibit II.20: Population Density Age 65 and Older Union County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 3.016
- 3.017 - 3.554
- 3.555 - 5.194
- 5.195 - 17.43
- 17.44 - 153.4

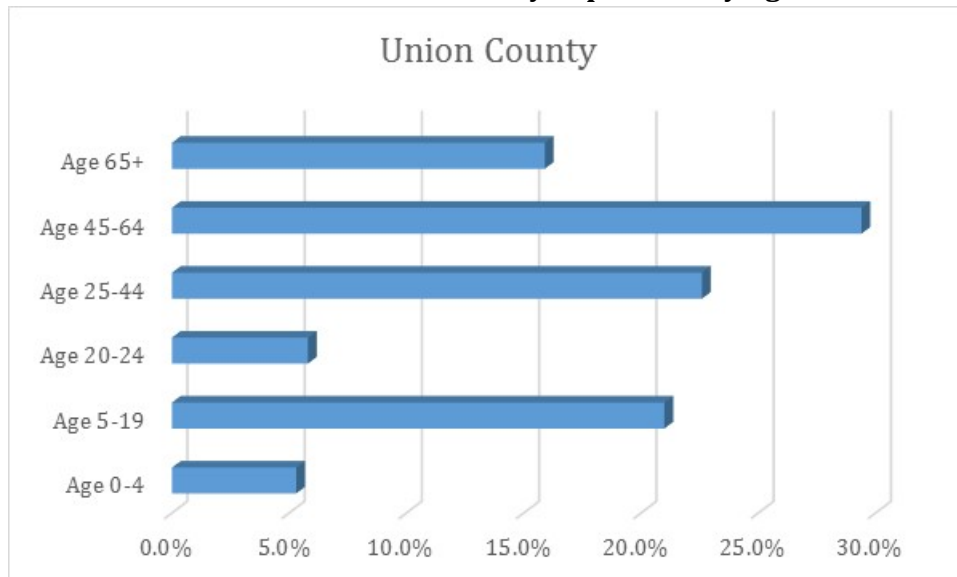
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

Source: U.S. Census American
Community Survey 2014
5-Year Estimates

Population by Age

The largest age cohort for Noble County was between the ages of 45 and 64 (29.4 percent). The second largest group was between ages 25 and 44, which constituted 22.6 percent of the county's population (see Exhibit II.21). The third largest age group was 5 to 19 years old (21 percent), while 15.9 percent was age 65 or older.

Exhibit II.21: Union County Population by Age



Source: 2014 ACS Five-Year Estimates

Economic Profile

Exhibit II.22 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Liberty. Over 4.63 percent of households within these block groups have no vehicle available. The remainder of the county has overall low levels of zero vehicle households.

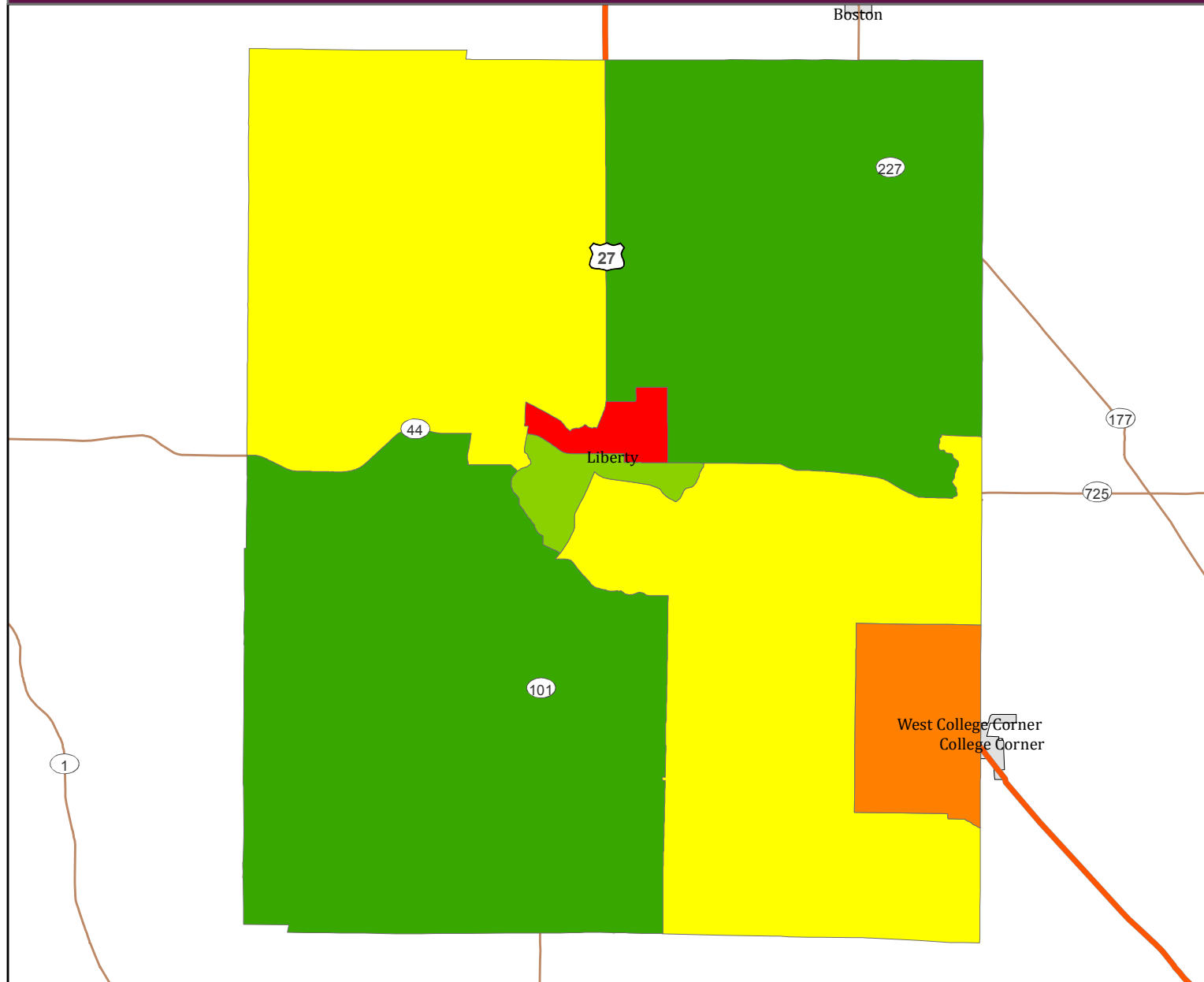
Industry and Labor Force

Union County's unemployment rate reached a high in 2011 of 8.9 percent. This was slightly lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Union County stayed lower than the State and National averages. Exhibit II.23 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.22: Percent Zero Vehicle Households Union County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

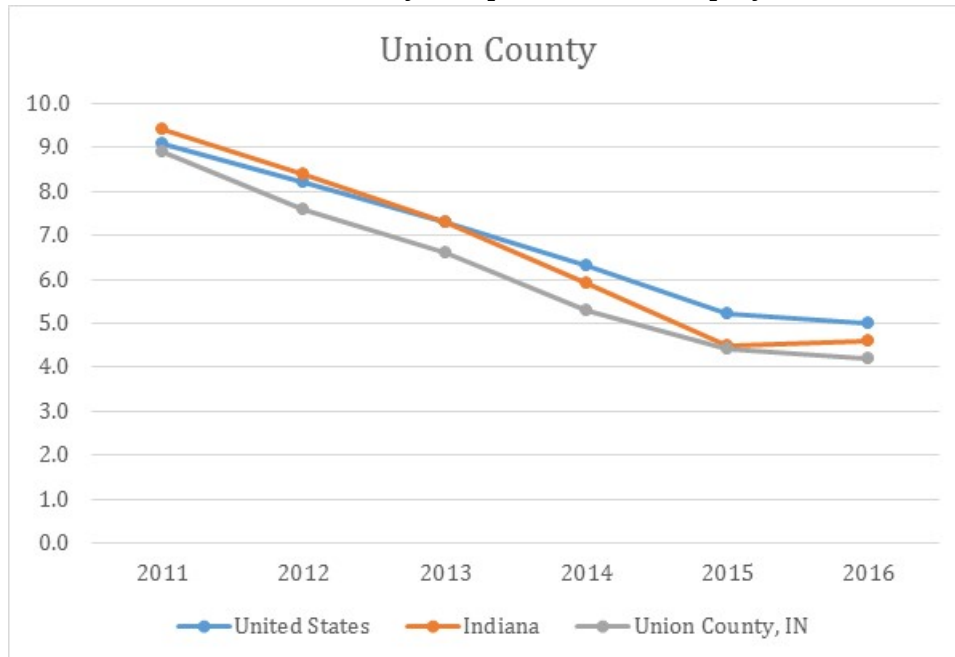
ZVH / Households

- 0%
- 0.01% - 2.44%
- 2.45% - 3.31%
- 3.32% - 4.62%
- 4.63% - 9.28%

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

Source: U.S. Census American
Community Survey 2014
5-Year Estimates

Exhibit II.23: Union County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

WAYNE COUNTY

Older Adult Population

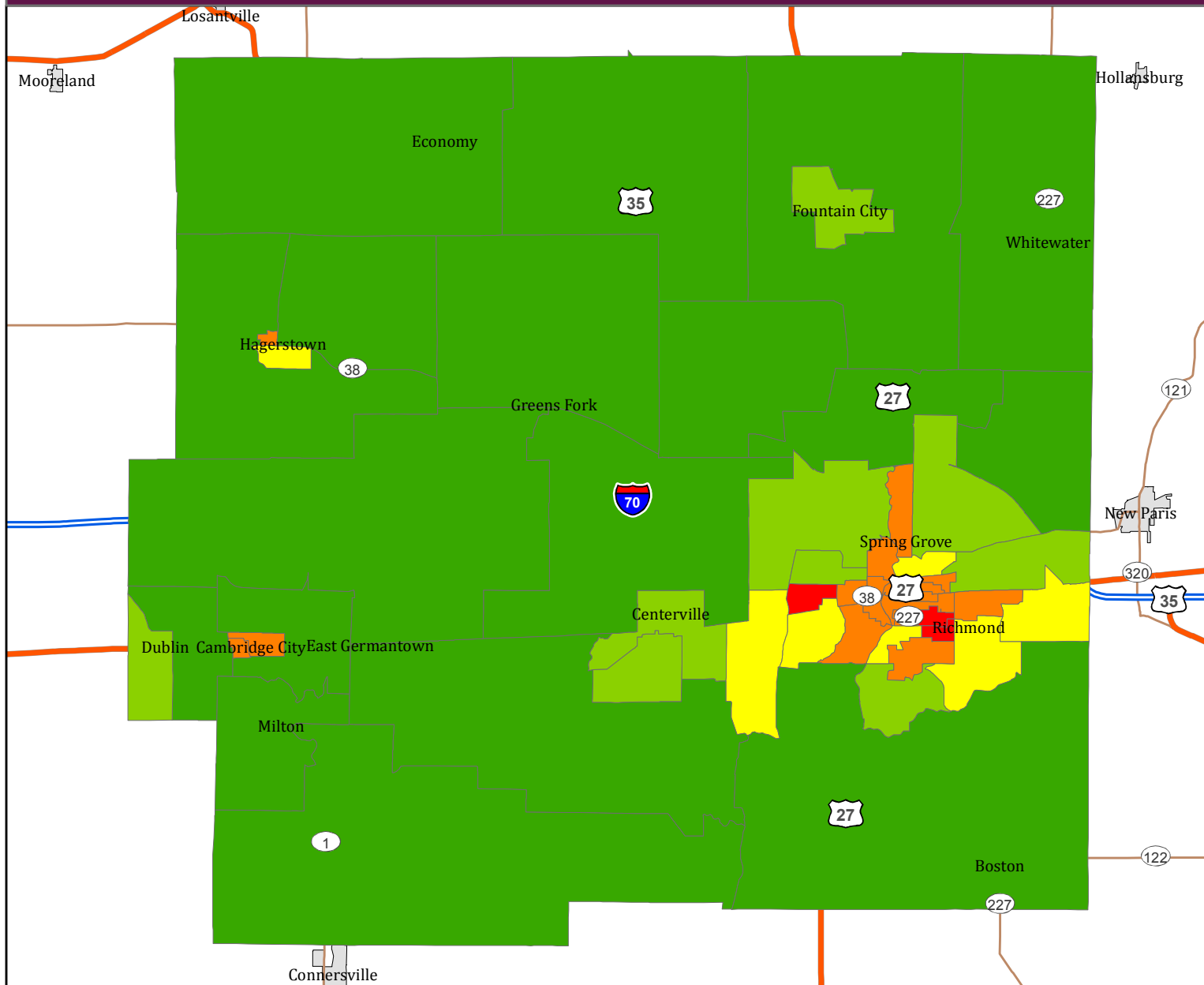
Exhibit II.24 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Wayne County residents aged 65 and older are in Richmond. These block group had older adult densities between 591.8 and 953.8 persons per square mile. Areas of moderately high older adult population can be found in Richmond, Spring Grove, Hagerstown, and Cambridge City. The remainder of the county had moderate to very low older adult population density.

Population by Age

The largest age cohort for Wayne County was between the ages of 45 and 64 (27.6 percent). The second largest group was between ages 25 and 44, which constituted 23.4 percent of the county's population (see Exhibit II.25). The third largest age group was 5 to 19 years old (19.5 percent), while 17.2 percent was age 65 or older.

