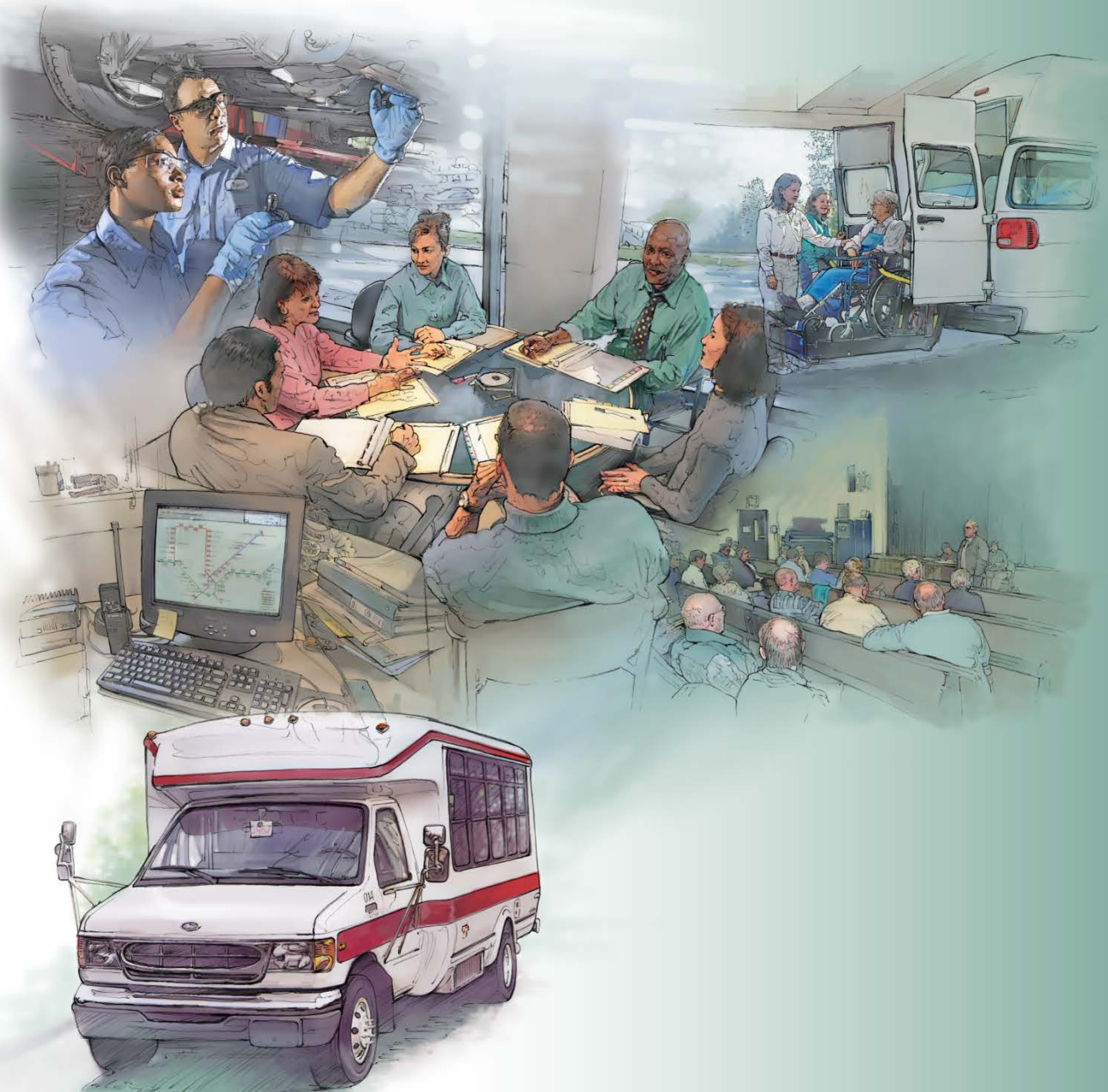


**Coordinated Public Transit-Human Services  
Transportation Plan Update  
INDOT Region 2**

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**Final Report**

**November 2017**





## *Moving Public Transportation Into the Future*

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# Introduction

## I. INTRODUCTION

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### OVERVIEW

This plan updates the Public Transit-Human Services Transportation Plan for Crawford, Harrison, Orange, Scott, and Washington Counties 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). The 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 services provided are 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 use their own vehicles to 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 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 the general public and 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 aforementioned stakeholders noted above through a public meeting and survey, telephone calls, and email conversations.

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. 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, goals, objectives and implementation strategies to meet these deficiencies;
5. Update of the inventory of existing transportation services provided by public, private and non-profit 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, so they may 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 are both fixed route bus service operators and eligible to receive direct grants under Sections 5307 and 5311. Subrecipients may allocate grant 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 INDOT. In large urban areas, the governor chooses a designated recipient. Direct recipients have the flexibility with 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 INDOT Office of Transit administers the Section 5310 Program in Indiana. The Federal share is 80 percent

for capital projects. In Indiana, the program has historically been used 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](http://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. Rather than a strict, categorical definition, 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** – These funds are the portion of project costs not paid by the Federal share. Non-Federal shares 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.

**Formula Grants for Rural Areas Program (Section 5311 and also known as the Rural Transit Program)** – This program provides states with 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](http://www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311). The INDOT Office of Transit 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 usage level 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](http://www.trb.org/Publications/Blurbs/168758.aspx)

**Zero Vehicle Households** – No vehicles are 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

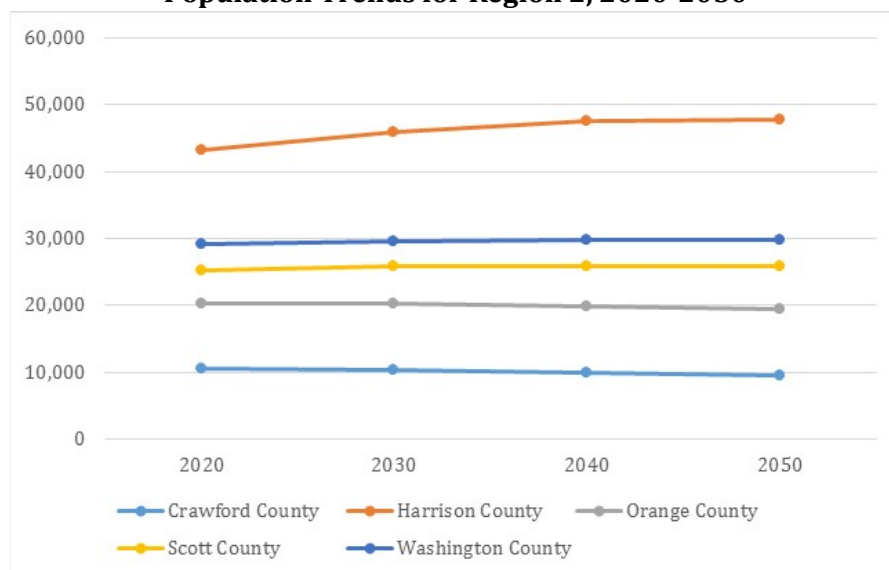
Region 2 is located in south central Indiana and includes the Counties of Crawford, Harrison, Orange, Scott, and Washington in Indiana. The map in Exhibit II.1 depicts the area included in this study. The area is served by the following major highways: Interstates 64 and 65; U.S. Routes 31, 150, and 231; and Indiana Routes 11, 37, 39, 56, 60, 62, 64, 66, 70, 111, 135, 145, 160, 161, 162, 164, 166, 237, 245, 264, 335, 337, 356, 462, and 545.

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

Using data from the Indiana Business Research Center, IU Kelley School of Business, STATS Indiana projects the Region's population will increase to 132,340 by 2050, an estimated gain of 3.1 percent from the year 2020 population projection. Exhibit II.2 shows population trends between 2020 and 2050 for each county in Region 2.

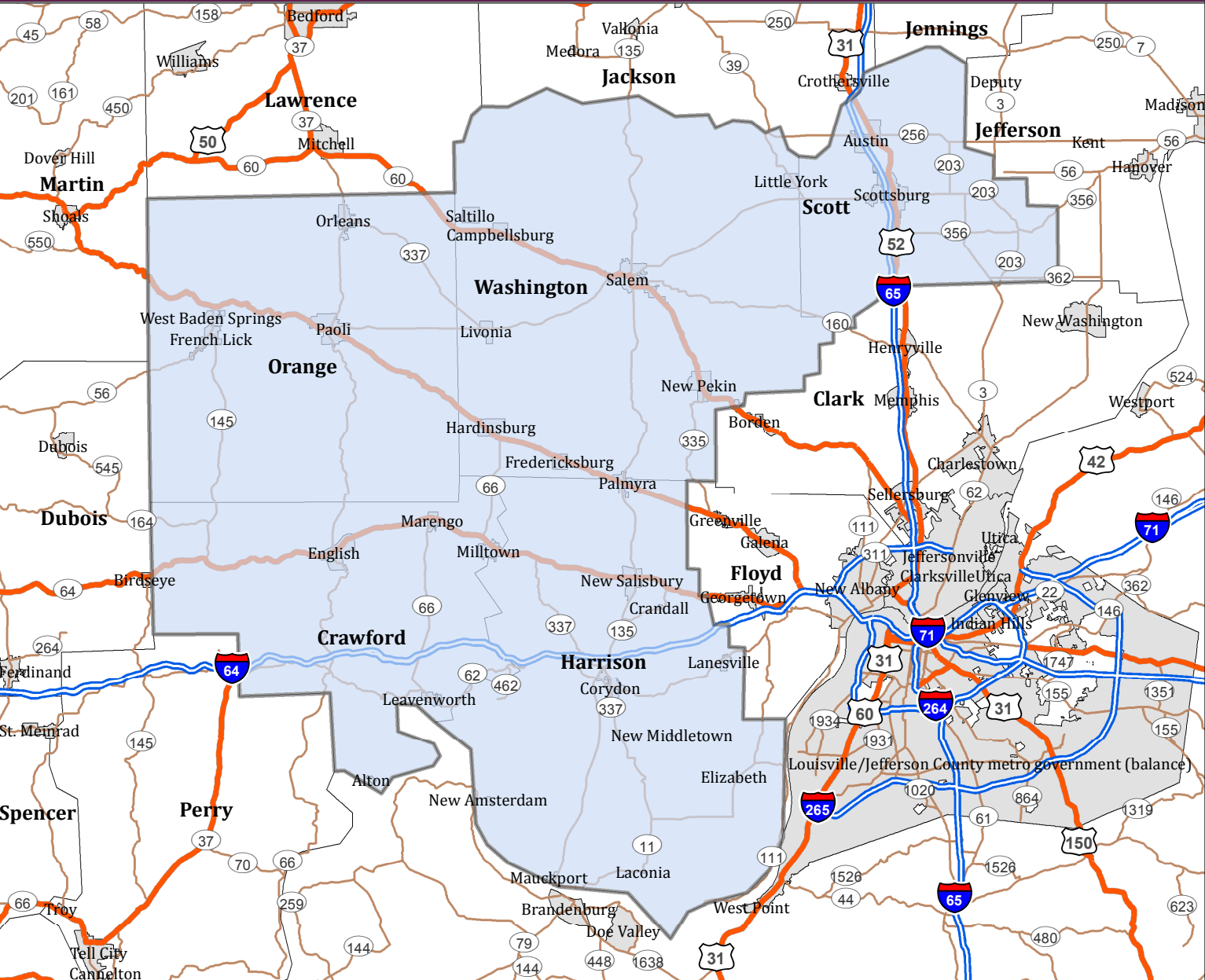
**Exhibit II.2**  
**Population Trends for Region 2, 2020-2050**



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











## Exhibit II.1: Location Map Region 2



**Region 2  
Coordinated  
Public Transit-  
Human Services  
Transportation  
Plan Update**

### Legend

-  Region 2
-  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. People in these two age groups were primarily born during the post-WWII “baby boom,” era defined by the Census Bureau as persons born from 1946 through 1964. These baby boomers 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.

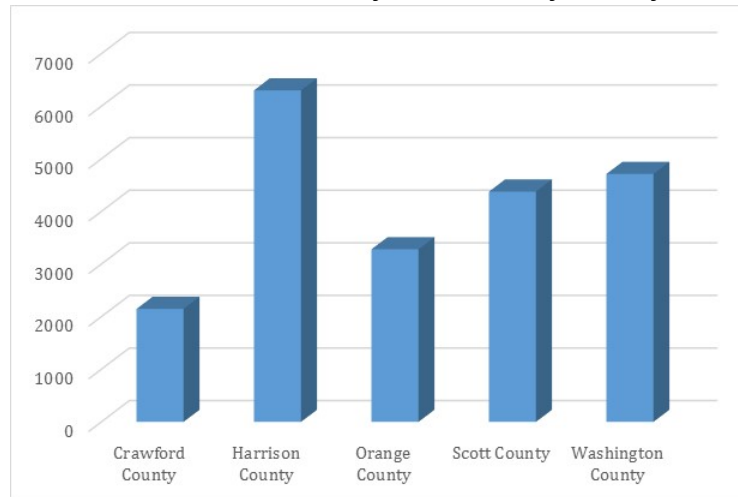
## **INDIVIDUALS WITH DISABILITIES**

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 2 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 Harrison County. The total disabled population estimate for Harrison County is 6,304. Washington County has an estimated 4,714 disabled people and Scott County has 4,379 disabled people. The remaining counties had less than 3,300 disabled people per county.

**Exhibit II.3: Disability Incidence by County**

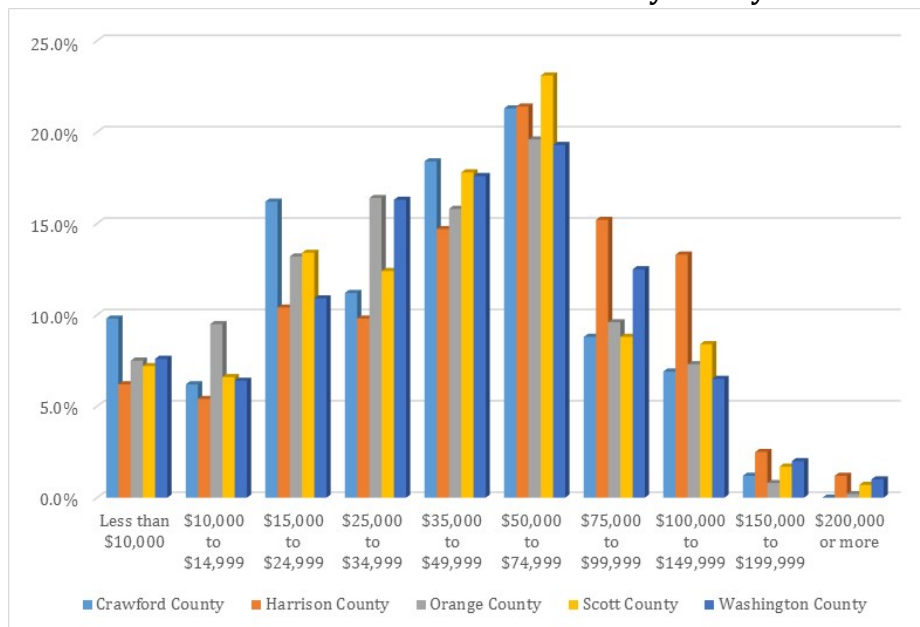


Source: 2014 ACS Five-Year Estimates

## 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 45,947 households in Region 2. Of those households, about 39 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 13 percent earned between \$25,000 and \$34,999. Another 18.7 percent earned between \$10,000 and \$24,999 and about 7.3 percent earned less than \$10,000 per year. The median household income for each area is shown in Exhibit II.5.

**Exhibit II.4: Household Income by County**



Source: 2014 ACS Five-Year Estimates

**Exhibit II.5: Median Household income**

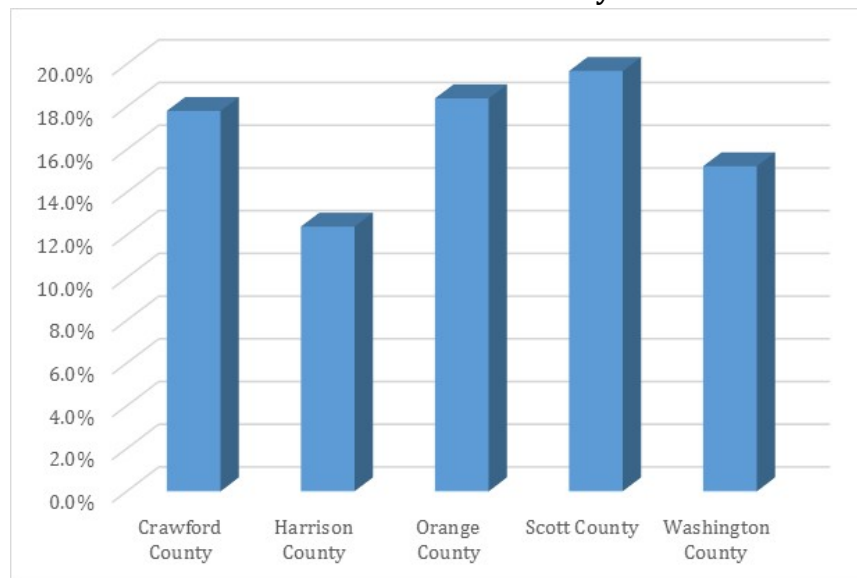
County	Median Income
Crawford County	\$40,905
Harrison County	\$53,483
Orange County	\$38,556
Scott County	\$43,739
Washington County	\$42,424

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. Scott County has the highest percent of population living below the poverty level with 19.7 percent. Orange County had the second highest percentage of population living in poverty with 18.4 percent while Crawford County had 17.8 percent. The remaining counties had less than 15.3 percent of population below the poverty level.

