Coordinated Public Transit-Human Services Transportation Plan Update
Region 5

Final Report

November 2017
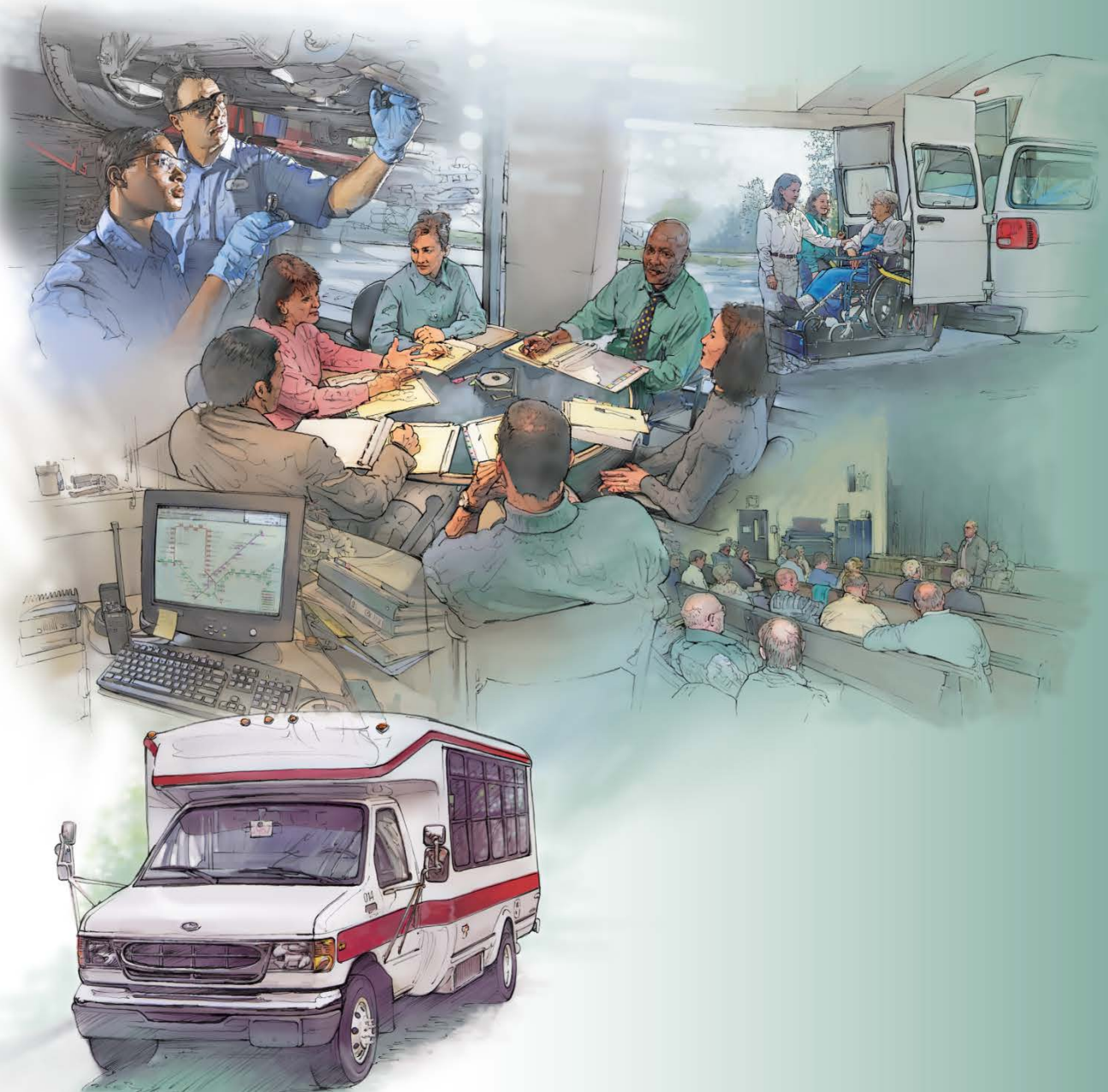
Contents

I. INTRODUCTION

OVERVIEW

This plan updates the Public Transit-Human Services Transportation Plan for Benton, White, Carroll, Clinton, Montgomery, Fountain, and Warren 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 SAFTEA-LU and MAP-21 were the Federal surface transportation authorizations effective through September 30, 2015.

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

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

Relevant FAST Act Programs

Section 5310 Program: Enhanced Mobility for Seniors and Individuals with Disabilities
The program most significantly impacted by the plan update is the Section 5310 Program because participation in a locally developed Coordinated Plan is one of the eligibility requirements for Section 5310 Program funding.

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

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

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

PLAN DEVELOPMENT METHODOLOGY

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

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

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

The coordination plan update incorporated the following planning elements:

1. Review of the previous regional coordination plan updates to develop a basis for evaluation and recommendations;

2. Evaluation of existing economic/demographic conditions in each county;

3. Conduct of a survey of the general public. It must be noted that general public survey results are not statistically valid, but are intended to provide insight into the opinions of the local community. The survey also includes distribution to agencies that serve older adults and individuals with disabilities and their consumers. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;

4. Conduct of one local meeting for stakeholders and the general public for the purpose of soliciting input on transportation needs, service gaps, and goals, objectives and implementation strategies to meet these deficiencies;

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

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

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

Indiana. The Federal share is 80 percent for capital projects. In Indiana, the program has historically been utilized for capital program purchases.

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

Individuals with Disabilities – This document classifies individuals with disabilities based on the definition provided in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions.

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

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

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

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

II. EXISTING CONDITIONS

REGION OVERVIEW

Region 5 is located in northwest Indiana and includes the counties of Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White Counties in Indiana. The map in Exhibit II.1 provides a depiction of the area included in this study. The area is served by the following major highways: Interstate 65 and U.S. Routes 41, 52, 231, and 421.

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

POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business projects the Region's population will decrease to 135,038 by 2050, an estimated loss of 9.5 percent from the year 2020 population projection. Exhibit II.2 shows population trends between 2020 and 2050 for each county in Region 5.

Exhibit II.2
Population Trends for Region 5 2020-2050
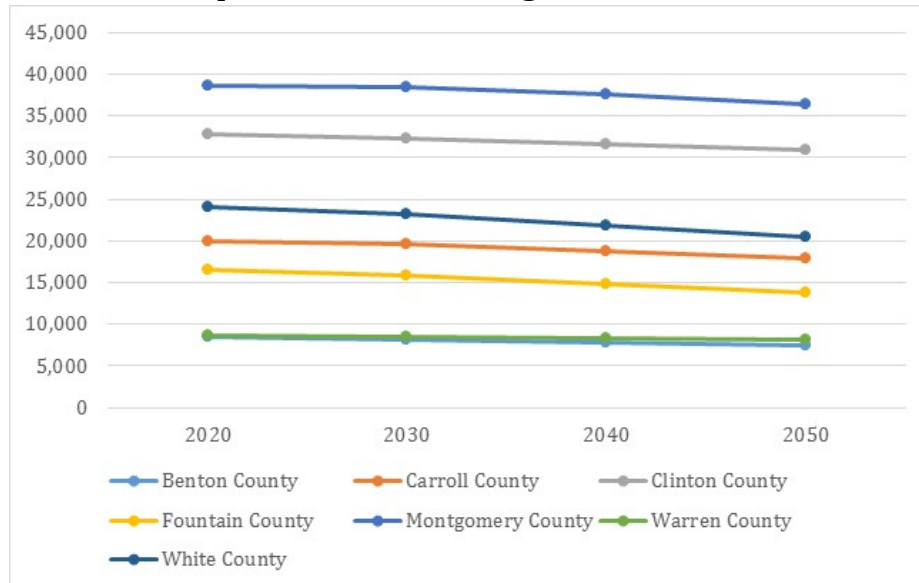
Source: STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business

Exhibit II.1: Location Map
Region 5
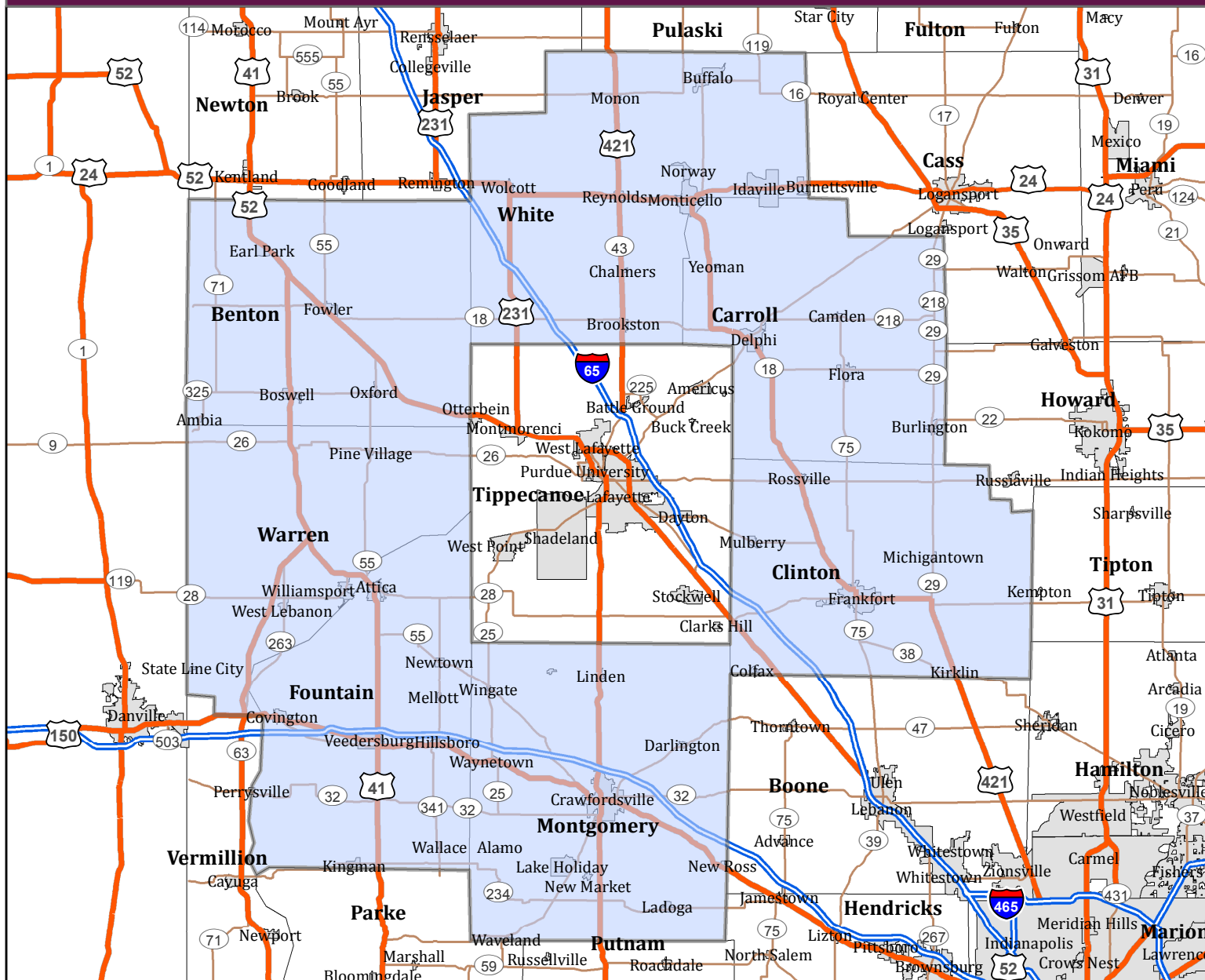
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Legend

	Region 5
	Interstate
	Highway
	Major Road
	Local Road
	Minor Road
	Cities/Towns
	Counties

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

RLS
Associates, Inc.

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 age 50-54 cohort and the age 45-49 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 at or 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 5 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 Montgomery County. The total disabled population estimate for Montgomery County is 5,431. Clinton County has an estimated 4,458 disabled people and White County has 3,660 disabled people. The remaining counties had less than 3,000 disabled people per county.

Exhibit II.3
Disability Incidence by County
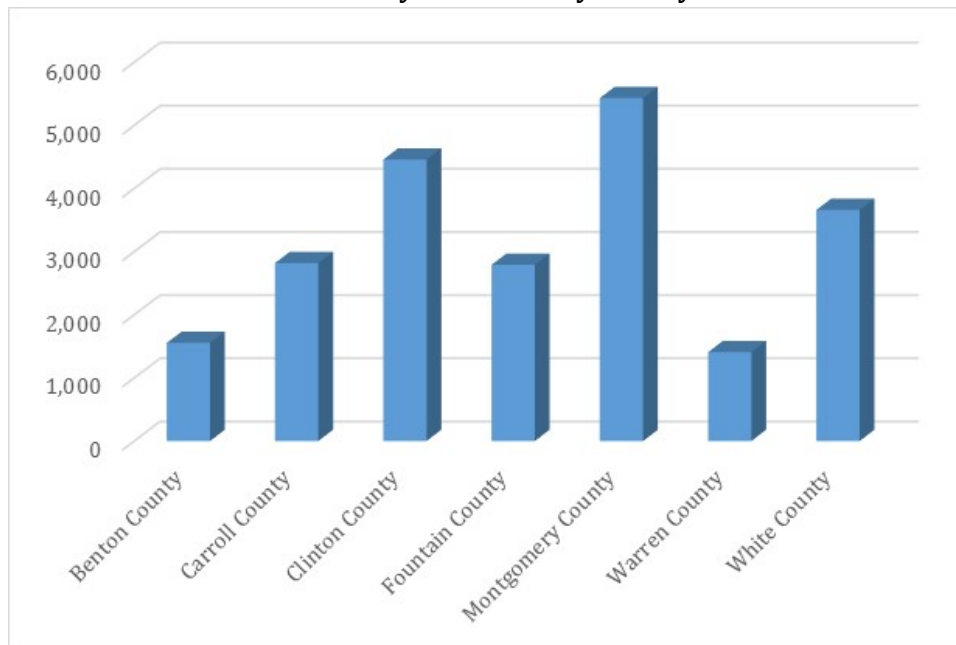
Source: 2014 ACS Five-Year Estimates

HOUSEHOLD INCOME

Exhibit II.4 illustrates the household incomes for the study area according to the 2014 ACS Five-Year Estimates. According to the survey, there are a total of 57,414 households in Region 5. Of those households, about 34.1 percent earn less than $35,000 annually. Of the households earning less than $35,000, some 12 percent earned between $25,000 and $34,999. Another 17.4 percent earned between $10,000 and $24,999 and about 4.7 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
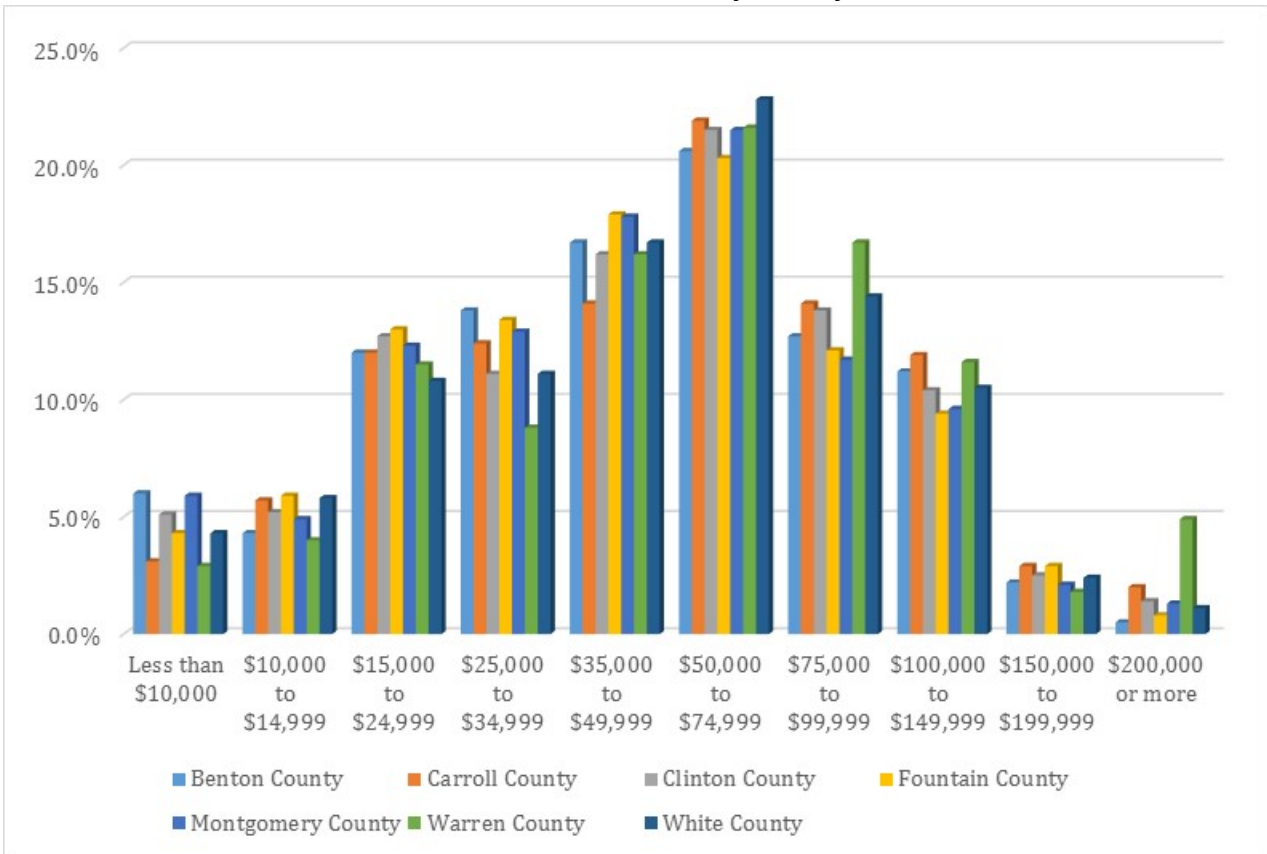
Source: 2014 ACS Five-Year Estimates

Exhibit II.5
Median Household income

Benton County	$46,909
Carroll County	$52,806
Clinton County	$49,669
Fountain County	$45,660
Montgomery County	$46,286
Warren County	$56,642
White County	$51,250

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. Montgomery County has the highest percent of population living below the poverty

level with 15.1 percent. Benton County has the second highest percentage of population living in poverty with 13.4 percent while Clinton County has 13 percent. The remaining counties had less than 12.2 percent of population below the poverty level.

Exhibit II.6
Percent Below Poverty
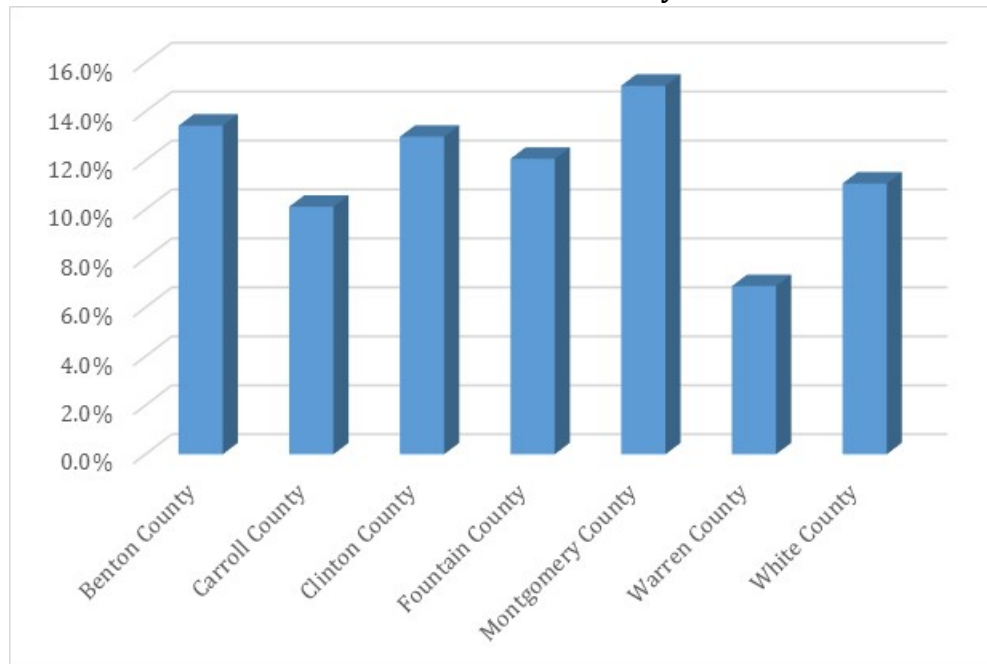
Source: 2014 ACS Five-Year Estimates

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 2,575 households in the Region that have no available vehicle. This is 4.5 percent of all the households in the Region. An additional 17,219 or 30 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
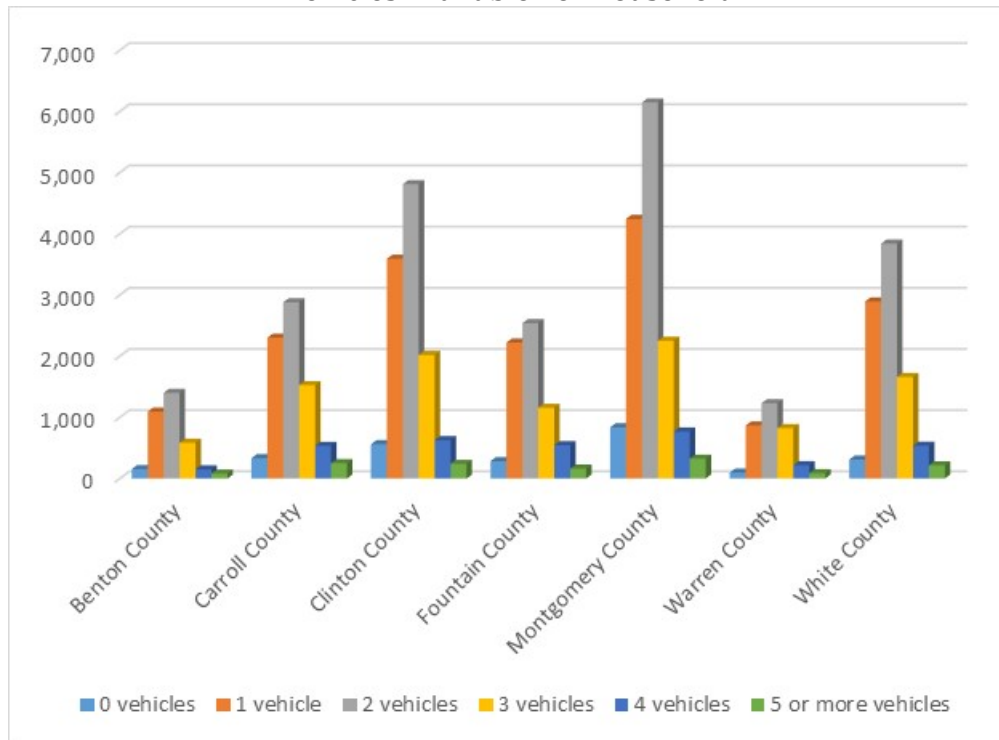
Source: 2014 ACS Five-Year Estimates

COUNTY PROFILES

BENTON 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 Benton County residents aged 65 and older are in Fowler. These block groups have densities of older adults between 12.6 and 668 persons per square mile. The remainder of the County has overall low to very low densities of persons age 65 and older.