Exhibit II.24: Population Density Age 65 and Older Wayne County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

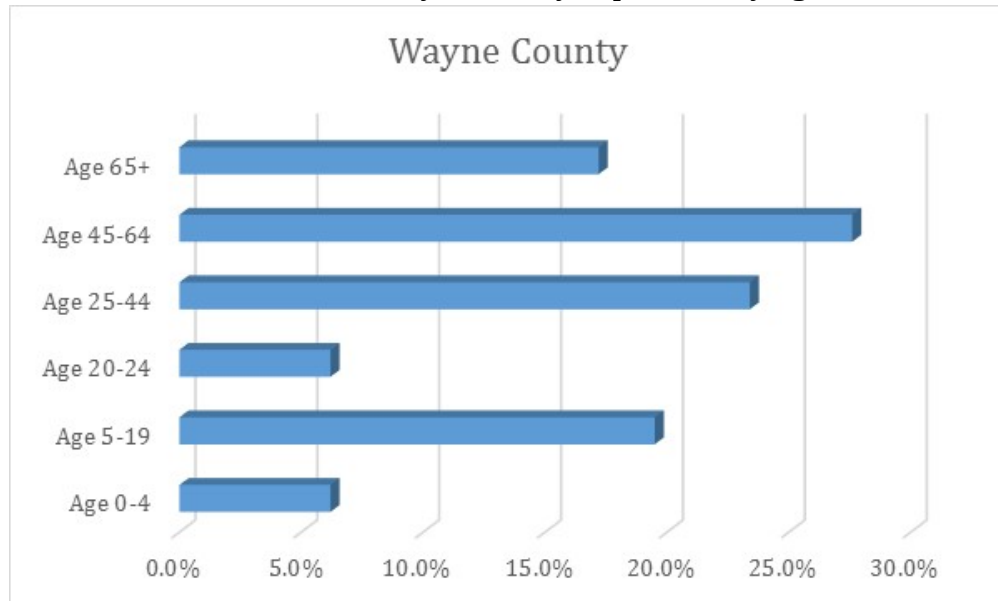
Age 65 Plus / SQMI

- 2.058 - 34.46
- 34.47 - 102.5
- 102.6 - 216.7
- 216.8 - 591.7
- 591.8 - 953.8

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

Source: U.S. Census American
Community Survey 2014
5-Year Estimates

Exhibit II.25: Wayne County Population by Age



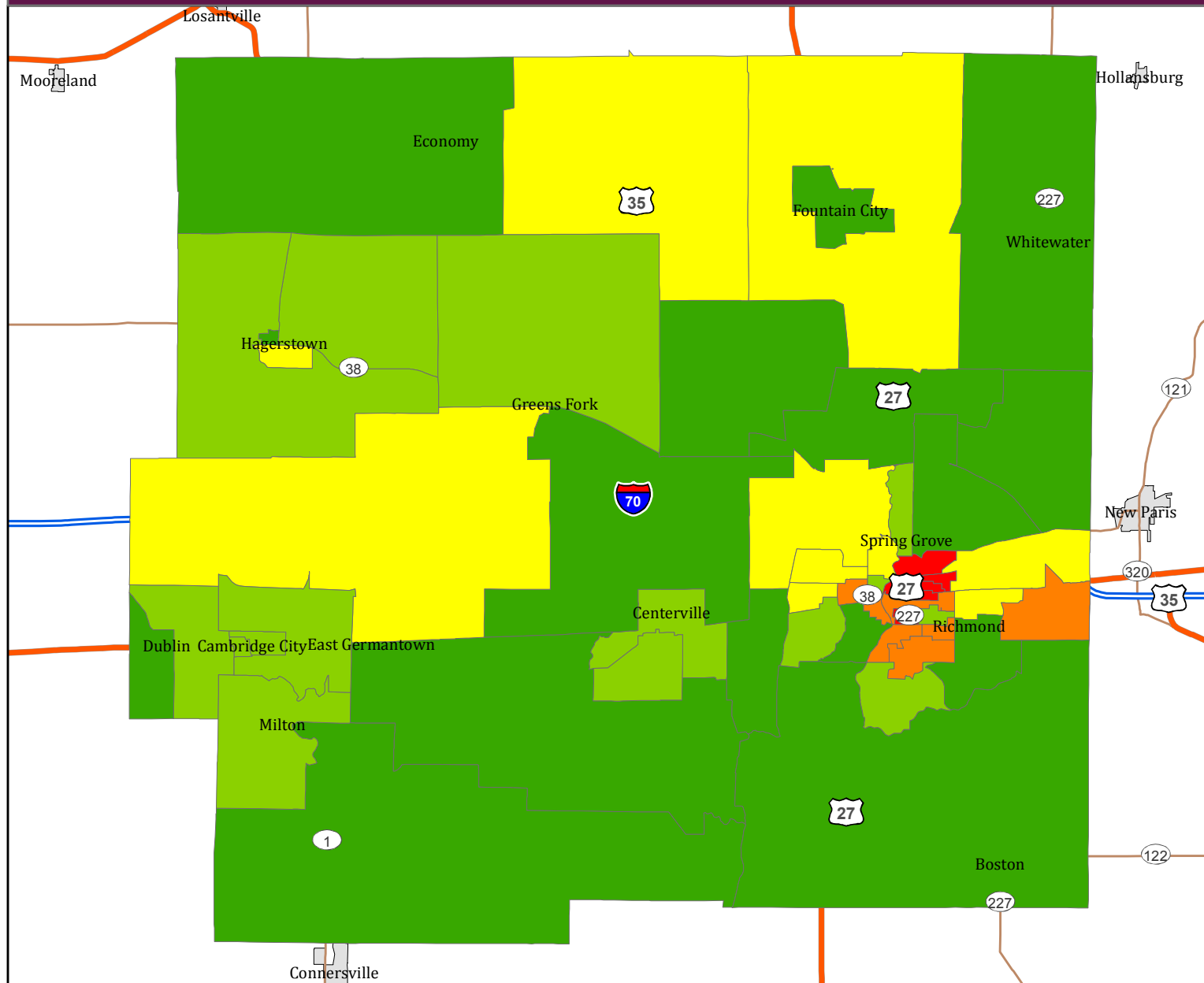
Source: 2014 ACS Five-Year Estimates

Economic Profile

Exhibit II.26 illustrates the percentage of households that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in northern Richmond. Over 26.2 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 15.56 to 26.19 percent of zero vehicle households are located throughout Richmond. The remainder of the county has moderate to very low levels of zero vehicle households.

Exhibit II.26: Percent Zero Vehicle Households Wayne County

Region 11 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 2.8%
- 2.81% - 7.29%
- 7.3% - 15.55%
- 15.56% - 26.19%
- 26.2% - 42.67%

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

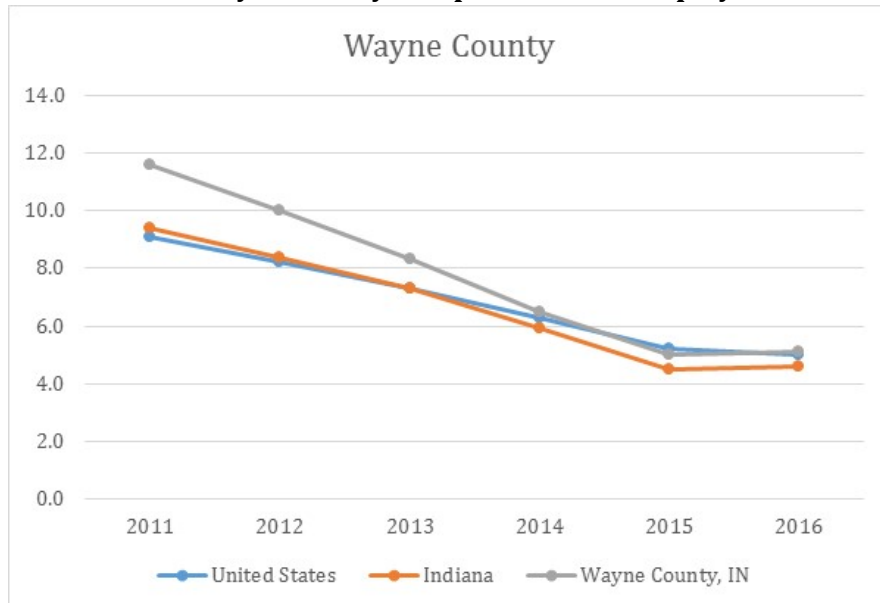
Source: U.S. Census American
Community Survey 2014
5-Year Estimates

Industry and Labor Force

Wayne County's unemployment rate reached a high in 2011 of 11.6 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Wayne County was higher than the States average. In 2015, the unemployment rate for Wayne County dipped below the National average but rose again in 2016 to a rate higher than the National average. Exhibit II.27 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.27: Wayne County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Existing Services

III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS

INTRODUCTION

Local stakeholders—including coordinated providers of human service and public transportation and those stakeholders whose transportation delivery is limited to their agencies' consumers—were invited to participate in a transportation inventory process. The process included participation in public meetings to evaluate unmet human service transportation needs and gaps, and to develop a set of mobility goals and strategies/projects designed to address those unmet needs and promote more coordinated delivery of provider services to maximize the use of transportation resources. The public meeting was also meant to encourage promotion of the general public survey to stakeholders and the general public discussed in the next chapter. Providers at the meeting were asked to update their inventory and service descriptions. These and other provider updates and vehicle inventories, obtained through phone interviews and/or email correspondence, are described later in this chapter.

The Region 11 Provider Stakeholder Summaries listed on the following page include public transportation operators that serve the general public, Section 5310 Program recipients who serve primarily individuals with disabilities, and human service agencies that operate transportation through agency-based funding sources other than the Federal Transit Administration (FTA).

Many of the public and non-profit agencies receive funding for vehicle replacement or expansion through the FTA Section 5310 Program and operating funding through Medicaid and Title III-B of the Older Americans Act, which focuses on serving persons 60 and over.

Not included in the list are organizations that have limited coordination with other providers and whose services have focused on providing services to their agency's program consumers and/or to consumers that register directly for private pay services. These agencies, including the children's bureau, various nursing homes, and the Veterans Administration, focus on transportation services for their agency's consumers, but their participation in the coordination process is essential to their consumers being afforded the opportunity to access other community transit services. Private taxi operators and Uber also operate in various portions of the Region. At the time of this report, Uber was available as a private pay, on demand service in Rush, Fayette, Union, and Wayne Counties.

EXISTING PUBLIC TRANSPORTATION RESOURCES

The following summaries are based on information provided by the participating agency and/or through research of the agency's website or the 2016 INDOT Public Transit Annual Report. Where incomplete, the information was not provided or not available.

Area 9 Agency on Aging now LifeStream Services (Area 6 Agency on Aging)

On July 1, 2017, Area 9 Agency on Aging became part of the LifeStream Services, Inc. family. Residents of Fayette, Franklin, Rush, Union, and Wayne counties will continue to have the same access to the quality, affordable health care programs and services they had prior to the consolidation.

Hand-in-Hand Adult Day Care of Richmond (ADC), Inc.

Hand-in-Hand Adult Day Care of Richmond, Inc. is a private, non-profit organization that provides transportation, health care, day treatment and recreation/social activities in Richmond. The geographic service area includes the counties of Wayne, Union, Randolph, and Preble (Ohio). The agency provides demand response transportation and operates a route for consumers to and from the ADC facility. Drivers will assist passengers to the entrance of their origin or destination. The ADC coordinates its transportation services with local churches to maximize the use of vehicles that would otherwise be sitting idle. Additional information about the Hand-in-Hand Adult Day Care of Richmond can be found at www.adcofrichmond.com

Funding Sources: Private Pay, CHOICE, Medicaid Waiver

Total Vehicles (accessible): 4

Annual One-Way Passenger Trips: 7,492

Eligibility Requirements: Adult Day Care Participant, or aged/disabled and in a bind for one-time transportation need (If it fits into our schedule & a driver is available)

Hours of Operation: Monday through Friday between 7:30am - 5:30pm (Adult Day Care Center hours of operation)

Fare Structure: Included in our program fees, and a donation for individuals who need one-time trip.

Children's Bureau/Community Partners

Children's Bureau/Community Partners (CB) is a private non-profit organization. The Regional office is located in Connersville. The mission of the Children's Bureau is "Preserving families and protecting the future of Indiana's children." The agency provides services in the areas of independent living, adoption, parenting assessment, family preservation, supervised visitations, shelter care and foster care recruitment and training. CB's regional office primarily services the counties of Fayette, Rush, Union, Wayne, Franklin, and Henry.

CB provides the majority of its clients' transportation needs by case managers driving their personal vehicles, for which they receive reimbursement. Case manager provided trips are necessary because public transportation is not always available to clients, either because clients need to travel

immediately (cannot call in advance to arrange transportation) or because public transportation does not serve the destinations required or does not operate at the time needed.

Bus passes are purchased in Wayne County for clients and public transportation is used in Rush and Union Counties, when possible. Trips purchased are either paid for by the client, the agency or another funding source for which the trip purpose qualifies.

Children's Bureau/Community Partners supports the concept of coordinating transportation on a regional level to offer solutions to the transportation issues faced by its clients.

For additional information on the services provided by the Children's Bureau/Community Partners, visit their website at www.childrens-bureau.org.

