Coordinated Public Transit-Human Services Transportation Plan Update
Region 5

Final Report

May 2014

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I. INTRODUCTION

OVERVIEW

The Coordinated Public Transit-Human Services Transportation Plan Update is a follow-on to the 2008 Regional Plan for the counties of Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White Counties. The plan update is funded by the Indiana Department of Transportation, Office of Transit.

The plan is a requirement set forth by the Moving Ahead for Progress in the 21st Century (MAP-21) legislation (October, 2012). The planning effort is driven by the MAP-21 requirement that projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan.

Relevant MAP-21 Programs

New Freedom

The New Freedom program (previously the Federal Transit Administration (FTA) Section 5317 program) was consolidated into the FTA Section 5310, Specialized Transportation for Seniors and Individuals with Disabilities program. The competitive selection process, which was required under the former New Freedom program is now optional. However, Section 5310 mandates that at least 55 percent of program funds must be spent on the types of capital projects eligible under the former Section 5310 program, including public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for: Public transportation projects that exceed the requirements of the ADA; public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or, alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for capital expenses requires a 20 percent local match.

Job Access and Reverse Commute

Job Access and Reverse Commute (JARC) activities are now eligible under the formula-based Urbanized Area Formula program (Section 5307) and the Rural Area Formula program (Section 5311).

FTA regulations require that a coordinated public transit-human services transportation plan update must include the following elements:

1. An assessment of available services that identifies current transportation providers (e.g., public, private, non-profit and human service based);

2. An assessment of the transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts and gaps in service. (Note: If a community does not intend to seek funding for a particular program (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan);

3. Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and

4. Priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities as identified.

PLAN DEVELOPMENT METHODOLOGY

The plan must be developed and adopted through a process that includes participation by older adults, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and the general public. RLS & Associates, Inc. made every effort 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 resources and local/regional transportation needs and gaps in service. This was accomplished by receiving input from the stakeholders noted above through public meetings, telephone calls and completion of a comprehensive survey (see Appendix).

The coordination plan update incorporated the following planning elements:

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

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

3. Conduct of a survey of public and human service transportation providers, agencies with clients that need transportation service and the general public, including consumers who need or use transportation services. 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. 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 two public outreach meetings 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. Inventory of existing transportation services provided by public, private and non-profit agencies;

6. Collection of vehicle utilization information for the purpose of determining where vehicles can be better utilized to meet transportation needs;

7. Conduct of an assessment of transportation needs and gaps in service obtained through meetings and surveys; and

8. Develop an implementation plan including goals, strategies, responsible parties and performance measures.

Demographics

II. EXISTING CONDITIONS

The study area discussed in this report lies in the west central part of Indiana. The area is south of Chicago, north of Terre Haute, west of Indianapolis, and east of Vermillion and Iroquois Counties in Illinois. The area includes the counties of Benton (8,767), Carroll (20,086), Clinton (33,916), Fountain (16,880), Montgomery (38,177), Warren (8,415), and White (24,466) Counties in Indiana. Larger cities in the area include Frankfort; Delphi; Veedersburg; Crawfordsville; Flora; Monticello; and Williamsport. Population figures are derived from the U.S. Census Bureau, 2013 Estimates. The study area is bordered by the counties of Newton, Jasper, and Pulaski to the north; Vermillion and Iroquois Counties in Illinois to the west; Vermillion, Parke, Putnam, and Boone to the south; and Tipton, Howard, and Cass Counties to the east.

Exhibit II.1 on the following page is a highway and location map of the study area. The area is served by the following major highways: Interstate 65 and U.S. Routes 41, 52, 231, and 421.

ECONOMIC/DEMOGRAPHIC CHARACTERISTICS OF THE REGION

Population

The area spans approximately 2,965 square miles and has an estimated total population of 150,707 according to the U.S. Census Bureau. This is an average population density of 51 persons per square mile. The map in Exhibit II.2 shows the population density for each block group within the study area. The block groups of highest and moderately high population density were located in the cities of Crawfordsville, Frankfort, Monticello, Delphi, Fowler, and Attica. The block groups with moderate population density are located in Frankfort, Crawfordsville, Covington, Monticello, Flora, Brookston, Fowler, and Attica. The remainder of the block groups in the region have low, to very low population density per block group.

In terms of the area's most populous places, the city of Frankfort ranked first while Crawfordsville was the second largest place. See Exhibit II.3 for the list of the region's largest cities and towns and their percentage of the region's total population.

Exhibit II.1: Region 5 Location Map

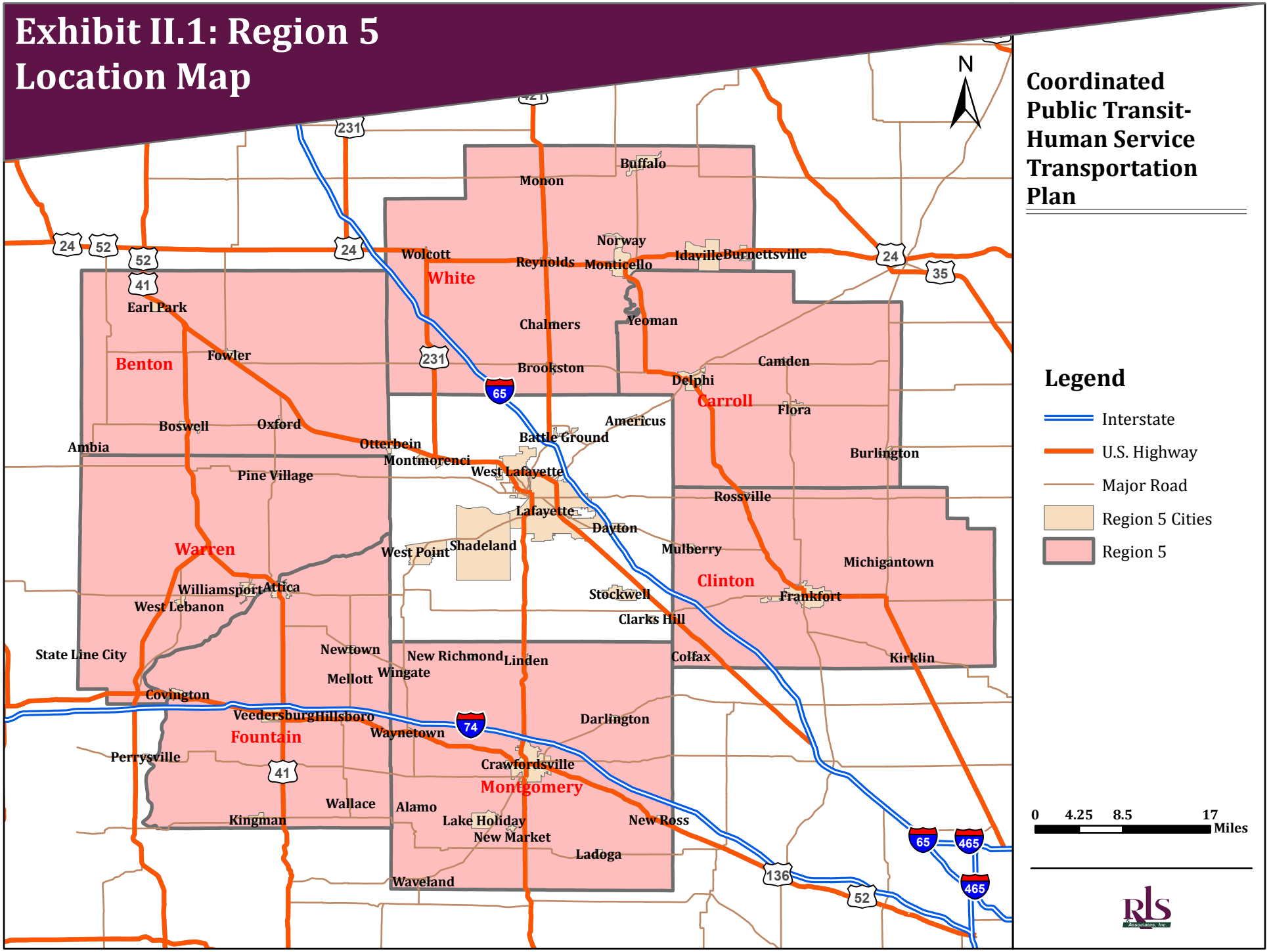
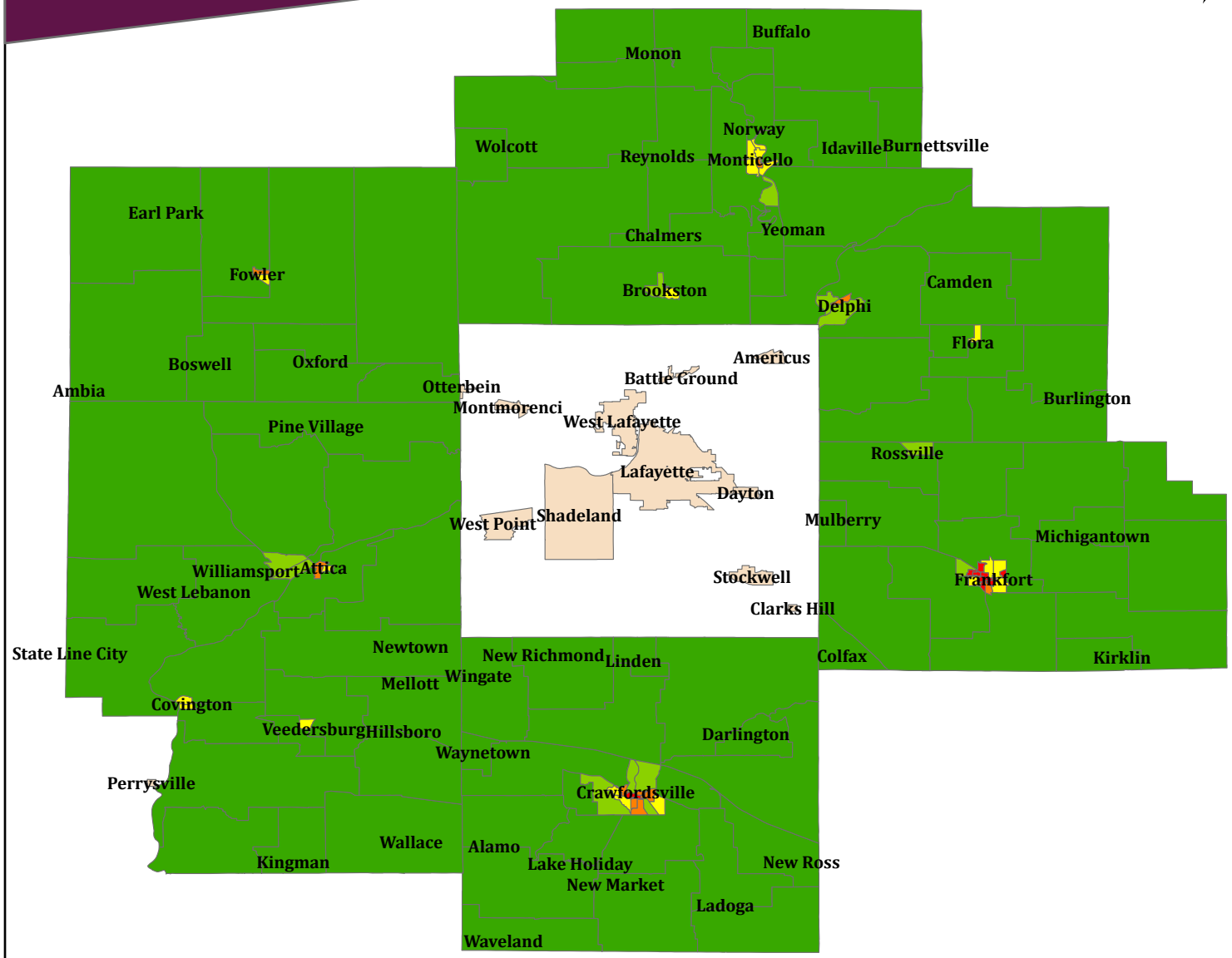


Exhibit II.2: Region 5 Population Density



Coordinated Public Transit-Human Service Transportation Plan

Legend

POP2010 / SQMI

- 6.593 - 226.5
- 226.6 - 1038
- 1039 - 2251
- 2252 - 4053
- 4054 - 8491
- Region 5 Cities

0 4.25 8.5 17 Miles

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Exhibit II.3: Population of the Area's Largest Places, 2011

Place	2011	% of Total Pop.
Frankfort	16,310	10.8%
Crawfordsville	15,946	10.6%
Monticello	5,416	3.6%
Delphi	2,975	2.0%
Williamsport	2,429	1.6%

Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Race

According to the U.S. Census, the area's population was primarily White/Caucasian (96.5 percent of the region population). Black/African Americans were 0.5 percent of the population. People who reported being some other race or two or more races each made up approximately one percent of the total population.

The U.S. Census data reported the total population of the area was 150,890. Of that, 3.5 percent, or 5,297 persons were listed as some racial minority group. Exhibit II.4 lists the breakdown of the different race categories for the area's population.

Exhibit II.4: Race Distribution

Race	Population	Percent
White	145,593	96.5%
African American	762	0.5%
Native American	340	0.2%
Asian	436	0.3%
Native Hawaiian and Other Pacific Islander	10	0.0%
Some Other Race	1,871	1.2%
Two or More Races	1,878	1.2%
Total Minority	5,297	3.5%
Total Population	150.890	100%

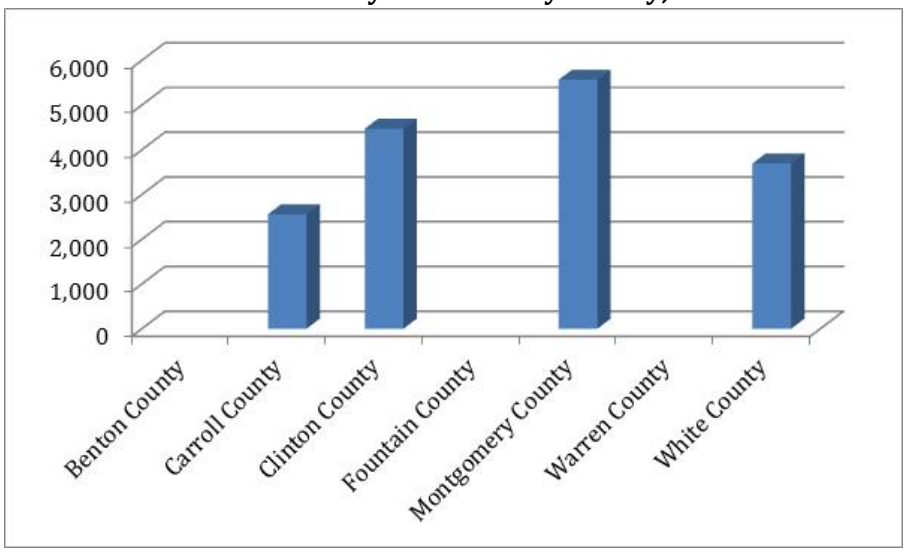
Source: U.S. Census Bureau, 2013

Disability Incidence

Disability incidence data was collected using the 2008-2012 U.S. Census American Community Survey. The following exhibit (Exhibit II.5) shows the number of persons in each county in the region over the age of 5 with disabilities. Disability data for Benton, Fountain, and Warren Counties were not available at the time of the report. In the remaining four counties, 9,261 persons (14.9

percent) reported they have some type of disability. When compared to the state of Indiana percentage of disabled population (12.6 percent) and the United States (12 percent), Region 5 had a slightly higher percentage. Disabilities include hearing, vision, cognitive, ambulatory, self-care and independent living difficulties.

Exhibit II.5: Disability Incidence by County, 2008-2012



Source: U.S. Census Bureau, 2008-2012 American Community Survey

ECONOMIC PROFILE

The average household income in the area was $47,846. This is slightly lower than the median household income for Indiana of $48,393. Exhibit II.6 below lists the median household incomes for each county. The average per capita income was $23,039. This was lower than the median per capita income for the state of Indiana, which was $24,497.

Exhibit II.6: Per Capita and Median Household Income

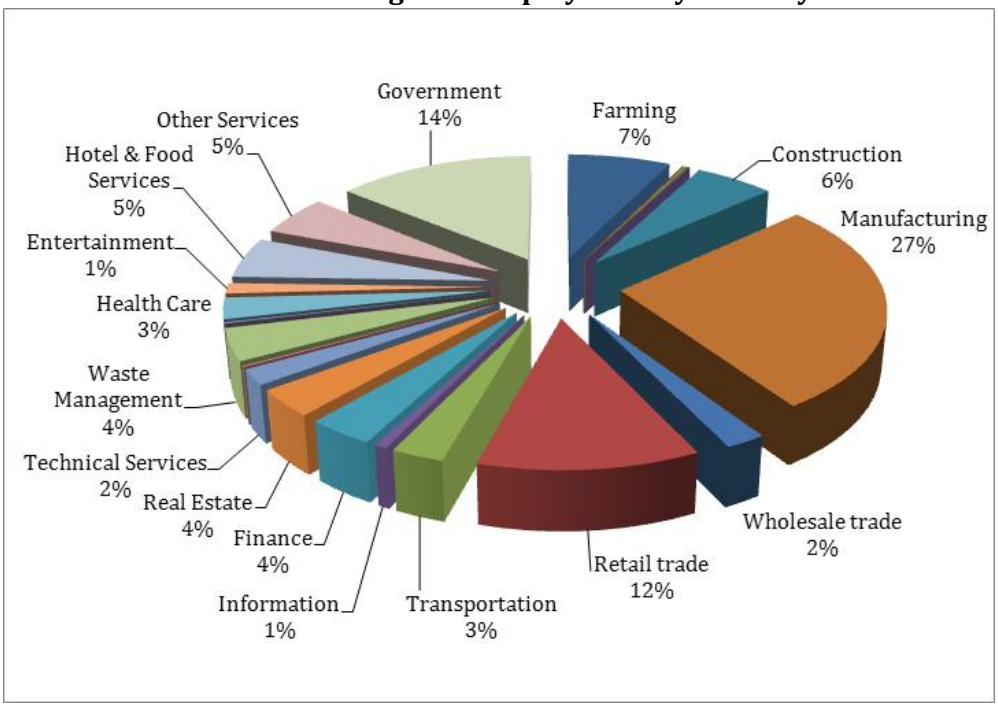
County	Per Capita Income	Median HH Income
Benton County	$22,461	$47,240
Carroll County	$24,007	$49,232
Clinton County	$21,362	$48,352
Fountain County	$21,918	$44,802
Montgomery County	$23,322	$47,929
Warren County	$25,447	$49,615
White County	$22,756	$47,752

Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

INDUSTRY AND LABOR FORCE

Manufacturing was the largest industry in the area with approximately 16,000 employees in 2013. The government was the second largest employer with 8,382 employees. Retail trade made up 12 percent of the labor force. Exhibit II.7 is an illustration of the employment by industry.

Exhibit II.7: Regional Employment by Industry



Source: U.S. Bureau of Economic Analysis, 2013

Journey to Work

The mean travel time to work for residents was 23.9 minutes. This is slightly higher than the average commute time for Indiana, which was 23.1 minutes. Exhibit II.8 illustrates the average commute time for each county.

Exhibit II.8 Average Commute Time to Work

County	Average Commute Time
Benton County	24.8 minutes
Carroll County	25.3 minutes
Clinton County	21.7 minutes
Fountain County	26.8 minutes
Montgomery County	20.7 minutes
Warren County	24.9 minutes
White County	23 minutes

Source: U.S. Census, 2010

COUNTY PROFILES

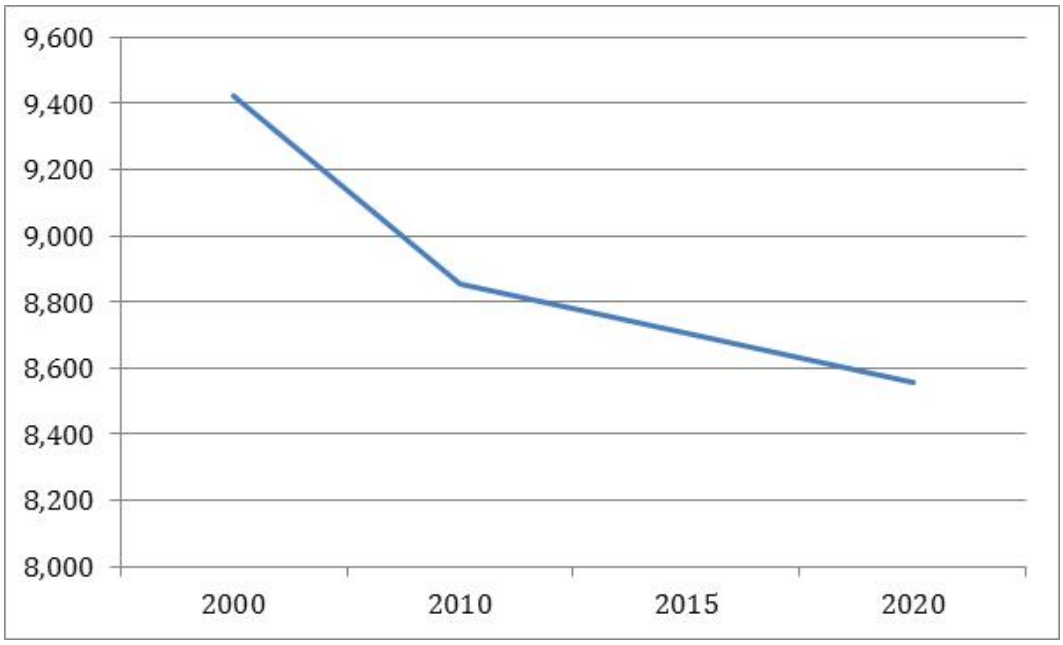
The following paragraphs explain the demographic and economic characteristics of each county. County demographic categories are similar to the regional categories, but are intended to provide a more detailed description of existing conditions in each county.

BENTON COUNTY

Population Growth

The total population of Benton County in 2013 was 8,767 persons, a decrease of approximately six percent, between the reported 2000 Census population and the 2013 population estimates. The Indiana Business Research Center is projecting a continued decrease in population for Benton County. The projected population for 2015 is 8,706, a decrease of 1.7 percent from 2010. Exhibit II.9 illustrates the historical and projected population trends for Benton County through the year 2020.

Exhibit II.9: Benton County Population Trends



Source: 2000 & 2010 & 2013 Census Bureau & STATS Indiana

Age

Exhibit II.10 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. Areas of moderately high and moderate density of older adults are found in Oxford, Boswell, and Otterbein. The remainder of the county has low to very low older adult population density.

Exhibit II.10: Benton County Population Density Age 65 and Over

Coordinated Public Transit-Human Service Transportation Plan

Legend

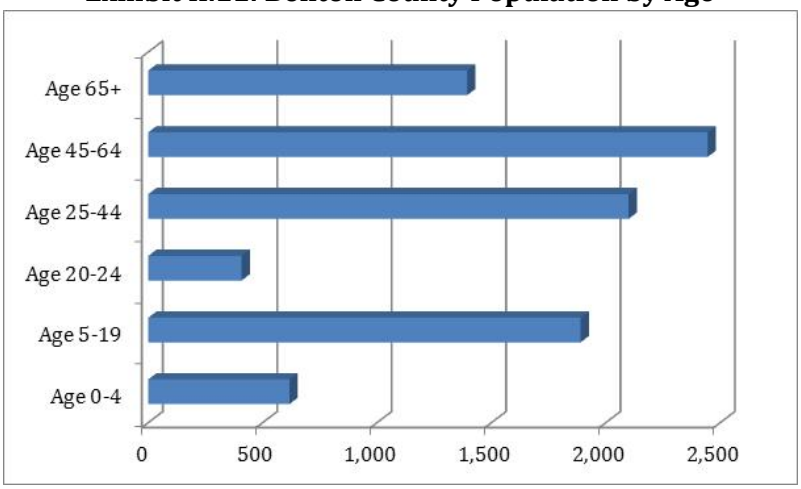
65Plus / SQMI

- 0.6749 - 1.612
- 1.613 - 3.724
- 3.725 - 7.585
- 7.586 - 12.34
- 12.35 - 591.9
- Region 5 Cities

0 1.25 2.5 5 Miles

The largest age cohort for Benton County was between the ages of 45 and 64. The second largest group was between ages 25 and 44, which constituted 24 percent of the county's population (see Exhibit II.11). The third largest age group was 5 to 19 years old (21 percent), while 16 percent was age 65 or older. The age distribution in Benton County represents a county with an aging population.

Exhibit II.11: Benton County Population by Age



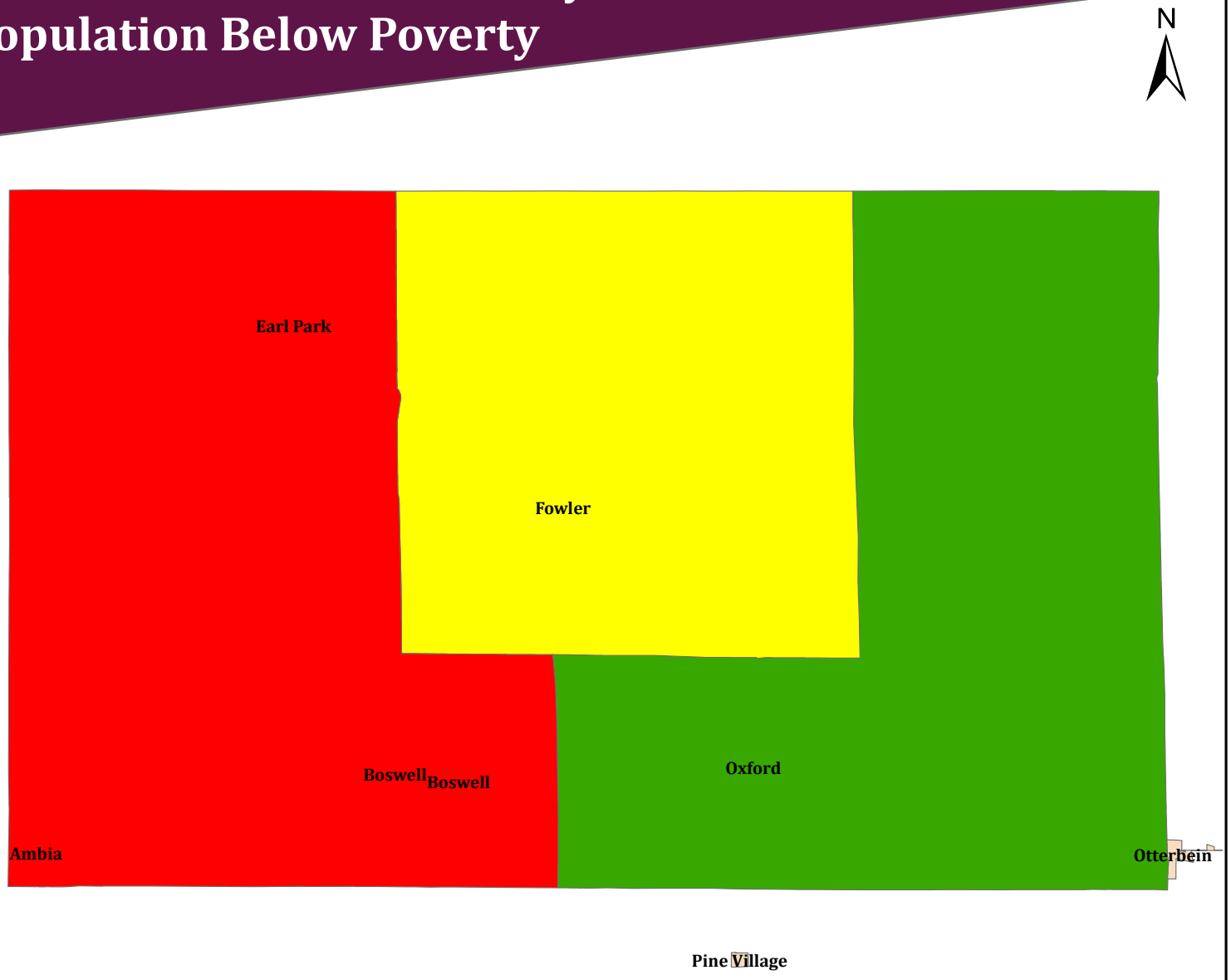
Source: STATS Indiana

Economic Profile

Employment and Income

There were approximately 8,590 total people in Benton County for whom poverty status was determined. Exhibit II.12 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. Areas having a very high density of people below the poverty level were found in the western portion of Benton County near the Illinois boarder. This area had poverty rates higher than that of the State of Indiana (14.1 percent). The remainder of the study area had moderate to very low densities of persons below the poverty level.

Exhibit II.12: Benton County Percent Population Below Poverty



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 7.88%
- 7.881% - 14.1%
- 14.101% - 16.616%
- Region 5 Cities

0 1.25 2.5 5 Miles

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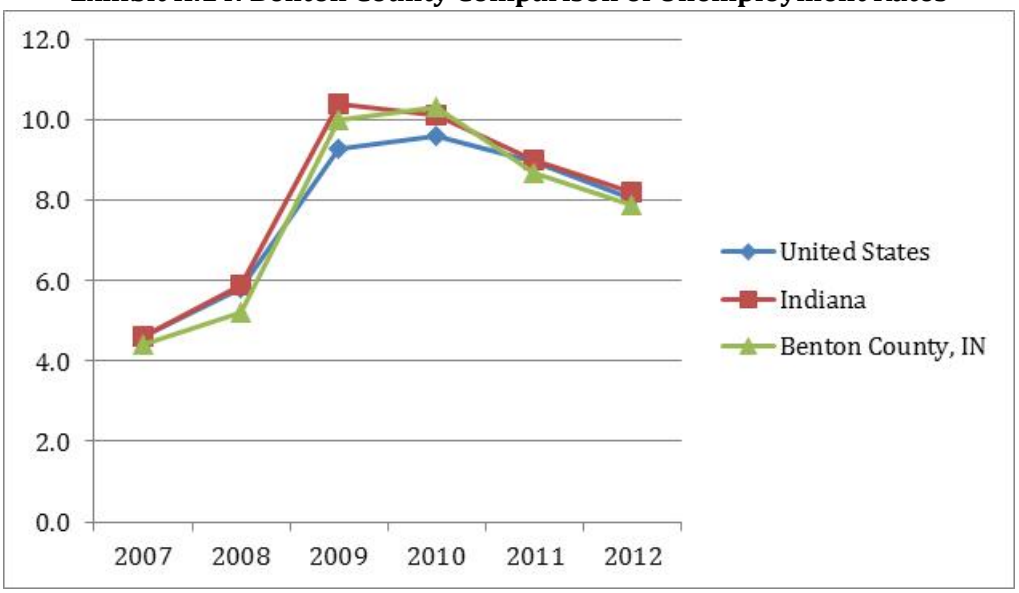
Zero Vehicle Households

There were 3,581 total households in Benton County. Exhibit II.13 illustrates the percentage of households with zero vehicles available by Census Tract. The central portion of Benton County had the highest density of households with zero vehicles available. This area had a zero vehicle rate over 2.59 percent.