Population by Age

The largest age cohort for Benton County is between the ages of 45 and 64 (28 percent). The second largest group is between ages 25 and 44, which constituted 23.5 percent of the county's population (see Exhibit II.9). The third largest age group is 5 to 19 years old (21.2 percent), while 16 percent is age 65 or older.

Exhibit II.9: Benton County Population by Age
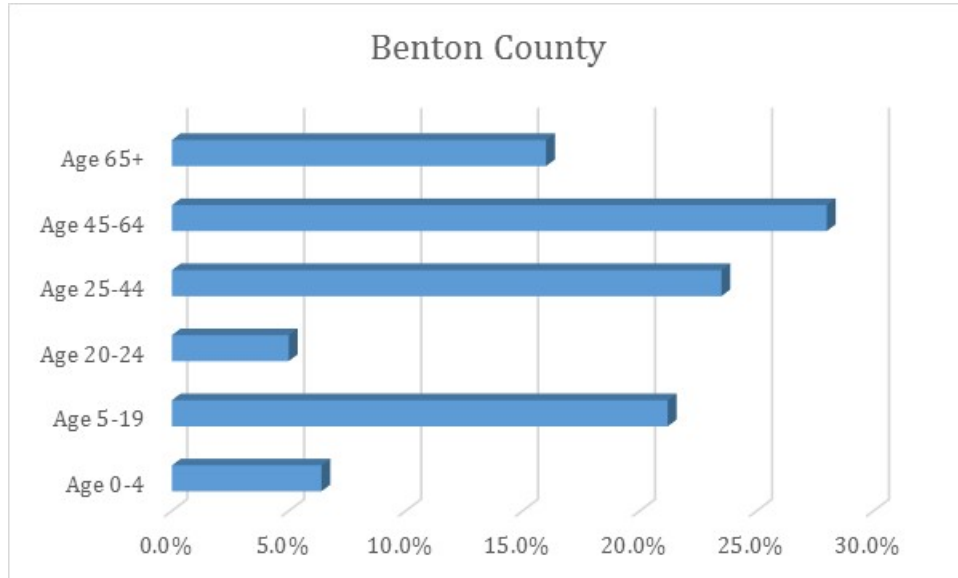
Source: 2014 ACS Five-Year Estimates

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

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Goodland

52

65

Earl Park

55

71

18

Fowler

18

41

52

325

352

Boswell Boswell

Oxford

Ambia

55

Otterbein

26

26

Legend

Age 65 Plus / SQMI

- 1.06 - 1.09
- 1.10 - 1.47
- 1.48 - 5.44
- 5.45 - 12.5
- 12.6 - 668
- 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.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 to the east and south of Fowler. Over 8.34 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 4.19 to 8.33 percent of zero vehicle households can be found in Fowler and north and west of Fowler. The remainder of the County has moderate to very low percentages of zero vehicle households.

Industry and Labor Force

Benton County's unemployment rate reached a high in 2011 of 8.2 percent. This was slightly lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Benton County has stayed below 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: Benton County Comparison of Unemployment Rates
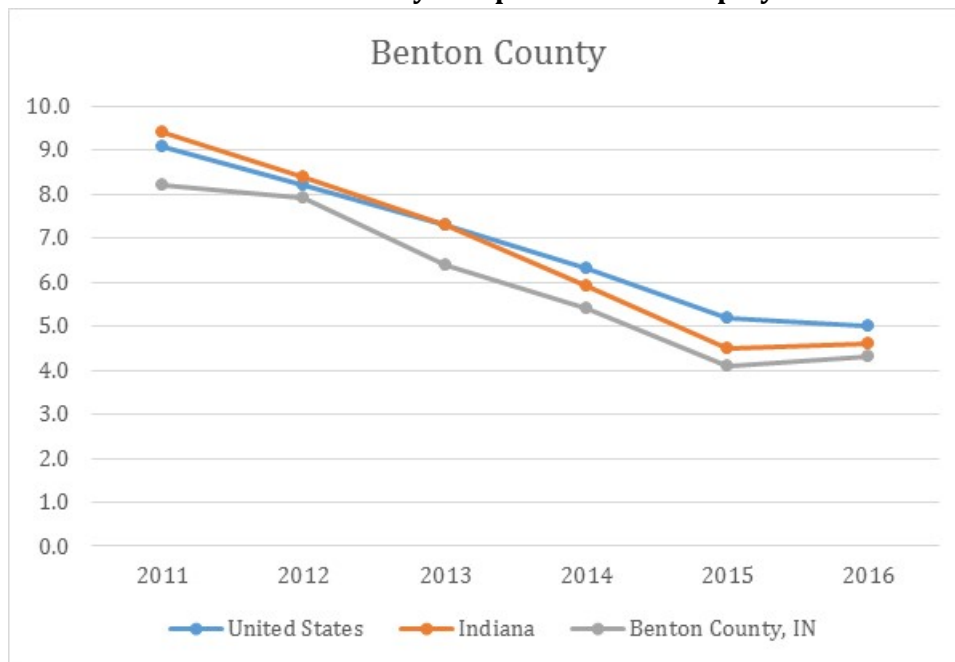
Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.10: Percent Zero Vehicle Households Benton County

Goodland

Earl Park

Fowler

Boswell Boswell

Oxford

Ambia

Otterbein

Legend

ZVH / Households

- 0%
- 0.01% - 3.08%
- 3.09% - 4.18%
- 4.19% - 8.33%
- 8.34% - 18.78%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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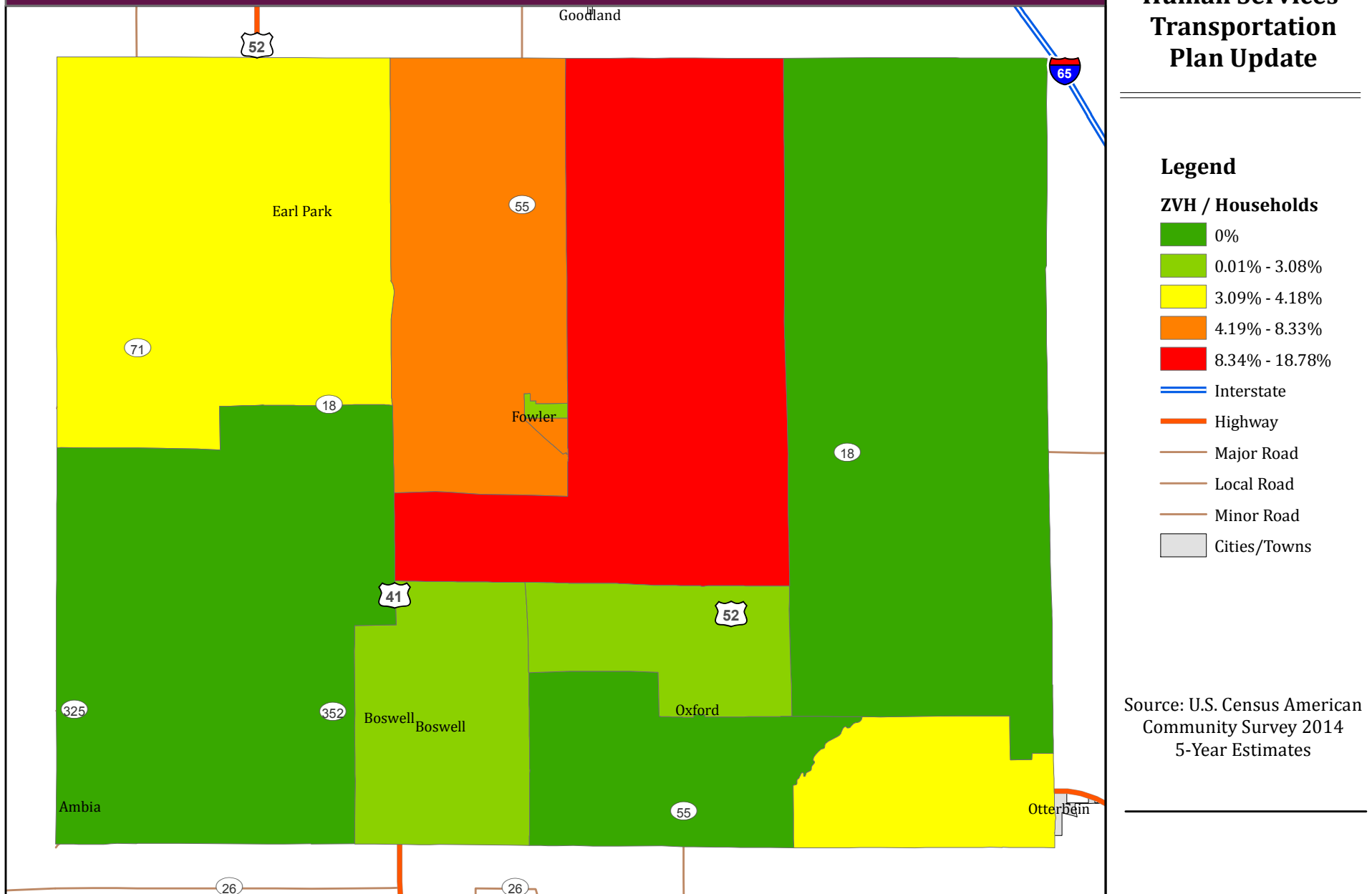
CARROLL COUNTY

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 (162.3 to 362.5) of Carroll County residents aged 65 and older are in Flora, and Delphi Moderately high densities of older adults can be found in Delphi and northwest Carroll County just south of Monticello. These block groups have densities between 29.56 and 162.2 persons aged 65 and older per square mile. The remainder of the county has older adult population densities below 29.56 persons per square mile.

Population by Age

The largest age cohort for Carroll County is between the ages of 45 and 64 (28.7 percent). The second largest group is between ages 25 and 44, which constituted 23 percent of the county's population (see Exhibit II.13). The third largest age group is 5 to 19 years old (21 percent), while 17 percent is age 65 or older.
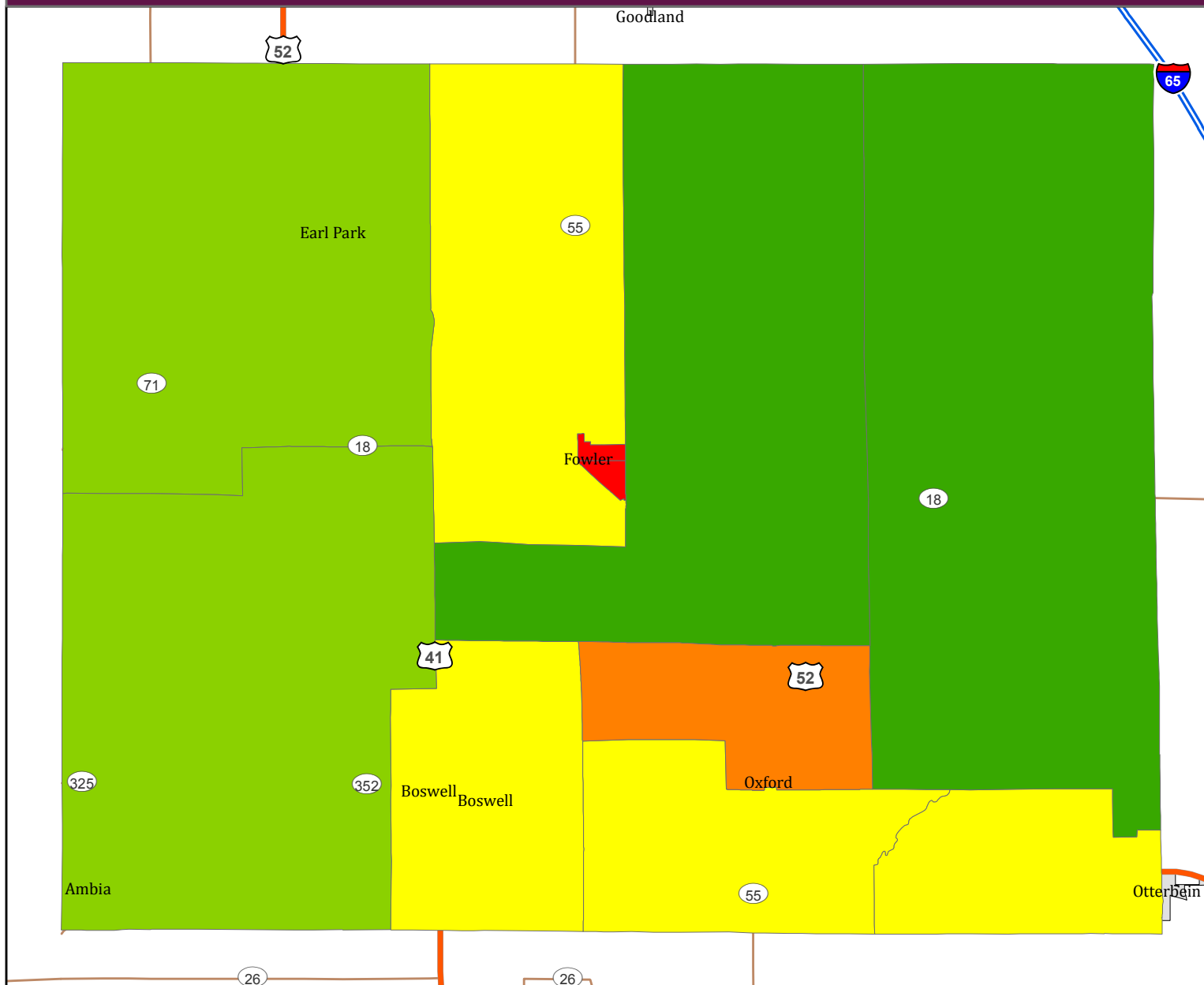
Exhibit II.13: Carroll County Population by Age
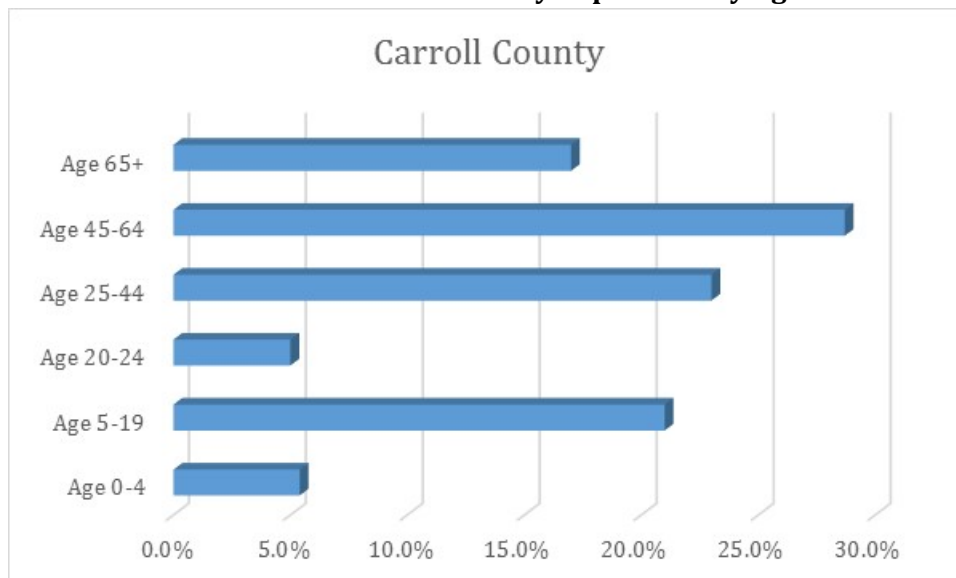
Source: 2014 ACS Five-Year Estimates

Exhibit II.14: Percent Zero Vehicle Households Carroll County

Legend

ZVH / Households

- 0% - 0.8%
- 0.81% - 2.73%
- 2.74% - 4.73%
- 4.74% - 10.06%
- 10.07% - 18.2%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns
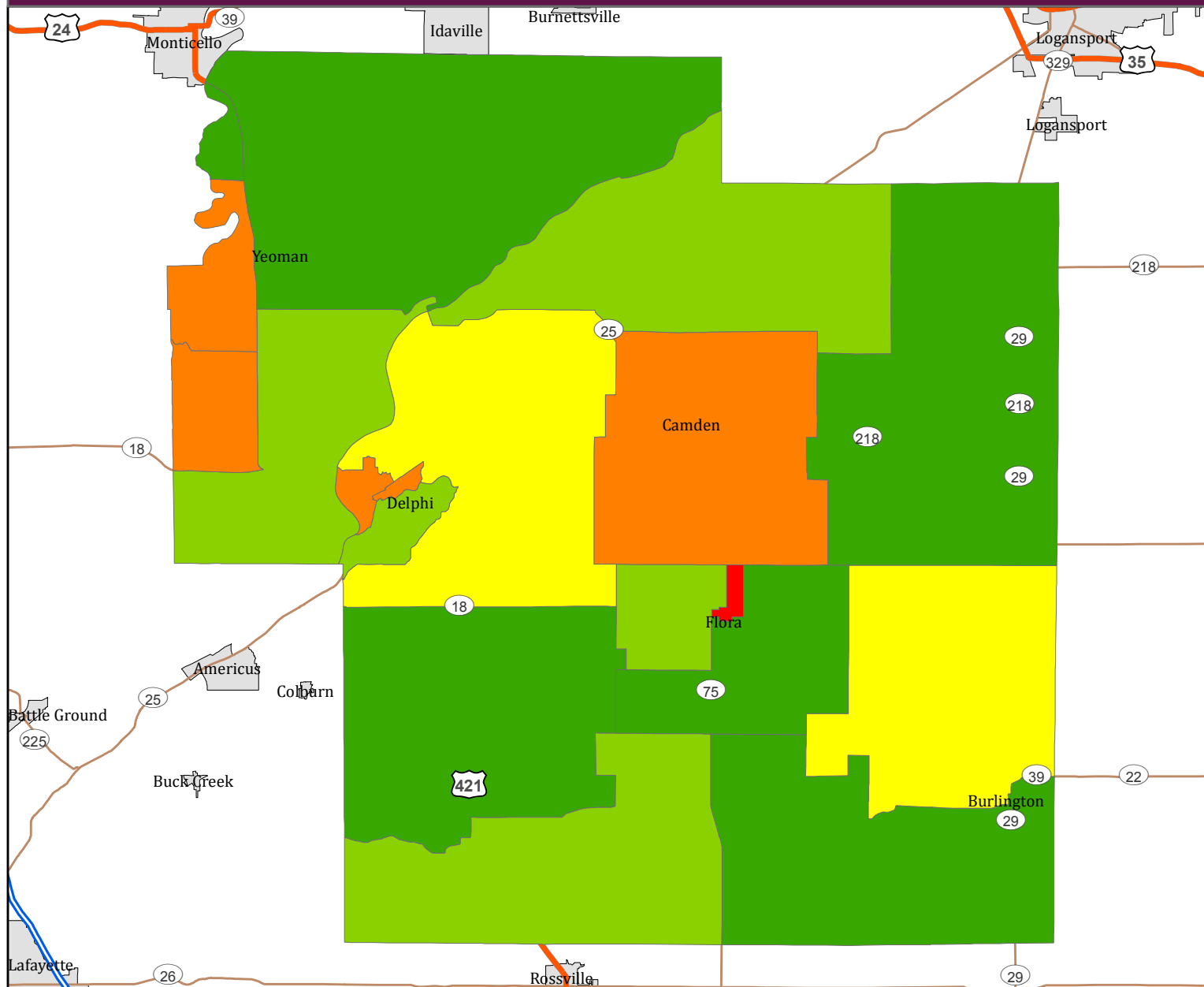
Source: U.S. Census American Community Survey 2014 5-Year Estimates

Economic Profile

Exhibit II.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 Flora. Over 10.07 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 4.74 to 10.06 percent of zero vehicle households can be found in Yeoman, Delphi, and Camden. The remainder of the county has low percentages of zero vehicle households.