**Exhibit II.6  
Percent Below Poverty**

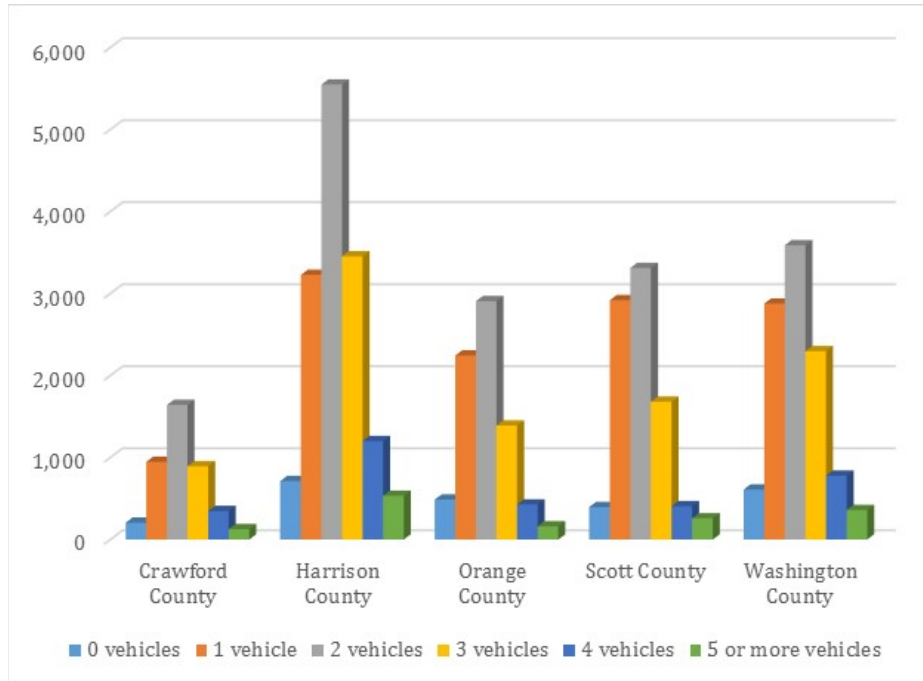


Source: 2014 ACS Five-Year Estimates

## ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 2,414 households in the region that have no available vehicle. This is 5.3 percent of all the households in the region. An additional 12,214 or 26.6 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

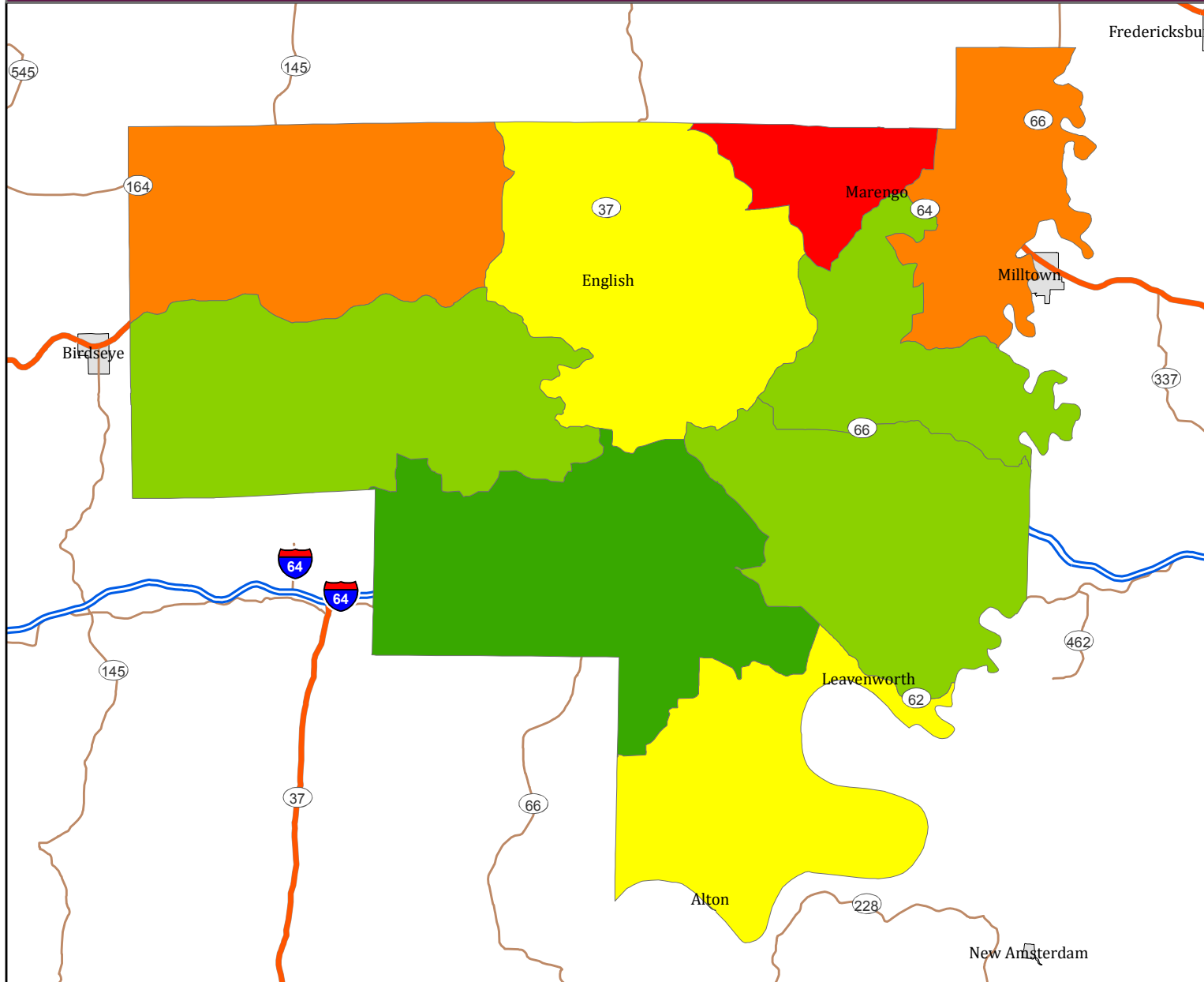
### CRAWFORD COUNTY

#### 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 Crawford County residents aged 65 and older are in Marengo. These block groups had densities of older adults between 9.33 and 22.23 persons per square mile. The remainder of the County had low to very low densities of persons age 65 and older.

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

## Region 2 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Age 65 Plus / SQMI

- 2.366
- 2.367 - 4.042
- 4.043 - 5.634
- 5.635 - 9.331
- 9.332 - 22.23

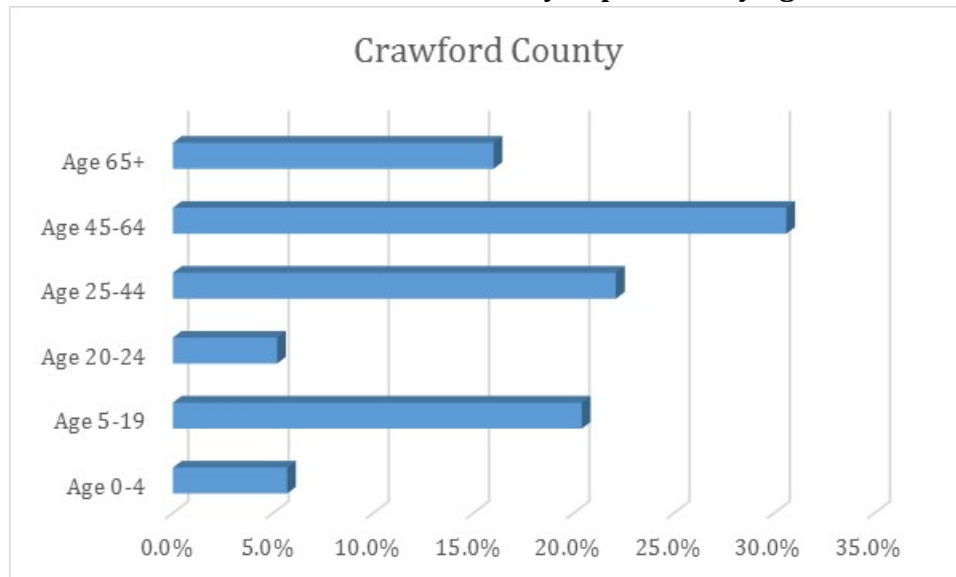
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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

### **Population by Age**

The largest age cohort for Crawford County was between the ages of 45 and 64 (30.6 percent). The second largest group was between ages 25 and 44, which constituted 22.1 percent of the county's population (see Exhibit II.9). The third largest age group was 5 to 19 years old (20.4 percent), while 16 percent was age 65 or older.

**Exhibit II.9: Crawford County Population by Age**



Source: 2014 ACS Five-Year Estimates

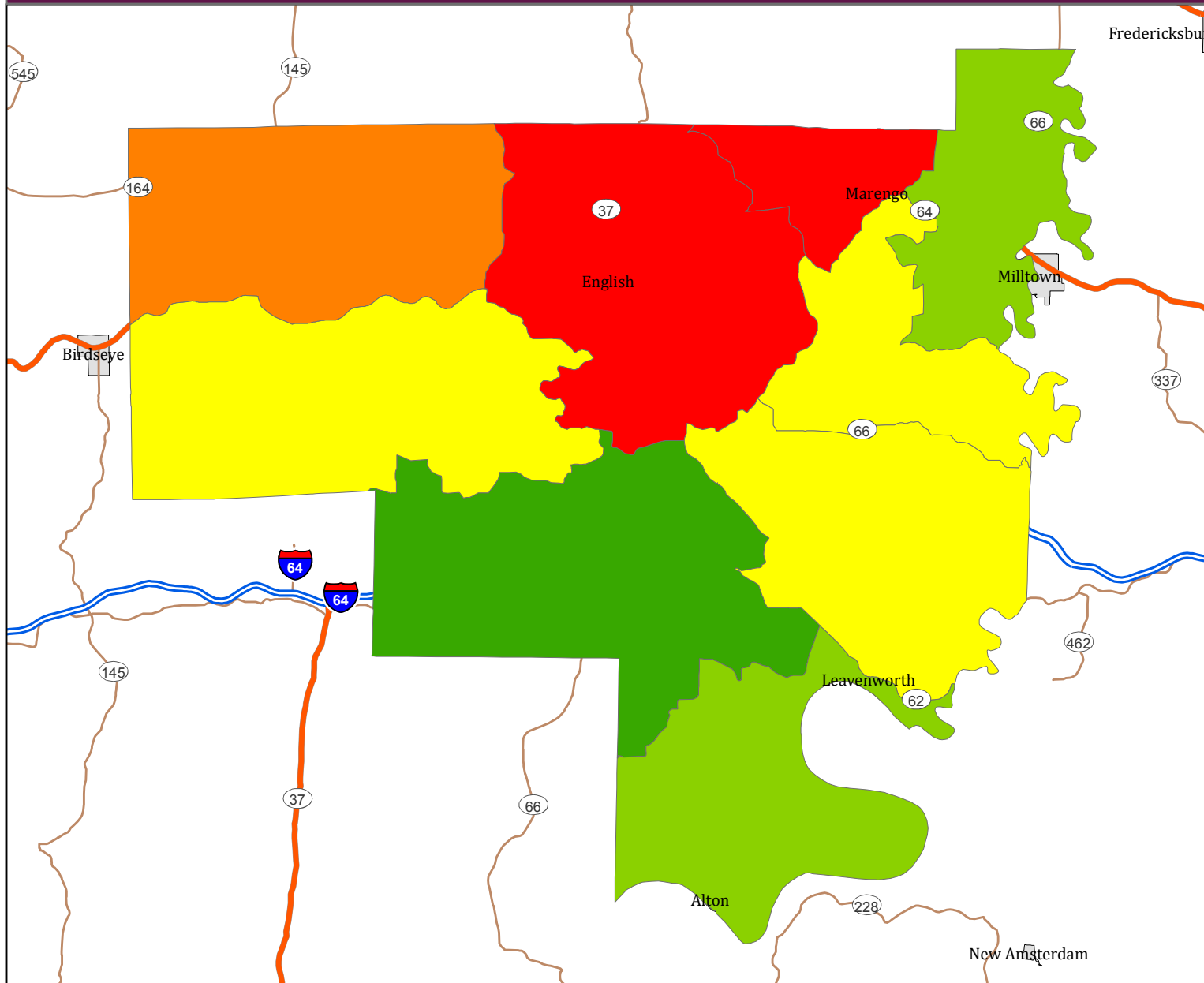
### **Economic Profile**

Exhibit II.10 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 English and Marengo. Between 7.3 and 10.15 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 4.01 to 7.29 percent of zero vehicle households can be found in eastern and western Crawford County. The remainder of the County had moderate (yellow shading) to very low (dark green shading) percentages of zero vehicle households.



# Exhibit II.10: Percent Zero Vehicle Households Crawford County

## Region 2 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### ZVH / Households

- 0%
- 0.01% - 0.91%
- 0.92% - 4%
- 4.01% - 7.29%
- 7.3% - 10.15%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

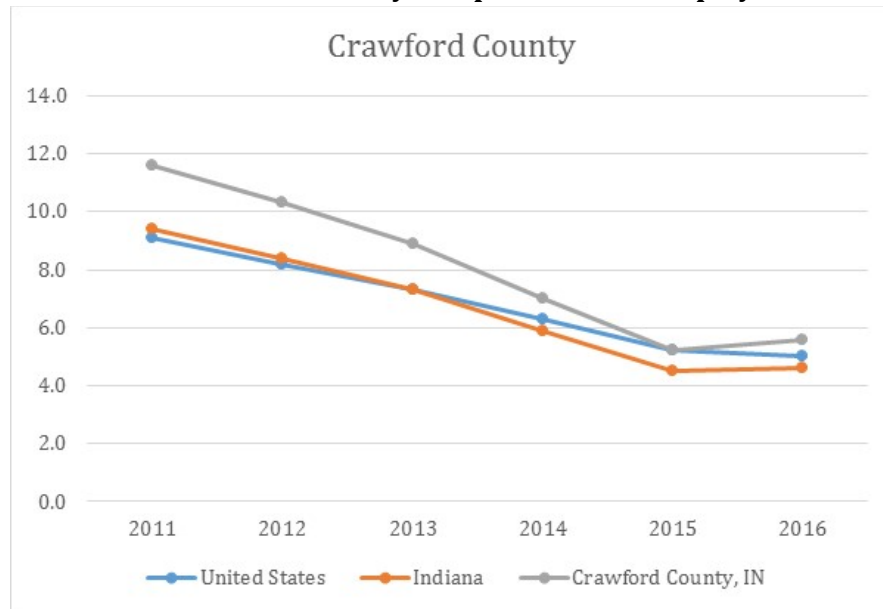
Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates

## **Industry and Labor Force**

Crawford 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 Crawford County stayed at or 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.11: Crawford County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