City of Richmond/Rose View Transit

City of Richmond/Rose View Transit is a public transportation provider. Fixed route transportation is available for the general public and paratransit (demand response service) is available to Americans with Disabilities Act (ADA) eligible passengers and older adults (60 and over) in Richmond. Additional information regarding the transportation services provided by Rose View Transit can be found at www.richmondindiana.gov.

Funding Sources: FTA Section 5311 program, Title III-B, Fares, PMTF, Local Assistance

Total Vehicles (accessible): 16 accessible vehicles

Annual One-Way Passenger Trips: 279,234

Eligibility Requirements: Open to the public

Hours of Operation: Monday through Friday between 6:15am – 5:45pm, Saturday between 9:15am – 4:45pm.

Fare Structure: Base: \$1.75, Youth: \$1.50, Elderly/Disabled: \$1.50

Fayette Community Council on Aging & Aged, Inc. (FCCAA)/Fayette County Transit

Fayette Community Council on Aging & Aged, Inc. is a private non-profit organization that provides transportation, information/referral, nutrition, and recreation/socialization for older adults in Fayette County. Their offices are located in Connersville. The FCCAA operates transportation service that is open to the general public in Fayette County. The service is known as Fayette County Transit. Fayette County Transit is demand response service within Connersville to destinations throughout Fayette County and anywhere in the State. The furthest destination request to date has been Indianapolis, which is 100 miles from Connersville. Additional information about Fayette County Transit services can be obtained by calling Fayette Community Council on Aging & Aged, Inc. at 765-825-1458.

Funding Sources: FTA Section 5311 & 5310 program, Title III-B, Fares, PMTF, Local Assistance

Total Vehicles (accessible): 10 accessible vehicles and 2 non-accessible vehicles

Annual One-Way Passenger Trips: 32,242

Eligibility Requirements: Open to the public

Hours of Operation: Monday through Friday between 7:00am – 6:00pm

Fare Structure: Base: \$2.50, Youth: \$2.50

Franklin County Senior Citizens/Franklin County Public Transportation (FCPT)

Franklin County Senior Citizens is a private non-profit organization that provides transportation and social services for older adults in Franklin County. Franklin County Senior Citizens operates the public transportation service that is open to the general public in Franklin County known as Franklin County Public Transportation (FCPT). FCPT provides public demand response transportation services within Brooksville, throughout Franklin County and beyond the county lines going as far as Indianapolis. FCPT will cross state lines into Ohio with the most common destinations being Oxford and Cincinnati, Ohio. Additional information about Franklin County Transit services can be obtained by calling Franklin County Senior Citizens at 765-647-2850.

Funding Sources: FTA Section 5311 & 5310 program, Title III-B, Fares, PMTF, Local Assistance

Total Vehicles (accessible): 11 accessible vehicles and 3 non-accessible vehicles

Annual One-Way Passenger Trips: 29,832

Eligibility Requirements: Open to the public

Hours of Operation: Monday through Friday between 6:00am - 5:00pm. Saturday and Sunday by appointment only

Fare Structure: Base: \$2.50, Youth: \$1.00

New Horizons Rehab

New Horizons is a private, nonprofit social service agency, located in Batesville. New Horizons provides transportation, day treatment, employment, residential, and similar services for eligible consumers in Dearborn, Franklin, Jennings, Ohio, and Ripley Counties. Starting in 2016, New Horizons started to provide non-consumers transportation mainly to medical trips. During the time of meeting, the non-consumer transportation was on a trial run.

According to the 2014 Coordinated Public Transit-Human Services Transportation Plan, New Horizons directly provided and purchased transportation on behalf of consumers. Agency employees, including designated transportation staff, provided consumer transportation using a fleet of 22 agency owned vehicles. Reimbursement for mileage or auto expenses is also paid to employees, clients, families or friends if they use personal automobiles. New Horizons staff participated in the public meeting held on October 11, 2016 but did not provide updated information or a vehicle inventory for this planning process.

Funding Sources: New Horizons received FTA Section 5310 capital grants during FY 2006, 2007, 2009, 2010, 2012, 2013, 2014, 2015, and 2016.

Eligibility: Individuals with disabilities are eligible for agency services. Consumers must be prequalified with a Medicaid waiver or have a 'private pay' agreement to access transportation.

Operating Days and Hours: Hours of operation were Monday through Friday, 5:15 AM to 5:30 PM in 2014.

Rush/Franklin County Family and Social Services Administration (FSSA)/ Division of Family Resources (DFR)

The Division of Family Resources (DFR) is responsible for establishing eligibility for Medicaid, Supplemental Nutrition Assistance Program (SNAP - food assistance) and Temporary Assistance for Needy Families (TANF - cash assistance) benefits. The division also manages the timely and accurate delivery of SNAP and TANF benefits.

DFR also provides employment and training services to some SNAP and TANF recipients. The division's overarching focus is the support and preservation of families by emphasizing self-sufficiency and personal responsibility.

The Rush/Franklin County FSSA/DFR office does not operate transportation. Many of their program participants utilize transportation services that are being provided by the public and social service transportation providers in the Region.

Rush County Senior Citizens Services, Inc./Ride Rush

Rush County Senior Citizens is a private non-profit organization that provides transportation and recreational/social services for older adults in Rush County. Rush County Senior Citizens operates the county's public transportation service, known as Ride Rush, which is the largest program managed by the agency.

Ride Rush provides demand response service within Rushville and throughout Rush County. Out-of-county trips are provided to medical destinations within a sixty-mile radius of Rush County. Ride Rush provides door-to-door transportation services to the general public in Rush County, Tuesday through Friday, 7:00 AM - 5:00 PM. Limited transportation service is offered on Saturdays and Sundays with advance notice. Ride Rush suggests 24-hour advance reservations for

trips within the county and 72-hours for trips outside the county. If Ride Rush cannot provide a trip, the other 5311 providers in the area are contacted to see if they can accommodate the trip. The most popular out-of-county destination is Indianapolis. Additional information about the transportation services provide by Ride Rush can be obtained by calling Rush County Senior Services, Inc./Ride Rush at 765-932-2935 or on the web-site www.riderush.com.

Funding Sources: FTA Section 5311 & 5310 program, Title III-B, Fares, PMTF, Local Assistance

Total Vehicles (accessible): 5 accessible vehicles and 2 non-accessible vehicles

Annual One-Way Passenger Trips: 12,622

Eligibility Requirements: Open to the public

Hours of Operation: Tuesday through Friday between 7:00am - 5:00pm.

Fare Structure: Base: \$2.00 up to 10 miles, \$3.00 for trips 11-16 miles, \$3.50 for trips 17 miles or more, \$3.50 for trips up to 5 miles into bordering counties with approval

Youth: \$1.00 up to 10 miles, \$2.00 for trips 11 miles or more

Elderly/Disabled: \$1.50 per one-way trip is suggested donation (in-county), older adults pay the same fares as the general public for out-of-county trips

Out-of-County: \$72.00 for up to three hours, \$10.00 for each additional hour

Union County Council on Aging

Union County Council on Aging is a private, non-profit organization that provides transportation and information/referral for older adults in Union County. The agency operates transportation service that is open to the general public in Union and Wayne Counties known as Union County Transit. Union County Transit operates demand response and subscription service, throughout Union County. The agency also provides public transportation services in rural Wayne County (outside the City of Richmond), which is partially funded with \$10,000 from Wayne County Economic Development Income Tax (EDIT).

Union County Transit provides transportation services to any destination in Indiana and Ohio. Trips do not have to originate in Union County. The most common destinations are to medical facilities in Connersville, IN (Fayette County) and Richmond, IN (Wayne). Drivers will assist passengers to the entrance of their origin or destination and will help with an unlimited number of packages. Passengers are permitted to travel with their own personal care attendants or escorts.

Transportation services are available by reservation only on Saturdays or Sundays. Passengers are asked to make reservations at least 24-hours in advance, and can make reoccurring reservations up to one year prior to the trips. If a trip is requested on-demand, Union County Transit will

accommodate the trip if there is room in the schedule. There is no additional charge for on-demand trips. Union County Transit has contracts with McSherr and Caring Service to provide transportation services for their consumers. The AWS (a human service agency serving people with disabilities) contracts with Union County Transit to provide transportation for its consumers from group homes located in Fayette County to its facilities in Connersville (Fayette Co.) and Richmond (Wayne Co.).

In Union County, Union County Transit provides the majority of the transportation needs. Dialysis patients travel to Richmond and Connersville for medical services. When Union County Transit cannot provide a trip, the other transportation providers are contacted to see if they can accommodate the trip. Based on comments made during the public meetings, Union County Transit provides the majority of trips referred to them by other 5311 providers in the area.

Requests for transportation services on weekends are occasionally received. The current operating hours appear to meet the needs of the traveling public in Union and Wayne Counties. Additional information about the transportation services provided by Union County Transit may be obtained by calling: 765-458-5500

Funding Sources: FTA Section 5311 & 5310 program, Title III-B, Fares, PMTF, Local Assistance

Total Vehicles (accessible): 12 accessible vehicles

Annual One-Way Passenger Trips: 31,066

Eligibility Requirements: Open to the public

Hours of Operation: Monday through Friday between 6:00am - 5:00pm.

Fare Structure:

In Liberty: *

\$1.00 one-way within city limits

County-wide:*

\$2.25 - one-way up 2 miles

\$3.00- one-way for 2-4 miles

\$3.50- one-way for 4-6 miles

\$4.50 - one-way for 6 miles and up

*Fridays are free for all trips within Union County

Out-of-county:

\$9.50 one-way to Franklin County

\$6.50 one-way to Fayette County

\$14.00 one-way to Rush County

\$7.00 one-way to Oxford, OH

\$7.50 one-way to Wayne County, \$1.00 for each additional stop



All other out-of-county trips are \$.75 per mile and are charged from the pick-up point to the drop off address.

VEHICLE INVENTORY AND USE

Vehicle inventories were obtained by email from transportation providers who reported a total of 60+ vehicles serving the counties in Region 11. Approximately 89 percent of the vehicles in the Region were accessible for wheelchairs and other mobility devices. All agencies were contacted to provide an updated vehicle inventory. If an agency did not provide an updated inventory, the 2016 INDOT Annual Report was used to derive alternative fleet information. If an agency listed above is not included in the table, the detailed vehicle utilization information was not available for the report. The Vehicle Inventory table is provided at the end of this chapter.

All transportation operators operate at least one accessible vehicle. However, given the demand for wheelchair accessible service and the growing aging population and individuals with physical challenges living independently in the community, public transportation provider vehicle fleets should be as a rule, at least 50 percent wheelchair accessible; each of the Region 11 public transportation provider fleets currently exceed that standard and some of the Section 5310 program recipients also meet or exceed the standard of 50 percent wheelchair accessible fleets.

Exhibit III.1 Vehicle Inventory and Utilization Table

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage		Program	Service Area
Fayette Community Council on Aging & Aged, Inc. (FCCAA)/Fayette County Transit												
1	Dodge	Minivan	2005	1D4GP25EB307825	6	0	Mon.-Fri.	7:00 AM - 6:00 PM	210,507		INDOT Sec. 5310	Fayette County
1	Ford	Cutaway	2009	1FDEE35SAM19092479	10	2	Mon.-Fri.	7:00 AM - 6:00 PM	137,263		Public Transit	Fayette County
1	Dodge	Minivan	2010	2D4RN4DE4AR254357	5	1	Mon.-Fri.	7:00 AM - 6:00 PM	155,154		Public Transit	Fayette County
1	Dodge	Minivan	2010	2D4RN4DE6AR254358	5	1	Mon.-Fri.	7:00 AM - 6:00 PM	169,765		Public Transit	Fayette County
1	Ford	Van	1999	1FBSS31L8XHA06626	15	0	Mon.-Fri.	7:00 AM - 6:00 PM	95,365		Public Transit	Fayette County
1	Dodge	Minivan	2010	2D4RN4DE2AR254356	5	1	Mon.-Fri.	7:00 AM - 6:00 PM	149,689		INDOT Sec. 5310	Fayette County
1	Dodge	Minivan	2014	2C7WDGBGXER467735	4	1	Mon.-Fri.	7:00 AM - 6:00 PM	45,287		Public Transit	Fayette County
1	Ford	Cutaway	2014	1FDEE3FS8FDA09625	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	37,171		Public Transit	Fayette County
1	Dodge	Minivan	2015	2C7WDGBG7FR634425	5	2	Mon.-Fri.	7:00 AM - 6:00 PM	25,210		Public Transit	Fayette County
1	Dodge	Minivan	2015	2C7WDGBG7FR678473	5	2	Mon.-Fri.	7:00 AM - 6:00 PM	29,722		Public Transit	Fayette County
1	Ford	Cutaway	2015	1FDEE3FS6FDA09624	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	32,273		Public Transit	Fayette County
1	Ford	Cutaway	2016	1FDEE3FS8GDC15691	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	19,385		Public Transit	Fayette County
Franklin County Senior Citizens/Franklin County Public Transportation (FCPT)												
2	Dodge	Minivan	2005	1D4GP25R45B137731	5	0	Mon.-Fri.	6:00 AM - 5:00 PM	416,972		Public Transit	Franklin County
2	Chevy	Minivan	2006	1GNDV223L96D147379	5	0	Mon.-Fri.	6:00 AM - 5:00 PM	305,159		Public Transit	Franklin County
2	Ford	Cutaway	2007	1FTSS34L67DA63891	11	2	Mon.-Fri.	6:00 AM - 5:00 PM	257,109		Public Transit	Franklin County