Industry and Labor Force

Carroll County's unemployment rate reached a high in 2011 of 8.7 percent. This percentage was slightly lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Carrol County was consistently lower than the national and state unemployment averages. Exhibit II.15 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.15: Carroll County Comparison of Unemployment Rates
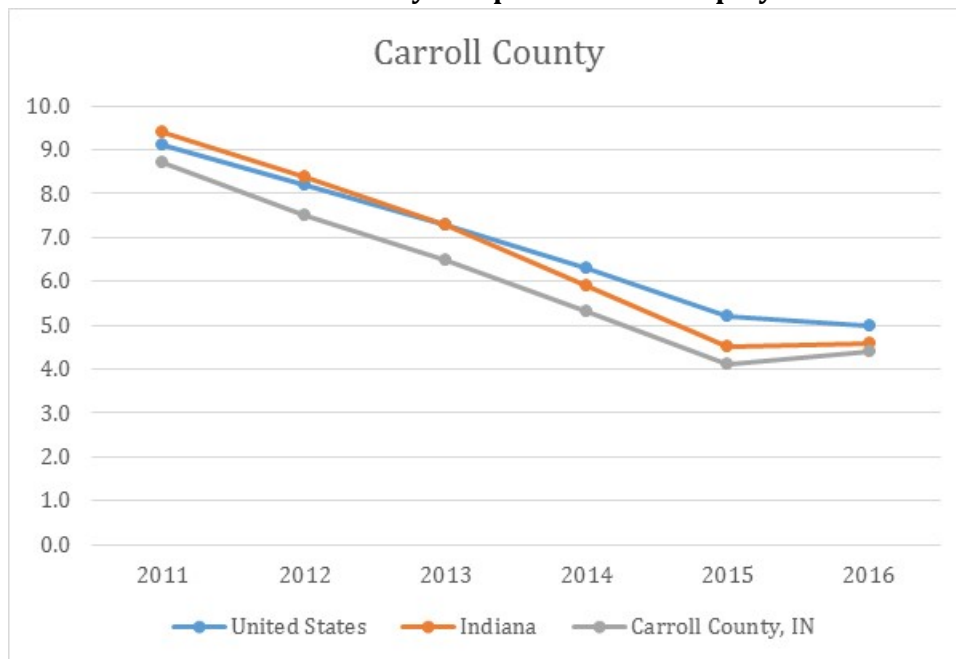
Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.14: Percent Zero Vehicle Households Carroll County

Legend

ZVH / Households

- 0% - 0.8%
- 0.81% - 2.73%
- 2.74% - 4.73%
- 4.74% - 10.06%
- 10.07% - 18.2%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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

Map labels: Monticello, Idaville, Burnettsville, Logansport, Yeoman, Camden, Delphi, Americus, Colburn, Battle Ground, Buck Creek, Lafayette, Rossville, Flora, Burlington
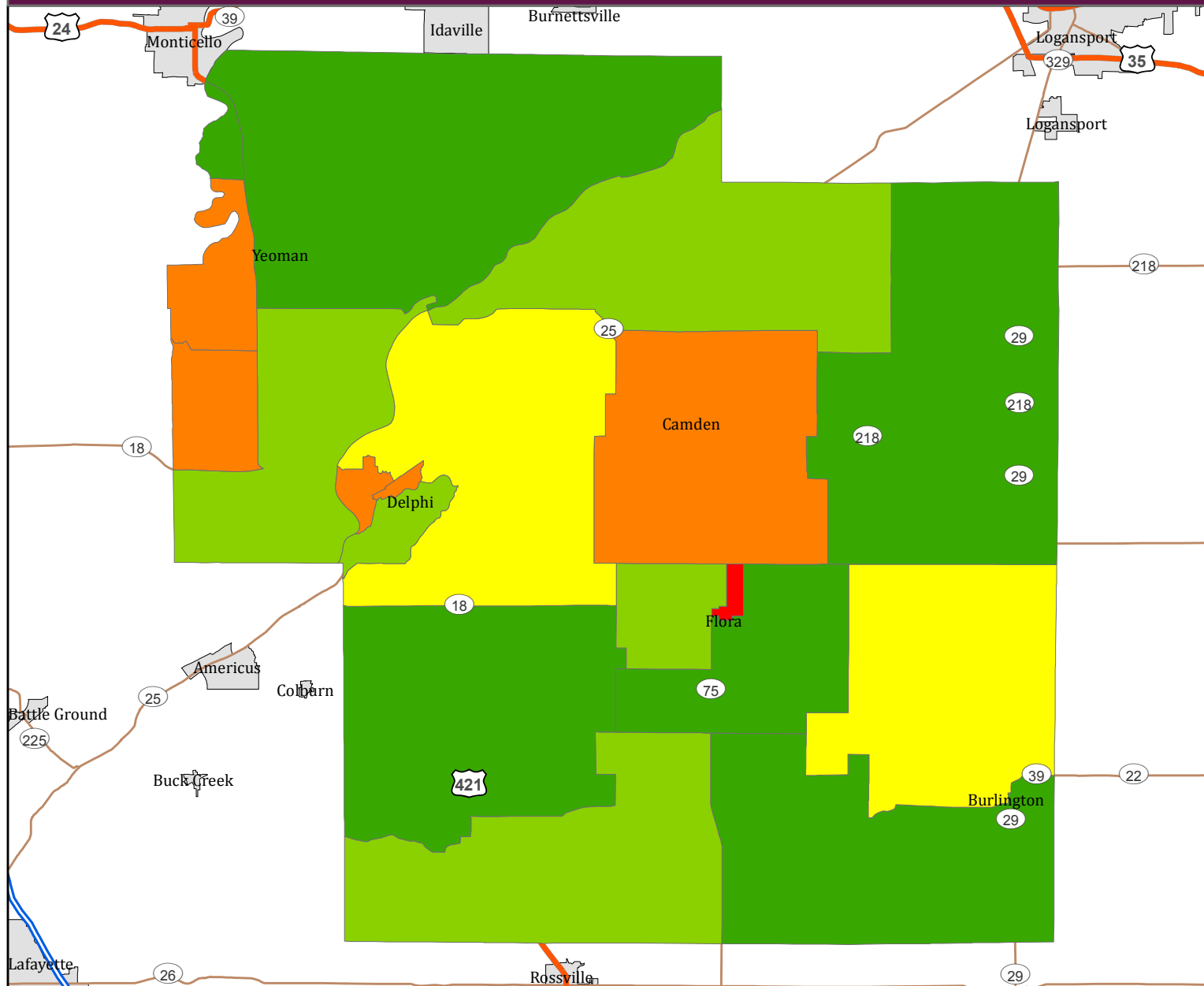
CLINTON COUNTY

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 Clinton County residents aged 65 and older are in Frankfort (136.6 to 1,000 persons per square mile). The remainder of the county has low densities of older adults.

Population by Age

The largest age cohort for Clinton County is between the ages of 45 and 64 (26.7 percent). The second largest group is between ages 25 and 44, which constituted 23.7 percent of the county's population (see Exhibit II.17). The third largest age group is 5 to 19 years old (21.7 percent), while 14.8 percent is age 65 or older. Clinton County has the lowest percentage of population age 65 and older in Region 5.

Exhibit II.17: Clinton County Population by Age

Source: 2014 ACS Five-Year Estimates

Exhibit II.16: Population Density Age 65 Plus Clinton County

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Age 65 Plus / SQMI

- 2.027 - 48.01
- 48.02 - 136.5
- 136.6 - 333.8
- 333.9 - 639.3
- 639.4 - 1000
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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

Rossville

Russiaville

26

29

75

421

38

Mulberry

29

Michigantown

Kempton

Frankfort

75

28

28

28

65

52

Colfax

38

Kirklin
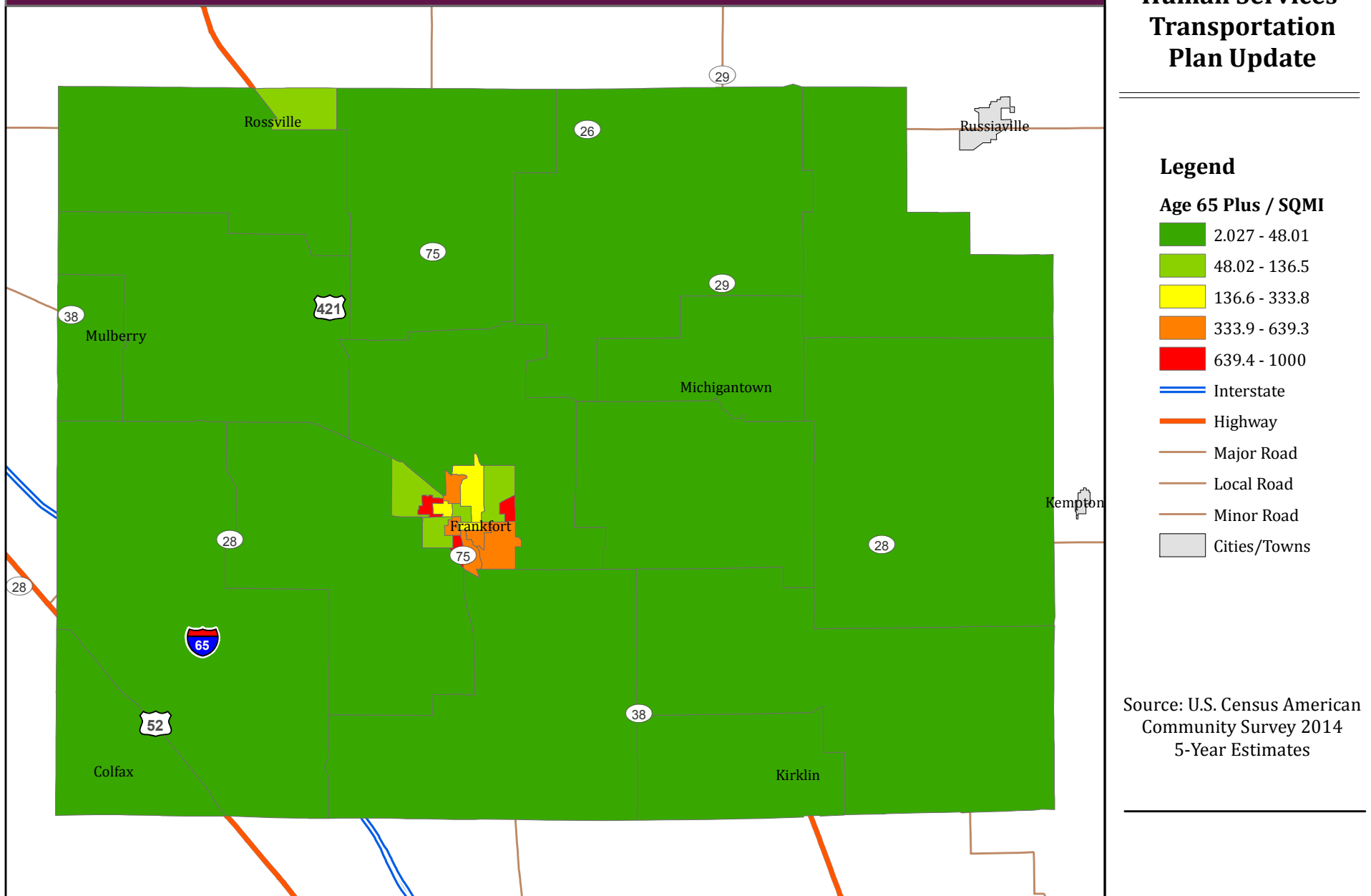
Economic Profile

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 Frankfort. Over 9.56 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 5.86 to 9.55 percent of zero vehicle households can be found in Frankfort and Rossville. The remainder of the county has low percentages of zero vehicle households.

Industry and Labor Force

Clinton County's unemployment rate reached a high in 2011 of 8.6 percent. This was lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Clinton County remained lower 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: Clinton County Comparison of Unemployment Rates
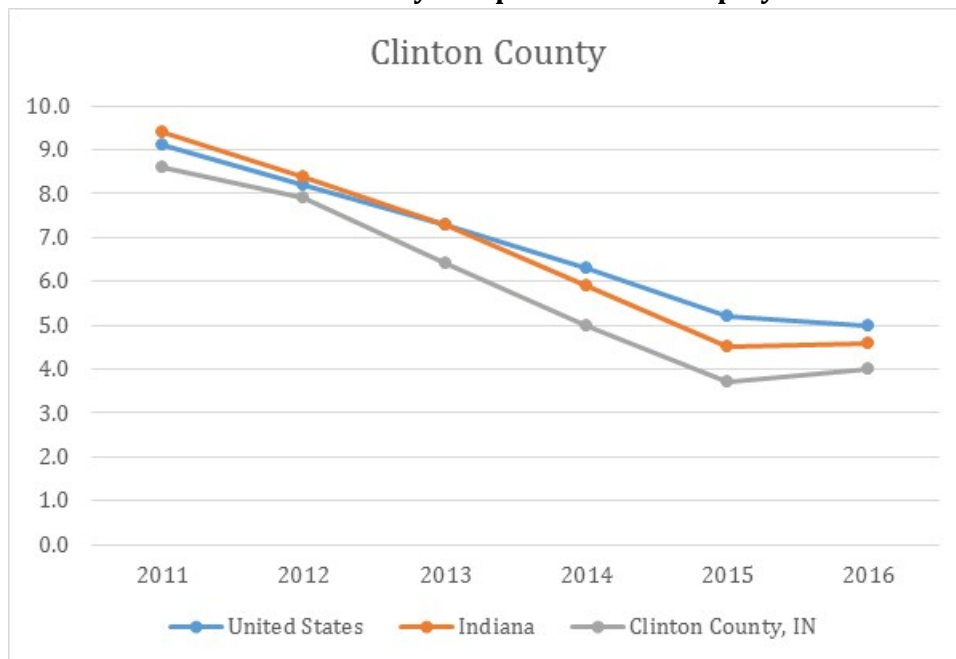
Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.18: Percent Zero Vehicle Households Clinton County

Rossville

Russiaville

Mulberry

Michigantown

Frankfort

Kempton

Colfax

Kirklin

Legend

ZVH / Households

- 0% - 1%
- 1.01% - 3.61%
- 3.62% - 5.85%
- 5.86% - 9.55%
- 9.56% - 14.29%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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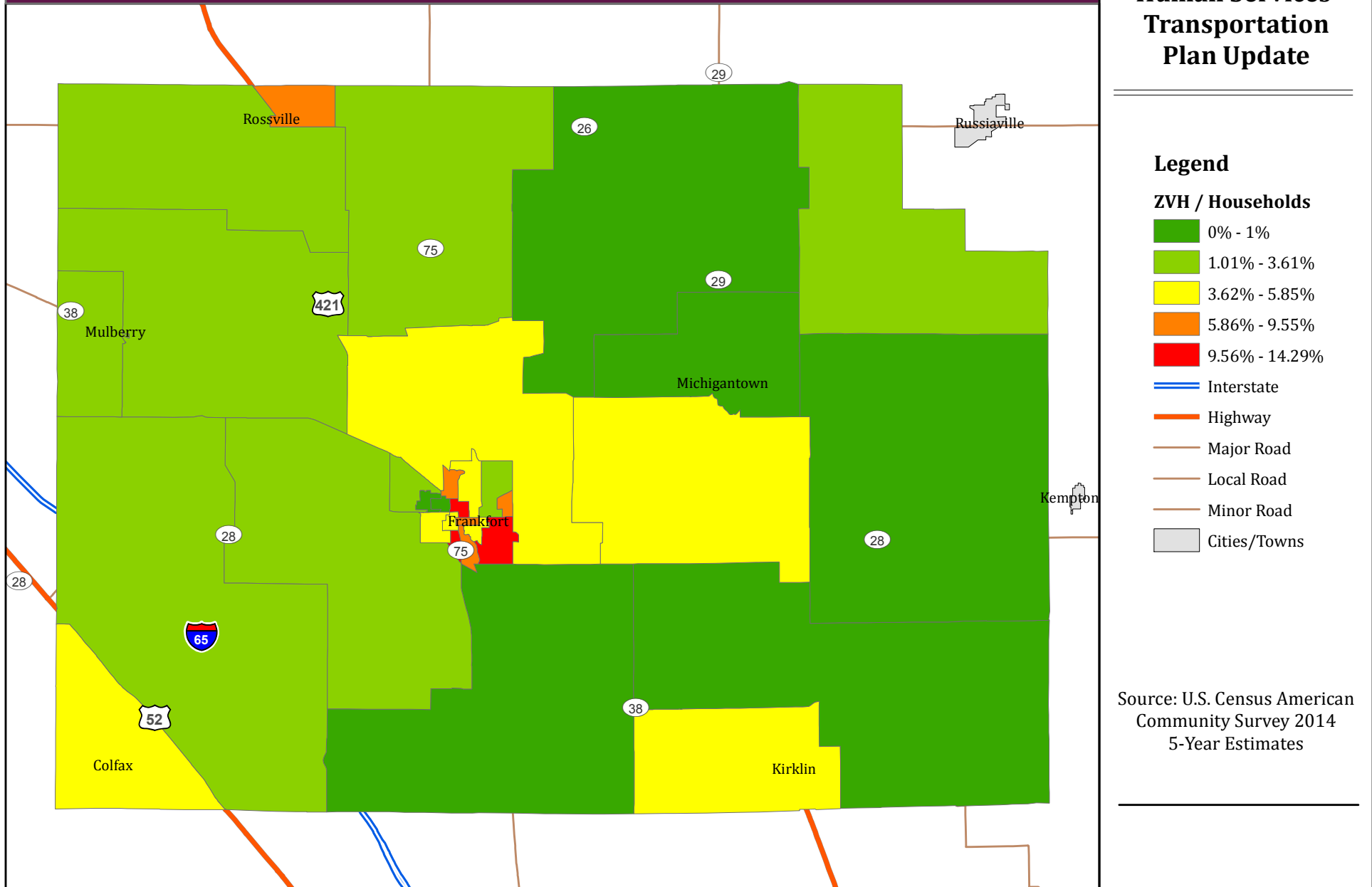
FOUNTAIN COUNTY

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 Fountain County residents aged 65 and older are in Attica and Covington. These block groups have older adult densities between 320.8 and 400 persons per square mile. Moderately high population densities of persons age 65 and older were located in Attica, Covington, and Veedersburg. The remainder of the county has moderate to very low older adult population densities.

Population by Age

The largest age cohort for Fountain County is between the ages of 45 and 64 (27.6 percent). The second largest group is between ages 25 and 44, which constituted 22.8 percent of the county's population (see Exhibit II.21). The third largest age group is 5 to 19 years old (19.8 percent), while 18.3 percent is age 65 or older. Of all of the counties in Region 5, Fountain County has the highest percentage of adults age 65 and older.

Exhibit II.21: Fountain County Population by Age
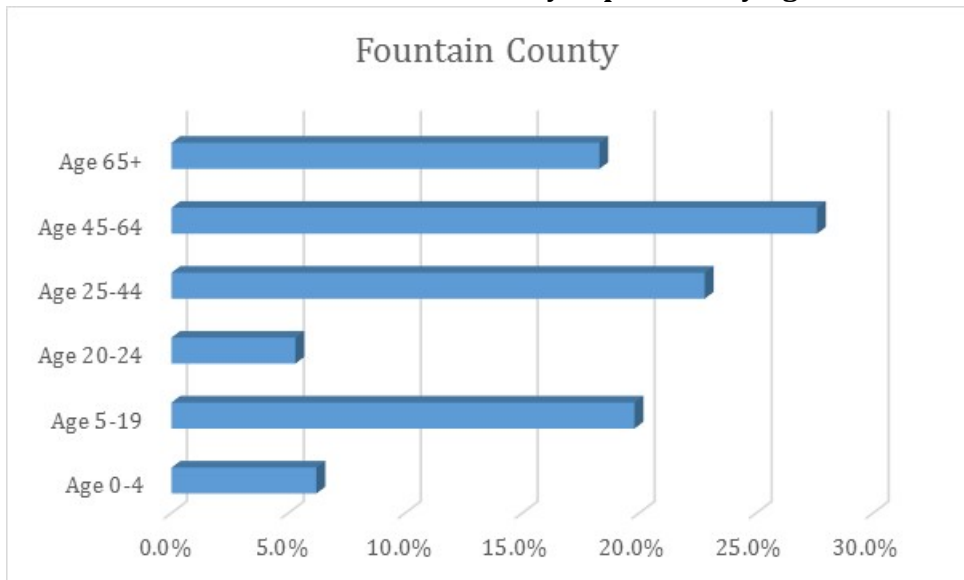
Source: 2014 ACS Five-Year Estimates

Exhibit II.20: Population Density Age 65 Plus Fountain County

Region 5 Coordinated Public Transit-Human Services Transportation Plan Update
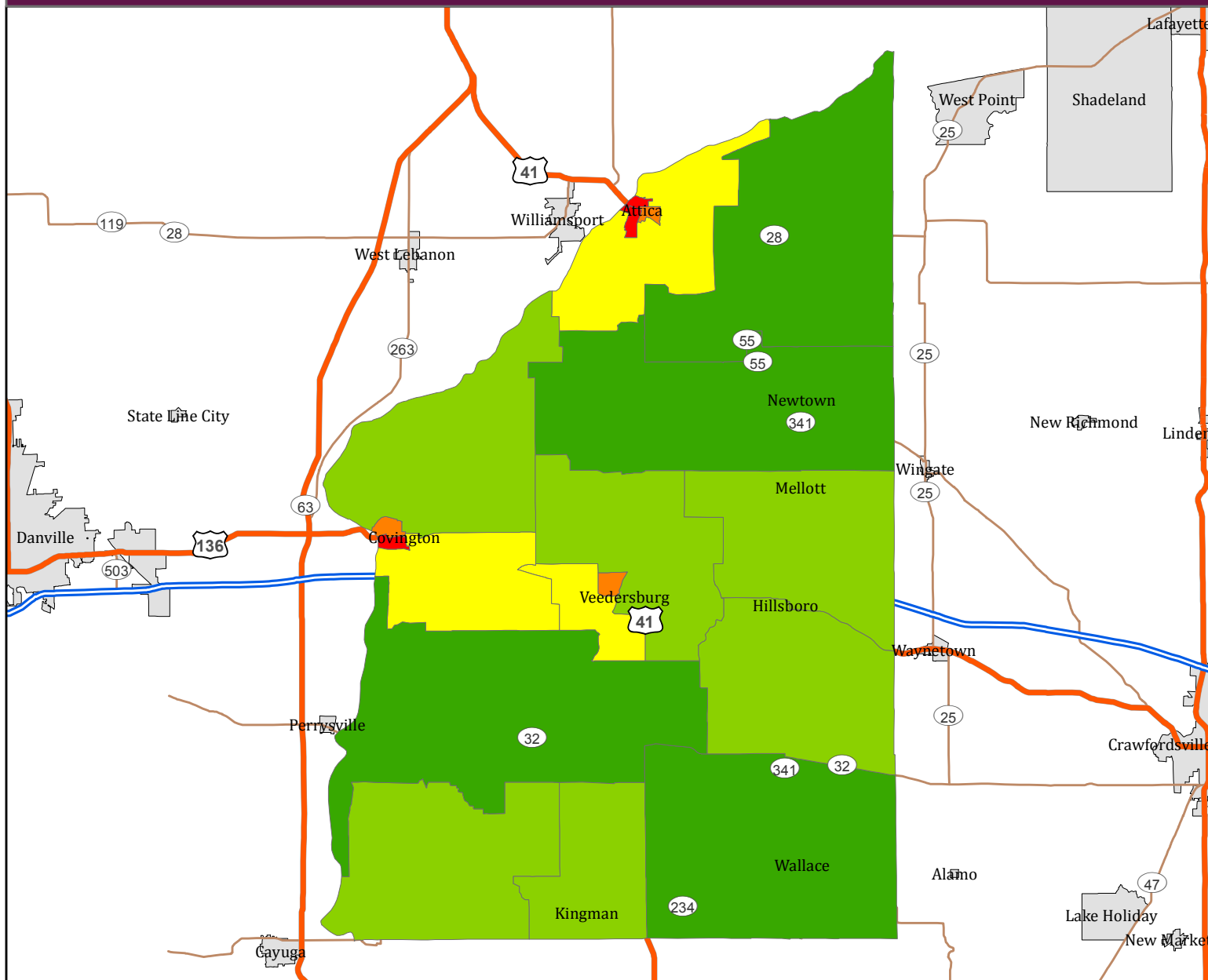
Legend