Industry and Labor Force

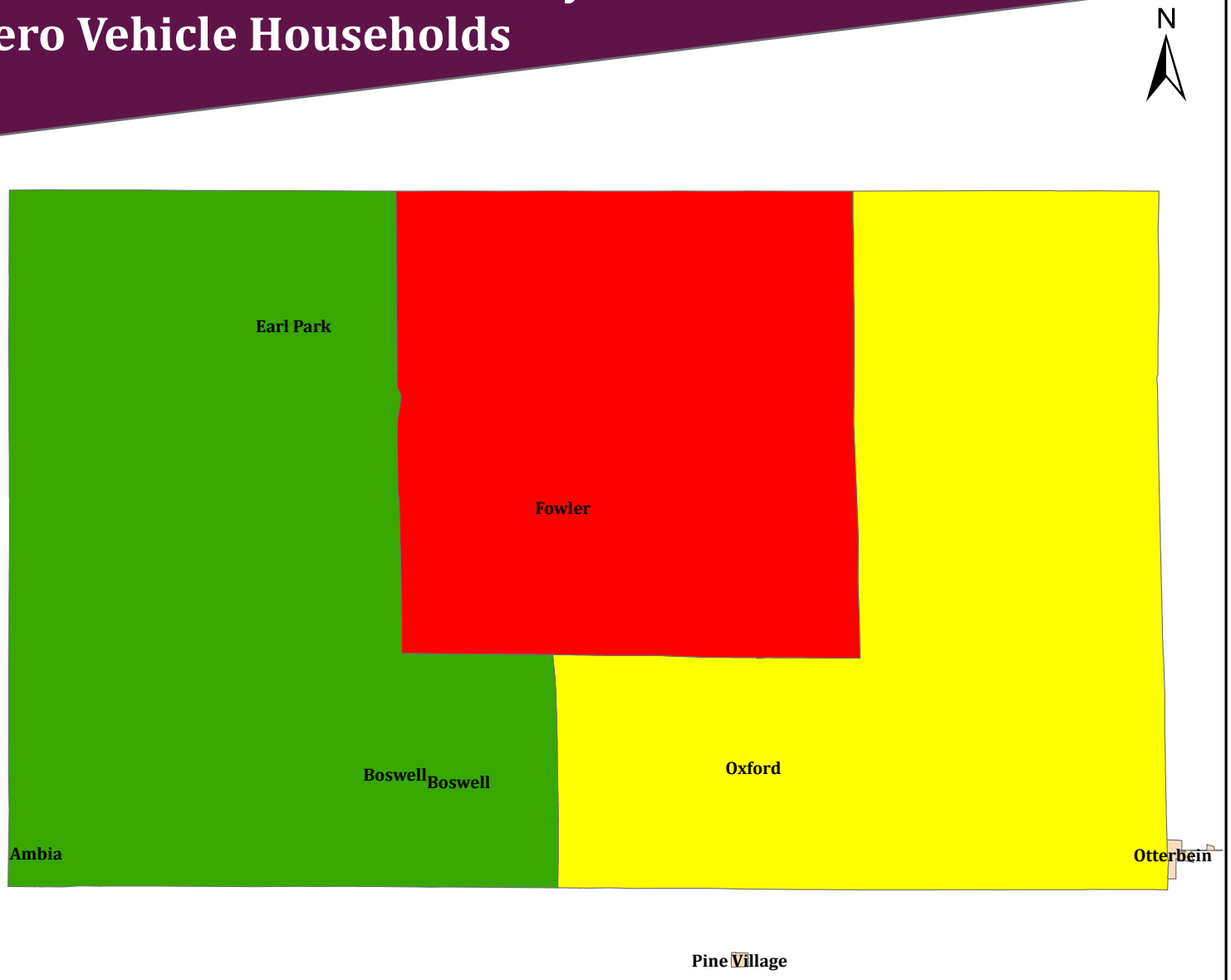
The 2012 Benton County labor force consisted of 4,309 individuals. The county's unemployment rate reached a high in 2010 of 10.3 percent. This was slightly higher than that of the United States (9.6) and the State of Indiana (10.1). From 2007 to 2009, the unemployment rate for Benton County was consistently lower than the state unemployment rate. In 2010, the unemployment rate for Benton County was higher than the state rate and since 2011 has been below the state unemployment rate. Exhibit II.14 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.14: Benton County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.13: Benton County Percent Zero Vehicle Households



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

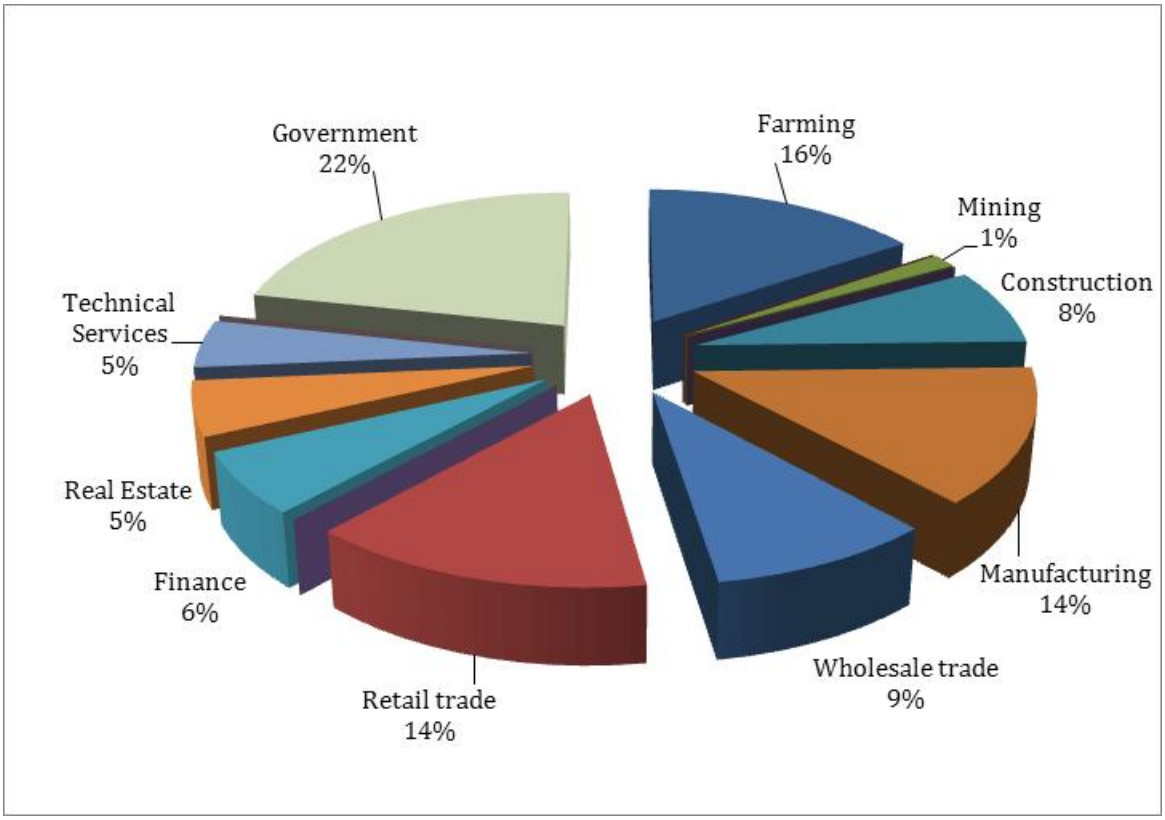
- 2.326%
- 2.327% - 2.59%
- 2.591% - 6.677%
- Region 5 Cities

0 1.25 2.5 5 Miles

Employment by Industry

The government was the largest industry in Benton County with nearly 700 employees. Farming was the second largest employer group (484 employees) and retail trade jobs were the third largest (445 employees). In addition, 424 people were employed by manufacturing jobs. Exhibit II.15 is an illustration of the employment by industry.

Exhibit II.15: Benton County Employment by Industry



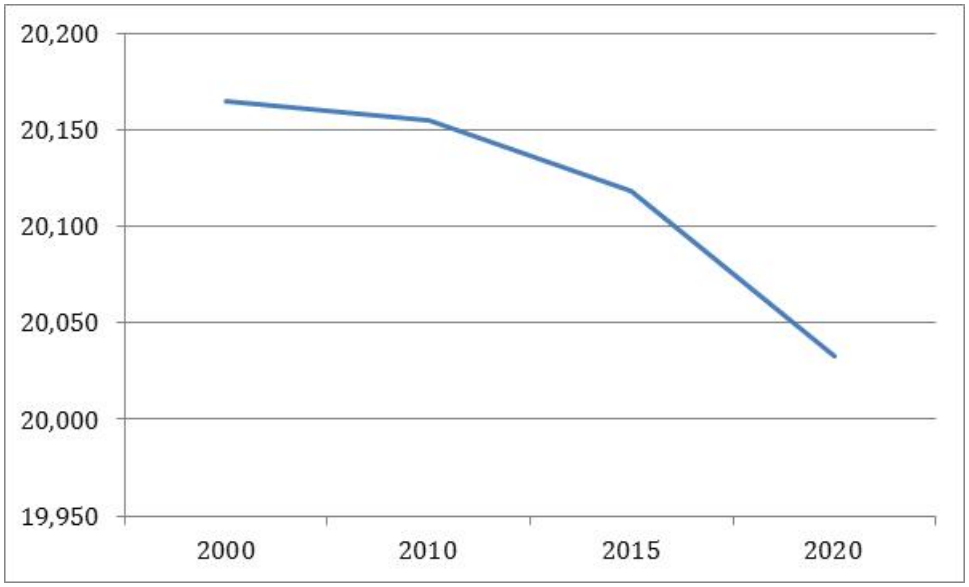
Source: U.S. Bureau of Economic Analysis, 2011

CARROLL COUNTY

Population Growth

The total population of Carroll County in 2013 was 20,086 persons, a decrease of approximately 0.05 percent, between the reported 2000 Census population and the 2013 population estimates. The Indiana Business Research Center is projecting a slight decrease in population of 0.18 percent in 2015 and another 0.42 percent decrease in 2020. Exhibit II.16 illustrates the historical and projected population trends for Carroll County through the year 2020.

Exhibit II.16: Carroll County Population Trends

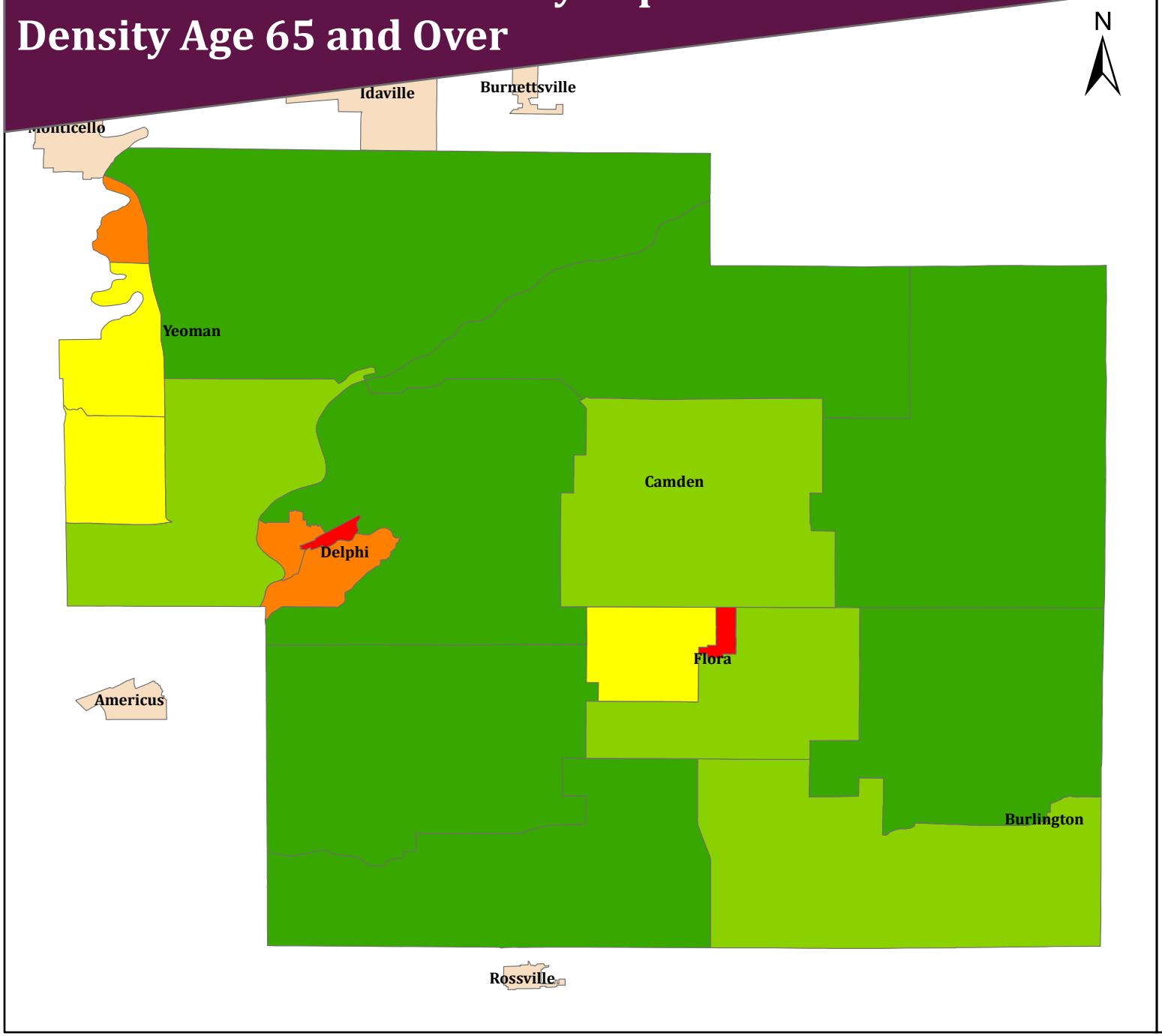


Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.17 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Carroll county residents aged 65 and older is in Delphi, Flora and northwest Carroll County. The remainder of the county has low to very low older adult population density.

Exhibit II.17: Carroll County Population Density Age 65 and Over



Coordinated Public Transit-Human Service Transportation Plan

Legend

65Plus / SQMI

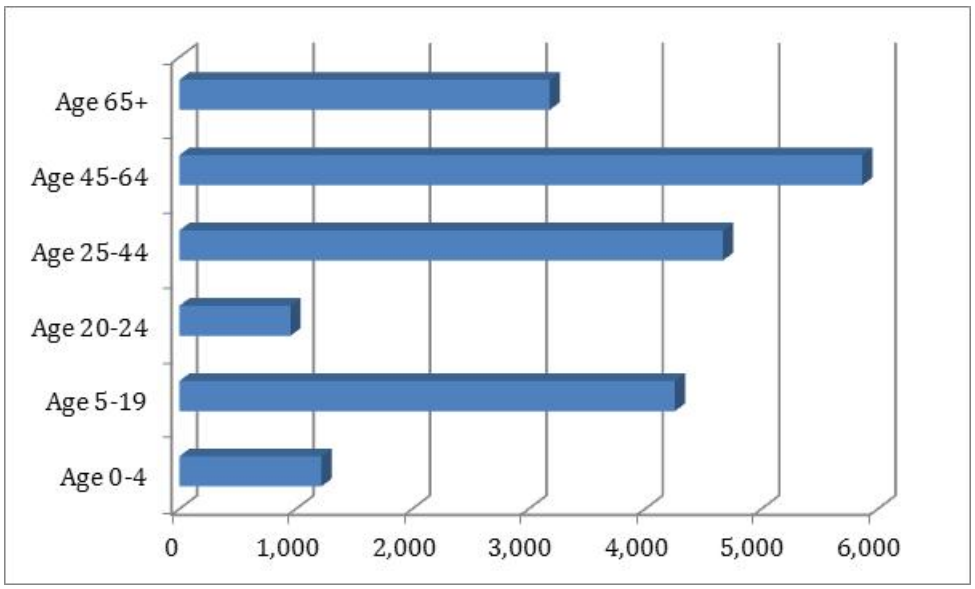
- 2.514 - 6.013
- 6.014 - 13.09
- 13.10 - 24.53
- 24.54 - 126.0
- 126.1 - 332.5
- Region 5 Cities

0 1.25 2.5 5 Miles

RLS Associates, Inc.

The largest age cohort for Carroll County was between the ages of 45 and 64. The second largest group was between ages 25 and 44, which constituted 23.2 percent of the county's population (see Exhibit II.18). The third largest age group was 5 to 19 years old (21.1 percent), while 15.8 percent was age 65 or older.

Exhibit II.18: Carroll County Population by Age



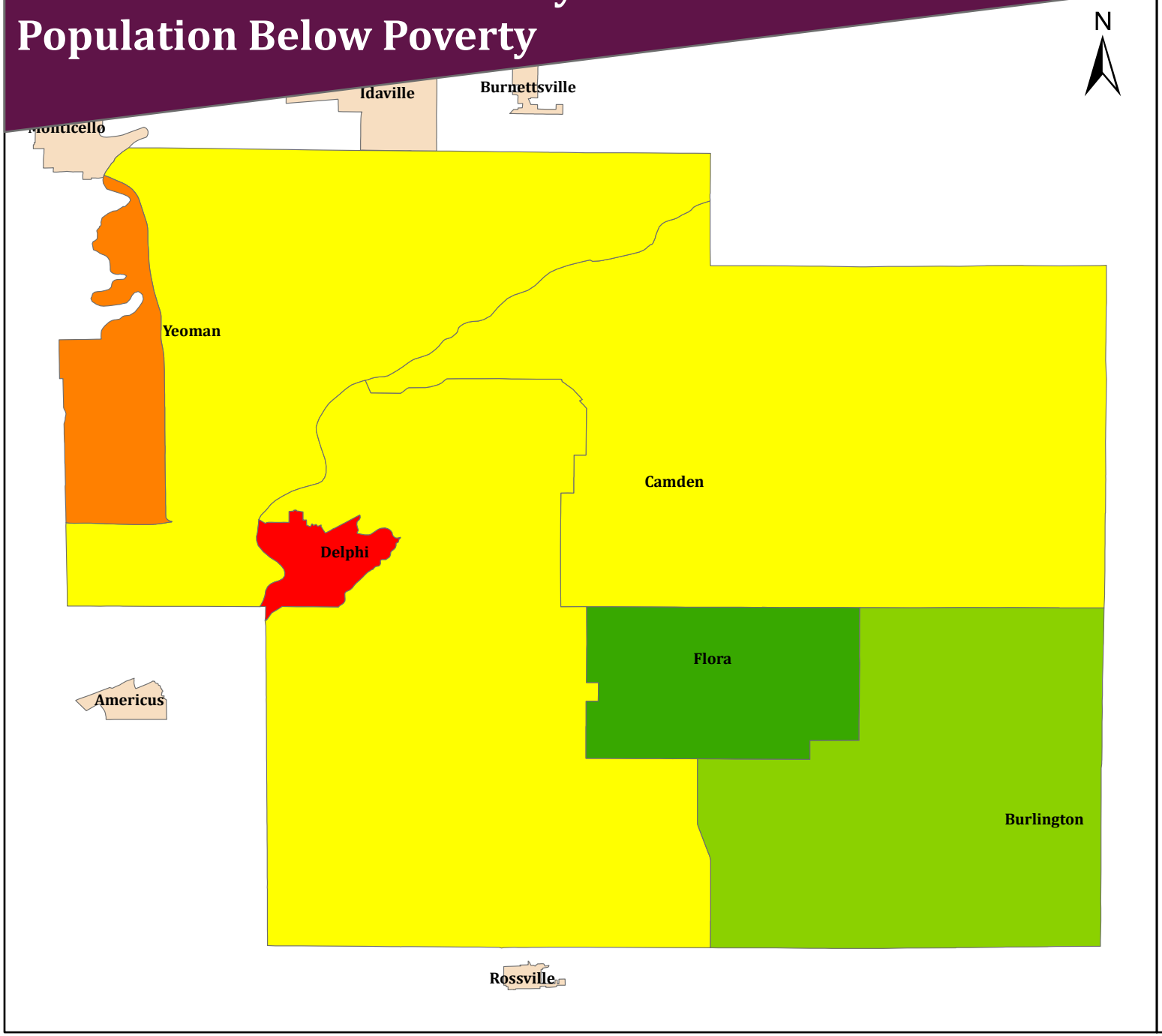
Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Economic Profile

Employment and Income

There were 19,832 total people in Carroll County for whom poverty status is determined. Exhibit II.19 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. Areas having a very high density of people below the poverty level were found in Delphi. This Tract had a poverty rate higher than that of the State of Indiana (14.1 percent). The Tract in the northwest portion of Carroll County had poverty rates between 10.62 and 14.1 percent. The remainder of the study area had moderate to very low densities of persons below the poverty level.

Exhibit II.19: Carroll County Percent Population Below Poverty



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 5.395%
- 5.396% - 6.195%
- 6.196% - 10.624%
- 10.625% - 14.1%
- 14.101% - 17.813%
- Region 5 Cities

0 1.25 2.5 5 Miles

RLS Associates, Inc.

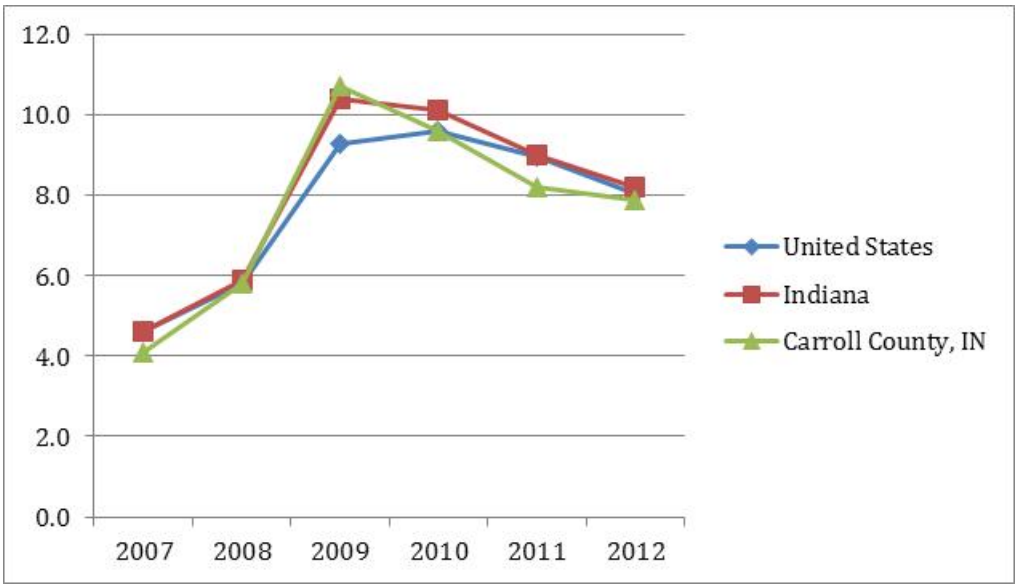
Zero Vehicle Households

There were approximately 8,000 total households in Carroll County. Exhibit II.20 illustrates the percentage of households with zero vehicles available by Census Tract. The Tract around Flora had the highest percentage of households with zero vehicles available. This area had zero vehicle rates between 5.77 percent and 8.69 percent. Areas of moderately high densities were located in the southeast section of Carroll County and around Delphi. The remaining portions of the county had moderate to very low densities of zero vehicle households.

Industry and Labor Force

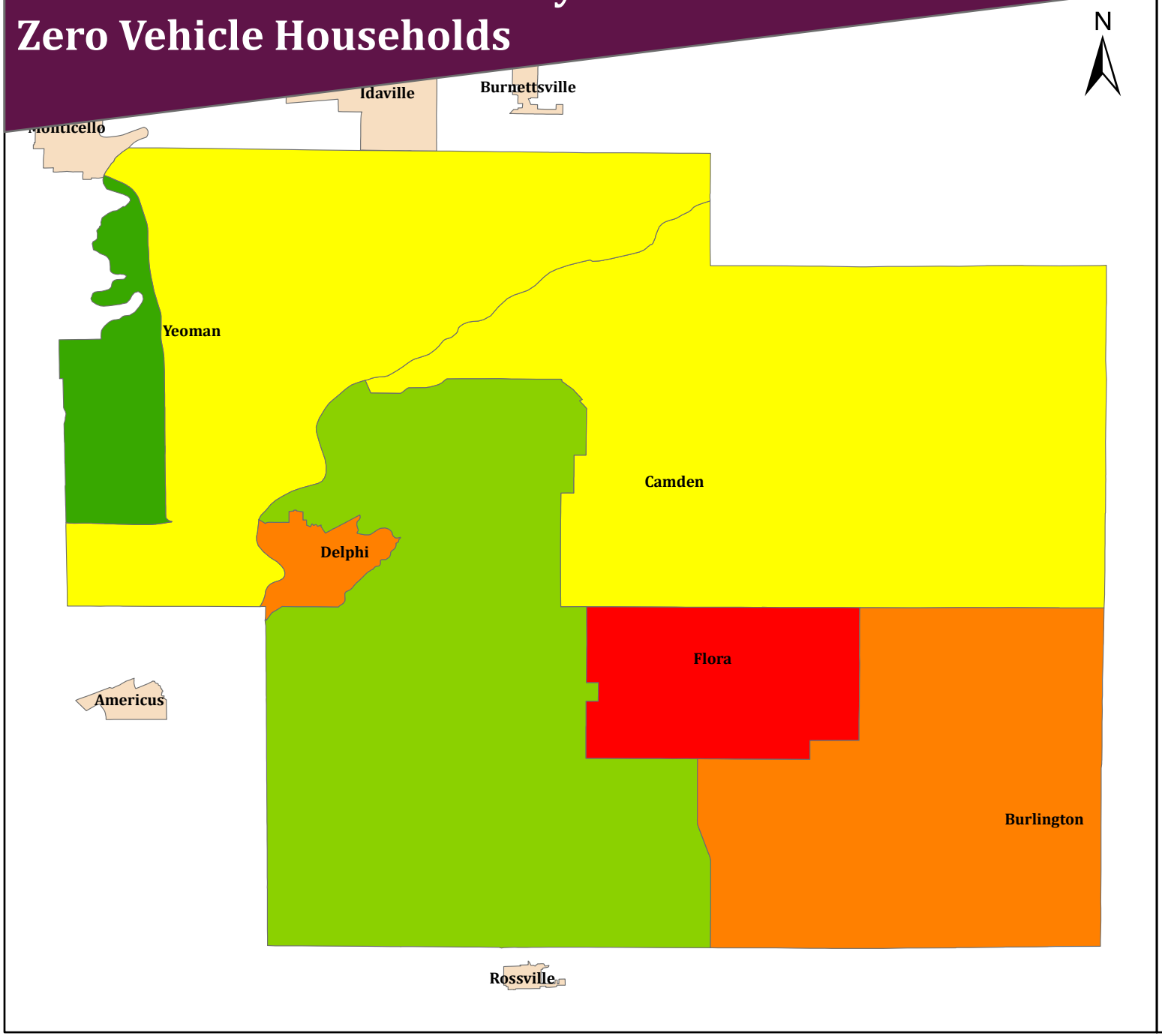
The 2012 Carroll County labor force consisted of 9,921. The county's unemployment rate reached a high in 2009 of 10.7 percent. Since 2007, the unemployment rate for Carroll County has been similar to the national and state unemployment averages. Exhibit II.21 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.21: Carroll County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.20: Carroll County Percent Zero Vehicle Households



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 0%
- 0.001% - 0.463%
- 0.464% - 4.063%
- 4.064% - 5.776%
- 5.777% - 8.688%
- Region 5 Cities

0 1.25 2.5 5 Miles

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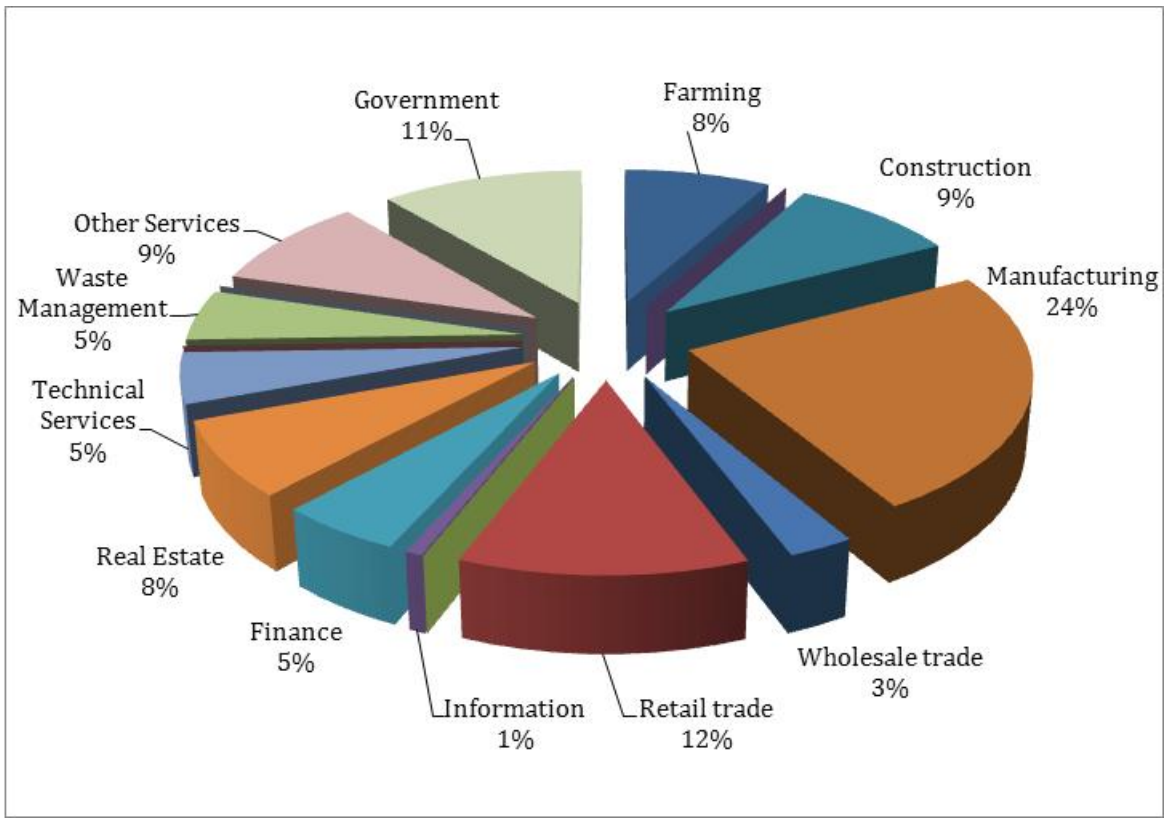
Employment by Industry

Manufacturing was the largest industry in Carroll County with 24 percent of employees. Retail trade jobs were the second largest employer group (951 employees) and government was the third largest (899). In addition, 742 people were employed by construction jobs. Exhibit II.22 is an illustration of the employment by industry.