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage		Program	Service Area
2	Ford	Minivan	2002	1FAFP58212G212950	5	0	Mon.-Fri.	6:00 AM - 5:00 PM	211,520		Public Transit	Franklin County
2	Ford	Cutaway	2007	1FTSS34L87DB28966	11	2	Mon.-Fri.	6:00 AM - 5:00 PM	197,162		Public Transit	Franklin County
2	Ford	Cutaway	2009	1FDEE35S29DA92474	8	2	Mon.-Fri.	6:00 AM - 5:00 PM	234,377		Public Transit	Franklin County
2	Ford	Cutaway	2009	1FDEE35S39DA52789	8	2	Mon.-Fri.	6:00 AM - 5:00 PM	238,587		Public Transit	Franklin County
2	Dodge	Minivan	2010	2D4RN4DE2AR252493	5	2	Mon.-Fri.	6:00 AM - 5:00 PM	238,517		Public Transit	Franklin County
2	Chevy	Minivan	2006	1HBDV13L46D203381	5	1	Mon.-Fri.	6:00 AM - 5:00 PM	199,980		Public Transit	Franklin County
2	Ford	Cutaway	2008	1FD3E35S08DB51608	8	2	Mon.-Fri.	6:00 AM - 5:00 PM	157,813		Public Transit	Franklin County
2	Ford	Cutaway	2009	1FDEE35S49DA90760	8	2	Mon.-Fri.	6:00 AM - 5:00 PM	189,966		Public Transit	Franklin County
2	Dodge	Minivan	2010	2D4RN4DE8AR254359	5	2	Mon.-Fri.	6:00 AM - 5:00 PM	221,134		Public Transit	Franklin County
2	Ford	Cutaway	2010	1FD4E4FS2ADA55560	12	2	Mon.-Fri.	6:00 AM - 5:00 PM	113,101		Public Transit	Franklin County
2	Ford	Cutaway	2016	1FDEE3FS4GDC53466	8	2	Mon.-Fri.	6:00 AM - 5:00 PM	4,971		Public Transit	Franklin County
City of Richmond/Rose View Transit												
3	Ford	Bus	2008	1FD4E45S48DB51668	16	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	249,778		Public Transit	City of Richmond
3	Ford	Bus	2009	1FD4E45S69DA32711	16	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	257,386		Public Transit	City of Richmond
3	Ford	Bus	2006	1FTSS34L36HA47221	11	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	119,872		Public Transit	City of Richmond
3	Ford	Bus	2007	1FTSS34L07DB28976	11	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	143,487		Public Transit	City of Richmond
3	Ford	Bus	2008	1FD3E35S78DB51606	8	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	150,444		Public Transit	City of Richmond
3	Ford	Bus	2009	1FDEE35S69DA52771	8	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	153,461		Public Transit	City of Richmond

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage		Program	Service Area
3	Ford	Bus	2010	1FDDE4FS0ADA52746	16	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	231,204		Public Transit	City of Richmond
3	Ford	Bus	2010	1FDE4FS2ADA58418	16	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	209,669		Public Transit	City of Richmond
3	Ford	Bus	2010	1FDDEFS2ADA52747	16	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	213,745		Public Transit	City of Richmond
3	Ford	Bus	2010	1FDEE3FSOADA58410	8	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	143,871		Public Transit	City of Richmond
3	Ford	Bus	2015	1FDEE3FS5FDA07041	8	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	44,083		Public Transit	City of Richmond
3	Ford	Bus	2015	1FDDE4FS6FDA02957	16	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	72,121		Public Transit	City of Richmond
3	Ford	Bus	2015	1FDDE4FS8FDA02958	16	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	71,806		Public Transit	City of Richmond
3	Ford	Bus	2016	1FDEE3FSXGDC14073	10	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	22,542		Public Transit	City of Richmond
3	Ford	Bus	2016	1FDDE4FS3GDC14085	16	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	35,964		Public Transit	City of Richmond
3	Ford	Bus	2016	1FDDE4FS0GDC55094	16	2	Mon.-Fri., Sat	6:15 AM – 5:45 PM, 9:15 AM – 4:45 PM	17,760		Public Transit	City of Richmond
Rush County Senior Citizens Services, Inc./Ride Rush												
1	Chevy	Minivan	2008	1GBDV13W78D211715	7	1	Tues.-Fri.	7:00 AM - 5:00 PM	161,643		Public Transit	Rush County
1	Ford	Bus	2009	1FDEE35S49DA32700	9	2	Tues.-Fri.	7:00 AM - 5:00 PM	164,061		Public Transit	Rush County
1	Buick	Car	1999	2GAWS52M22X1491294	4	0	Tues.-Fri.	7:00 AM - 5:00 PM	146,253		INDOT Sec. 5310	Rush County
1	Dodge	Van	2002	2B7LB31Z62K27908	13	1	Tues.-Fri.	7:00 AM - 5:00 PM	136,769		INDOT Sec. 5310	Rush County
1	Dodge	Minivan	2006	1D4GP24R06B555898	7	0	Tues.-Fri.	7:00 AM - 5:00 PM	164,617		INDOT Sec. 5310	Rush County
1	Chevy	Minivan	2008	1GBV13W48D211432	7	1	Tues.-Fri.	7:00 AM - 5:00 PM	120,179		INDOT Sec. 5310	Rush County
1	Ford	Bus	2010	1FDEE3FS4BDA24567	9	2	Tues.-Fri.	7:00 AM - 5:00 PM	136,364		Public Transit	Rush County
Union County COA												
3	Ford	Cutaway	2009	1FDEE35S69DA92475	8	2	Mon.-Fri.	6:00 AM -5:00 PM	222,788		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage		Program	Service Area
3	Ford	Cutaway	2009	1FDEE35S09DA60834	8	2	Mon.-Fri.	6:00 AM -5:00 PM	228,197		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Ford	Cutaway	2009	1FDEE35S69DA92476	8	2	Mon.-Fri.	6:00 AM -5:00 PM	225,166		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Ford	Cutaway	2008	1FD4E45S28DA05771	12	2	Mon.-Fri.	6:00 AM -5:00 PM	152,788		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Ford	Cutaway	2008	1FD4E45S38DA05777	12	2	Mon.-Fri.	6:00 AM -5:00 PM	185,485		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Ford	Cutaway	2009	1FDEE35S39DA24930	8	2	Mon.-Fri.	6:00 AM -5:00 PM	105,270		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Dodge	Minivan	2010	2D4RN4DEAR252488	5	1	Mon.-Fri.	6:00 AM -5:00 PM	171,625		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Ford	Cutaway	2013	1FDEE3FS4DDB19374	12	2	Mon.-Fri.	6:00 AM -5:00 PM	147,346		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Dodge	Minivan	2014	2C7WDGBG6ER467733	5	1	Mon.-Fri.	6:00 AM -5:00 PM	66,407		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Ford	Cutaway	2016	1FDEE3FS0GDC49110	8	2	Mon.-Fri.	6:00 AM -5:00 PM	20,034		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Ford	Cutaway	2016	1FD4E4FS1GDC14084	14	2	Mon.-Fri.	6:00 AM -5:00 PM	24,551		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties
3	Ford	Cutaway	2016	1FDEE3FS4GDC49109	14	2	Mon.-Fri.	6:00 AM -5:00 PM	14,956		INDOT Sec. 5310 & Public Transit	Union and rural Wayne Counties

IV. NEEDS ASSESSMENT

OVERVIEW

RLS & Associates, Inc. (RLS) contacted local human service agencies, faith-based organizations, employers, and all transportation providers serving each county in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. Meeting invitations were mailed to all identified organizations, those that participated in the 2014 Coordinated Public Transit Human Services Transportation Plan, and agencies that applied for Section 5310 grants from INDOT since 2014. Documentation of outreach efforts included in this project to date and the level of participation from each organization is provided in the Appendix. The following paragraphs outline results from the local general public and stakeholder coordinated transportation meetings.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

RLS facilitated the local public meeting to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. The meeting schedule is provided in the following table:

Date & Time	October 26, 2016 10:00 AM to 12:00 PM
Place	Union County Transit
Address	615 West High St., Liberty, IN

Invitations to the meeting were distributed via the U.S. Postal Service to 120 organizations and individuals that represent transportation providers, riders, older adults, individuals with disabilities, people with low incomes, and members of the general public who participated in coordinated planning in previous years, and/or people with low incomes. The general public was invited and notified of the meeting through a variety of public announcements through the following websites and newspapers:

- ◆ Brookville American Democrat
- ◆ News Examiner
- ◆ Palladium Item
- ◆ Rushville Republican
- ◆ Liberty Herald
- ◆ Indiana RTAP website
- ◆ Health by Design website/ICATS newsletter

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix. In total, thirteen (13) individuals representing the general public, local

government, and ten (10) human service and public transit agencies attended the local meeting. Organizations that were represented at the meetings are listed below:

- ◆ Rush/Franklin County FSSA/DFR
- ◆ Fayette County FSSA/DFR
- ◆ INDOT Office of Transit
- ◆ Adult Day Care of Richmond
- ◆ Fayette County Transit
- ◆ Rush County Senior Citizens Services Center/Ride Rush Public Transit
- ◆ Union County Council on Aging/Union County Transit
- ◆ Rose View Transit and City of Richmond
- ◆ Area 9 Agency on Aging
- ◆ New Horizons Rehab

During the meeting, the facilitator presented highlights of historical coordinated transportation in the Region as well as the activities and results from the 2014 Coordinated Public Transit Human Services Transportation Plan. Most of the participants in the meetings were not involved in the 2008 and 2014 planning processes. Following the presentation, attendees were asked to identify the unmet transportation and mobility needs of the individual counties and any gaps in service. There were older adults and individuals with disabilities at the meeting, as well as agencies that represent and serve individuals with disabilities, older adults, and the general public. Each meeting participant made a special effort to distribute the public transportation needs assessment survey to their consumers with disabilities, older adults, and the general public to ensure that those individuals had an opportunity to participate.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the 2014 plan, to identify any gaps that were no longer valid, and to identify any new needs/gaps which the facilitator deleted/added from a flip chart list. The focus of the discussions was transportation for older adults, individuals with disabilities, and people with low incomes. However, the group was diverse and the mobility options for the general public were the overall purpose of all who expressed unmet needs. After needs were discussed, participants were asked to vote on the highest and lowest priority needs. The results of those votes are expressed in Table IV.1.

Prior to and following the public and stakeholder meeting, public surveys were distributed by participating agencies and individuals. Survey announcements were posted on vehicles and an announcement for the survey was distributed through local newspapers and the Indiana RTAP website. Surveys were available for approximately six (6) months. The survey's purpose was to gather additional input about transportation from the general public, individuals with disabilities, older adults, people with low incomes, and those individuals who may or may not be clients of the participating agencies about the gaps and unmet needs in the local and regional transportation network. In addition to printed surveys, the public survey was also available online, and advertised in the newspaper. In this Region, most survey responses were submitted online.

The following list provides the identified unmet transportation needs and gaps in services that were identified by meeting participants or during the public survey process. Coordinated transportation stakeholders will consider these unmet needs and gaps in service when developing transportation strategies and grant applications. In most cases, needs (except where noted) appeared consistently for each county.

Exhibit IV.1: New Unmet Mobility Needs and Gaps in Service

2013/2014 Need/Gap	2016-2017 Need/Gap	2016-2017 Priority Level	Corresponding Goal (Chapter V)
	Clarify Medicaid transportation process and structure for agencies and clients.	High	#4
	Improve the billing process for Medicaid.	High	#4
Additional capital and operating grant funding from Federal, State, and local resources.	More funding from local and Federal resources.	Moderate to High	#1
Marketing and outreach is required to inform the public that services are available for everyone.	Public perception of transportation needs work, people perceive public transit as a service for seniors and people with disabilities.	Moderate to High	#3
Training should drivers from all providers and other staff.	Training – More options for online or local training for staff.	Moderate to High	#5
Communicate that services are available for the general public.	Attract more riders. Better distribution of brochures and use of social media and websites.	Moderate to High	#3
Improve coordination efforts between human service agencies and public transportation providers.	Scheduling software for transportation operators. All providers should have the same scheduling technology.	High	#2, #3, #4, #5, #6
Additional resources to meet demand for services to medical facilities.	Affordable transportation for seniors and Medicare-eligible individuals.	High	#4, #6
Same as above	More affordable options for out-of-county trips for everyone.	High	#4, #6
Additional wheelchair accessible (ADA) vehicles for all counties in the Region to expand fleets and/or replace existing vehicles.	New and replacement vehicles.	High	#2
Need for transportation services for people under 60 for trips outside Rush County.	Need transportation for individuals with low-incomes who are age 60 and under.	High	#1, #4, #6

2013/2014 Need/Gap	2016-2017 Need/Gap	2016-2017 Priority Level	Corresponding Goal (Chapter V)
Communicate all transportation options available throughout the Region for older adults, individuals with disabilities.	Travel training for new passengers.	Moderate	#3, #4
Additional resources to meet demand for services to medical facilities.	Continued coordinating with social services at the hospital (currently the hospital provides vouchers for patients to use Rush County).	Moderate to High	#4, #5, #6
Due to demand from medical facilities, additional resources are required.	Expand hours of service until 2:00 AM for hospital discharges.	Moderate to High	#4
Improve coordination between human service agencies and public transportation providers.	Employment-purpose transportation to out-of-town destinations for people with disabilities.	High	#4, #5, #6
Implement a regional out-of-county fare for all public transportation providers in the Region.	Making regional transportation structure that is easy for passengers to understand (common fare structures, etc.).	Moderate	#6
	Develop a resource for successful coordinated transportation practices in Indiana.	Moderate to Low	#5
	Need transportation from Richmond to other parts of the county that are outside of the city limits.	High	#1, #5, #6

PROGRESS SINCE THE 2013-2014 COORDINATED PLAN

Transportation providers have made progress since the previous coordinated plan. Some of the new services include the following:

- ◆ Rush County provides some cross-county trips and has implemented a transfer point with Shelby County.
- ◆ Rush County has implemented a website that includes a description of public transportation services.
- ◆ Some providers have started Facebook accounts to keep passengers up to date and to help advertise to the general public.
- ◆ Adult Day Care continues to work with churches to share vehicles when possible.
- ◆ Union County Transit purchased scheduling software (Shah Software) and finds it to be beneficial.