Age 65 Plus / SQMI

- 1.537 - 3.314
- 3.315 - 8.170
- 8.171 - 26.59
- 26.60 - 320.7
- 320.8 - 400.0
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

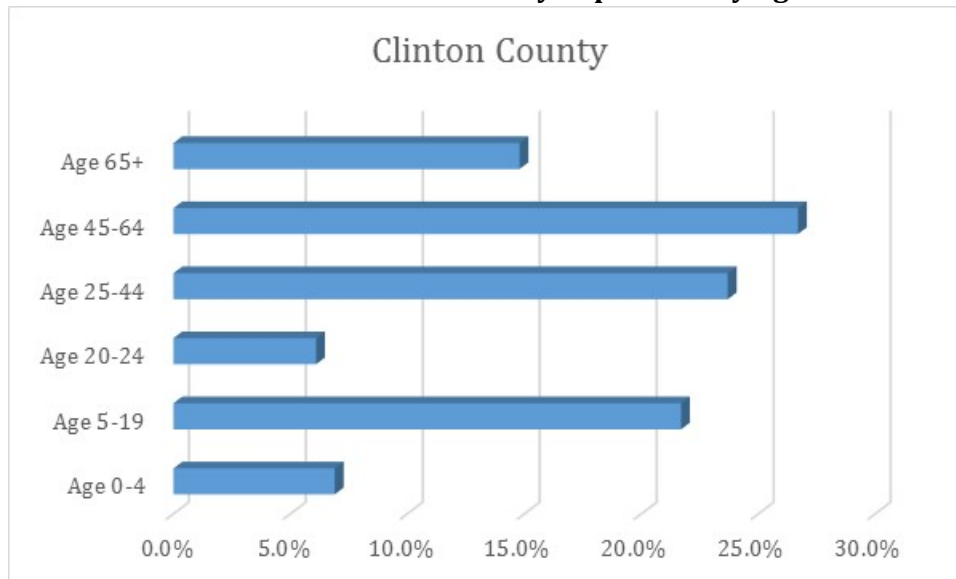Source: U.S. Census American Community Survey 2014 5-Year Estimates

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 Attica. Over 9.58 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 6.56 to 9.57 percent of zero vehicle households can be found in south of Covington. The remainder of the county has overall low levels of zero vehicle households.

Industry and Labor Force

Fountain County's unemployment rate reached a high in 2011 of 10.5 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

In 2012, the unemployment rate for Fountain County dipped to 8.3 percent which was lower than the States average but higher than the National average. Then from 2013 to 2016, Fountain County's unemployment rate stayed higher than the state and national averages. Exhibit II.23 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.23: Fountain County Comparison of Unemployment Rates

Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.22: Percent Zero Vehicle Households Fountain County

Region 5 Coordinated Public Transit-Human Services Transportation Plan Update
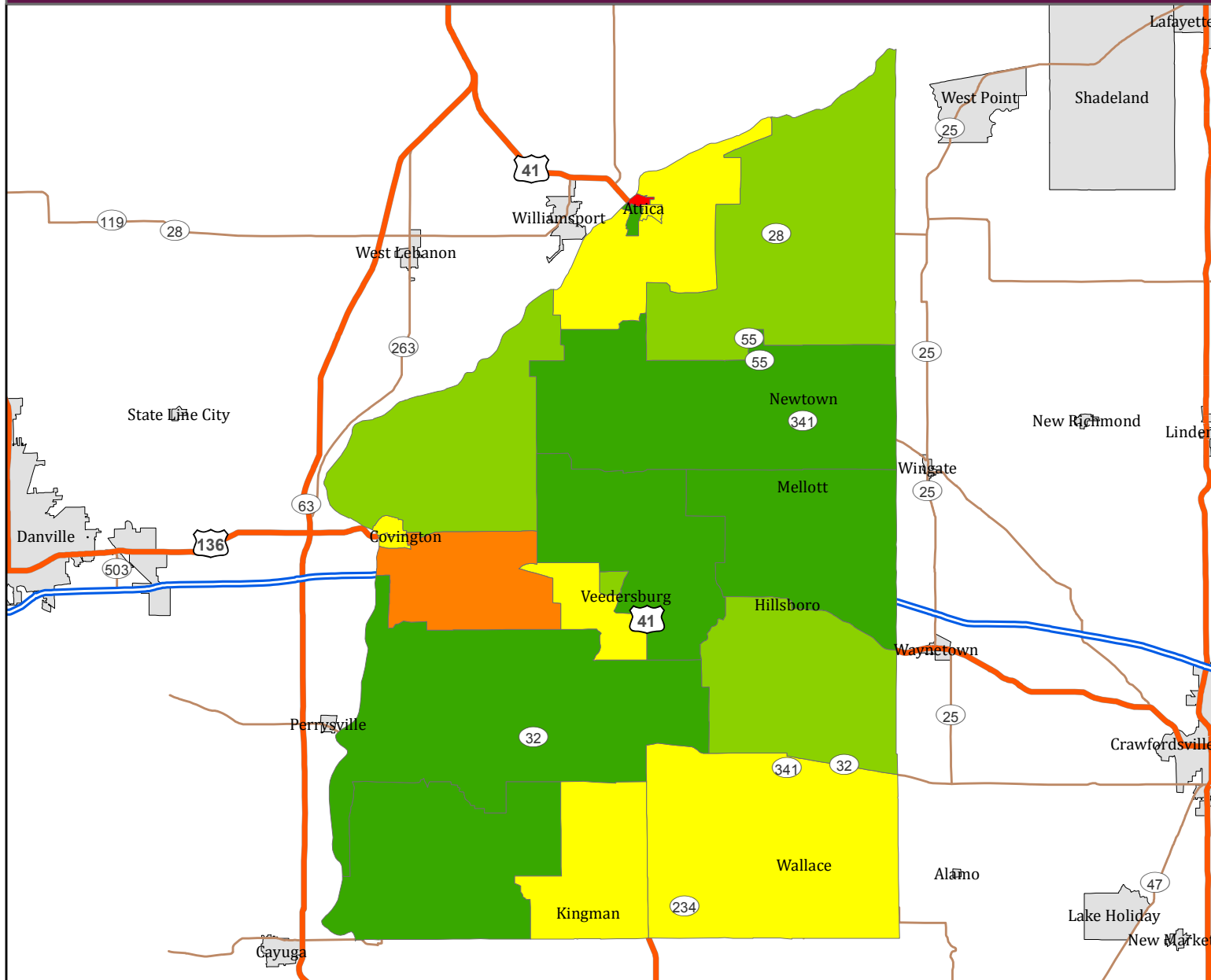
Legend

ZVH / Households

- 0% - 1.21%
- 1.22% - 3.72%
- 3.73% - 6.55%
- 6.56% - 9.57%
- 9.58% - 18.37%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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

MONTGOMERY 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 Montgomery County residents aged 65 and older are in Crawfordsville. These block groups have older adult densities between 50.31 and 583.3 persons per square mile. The remainder of the county has low to very low older adult population density.

Population by Age

The largest age cohort for Montgomery County is between the ages of 45 and 64 (27.4 percent). The second largest group is between ages 25 and 44, which constituted 23.1 percent of the county's population (see Exhibit II.25). The third largest age group is 5 to 19 years old (20.2 percent), while 16.1 percent is age 65 or older.

Exhibit II.25: Montgomery County Population by Age

Source: 2014 ACS Five-Year Estimates

Exhibit II.24: Population Density Age 65 Plus Montgomery County

Legend

Age 65 Plus / SQMI

- 2.456 - 17.40
- 17.41 - 50.30
- 50.31 - 128.8
- 128.9 - 300.0
- 300.1 - 583.3
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns
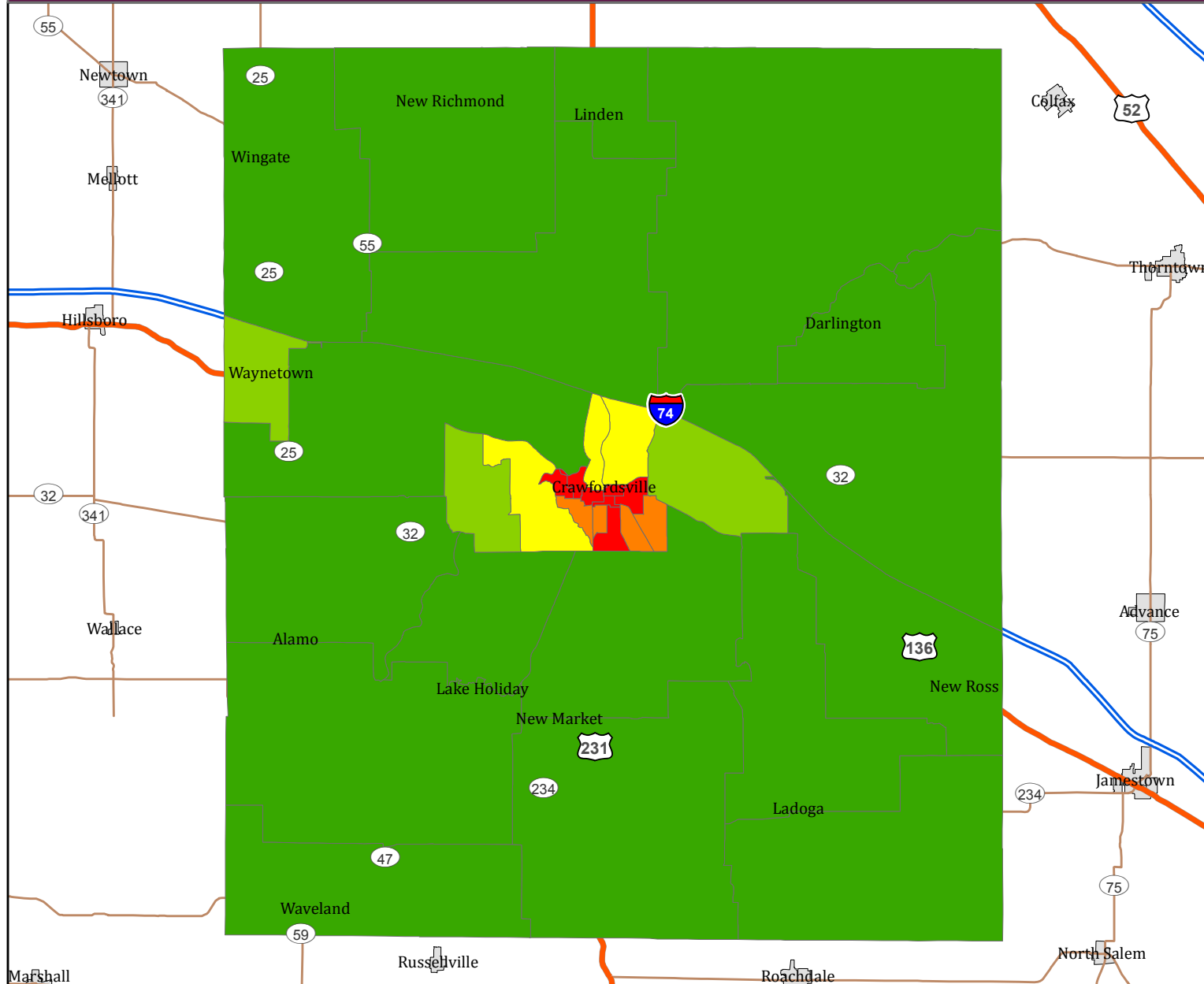
Source: U.S. Census American Community Survey 2014 5-Year Estimates

Economic Profile

Exhibit II.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 Crawfordsville. Over 11.44 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 5.42 to 11.43 percent of zero vehicle households can be found in and around Crawfordsville. The remainder of the county has overall low levels of zero vehicle households.

Industry and Labor Force

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

From 2011 to 2012, the unemployment rate for Montgomery County was higher than the States and National averages. Then from 2013 to 2016, Montgomery County's unemployment rate stayed lower than the State and National averages. Exhibit II.27 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.27: Montgomery County Comparison of Unemployment Rates
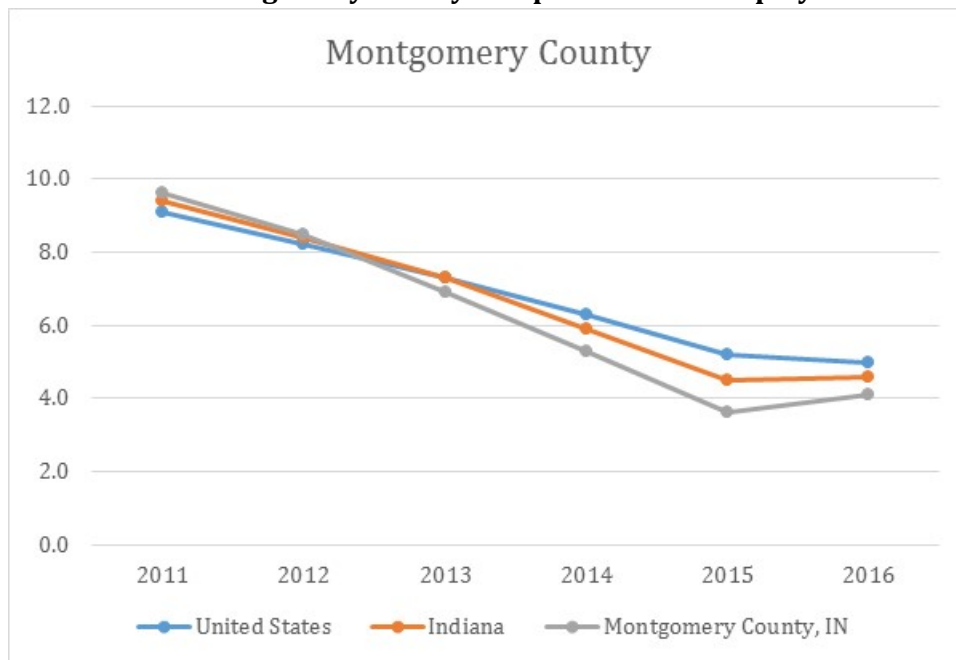
Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.26: Percent Zero Vehicle Households Montgomery County

Newtown

New Richmond

Linden

Colfax

Wingate

Mellott

Darlington

Thorntown

Hillsboro

Waynetown

Crawfordsville

Wallace

Alamo

Lake Holiday

New Ross

Advance

New Market

Ladoga

Jamestown

Waveland

North Salem

Marshall

Russellville

Roachdale

Legend

ZVH / Households

- 0% - 0.94%
- 0.95% - 3.05%
- 3.06% - 5.41%
- 5.42% - 11.43%
- 11.44% - 26.66%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

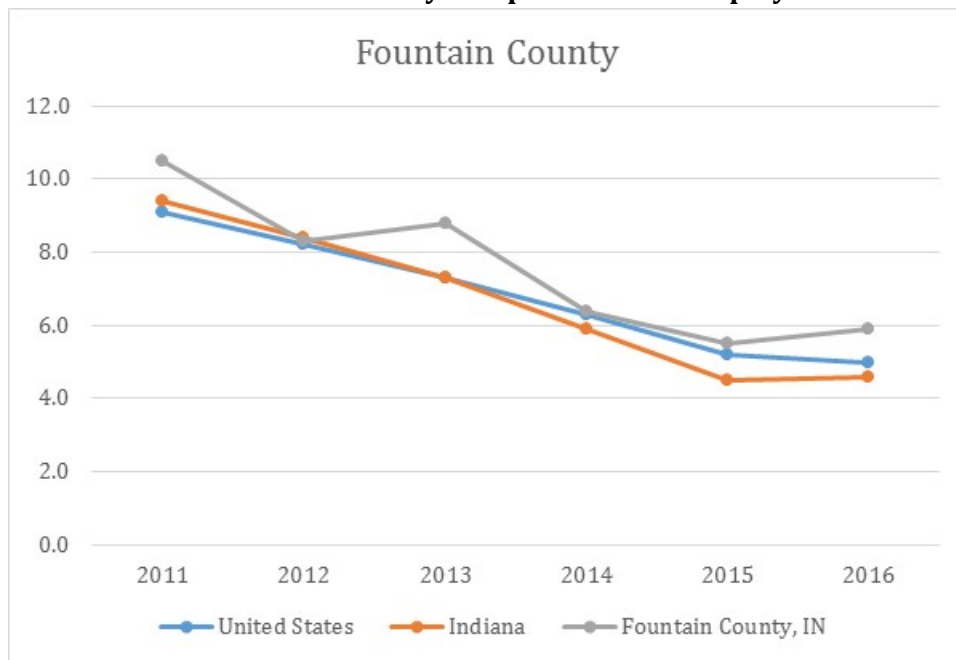Source: U.S. Census American Community Survey 2014 5-Year Estimates
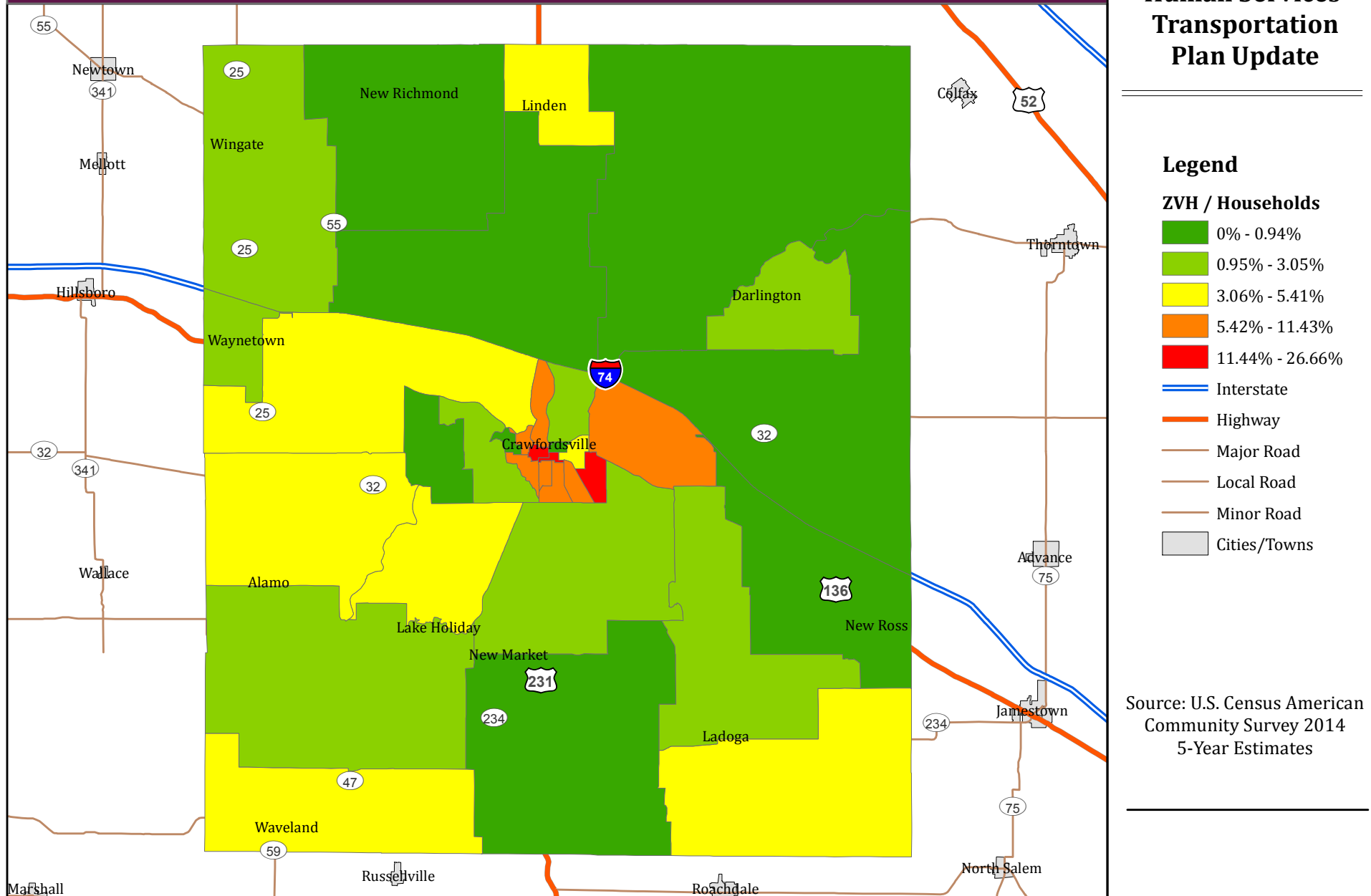
WARREN COUNTY

Older Adult Population

Exhibit II.28 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Warren County residents aged 65 and older are in Williamsport. These block groups have older adult densities between 7.33 and 108.27 persons per square mile. The remainder of the county had overall, very low older adult population densities.