Exhibit II.22: Carroll County Employment by Industry



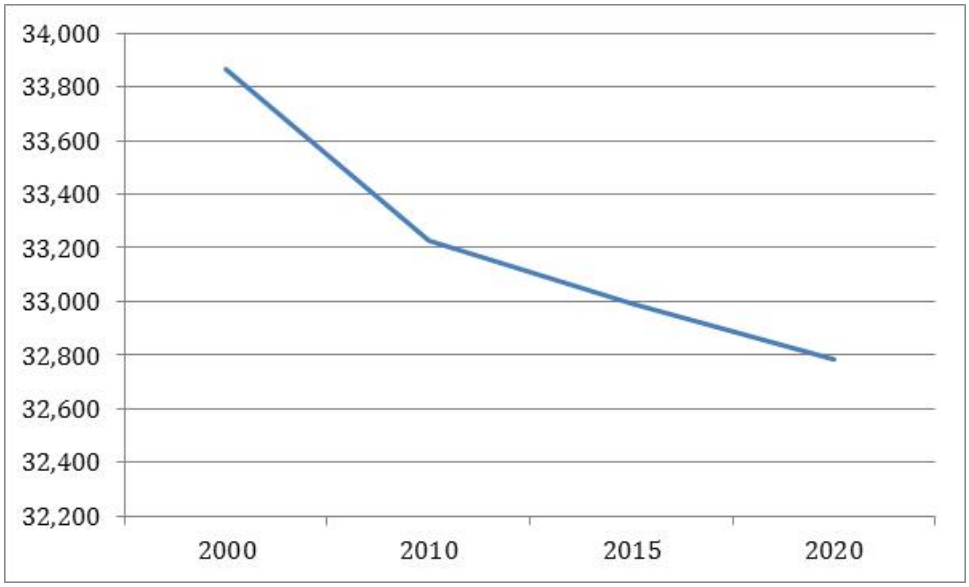
Source: U.S. Bureau of Economic Analysis, 2011

CLINTON COUNTY

Population Growth

The total population of Clinton County in 2013 was 33,916 persons, a decrease of approximately two percent, between the reported 2000 Census population and the 2013 population figures. The Indiana Business Research Center is projecting a slight decrease in population for Clinton County. The population for 2015 is projected to decrease 0.7 percent from 2010 and decrease another 0.64 percent in 2020. Exhibit II.23 illustrates the historical and projected population trends for Clinton County through the year 2020.

Exhibit II.23: Clinton County Population Trends

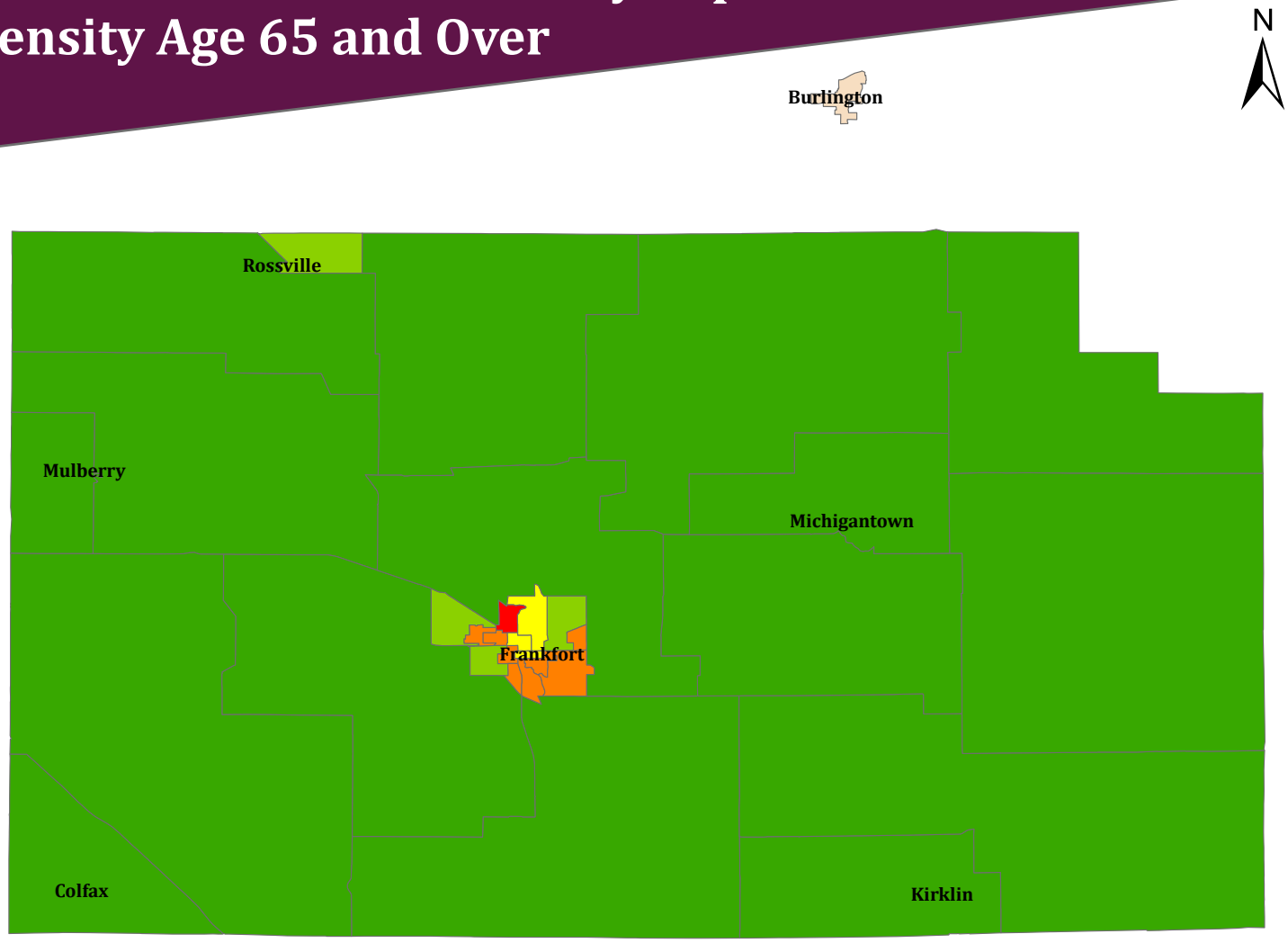


Source: 2000 & 2010 & 2013 Census Bureau & STATS Indiana

Age

Exhibit II.24 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Clinton County are in Frankfort. The remainder of the county had low to very low older adult population density.

Exhibit II.24: Clinton County Population Density Age 65 and Over



Coordinated Public Transit-Human Service Transportation Plan

Legend

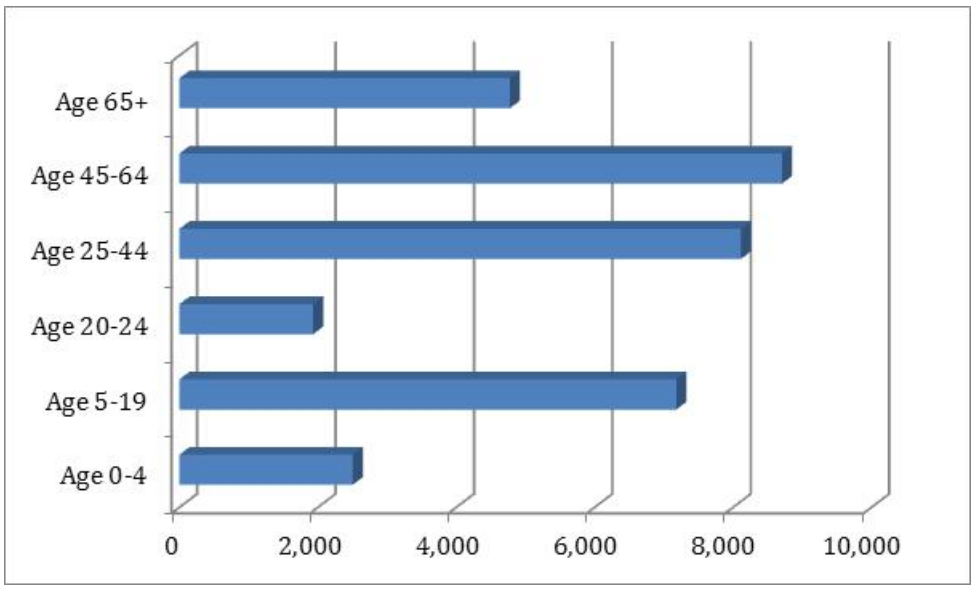
65Plus / SQMI

- 2.109 - 49.28
- 49.29 - 131.9
- 132.0 - 336.4
- 336.5 - 833.3
- 833.4 - 1457
- Region 5 Cities

0 1.5 3 6 Miles

The largest age cohort for Clinton County was between the ages of 45 and 64 (22.4 percent). The second largest group was between ages 25 and 44, which constituted 21 percent of the county's population (see Exhibit II.25). The third largest age group was 5 to 19 years old (18 percent), while 12 percent was age 65 or older.

Exhibit II.25: Clinton County Population by Age



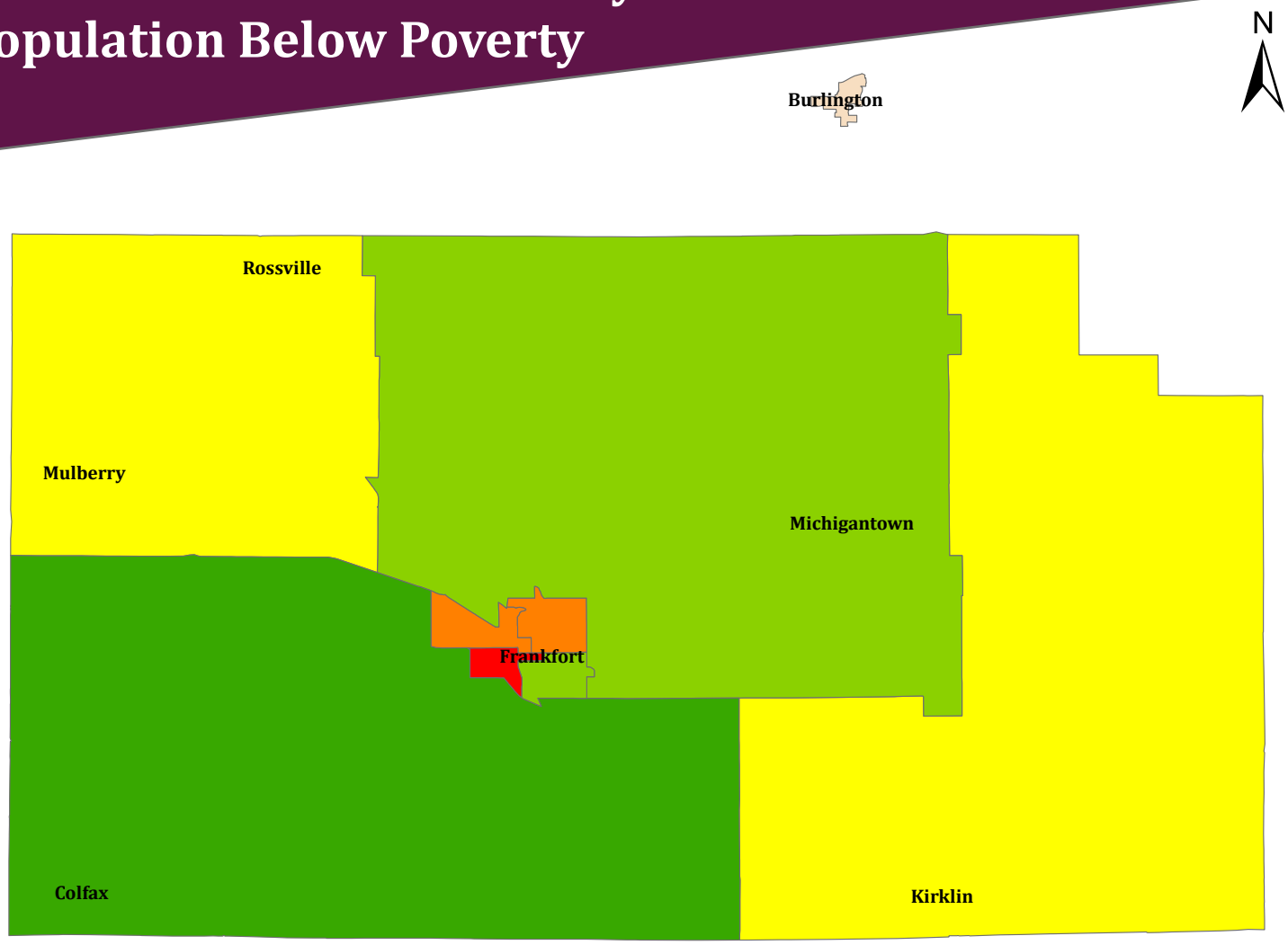
Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Economic Profile

Employment and Income

There were 32,413 total people in Clinton County for whom poverty status is determined. Exhibit II.26 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. Areas having the highest density of people below the poverty level were found in the City of Frankfort. These Tracts had a poverty rate higher than that of the State of Indiana (14 percent). The remaining parts of the county had moderate to very low densities of people below the poverty level.

Exhibit II.26: Clinton County Percent Population Below Poverty



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 5.96%
- 5.961% - 8.714%
- 8.715% - 14.1%
- 14.101% - 20.494%
- 20.495% - 28.91%
- Region 5 Cities

0 1.5 3 6 Miles

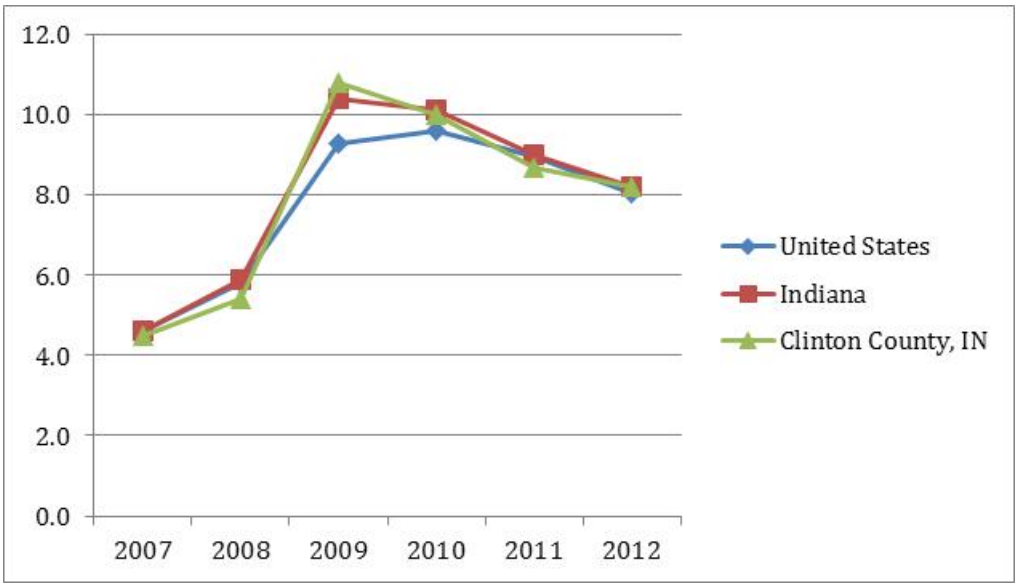
Zero Vehicle Households

There were 11,965 total households in Clinton County. Exhibit II.27 illustrates the percentage of households with zero vehicles available by Census Tract. The Census Tracts in the City of Frankfort have the highest percentage of households with zero vehicles available in Clinton County. These areas had zero vehicle rates between 3.57 percent and 14.23 percent. The remaining areas outside of Frankfort in Clinton County had very low levels of zero vehicle households as compared to the rest of the study area.

Industry and Labor Force

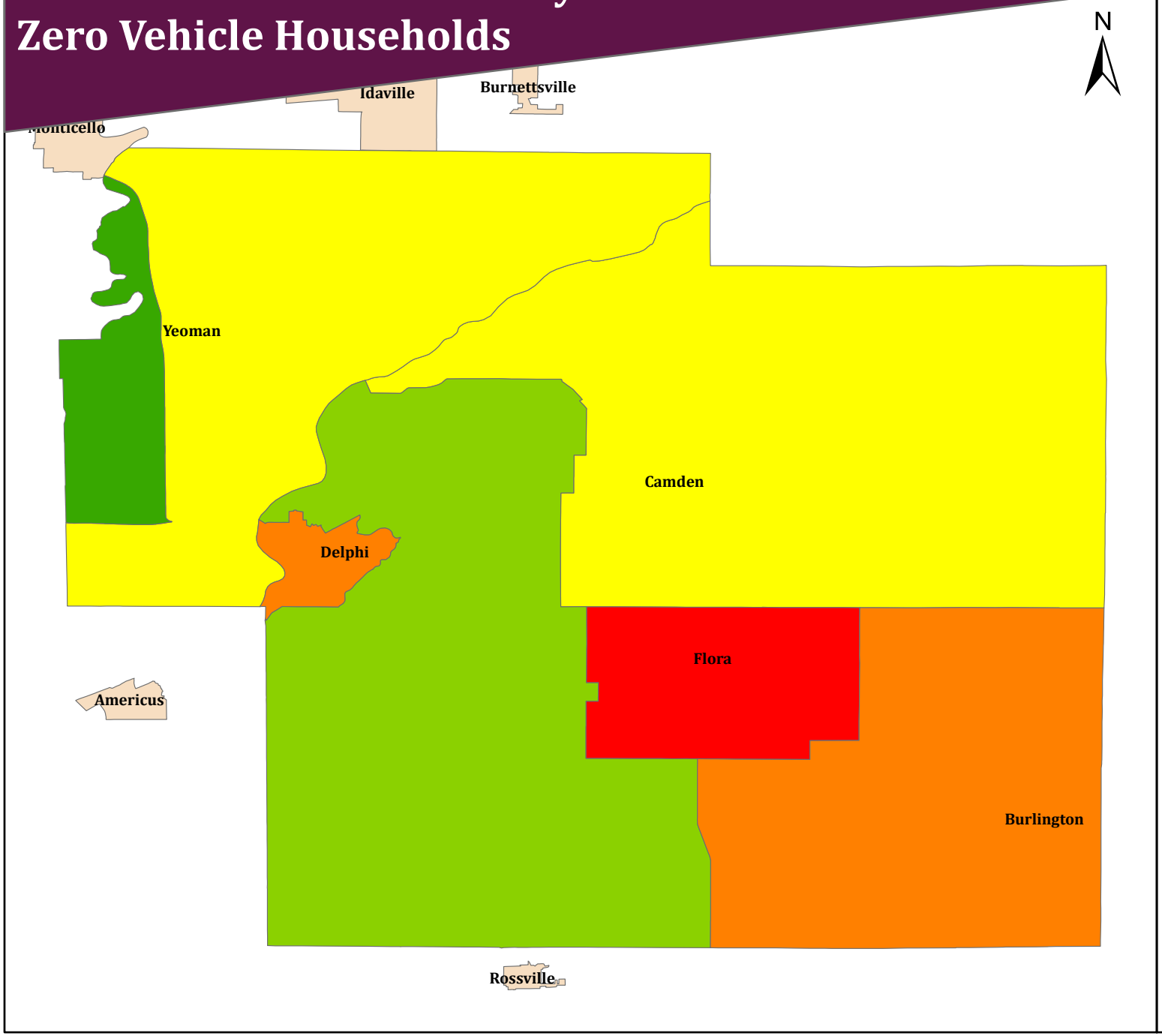
The 2012 Clinton County labor force consisted of 16,565 individuals according to the U.S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2009 of 10.8 percent. Similar to the United States and the State of Indiana, Clinton County's unemployment rate sharply increased from 2007 to 2009 and now has begun to decrease slightly. Exhibit II.28 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.28: Clinton County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.20: Carroll County Percent Zero Vehicle Households



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 0%
- 0.001% - 0.463%
- 0.464% - 4.063%
- 4.064% - 5.776%
- 5.777% - 8.688%
- Region 5 Cities

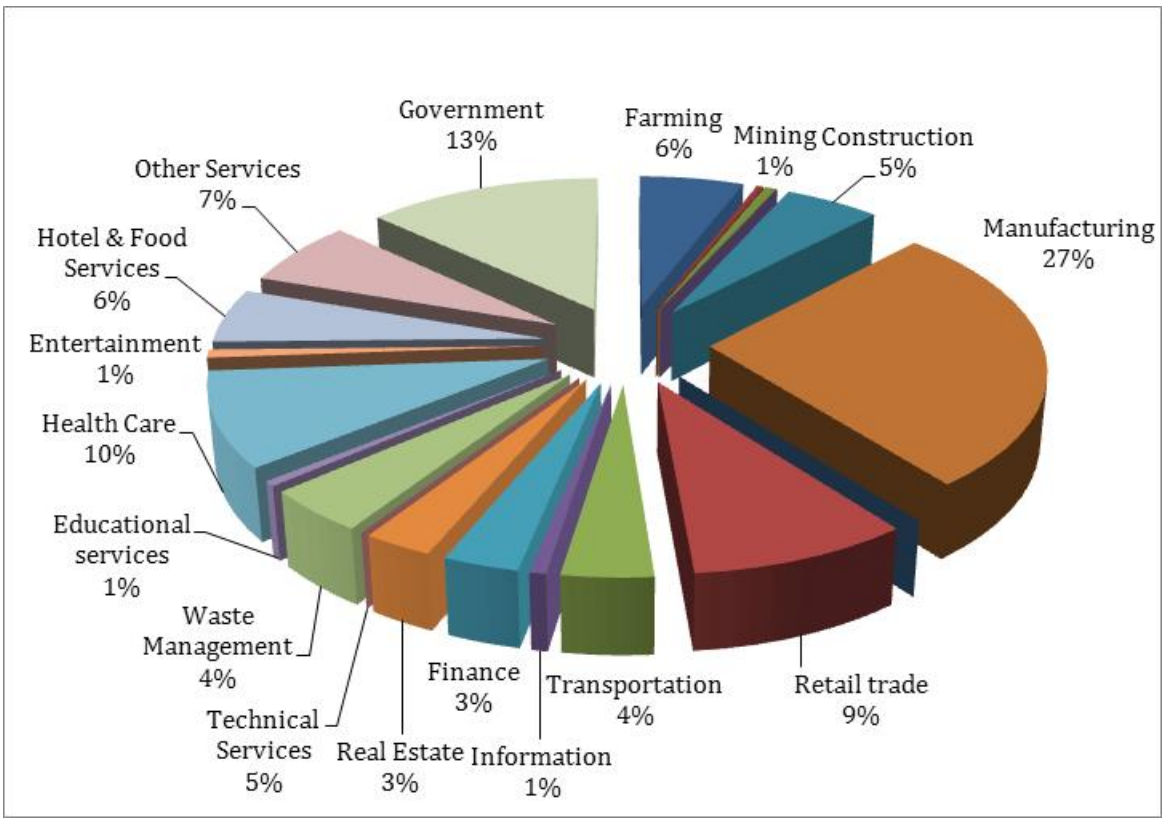
0 1.25 2.5 5 Miles

RLS Associates, Inc.

Employment by Industry

Manufacturing was the largest industry in Clinton County with 3,715 employees. Government jobs were the second largest employer group (1,791 employees) and health care was the third largest (1,307). Exhibit II.29 is an illustration of the employment by industry.

Exhibit II.29: Clinton County Employment by Industry



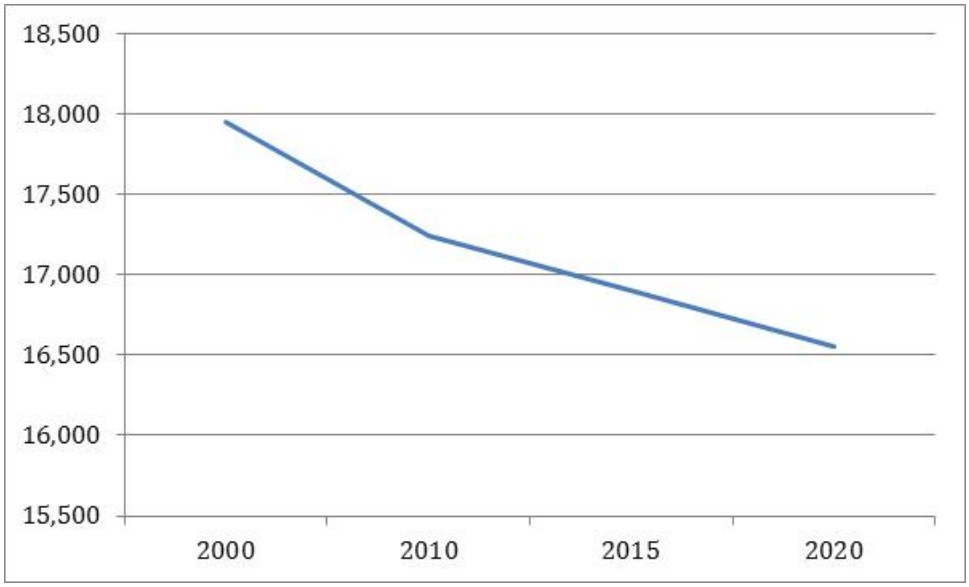
Source: U.S. Bureau of Economic Analysis, 2011

FOUNTAIN COUNTY

Population Growth

The total population of Fountain County in 2013 was approximately 16,880 persons, a decrease of approximately four percent, between the reported 2000 Census population and the 2010 population figures. The Indiana Business Research Center is projecting a decrease in population for Fountain County over the next ten years. The population for 2015 is projected to decrease by 1.98 percent from 2010 and decrease another 2.21 percent in 2020. Exhibit II.30 illustrates the historical and projected population trends for Fountain County through the year 2020.

Exhibit II.30: Fountain County Population Trends

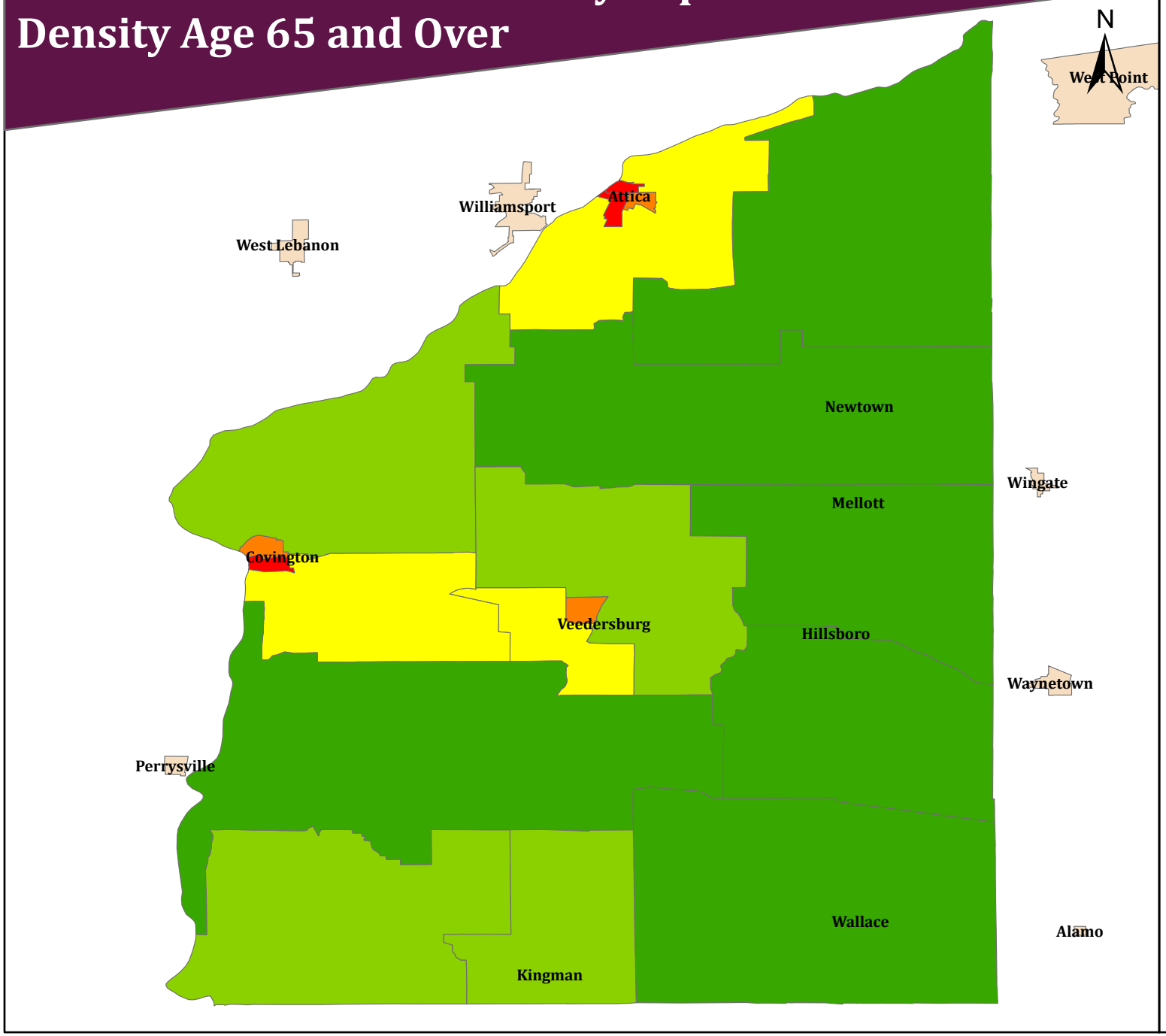


Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.31 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Fountain County are in Attica and Covington. Other areas of high to moderate density of older adults are found in Veedersburg. The remainder of the county has low to very low older adult population density.

Exhibit II.31: Fountain County Population Density Age 65 and Over



Coordinated Public Transit-Human Service Transportation Plan

Legend

65Plus / SQMI

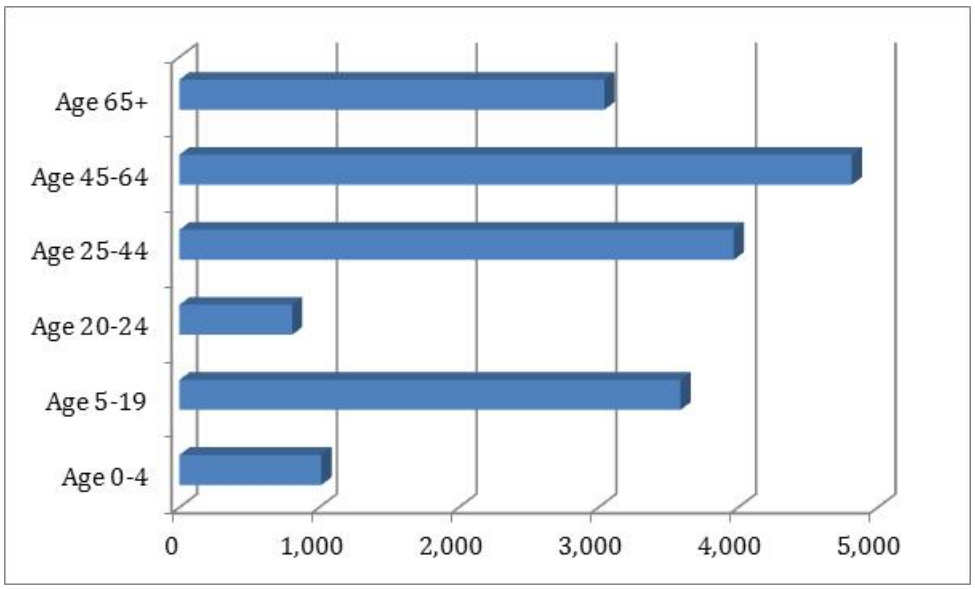
- 2.328 - 4.967
- 4.968 - 8.929
- 8.930 - 21.24
- 21.25 - 349.0
- 349.1 - 412.5
- Region 5 Cities

0 1.25 2.5 5 Miles

RLS Associates, Inc.

The largest age cohort for Fountain County was between the ages of 45 and 64 (28 percent). The second largest group was between ages 25 and 44, which constituted 23 percent of the county's population (see Exhibit II.32). The third largest age group was 5 to 19 years old (20.8 percent), while 17.7 percent was age 65 or older.