It is important that transportation providers and human service agencies recommit themselves to support the coordination initiatives included in this updated Plan. In their dedication to continuing progress in the coordinated transportation effort, local stakeholders will continue with the following successful efforts, in addition to the specific goals and strategies outlined in the next chapter:

- ◆ Distribute the new adopted Coordinated Plan to their agency stakeholders and all elected officials within their jurisdictions.
- ◆ All transportation providers will submit informational articles on public and/or coordinated transportation successes and needs to various local agency/residential center newsletters.
- ◆ Transportation providers will participate in local events, festivals, and various meetings and provide information about the public transportation services available throughout the region.
- ◆ Transportation providers will encourage riders and rider families from the general public to write positive letters to the editor regarding their transportation experiences and identifying additional transportation needs.

CONTINUING CHALLENGES TO COORDINATED TRANSPORTATION

There are numerous challenges to the coordination of human service agency and public transportation in any community or Region. Some of the unmet transportation needs listed in Exhibit IV.1 are unmet because of limited available local funding. While the identified needs remain top priority, some may take more time to implement because of the necessary partnerships and funding negotiations that must precede them. Additionally, some of the low and moderate priority unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are a step that will improve the likelihood of implementing a priority improvement.

While there are challenges to implementing coordination among various transportation providers, services, and funding sources, it is important to note that transportation coordination is being successfully implemented throughout the country and 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. Contact the Indiana Department of Transportation (INDOT), Office of Transit (<http://in.gov/indot/2436.htm>) for assistance.

RESULTS OF THE GENERAL PUBLIC SURVEY

The following charts outline the public survey results received from individuals living in the Region. Surveys were available on-line, on public transit vehicles, at various non-profits, and distributed by volunteers through organizations that serve seniors and individuals with disabilities. The on-line and paper versions of the survey were also advertised in local newspapers. The survey period was November 2016 through February 2017.

The following survey summary includes the information gained from 59 surveys from the general public. Each chart is based on the number of responses received for individual questions. If an individual skipped a question or did not provide an eligible answer, the distribution of responses for that particular question will be based on fewer than 59 surveys. The survey results are not statistically valid, but do offer insight into the unmet transportation needs and gaps in services for the general public in each county. The distribution of survey results is listed below:

- ◆ Fayette County: 1 Survey
- ◆ Franklin County: 9 Surveys
- ◆ Rush County: 10 Surveys
- ◆ Union County: 0 Surveys
- ◆ Wayne County: 39 Surveys

Survey respondents were asked to report all of the transportation they or their family have used in the past 12 months. Choices ranged from bicycles and walking to using public or agency services. As indicated in Exhibit IV.2, approximately 62 percent indicated that they used a personal vehicle or rode with a friend/family member. Approximately 55 percent of respondents indicated that they used fixed route transportation services. Approximately 45 percent of respondents used a demand response public transportation system or human service agency transportation. And, 24 percent bicycle or walk as a mode of transportation. Exhibit IV.2 outlines the variety of transportation modes used in this Region.

Exhibit VI.2: Modes of Transportation Used in the Past 12 Months

Mode of Transportation Used	Response Percent	Response Count
Personal vehicle or ride with a friend/family member	62.1%	36
Demand response public or agency/program-sponsored transportation services (requires an advance reservation and the vehicle comes to your house for pick-up and drop-off)	44.8%	26
Public transportation systems or human service/senior agencies in neighboring counties	20.7%	12
Bicycle or Walk (other than for exercise)	24.1%	14
Carpool or vanpool	1.7%	1
Other (please specify)	15.2%	7
Ambulette Service (non-emergency medical transportation provided by a medical transportation company)	3.5%	2
Fixed route public transit (with bus stops and time schedule)	55.2%	32
Flexible public transit routes (vehicles operate on a fixed route and time schedule but can make deviations off the route)	24.1%	14
Private taxi, Uber, Lyft (or similar)	20.7%	12
Agency-provided transportation (such as COA, AAA or Rehabilitation Center Services)	3.5%	2
Faith-based organization (such as a church bus or van to go to services or activities)	5.2%	3
Volunteer transportation	6.9%	4
Private inter-city bus (such as Greyhound or Megabus)	3.5%	2

Mode of Transportation Used	Response Percent	Response Count
Amtrak (to/from an origin or destination in Indiana)	1.7%	1
Car share (Car 2 Go)	3.5%	2

Survey responses listed in Exhibit IV.2 indicate that respondents are not all currently using public or agency transportation services in the Region. Exhibit IV.3, below, outlines the reasons why some of the respondents are not using public or agency-sponsored transportation. This question provides an indication of the gaps in the existing network of services that may be causing people to use different transportation options. The primary reason for not using transportation services was having the option and preference to drive (41.2%). The second most common reason was that the respondent's friend or family drove him or her (17.7%). Other reasons included the vehicle not being available the times or days needed (11.8%) Others indicated that they are using public transportation, or are not using it because they have to ride with others.

Exhibit IV.3: Reasons for Not Using Public or Agency-Sponsored Transportation Services

Answer Options	Response Percent	Response Count
I have my own car and prefer to drive	41.2%	14
My friend or family drive me where I need to go	17.7%	6
Other (please specify)	20.6%	7
It is not available where I live	5.9%	2
It is not available at the times or days when I need it	11.8%	4
I don't know how to use it	5.9%	2
It does not go where I need to go	5.9%	2
It is unaffordable	0.0%	0
It takes too much time compared to my other options	2.9%	1
The vehicles are not wheelchair accessible	2.9%	1
Answered Question		34
Skipped Question		25

Next, respondents were asked, if transportation were easy to use and available, which reason would cause you to use it? As indicated in Exhibit IV.4, below, the majority of people would use it if there were not another transportation option available to them (67.3%), and over half (58.2%) would use transportation options if they saved money. All of the potential reasons are listed in the following exhibit.

Exhibit IV.4: Reasons to Use Public or Agency-Sponsored Transportation Services

Answer Options	Response Percent	Response Count
If it would save money (ex. save on gas or car maintenance)	58.2%	32

Answer Options	Response Percent	Response Count
If it is better for the environment	27.3%	15
If it is provided with wheelchair accessible vehicles	21.8%	12
If I do not have another transportation option	67.3%	37
I would not use public transportation under any circumstance	5.5%	3
Answered Question		55
Skipped Question		4

When asked what changes could be made to the local transportation options to make using them more appealing, the most common responses included operating later at night (41.2%), having the option to ride to other parts of the state (37.3%), and operating on Sundays (35.3%),

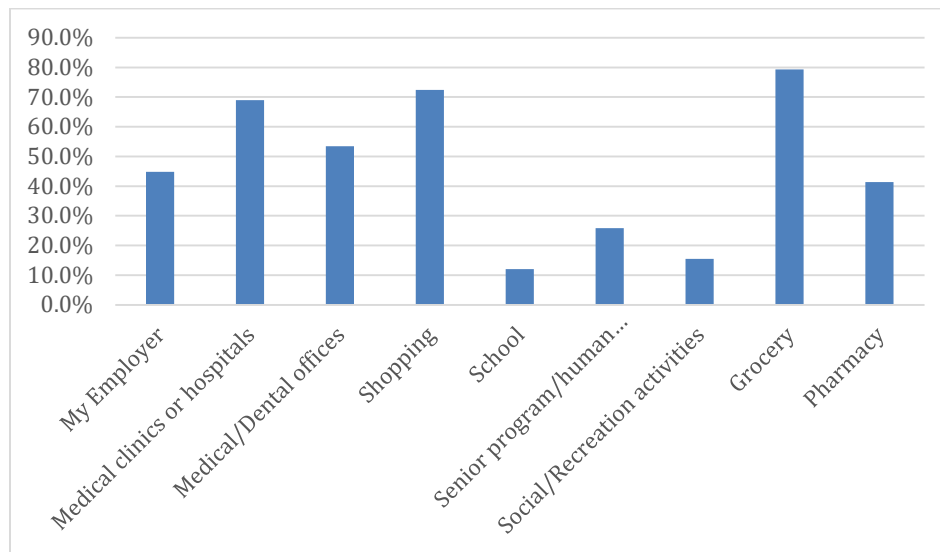
Exhibit IV.5: Changes to Make Transportation Options More Appealing

Answer Options	Response Percent	Response Count
If I could ride to other parts of the state (such as Indianapolis or other cities and towns)	37.3%	19
Lower the cost to ride	19.6%	10
Start earlier in the morning	5.88%	3
End later at night	41.2%	21
Operate on Saturdays	21.6%	11
Operate on Sundays	35.3%	18
Pick me up at my house and take me directly to where I am going/no shared rides with others	15.7%	8
Operate on a fixed route and schedule with bus stops	9.8%	5
Smaller vehicles	7.8%	4
Larger vehicles	7.8%	4
Wheelchair accessible vehicles	5.9%	3
More reliable/On-Time for picking me up/dropping me off	3.9%	2
Other (please specify)	9.8%	5
Answered Question		51
Skipped Question		8

When asked if he or she would use a fixed route bus service if it were available, 58.7% of respondents said yes.

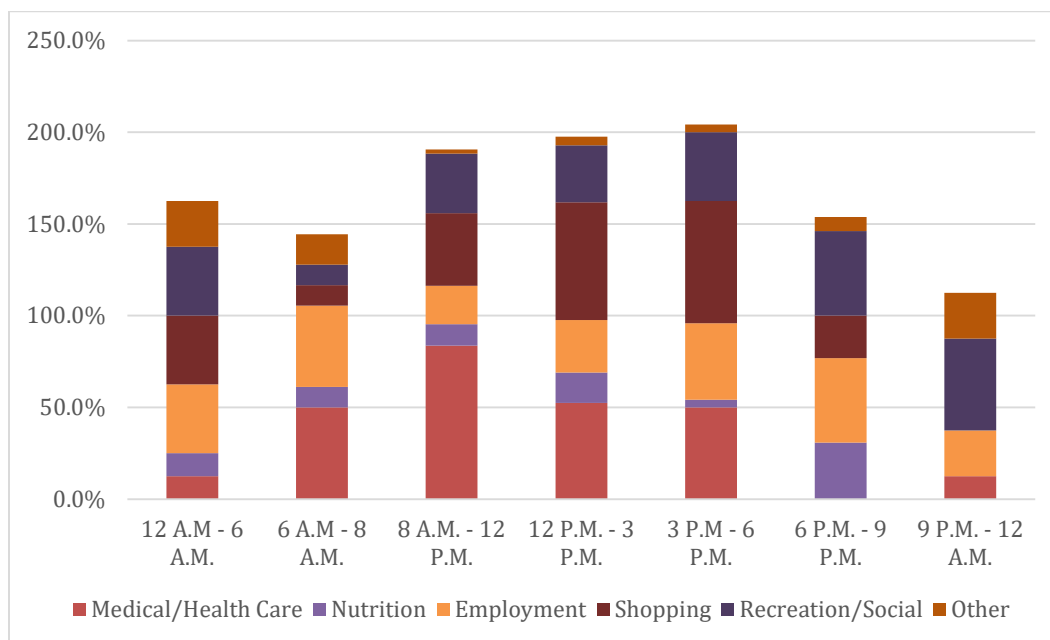
The most commonly visited destinations when transportation is available to the survey respondent are the grocery (79.3%); shopping (72.4%); medical clinics and hospitals (69%); and medical/dental offices (53.5%). Exhibit IV.6 provides the distribution of responses.

Exhibit IV.6: Most Common Trip Purposes when Transportation is Available



Transportation demand by time of day is a tool used to understand when the most vehicles and drivers are likely to be needed. Exhibit IV.7 indicates that the highest demand is between 3:00 PM and 6:00 PM and the most common trip purpose during those hours is for shopping. The remainder of the peak period is 8:00 AM through 3:00 PM when medical care and shopping remain the most common trip purposes. Demand for all trip purposes is lower earlier and later in the day.