Population by Age

The largest age cohort for Warren County is between the ages of 45 and 64 (30.5 percent). The second largest group is between ages 25 and 44, which constituted 21.8 percent of the county's population (see Exhibit II.29). The third largest age group is 5 to 19 years old (19 percent), while 18.1 percent is age 65 or older. Of all of the counties in Region 5, Warren County has the highest percentage of adults age 45 and older.

Exhibit II.29: Fountain County Population by Age

Source: 2014 ACS Five-Year Estimates

Exhibit II.28: Population Density Age 65 Plus Warren County

Legend

Age 65 Plus / SQMI

- 1.03 - 1.67
- 1.68 - 2.56
- 2.57 - 5.23
- 5.24 - 7.32
- 7.33 - 108.27
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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

Economic Profile
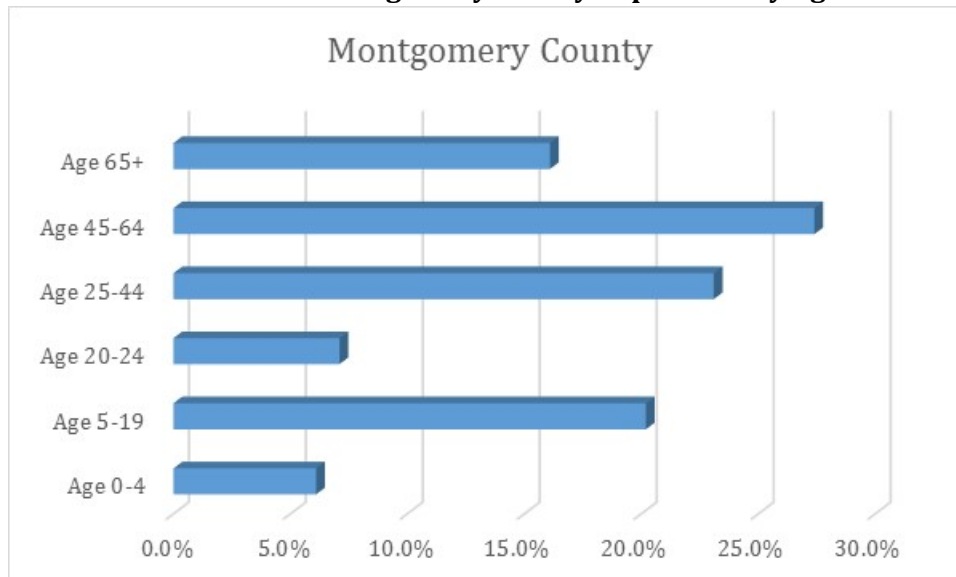
Exhibit II.30 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in and west of West Lebanon. Over 7.25 percent of households within these block groups have no vehicle available. The remainder of the county has overall low levels of zero vehicle households.

Industry and Labor Force

Warren County's unemployment rate reached a high in 2011 of 8.7 percent. This was slightly lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2012, the unemployment rate for Warren County stayed lower than the States and National averages. In 2013, the unemployment rate rose to higher than the state and national averages. In 2014 and 2015, the County's unemployment rate was lower than the state and national averages. Exhibit II.31 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.31: Warren County Comparison of Unemployment Rates
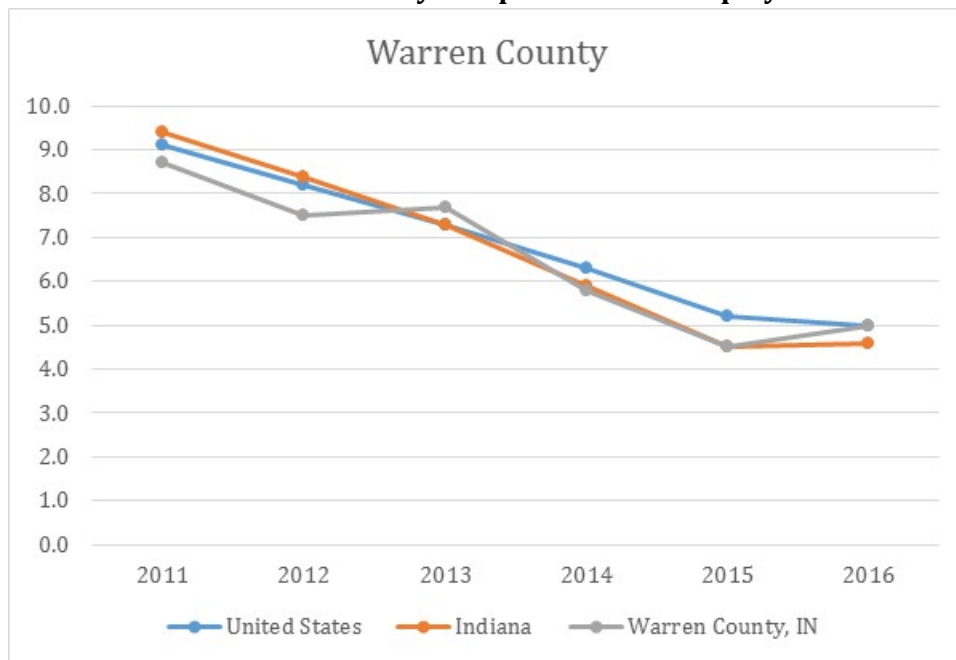
Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.30: Percent Zero Vehicle Households Warren County

Region 5
Coordinated
Public Transit-
Human Services
Transportation
Plan Update
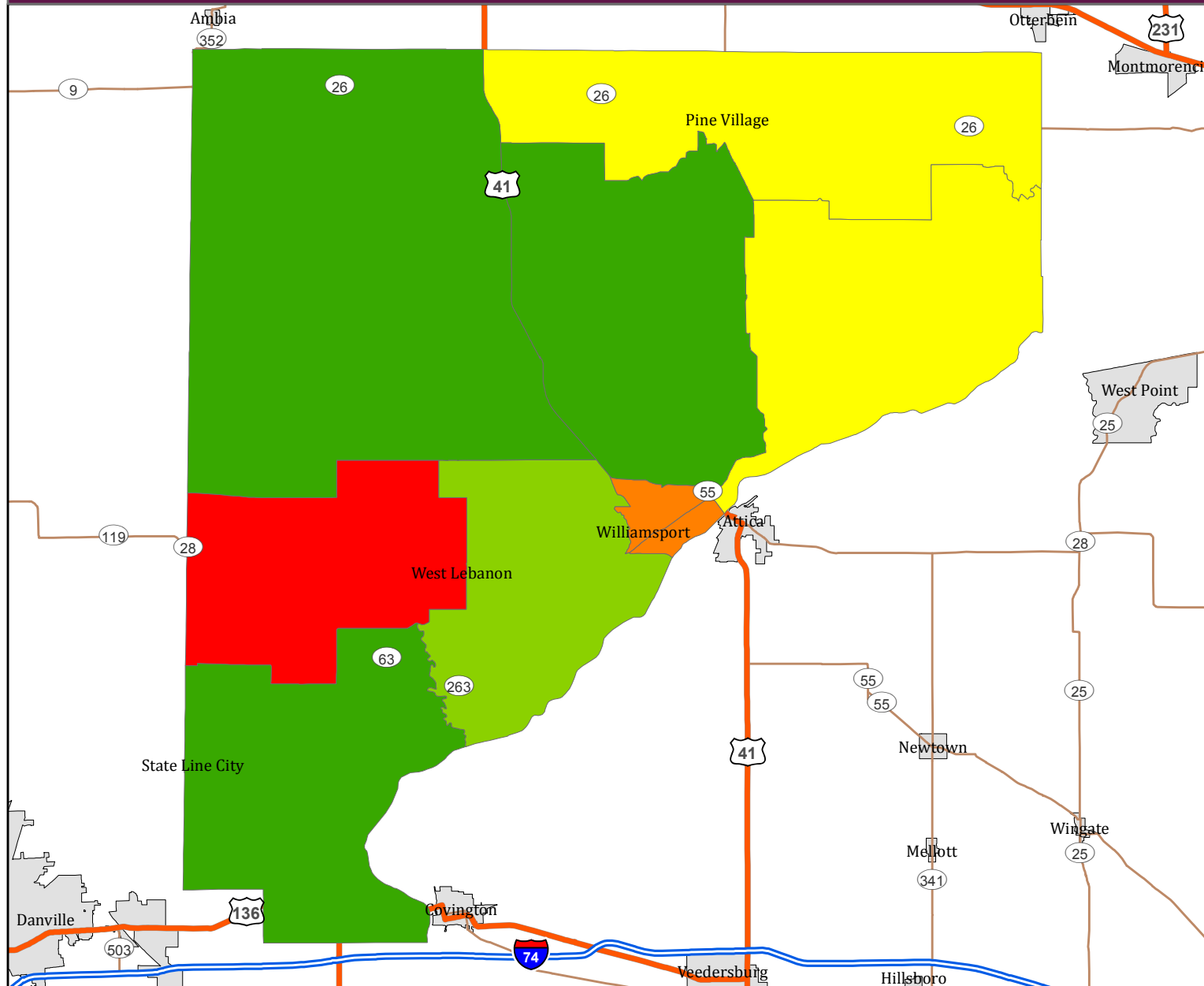
Legend

ZVH / Households

- 0%
- 0.01% - 0.93%
- 0.94% - 1.99%
- 2% - 7.24%
- 7.25% - 9.93%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

Ambia
352

Otterbein

Montmorenci
231

9

26

26

Pine Village

26

41

West Point

25

119

28

55

Attica

Williamsport

West Lebanon

28

63

263

55

55

Newtown

25

State Line City

41

Wingate

Mellott

25

341

Danville

136

Covington

503

74

Veedersburg

Hillsboro

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

WHITE COUNTY

Older Adult Population

Exhibit II.32 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of White County residents aged 65 and older are in Monticello and Norway. These block groups have older adult densities between 316.68 and 665 persons per square mile. Moderately high population densities of persons age 65 and older were located in Monticello and Brookston. The remainder of the county has moderate to very low older adult population percentage.

Population by Age

The largest age cohort for White County is between the ages of 45 and 64 (28.7 percent). The second largest group is between ages 25 and 44, which constituted 22.6 percent of the county's population (see Exhibit II.33). The third largest age group is 5 to 19 years old (19.8 percent), while 17.8 percent is age 65 or older.

Exhibit II.33: White County Population by Age
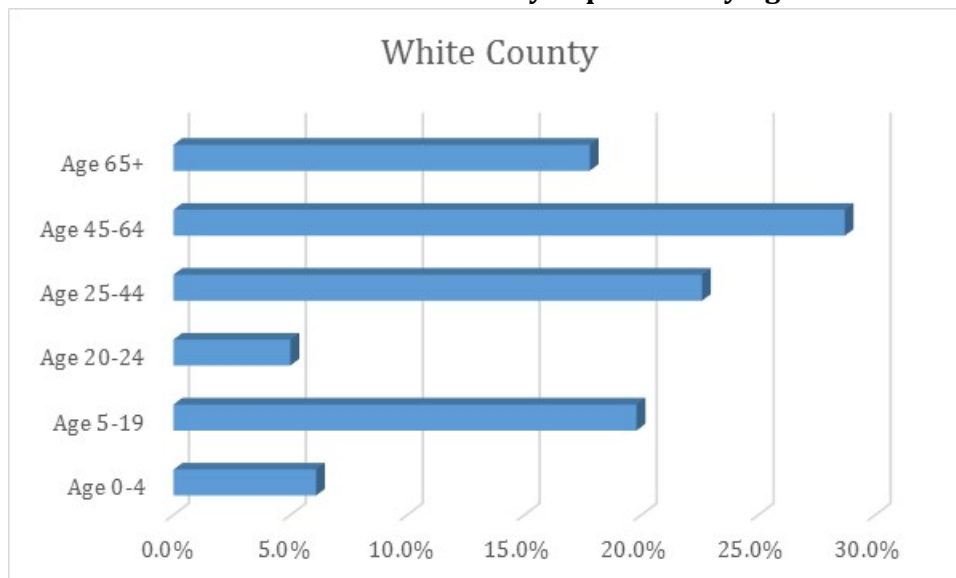
Source: 2014 ACS Five-Year Estimates

Exhibit II.32: Population Density Age 65 Plus
White County

Legend

Age 65 Plus / SQMI

- 0.80 - 9.33
- 9.34 - 25.59
- 25.60 - 42.20
- 42.21 - 316.67
- 316.68 - 665.00
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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

Rensselaer
Buffalo 119
16
Monon
16
39
421
Norway
Remington
Wolcott
Idaville
Burnettsville
24
Reynolds
24
Monticello
65
43
Yeoman
Chalmers
231
25
18
Camden
218
Brookston
Delphi
25
Flora

Economic Profile

Exhibit II.34 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 Monticello and Monon. Over 6.52 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 4.36 to 6.51 percent of zero vehicle households can be found in Monticello, Chalmers, and Reynolds. The remainder of the county has overall low levels of zero vehicle households.

Industry and Labor Force

White County's unemployment rate reached a high in 2011 of 8.4 percent. This was lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for White County consistently stayed over 0.5 percent lower than the state and national averages. Exhibit II.35 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.35: White County Comparison of Unemployment Rates
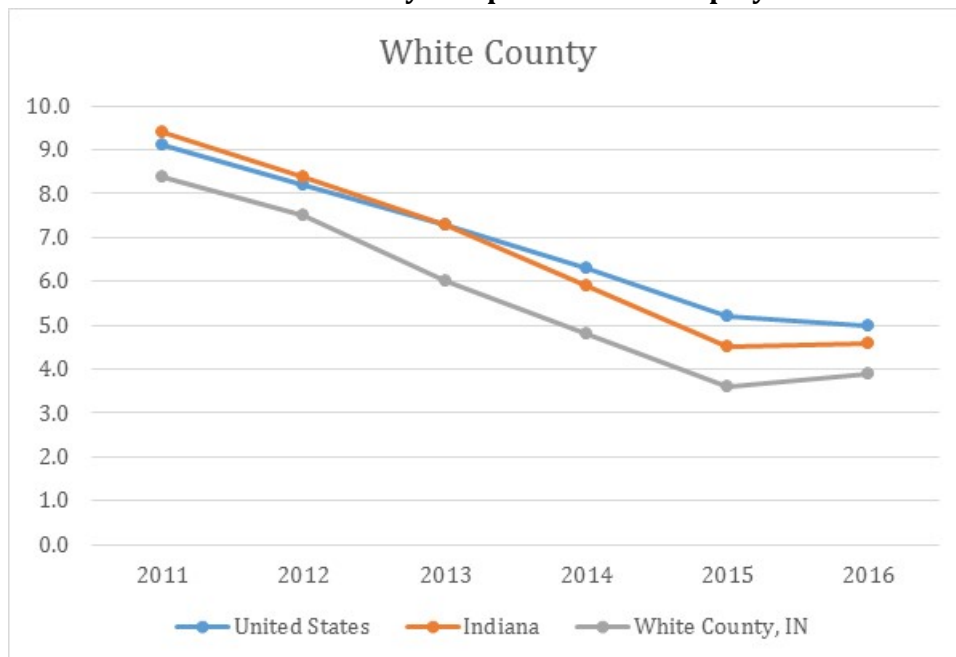
Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.34: Percent Zero Vehicle Households
White County

**Region 5
Coordinated
Public Transit-
Human Services
Transportation
Plan Update**
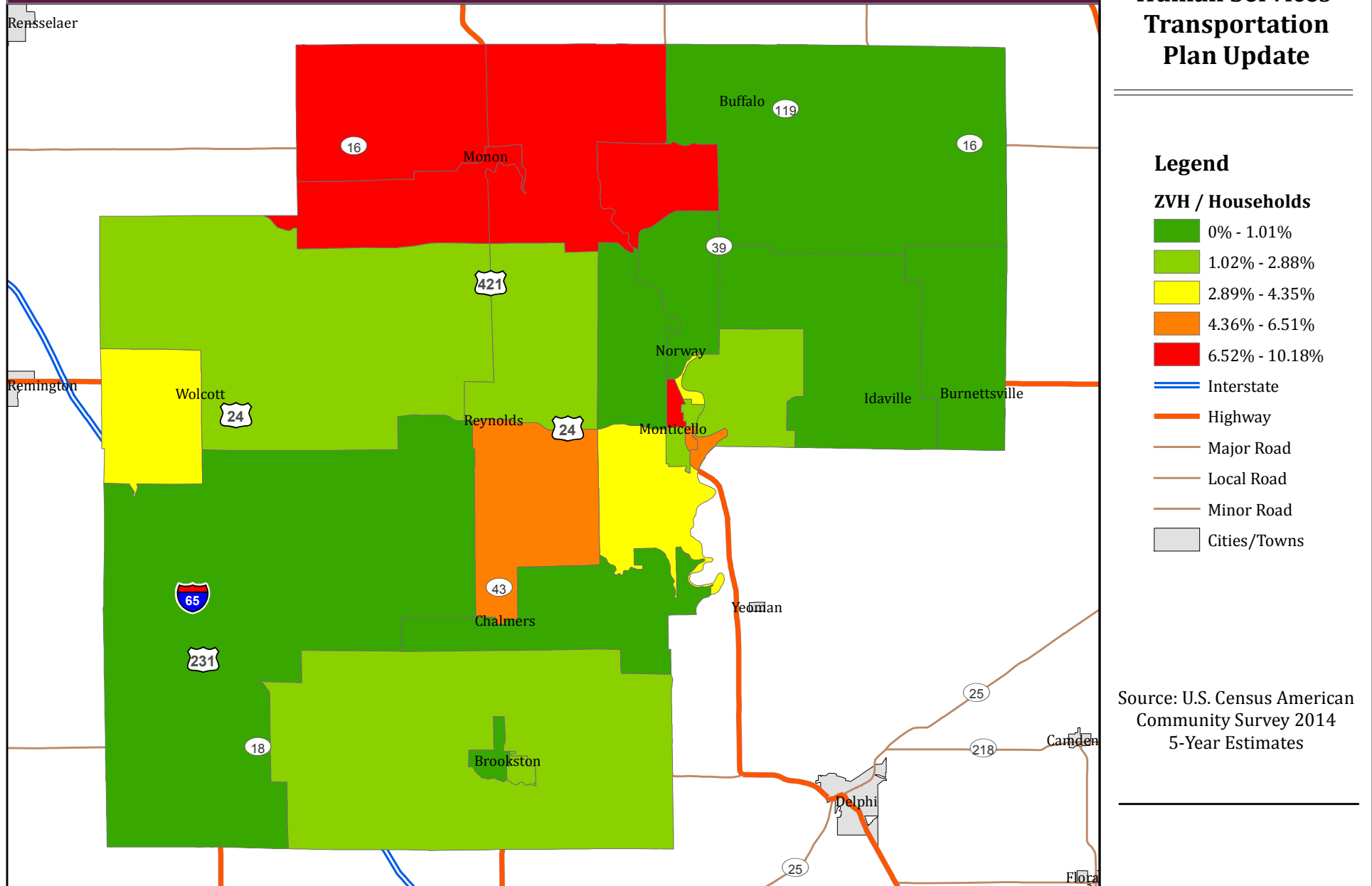
Legend
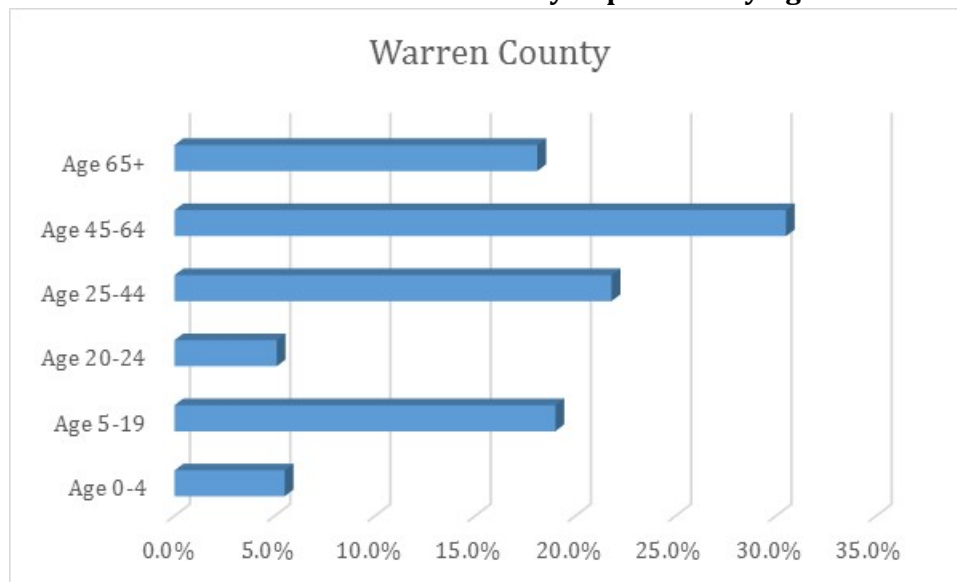
ZVH / Households

- 0% - 1.01%
- 1.02% - 2.88%
- 2.89% - 4.35%
- 4.36% - 6.51%
- 6.52% - 10.18%
- ——— Interstate
- ——— Highway
- ——— Major Road
- ——— Local Road
- ——— Minor Road
- Cities/Towns

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

Rensselaer

Buffalo 119

16 Monon

16

39

421

Norway

Remington

Wolcott 24

Reynolds 24

Monticello

Idaville Burnettsville

Yeoman

43

25

Camden

218

Chalmers

231

18

Delphi

Brookston

65

25

Flora

III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS

INTRODUCTION

Local stakeholders including coordinated providers of human service and public transportation and 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. These public meetings were also to be used to encourage the promotion of the general public survey of stakeholders and the general public which is 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, familiarize 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 5 Provider Stakeholder Summaries listed below include both Section 5310 providers who serve primarily senior citizens and individuals with disabilities. These agencies including **Sunshine Vans** 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 also receive operating funding through Medicaid and Title III-B of the Older Americans Act which focuses on serving persons 60 and over and also receive funding for vehicle replacement through the FTA Section 5310 program. These programs, including the **Paul Phillipe Resource Center** and the **White County Council on Aging** 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 also includes agencies that are eligible for Section 5310 vehicle funding but until now limited coordination with other providers and whose services have been focused on providing services to their agency program consumers. These agencies, including **CDC Resources, Inc., Child Adult Resource Services** and the **Wabash Center,** are focused on transportation services for their agency consumers, but their participation in the coordination process is essential so that their consumers are 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 2015 INDOT Public Transit Annual Report. Where information is incomplete, it was not provided or not available.