Exhibit II.32: Fountain County Population by Age



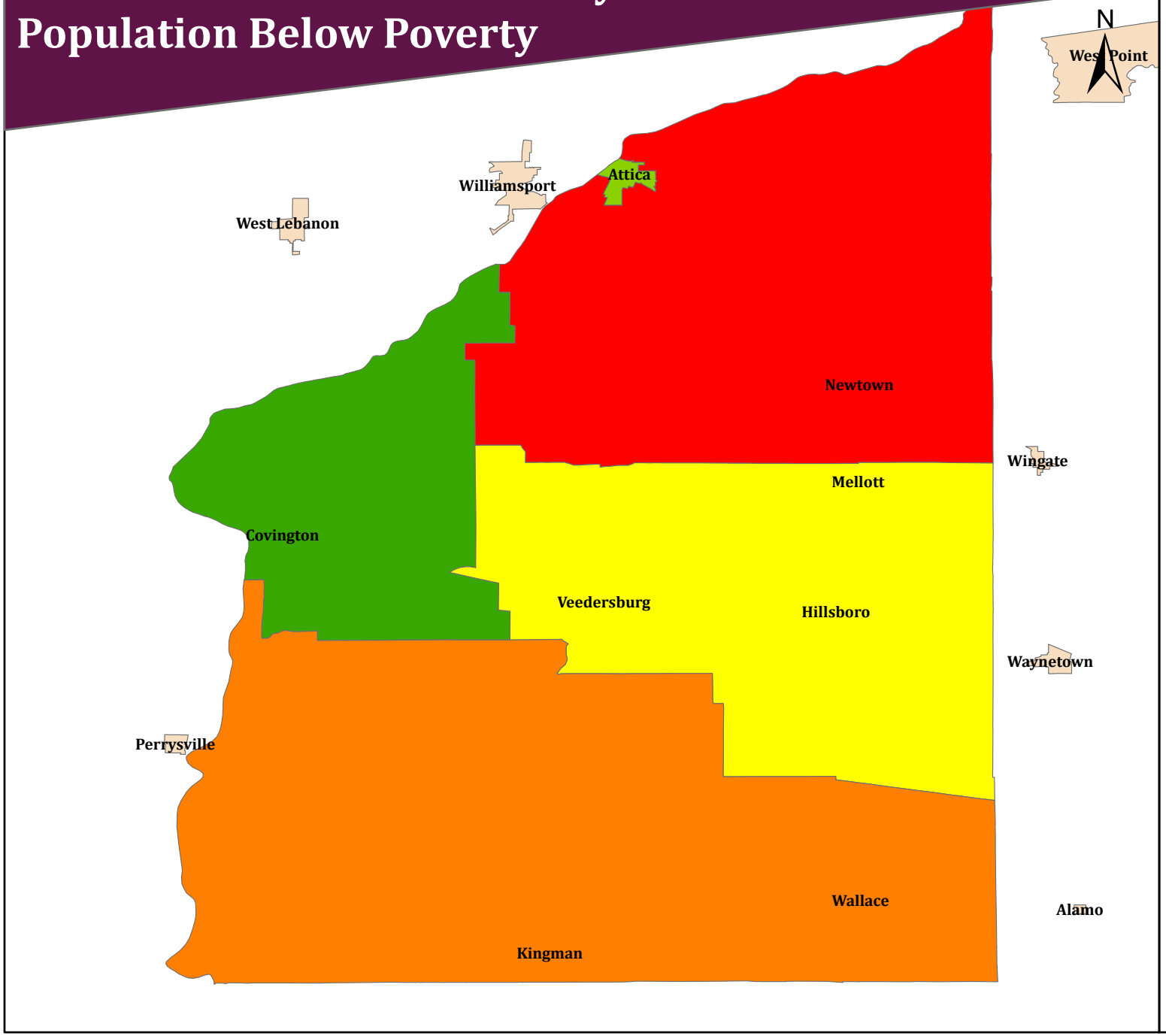
Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Economic Profile

Employment and Income

There were 17,089 total people in Fountain County for whom poverty status is determined. Exhibit II.33 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. The Tract with the highest percentage of people below the poverty level was in the north section of Fountain County. This Tract had a poverty rate higher than that of the State of Indiana (14.1 percent). The Tract in southern Fountain County had high densities of people below the poverty level between 12.64 and 14.1 percent. The remainder of the county had moderate to very low densities of people below the poverty level.

Exhibit II.33: Fountain County Percent Population Below Poverty



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 7.987%
- 7.988% - 10.787%
- 10.788% - 12.641%
- 12.642% - 14.1%
- 14.101% - 17.964%
- Region 5 Cities

0 1.25 2.5 5 Miles

RLS Associates, Inc.

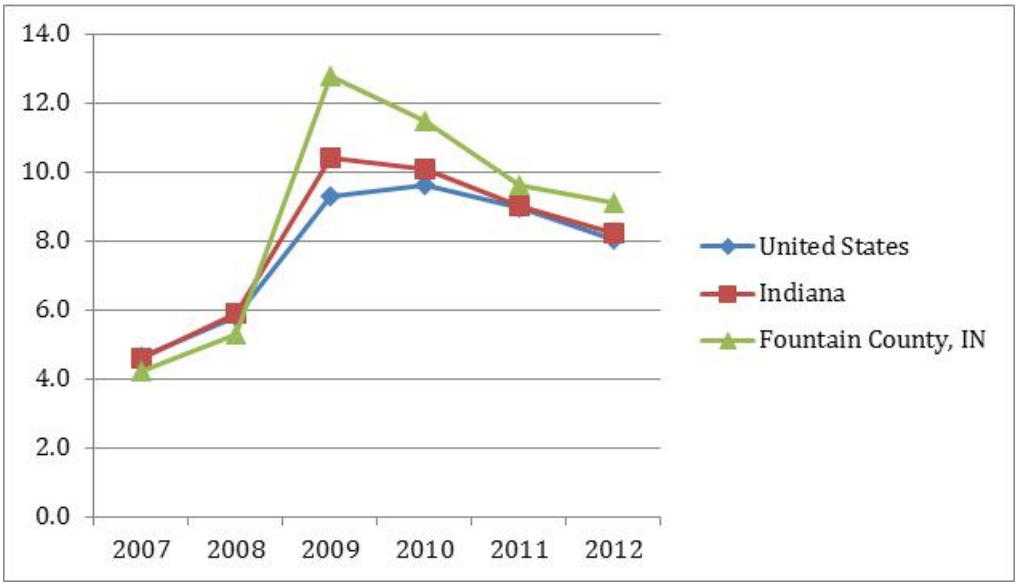
Zero Vehicle Households

There were 6,939 total households in Fountain County. Exhibit II.34 illustrates the percentage of households with zero vehicles available by Census Tract. The Tract in Attica had the highest densities of households with zero vehicles available. These areas had zero vehicle rates above 8.96 percent. The Tract in the western portion of Fountain County that encompasses Covington had zero vehicle household rates between 6.82 and 8.96 percent. The remainder of the county had moderate to very low densities of zero vehicle households.

Industry and Labor Force

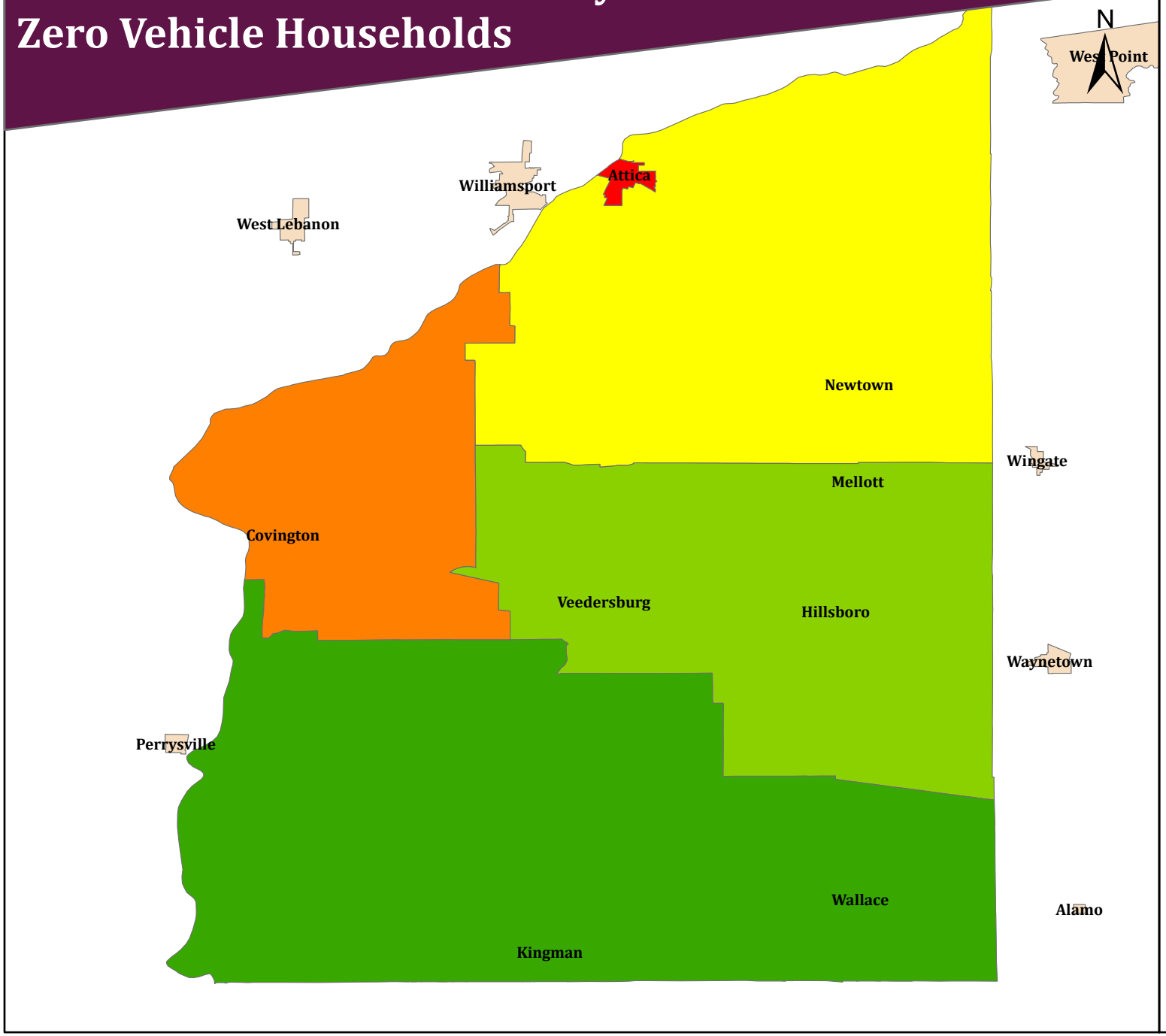
The 2012 Fountain County labor force consisted of 8,338 individuals according to the U.S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2009 of over 12.8 percent. Since 2009 the unemployment rate has been higher than the State of Indiana and the United States. Exhibit II.35 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.35: Fountain County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.34: Fountain County Percent Zero Vehicle Households



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 2.448%
- 2.449% - 3.596%
- 3.597% - 6.818%
- 6.819% - 8.959%
- 8.96% - 9.485%
- Region 5 Cities

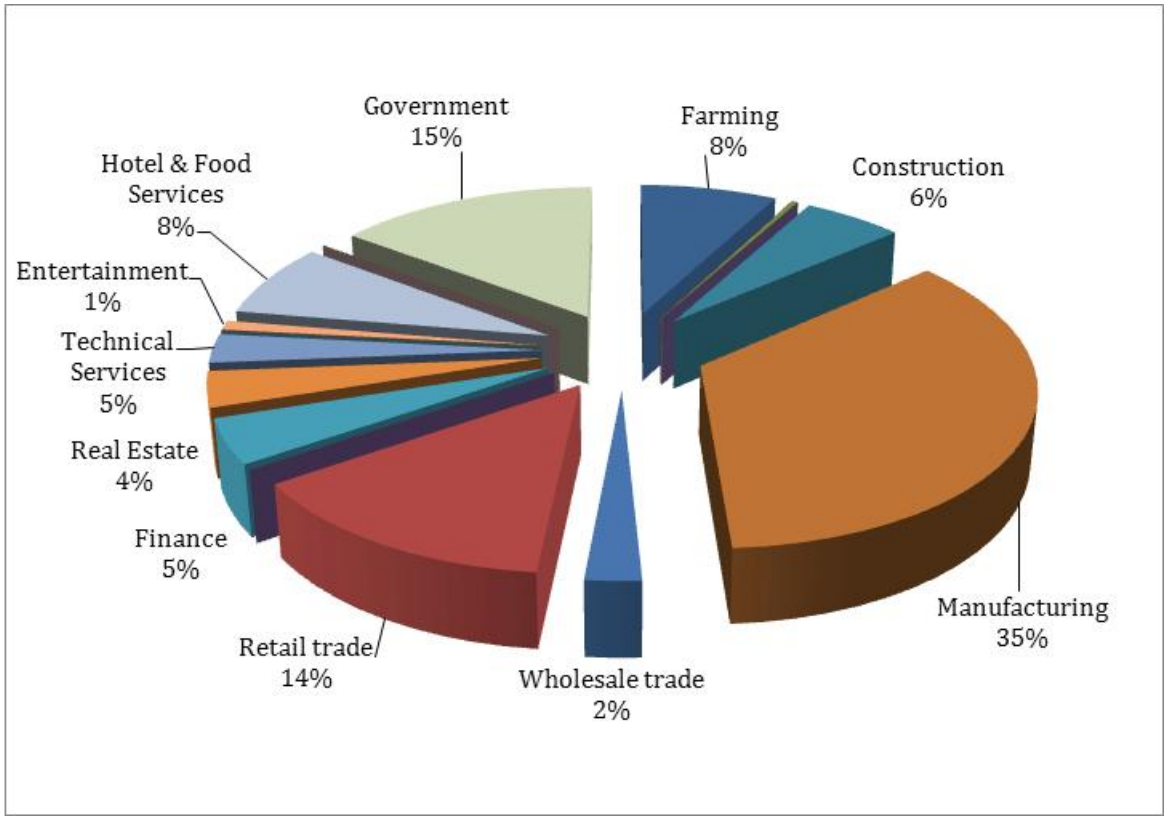
0 1.25 2.5 5 Miles

RLS Associates, Inc.

Employment by Industry

Manufacturing jobs were the largest employer in Fountain County with 2,190 employees in 2011. Government jobs were the second largest employer group with 913 employees. In addition, retail trade employed about 14 percent of the population. Exhibit II.36 is an illustration of the employment by industry.

Exhibit II.36: Fountain County Employment by Industry



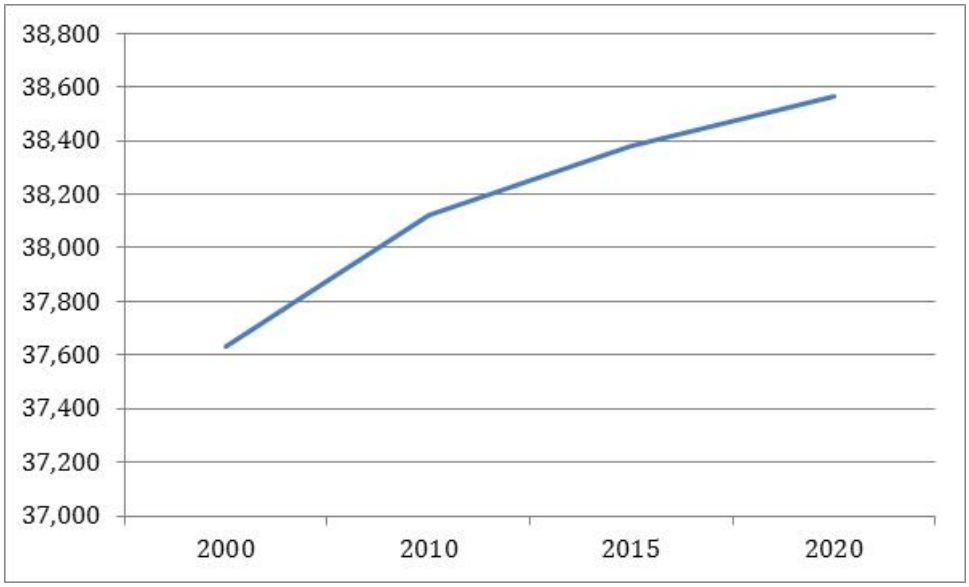
Source: U.S. Bureau of Economic Analysis, 2011

MONTGOMERY COUNTY

Population Growth

The total population of Montgomery County in 2013 was approximately 38177 persons, an increase of nearly two percent, between the reported 2000 Census population and the 2013 population figures. The Indiana Business Research Center is projecting a slight increase in population for Montgomery County. The population for 2015 is projected to increase by 0.66 percent from 2010 and increase another 0.48 percent in 2020. Exhibit II.37 illustrates the historical and projected population trends for Montgomery County through the year 2020.

Exhibit II.37: Montgomery County Population Trends

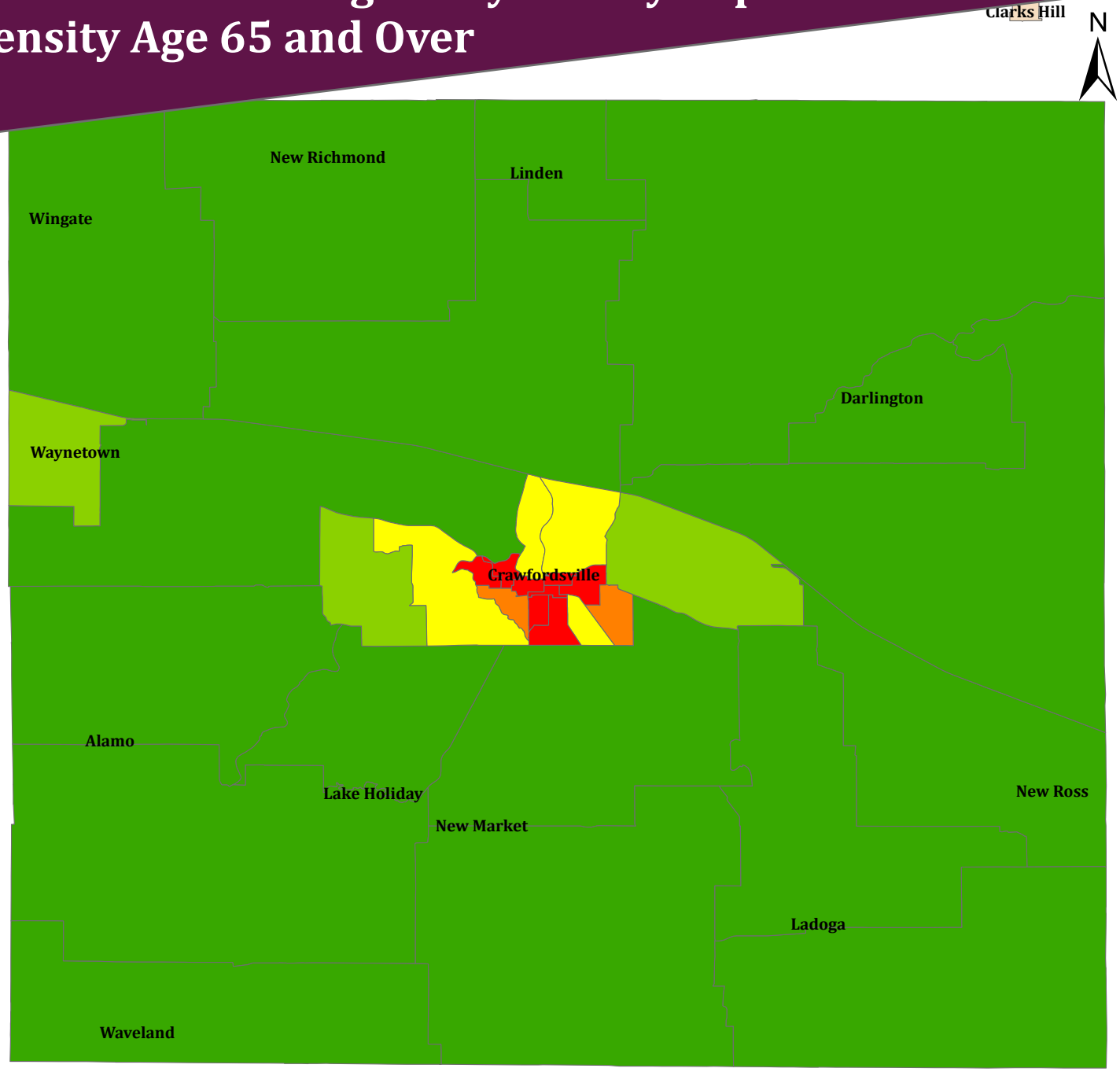


Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.38 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Montgomery County are in Crawfordsville. The remainder of the county has low to very low older adult population density.

Exhibit II.38: Montgomery County Population Density Age 65 and Over



Coordinated Public Transit-Human Service Transportation Plan

Legend

65Plus / SQMI

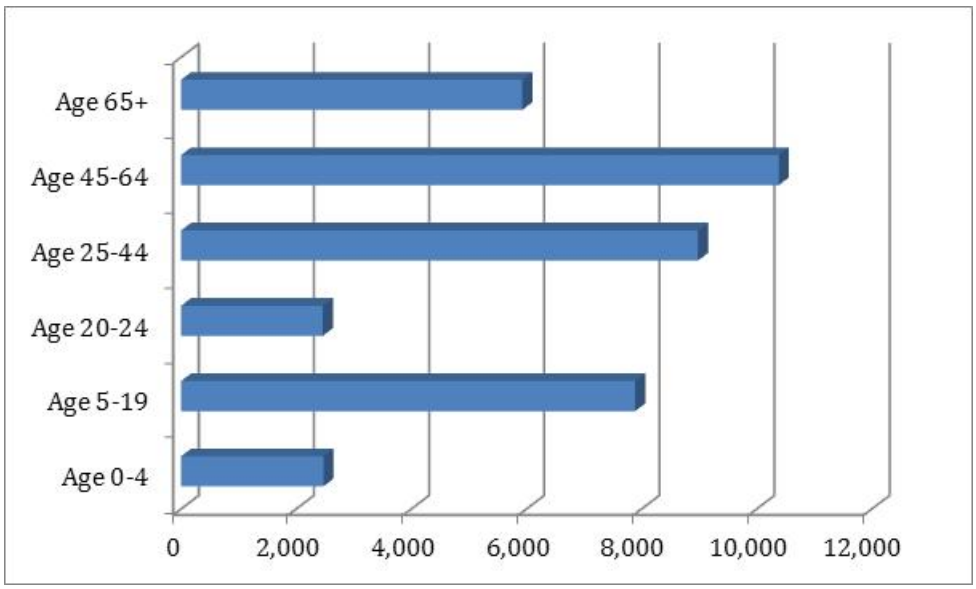
- 1.958 - 16.54
- 16.55 - 54.62
- 54.63 - 131.1
- 131.2 - 291.2
- 291.3 - 565.2
- Region 5 Cities

0 1.25 2.5 5 Miles

RLS Associates, Inc.

The largest age cohort for Montgomery County was between the ages of 45 and 64 (27.2 percent). The second largest group was between ages 25 and 44, which constituted 23.6 percent of the county's population (see Exhibit II.39). The third largest age group was 5 to 19 years old (20.7 percent), while 15.5 percent was age 65 or older.

Exhibit II.39: Montgomery County Population by Age



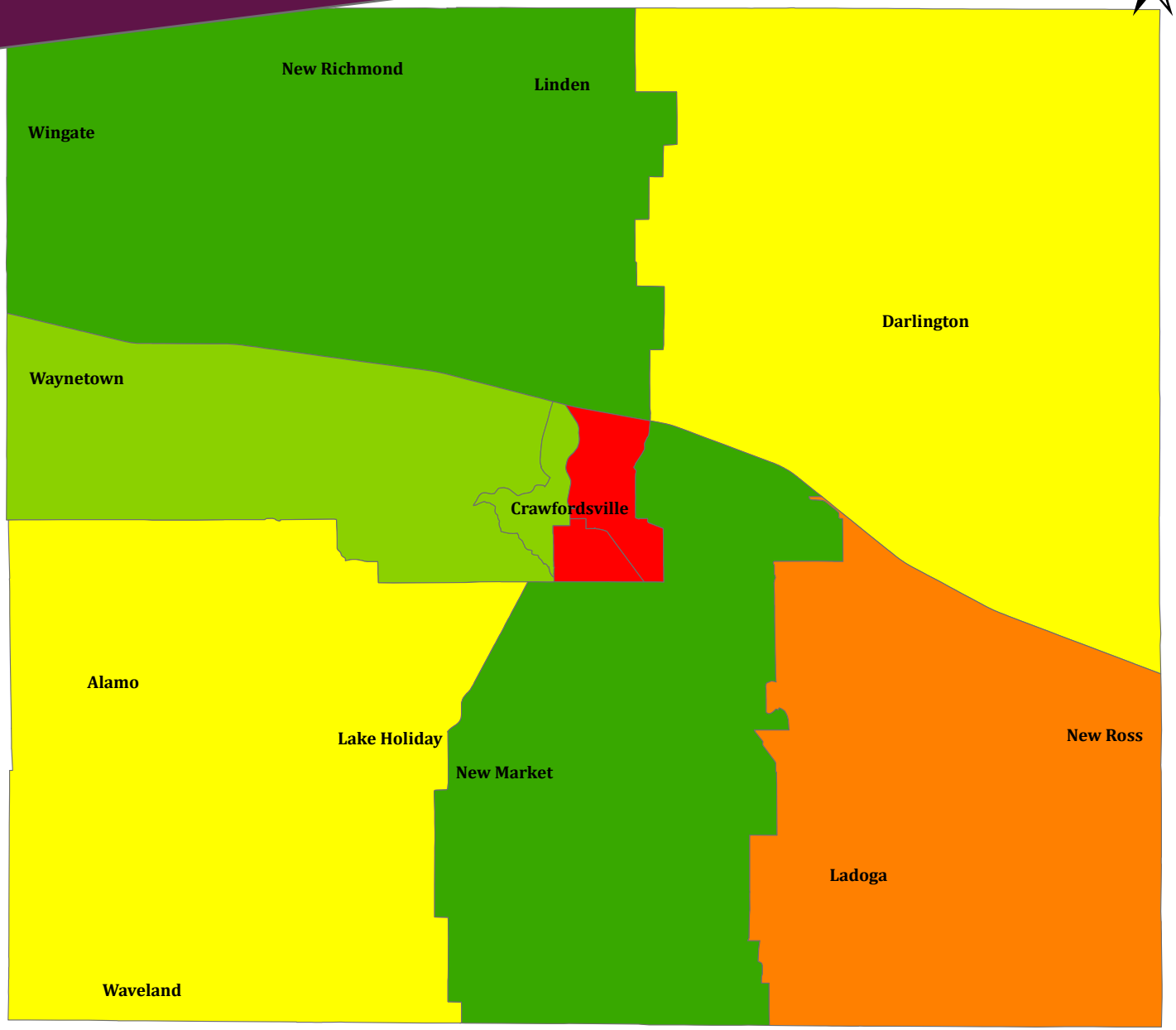
Source: 2010 Indiana Business Research Center

Economic Profile

Employment and Income

There were 36,851 total people in Montgomery County for whom poverty status is determined. Exhibit II.40 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. Two Tracts in central and eastern Crawfordsville had a very high density of people below the poverty level. These Tracts had a poverty rate higher than that of the State of Indiana (14.1 percent). The Tract in the southeast corner of Montgomery County had poverty rates between 11.87 and 14.1 percent. The remainder of the study area had moderate to very low densities of persons below the poverty level.

Exhibit II.40: Montgomery County Percent Population Below Poverty



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 4.751% - 6.702%
- 6.703% - 8.71%
- 8.711% - 11.868%
- 11.869% - 14.1%
- 14.101% - 28.03%
- Region 5 Cities

0 1.25 2.5 5 Miles

RLS Associates, Inc.

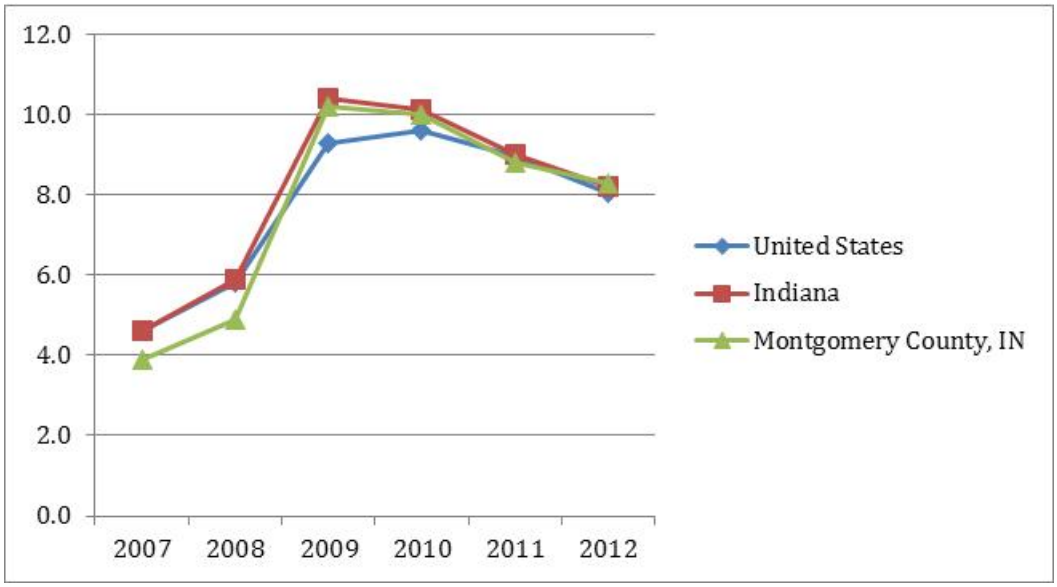
Zero Vehicle Households

There were 14,446 total households in Montgomery County. Exhibit II.41 illustrates the percentage of households with zero vehicles available by Census Tract. Two Tracts in the Crawfordsville had the highest density of households with zero vehicles available (9.5 – 13.28 percent). The Tract in east Crawfordsville had the second highest percentage of zero vehicle households. This area had zero vehicle rates between 3.69 percent and 9.5 percent. The remaining portions of the county had moderate to very low densities of zero vehicle households.