Exhibit IV.7: Time of Day when Trips are Needed, by Purpose



The majority of survey respondents do have available transportation to destinations outside of the county of residence when they need it (64 percent). The remaining respondents sometimes do not

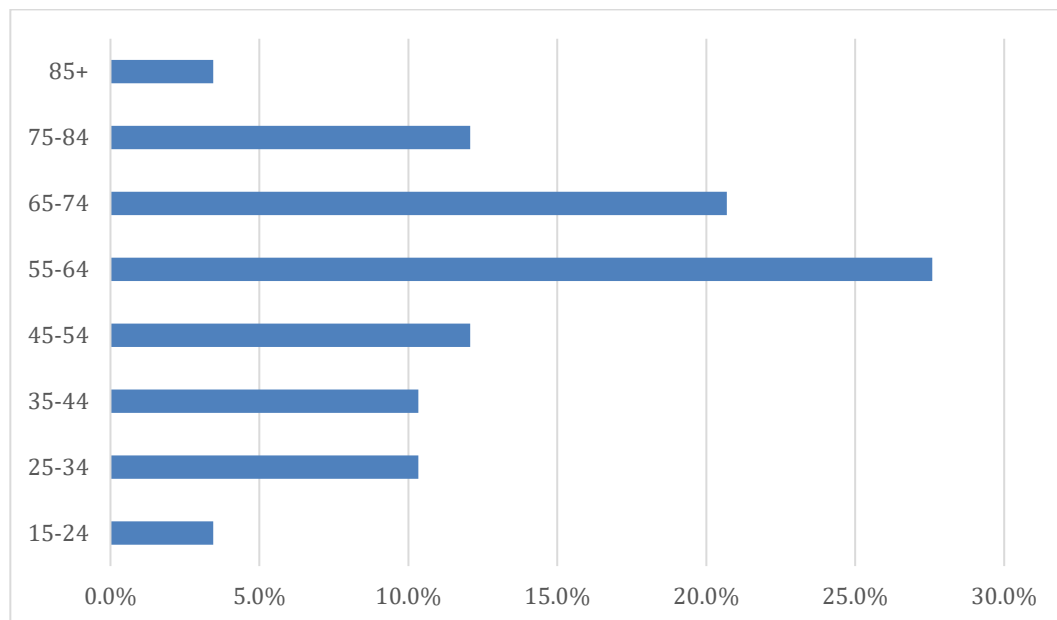
have transportation to destinations in other counties when needed. Trip requests to out-of-county destinations were related to Indianapolis, Greenfield, and neighboring counties.

Demographic and Socio-Economic Data

Nearly 100 percent (98.3%) of survey respondents indicated English as his or her first language.

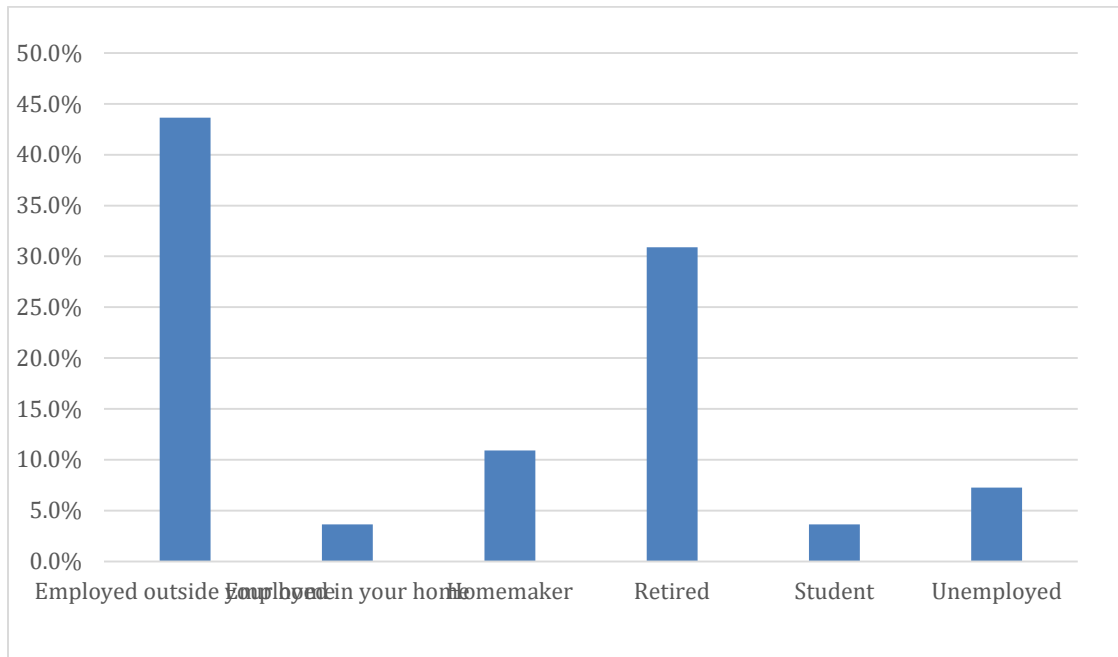
The age distribution of survey respondents is outlined in Exhibit IV. 8, below. Thirty-six (36) percent of respondents were age 65 or older. Twenty-four (24) percent of respondents reported having a disability which requires them to use a cane, walker, wheelchair, and/or another device.

Exhibit IV.8: Age of Survey Respondents



Approximately 44 percent of survey respondents were employed outside of the home, while 31 percent were retired. Less than 10 percent were unemployed.

Exhibit IV.9: Employment Status



V. IMPLEMENTATION PLAN

The coordinated transportation goals are prioritized based on the feedback received from stakeholders and one of the keys to success is securing funding to expand local services. Stakeholders also focus on the need to ensure that local routes cover the major trip generators and have connections to regional bus service to/from key central and southern Indiana locations.

As the local transportation providers have demonstrated, coordinated transportation to make the best use of available resources is an effective means for expanding available transportation within existing resources.

The participating stakeholders meeting held on October 26, 2016 included a review of the goals that were established during the 2014 plan process. The discussion achieved consensus on retaining the existing goals, the process identified a number of new implementation strategies which reflected changes in the tools and approaches to meeting the selected goals. The following goals were proposed for the 2016-2017 Plan:

Goal #1: Increase Funding for Public and Coordinated Transportation Throughout the Region.

Limited funding was mentioned as the top challenge for transportation providers in each county. Some goals for expanding service and improving existing services to address unmet transportation needs might only be achieved with additional funding. Strategies to increase the available sustainable funding for transportation and mobility in each county of the Region will require individual focus.

Goal #2: Incorporate New Technology and Capital to Improve Existing Mobility Options and Serve More People.

Technology creates new levels of efficiency in terms of communicating with passengers, scheduling trips, billing, and managing a safe transportation program. Transportation providers will benefit from incorporating new technology into their programs. Additional capital resources, along with technology, will create efficiencies and improve communication with passengers, the public, internally and between coordinating agencies.

Goal #3: Enhance and Market the Public and Coordinated Transportation Services Available to Older Adults, Individuals with Disabilities, Low Income People and the General Public to Residents and Elected Officials.

Strategies to educate the communities in the Region about the existing transportation services; how older adults, individuals with disabilities, low income people and the general public can access those

services; and participating in the emergency management system are needed to ensure information is available to those who need transportation.

Goal #4: Increase Transportation Options for Older Adults, Individuals with Disabilities, Low Income People and the General Public in Areas Where Services are Nonexistent or Limited.

While transportation services are provided throughout the Region, the hours and days of service may not meet the needs of those who must rely on others for their transportation needs during nontraditional business hours. Furthermore, Medicaid eligible trips are scheduled by a broker and local transportation providers struggle to understand the scheduling format and will seek to review it to ensure that trips are being efficiently assigned.

Goal #5: Revitalize the Regional Coordination Activities.

The Region's transportation providers and stakeholder organizations that represent older adults, people with disabilities, and individuals with low incomes will continue to share information such as schedules, hours of service, eligibility, and driver training opportunities for the Region and build trip-sharing and other agreements that reduce unnecessary duplication.

Goal #6: Continue Collaborative Efforts of Regional Transportation Providers to Improve and Increase Regional, Multi-County, and Multi-Modal Coordinated Transportation Services.

This goal provides strategies as first steps to overcome jurisdictional boundaries and facilitate access to employment, medical, and social opportunities for people with disabilities, older adults, individuals with low incomes, and the general public.

GOALS AND STRATEGIES

The following tables outline the timeframe, responsible party, and performance measures for implementation of each of the above noted coordination goals and objectives. The implementation timeframes/milestones are defined as follows:

- ◆ Near-term – Activities to be achieved within 1 to 12 months.
- ◆ Mid-term – Activities to be achieved within 13 to 24 months.
- ◆ Long-term – Activities to be achieved within 2 to 4 years.
- ◆ Ongoing - Activities that either have been implemented prior to this report, or will be implemented at the earliest feasible time and will require ongoing activity.

Goals and implementation strategies are offered in this chapter as a guideline for leaders in the coordination effort as well as the specific parties responsible for implementation. Goals and strategies should be considered based upon the available resources for the Region during the implementation time period.

PRIORITY LEVEL: HIGH

Goal #1: Increase Funding for Public and Coordinated Transportation Throughout the Region.

Strategy 1.1: Encourage human service agencies and other organizations that require transportation services for their consumers to contract with public transportation providers in each county, when possible. Agencies and organizations may realize a savings by purchasing services rather than providing them in-house. Contract rates will include the fully allocated costs associated with the provision of the transportation services provided. Revenue received through contracts may be used as local match for grants received by the public transportation providers.

Counties Included:

Fayette, Franklin,
Rush, Union, Wayne

Priority Level:
High

Responsible

Parties: Transportation providers.

Implementation Time Frame:

Ongoing

Staffing Implications:

Staff time to determine fully
allocated costs for contracts

Implementation Budget:

Minimal

Potential Grant Funding Sources: Not required

Performance Measures:

- ◆ Number of contracts approved and signed.
- ◆ Number of consumers transported under contract agreement.
- ◆ Amount of Local match generated by contracts.

Strategy 1.2: Speak to local and state officials about the need to financially support transportation services. Continue involvement in the Indiana Council on Specialized Transportation (INCOST) and other state organizations that support transportation services for older adults, individuals with disabilities, people with low incomes and the general public.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: High

Implementation Time Frame:

Ongoing

Staffing Implications:

Staff time to promote public transportation
services

Implementation Budget:

None

Potential Grant Funding Sources: Not required

Responsible Parties: Transportation providers will continue discussions and meetings with area leaders to reinforce the importance of public transportation services.

Performance Measures:

- ◆ Transportation status and unmet needs are documented and updated (utilize this document as a starting point).
- ◆ Number of presentations to local and state level officials and planning organizations.
- ◆ Amount of additional funding received from state and local resources for coordinated transportation efforts.

PRIORITY LEVEL: HIGH**Goal #2: Incorporate New Technology and Capital to Improve Existing Mobility Options and Serve More People.**

Strategy 2.1: Investigate the sharing of scheduling software through a site licensing agreement. Union County Transit purchased the scheduling software product. Working together, each provider may realize an overall savings on the software and the annual maintenance costs.

Counties Included: All counties.

Priority Level: High

Responsible Parties: Public transportation providers interested in sharing a scheduling software package.

Implementation Time Frame:

Mid-Term (12-24 months)

Staffing Implications:

None; Will increase production of dispatchers

Implementation Budget:

Price of software site licenses and possibly hardware; New hardware may be necessary to accommodate software functionality

Potential Grant Funding Sources: Section 5311 (local match required). Local match may be derived from any non-U.S. DOT Federal funding source as well as local resources.

Performance Measures:

- ◆ Number of public transportation providers sharing scheduling software.
- ◆ Increase in ridership as scheduling efficiency improves.
- ◆ Number of trips shared between providers.
- ◆ Number of trips provided/month/year.
- ◆ Amount of time required to schedule a trip decreases.

Strategy 2.2: Acquire replacement and expansion vehicles and equipment for accessible services designed to accommodate mobility aids in each county.

Counties Included: Expansion: Fayette/Replacement: Franklin, Rush, Union, Wayne

Priority Level: High

Responsible Parties: Eligible transportation providers

Implementation Time Frame:

Ongoing

Based upon need

Staffing Implications:

None

Implementation Budget:

Price of vehicles and equipment

Potential Grant Funding Sources: Section 5311 (rural) for public transportation providers; Section 5310 for human service agencies and public transportation providers (20% Local match required). Local match may be derived from any non-U.S. DOT Federal funding source as well as local resources.

Performance Measures:

- ◆ Number of mobility aids accommodated.
- ◆ Number of individuals with disabilities served.
- ◆ Number of trips provided for people with all sizes of mobility aids.

PRIORITY LEVEL: HIGH

Goal #3: Enhance and Market the Public and Coordinated Transportation Services Available to Older Adults, Individuals with Disabilities, Low Income People and the General Public to Residents and Elected Officials.

Strategy 3.1: Develop a regional transportation brochure. Include information about all public, private, and agency-sponsored transportation options and reference to the coordinated efforts in the Region such as transfers that are available to Shelby County. Distribute the brochures in public places. Also include advertisements on social media and local websites to present the image that service is for the general public and not just for seniors, individuals with disabilities and people with low incomes.

Priority Level: High

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Responsible Parties:

Transportation providers and human service agencies in each county.

Performance Measures:

- ◆ Regional information is collected and formatted into a brochure.
- ◆ Number of brochures printed and distributed.
- ◆ Links to brochures put on local websites and distributed in social media.

Implementation Time Frame:

Near Term (1-12 months)

Staffing Implications:

Time to design and print brochures

Implementation Budget:

\$200 - \$600 annual costs, depending on design and printing costs

Potential Grant Funding Sources: Activity eligible for funding under Section 5311; eligible activity for human service agencies program costs

Strategy 3.2: Schedule speakers for the regional Transportation Advisory Committee (TAC) to keep or revitalize interest in coordinated transportation efforts. Consider meeting by webinar or 'gotomeeting' because it is time consuming for people to travel to meetings.