Area IV Agency on Aging & Community Action Programs (Sections 5311 and 5310)

Area IV Agency on Aging is a private nonprofit organization serving Benton, Carroll, Clinton, Fountain, Montgomery, Tippecanoe, Warren, and White Counties, Indiana. The agency provides a range of services including transportation, social services, nutrition, counseling, income assistance, information/referral, recreational/social, and housing programs.

Funding Sources: FTA Section 5311, Local Governments, Title III-B, Medicaid, Grants and Contributions.

Total Vehicles (Accessible): 7 (6)

Annual One-Way Passenger Trips: 4,919 one way passenger trips in Calendar Year 2015.

Fare Structure: There is no fare or fee charged to the passenger for transportation services. Area IV Agency on Aging does not purchase transportation from other transportation providers. The agency does make referrals to other transportation providers.

> ### *HOPE Transit*
> Door-to-door advance reservation volunteer transportation is operated by HOPE Transit. Area IV Agency on Aging uses volunteers to provide transportation for medical trips; it also employs staff that are specifically designated as drivers for consumer non-emergency medical transportation needs.
>
> **Eligibility:** HOPE Transit is available for Benton County residents age 60 and older, people with disabilities (any age), and Medicaid eligible passengers (any age).
>
> **Operating Days and Hours**: HOPE operates Monday through Friday between 8:00 AM and 4:30 PM.
>
>
> ### *Community Public Transportation – Boswell Area Transit Van (BAT Van)*
> Public transportation is provided for all persons in Benton County. Advance reservations are required at least 48-hours in advance of the day the trip is needed. Some pre-scheduled trips available for groups. Drivers are volunteers. Residents call Boswell Senior Center to schedule a trip. Drivers are volunteers.
>
> **Eligibility:** BAT Van is available for Benton County residents.

Operating Days and Hours: BAT Van operates Monday through Friday between 8:00 AM and 4:30 PM.

Community Public Transportation – Garden Spot Express
Public transportation is provided for all people age 55 or older, individuals with disabilities of any age, and people on Medicaid. The service area is Flora, Bringhurst, and Monroe Township in Carroll County. Advance reservations are required at least 48-hours in advance of the day the trip is needed. Trips are scheduled at the Flora Senior Center. Some pre-scheduled trips available for groups. Drivers are volunteers. Residents call Boswell Senior Center to schedule a trip. Drivers are volunteers.

Eligibility: General public living in the service area.

Operating Days and Hours: Based on the schedule.

Fare Structure: Contributions based on a suggested amount.

Rossville Area Transit
Public Transportation operated through the Area IV Agency on Aging for the general public. The service area includes the Rossville school district, including towns of Rossville, Pyrmont, Sedalia, Greetingsville, Owasco, Moran, and Edna Mills.

Eligibility: General Public.

Operating Days and Hours: Based on the schedule.

Fare Structure: Contribution is required based on a suggested amount.

Brookston and Chalmers Community Van
Public Transportation operated through the Area IV Agency on Aging for the general public. The service area includes Brookston, Chalmers, and anywhere within the Frontier School district in White County. Reservations should be made at least 48-hours in advance of the day the trip is needed.

Eligibility: General Public.

Operating Days and Hours: Based on the schedule.

Fare Structure: Contribution is required based on a suggested amount.

REACH Out Community Van

Public Transportation operated through the Area IV Agency on Aging for the general public. The service area includes Fountain and Montgomery Counties: Hillsboro, Newtown, Wallace, Mellott, Waynetown, Wingate, Veedersburg, New Richmond, and the surrounding rural area. Passengers must call 48-hours in advance of the day transportation is needed. Drivers are volunteers.

Eligibility: General Public.

Operating Days and Hours: Based on the schedule.

Fare Structure: Contribution is required based on a suggested amount.

The Omni Express
Public Transportation operated through the Area IV Agency on Aging for the general public. The service area includes Montgomery County, Brown Township: Waveland, Browns Balley, Russellville, and New Market. Reservations should be made at least 48-hours in advance of the day the trip is needed. Drivers are volunteers. Accessible vehicles are available.

Eligibility: General Public.

Operating Days and Hours: Based on the schedule.

Fare Structure: Contribution is required based on a suggested amount.

Carroll County Senior & Family Services
Trips are scheduled at least one week prior to the day the trip is needed. A co-pay or contribution is required. Trips may be local, to Lafayette, Kokomo, Logansport, Monticello & Indianapolis.

Eligibility: Age 55 or older, individuals with disabilities, or people on Medicaid.

Operating Days and Hours: Based on the schedule.

Fare Structure: Co-pay or contribution is required.

Child Adult Resource Services (Rockville, IN) (Section 5310)

C.A.R.S. provides transportation for agency consumers to agency day programs.

Funding Sources: FTA Section 5310, Medicaid Waiver, United Way.

Total Vehicles (accessible): 27 (14 are wheelchair accessible).

Annual One-Way Passenger Trips: 36,573 in 2016.

Eligibility Requirements: Agency clients with developmental disabilities.

Hours of Operation: Monday through Friday between 6:30 AM and 5:30 PM.

Fare Structure: Limited to Medicaid waiver payments.

CDC Resources, Inc. (Section 5310)

CDC Resources, Inc. operates a standing order service for door-to-door transportation services to agency site and supported employment locations.

Funding Sources: FTA Section 5310 program, Medicaid waiver program, thrift store sales and donations.

Total Vehicles (Accessible): 23 (11)

Annual One-Way Passenger Trips: Approximately 37,312 during Calendar Year 2015.

Eligibility Requirements: Agency consumers with cognitive, emotional and physical disabilities.

Hours of Operation: Monday through Friday between 6:00 AM and 6:00 PM.

Fare Structure: None.

Community Action Program, Inc. of Western Indiana (MAC Van)

Community Action Program (CAP) is a private nonprofit organization serving Fountain and Warren Counties. The CAP provides transportation, social services, nutrition, job training, employment, job placement, income assistance, information/referral, housing, Head Start, WIC, EAP, and homemaker programs.

CAP transportation is provided with agency-owned vehicles and staff designated specifically for transportation. Door-thru-door and door-to-door services are available through CAP. The agency staff also use personal vehicles to provide consumer transportation, as needed.

Funding Sources: FTA Section 5310 program, Medicaid, Donations.

Total Vehicles (Accessible): Fountain County: 5 (4); Warren County: 5 (4)

Eligibility: Eligibility for transportation is limited to individuals age 60 and older, people with disabilities, and Medicaid recipients.

Operating Days and Hours: Transportation is available between 7:00 AM and 5:00 PM, weekdays.

Annual One-Way Passenger Trips: Approximately 9,076 one-way passenger trips in 2015.

Fare Structure: Suggested Donation (varies by location).

Paul Phillippe Resource Center (Section 5311)

Paul Phillippe Resource Center is a private nonprofit organization in Clinton County. The center provides demand response, curb-to-curb transportation.

Funding Sources: FTA Section 5311, Title III-B, County, City of Frankfort.

Total Vehicles (Accessible): 11 (8)

Eligibility: There are no eligibility requirements for transportation, and service is open to the general public.

Operating Days and Hours: Service is provided on weekdays from 7:00 AM to 5:00 PM and Saturdays from 10:00 AM to 1:00 PM. Saturday service is by appointment only.

Annual One-Way Passenger Trips: Approximately 39,731 one way passenger trips in 2015.

Fare Structure: Donations from passengers are accepted. The passenger suggested donation is $8.00 per roundtrip. The center does not purchase transportation from other organizations.

Sunshine Vans of Montgomery County (Section 5310)

Transportation services are provided to senior citizens and persons with disabilities to a range of destinations including medical, shopping and employment.

Funding Sources: Title III-B, FTA Section 5310 program, Montgomery County Community Foundation, City of Crawfordville, Medicaid Waiver program.

Total Vehicles (Accessible): 10 (8).

Annual One-Way Passenger Trips: Approximately 16,590 trips in Calendar Year 2015.

Eligibility Requirements: Persons 60 and Disabled; 24-hour advance reservation with limited same day add-on trips.

Hours of Operation: 7:30 AM-4:00 PM.

Fare Structure: Suggested donation of $3.00 per one way; mobility device $5.00 one-way; out of city limits $5.00 one-way and $7.00 one-way for mobility device. Discounted passes and roundtrip donations.

Wabash Center

Transportation is provided to agency programs for agency consumers.

Funding Sources: Medicaid Waiver.

Total Vehicles (Accessible): 26 total (25).

Eligibility Requirements: Transportation for agency consumers with developmental disabilities and traumatic brain injury.

Hours of Operation: Monday through Friday between 7:30 AM and 5:30 PM.

Annual One-Way Passenger Trips:

Fare Structure: Based on Medicaid individual plans.

White County Public Transit/White County Council on Aging (COA) (Section 5311)

Transportation service is door-to-door, and drivers will assist passengers with a limited number of packages.

Funding Sources: FTA Section 5311, Title III-B, County, United Way, City and City of Monticello.

Total Vehicles (Accessible): 8 (6)

Eligibility: Open to the General Public.

Operating Days and Hours: Transportation is available with a 24-hour advance reservation on weekdays between 8:00 AM and 4:00 PM.

Annual One-Way Passenger Trips: Approximately 13,759 one way passenger trips in 2015.

Fare Structure: The White County CoA does not charge a fare to passengers but has a suggested donation as follows:

♦ Within City of Monticello limits: $1.00 one-way
♦ Outside of City Limits: $.40 per mile

The CoA does not make payments to third parties for provision of consumer transportation.

VEHICLE INVENTORY AND UTILIZATION

Vehicle inventories were obtained by e-mail from transportation providers who reported a total of 122 vehicles serving the counties in Region 5. Approximately 70 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 2015 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 of the report.

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 5 counties currently exceed that standard.

Exhibit III.1 Vehicle Inventory and Utilization Table

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Mileage	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
Area IV Agency on Aging												
-	Dodge		1994	-	13	0	M-F	Varies	-	-	-	Benton; Flora, Bringhurst & Monroe Twp. in Carroll Co.; Areas of Clinton County; Areas of Fountain Co.; Montgomery Co.; Areas of White Co.
-	Dodge		1995	-	12	2	M-F	Varies	-	-	-	
-	Dodge		2003	-	12	2	M-F	Varies	-	-	-	
-	Ford		2006	-	12	2	M-F	Varies	-	-	-	
-	Ford		2009	-	12	2	M-F	Varies	-	-	-	
-	Ford		2010	-	12	2	M-F	Varies	-	-	-	
-	Ford		2010	-	12	2	M-F	Varies	-	-	-	
CDC Resources												
-	Dodge	Mini Van	2003	-	5	-	M-F	6:00 AM-6:00 PM	107,135	Poor	5310	Benton, Carroll, Clinton, Fountain, Montgomery
-	Ford	Mini Van	2004	-	6	-	M-F	6:00 AM-6:00 PM	99,636	Fair	5310	
-	Toyota	Car	2004	-	5	-	M-F	6:00 AM-6:00 PM	287,983	Fair	5310	
-	Ford	Large Tran	2004	-	18	2	M-F	6:00 AM-6:00 PM	281,713	Poor	5310	
-	Ford	Turtle Top	2006	-	12	1	M-F	6:00 AM-6:00 PM	137,855	Poor	5310	

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Mileage	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
-	Ford	Turtle Top	2006	-	12	2	M-F	6:00 AM-6:00 PM	51,414	Fair	5310	Benton, Carroll, Clinton, Fountain, Montgomery
-	Ford	Wagon	2006	-	5	-	M-F	6:00 AM-6:00 PM	126,499	Fair	5310	
-	Ford	Wagon	2006	-	5	-	M-F	6:00 AM-6:00 PM	100,454	Fair	5310	
-	Ford	Med Tran	2007	-	12	2	M-F	6:00 AM-6:00 PM	63,950	Fair	5310	
-	Ford	Med Tran	2007	-	12	2	M-F	6:00 AM-6:00 PM	168,392	Poor	5310	
-	Ford	Turtle Top	2008	-	10	1	M-F	6:00 AM-6:00 PM	32,153	Good	5310	
-	Ford	Large Tran	2009	-	18	2	M-F	6:00 AM-6:00 PM	172,101	Poor	5310	
-	Ford	Turtle Top	2009	-	10	1	M-F	6:00 AM-6:00 PM	39,245	Good	5310	
-	Chevy	Malibu	2009	-	5	-	M-F	6:00 AM-6:00 PM	68,359	Good	5310	
-	Ford	Flex	2009	-	8	-	M-F	6:00 AM-6:00 PM	73,782	Good	5310	
-	Ford	Fusion	2010	-	5	-	M-F	6:00 AM-6:00 PM	100,157	Good	5310	
-	Ford	Turtle Top	2011	-	10	1	M-F	6:00 AM-6:00 PM	41,047	Good	5310	
-	Ford	Med Tran	2014	-	10	2	M-F	6:00 AM-6:00 PM	79,559	Good	5310	
-	Ford	Fusion	2015	-	5	-	M-F	6:00 AM-6:00 PM	3,994	Excellent	5310	
-	Ford	Fusion	2015	-	5	-	M-F	6:00 AM-6:00 PM	8,758	Excellent	5310	

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Mileage	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
-	Ford	Med Tran	2015	-	10	2	M-F	6:00 AM-6:00 PM	50,219	Excellent	5310	Benton, Carroll, Clinton, Fountain, Montgomery
-	Ford	Large Tran	2016	-	16	2	M-F	6:00 AM-6:00 PM	3,784	Excellent	5310	
-	Ford	Large Tran	-	-	-	-	M-F	6:00 AM-6:00 PM	-	-	-	
Paul Phillippee Resource Center												
-	Ford	-	2002	-	6	0	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	Clinton County
-	Chevy	-	2002	-	14	0	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	
-	Chevy	-	2003	-	14	0	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	
-	Ford	-	2008	-	12	2	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	
-	Ford	-	2010	-	12	2	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Mileage	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
												Clinton County
-	Ford	-	2010	-	12	2	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	Clinton County
-	Ford	-	2010	-	12	2	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	
-	Ford	-	2010	-	12	2	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	
-	Dodge	-	2012	-	4	2	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	
-	Ford	-	2015	-	12	2	M-Sat.	8:00 AM-5:00PM/ 10:00 AM-1:00 PM	-	-	-	
Peak Community Services												
14	Ford	E350XL	2010	-	8	-	M-F	7:00 AM-3:00 PM	90,475	Good	5900	Cass, Pulaski, White
17	Dodge	MNV	2003	-	6	-	M-F	7:00 AM-3:00 PM	174,165	Poor	5900	Cass, Pulaski, White
12	Dodge	MNV	2000	-	6	-	M-F	7:00 AM-3:00 PM	177,681	Poor	5900	
22	Pontiac	Sedan	2007	-	4	-	M-F	7:00 AM-3:00 PM	150,916	Fair	5900	

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Mileage	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
30	Ford	E350SD	2007	-	9	1	M-F	7:00 AM-3:00 PM	44,955	Good	5900	
1	Ford	E350	2006	-	9	1	M-F	7:00 AM-3:00 PM	114-281	Good	5900	
2	Dodge	3500	2000	-	9	1	M-F	7:00 AM-3:00 PM	180,977	Poor	5900	
3	Dodge	MNV	2000	-	6	-	M-F	7:00 AM-3:00 PM	213,825	Fair	5900	
15	Chevy	Express	2012	-	9	1	M-F	7:00 AM-3:00 PM	177,360	Good	5900	
46	Ford	Conversion	2009	-	11	2	M-F	7:00 AM-3:00 PM	25,680	Fair	5900	
41	Ford	Conversion	2009	-	11	2	M-F	7:00 AM-3:00 PM	33,483	Fair	5900	
42	Ford	Conversion	2009	-	11	2	M-F	7:00 AM-3:00 PM	37,597	Fair	5900	
Fountain County Mac Van												
2	Dodge	Grand Caravan	2015	2C7WDGBG2GR262302	4	1	M-F	7:00AM-5:00PM	8,000	Excellent	Elderly and Disabled	Fountain County
3	Dodge	Grand Caravan	2010	2D4RN4DEOAR372566	4	1	M-F	7:00AM-5:00PM	162,094	Fair	Elderly and Disabled	
4	Ford	Fusion Sedan	2013	3FA6POG76DR205326	3	-	M-F	7:00AM-5:00PM	90,972	Good	Elderly and Disabled	
5	Chevy	Uplander	2008	1GBDV13W38D163467	3	1	M-F	7:00AM-5:00PM	217,935	Fair	Elderly and Disabled	Fountain County
7	Chevy	Ventura Conv	2003	1GBDX23EO3D219798	6	1	M-F	7:00AM-5:00PM	323,000	Bad	Elderly and Disabled	
Warren County MAC Van												
6	Dodge	Hi Top	2002	2B7LB31Z42K127888	6	1	M-F	7:00AM-5:00PM	135,400	Bad	Elderly and Disabled	Warren County

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Mileage	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
8	Chevy	Ventura Conv	2005	1GBCV13E35D129516	4	1	M-F	7:00AM-5:00PM	220,000	Fair	Elderly and Disabled	
9	Dodge	Grand Caravan	2010	2D4RN4DE3AR372576	3	1	M-F	7:00AM-5:00PM	164,013	Fair	Elderly and Disabled	
10	Ford	Fusion Sedan	2014	3FA6POG78ER114172	3	-	M-F	7:00AM-5:00PM	90,408	Good	Elderly and Disabled	
11	Dodge	Grand Caravan	2013	2C4RDGBG1DR787227	3	1	M-F	7:00AM-5:00PM	100,478	Good	Elderly and Disabled	
White County Public Transit/White County COA												
-	Chevy	AO	2014	1G11C55L8EF120075	5	0	M-F	7:30 AM-5:30 PM	21,948	Good	Local	
-	Chevy	MV	2007	1GBDV13W77D192226	3	1	M-F	7:30 AM-5:30 PM	149,321	Fair	5311	
-	Ford	VN	2010	1FDFE4FS3ADA52739	6	2	M-F	7:30 AM-5:30 PM	62,083	Good	ARRA	
-	Chevy	BU	2008	1GNDU23WX8D205211	6	0	M-F	7:30 AM-5:30 PM	163,524	Poor	5310	White County
-	Ford	VN	2010	1FDFE4FS1ADA52738	12	2	M-F	7:30 AM-5:30 PM	62,991	Good	ARRA	
-	Ford	VN	2010	1FDEE3FS2ADA55623	12	2	M-F	7:30 AM-5:30 PM	83,569	Good	ARRA	
-	Dodge	MV	2015	2CFWDGBG7FR634389	5	2	M-F	7:30 AM-5:30 PM	22,949	Excellent	5339	
-	Dodge	MV	2021 5	2C7WDGBG7FR614272	5	2	M-F	7:30 AM-5:30 PM	19,588	Excellent	5339	

Not included in the Table:

* Sunshine Vans   reported a fleet of 10 vehicles, 8 of which are wheelchair accessible.

* Wabash Center reported a fleet of 26 vehicles, 25 of which are wheelchair accessible.

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 applied for Section 5310 grants from INDOT since 2014. Documentation of outreach efforts included in this project to date and the level of participation from each organization is provided in the Appendix. The following paragraphs outline results from the local general public and stakeholder coordinated transportation meetings.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

A local meeting was conducted at a location accessible to Region 5 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 meetings is provided in the following table:

Date	November 18,2016
Location	Area IV Office on Aging; Lafayette, Indiana
Time	10:00 AM to 12:30 PM

Invitations to the meeting were distributed via the U.S. Postal Service to more than 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:

♦ Carroll County Comet (Flora)
♦ The Times (Frankfort)
♦ Monticello Herald Journal (Monticello)
♦ The Journal & Courier (Lafayette)
♦ The Journal Review (Crawfordsville)

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:

♦ Area Planning Commission of Tippecanoe County (MPO)
♦ Area IV Agency on Aging
♦ CDC Resources
♦ CAP/MAC Van

- Carroll Council on Aging, Inc.
- Paul Phillippe Resource Center
- Sunshine Vans
- White County Council on Aging/Public Transit
- INDOT Transit Office

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.