Industry and Labor Force

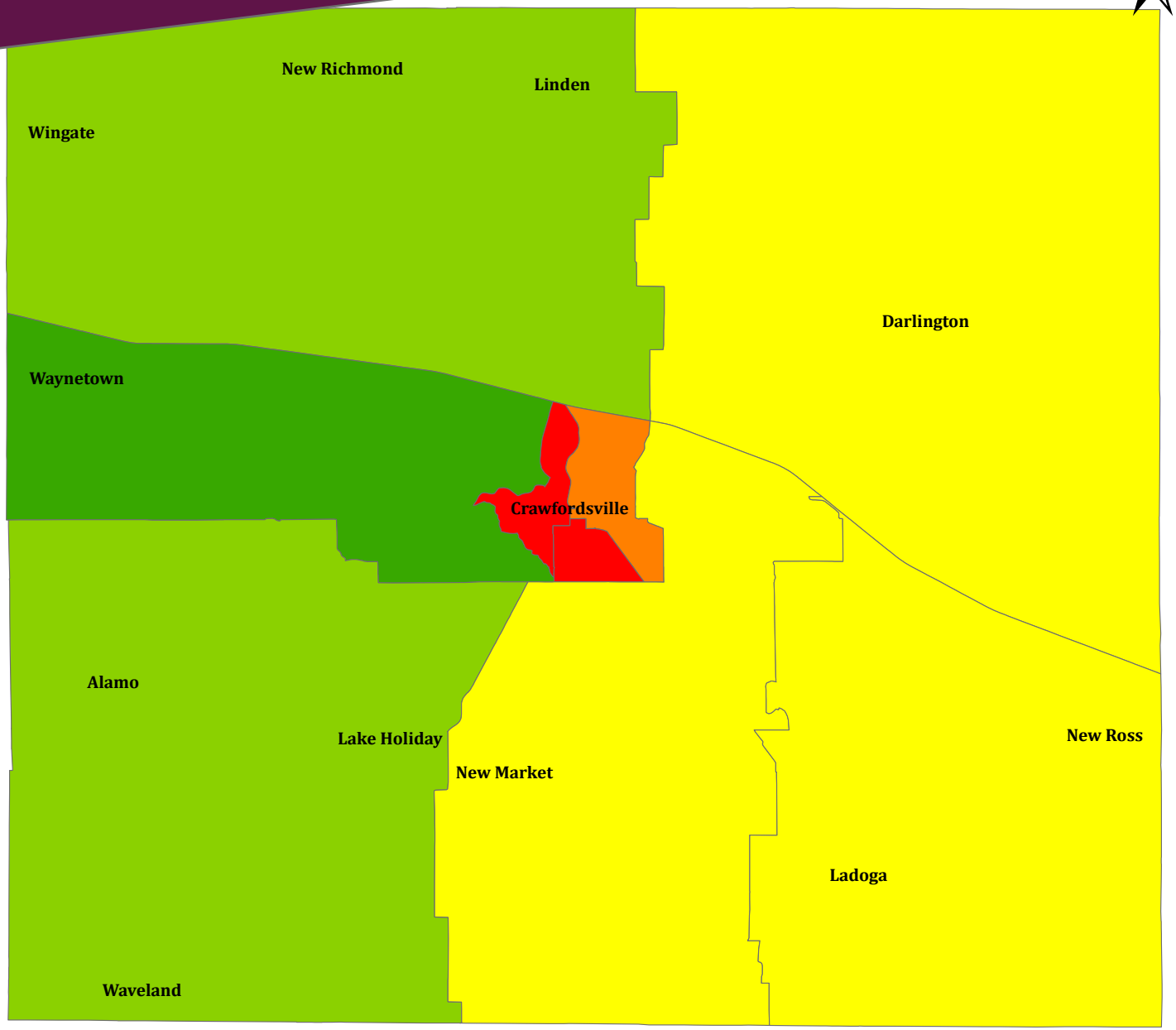
The 2012 Montgomery County labor force consisted of 18,242 individuals according to the U.S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2009 of 10.2 percent. From 2007 to 2008, Montgomery County's unemployment rate was lower than that of the State of Indiana and the United States. Since 2009, Montgomery County's unemployment rate has been similar to that of the State of Indiana. Exhibit II.42 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.42: Montgomery County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.41: Montgomery County Percent Zero Vehicle Households



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 1.247%
- 1.248% - 2.778%
- 2.779% - 3.695%
- 3.696% - 9.5%
- 9.501% - 13.281%
- Region 5 Cities

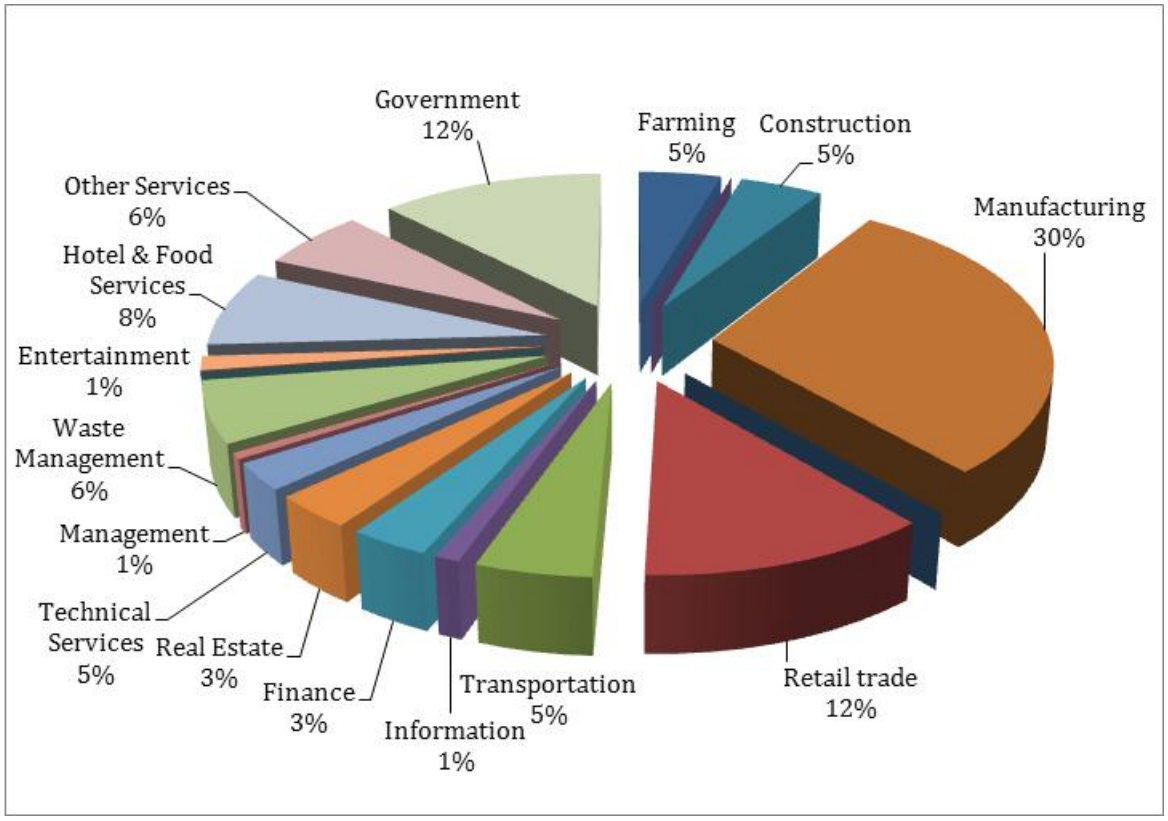
0 1.25 2.5 5 Miles

RLS & Associates, Inc.

Employment by Industry

Manufacturing was the largest employer in Montgomery County with 4,958 employees. The government was the second largest employer group with 2,074 employees. In addition, retail trade employed another 12 percent of the population. Exhibit II.43 is an illustration of the employment by industry.

Exhibit II.43: Montgomery County Employment by Industry



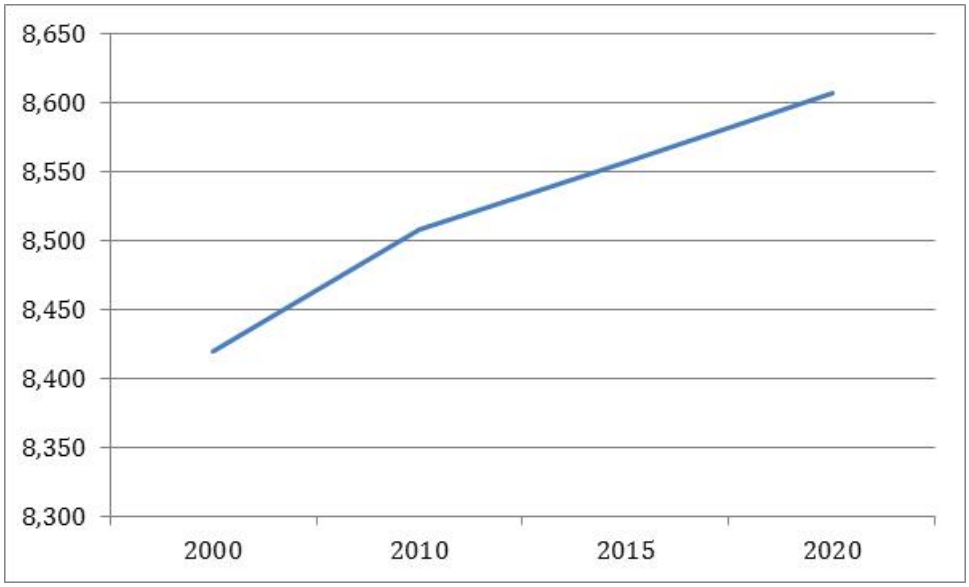
Source: U.S. Bureau of Economic Analysis, 2011

WARREN COUNTY

Population Growth

The total population of Warren County in 2013 was approximately 8,415 persons, an increase of one percent between the reported 2000 Census population and the 2013 population figures. The Indiana Business Research Center is projecting a half percent increase in population for Warren County for 2015 and another 0.58 percent increase for the year 2020. Exhibit II.44 illustrates the historical and projected population trends for Warren County through the year 2020.

Exhibit II.44: Warren County Population Trends

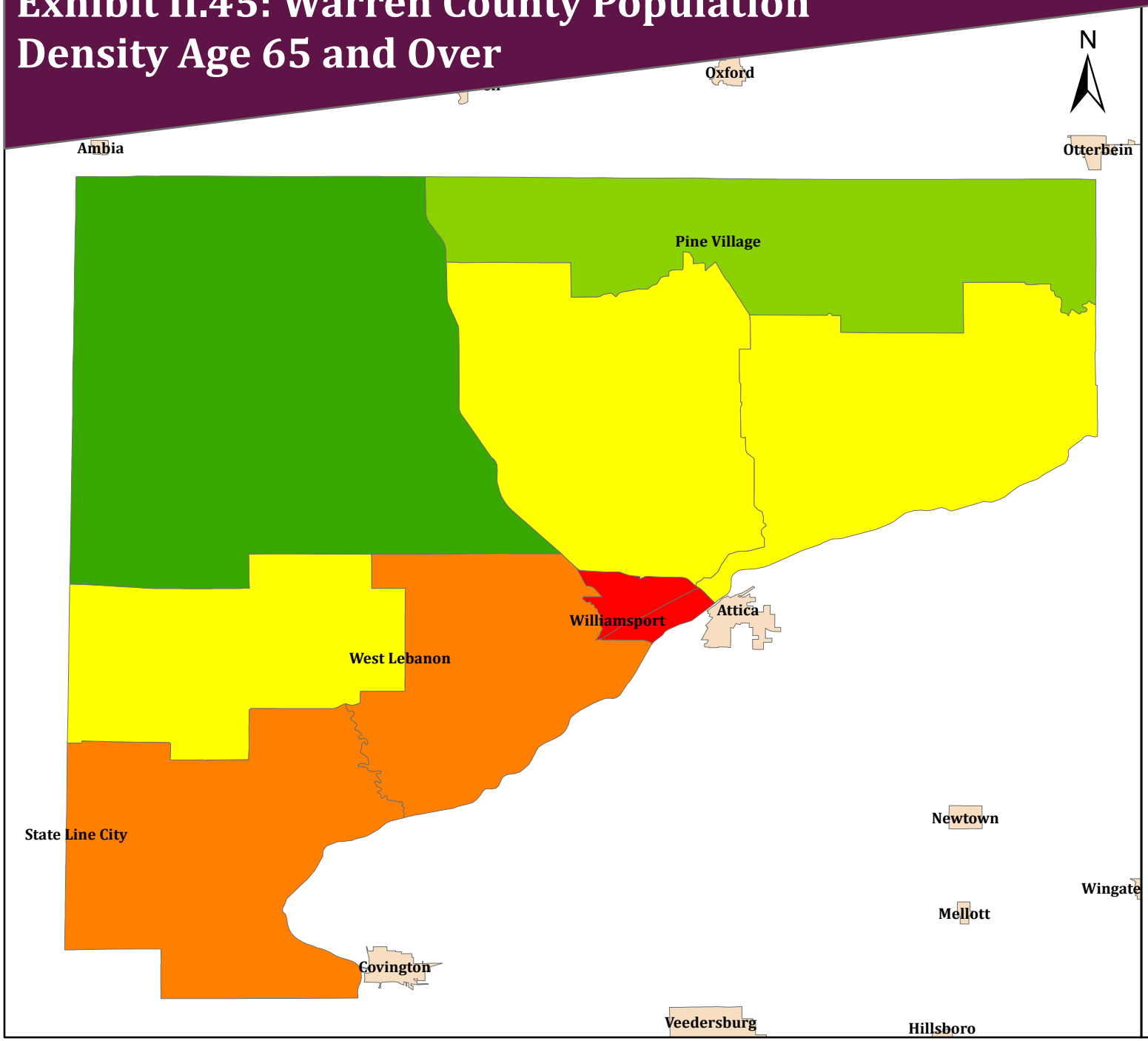


Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.45 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Warren County are in Williamsport. These block groups had densities of older adults between 5.87 and 107.5 per square mile. The remainder of the county has low to very low densities of older adults as compared to the rest of the study area.

Exhibit II.45: Warren County Population Density Age 65 and Over



Coordinated Public Transit-Human Service Transportation Plan

Legend

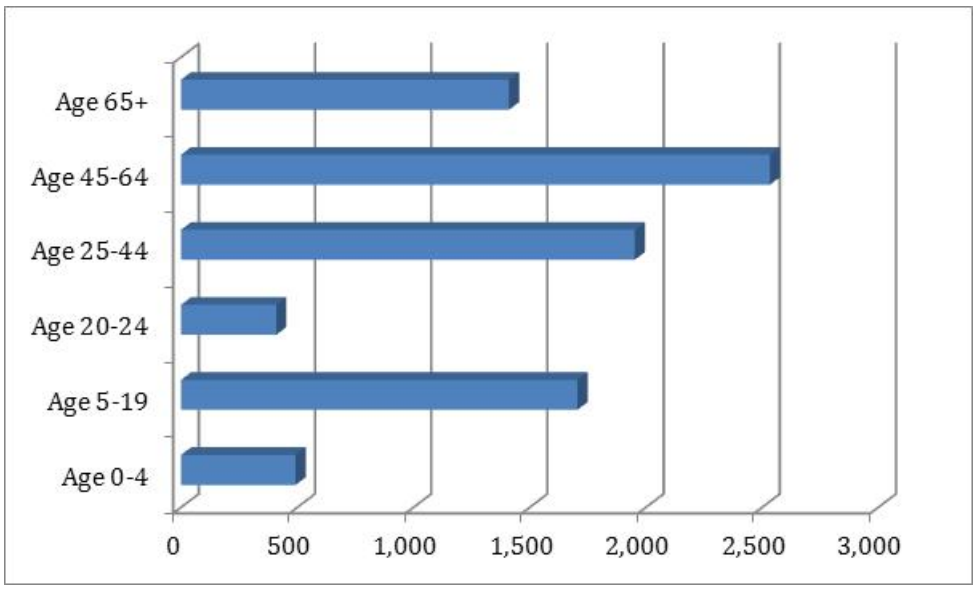
65Plus / SQMI

- 1.038
- 1.039 - 2.518
- 2.519 - 3.156
- 3.157 - 5.872
- 5.873 - 107.5
- Region 5 Cities

0 1.25 2.5 5 Miles

The largest age cohort for Warren County was between the ages of 45 and 64 (29.8 percent). The second largest group was between ages 25 and 44, which constituted 23 percent of the county's population (see Exhibit II.46). The third largest age group was 5 to 19 years old (20.1 percent), while 16.6 percent was age 65 or older.

Exhibit II.46: Warren County Population by Age



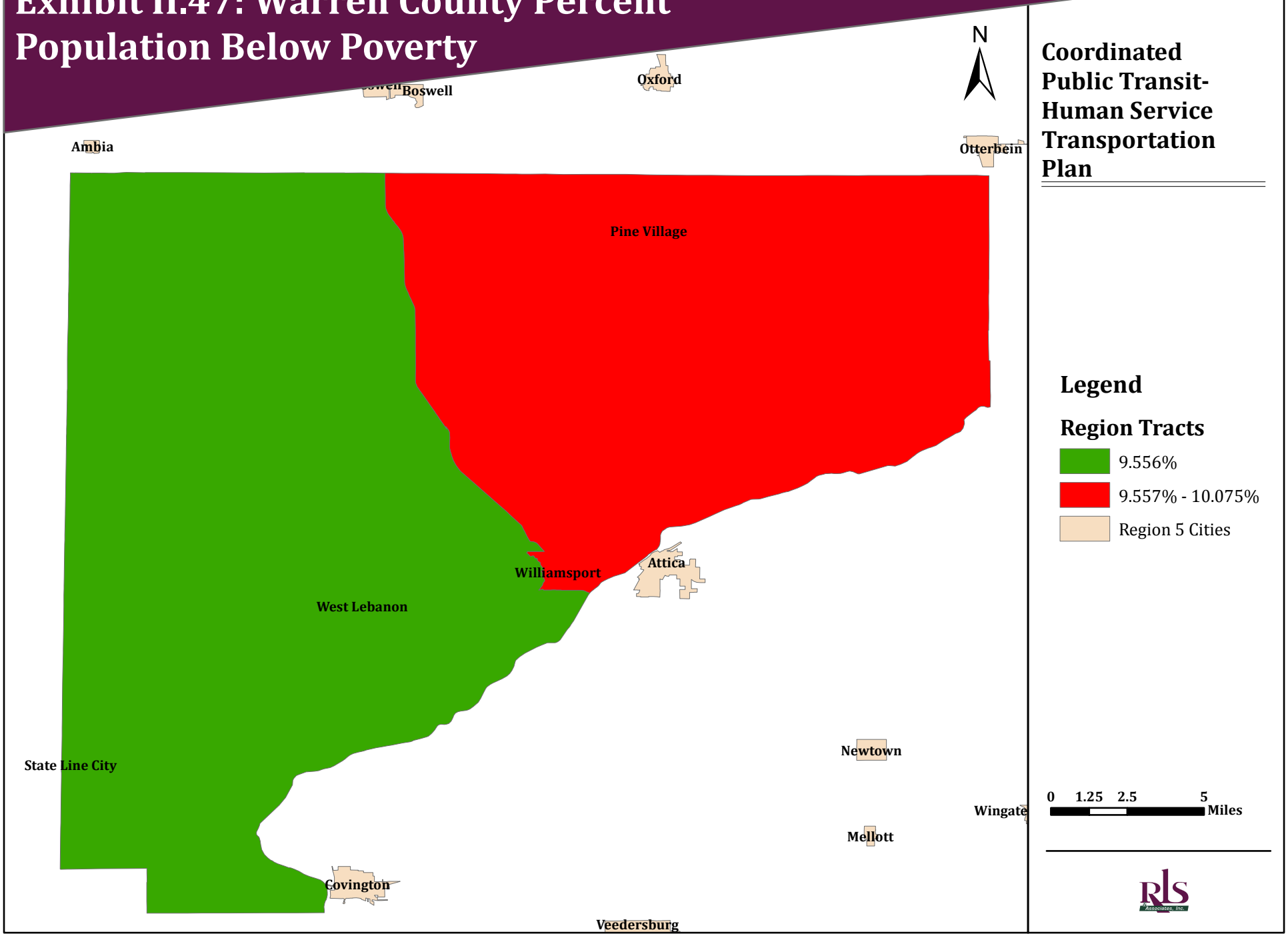
Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Economic Profile

Employment and Income

There were 8,393 total people in Warren County for whom poverty status is determined. Exhibit II.47 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. The Census Tracts in red had percentages of people below the poverty level (9.56 – 10.08 percent) lower than the State of Indiana's (14.1 percent). The remaining Tract in Warren County had a very low density of persons below the poverty level.

Exhibit II.47: Warren County Percent Population Below Poverty



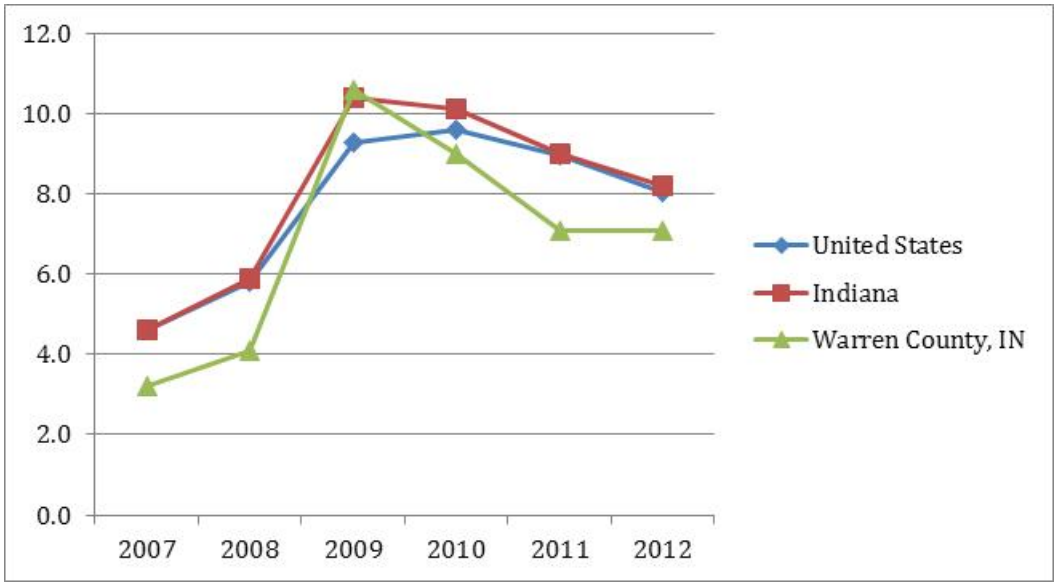
Zero Vehicle Households

There were 3,328 total households in Warren County. Exhibit II.48 illustrates the percentage of households with zero vehicles available by Census Tract. Warren County only has two Census Tracts with both having zero vehicle household rates below 2.02 percent.

Industry and Labor Force

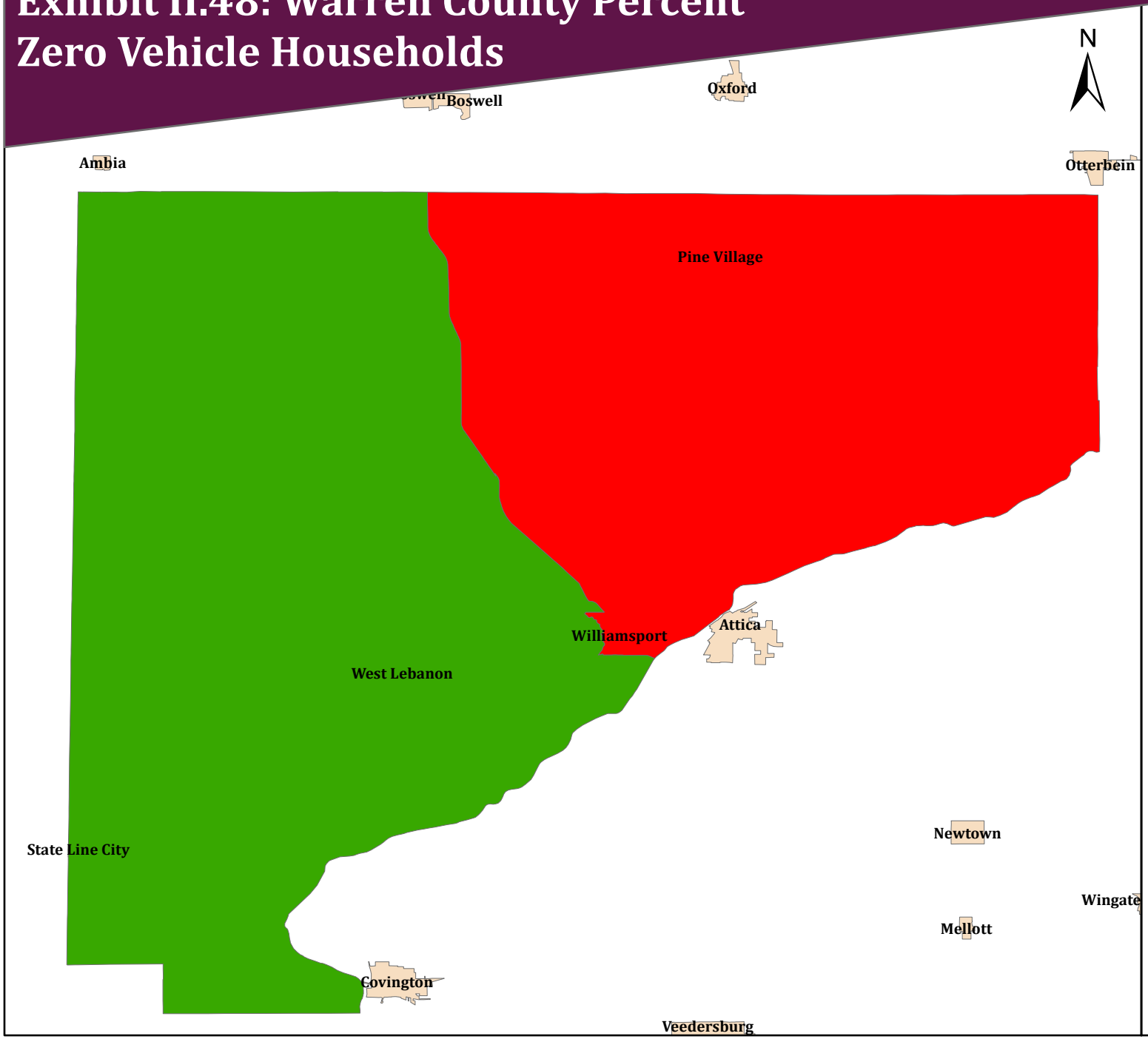
The 2012 Warren County labor force consisted of 4,806. The county's unemployment rate reached a high in 2009 of 10.6 percent. From 2007 to 2009, Warren County's unemployment rate steadily rose at a slightly higher rate than the State of Indiana and national average. Since 2009 Warren County's unemployment rate has steady decreased to 7.1 percent in December of 2012. Exhibit II.49 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.49: Warren County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.48: Warren County Percent Zero Vehicle Households



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

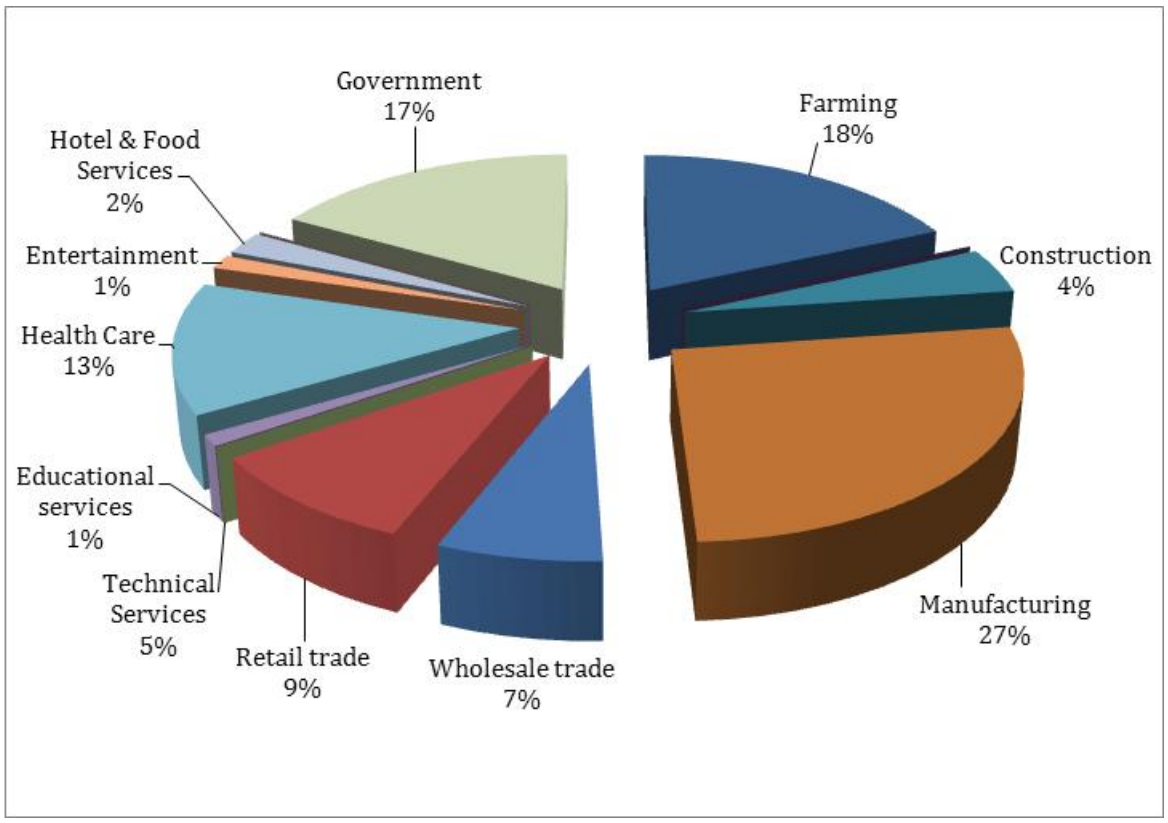
- 1.602%
- 1.603% - 2.022%
- Region 5 Cities

0 1.25 2.5 5 Miles

Employment by Industry

Manufacturing jobs were the largest employer in Warren County with 650 employees. Farming was the second largest employer group with 448 employees while the government employed 412 people. Exhibit II.50 is an illustration of the employment by industry.

Exhibit II.50: Warren County Employment by Industry



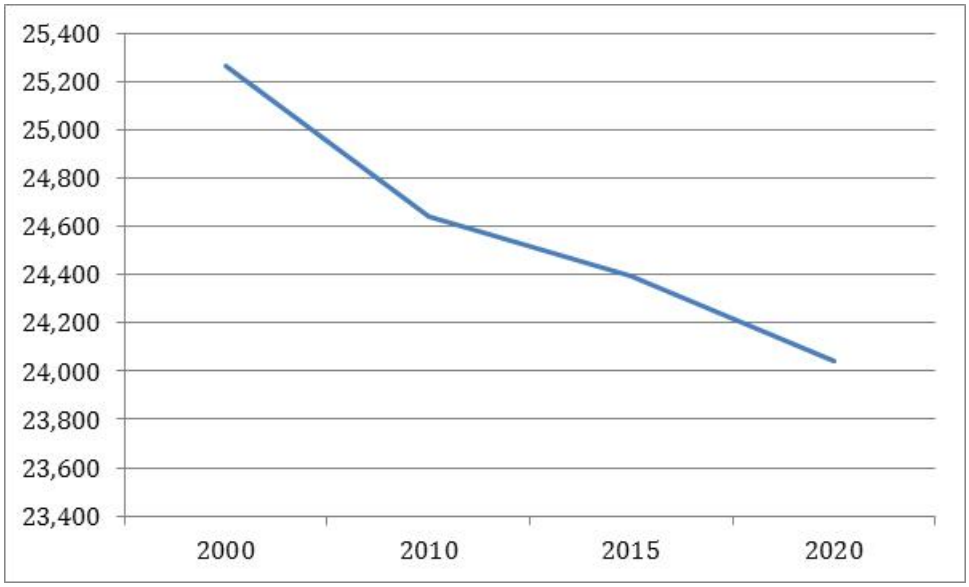
Source: U.S. Bureau of Economic Analysis, 2011

WHITE COUNTY

Population Growth

The total population of White County in 2013 was approximately 24,466 persons, a decrease of 2.5 percent, between the reported 2000 Census population and the 2013 population figures. The Indiana Business Research Center is projecting a slight decrease in population for White County in 2015 and 2020. Exhibit II.51 illustrates the historical and projected population trends for White County through the year 2020.