Priority Level: Low

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Responsible Parties: Transportation providers and human service agencies in each county

Performance**Measures:**

- ◆ Number of speaking engagements.
- ◆ Meeting accomplishments, level of information shared.

Implementation Time Frame:

Ongoing

Staffing Implications:

Time required to prepare presentation; meeting attendance

Implementation Budget:

Minimal

Potential Grant Funding Sources: Eligible for funding under Section 5311 grant program. Funding may also be available through human service agency programs.

Strategy 3.3: Media

outreach is vital to marketing and educating the community about how transportation services affect the community. Develop press releases and public service announcements about the public transportation services in each county and the Region, such as ridership achievements, new vehicle or other capital item deliveries, and passenger stories such as how transportation help maintain independence. Ask passengers to write letters to the editor about their positive transportation experience.

Counties Included:

Fayette, Franklin, Rush, Union, Wayne

Priority Level: Moderate**Responsible Parties:**

Transportation providers and human service agencies in each county.

Performance Measures:

- ◆ Number of press releases/public service announcements.
- ◆ Public awareness of transportation services increases through use of transportation provider services.

Implementation Time Frame:

Mid-Term (12 – 24 months)

Staffing Implications:

Current activity by management

Implementation Budget:

Minimal expense for labor to design press releases and announcements

Potential Grant Funding Sources: Eligible for funding under Section 5311 (operating activities) or various human services programs

Strategy 3.4: Enhance the travel training programs established by the public transportation providers in each county. Include information in agency brochures and the new regional brochure about this program. Provide training in group settings and on individual basis as needed. Produce materials that summarize the training program for use by participants when scheduling and using transportation services.

Priority Level:
Moderate to High

Counties Included:
Fayette, Franklin, Rush,
Union, Wayne

Responsible Parties:
Transportation
providers and human
service agencies in each
county.

Implementation Time Frame:
Ongoing

Staffing Implications:
Current activity by
management

Implementation Budget:
No additional cost – current activity with no further action
necessary

Potential Grant Funding Sources: Mobility management activities
are eligible for funding under Section 5311 within the Section 5310
grant program. Local match must be provided by any non-U.S. DOT
Federal funding source including human service agency programs.

**Performance
Measures:**

- ◆ Number of training sessions scheduled.
- ◆ Number of passengers that receive training.
- ◆ Number of new passengers that now use transportation services.

Strategy 3.5: Continue to include emergency management and all other organizations with a mission to protect public safety in all coordinated, local, and regional transportation planning efforts. Make the National Incident Management Systems (NIMS) courses available to transportation employees (including all drivers) by working with the local emergency management agency.

Priority: Moderate

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Responsible Parties: Transportation provider management and human service agency management.

Implementation Time Frame:
Ongoing

Staffing Implications:
None

Implementation Budget:
No additional costs – added to current driver training programs

Potential Grant Funding Sources: Not required

Performance Measures:

- ◆ Number of meetings with emergency management to discuss coordinated transportation services in the Region.
- ◆ Number of employees (drivers and other agency staff members) who receive training.

- ◆ Number of NIMS certificates printed for successful completion of program.

PRIORITY LEVEL: MODERATE TO HIGH

Goal #4: Increase Transportation Options for Older Adults, Individuals with Disabilities, People with Low Incomes and the General Public in Areas Where Services are Nonexistent or Limited.

Strategy 4.1: Local transportation providers will seek guidance from INDOT about strategies, recommendations, and/or assistance with streamlining the Medicaid brokerage scheduling and billing procedures for the region. Local transportation providers and clients are confused about the scheduling process for Medicaid eligible trips through the brokerage. Some providers are also struggling with Medicaid billing requirements and additional clarification on the process is needed. The struggle to improve the communication between the Medicaid broker and transportation providers will not be resolved by a single meeting. However, opening the lines of communication is an important first step. Other regions in Indiana may have applicable success stories and strategies that can be shared with this region.

Priority: High

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Responsible Parties: Transportation providers and Medicaid brokerage management.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None
<u>Implementation Budget:</u> No additional costs – added to current driver training programs	
<u>Potential Grant Funding Sources:</u> Not required	

Performance Measures:

- ◆ Meetings with the Medicaid broker and local transportation providers take place.
- ◆ Number of complaints received by transportation providers regarding Medicaid trips will decrease.
- ◆ Time spent processing Medicaid bills is reduced and the accuracy of the billing process improves.

Strategy 4.2: Establish public transportation service for after hour transportation options for training and work related trips. A 50% local match is required for operating public transportation. Solicit local businesses, colleges, and technical colleges for matching funds.

Prior to implementation of this strategy, additional research is required to determine the level of demand. While a need to meet nontraditional work and training hours was discussed during the regional meetings, the level of demand is not known at this time and further study is required to establish the actual need in each county. The Transit Cooperative Research Program (TCRP) offers instructions and formulas for forecasting demand and quantifying need for rural passenger transportation. A free publication of TCRP Web-Only Document 49 and an Excel spreadsheet for applying the procedures in the report are available at www.trb.org/Publications/Blurbs/163867.aspx.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: Moderate to High

Implementation Time Frame:

Long-Term (2-4 years)

Staffing Implications:

Staff required to oversee and administer the JARC program

Implementation Budget:

To be determined based on level of service

Potential Grant Funding Sources: Public transportation funding Section 5311 for a JARC activity. Local match of 50% is required. Potential sources of local match include fares collected, local businesses and educational sites that offer job training activities. Eligible non-U.S. DOT Federal funding sources may be used to match Section 5311 funds.

Responsible Parties: Transportation providers in each county, including taxi companies and Section 5310 providers.

Performance Measures:

- ◆ Research supports the implementation of nontraditional work and training transportation services outside the public transportation service hours.
- ◆ Local match source is identified.
- ◆ Program is established.
- ◆ Number of individuals using transportation services.
- ◆ Number of trips provided.

Strategy 4.3: Develop a regional Voucher Program to assist individuals with disabilities to reach their destinations. Vouchers are purchased by passengers at an affordable rate for trips to and from medical appointments, work sites, and other trips as approved by the program management team. Transportation providers are reimbursed at a negotiated rate. Solicit use of other area providers, taxi companies, and Section 5310 providers when vehicles are not in use. *Use of 5310 vehicles in this strategy must not adversely impact service delivery for elderly and disabled individuals.*

Solicit local organizations that provide services for individuals with disabilities and/or advocacy groups to provide the required matching funds.

CICOA Aging & In-Home Solutions of the Indianapolis Region operates a Voucher Program. To find out more about the success of their program, visit their website at <http://cicoa.org>.

Prior to implementation of this strategy, additional research is required to determine the level of need. While a need to meet the transportation needs of individuals with disabilities was discussed during the regional meetings, the level of need is not known at this time, and further study is required to establish the actual level of need in each county. Begin with a survey of case managers that work with individuals with disabilities to obtain measureable statistics about the number of people that would use the program.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: Moderate to High

Responsible Parties: Transportation providers in each county, including taxi companies and Section 5310 providers.

Implementation Time Frame:
Near-Term (0 - 12 months)

Staffing Implications:
Staff time required to administer and manage

Implementation Budget: To be determined based on level of service

Potential Grant Funding Sources: Potential sources of funding include local organizations that provide services to individuals with disabilities and/or advocacy groups.

Performance Measures:

- ◆ Research supports the implementation of additional transportation services for individuals with disabilities.
- ◆ Local match source is identified.
- ◆ Program is established.
- ◆ Number of individuals with disabilities using transportation services.
- ◆ Number of trips provided.

PRIORITY LEVEL: MODERATE

Goal #5: Revitalize Regional Coordination Activities.

Strategy 5.1: Revitalize the coordination of transportation providers' services within the Region by revitalizing a formal regional coordination committee. Those agencies interested will designate a lead agency. The lead agency will provide guidance to establish bylaws, policies and procedures for coordinating transportation services, discuss common fare structures, and increase awareness of the services available throughout the Region. A regular meeting schedule will be developed. Public and private transportation providers as well as human service agencies are suggested members of this committee.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: High

Responsible Parties: Public transportation providers, private providers, taxis, human service agencies interested in transportation services throughout the Region.

Implementation Time Frame:

Near-Term (0 - 12 months)

Staffing Implications:

No additional staff required.

Implementation Budget:

No significant budget implications

Potential Grant Funding Sources: Minimal budget impact

Performance Measures:

- ◆ Committee is established.
- ◆ Number of member agencies and organizations.
- ◆ Bylaws established.
- ◆ Meeting schedule established.

Strategy 5.2: Hire or designate a regional Mobility Manager to facilitate and oversee the activities of the coordination committee. The Mobility Manager will lead the committee in the coordination activities of the Region.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: Moderate

Responsible Parties: Members of the Regional Transportation Advisory Committee that include public and private transportation providers and human service agencies interested in transportation options for the Region.

Implementation Time Frame:

Mid-Term (2-4 years)

Staffing Implications:

Hire or designate a Mobility Manager

Implementation Budget:

Will be established based upon the job description written by the Coordination Committee

Potential Grant Funding Sources: Mobility Management activities are eligible for funding under the Sections 5311 and 5310 programs. Mobility Management activities are a capital expense and require a 20% local match. Local matching funds sources include businesses, and advocacy groups. Eligible non-U.S. DOT Federal funding programs can also be used as match.

Performance Measures:

- ◆ Grants are investigated to support mobility management activities.
- ◆ Local match sources are identified (can come from multiple counties).
- ◆ Grants are awarded by funding source.
- ◆ Job description is written by Coordination Committee.
- ◆ Mobility Manager is hired.

Strategy 5.3: Establish policies and procedures for trip sharing and coordination of services. Policies and procedures should address how transfers between providers will be facilitated and the billing of such trips. Write formal procedures for providing trips for other Section 5311 providers when their schedules are limited, how service areas can be expanded, and other concerns/issues faced by the Region's transportation providers. Incorporate all transportation providers, when possible, in policies and procedures for maximum use of the transportation resources available throughout the Region.

Counties Included: Fayette, Franklin, Rush, Union, Wayne (*Rose View Transit is a fixed route service and cannot provide trips outside its service area, therefore can only participate on a limited basis*)

Priority Level: Moderate

Responsible Parties: Members of the regional TAC that include public and private transportation providers and human service agencies interested in regional shared-ride transportation options and coordinated scheduling.

Implementation Time Frame:

Near-Term (0-12 months)

Staffing Implications:

Training for existing staff to learn new policies and procedures.

Implementation Budget:

Costs associated with purchase of new software to facilitate efficiencies in coordinated scheduling.

Potential Grant Funding Sources: FTA Section 5311 funding is eligible for use in purchase of scheduling software. Local match would be provided by participating human service agencies through contract agreements and from other local or non-U.S. DOT Federal programs.

Performance Measures:

- ◆ Subcommittee formed to discuss what policies and procedures are needed.
- ◆ Draft of policies and procedures is presented to full committee.
- ◆ Policies and procedures are accepted by full committee.
- ◆ Scheduling software needs are identified and funding is secured for purchase and implementation.

Strategy 5.4: Establish vehicle sharing policies and procedures. Include the responsibilities of each agency. Investigate the sharing of vehicles and the barriers that may exist. Determine, on a case-by-case basis, how those barriers can be overcome through innovative procedures such as those used by Hand-In-Hand Adult Day Care of Richmond, Inc. which shares its vehicles with local churches. Seek guidance from INDOT, when necessary. Transportation providers may be able to purchase or share vehicles thereby reducing the overall costs per provider.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: Moderate

Responsible Parties: Public and private transportation providers and human service agencies interested in transportation options for the Region.

Implementation Time Frame:

Mid-Term (2-4 years)

Staffing Implications:

No additional staffing requirements

Implementation Budget:

No budget required

Potential Grant Funding Sources: Not required

Performance Measures:

- ◆ Research begins on how vehicles can be shared.
- ◆ Hand-in-Hand Adult Day Care of Richmond, Inc. shares their success and assists other agencies through negotiations.
- ◆ Policies and procedures are drafted and accepted by partner agencies/organizations.
- ◆ Vehicle sharing begins.
- ◆ Number of occurrences vehicles are shared.

Strategy 5.5: Investigate areas of duplication. In areas where similar trips are provided by more than one agency, duplication of services exists. By removing duplication, scheduling one vehicle for similar trips, resources that were previously duplicating efforts can be reallocated to provide additional services in underserved areas. Reallocated resources could potentially increase the overall services available throughout the Region.

Counties Included: Fayette, Union

Priority Level: Low

Responsible Parties: Transportation providers in Fayette and Union Counties, including Section 5310 providers when possible.

Implementation Time Frame:

Ongoing

Staffing Implications:

No additional staff required

Implementation Budget:

No additional funding required

Potential Grant Funding Sources: Not required

Performance Measures:

- ◆ Meeting held to discuss duplication of efforts.
- ◆ Duplications are identified.

- ◆ Policies and procedures are developed to reduce duplication.
- ◆ Resources are reallocated to meet unserved demands.