Stakeholder participants were asked to take both paper copies and the link for the electronic survey to help further promote participation of the public in the survey 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
Additional employment transportation options for individuals with developmental disabilities traveling to work, medical appointments, program activities, and shopping is needed.	Serve more employment destinations.	High Priority	#2 & #3
Additional transportation options for individuals with disabilities traveling to medical appointments, shopping is needed.	Unmet medical and shopping trip needs, particularly for senior citizens.	High Priority	#3
Affordable transportation options are needed in Clinton, Warren, and Montgomery Counties.	Affordability of public transit in Carroll, Benton, Montgomery, and Warren Counties.	High Priority	#1, #4 & #5
An affordable and reliable transportation option is needed for early mornings and late evenings for employment, especially in Clinton County. Warren County may have a second highest level of need for early morning employment trips.	Expanded weekday and weekend hours of service to meet employment needs.	High Priority	#3
Individuals with low incomes and people with disabilities living in the Monticello area need transportation options to medical appointments and employment during late afternoon/evening hours on weekdays and on weekends.	Expanded use of local providers to serve Medicaid eligible passengers.	Low Priority	#3 & #5
Replacement and expansion vehicles that are wheelchair accessible are needed throughout the Region.	Expand the availability of accessible vehicles.	Medium Priority	#4 & #6
Additional coordination and sharing of information and resources could fill the gaps in transportation for medical appointments, shopping, and human service agency programs especially in the area served by HOPE Transit.	Additional coordination and sharing of information and resources as an effort to fill gaps.	Ongoing Priority	#4

PROGRESS SINCE THE 2013-2014 COORDINATED PLAN

Over the past four years the transportation providers in Region 5 have made some progress in implementing the goals and strategies contained in the 2013-2014 Coordinated Public Transit - Human Services Transportation Plan. For example, the Area IV Agency on Aging & Community Action Program has expanded and updated an information and referral system in the Region and developed a resource guide that includes transportation information. The Region's providers have successfully worked with White County Memorial Hospital to coordinate hospital trips for hospital patients. There are several situations where transportation providers are coordinating by meeting at certain locations to enable riders to share trips into other surrounding counties. Additionally, members of the Regional Transportation Advisory Committee have signed Memorandums of Agreement (MOUs) to formalize their coordination arrangements.

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

♦ Distribute the new adopted Coordinated Plan to their agency stakeholders and all elected officials within their jurisdictions.
♦ Continue to expand public speaking engagements to improve awareness of existing services and the gaps and unmet needs that exist in each county.
♦ As an additional measure of outreach, the Area IV Agency on Aging, Community Action Program and RTAC participants will update and share the transportation information contained in the Area IV Resource Guide.
♦ All transportation providers will submit informational articles on public and/or coordinated transportation successes to agency newsletters. Providers will also encourage riders to write positive letters to the editor regarding their transportation experiences.

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 46 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 46 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:

♦ Carroll County: 1 Survey
♦ Clinton County: 19 Surveys
♦ Montgomery County: 3 Surveys
♦ White County: 23 Surveys

Survey respondents were asked to report all of the transportation they or their family have used in the past 12 months. Choices ranged from bicycles and walking to using public or agency services. As indicated in Exhibit IV.2, approximately 74 percent indicated that they used a personal vehicle or rode with a friend/family member. Approximately 50 percent of respondents indicated that they used demand response public or agency-sponsored transportation services. Approximately 37 percent of respondents used a public transportation system or human service agency in a neighboring county. And, 28 percent bicycle or walk as a mode of transportation. Exhibit IV.2 outlines the variety of transportation modes used in this Region.

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

Mode of Transportation Used	Response Percent	Response Count
Personal vehicle or ride with a friend/family member	73.9%	34
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)	50.0%	23

Mode of Transportation Used	Response Percent	Response Count
Public transportation systems or human service/senior agencies in neighboring counties	37.0%	17
Bicycle or Walk (other than for exercise)	28.3%	13
Carpool or vanpool	17.4%	8
Other (please specify)	15.2%	7
Ambulette Service (non-emergency medical transportation provided by a medical transportation company)	10.9%	5
Fixed route public transit (with bus stops and time schedule)	8.7%	4
Flexible public transit routes (vehicles operate on a fixed route and time schedule but can make deviations off the route)	8.7%	4
Private taxi, Uber, Lyft (or similar)	8.7%	4
Agency-provided transportation (such as COA, AAA or Rehabilitation Center Services)	8.7%	4
Faith-based organization (such as a church bus or van to go to services or activities)	8.7%	4
Volunteer transportation	8.7%	4
Private inter-city bus (such as Greyhound or Megabus)	2.2%	1
Amtrak (to/from an origin or destination in Indiana)	2.2%	1
Car share (Car 2 Go)	0.0%	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 (61.5%). The second most common reason was that the respondent's friend or family drove him or her (34.6%). Other reasons included the vehicle not being available where the respondent lived (11.5%) or not knowing how to use the services (7.7%). Others indicated that they are using public transportation, or are not using it because it does not go where they need to go, it is unaffordable, or it takes too much time compared to other options.

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

Answer Options	Response Percent	Response Count
I have my own car and prefer to drive	61.5%	16
My friend or family drive me where I need to go	34.6%	9
Other (please specify)	23.1%	6

Answer Options	Response Percent	Response Count
It is not available where I live	11.5%	3
It is not available at the times or days when I need it	11.5%	3
I don't know how to use it	7.7%	2
It does not go where I need to go	3.8%	1
It is unaffordable	3.8%	1
It takes too much time compared to my other options	3.8%	1
The vehicles are not wheelchair accessible	0.0%	0
Answered Question		*26*
Skipped Question		*20*

Next, respondents were asked, if transportation were easy to use and available, which reason would cause you to use it? As indicated in Exhibit IV.4, below, the majority of people would use it if there were not another transportation option available to them (66.7%), and half (50%) would use transportation options if they saved money. All of the potential reasons are listed in the following exhibit.

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

Answer Options	Response Percent	Response Count
If it would save money (ex. save on gas or car maintenance)	50.0%	18
If it is better for the environment	33.3%	12
If it is provided with wheelchair accessible vehicles	19.4%	7
If I do not have another transportation option	66.7%	24
I would not use public transportation under any circumstance	0.0%	0
Other (please specify)		3
Answered Question		36
Skipped Question		10

When asked what changes could be made to the local transportation options to make using them more appealing, the most common responses included operating later at night (62.5%), operating on Saturdays (62.5%), operating on Sundays (50%), starting earlier in the morning (34%), and having the option to ride to other parts of the state (34%).

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)	34.4%	11
Lower the cost to ride	12.5%	4

Answer Options	Response Percent	Response Count
Start earlier in the morning	34.4%	11
End later at night	62.5%	20
Operate on Saturdays	62.5%	20
Operate on Sundays	50.0%	16
Pick me up at my house and take me directly to where I am going/no shared rides with others	12.5%	4
Operate on a fixed route and schedule with bus stops	12.5%	4
Smaller vehicles	6.3%	2
Larger vehicles	9.4%	3
Wheelchair accessible vehicles	12.5%	4
More reliable/On-Time for picking me up/dropping me off	15.6%	5
Other (please specify)	15.6%	5
Answered Question		**32**
Skipped Question		**14**

When asked if he or she would use a fixed route bus service if it were available, 48.6% of respondents said yes.

The most commonly visited destinations when transportation is available to the survey respondent are medical clinics or hospitals (80.5%); shopping (56%); employment (41.5%); and recreation/social (39%). Exhibit IV.6 provides the distribution of responses.

Exhibit IV.6: Most Common Trip Purposes when Transportation is Available
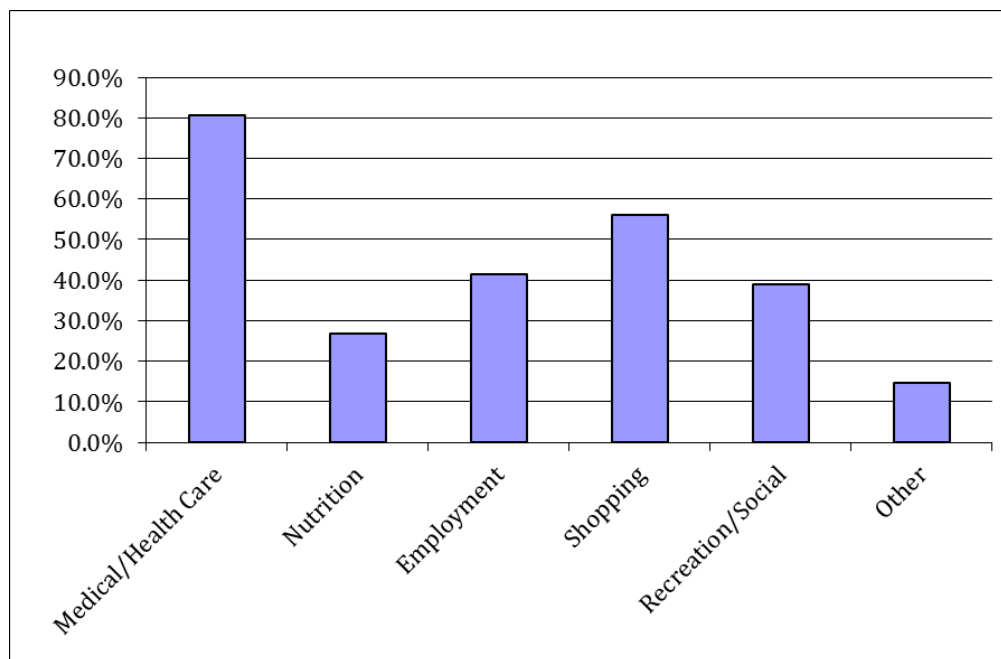
Transportation demand by time of day is a tool used to understand when the most vehicles and drivers are likely to be needed. Exhibit IV.7 indicates that the highest demand is between 8:00 AM and 12:00 PM and the most common trip purpose during those hours is for medical and health care. The remainder of the peak period is 12:00 PM through 9:00 PM when medical and health care remain the most common trip purpose. 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
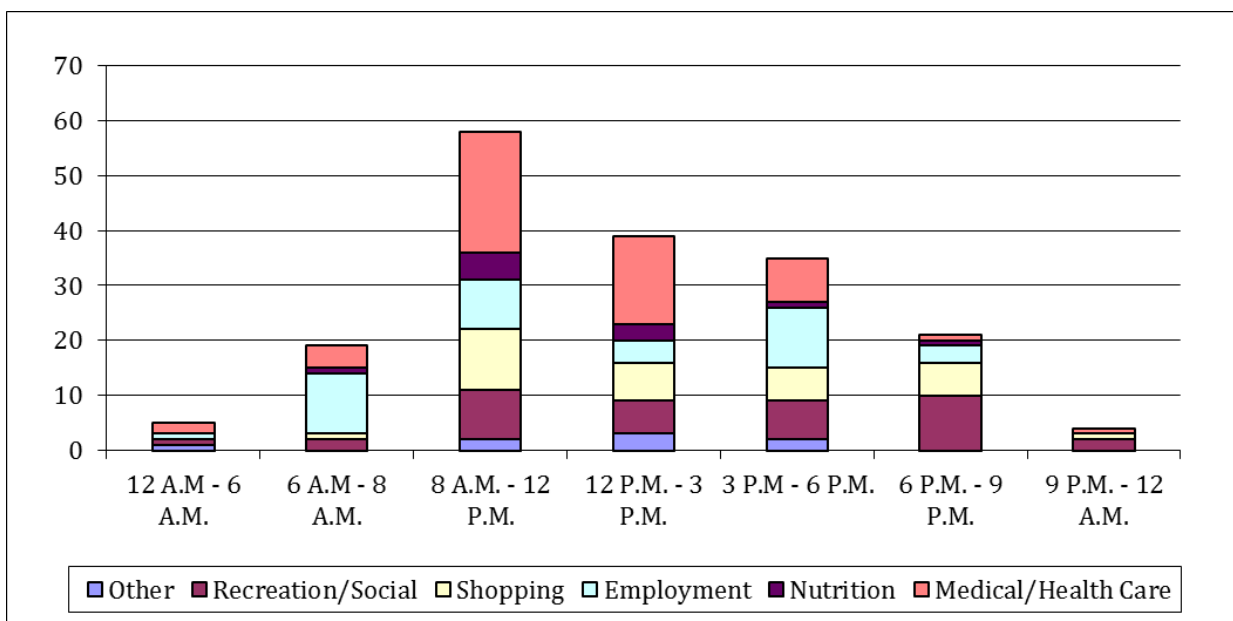
The majority of survey respondents do have available transportation to destinations outside of the county of residence when they need it (67 percent). The remaining respondents sometimes do not have transportation to destinations in other counties when needed. Trip requests to out-of-county destinations were related to the "Lafayette pharmacy," "school or college," or "lunch at center."

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. Thirty-five (35) percent of respondents were age 65 or older. Twenty-eight (28) percent of respondents reported having a disability which requires them to use a cane, walker, wheelchair, and/or another device.

Exhibit IV.8: Age of Survey Respondents
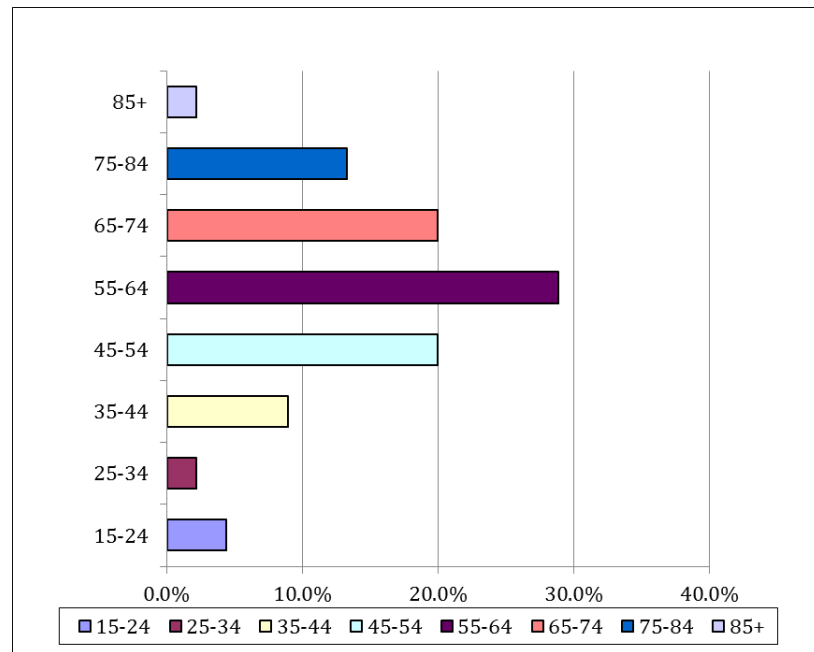
Approximately 53.5 percent of survey respondents were employed outside of the home, while 30 percent were retired. Less than 10 percent were unemployed.

Exhibit IV.9: Employment Status
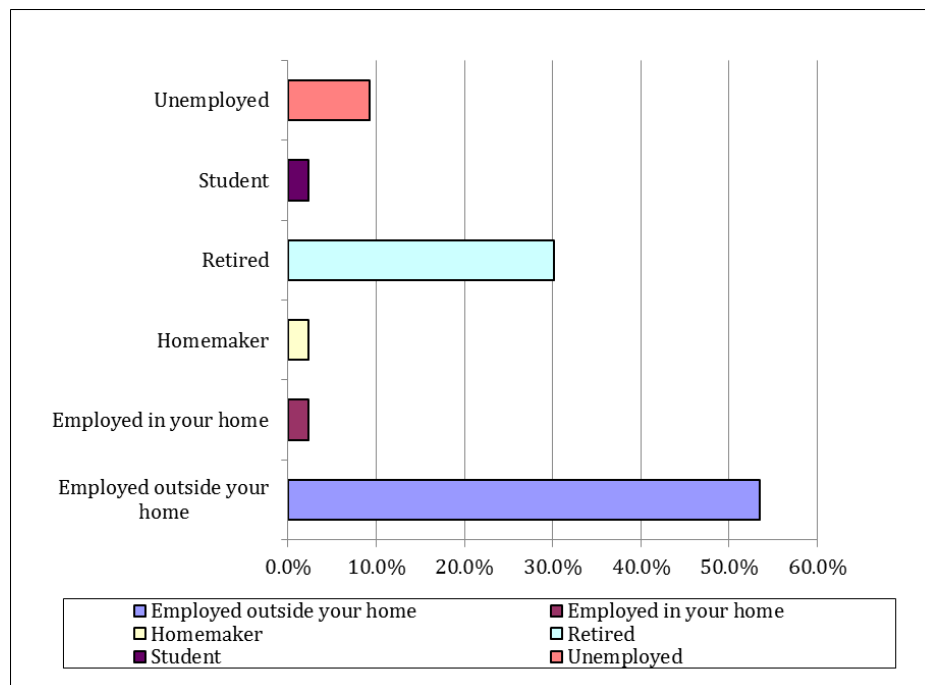
V. IMPLEMENTATION PLAN

The coordinated transportation goals are prioritized based on the feedback received from stakeholders and 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 November 18, 2016 included a review of the goals that were established during the 2013-2014 plan process. While the discussion achieved consensus on retaining the existing seven goals, the process identified a number of new implementation strategies which reflected changes in the tools and approaches to meeting the selected goals. As a result, some of the original seven goals were combined. The ability to combine goals and strategies based on their commonalities reflects progress toward a more cohesive local transportation network. The following goals were proposed for the 2016-2017 Plan:

Goal #1: Increase the Amount of Funds Available for Coordinated General Public Transportation–Human Services Transportation in the Region While Also Working Cooperatively to Control Costs.

The lack of adequate funding was often mentioned by stakeholders as a major impediment to the provision of public transportation services as well as the enhancement of coordinated transportation efforts. Implementation of many of the goals and strategies included in this plan are dependent on additional funding. It is important for transportation providers, human service agency representatives and the general public to continue successful efforts to convey their funding concerns to the appropriate agencies and elected officials. Funding limitations from the Federal, state and local levels are all considered under Goal #1.

Goal #2: Extend Service Areas and Provide Out-of-County/Regional Transportation Service Across the Region.

Throughout the seven-county area there is a call for the expansion of public transportation services. While Clinton and White Counties are the only counties in the study area with countywide, general public transportation service available, even these counties need extended services. There is limited service across county lines which results in people being isolated from services they may need, such as trips to medical appointments or employment/training. There are areas within the Region that have only minimal service. There is also the need to increase the frequency of service in certain areas so that public transportation becomes a viable alternative for commuters, including those who need to stop at a childcare facility and make appointments in addition to their normal workday trips.

Goal #3: Extend Service Days/Hours to Enhance Public Transportation Services in the Most Rural Portions of the Study Area, Thereby Increasing the Availability of Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and Other Transportation Disadvantaged Individuals.

Across the study area there is a lack of weekend transit service. This creates a very difficult situation for those that are dependent on public transit. Transit services that only operate from early morning to late afternoon result in making 2nd and 3rd shift jobs out of reach for the transit dependent population. Public surveys revealed many situations where individual travel was limited due to restricted operating days.

Goal #4: Create a Transportation Structure That Promotes More Efficient Use of Resources at the Local and Regional Level.

While Region 5 has an established Regional Transportation Advisory Committee, there is an understanding that the RTAC should be enhanced to allow for more effective communication among providers. A more effective dialogue across the Region could lead to improvements in service delivery and increased passenger options. All stakeholders indicated unmet transportation needs and gaps in service along with a desire to work together to address these issues.

Goal #5: Initiate General Public Transportation Service in Benton, Carroll, Fountain, Montgomery, and Warren Counties.

With Clinton and White Counties having general public transportation available countywide, there is a need for this service to be extended into other counties in the Region. This should begin with discussions among the providers and local officials to gauge their support for these enhanced services. Each county will have to assess the cost/benefit of providing this additional service.

Goal #6: 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. Various types of vehicles should be considered that together will meet the needs of seniors, persons with disabilities and low income individuals. 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.

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:

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

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

HIGH PRIORITY UNMET NEEDS: SUSTAINABLE FUNDING FOR TRANSPORTATION TO PROMOTE AFFORDABLE SERVICE OPTIONS FOR RIDERS

<u>Goal #1: Increase the Amount of Funds Available for Coordinated General Public Transportation–Human Services Transportation in the Region While Also Working Cooperatively to Control Costs.</u>

Strategy 1.1: Document unmet transportation needs and use the documentation to inform legislators so that they will advocate for increased human service transportation funding.

Priority: High

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

<u>Implementation Time Frame</u>: Ongoing	<u>Staffing Implications:</u> Minimal staff time to document requests for services that cannot be accommodated due to limitations on service hours, service area, or other conditions.
<u>Implementation Budget</u>: N/A	
<u>Potential Grant Funding Sources</u>: N/A	

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
- ◆ Funding advocacy increased.
- ◆ Amount of increased funding for transportation in Indiana.
- ◆ Increase in the number of people served and decrease in unmet needs as measured by public surveys and other public feedback.

Strategy 1.2: Identify opportunities for joint-funded vehicle purchases.

Priority: Medium

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame: Staffing Implications:
Ongoing   N/A

Implementation Budget:
Cost of vehicles and equipment.

Potential Grant Funding Sources: Section 5311 for public transportation providers; Section 5310 for human service agencies and public transportation providers. A 20% local match is required for capital purchases. Local match resources include but are not limited to non-U.S. DOT Federal funding programs, grants, and local government.

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
♦   Number of coordinated capital purchases completed.
♦   Number of vehicles and equipment added to agency fleets.
♦   Number of passenger trips provided with vehicles purchased through coordinated agreements.

Strategy 1.3: Promote cost allocation methods to facilitate client mixing provider policies.

Priority: Medium

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame: Staffing Implications:
Ongoing   No new staff required. Additional time required
                                                      from existing staff at each agency that provides
                                                      passenger transportation (public and agency).

Implementation Budget: No additional costs.

Potential Grant Funding Sources: N/A

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
- ♦ Information/training provided on developing fully allocated costs.
- ♦ Number of providers that determine their fully allocated cost and use as part of contract service development.
- ♦ Increased volume of purchase of service arrangements and client mixing to achieve more cost-effective services.
- ♦ Increased contract ridership/revenue.

Strategy 1.4: Transportation providers should be active members of the Indiana Council on Specialized Transportation (INCOST) and the Indiana Citizens Alliance for Transit (ICAT) to support transit services across the state and additional funds to meet the growing transportation needs.

Priority: Medium to High

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame: Ongoing	Staffing Implications: Staff time to gather supporting documentation/ information as requested by state legislators.
Implementation Budget: N/A	
Potential Grant Funding Sources: N/A	

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
- ♦ Information on INCOST and ICAT membership distributed and discussed.
- ♦ Number of Region's transportation providers that become members of these organizations.
- ♦ Amount of additional funds secured through cooperative efforts.