Exhibit II.51: White County Population Trends

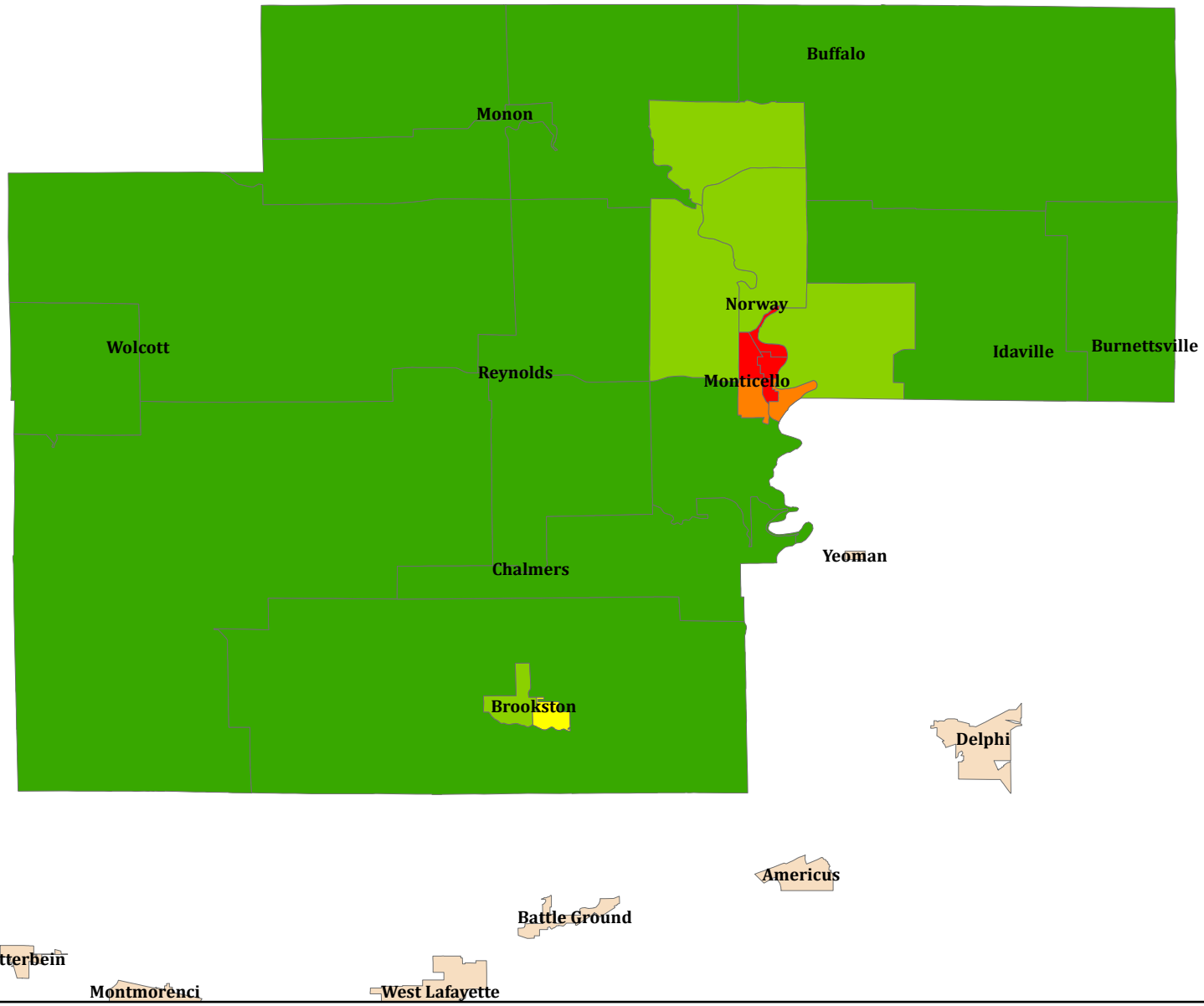


Source: 2000 & 2010 & 2013 Census Bureau & STATS Indiana

Age

Exhibit II.52 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in White County are in Monticello. These block groups had older adult densities between 300.1 and 548.6 people per square mile. Areas of moderately high density of older adults were also located in Monticello. The remainder of the county has moderate to very low older adult population density.

Exhibit II.52: White County Population Density Age 65 and Over



Coordinated Public Transit-Human Service Transportation Plan

Legend

65Plus / SQMI

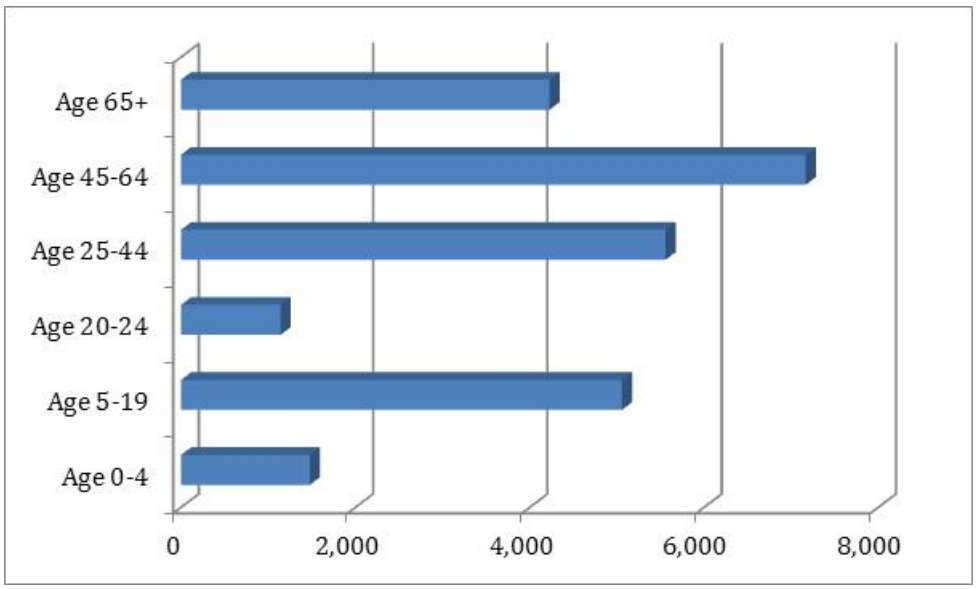
- 1.026 - 14.86
- 14.87 - 66.67
- 66.68 - 162.5
- 162.6 - 300.0
- 300.1 - 548.6
- Region 5 Cities

0 1.5 3 6 Miles

RLS Associates, Inc.

The largest age cohort for White County was between the ages of 45 and 64 (29.1 percent). The second largest group was between ages 25 and 44, which constituted 22.6 percent of the county's population (see Exhibit II.53). The third largest age group was 5 to 19 years old (20.5 percent), while 17.2 percent was age 65 or older.

Exhibit II.53: White County Population by Age



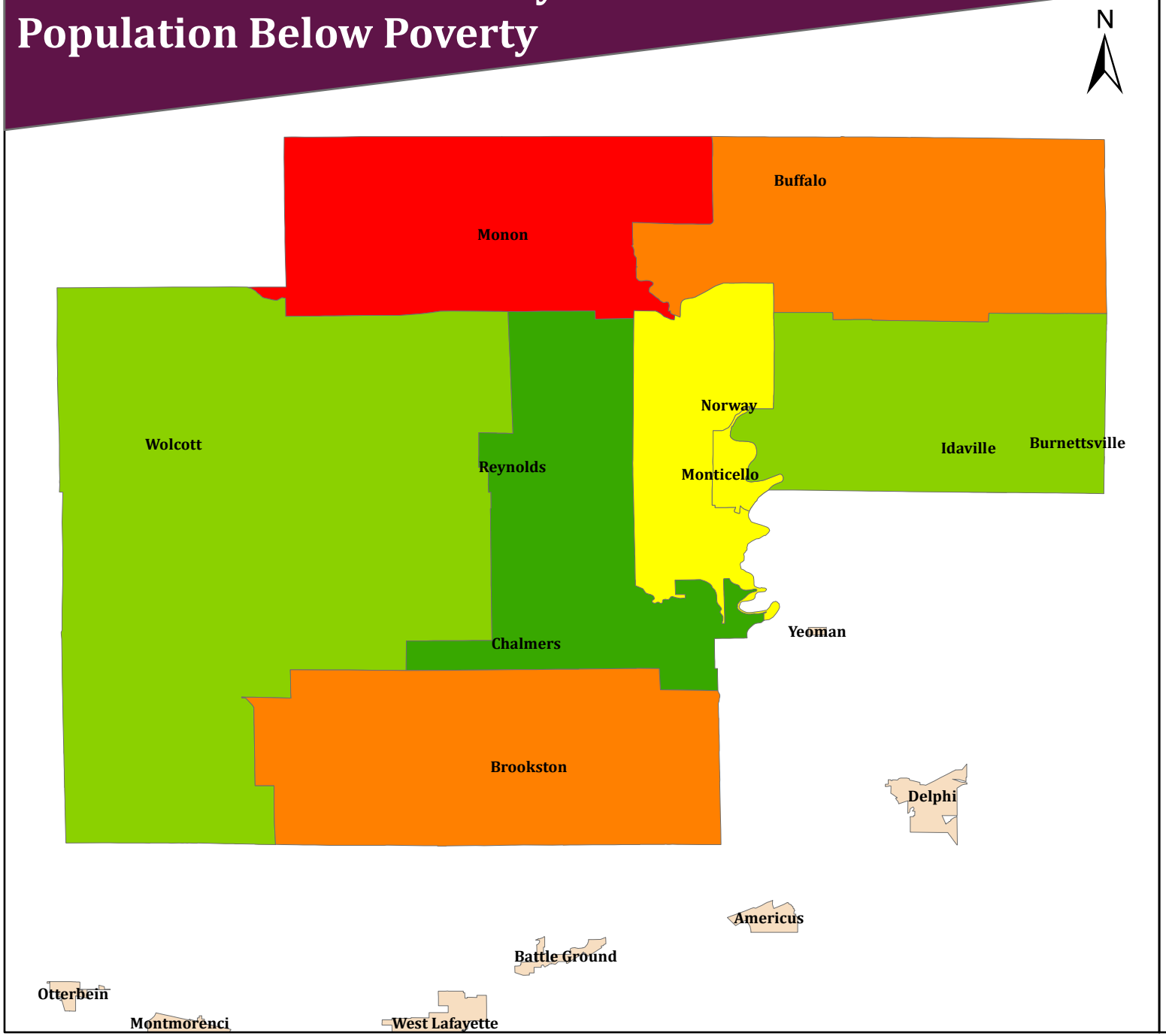
Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Economic Profile

Employment and Income

There were 24,193 total people in White County for whom poverty status is determined. Exhibit II.54 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. The Tract in northwest White County around Monon had the highest percentage of people below the poverty level (14.1 – 17.47 percent). These Tracts had a poverty rate higher than that of the State of Indiana (14.1 percent). Census Tracts around Buffalo and Brookston had poverty rates between 9.7 and 14.1 percent. The remaining population that was below the poverty level is spread out throughout the rest of White County.

Exhibit II.54: White County Percent Population Below Poverty



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 5.26%
- 5.261% - 8.079%
- 8.08% - 9.737%
- 9.738% - 14.1%
- 14.101% - 17.469%
- Region 5 Cities

0 1.5 3 6 Miles

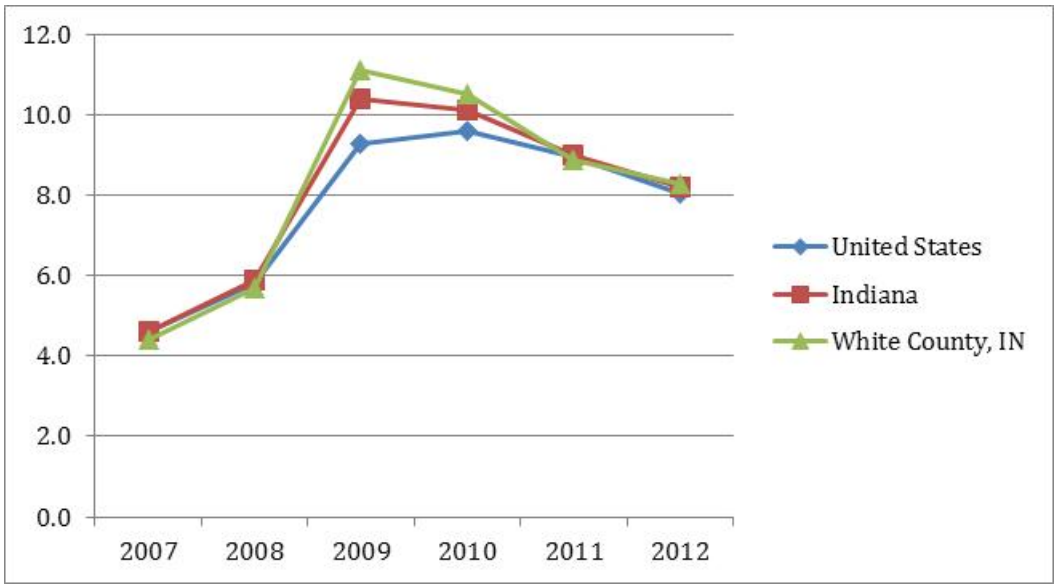
Zero Vehicle Households

There were 9,786 total households in White County. Exhibit II.55 illustrates the percentage of households with zero vehicles available by Census Tract. The Tract in northwest White County and around Monticello had the highest percentage of households with zero vehicles available (2.50 – 5.38 percent). The remaining Tracts in White County had moderate to very low densities of zero vehicle households.

Industry and Labor Force

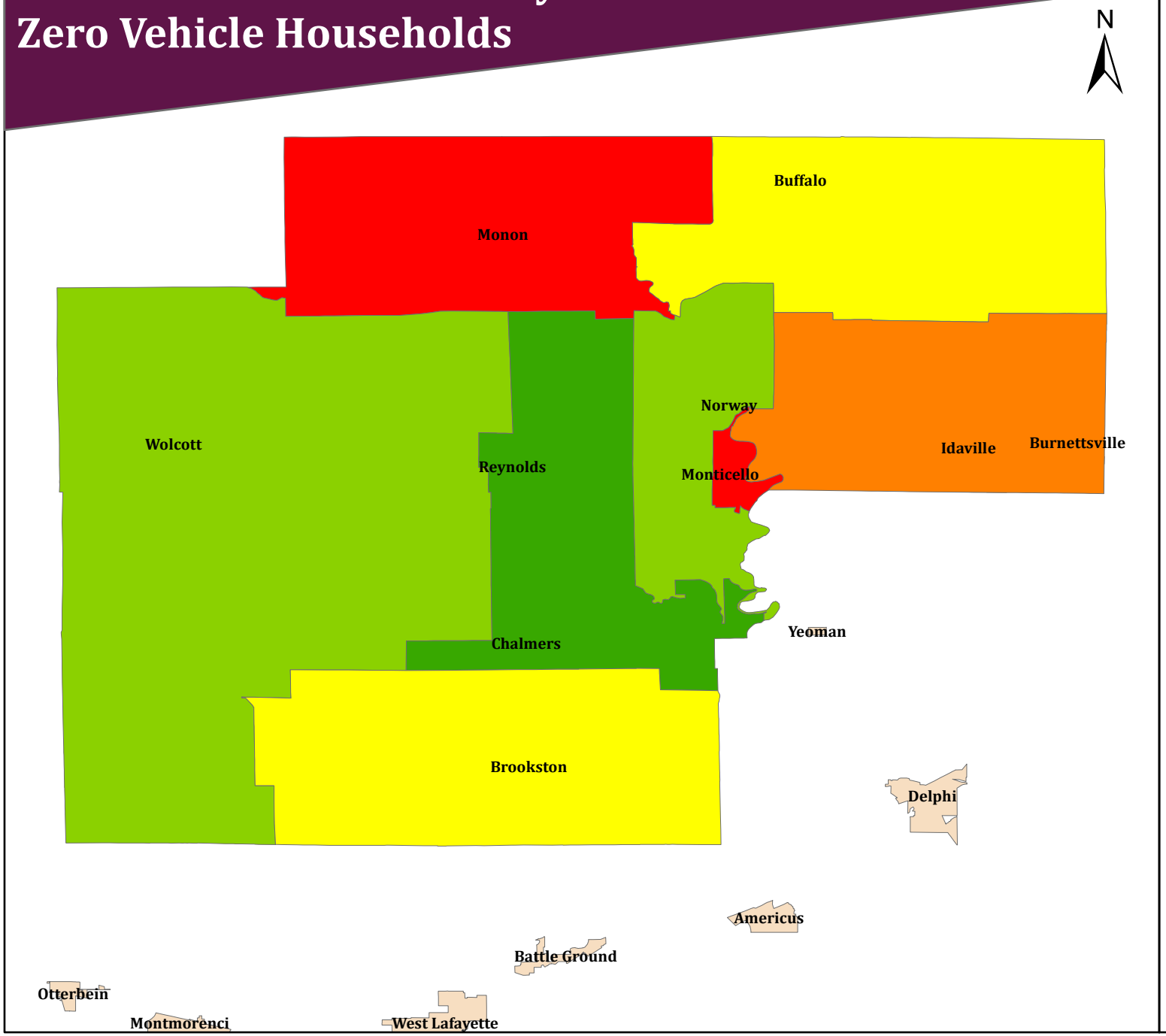
The 2012 White County labor force consisted of 12,481 individuals. The county's unemployment rate reached a high in 2009 of 11.1 percent. From 2007 to 2012, the unemployment rate for White County took a similar up swing from 2007 to 2009, and now has begun to slowly decrease to an unemployment rate in 2012 that is 0.1 percent higher than the State of Indiana. Exhibit II.56 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.56: White County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.55: White County Percent Zero Vehicle Households



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 1.208%
- 1.209% - 1.921%
- 1.922% - 2.306%
- 2.307% - 2.5%
- 2.501% - 5.382%
- Region 5 Cities

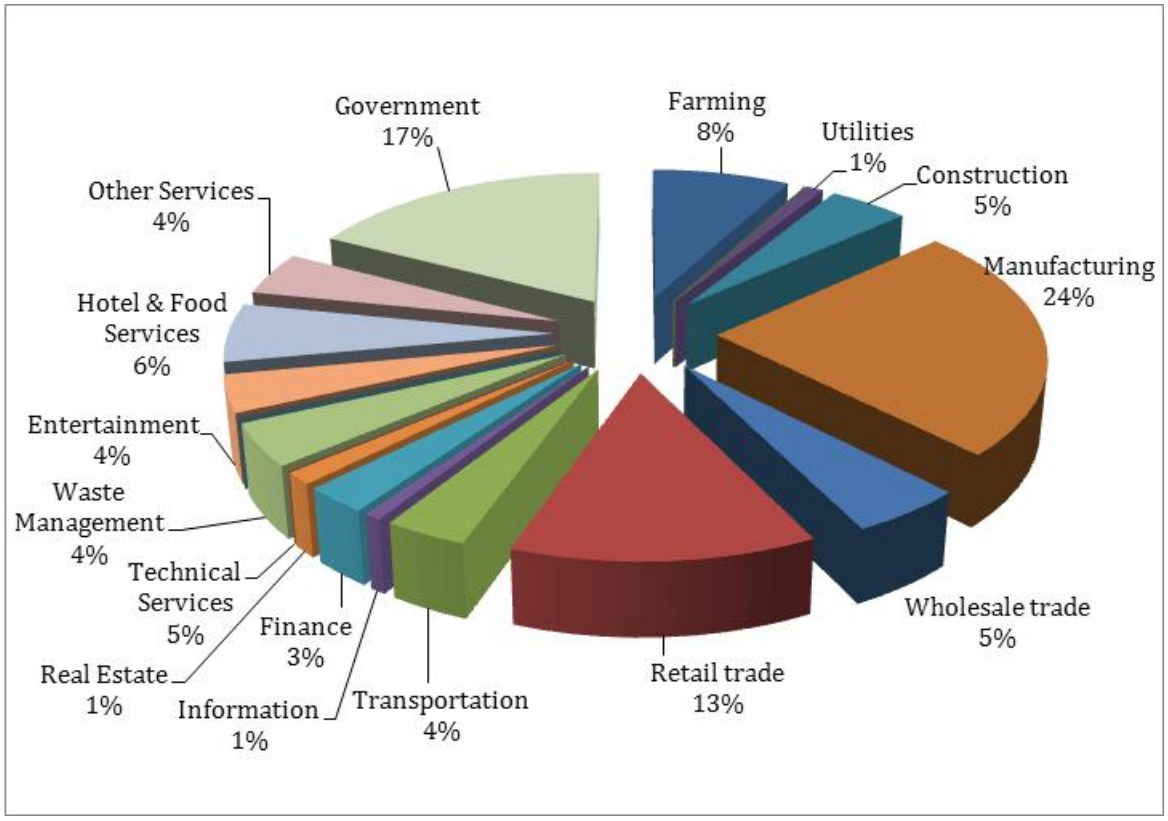
0 1.5 3 6 Miles

RLS Associates, Inc.

Employment by Industry

Manufacturing was the largest employer in White County with 2,253 employees. Government jobs were the second largest employer group with 1,619 employees. Retail trade made up 13 percent of the employed population in White County. No other industry in White County employed more than eight percent of employees. Exhibit II.57 is an illustration of the employment by industry.

Exhibit II.57: White County Employment by Industry



Source: U.S. Bureau of Economic Analysis, 2011

III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS

INTRODUCTION

Evaluation of service provider capabilities and analysis of the existing gaps and duplications that exist in the structure of transportation resources throughout each county provides local transportation planners with the necessary foundation for implementing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers to participate in the coordination planning efforts.

Local stakeholders were encouraged to participate in the Coordinated Public Transit-Human Services Transportation Stakeholder Survey. The survey was designed for transportation providers, government and non-profit organizations, and funders. Survey questions were intended to update the information obtained during the 2008 Coordinated Public Transit Human Services Transportation Plan and were based, in part, upon the FTA's Framework for Action "Self Assessment Tool for Communities." The survey was implemented as a web-based application.

Finally, all stakeholder organizations that were represented at the local public meetings (discussed in the next chapter) were invited to participate in one-on-one reviews of the information provided in the surveys. The purpose of the reviews was to offer stakeholders the opportunity to discuss with the consulting team the specific transportation needs and priorities for their respective communities.

As necessary, information reported in the 2008 Coordinated Public Transit Human Services Transportation Plan was used to supplement and provide a foundation for the public information gathered during this coordination planning effort.

HUMAN SERVICES AND PUBLIC TRANSPORTATION INVENTORY OF AVAILABLE RESOURCES

Transportation stakeholders from all counties were invited to participate in a transportation inventory survey. Invitations were distributed to known stakeholders representing older adults, individuals with disabilities, and people with low incomes. The opportunity to complete a survey also was announced in local newspapers and several websites, including the Indiana RTAP site, to provide opportunity for participation from public and private organizations as well as the general public. The survey was available in paper format, on-line, and was also made available through email communications. A copy of the survey is provided in the Appendix.

STAKEHOLDER SURVEY TABULATION AND RESULTS

The survey posting automatically compiled the survey responses into a Microsoft Excel ™ database for ease and accuracy of tabulations. A list of organizations that completed a survey, or participated in a local public meeting and/or a one-on-one interview is included below:

- Area IV Agency on Aging & Community Action Programs
    - Waveland Volunteer Public Transit
    - Rossville Area Transit
- Benton County HOPE Transit
- Boswell Area Transit Van (BAT Van)
- Brookston and Chalmers Community Van
- Carroll County Senior & Family Services
- Community Action Program of Western Indiana
    - Mobility for Area Citizens (MAC)
- Garden Spot Express (Flora Senior Center)
- REACH Out Community Van
- The Omni Express (Indianapolis)
- Paul Phillippe Center
- Sunshine Vans
- White County Council on Aging

The following information is based upon the tabulations from the survey database and interviews. A total of four organizations provided information about their services.

COUNTY-BY-COUNTY TRANSPORTATION RESOURCES

The following paragraphs offer detailed information about the participating organizations that provide or purchase public, private and human service agency transportation services. Information pertaining to each agency and organization was updated from the 2008 Coordinated Plan through one-on-one interviews and referencing the 2012 INDOT Public Transit Annual Report.

Area IV Agency on Aging & Community Action Programs

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.

Door-thru-door and door-to-door demand response transportation is operated by the agency. Area IV Agency on Aging uses volunteers to provide transportation, it also employs staff that are specifically designated as drivers for consumer transportation needs.

The organized transportation program is called HOPE Transit. HOPE operates Monday through Friday between 8:00 AM and 5:00 PM. Hope Transit is available for individuals age 60 and older, people with disabilities (any age), and Medicaid eligible passengers (any age). Volunteer transportation is available 7-days per week, 24-hours per day. 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.

The agency representative indicated that action needs to be taken in the area of coordinated transportation planning efforts in the area.

Community Action Program, Inc. of Western Indiana

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. Transportation is available between 7:00 AM and 5:00 PM, weekdays. Eligibility for transportation is limited to individuals age 60 and older, people with disabilities, and Medicaid recipients. The agency staff also use personal vehicles to provide consumer transportation, as needed.

Paul Phillippe Resource Center

Paul Phillippe Resource Center is a private nonprofit organization in Clinton County. The center provides demand response, curb-to-curb transportation 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. There are no eligibility requirements for transportation.

Donations from passengers are accepted. The passenger fare is $8.00 per round trip. The center does not purchase transportation from other organizations.

The center believes coordinated transportation is being done well in the study area.

White County Council on Aging

White County Council on Aging (CoA) is a private nonprofit organization serving White County and a portion of Carroll County. The CoA provides transportation, nutrition, information/referral, recreational/social, and adult day care/social model programs.

Demand response transportation is available on weekdays between 8:00 AM and 4:00 PM. Transportation service is door-to-door, and drivers will assist passengers with a limited number of packages. The CoA does not charge a fare to passengers but does accept donations to offset the cost of providing the trip. The CoA does not make payments to third parties for provision of consumer transportation.

The agency representative indicated that she would like to see training and regulatory requirements placed on private taxi services that are equal to the training and regulatory requirements followed by public transit. The local taxi service is providing Medicaid trips that were previously provided by the CoA which is negatively impacting transportation revenue for the CoA.

The CoA representative indicated that transportation is currently done well in the study area. However, action should be taken to build positive momentum and commitment to coordinating trips to maximize the use of existing resources.

Vehicles

Survey/Interview participants listed a combined total of 27 vehicles serving the counties. Approximately 71 percent of the vehicles are wheelchair accessible. A chart illustrating the vehicle inventories and utilization is provided in Exhibit III.1.

Assessment of Progress since the Previous Coordinated Transportation Plan

Two out of four organizations that responded to the question indicated coordinated transportation efforts are currently being done well in the study area. This small sample may be an indication that many of the local agencies and organizations feel that they are providing the best service that can be done with the amount of resources available in the study area to address unmet transportation needs.

SUMMARY

In order to understand the existing coordination activities in each county, multiple methods for contacting the community and stakeholders were deployed. Responses to outreach activities were utilized to provide a representative sample of the existing level of transportation and inter-agency coordination or cooperation. The findings offer valuable support for the coordinated transportation strategies that will be implemented by transportation providers. For example, information pertaining to daily hours of transportation service operation in each county and the amount of wheelchair accessible vehicles reveals opportunities and needs for coordinating the replacement and expansion schedule of accessible vehicles and working together to address temporal gaps in services, especially on weekends and weekday nights.

Exhibit III.1: Vehicle Utilization Chart

Veh #	Make	Model	Year	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Mileage	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
Paul Phillippe Resource Center (Clinton County)											
1	Chevy	BU	2002	14	0	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	110,118	Poor	Demand Response Public Transit	Clinton County
2	Ford	MV	2002	7	0	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	97,334	Good	Demand Response Public Transit	Clinton County
3	Chevy	BU	2003	14	0	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	106,040	Poor	Demand Response Public Transit	Clinton County
4	Ford	CU	2007	12	2	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	86,481	Good	Demand Response Public Transit	Clinton County
5	Ford	CU	2008	12	2	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	70,462	Good	Demand Response Public Transit	Clinton County
6	Ford	CU	2010	12	2	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	47,196	Good	Demand Response Public Transit	Clinton County
7	Ford	CU	2010	12	2	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	67,798	Good	Demand Response Public Transit	Clinton County
8	Ford	CU	2010	12	2	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	45,010	Good	Demand Response Public Transit	Clinton County
9	Ford	CU	2010	12	2	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	61,971	Good	Demand Response Public Transit	Clinton County
10	Dodge	MV	2012	4	2	M-Sat	7:00 AM - 5:00 PM M-F, 10:00 AM - 1:00 PM Sat	841	Excellent	Demand Response Public Transit	Clinton County
White County Public Transit (White County COA)											
1	CHEVY	AO	2009	5	0	M-F	8:00 AM - 4:00 PM	27,450	GOOD	Demand Response Public Transit	White County & Jefferson Township (Carroll County)
2	DODGE	MV	2005	6	0	M-F	8:00 AM - 4:00 PM	193,437	GOOD	Demand Response Public Transit	White County & Jefferson Township (Carroll County)
3	CHEVY	MV	2007	3	1	M-F	8:00 AM - 4:00 PM	77,671	EXC	Demand Response Public Transit	White County & Jefferson Township (Carroll County)
4	FORD	MV	2010	11	2	M-F	8:00 AM - 4:00 PM	23,494	EXC	Demand Response Public Transit	White County & Jefferson Township (Carroll County)
5	DODGE	MV	2002	11	2	M-F	8:00 AM - 4:00 PM	153,162	POOR	Demand Response Public Transit	White County & Jefferson Township (Carroll County)
6	CHEVY	MV	2008	6	0	M-F	8:00 AM - 4:00 PM	74,201	GOOD	Demand Response Public Transit	White County & Jefferson Township (Carroll County)
7	FORD	VN	2010	11	2	M-F	8:00 AM - 4:00 PM	25,563	EXC	Demand Response Public Transit	White County & Jefferson Township (Carroll County)
8	FORD	VN	2010	8	2	M-F	8:00 AM - 4:00 PM	38,381	EXC	Demand Response Public Transit	White County & Jefferson Township (Carroll County)
9	DODGE	VN	2000	13	0	M-F	8:00 AM - 4:00 PM	128,539	FAIR	Demand Response Public Transit	White County & Jefferson Township (Carroll County)
Waveland Volunteer Public Transit (Area IV Agency on Aging)											
1	Dodge	VN	2003	12	1	M-Sun	24 hours	31,713	Good	Demand Response Public Transit	Boswell, Brookston, Clarks Hill, Flora, Hillsboro, Rossville, and Waveland
2	Dodge	VN	1994	13	0	M-Sun	24 hours	49,199	Fair	Demand Response Public Transit	Boswell, Brookston, Clarks Hill, Flora, Hillsboro, Rossville, and Waveland
3	Dodge	VN	1995	12	1	M-Sun	24 hours	64,990	Good	Demand Response Public Transit	Boswell, Brookston, Clarks Hill, Flora, Hillsboro, Rossville, and Waveland
4	Ford	BU	2009	12	2	M-Sun	24 hours	20,967	Excellent	Demand Response Public Transit	Boswell, Brookston, Clarks Hill, Flora, Hillsboro, Rossville, and Waveland
5	Dodge	VN	1994	12	2	M-Sun	24 hours	103,611	Poor	Demand Response Public Transit	Boswell, Brookston, Clarks Hill, Flora, Hillsboro, Rossville, and Waveland
6	Ford	BU	2010	12	2	M-Sun	24 hours	5,951	Excellent	Demand Response Public Transit	Boswell, Brookston, Clarks Hill, Flora, Hillsboro, Rossville, and Waveland
7	Ford	BU	2010	12	2	M-Sun	24 hours	7,581	Excellent	Demand Response Public Transit	Boswell, Brookston, Clarks Hill, Flora, Hillsboro, Rossville, and Waveland
8	Ford	VN	2006	12	2	M-Sun	24 hours	15,544	Good	Demand Response Public Transit	Boswell, Brookston, Clarks Hill, Flora, Hillsboro, Rossville, and Waveland
Benton County HOPE (Helping Our People Everyday) Transit											
Not Provided											

IV. NEEDS ASSESSMENT

OVERVIEW

RLS & Associates, Inc. contacted local human service agencies, faith based organizations, employers, and all transportation providers serving each county in Region 5 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 2008 Coordinated Public Transit Human Services Transportation Plan, and agencies that applied for Section 5310 grants from INDOT. 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

Area IV Agency on Aging hosted, and RLS & Associates, Inc. facilitated, two local meetings to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. The schedule for the meetings is provided in the following table:

Date/Time	March 5, 2013/10:00 AM – 12:00 PM	April 2, 2013/10:00 AM – 12:00 PM
Place	Area IV Agency on Aging and Community Action Program	Area IV Agency on Aging and Community Action Program
Address	660 N. 36th St. Lafayette, IN 47905	660 N. 36th St. Lafayette, IN 47905

Invitations to the meeting were distributed via the U.S. Postal Service to 77 individuals from across the study area 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
- The Times
- Monticello Herald Journal
- Indianapolis STAR
- The Journal & Courier
- The Journal Review

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix. In total, 11 individuals representing the general public and agencies attended the local meetings.