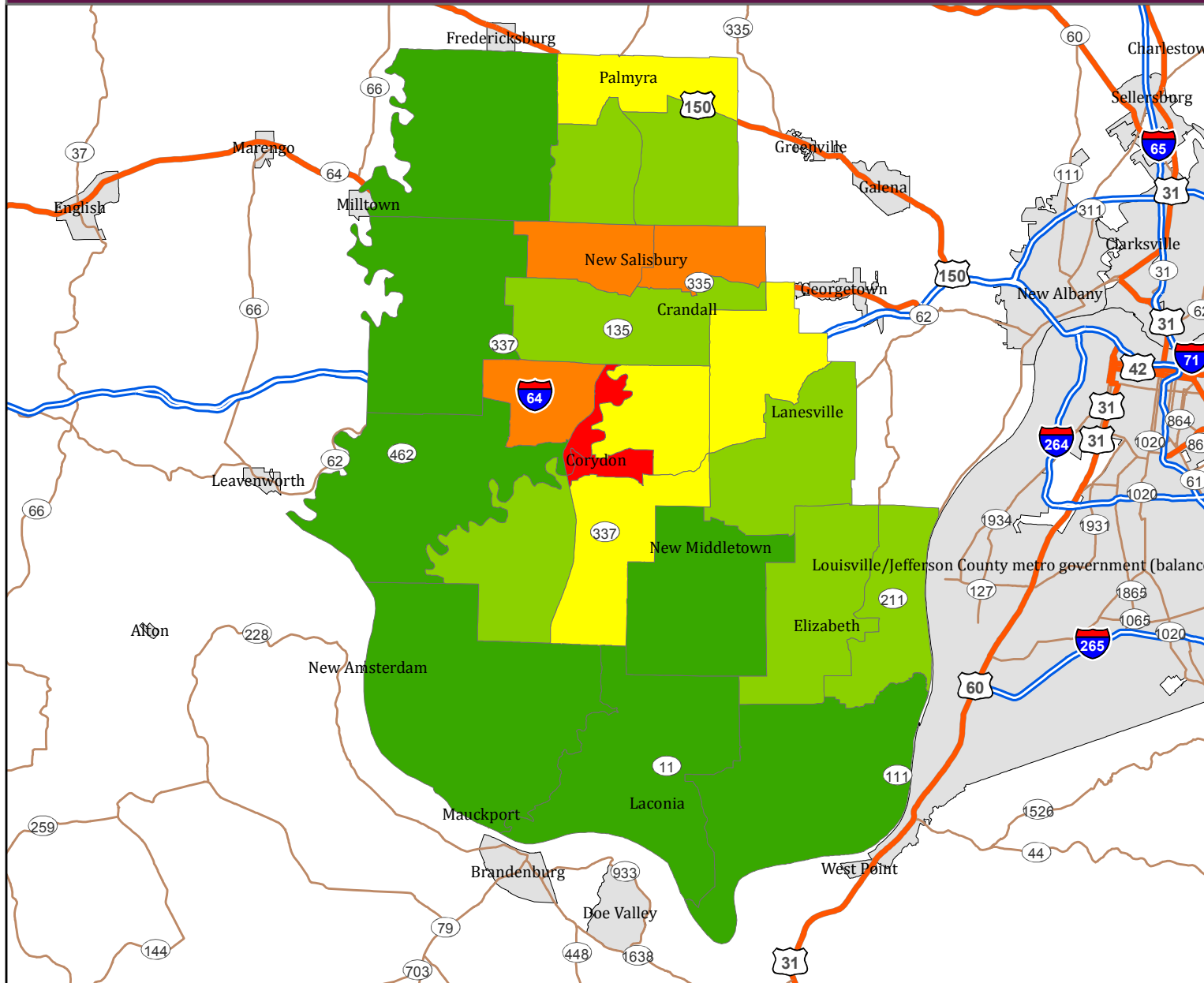
## **HARRISON COUNTY**

### **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 (39.54 to 108.6) of Harrison County residents aged 65 and older are in Corydon. Moderately high densities of older adults can also be found in west of Corydon and in New Salisbury. These block groups had densities between 26.96 and 39.53 persons aged 65 and older per square mile. The remainder of the county has older adult population densities below 26.96 persons per square mile.

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

## Region 2 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Age 65 Plus / SQMI

- 1.734 - 8.258
- 8.259 - 16.64
- 16.65 - 26.95
- 26.96 - 39.53
- 39.54 - 108.6

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

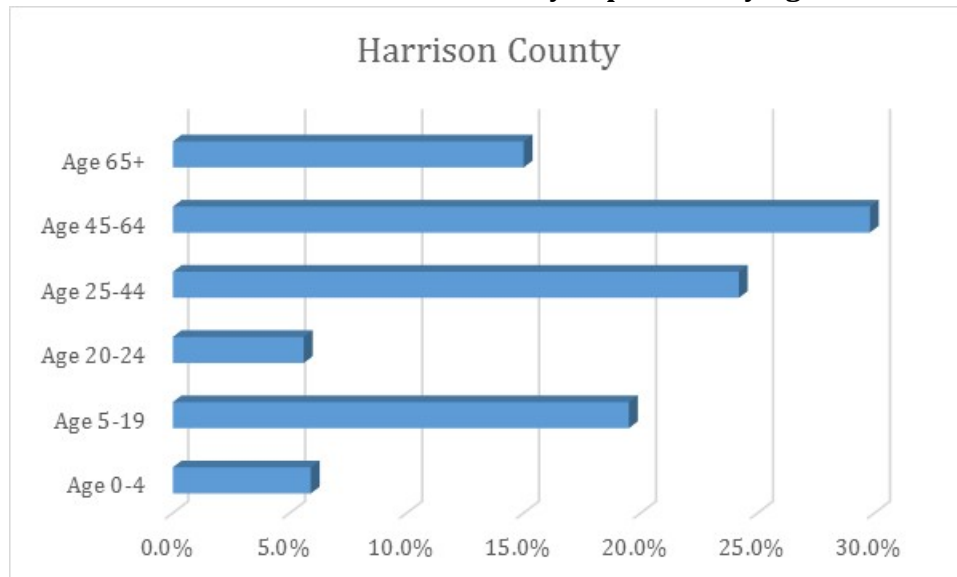
Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



### **Population by Age**

The largest age cohort for Harrison County was between the ages of 45 and 64 (29.8 percent). The second largest group was between ages 25 and 44, which constituted 24.2 percent of the county's population (see Exhibit II.13). The third largest age group was 5 to 19 years old (19.5 percent), while 15 percent was age 65 or older.

**Exhibit II.13: Harrison County Population by Age**



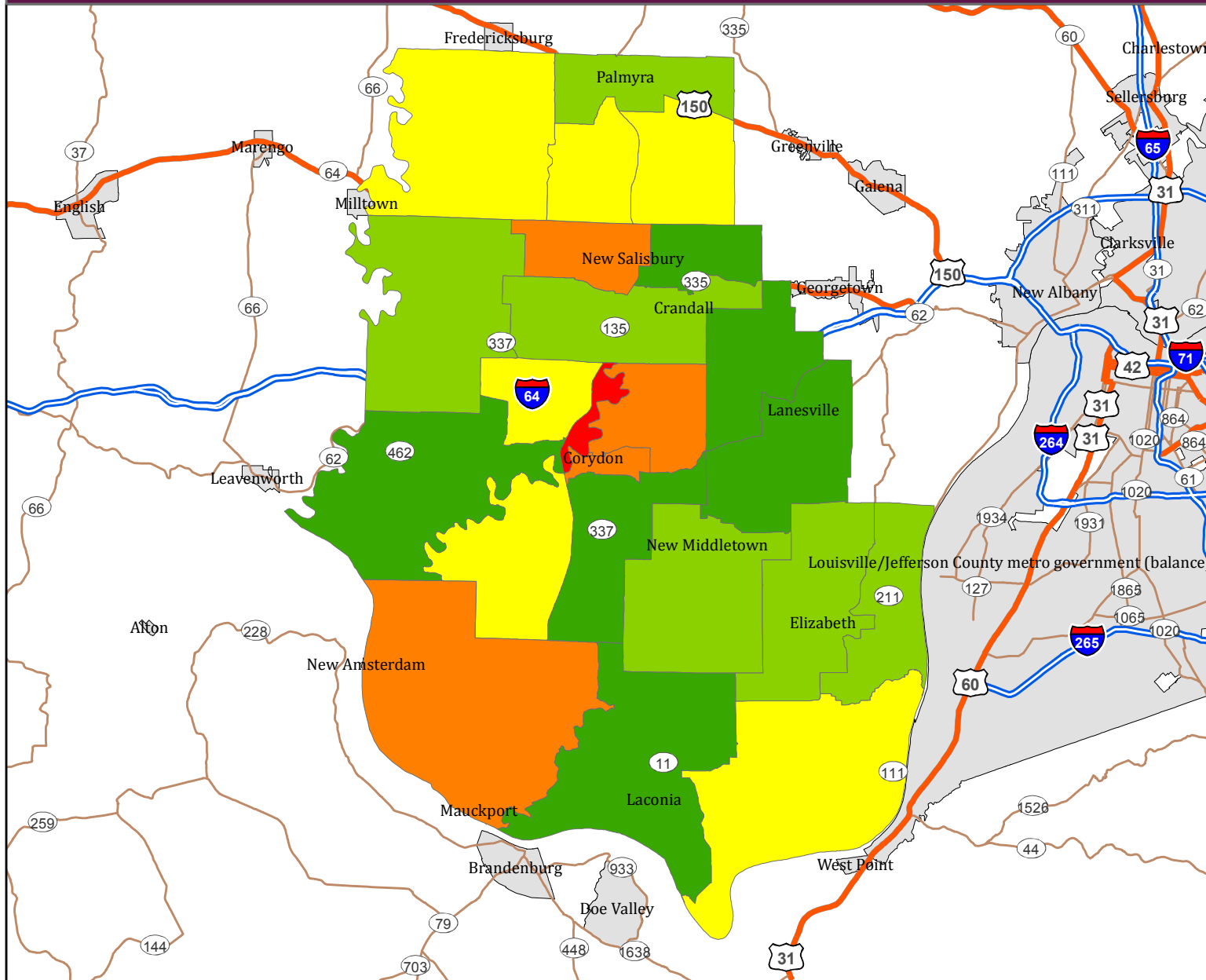
Source: 2014 ACS Five-Year Estimates

### **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. The block group locations with the highest concentration of these households are in Corydon. Over 9.24 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 6.06 to 9.23 percent of zero vehicle households can be found in Corydon, New Salisbury, New Amsterdam, and Mauckport. The remainder of the county had low percentages of zero vehicle households.

# Exhibit II.14: Percent Zero Vehicle Households Harrison County

## Region 2 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

ZVH / Households	
<span style="display:inline-block; width:15px; height:15px; background-color:darkgreen;"></span>	0% - 1.51%
<span style="display:inline-block; width:15px; height:15px; background-color:lightgreen;"></span>	1.52% - 4.2%
<span style="display:inline-block; width:15px; height:15px; background-color:yellow;"></span>	4.21% - 6.05%
<span style="display:inline-block; width:15px; height:15px; background-color:orange;"></span>	6.06% - 9.23%
<span style="display:inline-block; width:15px; height:15px; background-color:red;"></span>	9.24% - 20.23%
<span style="display:inline-block; width:15px; height:15px; border-bottom:2px solid blue;"></span>	Interstate
<span style="display:inline-block; width:15px; height:15px; border-bottom:2px solid orange;"></span>	Highway
<span style="display:inline-block; width:15px; height:15px; border-bottom:2px solid brown;"></span>	Major Road
<span style="display:inline-block; width:15px; height:15px; border-bottom:2px solid tan;"></span>	Local Road
<span style="display:inline-block; width:15px; height:15px; border-bottom:2px solid lightbrown;"></span>	Minor Road
<span style="display:inline-block; width:15px; height:15px; background-color:lightgray;"></span>	Cities/Towns

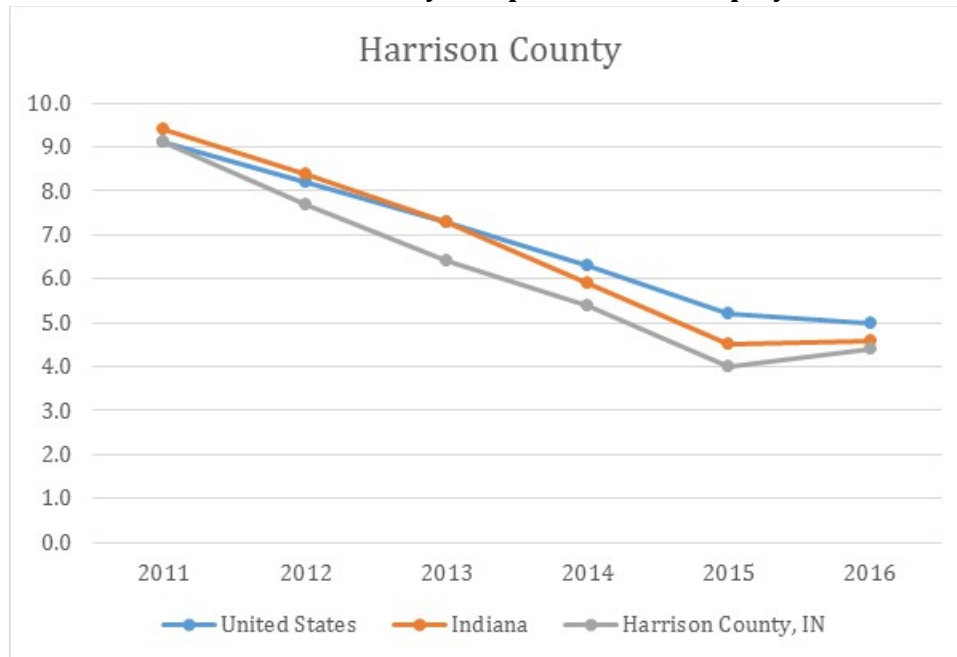
Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates

## **Industry and Labor Force**

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

From 2011 to 2016, the unemployment rate for Harrison County remained lower than the National and State averages. Exhibit II.15 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit II.15: Harrison County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

## **ORANGE 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 Orange County residents aged 65 and older are in Paoli. The majority of the higher densities of residents aged 65 and older were in Paoli and Orleans. Areas of moderate and moderately high older adult densities can be found in French Lick and Paoli. The remainder of the county has low densities of older adults.

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

## Region 2 Coordinated Public Transit- Human Services Transportation Plan Update

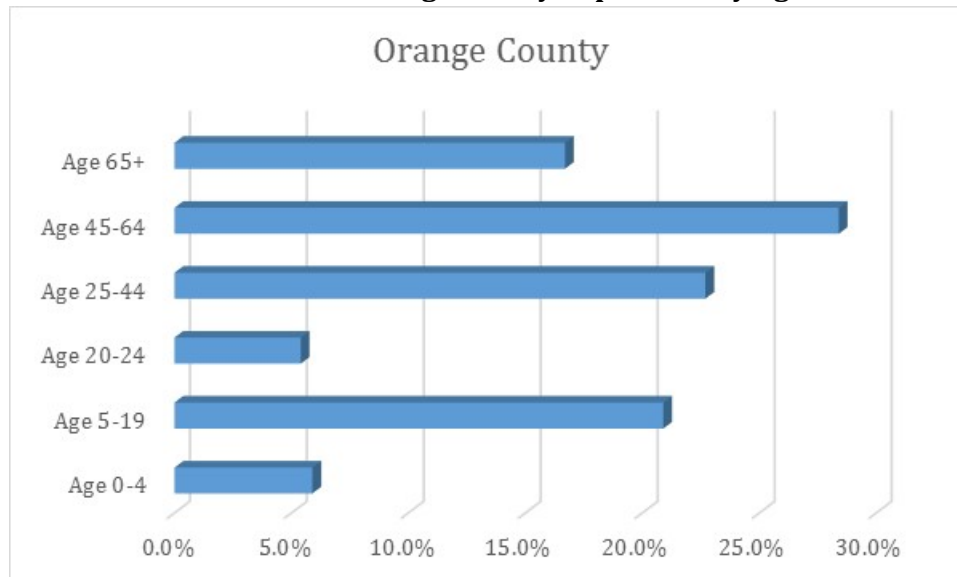




### **Population by Age**

The largest age cohort for Orange County was between the ages of 45 and 64 (28.4 percent). The second largest group was between ages 25 and 44, which constituted 22.7 percent of the county's population (see Exhibit II.17). The third largest age group was 5 to 19 years old (20.9 percent), while 16.7 percent was age 65 or older.