HIGH PRIORITY UNMET NEEDS: EXPANDED AND AFFORDABLE SERVICE TO EMPLOYMENT DESTINATIONS FOR SENIORS, INDIVIDUALS WITH DISABILITIES, AND THE GENERAL PUBLIC

Goal #2: Extend Service Areas and Provide Out-of-County/Regional Transportation Service Across the Region.

Strategy 2.1: Establish transfer points at county borders to facilitate trip sharing among the providers.

Priority: Medium

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

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Implementation Time Frame: Staffing Implications:
Near-Term (1-24 months)   N/A

Implementation Budget:
Minimal cost for informational materials.

Potential Grant Funding Sources: Section 5311 for public transportation providers (50% local match required). Local match resources include, but are not limited to non-US DOT Federal funding, grants, and local government.

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
♦ Meeting(s) among transit providers are held.
♦ Transfer points established.
♦ Transfer service is promoted and advertised.
♦ Number of resulting transfers.

Strategy 2.2: Evaluate potential for expansion of transportation provider services to include areas beyond current service area boundaries. Conduct a service evaluation study.

Priority: Low

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

> Implementation Time Frame: Staffing Implications:
> Mid-Term (2-4 years)   N/A
>
> Implementation Budget:
> Cost for studying expansion potential ranges between $8,000 and $40,000. Cost of the actual service expansion will be determined through the study process.
>
> Potential Grant Funding Sources: Section 5311 and/or local funding must be utilized for the study. Section 5311 for public transportation providers is an eligible source to fund expansion (50% local match required).

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
- ♦ Service evaluation completed.
- ♦ Amount of transportation services extended beyond current levels.
- ♦ Increased ridership on additional services.
- ♦ Coordination among existing transit providers is achieved as evidenced by the number of new coordinated services or functions (i.e., shared grant writing) implemented each year within the RTAC.

Strategy 2.3: Maintain communication links between providers to promote the evaluation of shared riding opportunities when developing schedules. Explore this as the first step toward bridge technology, allowing sharing of passenger scheduling through routing, scheduling and dispatch (RSD) software of individual providers.

Priority: Medium to Low

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

> Implementation Time Frame: Staffing Implications:
> Near-Term (1-24 months)   N/A
>
> Implementation Budget: Minimal cost for informational materials.
>
> Potential Grant Funding Sources: Section 5311 for public transportation providers (50% local match required).

Responsible Parties: Public transportation providers from each county working through RTAC.

Performance Measures:
- ♦ Meeting(s) among transit provider dispatchers/schedulers are held.
- ♦ Number of shared trips provided between providers.
- ♦ Passenger satisfaction with shared trips, as measured through a customer survey.

Strategy 2.4: Examine potential for providers to provide first/last mile service to City Bus for trips destined to Lafayette.

Priority: Medium to Low

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame: Staffing Implications:
Near-Term (1-24 months)   N/A

Implementation Budget: Shifting of resources from direct service to feeder services where appropriate.

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

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC and with City Bus.

Performance Measures:
- ♦ Identified potential City Bus routes and meet points that could provide direct service to destinations in Lafayette.
- ♦ Define local provider vehicle time saved by feeding into City Bus routes that can be used to serve more advance reservation customers who cannot be served by fixed route service.
- ♦ Number of people served who are traveling to and from work.
- ♦ Number of employers served who indicate that transportation is less of a barrier to sustainable the workforce.

HIGH AND LOW PRIORITY UNMET NEEDS: SERVICE TO EMPLOYMENT DESTINATIONS AND EXPANDED USE OF LOCAL PROVIDERS TO SERVE MEDICAID ELIGIBLE PASSENGERS

Goal #3: Extend Service Days/Hours to Enhance Public Transportation Services in the Most Rural Portions of the Study Area, Thereby Increasing the Availability of Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and Other Transportation Disadvantaged Individuals.

Strategy 3.1: Evaluate potential for pilot expansion of service to Saturday and Sunday.

Priority: Medium

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

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Implementation Time Frame: Staffing Implications:
Mid-Term (13-24 months)   Additional drivers and dispatchers may
                                        be required for some providers.

Implementation Budget: Cost of service will be determined based on service provided. Cost of study to evaluation potential ranges from $10,000 to $25,000.

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

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
♦ Evaluation of service extension completed.
♦ Extension of transit service is implemented.
♦ Increased ridership on extended service.

Strategy 3.2: Consider and evaluate the potential for expansion of transportation service hours to address 2nd and 3rd shift employment transportation needs.

Priority: Medium to High

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

> Implementation Time Frame: Staffing Implications:
> Mid-term (2-4 Years)   Additional drivers and dispatchers may be required for some organizations.
>
> Implementation Budget: Cost of service expansion will be determined based on operating hours, service area, and service provider. Cost of study ranges from $5,000 to $25,000.
>
> Potential Grant Funding Sources: Potential for Section 5311 (local match required). Use vehicles from human service agencies, public and private transportation providers. If additional vehicles are necessary, consider an application for capital assistance. Local sources to fund the study; potential for mobility management funding.

Performance Measures:
♦   Thorough service expansion evaluation completed by various providers.
♦   Funding secured to implement expansions that are deemed appropriate and feasible.
♦   Number of trips provided per hour and per mile during expanded hours after the service is implemented.

Strategy 3.3: Expand the use of volunteer driver programs as a means to expand hours and/or days of service and add general public transportation options with lower operating costs compared to expanding the core transportation services. Drivers must have proper qualifications, insurance, and training.

Priority: Medium to High

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

> Implementation Time Frame: Staffing Implications:
> Ongoing   Volunteer coordinator time.
>
> Implementation Budget: Cost of insurance and paid volunteer coordinator labor.
>
> Potential Grant Funding Sources: Section 5311 for public transportation providers (50% local match required). Local match may be derived from local funds, grants, contributions, and/or non-U.S. DOT Federal programs that allow it.

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:

♦ Volunteer program criteria developed.
♦ Volunteer Coordinator hired.
♦ Increased number of volunteer drivers recruited.
♦ Increased number of providers utilizing volunteers.

HIGH PRIORITY UNMET NEEDS: AFFORDABLE TRANPSORTATION, ADDITIONAL COORDINATION OF SERVICES, AND EXPANDED AVAILABILITY OF ACCESSIBLE VEHICLES

Goal #4: Create a Transportation Structure That Promotes More Efficient Use of Resources at the Local and Regional Level.

Strategy 4.1: Expand transportation provider participation in the Regional Transportation Advisory Committee (RTAC).

Priority: Medium

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame:	Staffing Implications:
Near-Term (1-24 months)	No additional staff required.

Implementation Budget: Minimal expense for travel. No additional costs for staff time to attend meetings.

Potential Grant Funding Sources: N/A

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:

♦ Documentation of increased RTAC activities.
♦ Increased number of agencies on membership list.
♦ Increased number of agencies participating in RTAC meetings.
♦ Number of new RTAC accomplishments each year.

Strategy 4.2: Continue coordination between White County Council on Aging and CDC Resources, Inc. to provide shared transportation to older adults and individuals with disabilities.

Priority: Medium to Low

Counties Included: White County

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Implementation Time Frame: Staffing Implications:
Ongoing   N/A

Implementation Budget: Costs for vehicles and equipment.

Potential Grant Funding Sources: Section 5311 for public transportation
providers and Section 5310 for human service agencies and public
transportation providers (20% local match required).

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Responsible Parties: CDC Resources

Performance Measures:
- Productive discussions of coordinating passenger trips are initiated and lead to agreements between the agencies.
- Service demand met as verified by survey of older adults, individuals with disabilities, and the local agencies that represent those individuals.
- Increased number of older adults and individuals with disabilities transported.

Strategy 4.3: 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.

Priority: Medium to Low

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

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Implementation Time Frame: Staffing Implications:
Ongoing   Minimal

Implementation Budget: To be determined based on the scope of the training program.

Potential Grant Funding Sources:
Potential for Section 5307 (urban) and/or Section 5311 (rural) public transportation grants
(Local match required). Up to 50% local match is required. Local match may include local
funds, grants, contributions, and most non-U.S. DOT Federal human service agency programs.

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Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:

- ♦ Travel-training program is developed and initiated.
- ♦ Number of materials produced and distributed.
- ♦ Number of training sessions held.
- ♦ Number of individuals trained.
- ♦ Number of new passengers using local transportation as a result of travel training.

Strategy 4.4: 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 development client mixing policies. Higher levels of coordination will fill otherwise empty seats and expand for all passengers.

Priority: Low

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame:	Staffing Implications:
Ongoing	N/A

Implementation Budget:
No additional costs. Joint use could result in additional revenue for agencies that share vehicles and provide trips for other organizations.

Potential Grant Funding Sources: N/A

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:

- ♦ Committee of executive directors and INDOT representatives to discuss the possibility of sharing the use of vehicles and development of guidelines.
- ♦ Noticeably fewer questions regarding vehicle restrictions.
- ♦ Increase in coordination (increased number of participating agencies, increased trips, etc.) resulting from efforts.

Strategy 4.5: Expand marketing of provider information to increase public awareness of services.

Priority: Medium

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

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Implementation Time Frame:
Near-Term (1-24 months)

Staffing Implications:
No additional staff required but additional time by existing staff will be necessary for updating and maintaining information.

Implementation Budget: Additional marketing and outreach efforts involve labor time for existing staff and potentially up to $1,000 in printing costs to ensure information is available and widely distributed.

Potential Grant Funding Sources: Section 5311 (50% local match required) and human service agency grant funds can be used for printing costs.

Responsible Parties: Area IV Agency on Aging & Community Action Program responsible for updating. Participating agencies are responsible for providing Area IV with the most current information.

Performance Measures:
- Number of marketing activities and/or outreach activities completed by transportation providers each year.
- Positive feedback from passengers and the general public as measured through surveys, comments, and/or newspaper editorials.
- Increase in number of calls from passengers to request trips and trips provided.

Strategy 4.6: Maintain email, text, radio, and website alerts about service delays for each rural county transportation provider.

Priority: High

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

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Implementation Time Frame:
Near-term (1-24 months)

Staffing Implications:
Minimal

Implementation Budget: Minimal unless telephone alert system is purchased.

Potential Grant Funding Sources: Potential for Section 5307 (urban) and/or Section 5311 (rural) public transportation grants (Local match required).

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:

- ♦ Email, text and telephone alerts established in each county.
- ♦ Number of email, text, and telephone alerts each month.
- ♦ Increase in ridership as transportation services updates reach current passengers.
- ♦ Increase in service satisfaction as information regarding delays, etc. is more readily available (measured through customer feedback surveys).
- ♦ Reduction in calls received by transportation providers asking about service delays.

HIGH PRIORITY UNMET NEEDS: AFFORDABLE PUBLIC TRANSIT AND EXPANDED USE OF LOCAL PROVIDERS TO SERVE MEDICAID ELIGIBLE PASSENGERS

Goal #5: Initiate General Public Transportation Service in Benton, Carroll, Fountain, Montgomery, and Warren Counties.

Strategy 5.1: The providers should explore the potential for developing public transit services in areas currently unserved or underserved.

Priority: Medium to Low

Counties Included: Benton, Carroll, Fountain, Montgomery, and Warren

Implementation Time Frame:	Staffing Implications:
Ongoing	To Be Determined.

Implementation Budget: To be determined based on service design.

Potential Grant Funding Sources: Section 5311 for public transportation providers (50% local match required). Local match may be derived from a combination of sources including non-US DOT Federal programs, local government, and grants.

Responsible Parties: Public transportation providers and human service agencies from Benton, Carroll, Fountain, Montgomery, and Warren County working through RTAC.

Performance Measures:

- ♦ Meetings among providers held to discuss enhanced services.
- ♦ Service plan developed.
- ♦ Funding secured.
- ♦ General public services initiated.

Strategy 5.2: Evaluate the potential for developing deviated fixed route services in Frankfort and other areas with sufficient density.

Priority: Medium to High

Counties Included: Benton, Carroll, Fountain, Montgomery and Warren

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<u>Implementation Time Frame</u>:   <u>Staffing Implications:</u>
Mid-term (13-24 months)   To be determined.

<u>Implementation Budget</u>: To be determined based on level of service provided.

<u>Potential Grant Funding Sources</u>: Section 5311 for public transportation providers (50% local match required). Local match may be derived from a combination of sources including non-US DOT Federal programs, local government, and grants.

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Responsible Parties: Paul Phillippe Resource Center, Inc.

Performance Measures:
- Service evaluation completed.
- Service plan developed.
- Funding secured.
- Frankfort service initiated.

Strategy 5.3: The White County Council on Aging should evaluate the expansion of its transportation program to provide additional options for employment and medical trips on a countywide basis and within the Monticello area, particularly late afternoon and evening.

Priority: Medium to High

Counties Included: White County

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<u>Implementation Time Frame</u>:   <u>Staffing Implications:</u>
Mid-term (13-24 months)   Additional drivers and dispatchers may
                                         be required.

<u>Implementation Budget</u>:
To be determined based on level of service provided.

<u>Potential Grant Funding Sources</u>: Section 5311 for public transportation providers (50% local match required). Local match may be derived from a combination of sources including non-US DOT Federal programs, local government, and grants.

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Responsible Parties: White County Council on Aging.

Performance Measures:
- ♦ Service evaluation completed.
- ♦ Expansion plan developed.
- ♦ Funding secured.
- ♦ Service expansion initiated.

Strategy 5.4: IU Health/White County Memorial Hospital should continue its work to coordinate hospital non-emergency transportation delivery.

Priority: Low

Counties Included: White County

<u>Implementation Time Frame</u>: Ongoing	<u>Staffing Implications:</u> NA

<u>Implementation Budget</u>: NA

<u>Potential Grant Funding Sources</u>: Section 5311 for public transportation providers and Section 5310 for human service agencies (local match required). Local match may be derived from a combination of sources including non-US DOT Federal programs, local government, and grants.

Responsible Parties: White County Memorial Hospital.

Performance Measures:
- ♦ Coordination efforts continued.
- ♦ Number of coordinated hospital trips.

Strategy 5.5: Increase coordination between Veteran volunteer agencies and other transportation providers for services to Regional VA hospitals in Indianapolis and Marion.

Priority: Medium to Low

Counties Included: Benton, Carroll, Fountain, Montgomery, White and Warren

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Implementation Time Frame: Staffing Implications:
Ongoing   NA

Implementation Budget:
NA

Potential Grant Funding Sources: Section 5311 for public transportation providers and Section 5310 for human service agencies (local match required). Local match may be derived from a combination of sources including non-US DOT Federal programs, local government, and grants.

Responsible Parties: All transportation providers.

Performance Measures:
- Coordination efforts continued.
- Number of coordinated VA passenger trips
- Establishment of transfer points to promote shared services

MEDIUM PRIORITY UNMET NEEDS: EXPANSION AND REPLACEMENT OF ACCESSIBLE VEHICLES AND APPROPRIATELY SIZED VEHICLES

Goal #6: Obtain the necessary capital assistance, including vehicles, related equipment and new technology, to improve existing mobility options and serve more people.

Strategy 6.1: Update and improve vehicle fleets by developing shared use vehicle grant applications involving more than one agency.

Priority: Medium

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame: Staffing Implications:
Ongoing   N/A

Implementation Budget: Price of vehicles and equipment.

Potential Grant Funding Sources: Section 5307 (urban) and/or Section 5311 (rural) for public transportation providers (50% local match required); Section 5310 for human service agencies and public transportation providers (20% local match required).

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
♦ Number of vehicles acquired.
♦ Number of coordinated capital applications submitted.
♦ Number of vehicle sharing arrangements developed.
♦ Number of passenger trips increased each year.

Strategy 6.2: Determine a mix of appropriate sized vehicles expansion and replacement vehicles for transportation provider fleets. This includes purchase of a mix of smaller vehicles that will be more cost efficient for longer distance trips or trips with fewer passengers.

Priority: High

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame: Staffing Implications:
Near-term (1-12 months)   N/A

Implementation Budget: Cost of vehicles.

Potential Grant Funding Sources: Section 5311 for public transportation providers and Section 5310 for human service agencies and public transportation providers (20% local match required for vehicle purchases for both programs).

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
♦ Fleet evaluations completed.

- Capital purchase plans developed.
- Applications for funding submitted.
- Funding secured.
- Needed expansion vehicles acquired.

Strategy 6.3: Work cooperatively with INDOT to acquire vehicles and equipment to accommodate larger mobility devices.

Priority: Medium

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame: Staffing Implications:
Ongoing   N/A

Implementation Budget: Cost 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 (20% local match required for capital purchases for both programs).

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
- Number of mobility aides accommodated.
- Number of oversized mobility aides accommodated.
- Increased number of individuals with disabilities served.
- Increased number of trips provided for people with all sizes of mobility aids.

Strategy 6.4: Investigate common Routing/Scheduling/Dispatch software to promote provider trip sharing efforts.

Priority: Medium to Low

Scheduling software enables providers to share trip schedules, identify the number of vacant seats available on each vehicle, and tracks performance of trips provided. County 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.

Counties Included: Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White

Implementation Time Frame: Staffing Implications:
Mid-term (13-24 months)   None; will increase dispatcher productivity.

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

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

Responsible Parties: Public transportation providers and human service agencies from each county working through RTAC.

Performance Measures:
- ♦ Increase in ridership as scheduling efficiency improves.
- ♦ Number of trips shared between multiple providers.
- ♦ Increased number of trips provided/month/year.
- ♦ Amount of time required to schedule a trip is decreased.

VI. POTENTIAL GRANT APPLICATIONS

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

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

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

Exhibit VI.1: Implementation Key

		Goal 1: Increase the Amount of Funds Available for Coordinated General Public Transportation-Human Services Transportation While Also Working Cooperatively to Control Costs.	
Page Number	**Strategy Identification Number**	**Objective/Strategy Description**	**Priority**
66	1.1	Document unmet transportation needs and use the documentation to inform legislators so that they will advocate for increased funding.	High
67	1.2	Identify opportunities for joint-funded vehicle purchases.	Medium
67	1.3	Promote cost allocation methods to facilitate client mixing provider policies.	Medium
68	1.4	Transportation providers should be active members of INCOST and ICAT.	Medium to High
		Goal 2: Extend Service Areas and Provide Out-of-County/Regional Transportation Service Across All of Region 5.	
Page Number	**Strategy Identification Number**	**Objective/Strategy Description**	**Priority**
69	2.1	Establish transfer points at county borders to facilitate trip sharing and access to out-of-county destinations for riders.	Medium
69	2.2	Evaluate the potential for expansion of transportation provider services to include areas beyond the current service area boundaries.	Low
70	2.3	Maintain communication links between providers to promote the evaluation of shared riding opportunities when developing schedules.	Medium to Low
71	2.4	Examine the potential to provide first/last mile service to City Bus for trips destined to Lafayette.	Medium to Low

(Table is continued on the next page.)

		Goal 3: Extend Service Days/Hours to Enhance Public Transportation Services in the Most Rural Portions of the Area, Thereby Increasing the Availability of Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and Other Transportation Disadvantaged Individuals.		
Page Number	**Strategy Identification Number**	**Objective/Strategy Description**		**Priority**
72	3.1	Evaluate the potential for pilot expansion of service to Saturday and Sunday.		Medium
72	3.2	Consider and evaluate the potential for expansion of transportation service hours to address 2nd and 3rd shift employment transportation needs.		Medium to High
73	3.3	Expand the use of volunteer driver programs as a means to expand hours and/or days of service and add general public transportation options with lower operating costs.		Medium to High
		Goal 4: Create a Transportation Structure That Promotes More Efficient Use of Resources at the Local and Regional Levels.		
Page Number	**Strategy Identification Number**	**Objective/Strategy Description**		**Priority**
74	4.1	Expand transportation provider participation in the RTAC.		Medium
74	4.2	Continue coordination between White County Council on Aging and CDC Resources, Inc. to provide shared transportation to senior citizens and individuals with disabilities.		Medium to Low
75	4.3	Maintain or establish a travel-training program for individual users on awareness, knowledge, and skills of public and alternative transportation options in each county.		Medium to Low
76	4.4	Work to inform human service agencies that there are no restrictions on the joint use of vehicles.		Low
76	4.5	Expand marketing of provider information to increase public awareness of services.		Medium
77	4.6	Maintain email, text, radio, and website alerts about service delays for each rural county transportation provider.		High

		Goal #5: Initiate General Public Transportation Service in Benton, Carroll, Fountain, Montgomery, and Warren Counties.		
Page Number	**Strategy Identification Number**	**Objective/Strategy Description**	**Priority**
78	5.1	The providers should explore the potential for developing public transit services in areas currently unserved or underserved.	Medium to Low
79	5.2	Evaluate the potential for developing deviated fixed route services in Frankfort and other areas with sufficient population density.	Medium to High
79	5.3	The White County Council on Aging should evaluate the expansion of its transportation program to provide additional options for employment and medical trips on a countywide basis and within the Monticello area, particularly late afternoon and evening.	Medium to High
80	5.4	IU Health/White County Memorial Hospital should continue work to coordinate hospital non-emergency transportation delivery.	Low
80	5.5	Increase coordination between Veteran volunteer agencies and other transportation providers for service to Regional VA hospitals in Indianapolis and Marion.	Medium to Low
		Goal #6: Obtain the Necessary Capital Assistance, Including Vehicles and Related Equipment and New Technology, to Improve Existing Mobility Options and Serve More People.	
81	6.1	Update and improve vehicle fleets by developing shared-use vehicle grant applications involving more than one agency.	Medium
82	6.2	Determine a mix of appropriate sized expansion and replacement vehicles for transportation provider fleets. This strategy includes, but is not limited to, a mix of smaller vehicles that will be more cost efficient.	High
83	6.3	Work cooperatively with INDOT to acquire vehicles and equipment to accommodate larger mobility devices.	Medium
83	6.4	Investigate common routing/scheduling/dispatching software to promote provider trip sharing efforts.	Medium to Low