During the first meeting, the facilitator presented highlights of historical coordinated transportation in the region as well as the activities and results from the 2008 Coordinated Public Transit Human Services Transportation Plan. Many of the participants in the meetings were involved in the 2007-2008 planning process. Following the presentation, attendees were asked to identify the unmet transportation and mobility needs of each county. The focus of the discussions was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also affect the general public.

Participants discussed mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meeting. Coordinated transportation stakeholders will consider these unmet needs when developing transportation strategies and grant applications. The unmet needs identified during outreach activities are similar to needs identified during the 2008 Coordinated Public Transit Human Services Transportation Plan.

Exhibit IV.1: Region 5 Unmet Mobility Needs

- An affordable and reliable transportation option is needed for early mornings and late evenings for employment, especially in Clinton County. Warren County may have the second highest level of need for early morning employment trips (according to public survey results).
- Additional employment transportation options for individuals with developmental disabilities traveling to work, medical appointments, program activities, and shopping is needed.
- 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.
- White County residents need additional transportation options for employment and medical appointments.
- Affordable transportation options are needed in Clinton, Warren, and Montgomery Counties.
- 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.
- Replacement and expansion vehicles that are wheelchair accessible are needed throughout the study area to continue to serve individuals with disabilities and older adults in the safest possible manner.
- Continued efforts to share information and coordinate are needed in the study area.
- An improved process of information sharing to ensure information is accurate and widely distributed is needed.

A second meeting was held on April 25, 2013. During this second meeting, attendees were invited to rank and consider goals and strategies to meet the needs as identified during the first meeting. Goals and strategies discussed and accepted by stakeholders are included later in this document.

CHALLENGES TO COORDINATED TRANSPORTATION

There are numerous challenges to the initial coordination of human service agency and public transportation in any community and region. Some of the unmet transportation needs listed in Exhibit IV.1 are unmet because there are no transportation providers to lead implementation of the strategies that will address them, or funding to support the activity is not available. While these

needs remain top priorities, 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, including in Indiana. Therefore, issues such as conflicting or restrictive State and Federal guidelines for the use of funding and vehicles, insurance and liability, and unique needs presented by the different populations served, to name a few, should challenge, but not stop, a coordination effort. There are many resources available to assist communities as they work together to coordinate transportation. Contact the Indiana Department of Transportation, Public Transit Section (INDOT) (http://in.gov/indot/2436.htm) for assistance.

RESULTS OF THE LOCAL GENERAL PUBLIC SURVEY

The public survey was made available on-line and at local public libraries throughout the study area in March 2013 for the general public. Links to the on-line survey were posted on agency and public transportation vehicles, at human service agency waiting rooms, in local newsletters, and emailed by local transportation stakeholders to friends, family, and co-workers.

The following survey summary includes the information gained from 52 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 52 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:

- Clinton County: 28 Surveys
- Montgomery County: 14 Surveys
- Warren County: 10 Surveys
- Benton County: 0 Surveys
- Carroll County: 0 Surveys
- White County: 0 Surveys
- Fountain County: 0 Surveys

Clinton County Public Survey Results

The following charts outline the public survey results received from individuals living in Clinton County. Surveys were available on-line and at local public libraries. A total of 28 surveys were collected from the general public. Surveys were available at the following public libraries in the study area:

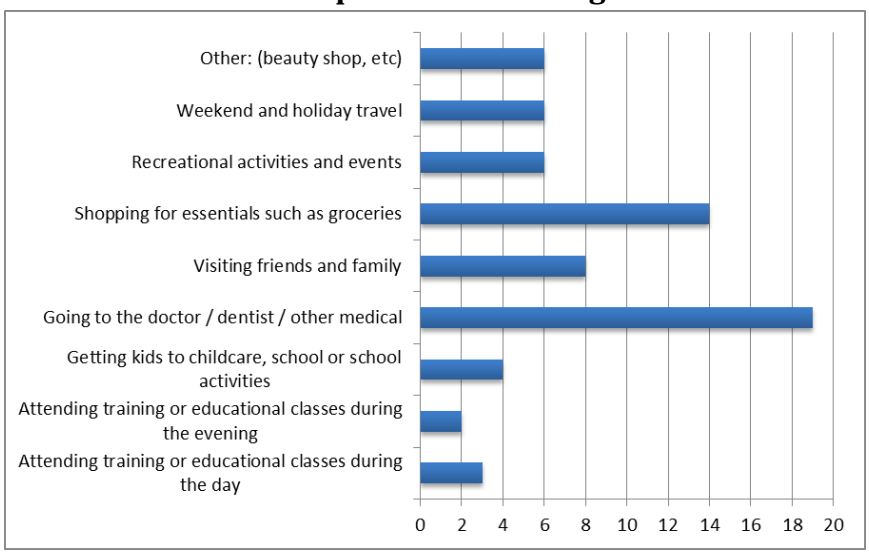
- Monticello-Union Township Public Library (White County)

- Crawfordsville District Public Library (Montgomery County)
- Frankfort-Clinton County Public Library
- Williamsport Public Library (Warren County)
- Waveland-Brown Township Public Library (Montgomery County)

Purposes for Using Transportation

Respondents were asked to choose all answers that applied, therefore, the percentages in the following exhibit add up to more than 100 percent. The most common need for regular transportation from Clinton County respondents was going to the doctor/dentist/other medical appointments while the second most common need was for shopping for essentials.

Need for Transportation on a Regular Basis

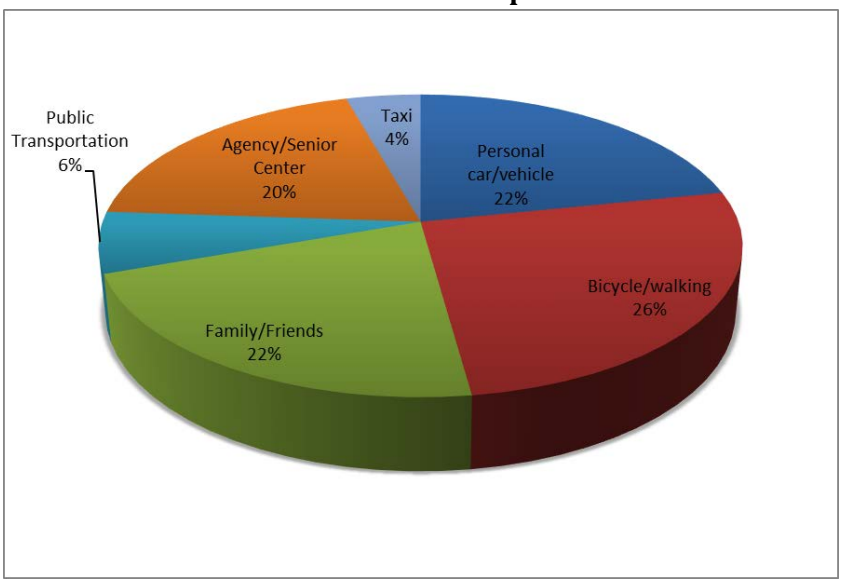


Source: Public Survey, March 2013

Current Mode of Transportation

As illustrated below, twenty-six percent of Clinton County respondents use a bicycle or walk. The second most frequent response was riding with family or friends (22%) and using a personal car or vehicle (22%). Other respondents use agency or senior center transportation (20%), public transportation (6%), or taxis (4%).

Current Mode of Transportation



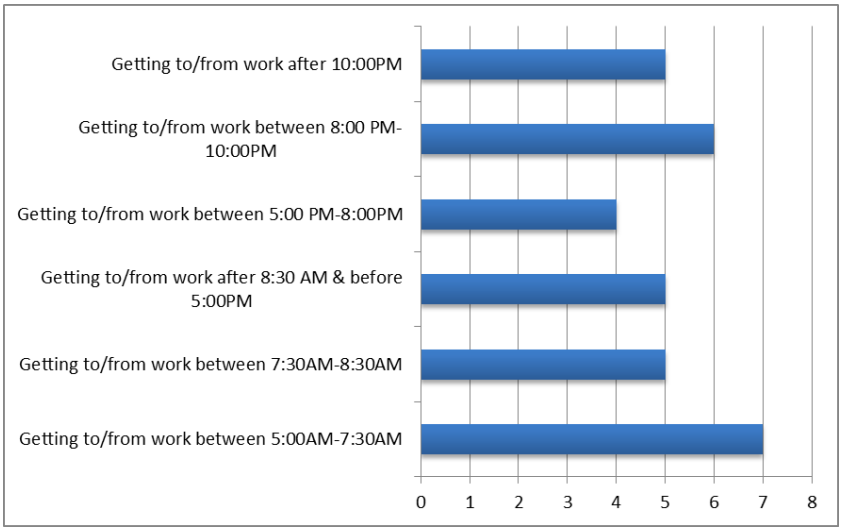
Source: Public Survey, March 2013

Approximately 21 percent of Clinton County survey respondents stated that their choice of transportation is limited by where they live. Sixty-four percent do not need a mobility device.

Employment-Related Transportation

Thirty-five percent of Clinton County respondents were unemployed, thirty-two percent were employed and thirty-two percent were retired. The time of day they need employment-related transportation included: 5:00 AM to 7:30 AM, 7:30 AM to 8:30 AM, after 8:30 AM and before 5:00 PM, 5:00 PM to 8:00 PM, 8:00 PM to 10:00 PM, and after 10:00 PM.

Time of Day for Employment-Related Transportation



Source: Public Survey, March 2013

Rating of Existing Transportation Resources

Clinton County survey respondents were asked to rate the transportation service that they use. Overall, most respondents felt that their current mode of transportation does a good job of getting them where they need to go. Some respondents thought the service limited where they could go. One respondent indicated that his or her current mode of transportation is not equipped to accommodate a disability accessibility needs.

Table: Rating of Existing Transportation Resources

The Transportation I Use	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Does a good job of getting me where I need to go.	18	7	0	0
Makes me wish there was something better.	9	4	4	6
Limits where I can work.	6	3	3	2
Is difficult for me to afford.	6	5	6	1
Makes it easy to do errands.	7	6	3	5
Is difficult for me to board.	2	3	6	6
Is not equipped to accommodate my disability accessibility needs.	1	0	5	5

Source: Public Survey, March 2013

Montgomery County Public Survey Results

The following charts outline the public survey results received from individuals living in Montgomery County. Surveys were available on-line and at two local Public Libraries during March 2013. A total of 14 surveys were collected from the general public in Montgomery County.

Purposes for Using Transportation

Respondents were asked to choose all answers that applied, therefore, the percentages in the following exhibit add up to more than 100 percent. The most common needs for regular transportation from Montgomery County respondents was shopping for essentials, recreational activities, and medical appointments.

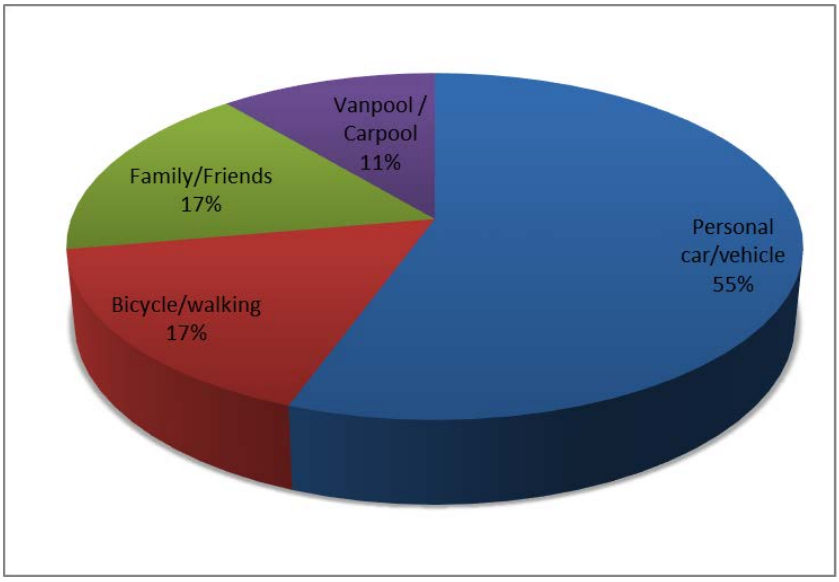
Purpose for Transportation on a Regular Basis

Source: Public Survey, March 2013

Current Mode of Transportation

As illustrated below, fifty-five percent of Montgomery County respondents drive a personal car or vehicle. The second most frequent response was bicycling or walking, and riding with family or friends both at seventeen percent. Other respondents use a vanpool.

Current Mode of Transportation



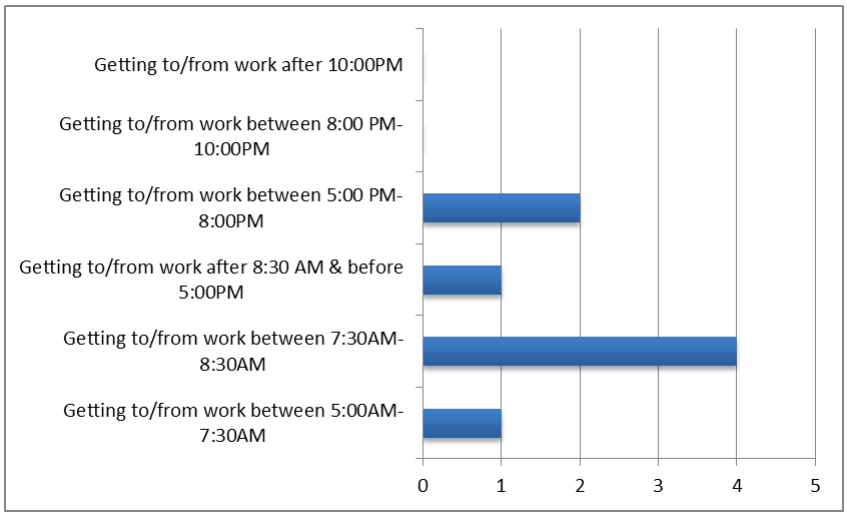
Source: Public Survey, March 2013

Approximately 33 percent of Montgomery County survey respondents stated that their choice of transportation to work is limited by where they live. Eighty-five percent do not need a mobility device.

Employment-Related Transportation

Forty-two percent of Montgomery County respondents were employed, thirty-five percent were retired and twenty-one percent were unemployed. The time of day they need employment-related transportation included: 5:00 AM to 7:30 AM, 7:30 AM to 8:30 AM, after 8:30 AM and before 5:00 PM, 5:00 PM to 8:00 PM.

Time of Day for Employment-Related Transportation



Source: Public Survey, March 2013

Rating of Existing Transportation Resources

Montgomery County survey respondents were asked to rate the transportation service that they use. Some respondents felt that their current mode of transportation does a good job of getting them where they need to go but want something better. Some think it is not affordable.

Table: Rating of Existing Transportation Resources

The Transportation I Use	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Does a good job of getting me where I need to go.	8	0	2	3
Makes me wish there was something better.	5	3	0	0
Limits where I can work.	3	0	1	1
Is difficult for me to afford.	6	1	0	1
Makes it easy to do errands.	4	3	0	2
Is difficult for me to board.	2	0	0	2
Is not equipped to accommodate my disability accessibility needs.	1	1	0	2

Source: Public Survey, March 2013

Warren County Public Survey Results

The following charts outline the public survey results received from individuals living in Warren County. Surveys were available on-line and at the Williamsport Public Library. A total of 10 surveys were collected from the general public.

Purposes for Using Transportation

Respondents were asked to choose all answers that applied, therefore, the percentages in the following exhibit add up to more than a hundred percent. The most common need for regular transportation from Warren County respondents was for medical-related trips, shopping for essentials such as groceries, visiting family and friends, and recreation activities and events.

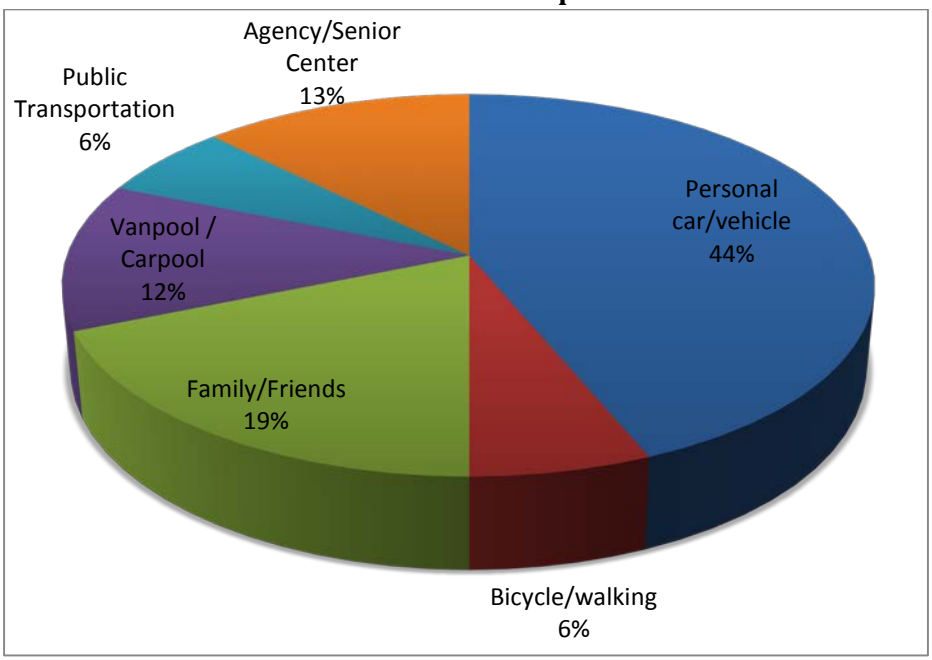
Purpose for Transportation on a Regular Basis

Source: Public Survey, March 2013

Current Mode of Transportation

As illustrated below, forty-four percent of Warren County respondents drive a personal car or vehicle. The second most frequent response was riding with family or friends at seventeen percent. Other respondents use agency or senior center transportation, public transportation, use a bicycle or walk, or vanpool.

Current Mode of Transportation



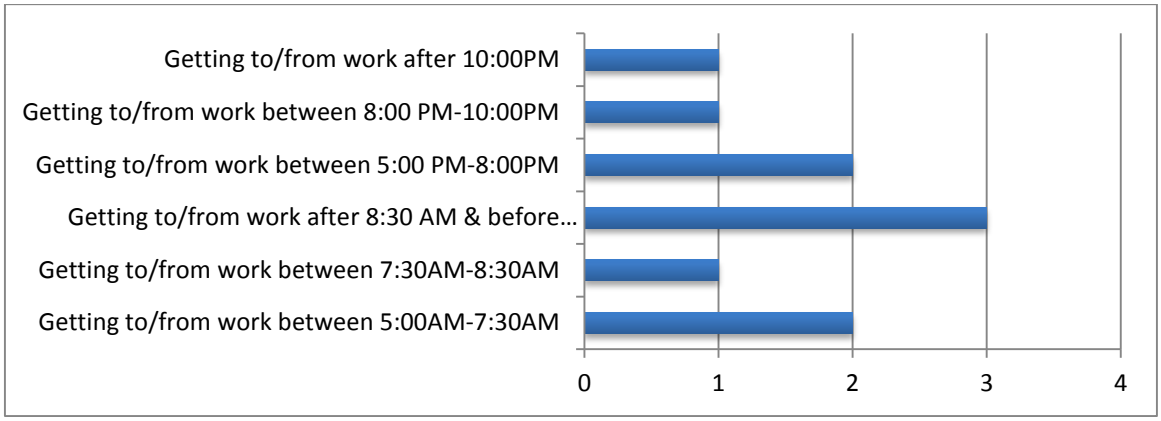
Source: Public Survey, March 2013

Approximately forty-four percent of Warren County survey respondents stated that their choice of transportation is limited by where they live. Ninety percent do not need a mobility device.

Employment-Related Transportation

Forty percent of Warren County respondents were unemployed, forty percent were employed, and twenty percent were retired. The time of day they need employment-related transportation included: 5:00 AM to 7:30 AM, 7:30 AM to 8:30 AM, after 8:30 AM and before 5:00 PM, 5:00 PM to 8:00 PM, 8:00 PM to 10:00 PM, and after 10:00 PM.

Time of Day For Employment-Related Transportation



Source: Public Survey, March 2013

Rating of Existing Transportation Resources

Warren County survey respondents were asked to rate the transportation service that they use. Overall, most respondents felt that their current mode of transportation does a good job of getting them where they need to go. Some respondents want something better from the service.

Table: Rating of Existing Transportation Resources

The Transportation I Use	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Does a good job of getting me where I need to go.	**2**	**4**	**0**	**0**
Makes me wish there was something better.	4	0	1	1
Limits where I can work.	1	0	2	1
Is difficult for me to afford.	2	2	0	0
Makes it easy to do errands.	2	2	2	0
Is difficult for me to board.	0	1	3	1
Is not equipped to accommodate my disability accessibility needs	1	1	2	0

Source: Public Survey, March 2013

SUMMARY OF UNMET NEEDS AND GAPS IN SERVICES

According to feedback gathered during local meetings and survey efforts (both on-line and at Public Libraries), the most common unmet transportation needs were for trips to medical appointments, shopping, and recreational activities. Typically, residents in the study area walk, ride with friends/family, drive a personal automobile, or use human service agency transportation most often. Survey respondents in Montgomery, Warren, and Clinton Counties indicated that the transportation they use is difficult to afford. In Clinton County, the transportation used by survey respondents also limits where they can work.

In Clinton County, the highest need for employment-related transportation was between 5:00 AM and 7:30 AM and after 8:00 PM. In Warren County, the highest need for employment-related transportation was after 8:30 AM and before 5:00 PM or between 5:00 AM and 7:30 AM. Montgomery County respondents did not indicate a high level of employment transportation needs during the survey.

Due to the significant number of individuals who use agency or senior center transportation options, it is likely that expanded or replacement wheelchair accessible vehicle fleets will continue to be needed.

V. IMPLEMENTATION PLAN

Implementation

Over the past four years the transportation providers in Region 5 have made progress in implementing the goals and strategies contained in the 2008 Coordinated Public Transit - Human Services Transportation Plan. For example, the Area IV Agency on Aging & Community Action Program has initiated 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.

Participating stakeholders indicated during the planning process that coordination was essential in their efforts to meet the transportation demand from older adults, persons with disabilities and low-income individuals[1]. The 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.

GOAL #1: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION.

It is a consensus among the stakeholders that the lack of knowledge and understanding of the available transportation resources in the counties is the major impediment to improved coordination. Human service agency clients and the general public often indicate that they are unaware of public transportation services in their area. The same is often true for local officials who may provide support for the services. It is important that they are knowledgeable of the services and of the benefits the public receives as a result of the public transportation services.

[1] Public Law 112-141 defines "low-income individual" to mean "an individual whose family income is at or below 150 percent of the poverty line, as that term is defined in section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902(2), including any revision required by that section, for a family of the size involved."

The strategies address various methods to better inform the citizenry of available services. A creation of a regional information and referral system would provide a means for the public to speak with someone regarding their transportation needs. This is often more assuring, particularly for senior citizens and persons with disabilities, than other alternatives. It is also important that transportation providers utilize technology to market their services. Technology alternatives such as websites or social media offer alternatives that can be very effective at a relatively low cost.

GOAL #2: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED GENERAL PUBLIC – 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. This includes funding limitations from the Federal, state and local levels. 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 convey their funding concerns to the appropriate agencies.

GOAL #3: EXTEND SERVICE AREAS AND PROVIDE OUT-OF-COUNTY/REGIONAL TRANSPORTATION SERVICE ACROSS THE SEVEN-COUNTY AREA.

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 #4: 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 #5: 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 #6: 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 across the counties. 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 #7: 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:

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

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

GOAL #1: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION.

Strategy 1.1: Distribute the adopted Coordinated Public Transit-Human Services Transportation Plan to stakeholders in each county and to any elected official who works with or represents older adult facilities, human service agencies, medical facilities, schools, non-profits, for-profit agencies, and major employers that serve older adults, people with disabilities, and individuals with low incomes.

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

Implementation Budget:
Minimal expense for printing and postage.

Potential Grant Funding Sources: Local grants

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.

Performance Measures:

- Number of documents distributed (electronically or mail) to community stakeholders in each county.
- Updated mailing list is established and saved for future plan updates.
- Number of new organizations added to the mailing list from each county.

Strategy 1.2: The regional information and referral service operated by Area IV Agency on Aging & Community Action Program should be refined and better marketed to increase the general public's and human service agency clients' knowledge about schedules, service hours, fares, passenger eligibility and reservation procedures.

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

Implementation Time Frame:	Staffing Implications:
Near-Term (1-24 months)	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: Rural public transit dollars (FTA Section 5311) 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:

- Positive feedback from passengers and the general public.
- Increase in calls and trips provided.

Strategy 1.3: Increase community outreach to identify available services and information on how to utilize existing transportation services, with providers taking the opportunity to speak to civic organizations, human service agencies, and community groups.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	No additional staff required.

Implementation Budget:
NA

Potential Grant Funding Sources:
NA

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

Performance Measures:

- Number of presentations made to area organizations and agencies.
- New organizations become involved in the RTAC.

Strategy 1.4: The resource guide developed by the Area IV Agency on Aging & Community Action Program should be enhanced to add a guide that is transportation specific and lists the various public and human service transportation providers in the region and describes the available transportation services and how to utilize the services. It should be broadly distributed to local government officials, human service agency staff, and businesses.

Implementation Time Frame:	Staffing Implications:
Long-Term (2 - 4 years)	No additional staff required.

Implementation Budget:
Minimal expense for labor, printing and postage.

Potential Grant Funding Sources:
This task could be considered a mobility management activity, which is eligible for funding under Job Access and Reverse Commute (JARC) activities within the FTA Section 5311 (rural public transit) grant programs. Alternatively, human service agency funding and/or local dollars could be applied.

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

Responsible Parties: Area IV Agency on Aging & Community Action Program with assistance from RTAC.

Performance Measures:

- Transportation resource guide prepared.
- Number of resource guides distributed.

Strategy 1.5: Establish email, text and telephone alerts for each rural county transportation provider to improve communications with the public and passengers about service delays due to inclement weather, road construction, detours, or accidents can be relayed in real time.

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

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

Implementation Budget:
Minimal unless purchase telephone alert system.

Potential Grant Funding Sources: Potential for Section 5307 (urban) and/or 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.

Strategy 1.6: Submit informational articles on public and/or coordinated transportation to the local newspaper and to agency newsletters. Encourage riders/consumers to write positive letters to the editor regarding their transportation service experience.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	No additional staff required.

Implementation Budget:
If submitted as articles, no additional cost should be incurred. If submitted as ads, most newspapers require a fee.

Potential Grant Funding Sources:
NA

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

Performance Measures:

- Articles submitted to and published by newspapers.
- Increase in ridership and decrease in information requests as transportation services information and updates reach potential passengers.

Strategy 1.7: Work to inform human service agencies that there are no restrictions on the joint use of vehicles and types of individuals that may be transported on the vehicles. This will facilitate more coordination of vehicles and client mixing.

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

Implementation Time Frame: Ongoing

Staffing Implications: NA

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:
NA

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

Performance Measures:

- Noticeably fewer questions regarding vehicle restrictions.
- Increase in coordination (increased number of participating agencies, increased trips, etc. resulting from efforts.

Strategy 1.8: 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. Training can be provided to organizations, civic groups, and on an individual basis as needed. Materials that outline training highlights should be produced and distributed to attendees.

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

Implementation Time Frame: Ongoing

Staffing Implications: Minimal

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

Potential Grant Funding Sources:
Potential for Section 5307 (urban) and/or 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.

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

Performance Measures:

- Travel-training program 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.

GOAL #2: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED GENERAL PUBLLIC – HUMAN SERVICES TRANSPORTATION WHILE ALSO WORKING COOPERATIVELY TO CONTROL COSTS.

Strategy 2.1: Public transportation providers and other transit advocates in the region should enhance their efforts to express the need for additional State public transit funds to the Indiana State Legislature, beginning with regional representatives. The unmet transportation needs documented in this report and the lack of funding to respond to these needs should serve as the basis for this effort.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	Minimal
Implementation Budget:	
NA	
Potential Grant Funding Sources:	
NA	

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.

Strategy 2.2: Public transportation providers and other transit advocates should continue to meet with their respective local elected officials in an effort to explain the benefits of the local transportation program and to obtain a more significant level of local financial support.

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

Implementation Time Frame:
Ongoing

Staffing Implications:
Minimal

Implementation Budget:
NA

Potential Grant Funding Sources:
NA

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

Performance Measures:

- Number of meetings held with local officials.
- Increased local financial support for coordinated transportation in the local area.

Strategy 2.3: Maximize coordination of transportation services and the coordination of arrangements for the purchase of capital equipment, including Section 5310 funded vehicles.

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

Implementation Time Frame:
Ongoing

Staffing Implications:
NA

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.

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 2.4: Transportation providers should fully allocate their transportation costs to facilitate a better understanding of client transportation costs and mixing of clients on vehicles.

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

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.

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 2.5: Consider utilization of volunteer drivers, such as currently operated by the Waveland Volunteer Transportation Program, to decrease cost of service provision. Using Waveland's criteria as a base, volunteer programs should be coordinated including the recruitment, screening, training and management of volunteers. New insurance programs should be identified or created to eliminate exposure of volunteers and agencies to inappropriate levels of liability.

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.
- Increased number of volunteer drivers recruited.
- Increased number of providers utilizing volunteers.
- Increased number of passenger trips provide by volunteers that otherwise would not have been possible.
- Customer satisfaction (as determined through surveys).

Strategy 2.6: Explore opportunities for joint purchasing of vehicle parts, insurance, drug testing, driver training, bloodborne pathogen training vehicle maintenance and other services.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	NA

Implementation Budget:
Cost of items purchased.