**Exhibit II.17: Orange County Population by Age**



Source: 2014 ACS Five-Year Estimates

### **Economic Profile**

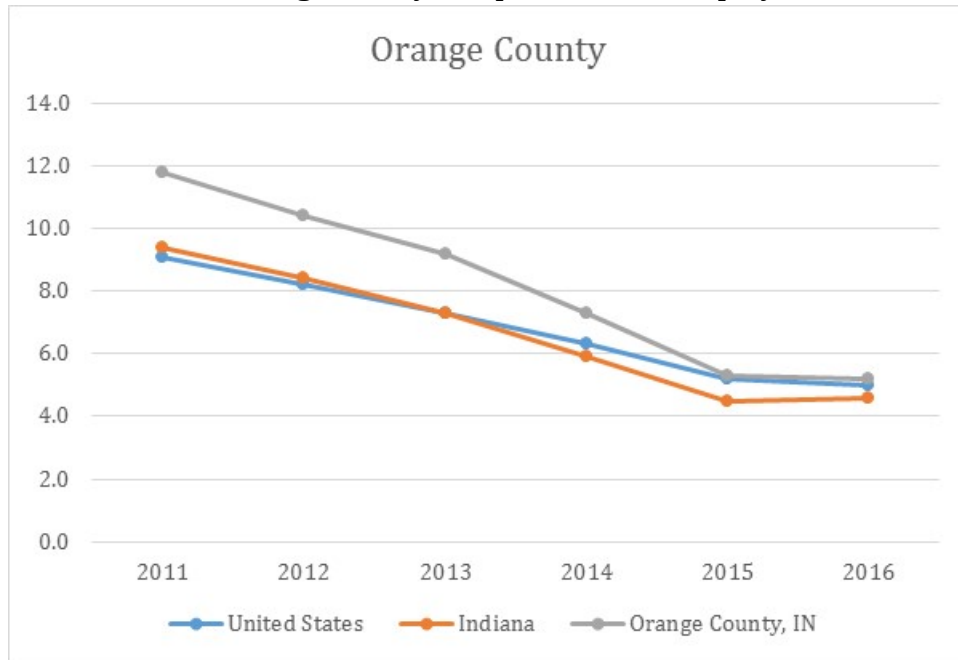
Exhibit II.18 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in French Lick. Over 14.59 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 7.29 to 14.58 percent of zero vehicle households can be found in French Lick, Paoli, and eastern sections of Orange County. The remainder of the county has low percentages of zero vehicle households.

### **Industry and Labor Force**

Orange County's unemployment rate reached a high in 2011 of 11.8 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 Orange County remained higher than the State and National averages. Exhibit II.19 illustrates a comparison of the unemployment rates in the county, state, and nation.

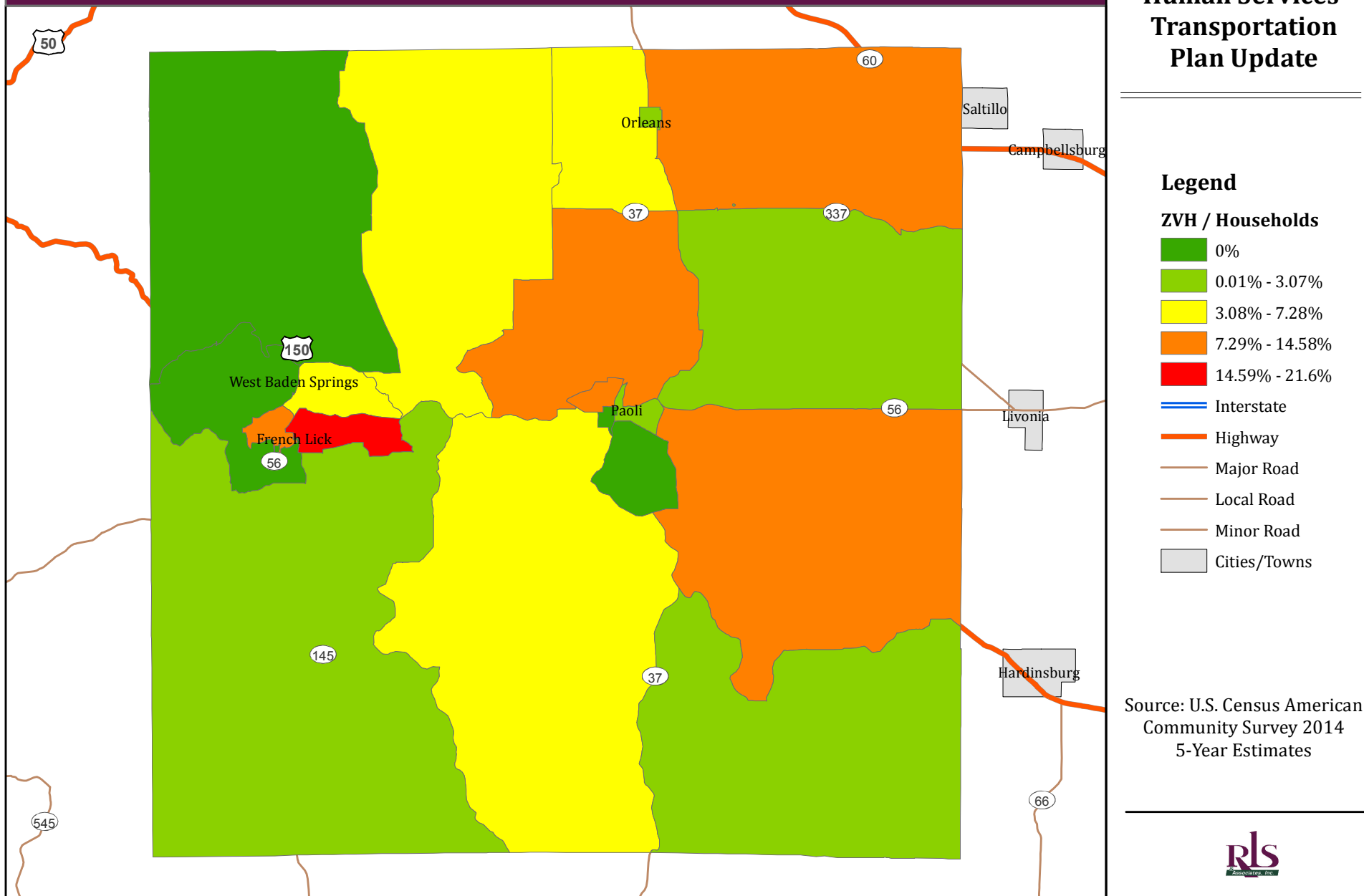
**Exhibit II.19: Orange County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

## Exhibit II.18: Percent Zero Vehicle Households Orange County

### Region 2 Coordinated Public Transit- Human Services Transportation Plan Update



## SCOTT COUNTY

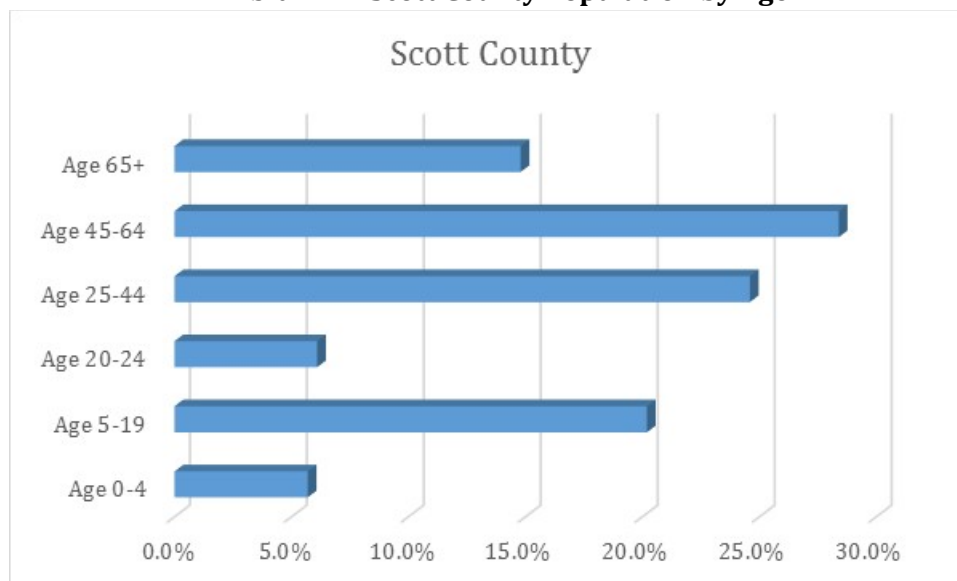
### Older Adult Population

Exhibit II.20 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Scott County residents aged 65 and older are in Austin. These block group had older adult densities between 294.4 and 433.3 persons per square mile. Moderately high and moderate population densities of persons age 65 and older were located in Austin and Scottsburg. The remainder of the county had low older adult population densities.

### Population by Age

The largest age cohort for Scott County was between the ages of 45 and 64 (28.4 percent). The second largest group was between ages 25 and 44, which constituted 24.6 percent of the county's population (see Exhibit II.21). The third largest age group was 5 to 19 years old (20.2 percent), while 14.8 percent was age 65 or older.

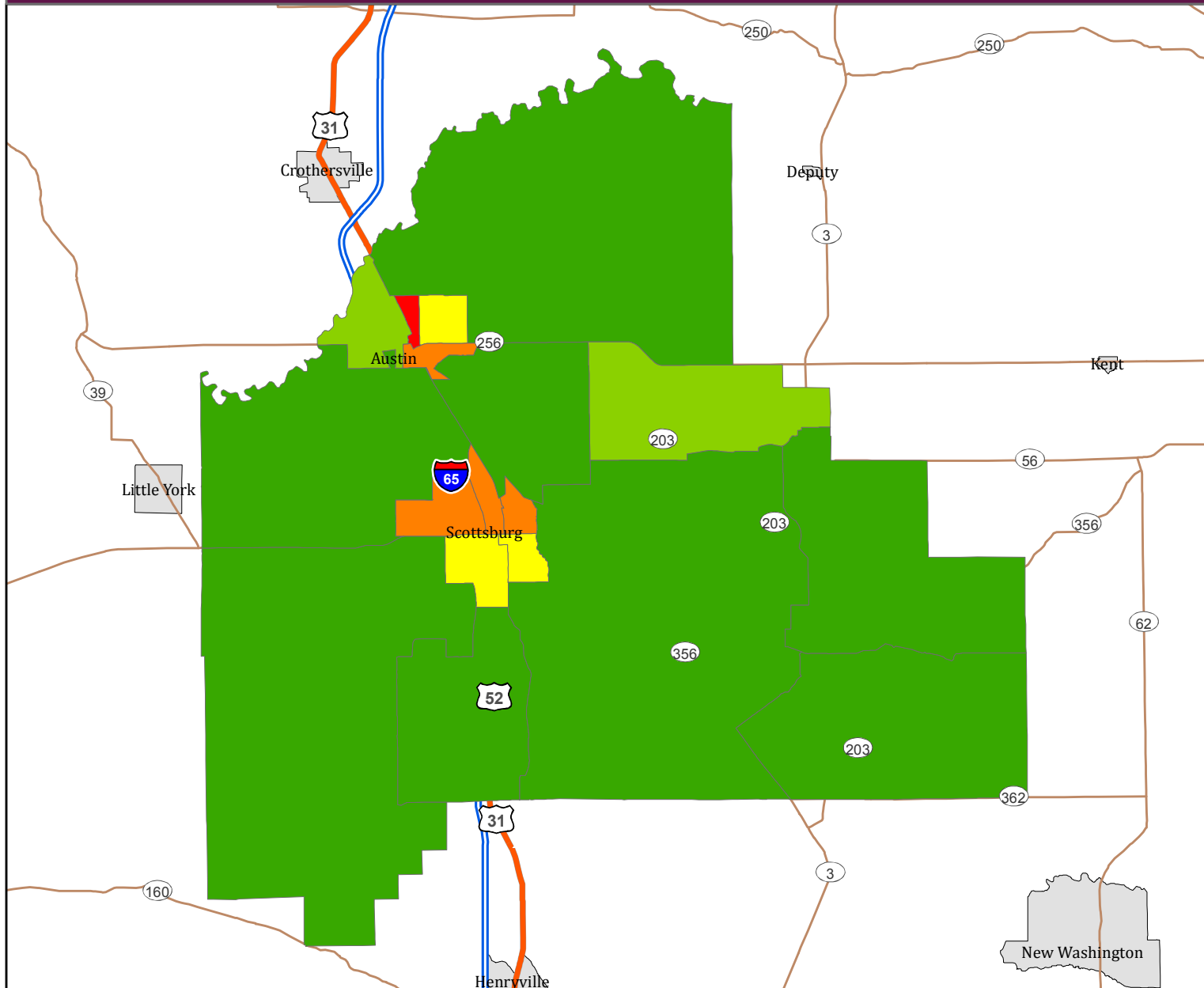
**Exhibit II.21: Scott County Population by Age**



Source: 2014 ACS Five-Year Estimates

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

## Region 2 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Age 65 Plus / SQMI

- 5.916 - 15.38
- 15.39 - 41.95
- 41.96 - 119.8
- 119.9 - 294.3
- 294.4 - 433.3

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

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



## **Economic Profile**

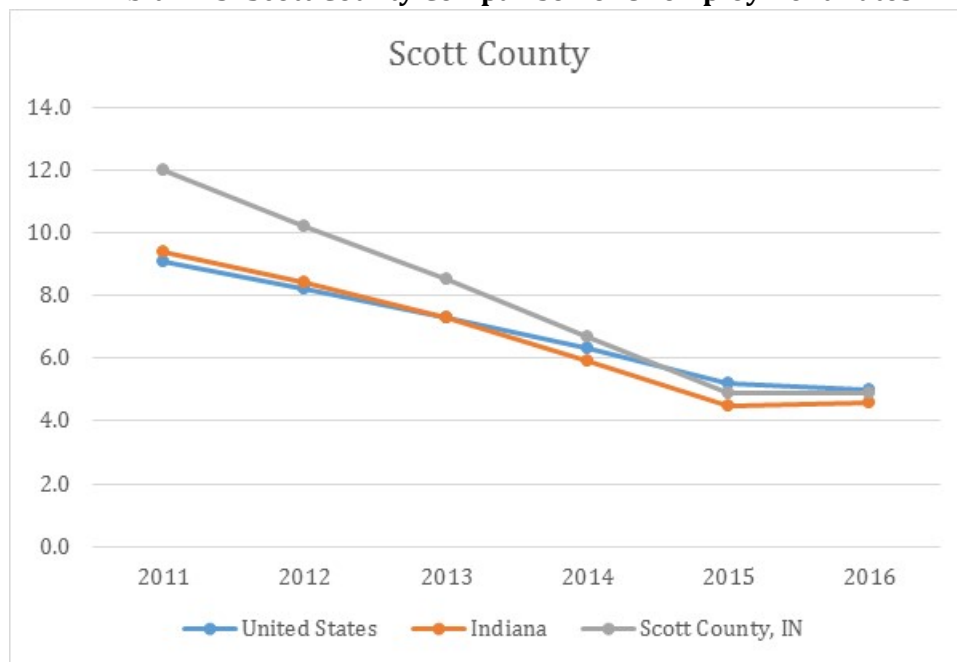
Exhibit II.22 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Austin and Scottsburg. Over 12.14 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 6.3 to 12.13 percent of zero vehicle households can be found in Scottsburg and southern Scott County. The remainder of the county has overall low levels of zero vehicle households.

## **Industry and Labor Force**

Scott County's unemployment rate reached a high in 2011 of 12 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2014, the unemployment rate for Scott County stayed at or above the National and State averages. Then from 2015 to 2016, Scott County's unemployment rate stayed higher than the State but below National average. Exhibit II.23 illustrates a comparison of the unemployment rates in the county, state, and nation.