Strategy 5.6: Continue to share grant-writing expertise among eligible participating agencies (i.e., eligible for Federal, State, Local, or foundation grants) to submit grants for transportation provider funding and/or as a collaborative effort. Public transportation providers will provide technical assistance to other public transportation providers and Section 5310 grantees in the Region, as requested, to ensure services are coordinated in the most efficient and effective manner. Technical assistance can include guidance in capital replacement short/long term plans, development of justification for vehicle replacement/expansion, and building fully allocated fleet operating budgets.

Working in a collaborative manner to write and submit grants will improve local awareness of the existing funding opportunities.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: Low

Responsible Parties: All public transportation providers and non-profit organizations eligible for transportation related grants are eligible for this assistance.

Performance Measures:

- ◆ Number of grant-writing sessions scheduled and conducted, either with individuals or in work sessions.
- ◆ Number of organizations that participate in the grant-writing sessions.
- ◆ Number of mobility/transportation grant applications submitted, either on behalf of individual organizations or as a collaborative effort.
- ◆ Amount of transportation grant funding awarded to any coordinating organization.

Implementation Time Frame:
Ongoing

Staffing Implications:
No additional staff required

Implementation Budget:
No additional costs

Potential Grant Funding Sources: Not required

Strategy 5.7: Coordinate driver and staff training with transportation providers (both public and non-profit) in each county and throughout the Region. Transportation providers that arrange training will inform other area providers if there is room for additional participants. Use of INDOT's free RTAP (Rural Transit Assistance Program) as training agency is encouraged whenever possible.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: High

Responsible Parties: Public transportation providers will organize and advertise training. Other transportation providers are responsible for participation from their staff and information distribution.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> More training for staff
<u>Implementation Budget:</u> Potential savings if expenses for training are shared across multiple organizations	
<u>Potential Grant Funding Sources:</u> Local grants and Indiana Rural Transit Assistance Program (RTAP)	

Performance Measures:

- ◆ Effective method of communicating driver or staff training is implemented.
- ◆ Number of organizations that participate in driver or staff training.
- ◆ Number of drivers and staff who participate in new training programs.
- ◆ Number and type of new training opportunities brought to the area through shared expenses.
- ◆ Number of trained drivers and staff in the Region.

PRIORITY LEVEL: MODERATE TO HIGH

Goal #6: Continue Collaborative Efforts of Regional Transportation Providers to Improve and Increase Regional, Multi-County, and Multi-Modal Coordinated Transportation Services.

Strategy 6.1: Trips that cross county lines are needed to connect older adults, individuals with disabilities and the general public with medical facilities unavailable in their home county. Transportation providers throughout the Region can work together to determine the most cost effective manner to provide trips to other counties, including those to medical and training facilities located in other regions.

Building on current practices of trip sharing and coordination, providers can discuss working together to alternate longer trips to reduce the number of vehicles traveling outside the Region to similar destinations. Some trips may require transfers to other providers to reach final destinations. Referrals among providers are encouraged.

Counties Included:
Fayette, Franklin, Rush,
Union, Wayne

Priority Level: High

<u>Implementation Time Frame:</u> Near-Term (0-12 months)	<u>Staffing Implications:</u> No additional staff required
<u>Implementation Budget:</u> No additional funding required	
<u>Potential Grant Funding Sources:</u> Not required	

Responsible Parties: Transportation providers in each county, including Section 5310 grant recipients.

Performance Measures:

- ◆ Number of coordinated trips to out of county destinations.
- ◆ Number of individuals that received transportation services who may have been denied under previous program activities.
- ◆ Cost effectiveness of new service.

Strategy 6.2: Continue to establish formal and additional transfer points in and outside the Region, when determined feasible, where passengers can transfer from a provider in the county of trip origin to a provider in a neighboring county and possibly beyond. Distances between origins and destinations (two or three counties apart) may result in more than one transfer to travel to the final destination. Current informal transfer points exist between the public transportation providers in Rush and Shelby Counties.

Install transfer point signs at formal sites. Signs help prevent confusion by establishing an exact site for the transfer between providers and/or vehicles. Family and friends may also be able to drop off passengers to continue to their final destinations.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: High

Responsible Parties:

Transportation providers in each county, including Section 5310 grant recipients Local assistance may be required from elected officials to secure permission for transfer points and signs.

Implementation Time Frame:

Ongoing – Rush County
Mid-Term (12-24 months) –
Fayette, Franklin, Union, Wayne

Staffing Implications:

No additional staff required

Implementation Budget:

Included in current service levels

Potential Grant Funding Sources: Not required

Performance Measures:

- ◆ Number of transfer sites established.
- ◆ Number of transfer signs installed.
- ◆ Number of passengers served by the new transfer sites. Include breakdown of what counties are served, even if outside the Region.
- ◆ Number of older adults, people with disabilities, individuals with low incomes, and general public passengers utilizing the transfer opportunities to improve their quality of life and mobility throughout the Region and beyond.

Strategy 6.3: Offer discounted out-of-county-fares for trips with three (3) or more full fare paying passengers. This strategy is designed to encourage passengers to travel together to out of county

destinations. Ride Rush and Franklin County Public Transportation already offer discounts when more than one passenger is on board their vehicles. Union County Transit offers Free Fridays for all passengers.

Counties Included: Fayette County

Priority Level: Low

Responsible Parties: Public Transportation and human service agencies in Fayette County.

Implementation Time Frame:

Long-Term (2 - 4 years) - Fayette

Staffing Implications:

No additional staff required

Implementation Budget:

To be determined based on adjusted fares of each passenger

Potential Grant Funding Sources: Potential for Section 5311 (rural) public transportation dollars (local match required); Section 5310 funding activity to increase transportation opportunities for individuals with disabilities to reach their final destinations. Local match will be required and can be provided through local resources and/or any eligible non-U.S. DOT Federal funding program.

Performance Measures:

- ◆ Number of passengers paying reduced fare.
- ◆ Reduction (if any) of out-of-county trips due to trip consolidation.
- ◆ Increase in the number of out-of-county trips due to trip consolidation.

Strategy 6.4: Develop a regional fare structure for multi-county trips that is used by all public transportation providers. Adopting a regional out-of-county fare structure will encourage passengers to travel between counties because they can comprehend one structure better than multiple ones.

Counties Included:

Fayette, Franklin, Rush,
Union

Priority Level: Moderate to High**Responsible Parties:**

Coordination Committee, Mobility Manager and public transportation providers will lead this strategy.

Performance Measures:

- ◆ Regional out of county fares are established.
- ◆ Increase in the number of individual passengers served.
- ◆ Increase in the number of trips provided by each county public transportation provider.

Implementation Time Frame:

Near-Term (0 – 12 months)

Staffing Implications:

One entity must be identified to lead the planning effort.

Implementation Budget:

To be determined based on adjusted out-of-county fares for each provider

Potential Grant Funding Sources: Potential for Section 5311 (rural) public transportation dollars (local match required) to connect work force with jobs; Section 5310 to increase transportation opportunities for individuals with disabilities to reach their final destinations. Local match provided by local sources and/or non-U.S. DOT Federal program.

Strategy 6.5: Promote the inter-city bus services that operate to and from Richmond to other areas of Indiana.

Counties Included: Fayette, Franklin, Rush, Union, Wayne

Priority Level: Low

Responsible Parties: Public transportation providers in each county will share information about inter-city providers with passengers requesting transportation beyond their boundaries.

Performance Measures:

- ◆ Information is distributed regarding inter- and intra-city bus services available to passengers in each county of the Region.
- ◆ Number of passengers traveling on inter- and/or intra-city bus lines to final destinations.

Implementation Time Frame:

Mid-Term (13-24 months)

Staffing Implications:

Minimal

Implementation Budget:

Minimal

Potential Grant Funding Sources: Not required

Strategy 6.6: Promote the use of Amtrak rail service to and from Connersville to other areas of Indiana and throughout the United States. Train schedules are available at www.Amtrak.com.

Counties Included:

Fayette, Franklin, Rush,
Union, Wayne

Priority Level: Low**Responsible Parties:**

Public transportation
providers in each county

will share information about rail service with passengers requesting transportation beyond their boundaries.

Implementation Time Frame:

Long-Term (13-24 months)

Staffing Implications:

Minimal

Implementation Budget:

Minimal

Potential Grant Funding Sources: Not required

Performance Measures:

- ◆ Information is distributed regarding the Amtrak rail service available to passengers in each county of the Region and in the regional brochure.
- ◆ Number of passengers that travel on Amtrak to final destinations.

VI. POTENTIAL GRANT APPLICATIONS

The following table outlines the strategies and objectives designated to achieve the locally identified transportation goals that are intended to meet local unmet transportation needs, reduce duplication, and improve coordination of human service agency and transportation provider resources. The table includes all strategies and designates those strategies that are currently eligible for implementation with the assistance of a grant from the Transportation for Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) and the Formula Grants for Rural Areas (Section 5311) for rural public transportation providers. Page numbers are provided in Exhibit VI.1 for quick reference to detailed information for each objective.

All Section 5310 grant funds will be available through a competitive process. Please also note that each grant application for Section 5310 and Section 5311 funding will be considered individually to determine if the proposed activities to be supported by the grant adequately meet the requirements of the intended funding program. Grant applications for strategies that do not meet the intended requirements of the FAST Act will not be awarded, regardless of the designated eligibility in this report.

The implementation timeframe for each strategy ranges from the date of this report through 2020. It is noted that a coordinated transportation working group (such as a Regional Transportation Advisory Committee) should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed and new transportation partners are identified.

Exhibit VI.1: Implementation Key

Goal #1: Increase Funding for Public and Coordinated Transportation Throughout the Region.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
56	1.1	Encourage human service agencies and other organizations that require transportation services for their consumers to contract with public transportation providers in each county, when possible.	High
56	1.2	Speak to local and state officials about the need to financially support transportation services.	High
Goal #2: Incorporate New Technology and Capital to Improve Existing Mobility Options and Serve More People.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
57	2.1	Investigate the sharing of scheduling software through a site licensing agreement.	High
58	2.2	Acquire replacement and expansion vehicles and equipment for accessible services designed to accommodate mobility aids in each county.	High
Goal #3: Enhance and Market the Public and Coordinated Transportation Services Available to Older Adults, Individuals with Disabilities, Low Income People and the General Public to Residents and Elected Officials.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
58	3.1	Develop a regional transportation brochure.	High
59	3.2	Schedule speakers for the regional Transportation Advisory Committee (TAC) to keep or revitalize interest in coordinated transportation efforts.	Low
59	3.3	Develop press releases and public service announcements about the public transportation services in each county and the Region, such as ridership achievements, new vehicle or other capital item deliveries, and passenger stories such as how transportation help maintain independence.	Moderate
<i>(Continued on the next page.)</i>			

Goal #3 (continued): Enhance and Market the Public and Coordinated Transportation Services Available to Older Adults, Individuals with Disabilities, Low Income People and the General Public to Residents and Elected Officials.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
60	3.4	Enhance the travel training programs established by the public transportation providers in each county.	Moderate to High
60	3.5	Continue to include emergency management and all other organizations with a mission to protect public safety in all coordinated, local, and regional transportation planning efforts.	Moderate
Goal #4: Increase Transportation Options for Older Adults, Individual with Disabilities, People with Low Incomes, and the General Public in Areas where Services are Nonexistent or Limited.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
61	4.1	Local transportation providers will seek guidance from INDOT about strategies, recommendations, and/or assistance with streamlining the Medicaid brokerage scheduling and billing procedures for the region.	High
62	4.2	Establish public transportation service for after hour transportation options for training and work related trips.	Moderate to High
63	4.3	Develop a regional Voucher Program to assist individuals with disabilities to reach their destinations.	Moderate to High
Goal #5: Revitalize Regional Coordination Activities.			
64	5.1	Revitalize the coordination of transportation providers' services within the Region by revitalizing a formal regional coordination committee.	High
65	5.2	Hire or designate a regional Mobility Manager to facilitate and oversee the activities of the coordination committee.	Moderate
65	5.3	Establish policies and procedures for trip sharing and coordination of services.	Moderate
		(Continued on the next page.)	

66	5.4	Establish vehicle sharing policies and procedures. Include the responsibilities of each agency.	Moderate
67	5.5	Investigate areas of duplication. In areas where similar trips are provided by more than one agency, duplication of services exists. Reallocated resources could potentially increase the overall services available throughout the Region.	Low
67	5.6	Continue to share grant-writing expertise among eligible participating agencies (i.e., eligible for Federal, State, Local, or foundation grants) to submit grants for transportation provider funding and/or as a collaborative effort.	Low
68	5.7	Coordinate driver and staff training with transportation providers (both public and non-profit) in each county and throughout the Region.	High
Goal #6: Continue Collaborative Efforts of Regional Transportation Providers to Improve and Increase Regional, Multi-County, and Multi-Modal Coordinated Transportation Services.			
69	6.1	Trips that cross county lines are needed to connect older adults, individuals with disabilities and the general public with medical facilities unavailable in their home county.	High
69	6.2	Continue to establish formal and additional transfer points in and outside the Region, when determined feasible, where passengers can transfer from a provider in the county of trip origin to a provider in a neighboring county and possibly beyond.	High
70	6.3	Offer discounted out-of-county-fares for trips with three (3) or more full fare paying passengers.	Low
71	6.4	Develop a regional fare structure for multi-county trips that is used by all public transportation providers.	Moderate to High
72	6.5	Promote the inter-city bus services that operate to and from Richmond to other areas of Indiana.	Low
72	6.6	Promote the use of Amtrak rail service to and from Connersville to other areas of Indiana and throughout the United States.	Low