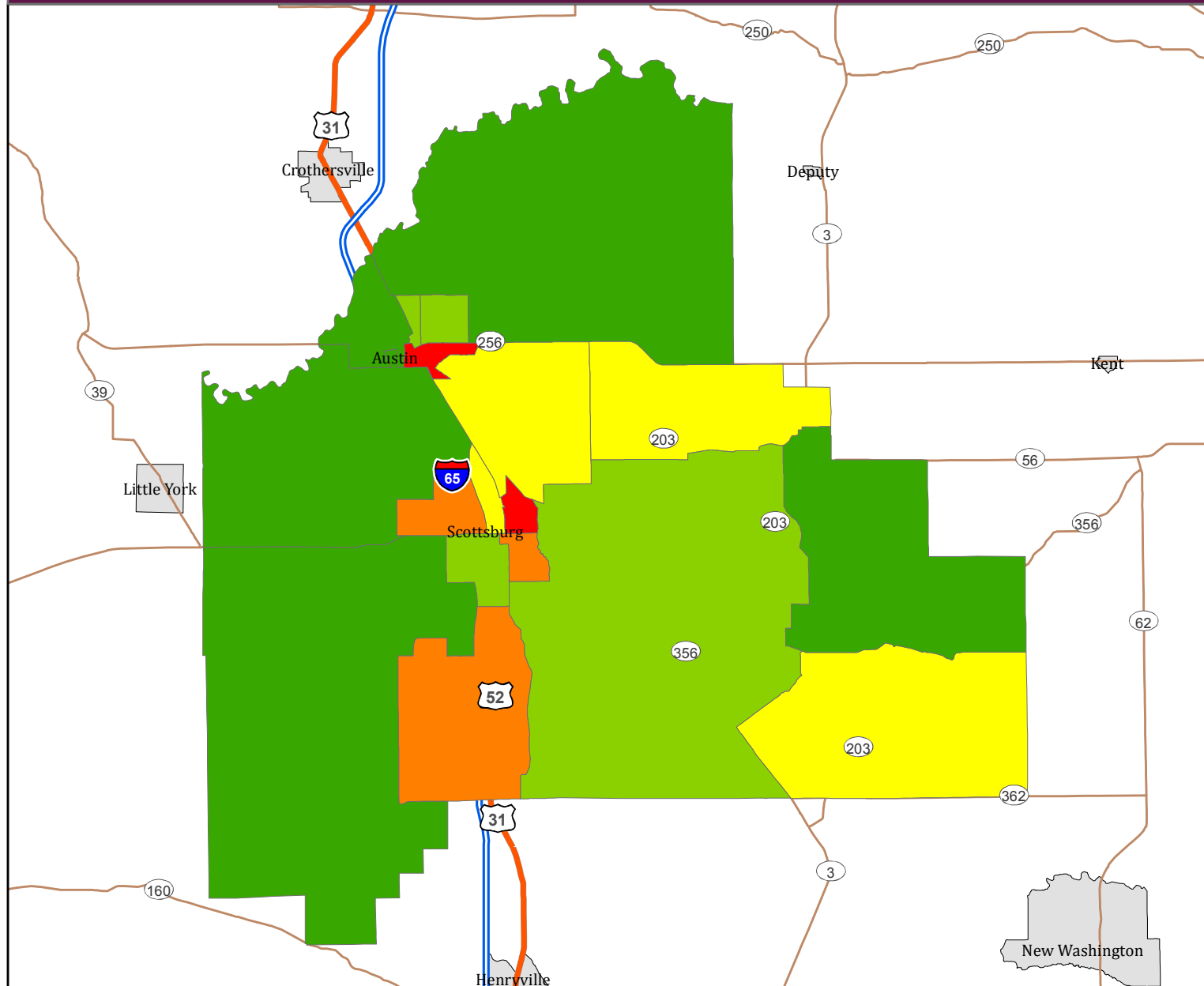
**Exhibit II.23: Scott County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.22: Percent Zero Vehicle Households Scott County

## Region 2 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### ZVH / Households

- 0% - 1.06%
- 1.07% - 3.61%
- 3.62% - 6.29%
- 6.3% - 12.13%
- 12.14% - 18.47%

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

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



## WASHINGTON COUNTY

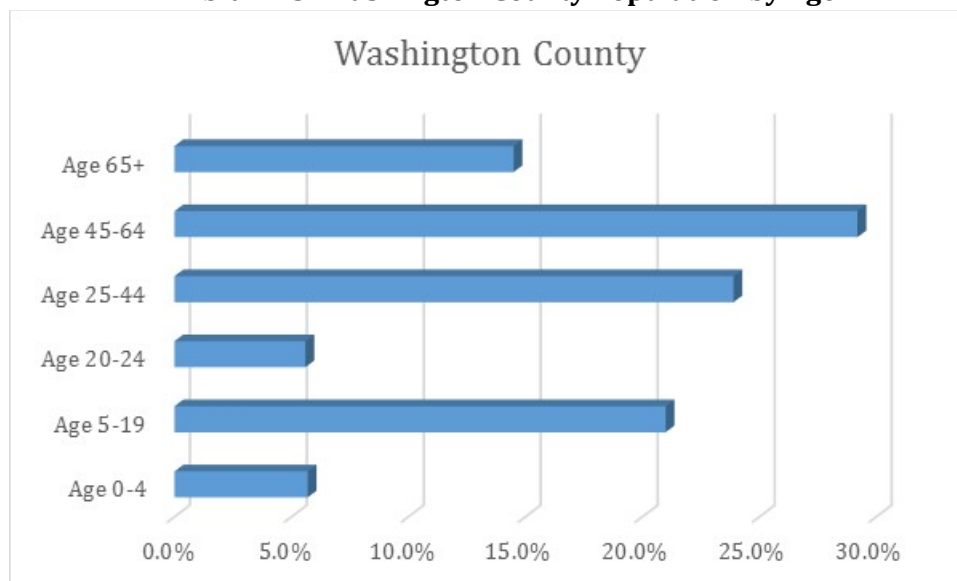
### Older Adult Population

Exhibit II.24 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Washington County residents aged 65 and older are in the Salem. These block groups had older adult densities between 423.4 and 686.4 persons per square mile. Areas of moderately high older adult densities are also located in Tipton. The remainder of the county had low to very low older adult population density.

### Population by Age

The largest age cohort for Washington County was between the ages of 45 and 64 (29.2 percent). The second largest group was between ages 25 and 44, which constituted 23.9 percent of the county's population (see Exhibit II.25). The third largest age group was 5 to 19 years old (21 percent), while 14.5 percent was age 65 or older. Washington County had the lowest percentage of population age 65 and over in Region 2.

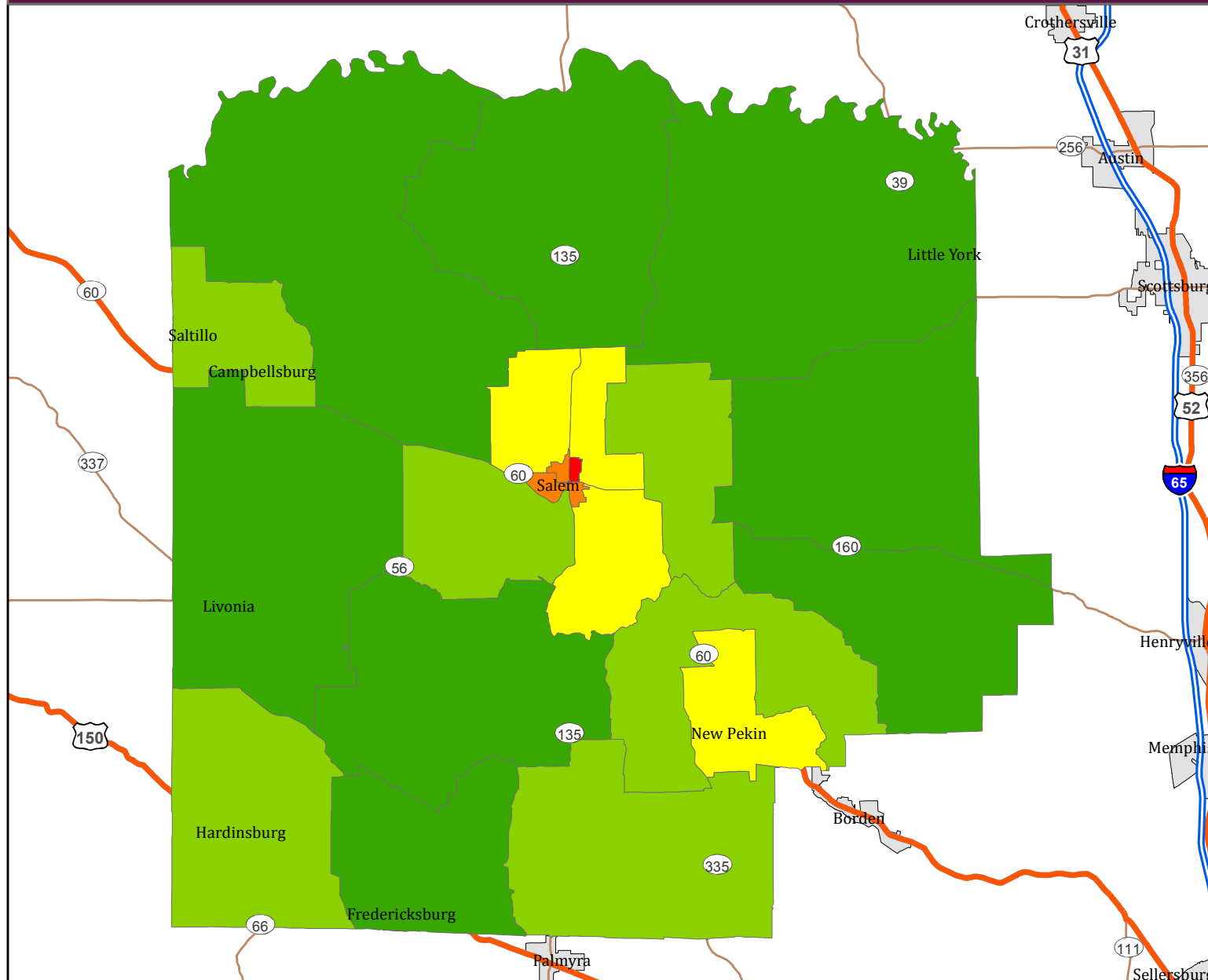
**Exhibit II.25: Washington County Population by Age**



Source: 2014 ACS Five-Year Estimates

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

## Region 2 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Age 65 Plus / SQMI

- 2.016 - 5.404
- 5.405 - 13.90
- 13.91 - 44.55
- 44.56 - 423.3
- 423.4 - 686.4

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

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



## **Economic Profile**

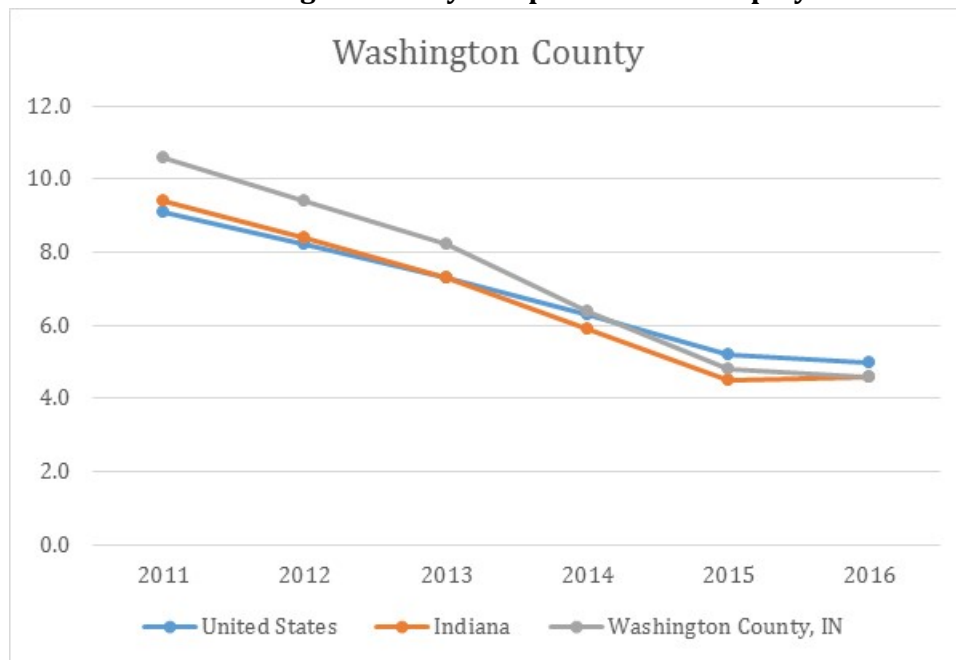
Exhibit II.26 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Salem. Over 12.58 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 7.07 to 12.57 percent of zero vehicle households can be found in Salem, Saltillo, Campbellsburg, and New Pekin. The remainder of the county has overall low levels of zero vehicle households.

## **Industry and Labor Force**

Washington County's unemployment rate reached a high in 2011 of 10.6 percent. This was higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2014, the unemployment rate for Washington County was higher than the States and National averages. From 2015 to 2016, the unemployment rate dipped below the National average but stayed at or above the State average. Exhibit II.27 illustrates a comparison of the unemployment rates in the county, state, and nation.

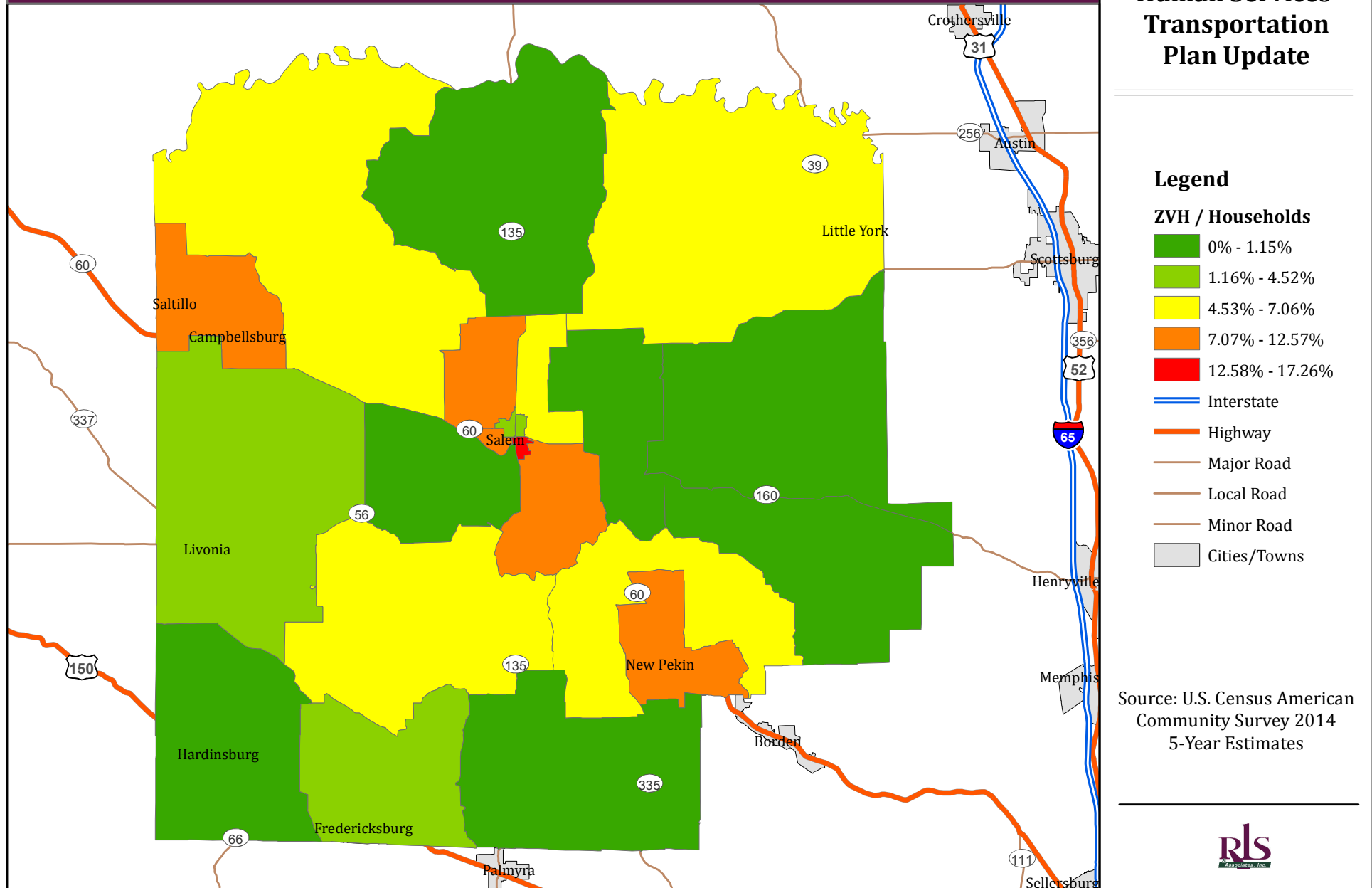
**Exhibit II.27: Washington County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.26: Percent Zero Vehicle Households Washington County

## Region 2 Coordinated Public Transit- Human Services Transportation Plan Update



# Existing Services

## III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS

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### INTRODUCTION

Local stakeholders—including coordinated providers of human service and public transportation and those stakeholder providers whose transportation delivery is limited to their agency consumers—were invited to participate in a Stakeholder and Inventory process. Provider agencies were invited to participate in a public meeting 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 to be used to encourage the promotion of the general public survey to stakeholders and the general public discussed in the next chapter.

An update of the inventory of provider services and vehicle inventory was obtained through phone interviews conducted just before the scheduled public meetings. This process promoted active participation in the public meetings, familiarized the providers with the public meeting process, and stimulate discussion of key mobility issues while updating the description of the types and manner of service delivery (including types of services, funding sources, eligibility, hours of service ridership and fare/donation policies) for the individual providers in the Region.

The Region 2 Provider Stakeholder Summaries, listed on the following page, include both Section 5310 providers who serve primarily senior citizens and individuals with disabilities. These agencies which provide transportation for senior citizens and individuals with disabilities but may have the potential for expanded shared services with other public providers in the future.

Rural public transit agencies, those funded with FTA Section 5311 funding, also serve these same senior and individuals with disability populations. Many of these public and non-profit agencies receive funding for vehicle replacement 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. These programs exemplify the goal of promoting mixed client riding and coordinated provision of mobility services for a range of customer categories and trip destinations.

The list on the following page also includes both agencies that have focused on providing services to their agency program consumers, and agencies eligible for Section 5310 vehicle funding but that, until now, have limited coordination with other providers and whose services have been focused on providing services to their agency program consumers. These agencies focus on transportation services for their agency consumers, but their participation in the coordination process is essential to their consumers being afforded the opportunity to access other community transit services.

## 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 information is incomplete, the information was not provided or not available.

### **Harrison County Community Services**

Harrison County Community Services (HCCS) is a private nonprofit organization that provides a variety of services to help the people of Harrison County meet their basic needs. Direct services include Food Pantry, Transient Assistance, and Crisis Assistance. The HCCS is the managing agency for many Federal, State, and locally funded programs that are available to individuals and families with low incomes. Community partners include the Community Foundation of Harrison County, Dare to Care Food Bank, United Way, the Salvation Army, and Blue River Services, Inc.

### **LifeSpan Resources**

LifeSpan Resources is the designated Area Agency on Aging for Clark, Floyd, Harrison and Scott Counties in Indiana. LifeSpan provides a comprehensive network of services to persons age 60 and older, and to disabled individuals of any age, in order to foster independent living.

LifeSpan Transportation provides door-through-door wheelchair and ambulatory transportation to life-sustaining therapies, healthcare providers, nutrition sites, social service organizations, and other locations. Service is provided in the demand response mode with a 10-14-day advance reservation recommended.

Partners for LifeSpan include the Horseshoe Foundation of Floyd County, Community Foundation of Southern Indiana, Culbertson Home for Old Ladies Board of Directors, Family and Social Services Administration – Indiana Division of Aging, Harrison County Community Foundation, Hoosier Lottery, Indiana Department of Transportation, Metro United Way, Scott County Community Foundation, and United Way of Scott County.

**Eligibility Requirements:** The LifeSpan transportation program primarily serves older adults, individuals with disabilities, and individuals who are Medicaid-eligible for medical trips. Families and children are also accepted.

**Hours of Operation:** Office hours for scheduling transportation are Monday through Friday, 8:00 AM to 4:30 PM. Return trips from medical appointments should be scheduled by 2:30 PM. Transportation service hours of operation vary.

**Fare Structure:** LifeSpan Transportation accepts Medicaid and Private Pay. Private pay rate is \$25 one way (wheelchair or ambulatory) for up to 10 miles. The mileage rate of \$1.25/mile applies after 10 miles. Small co-pay (\$1-\$2) applies for Medicaid-eligible. Financial assistance available with approved assessment through LifeSpan's Aging and Disability Resource Center. Donations are appreciated.

### **New Hope Services, Inc.**

New Hope Services is a private, nonprofit community service agency that serves the needs of individuals with disabilities. The agency operates in Clark and Scott Counties. Programs for adults

and children include but are not limited to skills training, employment services, family preservation, and housing and development for multi- and single-family homes.

On a typical day, the agency operates 11 vehicles, of which 10 are wheelchair accessible. Service is primarily regular trips to and from consumers' homes and the workshops. The agency received a vehicle through the Federal Transit Administration Section 5310 program in 2012.

New Hope Services also utilizes the Transit Authority of River City (TARC) when possible for its Clark County transportation needs. TARC does not operate in Scott County.

Consumer resources and agency funding partners include the Welfare to Work Partnership, Indiana Institute on Disability and Community, Division of Family Resources, the Arc of Indiana, Vocational Rehabilitation Services, the Arc of the United States, Indiana Family and Social Services Administration, and Indiana Governors Council for People with Disabilities.

**Eligibility Requirements:** Agency consumers with disabilities.

**Hours of Operation:** Transportation is available Monday through Friday between 6:00 AM and 6:30 PM. There is no transportation service operated on weekends.

**Fare Structure:** There is no fare structure.

#### **Older Americans Service Corporation/Bedford Senior Citizens Center**

The Older Americans Service Corporation/Bedford Senior Citizens Center in Bedford, Indiana is a private, non-profit corporation serving older adults and people with disabilities in Orange, Crawford, Lawrence, and Washington Counties. The Corporation received two Section 5310 vehicles in 2012 through the INDOT Section 5310 Grant Program. The OASC provides clients with transportation to and from medical appointments, lab tests, surgeries, and transfers from one facility to another.

**Funding sources:** Medicaid, private pay, Title III-B, Social Services Block Grant, & Choice

**Eligibility requirements:** Whatever is required for each funding source. Medicaid is traditional, private pay is check or cash, Title III-B of the Older Americans Act is for 60 or older or people with disabilities, Social Services Block Grant & Choice have income eligibility requirements through Hoosier Uplands.

**Hours of operation:** The office is open from 7:00 AM to 3:00 PM. Transportation is available from 6:00 AM to 6:00 PM.

**Fare structure:** Fares are set based on the funding source.

#### **Orange County Transit**

Orange County Transit in Paoli is a rural, public transit system that operates in a demand responsive mode of service. During peak hours of service, Orange County Transit operates 11 vehicles. Operations are reduced to eight vehicles during off-peak hours. The service area includes all of Orange County.



**Hours of operation:** Weekdays from 5:00 AM to 5:00 PM.

**Fare Structure:** \$4.00 One way, \$5.00 Round Trip

**Funding Sources:** FTA Section 5311, INDOT Public Mass Transit Fund (PMTF), local government revenue, Medicaid and passenger fares.

**Southern Indiana Transportation Services (SITS)**

Blue River Services, Inc. operates the Southern Indiana Transportation Service (SITS). The SITS program provides public, medical, and deviated route transportation services in Crawford, Harrison, Scott, and Washington Counties. Public transportation service is provided as demand response and deviated routes. Deviated routes operate in each county.

Public transportation includes demand response service throughout the county including shopping centers, grocery stores, banks, hospitals, clinics, car repair shops, and recreation areas. Drivers are CPR and First Aid certified.

The SITS program coordinates with several other agencies, including Rauch, Inc., New Hope Services, Hoosier Pact, and the Community Learning Center of Washington County.

**Eligibility Requirements:** There are no eligibility requirements and service is open to the general public.

**Hours of Operation:** Transportation is available Monday through Friday between 6:00 AM and 6:00 PM. Saturday service is available in Corydon between 8:00 AM and 5:00 PM.

**Fare Structure:** The passenger fare structure is based on trip distance.

Trips 0 to 10 miles: \$2.00 per one-way trip

Trips 11 to 20 miles: \$3.00 per one-way trip

Trips more than 20 miles: \$4.00 per one-way trip

Trips outside of the service area require an additional \$1.20 per mile.

## **VEHICLE INVENTORY AND UTILIZATION**

Vehicle inventories were obtained by email from transportation providers who reported a total of 84 vehicles serving the counties in Region 2. Approximately 73 percent of the vehicles in the Region were accessible for wheelchairs and other mobility devices. All agencies operating vehicles were contacted to provide an updated vehicle inventory. If the agency did not provide the updated inventory, alternative fleet information was derived from the 2016 INDOT Annual Report. 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 of the 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, agencies should as a rule have at least 50 percent of their fleet wheelchair accessible and each of the Region 2 counties currently exceed that standard.

**Exhibit III.1 Vehicle Inventory and Utilization Table**

<b>Veh #</b>	<b>Make</b>	<b>Model</b>	<b>Year</b>	<b>VIN</b>	<b>Capacity</b>	<b>WC</b>	<b>Days of the Week Vehicle is in Service</b>	<b>Service Hours</b>	<b>Mileage</b>	<b>Vehicle Condition</b>	<b>Program to which Vehicle is Assigned (if applicable)</b>	<b>Service Area</b>
<b>Southern Indiana Transit System (SITS)</b>												
1	Chevy	BS	2006	6373	16	2	M-F	6:00 AM - 6:00 PM	192,887	Bad	SITS	Crawford, Harrison, Scott, & Washington Counties
2	Chevy	BS	2006	3981	16	2	M-F	6:00 AM - 6:00 PM	127,303	Bad	SITS	
3	Chevy	BS	2006	7311	16	2	M-F	6:00 AM - 6:00 PM	138,650	Bad	SITS	
4	Ford	CU	2009	2694	8	1	M-F	6:00 AM - 6:00 PM	133,368	Bad	SITS	
5	Ford	CU	2010	2717	8	1	M-F	6:00 AM - 6:00 PM	174,446	Bad	SITS	
6	Ford	CU	2010	2752	12	2	M-F	6:00 AM - 6:00 PM	167,762	Bad	SITS	
7	Ford	CU	2006	4052	21	2	M-F	6:00 AM - 6:00 PM	60,542	Bad	SITS	
8	Ford	CU	2006	8691	21	2	M-F	6:00 AM - 6:00 PM	55,498	Bad	SITS	
9	Dodge	MV	2010	2494	6	2	M-F	6:00 AM - 6:00 PM	125,022	Bad	SITS	
10	Ford	CU	2010	2716	8	1	M-F	6:00 AM - 6:00 PM	185,489	Fair	SITS	
11	Ford	CU	2010	5655	12	2	M-F	6:00 AM - 6:00 PM	186,296	Fair	SITS	
12	Ford	CU	2010	8914	8	1	M-F	6:00 AM - 6:00 PM	136,896	Fair	SITS	
13	Ford	CU	2010	8913	8	1	M-F	6:00 AM - 6:00 PM	144,659	Fair	SITS	
14	Ford	CU	2010	5656	12	2	M-F	6:00 AM - 6:00 PM	136,029	Fair	SITS	
15	Ford	CU	2011	6878	12	2	M-F	6:00 AM - 6:00 PM	140,453	Bad	SITS	

16	Dodge	MV	2011	0452	4	2	M-F	6:00 AM - 6:00 PM	83,314	Fair	SITS	
17	Dodge	MV	2011	0482	4	2	M-F	6:00 AM - 6:00 PM	65,881	Fair	SITS	
18	Ford	CU	2014	6530	8	1	M-F	6:00 AM - 6:00 PM	54,562	Bad	SITS	
19	Dodge	MV	2013	7249	4	2	M-F	6:00 AM - 6:00 PM	58,826	Fair	SITS	
20	Dodge	MV	2013	7248	4	2	M-F	6:00 AM - 6:00 PM	45,662	Good	SITS	
21	Ford	CU	2013	8473	8	1	M-F	6:00 AM - 6:00 PM	65,084	Good	SITS	
22	Dodge	MV	2014	7710	4	2	M-F	6:00 AM - 6:00 PM	42,659	Good	SITS	
23	Dodge	MV	2014	7709	4	2	M-F	6:00 AM - 6:00 PM	43,218	Good	SITS	
24	Ford	CU	2014	6525	8	1	M-F	6:00 AM - 6:00 PM	56,950	Good	SITS	
25	Ford	CU	2016	5080	12	2	M-F	6:00 AM - 6:00 PM	11,205	Good	SITS	
<b>Orange County Transit</b>												Orange County
1	Chevy	MV	2007	6062	5	0	M-F	Varies	274279	Bad	OCT	
2	Dodge	MV	2003	0067	5	0	M-F	Varies	237760	Bad	OCT	
3	Dodge	VN	2002	7994	13	2	M-F	Varies	127853	Bad	OCT	
4	Dodge	VN	2003	8248	13	2	M-F	Varies	130239	Bad	OCT	
5	Dodge	MV	2007	9868	5	0	M-F	Varies	220321	Fair	OCT	
6	Chevy	MV	2008	9496	3	1	M-F	Varies	165358	Fair	OCT	
7	Chevy	MV	2008	2077	3	1	M-F	Varies	175708	Fair	OCT	
8	Chevy	MV	2008	2118	3	1	M-F	Varies	205116	Good	OCT	

9	Chevy	MV	2008	3804	3	1	M-F	Varies	177093	Good	OCT	
10	Dodge	MV	2010	4976	3	1	M-F	Varies	158771	Good	OCT	
11	Dodge	MV	2010	4348	3	1	M-F	Varies	189127	Good	OCT	
12	Dodge	MV	2010	4351	3	1	M-F	Varies	168232	Good	OCT	
13	Dodge	MV	2010	4350	3	1	M-F	Varies	161563	Good	OCT	
14	Dodge	MV	2010	4349	3	1	M-F	Varies	132121	Good	OCT	
15	Ford	AO	2014	4177	3	0	M-F	Varies	44904	Excellent	OCT	
16	Ford	AO	2014	4178	3	0	M-F	Varies	69958	Excellent	OCT	
17	Dodge	MV	2014	7723	3	1	M-F	Varies	59318	Excellent	OCT	
18	Dodge	MV	2014	7724	3	1	M-F	Varies	49931	Excellent	OCT	
19	Dodge	MV	2015	4241	5	2	M-F	Varies	15393	Excellent	OCT	
20	Dodge	MV	2015	4375	5	2	M-F	Varies	16500	Excellent	OCT	
<b>LifeSpan Resources</b>												
1	Ford		2009				As needed	As needed				Scottsburg
2	Ford	Bus/ Minibus	2011		8		As needed	As needed				Clark County
3	Ford	Bus/ Minibus	2011		8		As needed	As needed				Floyd and Clark Counties
4	Dodge	MV	2013				As needed	As needed				Not specified
5	Dodge	MV	2010				As needed	As needed				Georgetown
6	Chevy		2007		5		As needed	As needed				New Albany
7	Ford	MV	2007		6	2	As needed	As needed				Clark County

8	Chevy	MV	2008		7	1	As needed	As needed				Scott County
9	Dodge	MV	2011				As needed	As needed				Scott County
11	Ford	Raised Roof Van	2009		8	1	As needed	As needed				New Albany
12	Ford	Raised Roof Van	2013		9	1	As needed	As needed				New Albany
<b>New Hope Services - Scott County</b>												
1	Ford	MV	1999		12	0	M-F	8:00 AM-6:00 PM			All	Scott County
2	Chevy	MMV	2004				M-F	7:00 AM-6:30 PM			All	Scott County
3	Ford	Bus/Minibus	2006				M-F	6:00 AM-6:00 PM			All	Scott County
4	Ford	Bus/Minibus	2006				M-F	6:00 AM-6:00 PM			All	Scott County
5	Ford	Bus/Minibus	2006				M-F	6:00 AM-6:00 PM			All	Scott County
6	Ford	Van	2007		12	1	M-F	6:00 AM-6:30 PM			All	Scott County
7	Section 5310 Vehicle		2012				M-F	6:00 AM-6:00 PM			All	Scott County
<b>Older American Services</b>												
1	Ford	15 Passenger	2001	5954	15		Occasional	Varies	60,275	Fair	Title 3	Washington
2	Ford	Large W/C	2004	423	7	5+2W/C	Occasional	Varies	175,610	Fair	Title 3 & Private Pay	Orange/Lawrence
3	Dodge	MV	2005	7695	5	0	Not in Service		237,918			
4	Chevy	W/C	2007	6715	4	3+W/C	Not in Service		282,461	Fair		
5	Chevy	12 Passenger	2007	7134	12		Varies	Varies	30,596	Good	Title 3 & Private Pay	Washington

6	Chevy	W/C	2007	5853	4	3+W/C	Varies	Varies	224,166		Medicaid, Private Pay, IH	Orange/ Lawrence
7	Chevy	W/C	2008	3742	4	3+W/C	Not in Service		281,413			
8	Chevy	W/C	2008	1792	4	3+W/C	Varies	Varies	258,970	Fair	Medicaid, Private Pay, IH	Orange/ Lawrence
9	Chevy	W/C	2008	985	4	3+W/C	Varies	Varies	199,316	Fair	Medicaid, Private Pay, IH	Orange/ Lawrence
10	Ford	Large W/C	2009	8772	6	4+2W/C	Varies	Varies	30,876	Good	Title 3 & Private Pay	Orange
11	Dodge	W/C	2010	2573	4	3+W/C	M-F	5:30AM TO 6PM	164,739	Fair	Medicaid, Private Pay, IH	Orange/ Lawrence
12	Dodge	Caravan	2011	459	4	3+W/C	M-F	5:30AM TO 6PM	128,222	Good	Medicaid, Private Pay, IH	Washington/ Scott
13	Dodge	Caravan	2011	461	4	3+W/C	M-F	5:30AM TO 6PM	131,025	Good	Medicaid, Private Pay, IH	Orange/ Lawrence
14	Dodge	Caravan	2012	2601	4	3+W/C	M-F	5:30AM TO 6PM	121,586	Good	Medicaid, Private Pay, IH	Orange/ Lawrence
15	Dodge	Caravan	2012	2600	4	3+W/C	M-F	5:30AM TO 6PM	98,637	Good	Medicaid, Private Pay, IH	Washington/ Scott
16	Dodge	W/C	2013	7250	4	3+W/C	M-F	5:30AM TO 6PM	80,872	Good	Medicaid, Private Pay, IH	Orange/ Lawrence
17	Dodge	W/C	2013	7251	4	3+W/C	M-F	5:30AM TO 6PM	48,550	Good	Medicaid, Private Pay, IH	Orange/Lawrence
18	Braun	W/C	2015	4251	4	3+W/C	M-F	5:30AM TO 6PM	21,880	Excellent	Medicaid, Private Pay, IH	Orange/ Lawrence

19	Braun	W/C	2016	2292	4	3+W/C	M-F	5:30AM TO 6PM	168	Excellent	Medicaid, Private Pay, IH	Orange/ Lawrence
20	Ford	Fusion	2017	3714	5		Varies	Varies	182	Excellent	All	Orange/ Lawrence
21	Ford	Fusion	2017	3713	5		Varies	Varies	1163	Excellent	All	Orange/ Lawrence



## IV. NEEDS ASSESSMENT

### OVERVIEW

RLS & Associates, Inc. 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 have 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 meeting.

### GENERAL PUBLIC AND STAKEHOLDER MEETING

A local meeting was conducted at a location accessible to Region 2 stakeholders and facilitated by RLS & Associates, Inc. to discuss the unmet transportation needs and gaps in service and establish goals for older adults, individuals with disabilities, people with low incomes, and the general public. The schedule for the meeting is provided in the following table:

<b>Date</b>	October 13, 2016
<b>Location</b>	Harrison County Community Foundation; Corydon, IN
<b>Time</b>	10:00 AM to 12:00 PM

Invitations to the meeting were distributed via the U.S. Postal Service to approximately 150 individuals or organizations that represent transportation providers, older adults, individuals with disabilities, 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:

- ◆ Corydon Democrat
- ◆ Springs Valley Herald
- ◆ Paoli News Republican
- ◆ Salem Leader
- ◆ Clarion News
- ◆ Indiana RTAP website

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix. Organizations that were represented at the meetings are listed below:

- ◆ Blue River Services, Inc. (SITS)
- ◆ Ohio Valley Senior Citizens

- ◆ Orange County
- ◆ Orange County Transit
- ◆ Members of the public
- ◆ INDOT Office of Transit

During the meeting, the facilitator presented highlights of historical coordinated transportation in the Region and discussed the activities since from the 2013-2014 Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area. Many of the participants in the meetings were involved in the 2013-2014 planning process.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the 2013-2014 plan and 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, several topics discussed also impact mobility options for the general public. After the changes to the needs/gaps list were completed, each participant was asked to rank the needs/gaps, using colored dots representing a high, medium or low priority or that the remaining gap/need should be deleted.

Prior to the public and stakeholder meeting, public surveys were distributed to public libraries in each county. Surveys were available for approximately one month. The purpose of the survey was to gather additional input about transportation from the general public and those individuals who may or may not be clients of the participating agencies. In addition to printed surveys at the libraries, the public survey was also available online, and advertised in the newspaper advertisements. The online survey was available for seven months.

Stakeholder participants were asked to take and distribute both paper copies and the link for the electronic survey to help further promote participation of the public in the needs assessment process.

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: Unmet Mobility Needs and Gaps in Service

2013-2014 Need/Gap	2016-2017 Need/Gap	2016-2017 Priority Level	Goal
Southern Indiana needs RTAP training available in their region. They can have a pool of multiple organizations in attendance to have a large enough training class.	Not indicated as a continuing need	N/A	N/A
Harrison/Washington Counties are not getting Veterans to the appointments they need. They are over saturated and need help relieving some of the load from other providers	Limited space on vehicles means that shared rides are especially important	High Priority	#2, #3
Senior transportation is needed more widely	Need for additional availability of subscription services, especially for those on dialysis	High Priority	#2, #3
The Hispanic community is disenfranchised in the community and there is currently no transit system in place to help them	Not indicated as a continuing need	N/A	N/A
Education to the community about what is available to their needs	Areas with limited shopping and grocery stores near-by need more transportation options.	High Priority	#2, #3, #4
An assessment of needs should be done for the Amish communities in Crawford/Orange counties	Not indicated as a continuing need	N/A	N/A
Do public interest promotions (Holiday shopping transports, special events)	Same-day connections from Salem to New Albany and Louisville	High Priority	#2, #4
Department of Corrections releases need transport- often time great distances	Separated parents struggle to take advantage of visitation rights due to lack of transportation	High Priority	#1, #3, #4
Parents and children need educated on Medicaid	This need is ongoing	Medium Priority	#1
Dispatcher coordination software needs to be the same across the board	Dispatching software is still needed, as well as a referral system among agencies.	High Priority	#1, #2, #3

### PROGRESS SINCE THE 2013-2014 COORDINATED PLAN

Over the past four years the transportation providers in Region 2 have made some progress in implementing the goals and strategies contained in the 2013-2014 Coordinated Public Transit -

Human Services Transportation Plan. For example, area providers have made efforts to get information out to the public by creating and distributing brochures. Blue River Services, Inc. made an effort to reach out to both the Amish and Hispanic populations, which were identified as underserved populations in the previous plan. It is important that transportation providers and human service agencies recommit themselves to support the coordination initiatives included in this updated Plan.

## **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 either because of the level of difficulty to implement strategies that will address them or funding to support the activity is not available. While these needs remain top priority, some may take more time to implement because of the necessary steps and changes that must precede them. Additionally, some of the 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 seven 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 seven 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:

- ◆ Harrison County: 4 Surveys
- ◆ Orange County: 1 Surveys
- ◆ Washington County: 2 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, one hundred percent indicated that they used a personal vehicle or rode with a friend/family member. Approximately 33 percent of respondents indicated that they used private taxi or Uber/Lyft services. Approximately 17 percent of respondents car or vanpooled. 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**

<b>Mode of Transportation Used</b>	<b>Response Percent</b>	<b>Response Count</b>
Personal vehicle or ride with a friend/family member	100%	6
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)	0%	0
Public transportation systems or human service/senior agencies in neighboring counties	0%	0
Bicycle or Walk (other than for exercise)	0%	0
Carpool or vanpool	16.7%	1
Other (please specify)	0%	0
Ambulette Service (non-emergency medical transportation provided by a medical transportation company)	0%	0
Fixed route public transit (with bus stops and time schedule)	0%	0
Flexible public transit routes (vehicles operate on a fixed route and time schedule but can make deviations off the route)	0%	0
Private taxi, Uber, Lyft (or similar)	33.3%	2
Agency-provided transportation (such as COA, AAA or Rehabilitation Center Services)	0%	0
Faith-based organization (such as a church bus or van to go to services or activities)	0%	0
Volunteer transportation	0%	0
Private inter-city bus (such as Greyhound or Megabus)	0%	0
Amtrak (to/from an origin or destination in Indiana)	0%	0
Car share (Car 2 Go)	0%	0

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 (71.4%). The second most common reason was not being available where the respondent lived (42.9%). Another reason included not knowing about the transportation services (28.6%). Others indicated that it is not available when they need it, or are not using it because it does not go where they need to go.

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

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
I have my own car and prefer to drive	71.4%	5
My friend or family drive me where I need to go	0%	0
Other (please specify)	28.6%	2
It is not available where I live	42.9%	3
It is not available at the times or days when I need it	14.3%	1
I don't know how to use it	14.3%	1
It does not go where I need to go	14.3%	1
It is unaffordable	0%	0
It takes too much time compared to my other options	0%	0
The vehicles are not wheelchair accessible	0%	0
<b>Answered Question</b>		<b>7</b>
<b>Skipped Question</b>		<b>0</b>

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 they saved money (83.3%), and 66.7% would use it if they do not have another option. Half (50%) would use transportation options if it is better for the environment. All of the potential reasons are listed in the following exhibit.

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

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
If it would save money (ex. save on gas or car maintenance)	83.3%	5
If it is better for the environment	50%	3
If it is provided with wheelchair accessible vehicles	0%	0
If I do not have another transportation option	66.7%	4
I would not use public transportation under any circumstance	0%	0
<b>Answered Question</b>		<b>6</b>
<b>Skipped Question</b>		<b>1</b>

When asked what changes could be made to the local transportation options to make using them more appealing, the most common responses included lowering the cost to ride (42.9%), having the option to

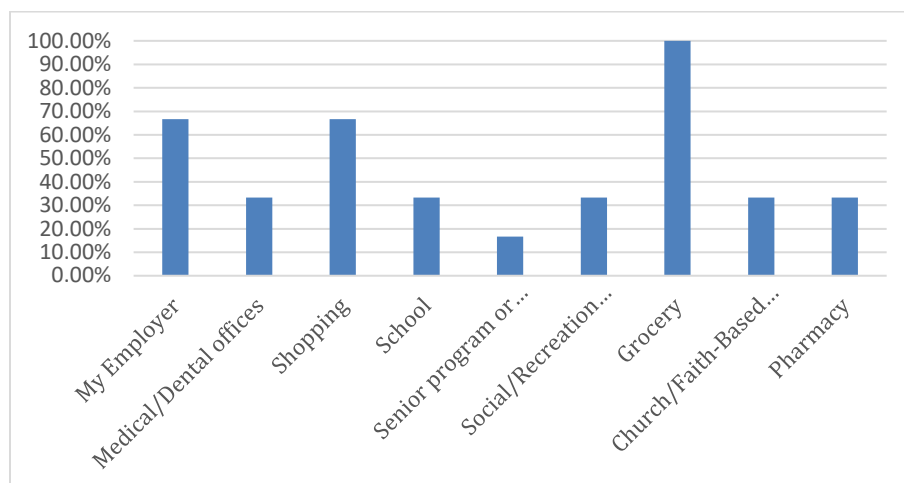
ride to other parts of the state (28.6%), not sharing rides with others (28.6%), and implementing a fixed route (28.6%).

**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)	28.6%	2
Lower the cost to ride	42.9%	3
Start earlier in the morning	0%	0
End later at night	14.3%	1
Operate on Saturdays	0%	0
Operate on Sundays	0%	0
Pick me up at my house and take me directly to where I am going/no shared rides with others	28.6%	2
Operate on a fixed route and schedule with bus stops	28.6%	2
Smaller vehicles	0%	0
Larger vehicles	0%	0
Wheelchair accessible vehicles	0%	0
More reliable/On-Time for picking me up/dropping me off	14.3%	1
Other (please specify)	28.6%	2
<b>Answered Question</b>		<b>7</b>
<b>Skipped Question</b>		<b>0</b>

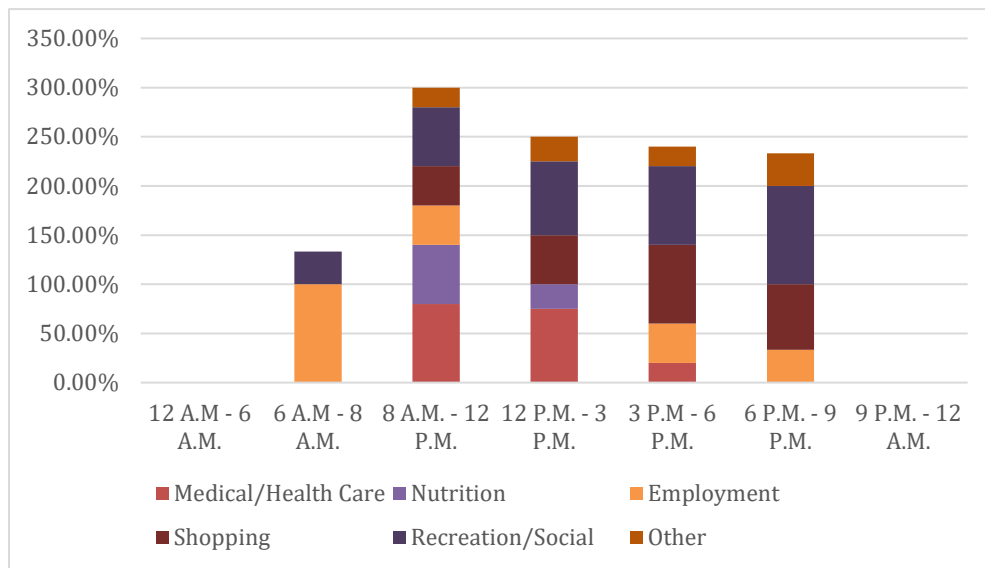
The most commonly visited destinations when transportation is available to the survey respondent are the grocery (100%); shopping (66.7%); and employment (66.7%). Exhibit IV.6 provides the distribution of responses.

**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 8:00 AM and 12:00 PM and the most common trip purpose during those hours is for medical and health care. The remainder of the peak period is 12:00 PM through 3:00 PM when medical and health care remain the most common trip purpose, along with recreation/social. 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 (71.4 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 New Albany and Clarksville.

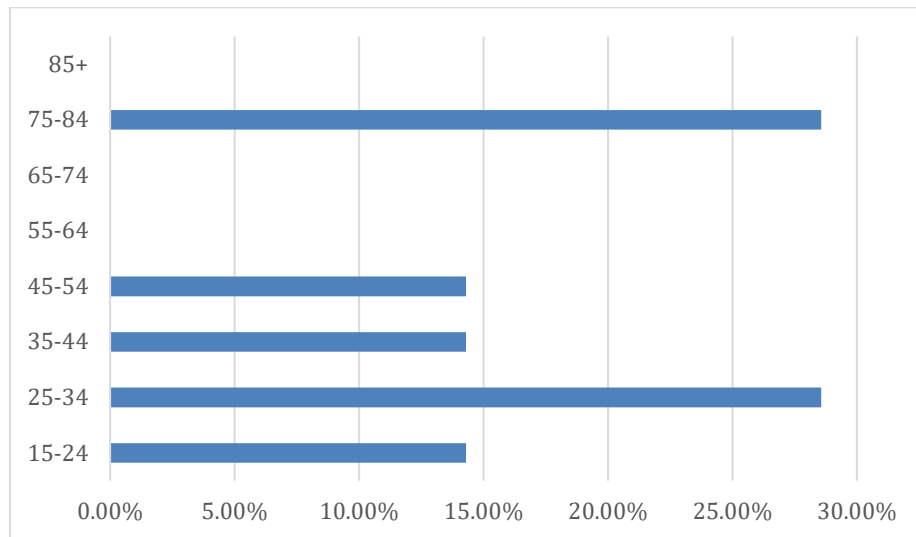
#### **Demographic and Socio-Economic Data**

One hundred (100) percent of survey respondents indicated English as his or her first language.

The age distribution of survey respondents is outlined in Exhibit IV.8, below. Twenty-nine (29) percent of respondents were age 65 or older. No respondents reported having a disability which requires them to use a cane, walker, wheelchair, and/or another device.

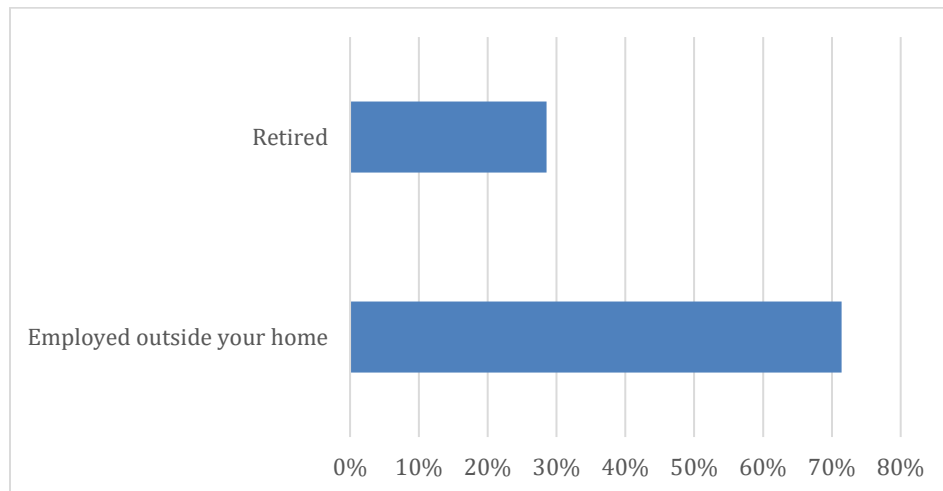


**Exhibit IV.8: Age of Survey Respondents**



Approximately 71 percent of survey respondents were employed outside of the home, while nearly 30 percent were retired.

**Exhibit IV.9: Employment Status**



## V. IMPLEMENTATION PLAN

The coordinated transportation goals are prioritized based on the feedback received from stakeholders. The stakeholders resolved that the key to successful coordination is to enhance the understanding of the general public and local officials regarding the availability and benefits of coordinated transportation. Stakeholders indicated the need to enhance their coordination efforts and work together to meet the demand and fill the service gaps for public and human service transportation across the Region.

The participating stakeholders meeting held on October 13, 2016 included a review of the goals that were established during the 2013-2014 plan process. While the discussion achieved consensus on retaining most of the existing four goals, the process identified a number of new implementation strategies which reflected changes in the tools and approaches to meeting the selected goals. The process also identified new goals and that certain goals, such as addressing the need for additional RTAP trainings, had been met since the last plan update. The ability to add new and combine old goals and strategies reflects progress toward a more cohesive local transportation network. The following goals were proposed for the 2016-2017 Plan:

**Goal #1: Create a Formal Information and Referral System for Use by Human Service Agencies and their Clients, as well as the General Public.**

This goal is derived from the identified need to share the demand for transportation throughout the Region. The system will help anyone seeking transportation in the area to learn about the options that are available.

**Goal #2: Ensure Local, Regional, and State Level Agencies and Officials Understand the Region's Challenges to Addressing Unmet Needs.**

Goal #2 seeks to address the importance of effectively advocating for the Region's transportation needs and providing information about these needs and the resources required to meet them to all local, regional, and state level agencies and officials.

**Goal #3: Obtain the Necessary Capital Assistance, Including Vehicles and Related Equipment and New Technology, to Improve Existing Mobility Options and Serve More People.**

It is important that transit providers continue to obtain the capital assistance that is needed to meet their service requirements and to enhance the traveling experience for their passengers. Lifts with maximum weight capacities should be considered that will meet the needs of passengers in oversized wheelchairs. Technology utilization can result in new levels of efficiency in terms of communicating with passengers, scheduling trips, billing, and managing a safe transportation program. Additional capital resources, along with technology, will create efficiencies and improve communication with passengers, the public, internally, and between coordinating agencies.

**Goal #4: Improve or Expand Transportation Services Within the Region and Connections to Providers in Neighboring Regions.**

Goal #4 pertains to the importance of building upon the opportunities for individuals to travel into or out of the area from neighboring counties. Opportunities to develop transfer points and/or inter-city service are discussed here.

**GOALS AND STRATEGIES**

The following tables outline the timeframe, responsible party, and performance measure(s), 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 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 during the implementation time period.

**Goal #1: Create a Formal Information and Referral System for Use by Human Service Agencies and their Clients, as well as the General Public.**

**Strategy 1.1:** Create a regional information and referral system for use by human service agency clients and the general public that provides information about schedules, service hours, fares, passenger eligibility and reservation procedures and refers callers to the transportation provider that can address the customer's needs. Develop a central call number (toll-free) for information and referral purposes for anyone in the area who needs transportation.

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

**Priority:** High

Implementation Time Frame:

Mid-Term (13-24 months)

Staffing Implications:

Designated manager will be needed.

Implementation Budget:

Minimal expense for labor to update information as needed.

Potential Grant Funding Sources:

Mobility management activities are eligible for funding under the Section 5311 (rural) grant programs. A 20% local match is required. Local match may be derived from local resources and/or any non-US DOT funding program.

**Responsible Parties:** Public transportation providers and human service agencies from each county.

**Performance Measures:**

- ◆ Regional information and referral system established
- ◆ Number of calls received and referrals made

**Strategy 1.2:** Work to inform human service agencies that there are no restrictions on the joint use of vehicles and types of individuals that may be transported on the vehicles. This will facilitate more coordination of vehicles and client mixing.

**Priority: Medium**

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

Implementation Time Frame:

Ongoing

Staffing Implications:

NA

Implementation Budget:

No additional budget required. Savings or cost-efficiency is likely to occur if vehicle sharing agreements are developed.

Potential Grant Funding Sources:

NA

**Responsible Parties:** Public transportation providers and human service agencies from each county.

**Performance Measures:**

- ◆ Decrease in questions regarding vehicle restrictions
- ◆ Increase in the number of coordinated trips provided

**Strategy 1.3:** Maintain or establish a travel-training program for individual users on awareness, knowledge, and skills of public and alternative transportation options available in each county in the Region. Training can be provided to organizations, civic groups, and on an individual basis as needed. Materials that outline training highlights should be produced and distributed to attendees.

**Priority: Medium**

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

Implementation Time Frame:

Ongoing

Staffing Implications:

Staffing could be shared by participating organizations and/or minimized through the use of volunteers.

Implementation Budget:

To be determined based on approach to implementing the program.

Potential Grant Funding Sources:

Potential for Section 5311 (rural) public transportation grants. As a mobility management effort, this program could be eligible as a capital grant application which requires a 20% local match. Local match may be derived from non-US DOT Federal programs or local resources.

**Responsible Parties:** Public transportation providers and human service agencies from each county.

**Performance Measures:**

- ◆ Travel-training program initiated
- ◆ Materials produced and distributed
- ◆ Number of individuals trained
- ◆ Customer satisfaction and comfort level improves
- ◆ Increase in ridership

**Goal #2: Ensure Local, Regional, and State Level Agencies and Officials Understand the Region's Challenges to Addressing Unmet Needs**

**Strategy 2.1:** Increase community outreach to identify available services and information on how to utilize existing transportation services, with providers taking the opportunity to speak to civic organizations, human service agencies, and community groups. Distribute the brochure developed as part of Strategy 2.3 at these events.

**Priority: Medium**

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required, however, additional staff time is required for brochure development and distribution.
<u>Implementation Budget:</u> A small budget may be needed to cover staff time.	
<u>Potential Grant Funding Sources:</u>	

**Responsible Parties:** Public transportation providers and human service agencies from each county.

**Performance Measures:**

- ◆ Number of presentations made to area organizations and agencies
- ◆ Increase in the number of inquiries received by transportation providers from organizations and individuals that attend the civic meetings
- ◆ Increase in ridership
- ◆ Increase in the number of local funding partners

**Strategy 2.2:** Conduct presentations on public and coordinated transportation at meetings for local elected officials. Develop a PowerPoint presentation to be used that includes ridership figures, trip purposes, service descriptions, and testimonials/comments from riders.

**Priority:** Medium

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff are required, however, additional staff time is required for presentation development.
<u>Implementation Budget:</u> A small budget may be needed to cover staff time.	
<u>Potential Grant Funding Sources:</u> NA	

**Responsible Parties:** Public transportation providers and human service agencies from each county

**Performance Measures:**

- ◆ PowerPoint presentation developed
- ◆ Number of presentations made to local elected officials
- ◆ Increase in level of support for coordinated transportation from local elected officials

**Strategy 2.3:** Develop a regional informational brochure on the benefits of public, human service agency, and/or coordinated transportation that could be broadly distributed to local government officials, human service agency staff, and businesses.

**Priority: High**

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

**Implementation Time Frame:**

Mid-Term (13-24 months)

**Staffing Implications:**

No additional staff required.

**Implementation Budget:**

Minimal expense for labor, printing and postage.

**Potential Grant Funding Sources:**

Mobility management activities are eligible for funding under the Section 5311 (rural) grant program. A local match of 20% is required for mobility management. Local match may be derived from any non-US DOT funding program or local programs and agencies.

**Responsible Parties:** Public transportation providers and human service agencies from each county.

**Performance Measures:**

- ◆ Informational brochure prepared
- ◆ Number of brochure copies distributed
- ◆ Increase in the number of new riders served by participating agencies
- ◆ Increase in the number of trips provided

**Strategy 2.4:** Submit informational articles on public and/or coordinated transportation to the local newspaper and to agency newsletters. Encourage riders/consumers to write positive letters to the editor regarding their transportation service experience.

**Priority: Medium**

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff needed but time from existing staff should be dedicated to outreach, public announcements, etc.
<u>Implementation Budget:</u> NA	
<u>Potential Grant Funding Sources:</u> NA	

**Responsible Parties:** Public transportation providers and human service agencies from each county.

**Performance Measures:**

- ◆ Articles submitted to newspapers
- ◆ Increase in ridership
- ◆ Decrease in information requests as transportation services information and updates reach potential passengers

**Strategy 2.5:** Encourage local providers, agencies, and consumers to reach out to State Congressional Representatives and to the Indiana Citizens' Alliance for Transit (ICAT), which is a statewide public transportation advocacy group. State officials and ICAT can better advocate for public transportation if they truly understand the needs of their constituents.

**Priority: High**

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff needed, however, staff time is needed for gathering the needed information and communicating it to the public.
<u>Implementation Budget:</u> NA	
<u>Potential Grant Funding Sources:</u> NA	

**Responsible Parties:** Public transportation providers, human service agencies, and transportation consumers from each county.



**Performance Measures:**

- ◆ Calls made to Congressional Representatives and/or ICAT
- ◆ Increase in state funding source

**Goal #3: Obtain the Necessary Capital Assistance, Including Vehicles and Related Equipment and New Technology, to Improve Existing Mobility Options and Serve More People.**

**Strategy 3.1:** Acquire vehicles that accommodate mobility aids that exceed 800 lbs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600 or 800-pound design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand response service.

**Priority: Low**

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange.

Implementation Time Frame:

Ongoing

Staffing Implications:

NA

Implementation Budget:

Price of vehicles and equipment.

Potential Grant Funding Sources: Section 5311 for public transportation providers and Section 5310 for human service agencies and public transportation providers. Local match of 20% is required. Local match may be derived from any non-US DOT Federal source and/or local resources.

**Responsible Parties:** Public and human service transportation providers.

**Performance Measures:**

- ◆ Number of mobility aids accommodated
- ◆ Necessary funding is secured
- ◆ Number of oversized mobility aids accommodated
- ◆ Number of individuals with disabilities served
- ◆ Number of trips provided for people with all sizes of mobility aids

**Strategy 3.2:** Purchase and utilize scheduling software for public transportation providers. Scheduling software enables providers to share trip schedules, identify the number of vacant seats available on each vehicle, and tracks performance of trips provided. Transportation providers can jointly purchase or share licensing of software to facilitate the efficient performance of the providers

in each county. Transportation providers that currently use scheduling software should be able to communicate with other scheduling software programs to share trip information.

**Priority: High**

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

Implementation Time Frame:  
Mid-term (13-24 months)

Staffing Implications:  
None. Will increase productivity of dispatchers.

Implementation Budget:  
Price of software and possibly hardware; New hardware may be necessary to accommodate software functionality.

Potential Grant Funding Sources: Possible funding sources include local grants and FTA Section 5310 or 5311, if considered eligible under INDOT guidelines. Local match of 20% may be derived from non-US DOT Federal funding programs or local sources.

**Responsible Parties:** Public and human service transportation providers.

**Performance Measures:**

- ◆ Increase in ridership as scheduling efficiency improves
- ◆ Increased number of trips shared between multiple providers
- ◆ Increased number of trips provided/month/year
- ◆ Amount of time reduced to schedule a trip

**Goal #4: Improve or Expand Transportation Services Within the Region and Connections to Providers in Neighboring Regions.**

**Strategy 4.1:** SITS and Scott County's human service transportation providers should conduct a cost-benefit analysis of providing various levels of cross-county service to connect with TARC in Kentucky.

**Priority: High**

**Counties Included:** Washington, Scott, Harrison, Crawford, and Orange

<u>Implementation Time Frame:</u> Mid-Term (13-24 months)	<u>Staffing Implications:</u> NA
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Implementation Budget:  
To be determined based on service design.

Potential Grant Funding Sources: Section 5311 for public transportation providers (50% local match required).

**Responsible Parties:** SITS and Scott County human service agency transportation providers.

**Performance Measures:**

- ◆ Cost-benefit analysis completed
- ◆ Expansion of transit service
- ◆ Funding secured
- ◆ Ridership on expansion service/numbers of connections made

**Strategy 4.2:** To improve the provision of intercity transportation in Orange County, Orange County Transit should meet with respective managers of the Transit Authority of Stone City and Mitchell Transit Service to discuss the possibility of establishing transfer points to coordinate passenger travel among the providers.

**Priority: Medium**

**Counties Included:** Orange

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> NA
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Implementation Budget:  
Minimal cost for informational materials.

Potential Grant Funding Sources: Section 5311 for public transportation providers (50% local match required) for changes in service that would be expansions for the existing providers (i.e., transfer points).

**Responsible Parties:** Transit Authority of Stone City, Mitchell Transit Service and Orange County Transit

**Performance Measures:**

- ◆ Meeting(s) among transit providers are held
- ◆ Transfer points established
- ◆ Number of resulting transfers
- ◆ Necessary funding secured to cover expansions in existing services to include transfers

**Strategy 4.3:** Applications should be submitted commensurate with the level of additional funding needed to support the services implemented as a result of the above effort.

**Priority: Medium**

**Counties Included:** Orange

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> NA
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<u>Implementation Budget:</u> To be determined
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<u>Potential Grant Funding Sources:</u> Section 5311 for public transportation providers (50% local match required).
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**Responsible Parties:** Orange County Transit

**Performance Measures:**

- ◆ Number of funding applications submitted/amount of funding received
- ◆ Volume of service initiated (additional hours, routes, etc.)
- ◆ Ridership on expanded services

**Strategy 4.4:** Once the regional transfers/coordinated service has been planned, strenuous efforts should be made to inform the public of the availability of the service.

**Priority: Medium**

**Counties Included:** Orange

Implementation Time Frame: Ongoing  
Staffing Implications: NA

Implementation Budget:  
Cost of informational materials and other public notice efforts.

Potential Grant Funding Sources: Section 5311 for public transportation providers (50% local match required).

**Responsible Parties:** Orange County Transit

**Performance Measures:**

- ◆ Efforts made to inform public of expanded services
- ◆ Ridership on expanded services

**Strategy 4.5:** A feasibility study for the implementation of a volunteer driver program should be conducted in the region. Information should be distributed to public transportation providers and human service agencies to gauge interest in leading the feasibility study.

**Priority:** High

**Counties Included:** Washington, Scott, Harrison, Crawford, Orange

Implementation Time Frame:  
Long-term (2-4 years)

Staffing Implications:  
A staff person within the lead agency will be responsible for conducting the feasibility study

Implementation Budget:  
Cost of informational materials and other public notice efforts.

Potential Grant Funding Sources: Indiana does not utilize FTA funds for this purpose. Funding for a study of this nature would require local funding.

## VI. POTENTIAL GRANT APPLICATIONS

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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 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 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

<b>Goal #1: Create a Formal Information and Referral System for Use by Human Service Agencies and their Clients, as well as the General Public.</b>			
<b><u>Page Number</u></b>	<b><u>Strategy Identification Number</u></b>	<b><u>Objective/Strategy Description</u></b>	<b><u>Priority</u></b>
52	1.1	Develop a central call number (toll-free) for information and referral purposes for anyone in the area who needs transportation.	High
53	1.2	Work to inform human service agencies that there are no restrictions on the joint use of vehicles and types of individuals that may be transported on the vehicles.	Medium
54	1.3	Maintain or establish a travel-training program for individual users on awareness, knowledge, and skills of public and alternative transportation options available in each county in the Region.	Medium
<b>Goal #2: Ensure Local, Regional, and State Level Agencies and Officials Understand the Region's Challenges to Addressing Unmet Needs</b>			
<b><u>Page Number</u></b>	<b><u>Strategy Identification Number</u></b>	<b><u>Objective/Strategy Description</u></b>	<b><u>Priority</u></b>
54	2.1	Increase community outreach to identify available services and information on how to utilize existing transportation services, with providers taking the opportunity to speak to civic organizations, human service agencies, and community groups.	Medium
55	2.2	Conduct presentations on public and coordinated transportation at meetings for local elected officials.	Medium
56	2.3	Develop a regional informational brochure on the benefits of public, human service agency, and/or coordinated transportation.	High
56	2.4	Submit informational articles on public and/or coordinated transportation to the local newspaper and to agency newsletters.	Medium
57	2.5	Encourage local providers, agencies, and consumers to reach out to State Congressional Representatives and to the Indiana Citizens' Alliance for Transit (ICAT).	High
<i>(Table is continued on the next page.)</i>			

**Goal #3: Obtain the Necessary Capital Assistance, Including Vehicles and Related Equipment and New Technology, to Improve Existing Mobility Options and Serve More People.**

<b><u>Page Number</u></b>	<b><u>Strategy Identification Number</u></b>	<b><u>Objective/Strategy Description</u></b>	<b><u>Priority</u></b>
58	3.1	Acquire vehicles that accommodate mobility aids that exceed 800 lbs.	Low
58	3.2	Purchase and utilize scheduling software for public transportation providers.	High

**Goal #4: Improve or Expand Transportation Services Within the Region and Connections to Providers in Neighboring Regions.**

<b><u>Page Number</u></b>	<b><u>Strategy Identification Number</u></b>	<b><u>Objective/Strategy Description</u></b>	<b><u>Priority</u></b>
59	4.1	SITS and Scott County's human service transportation providers should conduct a cost-benefit analysis of providing various levels of cross-county service to connect with TARC in Kentucky.	High
60	4.2	Orange County Transit should meet with respective managers of the Transit Authority of Stone City and Mitchell Transit Service to discuss the possibility of establishing transfer points.	Medium
61	4.3	Applications should be submitted commensurate with the level of additional funding needed to support the services implemented as a result of the above effort.	Medium
61	4.4	Once the regional transfers/coordinated service has been planned, strenuous efforts should be made to inform the public of the availability of the service.	Medium
62	4.5	A feasibility study for the implementation of a volunteer driver program should be conducted in the region.	Medium