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.

Performance Measures:

- Number of joint purchasing arrangements developed.
- Amount of funds saved by each arrangement.

Strategy 2.7: Evaluate the formation of an insurance pool to decrease vehicle insurance costs and/or utilize a common insurance broker.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	NA

Implementation Budget:
Cost of purchased insurance.

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.

Performance Measures:

- Evaluation of insurance pool conducted.
- Insurance pool formed.
- Number of agencies joining pool.
- Joint purchasing of insurance occurs.
- Amount of funds saved through coordination efforts.

Strategy 2.8: Transportation providers and human service agencies should discuss the formation of a fuel consortium for the joint purchasing of fuel while working cooperatively with INDOT to address need for fuel-efficient vehicles.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	NA

Implementation Budget:
Cost of purchased fuel.

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

Performance Measures:

- Fuel consortium formed.
- Number of agencies joining consortium.
- Fuel-efficient vehicles discussed with INDOT.

Strategy 2.9: 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.

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

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

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.

GOAL #3: EXTEND SERVICE AREAS AND PROVIDE OUT-OF-COUNTY/REGIONAL TRANSPORTATION SERVICE ACROSS THE SEVEN-COUNTY AREA.

Strategy 3.1: Each public transportation provider should evaluate the possibility of extending its service beyond the existing service area, thereby increasing the number of trips provided across county lines. This service enhancement will provide transportation to employment and employment training sites and medical facilities for older adults, persons with disabilities and individuals with low incomes.

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

Implementation Time Frame: Mid-Term (2-4 years)

Staffing Implications: NA

Implementation Budget:
To be determined based on chosen alternative(s).

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.

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.

Strategy 3.2: Establish transfer points at county borders to facilitate trip sharing among the providers.

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

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

Staffing Implications: NA

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 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 3.3: Establish an online communication link among the local transportation providers, whereby they share their routes and schedules and cooperate to facilitate trip sharing. This may be particularly useful for out-of-county medical destinations, thereby reducing the cost of medical trips, including Medicaid-supported trips. Seniors, persons with disabilities, and low-income individuals needing to travel longer distances to such destinations as Indianapolis and Lake County for medical appointments, and also to Kokomo, Carmel and Noblesville, will benefit from these efforts. This may also enable the provision of additional medical trips to dialysis centers and the transportation of veterans to VA facilities.

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

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

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 and human service agencies from each county working through RTAC.

Performance Measures:

- Online communications established.
- Trip sharing enhanced through online communication.
- Additional out-of-county trips provided/passengers served.

GOAL #4: 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.

Strategy 4.1: Public transportation providers should evaluate the extension of service to Saturday and Sunday in their respective operating areas where there is demand for such service. This is especially critical for the provision of medical and employment-related trips.

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

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

Implementation Budget:
To be determined based on service provided.

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.

Performance Measures:

- Evaluation of service extension completed.
- Extension of transit service is implemented.
- Increased ridership on extended service.

Strategy 4.2: Each transportation service provider should carefully consider the extension of morning, evening and weekend service hours and the addition of trips for appointments at various times of the day in those areas where there is demand for the service and local financial support, with particular consideration of service for 2nd and 3rd shift employment.

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

Implementation Time Frame:	Staffing Implications:
Mid-term (2-4 Years)	Additional drivers and dispatchers may be required for some organizations.

Implementation Budget:
To be determined based on operating hours, service area, and service provider.

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.

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

Performance Measures:

- Service expansion evaluation completed by various providers.
- Funding secured to implement expansions that are deemed appropriate and feasible.
- Expanded service hours implemented.

Strategy 4.3: For those areas with adequate demand and local financial support for enhanced days/hours of service, a cost-benefit analysis should be conducted by each provider to determine the feasibility of extending their operating days/hours and trip volumes.

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

Implementation Time Frame:	Staffing Implications:
Mid-term (2-4 Years)	Additional drivers and dispatcher may be required for some organizations.

Implementation Budget:
To be determined based on operating hours, service area, and service provider.

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.

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

Performance Measures:

- Cost-benefit analysis completed by various providers.
- Extension of transit service initiated.
- Ridership on extended services increases each year.

Strategy 4.4: In the event that schedule revisions occur as a result of the service evaluations, the providers must ensure that the public is well informed of these service changes. Various forms of advertising should be used along with the revision of rider's guides, brochures and websites.

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

Implementation Time Frame:	Staffing Implications:
Mid-term (2-4 Years)	NA

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

Potential Grant Funding Sources: Section 5311 (local match required).

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

Performance Measures:

- Public information efforts completed.
- Ridership on extended services increases each year.

GOAL #5: CREATE A TRANSPORTATION STRUCTURE THAT PROMOTES MORE EFFICIENT USE OF RESOURCES AT THE LOCAL AND REGIONAL LEVEL.

Strategy 5.1: Continue to enhance the activities and goals of the Regional Transportation Advisory Committee (RTAC) with members taking a more proactive role.

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: NA

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

Performance Measures:

- Evidence of increased RTAC activities.
- Increased number of agencies on membership list.
- RTAC accomplishments.

Strategy 5.2: Consider the acquisition of an increasing number of smaller vehicles to better meet the needs of all agencies particularly those in rural, sparsely populated operating areas. Vehicles that meet guidelines for the provision of human service transportation should be obtained.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	NA

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 (Local match required).

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

Performance Measures:

- Evaluation of smaller vehicle needs completed.
- Number of agencies acquiring vehicles.
- Number of smaller vehicles acquired.

Strategy 5.3: Work cooperatively with INDOT to identify and allow the procurement of a vehicle that will meet Head Start guidelines as well as FTA Program regulations. This will enable local transportation providers to meet the growing demand to transport pre-school and Head Start children to and from school.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	NA

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 (Local match required).

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

Performance Measures:

- Efforts with INDOT completed.
- Specifications developed.
- Head Start standard vehicles acquired.

Strategy 5.4: CDC Resources should initiate discussions with Carroll County Senior & Family Services and the White County Council on Aging to discuss a coordinated arrangement among the agencies that would assist CDC Resources to meet the travel demand for persons with developmental disabilities to go to work, medical appointments, program activities and shopping.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	NA

Implementation Budget:
Price of vehicles and equipment.

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

Responsible Parties: CDC Resources

Performance Measures:

- Coordination discussions initiated.
- Service demand met.
- Number of persons with developmental disabilities transported.

GOAL #6: INITIATE GENERAL PUBLIC TRANSPORTATION SERVICE IN BENTON, CARROLL, FOUNTAIN, MONTGOMERY AND WARREN COUNTIES

Strategy 6.1: The providers in Benton, Carroll, Fountain, Montgomery and Warren Counties should initiate efforts towards the development of general public transportation services in these counties, beginning with joint meetings among the providers to discuss service feasibility and alternatives.

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

Implementation Time Frame: Ongoing

Staffing Implications: To Be Determined

Implementation Budget: To be determined based on service design.

Potential Grant Funding Sources: Section 5311 (Local match required)

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 6.2: The public transportation directors in Clinton and White Counties should mentor the providers in Benton, Carroll, Fountain and Montgomery Counties to facilitate the development of general public transportation services in these counties.

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

Implementation Time Frame: Ongoing

Staffing Implications: NA

Implementation Budget: NA

Potential Grant Funding Sources: NA

Responsible Parties: Public transportation providers and human service agencies from Benton, Carroll, Fountain, Montgomery and Warren Counties working with directors from Clinton and White Counties.

Performance Measures:

- Mentoring of counties initiated.
- General public services initiated and successfully managed.

Strategy 6.3: The respective providers should appear before the respective Boards of County Commissioners to discuss the demand for general public transportation services, funding possibilities and potential for local support.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	NA

Implementation Budget:
NA

Potential Grant Funding Sources:
NA

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

Performance Measures:

- Meetings held with Boards of County Commissioners.
- Local support increased/enhanced.

Strategy 6.4: The Paul Phillippe Resource Center, Inc. should thoroughly evaluate the possibility of providing deviated fixed route service in Frankfort. This would include a cost/benefit analysis to determine if the service demand is sufficient to justify the cost of the service.

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

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

Implementation Budget:
To be determined based on level of service provided.

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

Responsible Parties: Paul Phillippe Resource Center, Inc.

Performance Measures:

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

Strategy 6.5: 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, and expanding transportation needs of White County Community Corrections.

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

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

Implementation Budget:
To be determined based on level of service provided.

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

Responsible Parties: White County Council on Aging.

Performance Measures:

- Service evaluation completed.
- Expansion plan developed.
- Funding secured.
- Service expansion initiated.

Strategy 6.6: White County Memorial Hospital should continue its work with area public transportation providers to coordinate hospital trips for patients. This effort can be facilitated online by the providers sharing their trip schedules among themselves and the hospital's mobility manager.

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

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).

Responsible Parties: White County Memorial Hospital.

Performance Measures:

- Coordination efforts continued.
- Number of coordinated hospital trips.

GOAL #7: OBTAIN THE NECESSARY CAPITAL ASSISTANCE, INCLUDING VEHICLES AND RELATED EQUIPMENT AND NEW TECHNOLOGY, TO IMPROVE EXISTING MOBILITY OPTIONS AND SERVE MORE PEOPLE.

Strategy 7.1: Update and improve vehicle fleets by applying to INDOT for Section 5310 and Section 5311 capital assistance for vehicles to be used in a coordinated manner by area transportation providers. All acquired vehicles should be lift-equipped to meet the travel needs of persons with disabilities.

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

Implementation Time Frame:	Staffing Implications:
Ongoing	NA

Implementation Budget:
Price of vehicles and equipment.

Potential Grant Funding Sources: Section 5307 (urban) and/or Section 5311 (rural) for public transportation providers; 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 7.2: Vehicle fleet sizes should be evaluated to determine if expansion vehicles are needed to meet the area's growing transportation demand.

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

Implementation Time Frame: Near-term (1-12 months)

Staffing Implications: NA

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).

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

Performance Measures:

- Fleet evaluations completed.
- Capital purchase plans developed.
- Funding secured.
- Needed expansion vehicles acquired.

Strategy 7.3: Work cooperatively with INDOT to acquire vehicles and equipment for accessible services designed to accommodate mobility aids in each county and purchase alternative fuel vehicles when possible. Where needed, acquire vehicles that accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600-pound design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand response service.

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

Implementation Time Frame: Ongoing

Staffing Implications: NA

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 (Local match required).

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

Strategy 7.4: Purchase and utilize scheduling software for public transportation providers in the counties where the appropriate software does not exist. 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 production of dispatchers.

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

Potential Grant Funding Sources: Section 5311 (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.
- Number of trips provided/month/year.
- Amount of time required to schedule a trip is decreased.

VI. POTENTIAL GRANT APPLICATIONS

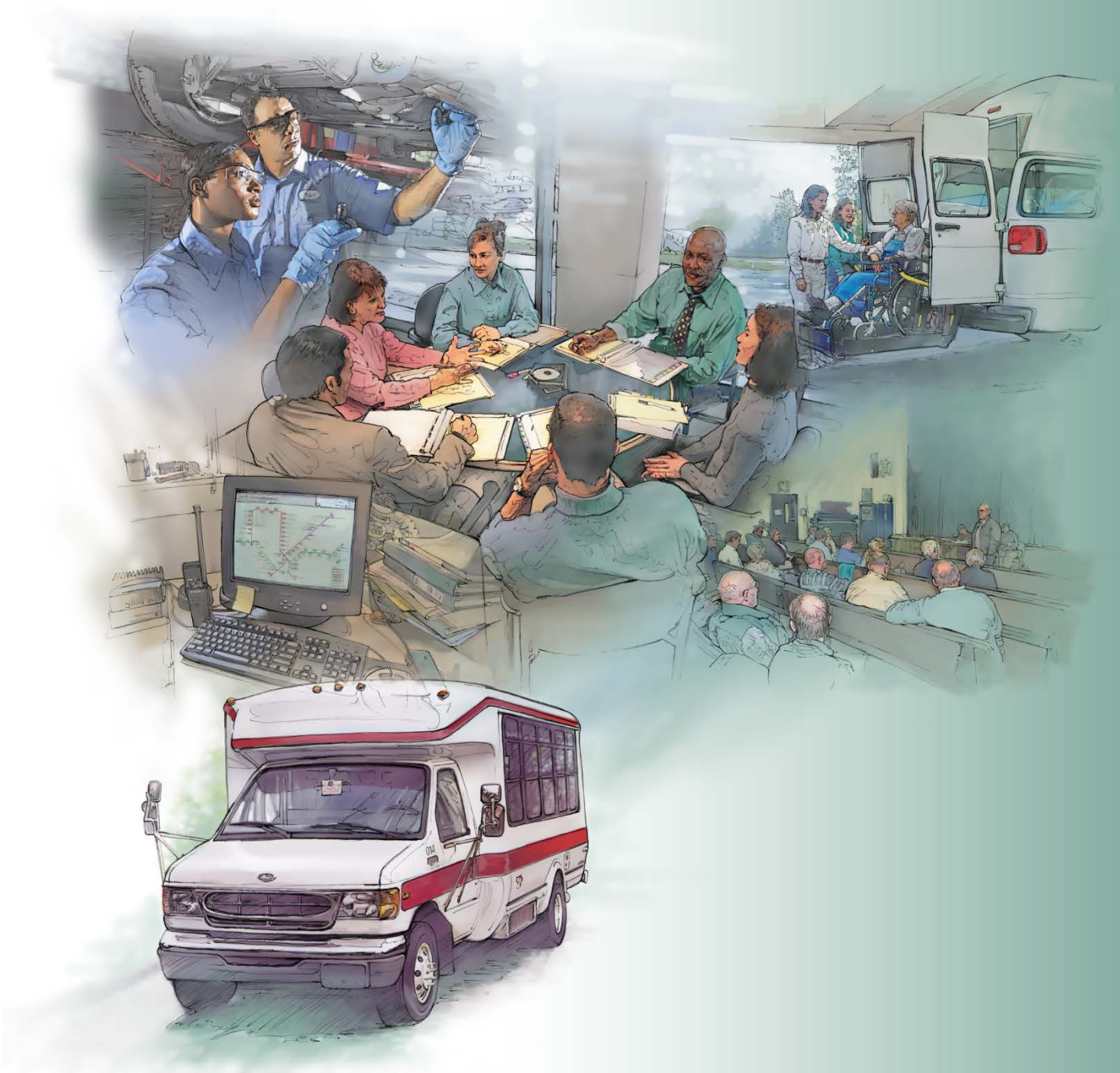
Conditions

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 Federal MAP-21 grant program 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 2017. It is noted that a coordinated transportation working group (such as a regional coordination committee) should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed.

Local approval of the plan must be submitted to INDOT. Any amendments to the plan must be preapproved by INDOT and locally adopted.

Coordinated Public Transit-Human Services Transportation Plan Update
APPENDIX



3131 South Dixie Hwy. Suite 545 Dayton, OH 45439 937.299.5007 www.rlsandassoc.com

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INDOT REGION 5 CHECK SHEET

Focus Group

Stakeholder and General Public Meetings
Date: Meeting 1: 04/2/13 Meeting 2: 05/7/13
Location: Area IV Agency on Aging, Lafayette, IN

Invitations Distributed
☑U.S. Mail: Meeting 1: 03/18/13 Meeting 2: 04/23/13
☑Email: 03/18/13 and 04/23/13
☐Web Posting:
☑ Newspaper Notice: Indy Star, Carroll County Comet, The Times, Monticello Herald Journal, The Journal & Courier, and The Journal Review
☐Radio/TV PSAs:
☐Other:

☑ Distributed in local community/senior centers, etc.
☑Information was provided in alternative formats, upon request.
☑Events were open to all individuals, including hearing impaired.
☑Information was provided in alternative formats, upon request.
☑Interpreters provided, upon request.

Number of Attendees (by location & date): Meeting 1: 11 (04/2/13); Meeting 2: 11 (05/7/13)
☑Invitation letter and mailing list attached.
☑Copies of flyers, brochures, etc.
☑Copy of Public Notice from each newspaper in which it appeared
☑Copy of email invitation and mailing list attached.
☑Sign-in Sheets attached.
☐Copy of web posting (if available)
☑Focus Group Summary Included in Report

Surveys

Date(s) Surveys Were Distributed: March – August 2013

☐U.S. Mail
☑Web Posting: Survey Monkey
☑E-mail Upon request
☑Other (please specify): Public Libraries, River Valley Resources, Inc.,
☐Newspaper Notice:
☐Radio/TV PSAs:

☑Distributed in local community/senior centers, etc.
☑Information was provided in alternative formats, upon request.

Number of Surveys Distributed:
Number of Surveys Returned: 52

☐Listing of Survey Recipients attached

Other Outreach Efforts

☑Flyers or Brochures in
☑Senior Centers
☑Community Centers
☐City/County Offices
☑Other: Telephone interviews with key stakeholders

☑Teleconferences – Consultants called organizations to request follow-up information. Organizations that did not participate, but major transportation providers, were contacted by telephone to verify that they received the invitation/meeting notice.

☐Miscellaneous Meetings, Conferences, etc.:

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

The Indiana Department of Transportation is conducting a regional coordinated public transit-human services transportation plan update meeting for Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White Counties. The public meeting will be held on **April 2, 2013 from 10:00AM to 12:00PM EST at the Area IV Agency on Aging and Community Action Programs 660 N. 36th St. Lafayette, IN 47905**. The agenda includes the content of the current plan, unmet transportation needs, existing coordination efforts, and the process for developing an action plan for 2013-2017. **This public meeting will provide a unique opportunity for the public to share transit needs and vision for their community. Transportation providers, human service agencies, and other advocates will also want to attend to discuss this important topic.**

Agencies who receive or intend to receive funding under MAP-21 Section 5310 and Section 5311 programs must participate in coordination planning and development.

Please RSVP by March 29, 2013 to Megan Lawson, Indiana Rural Transit Assistance Program at 812-372-3794 or mlawson@indianartap.com .

The Area IV Agency on Aging is an accessible facility. If you require any additional assistance, please contact Megan Lawson, at 812-372-3794 or mlawson@indianartap.com .

Interested parties unable to attend may send their comments to Zach Kincade at: zkincade@rlsandassoc.com or to RLS & Associates, Inc. 3131 S. Dixie Hwy. Suite 545 Dayton, OH. 45439.

The Indiana Department of Transportation is conducting a regional coordinated public transit-human services transportation plan update meeting for Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White Counties. The public meeting will be held on **May 7, 2013 from 10:00AM to 12:00PM EST at the Area IV Agency on Aging and Community Action Programs 660 N. 36th St. Lafayette, IN 47905**. The agenda includes the content of the current plan, unmet transportation needs, existing coordination efforts, and the process for developing an action plan for 2013-2017. **This public meeting will provide a unique opportunity for the public to share transit needs and vision for their community. Transportation providers, human service agencies, and other advocates will also want to attend to discuss this important topic.**

Agencies who receive or intend to receive funding under MAP-21 Section 5310 and Section 5311 programs must participate in coordination planning and development.

Please RSVP by May 6, 2013 to Megan Lawson, Indiana Rural Transit Assistance Program at 812-372-3794 or mlawson@indianartap.com .

The Area IV Agency on Aging is an accessible facility. If you require any additional assistance, please contact Megan Lawson, at 812-372-3794 or mlawson@indianartap.com .

Interested parties unable to attend may send their comments to Zach Kincade at: zkincade@rlsandassoc.com or to RLS & Associates, Inc. 3131 S. Dixie Hwy. Suite 545 Dayton, OH. 45439.

Region 5 Contact List

Contact Person	Organization Name	Address Line 1	Address Line 2	City	State	Zipcode
	Benton Community School Corp.	405 South Grant Avenue		Fowler	IN	47994
	Carroll County Council on Aging	1001 S. Washington St.		Delphi	IN	46923
	Clinton Central School Corp.	PO Box 118		Michigntown	IN	46057
	Clinton Prairie School Corp.	4431 W. State Rd. 28		Frankfort	IN	46041
	Delphi Community School Corp.	501 Armory Road		Delphi	IN	46923
	Frontier School Corporation	126 E. Main St		Chalmers	IN	47929
	Gem City Cab	1414 E Morrison		Frankfort	IN	46041
Stan Minnick	Hope Transit	660 N. 36th Street		Lafayette	IN	47905
	Imperial Royal Tours	2150 Sagamore Pkwy N		Lafayette	IN	47904
	Lafayette Limo, Inc.	2525 Klondike Rd.		West Lafayette	IN	47906
	M.S.D. Warren County	101 N Monroe St		Williamsport	IN	47993
	Mobility for Area Citizens (MAC Vans)	22 West 2nd Street		Williamsport	IN	47993
	Nouthesia Christian School	1759 E Walnut		Frankfort	IN	46041
Dawn Layton	Paul Phillippe Resource Center, Inc.	401 W. Walnut St.		Frankfort	IN	46041
	Shawnee Learning Center (CARS)	45 E 650th N		Attica	IN	47918
	Tri-County School Corp.	200 W. North St.		Wolcott	IN	47995
	Tri-County School Corporation	105 N. 2nd St		Wolcott	IN	47995
	Wabash Valley Hospital-Mental Health Center	415 N 26th St	Ste 201	Lafayette	IN	47904
	Waveland Volunteer Transportation Program	P.O. Box 4727		Lafayette	IN	47903
Gale Spry	White County Council On Aging, Inc.	P.O. Box 421		Monticello	IN	47960
	White County Senior Center	116 E. Marion St		Monticello	IN	47960
Att. Barb Bedrick	White County Division of Child Services	715 N. Main St.		Monticello	IN	47960
Att. Cindy Hicks	Employment & Training	1500 N. Main St. Suite E		Monticello	IN	47960
Att. Randy Mitchell	White County Economic Development Organization	P.O. Box 1031		Monticello	IN	47960
	Monticello Chamber of Commerce	P.O. Box 657		Monticello	IN	47960
Barbarie Rude	CDC Resources	5053 Norway Rd.		Monticello	IN	47960
Att. Ed Gutwein	White County Health Department	P.O. Box 838		Monticello	IN	47960
	White County Commisioners	P.O. Box 260		Monticello	IN	47960
	White County United Way	P.O. Box 580		Monticello	IN	47960
Att. Dean Cook	North White School Corp.	121 W SR 16		Monon	IN	47959
Att. Nan Albright	Monticello Assisted Living & Healthcare	1120 N. Main		Monticello	IN	47960
Att. Ivan Doan	Twin Lakes Village	410 Tioga Road		Monticello	IN	47960
	Clinton County Commissioners	225 Couthouse Square		Frankfort	IN	46041
Att. Chris McBarnes	Mayor of Frankfort	301 E Clinton St.		Frankfort	IN	46041
Att. Robert Cummings	YMCA	950 S Maish Rd		Frankfort	IN	46041
Att. Suzie Micheal	Boys & Girls Club of Clinton Co	1100 W Green St.		Frankfort	IN	46041
Att. Ron Kelly	Wesley Manor, Inc.	1555 N Main St		Frankfort	IN	46041
Att. Dean Ramsey	Clinton House Health & Rehab	809 W Freeman St		Frankfort	IN	46041
Att. Mark Wolfschleg	Mulberry Health & Retirement	502 W Jackson St		Mulberry	IN	46058
Att. Mandy Murray	Milner Community Health Care	370 E Main St		Rossville	IN	46065
Att. Christy Marcinko	Red Cross	51 W Clinton St		Frankfort	IN	46041
Att. Shan Sheridan	Clinton County Chamber of Commerce	259 E Walnut St		Frankfort	IN	46041
Att. Tom Crawford	St. Vincent Frankfort Hospital	1300 S Jackson St		Frankfort	IN	46041
	Emergency Management Services	301 E Clinton St.		Frankfort	IN	46041
Att. Jason Belt	Headstart	1008 S Fifth St		Frankfort	IN	46041
Att. Alfredo Guajardo	Mexican-American Taxi	1259 W McClory St		Frankfort	IN	46041

Region 5 Contact List

Contact Person	Organization Name	Address Line 1	Address Line 2	City	State	Zipcode
Att. Wanda Rhodes	Boswell Area Transit, Volunteer Public Transportation	407 S. Center Street		Boswell	IN	47921
	Green Hill Manor	501 N. Lincoln Street		Fowler	IN	47944
Att. Dave Severt, President	Rossville Area Transit	P.O. Box 280		Rossville	IN	45065
Att. Mary Linback, President	Brookston/Chalmers Community Van	P.O. Box 126		Brookston	IN	47923
Donna Lyon	Community Action Program Inc of Western Indiana	22 W. Second Street		Williamsport	IN	47993
Lynnett Carpenter	KIRPC	115 E 4th St	PO Box 127	Monon	IN	47959
Kevin Leuck	Benton County Commissioner's Office	706 E 5th Street		Fowler	IN	47944
Leon R. Cyr	Benton County Commissioner's Office	706 E 5th Street		Fowler	IN	47944
Bryan Berry	Benton County Commissioner's Office	706 E 5th Street		Fowler	IN	47944
Robert Rettig	Benton County Veterans' Service Office	706 E 5th Street		Fowler	IN	47944
Ron Slavens	District 1 Carroll County Commissioner	12018 N 600 W		Idaville	IN	47950
Patrick F. Clawson	District 2 Carroll County Commissioner	6726 W. Milkhouse Rd.		Delphi	IN	46923
William R Brown	District 3 Carroll County Commissioner	P O Box 291		Cutler	IN	46920
Cory Boyles	Clinton County Commissioners' Office	125 Courthouse Square		Frankfort	IN	46041
Bert Weaver	Clinton County Commissioners' Office	125 Courthouse Square		Frankfort	IN	46041
Skip Evans	Clinton County Commissioners' Office	125 Courthouse Square		Frankfort	IN	46041
	Warren County Commissioners	125 N. Monroe St.		Williamsport	IN	47993
Steve Burton	White County Commissioners Office	P.O. Box 260	110 North Main Street	Monticello	IN	47960
John Heimlich	White County Commissioners Office	P.O. Box 260	110 North Main Street	Monticello	IN	47960
David Diener	White County Commissioners Office	P.O. Box 260	110 North Main Street	Monticello	IN	47960
Joretta Tinsman	Garden Spot Express	27 West Main Street		Flora	IN	46929
Alice Stockdale	Reach Out Community Van	2725 E 250 S		Hillsboro	IN	47949
Lillian Presslor	Omni Express	11104 South State Road 47		Waveland	IN	47989
Alice Yates	Sunshine Vans	922 East South Boulivard		Crawfordsville	IN	47933
	Integrity Care	607 Elijah Street		West Lafayette	IN	47906
	Med-A-Port	1025 S 26th St		Lafayette	IN	
Jacque Kauffman	PPRC	401 W Walnut St		Frankfort	IN	46041
Cindy Orem	PPRC	401 W. Walnut St.		Frankfort	IN	46041
Mary Hernen Weisheit	CARS	201 N. Dormeyer		Rockville	IN	47872
Ellen Bartlett	White County United Way	1001 S. Main St.		Monticello	IN	47960
Ms. Lyon	M.A. C. Van CAP, Inc.	22 W 2nd St		Williamsport	IN	47993

PUBLIC MEETING (Rescheduled): PLEASE ATTEND

INDOT-Transit invites you to participate in the 2013 Coordinated Public Transit-Human Services Transportation Plan Update for Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White Counties.

Why: To develop a list of unmet transportation needs and gaps in services for each county and community. Also, to discuss coordinated strategies to address the identified needs.

When (New Date): April 2, 2013 from 10:00 a.m. to 12:00 p.m. EST

Where: Area IV Agency on Aging and Community Action Programs,
660 N. 36th St. Lafayette, IN 47905

Who Should Attend? Any public, private, faith-based, non-profit, or for-profit organization that serves or represents individuals with disabilities, older adults, or people with low incomes should attend. Also, any organization intending to apply for funding through the Federal Transit Administration's Section 5310 (and New Freedom) Program or Section 5311 Rural Public Transit Funding (and Job Access Reverse Commute) must attend. The general public is also encouraged to attend.

RSVP by March 29 to Megan at mlawson@indianartap.com or 1-800-709-9781

2ND AND FINAL PUBLIC MEETING: PLEASE ATTEND

INDOT-Transit invites you to participate in the 2013 Coordinated Public Transit-Human Services Transportation Plan Update for Benton, Carroll, Clinton, Fountain, Montgomery, Warren, and White Counties.

Why: To review the goals and strategies designed to meet the unmet transportation needs as discussed at the April 2nd meeting. Attendees will help rank the goals and strategies.

When: May 7, 2013 from 10:00 a.m. to 12:00 p.m. EDT

Where: Area IV Agency on Aging and Community Action Programs,
660 N. 36th St. Lafayette, IN 47905

Who Should Attend? Any public, private, faith-based, non-profit, or for-profit organization that serves or represents individuals with disabilities, older adults, or people with low incomes should attend. Also, any organization intending to apply for funding through the Federal Transit Administration's Section 5310 (and New Freedom) Program or Section 5311 Rural Public Transit Funding (and Job Access Reverse Commute) must participate in the planning process. The general public is also encouraged to attend.

RSVP and Questions may be directed to Megan by May 6 at mlawson@indianartap.com or 1-800-709-9981

Moving Public Transportation Into the Future

Coordinated Public Transit-Human Services Transportation Plan Update

Region 5 Public Meeting
April 2, 2013

Presented by: RLS & Associates, Inc.
1
www.rlsandassoc.com

Region 5 Counties

- Benton
- Carroll
- Clinton
- Fountain
- Montgomery
- Warren
- White

www.rlsandassoc.com

Meeting Objectives

1. **Review MAP-21 Hilights**
2. **Coordination Plan Purpose**
3. **Update Existing Resources**
4. **Update Unmet Transportation Needs**
5. **Review Current Priorities and Challenges**
6. **Update Priorities, Goals, and Strategies**
7. **Next Steps**

3
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MAP-21 and Coordination Planning Requirements

4

History of Coordination Plans

Why Were Plans Developed?

- Human Services Transportation Coordination Provisions Aim to Improve Transportation Services for People with Disabilities, Older Adults, and Individuals with Lower Incomes by Ensuring that Communities Coordinate Transportation Resources Provided through Multiple Federal Programs.

History of Coordination Plans

- Requirements of the Plan Are a Result of:
  - 2003 General Accounting Office Report Identifying:
    - 62 Different Federal Funding Programs
    - 8 Different Federal Funding Agencies
    - Little or No Coordination & Duplication of Programs
  - SAFETEA-LU was Signed into Law on August 10, 2005, and Expired on September 30, 2009.
  - Congress Renewed Its Funding Formulas, Until Replacing SAFETEA-LU in 2012 with MAP-21.

MAP-21

- Moving Ahead for Progress in the 21st Century Act (MAP-21).
- Signed Into Law on July 6, 2012
- Effective as of October 1, 2012
- Authorizes Programs for Two Years, Through September 30, 2014

MAP-21

- Authorized Funding FY 2013: $10.578 Billion
  - Bus and Bus Facilities Formula Grants
  - Rural Formula Grants
  - Growing States and High Density States Formula
  - National Transit Institute
  - National Transit Database
  - Enhanced Mobility of Seniors and Individuals with Disabilities
  - Planning
  - Administrative Expenses
  - Research, TCRP, Bus Testing
  - Technical Assistance/Human Resources
  - TOD Pilot
  - Emphasis on Performance Standards/Monitoring

Hilights of Program Changes (Source FTA)

New	Repealed	Consolidated	Modified
• Safety Authority (5329) • State of Good Repair Grants (5337) • Asset Management (5326) • Bus and Bus Facilities Formula Grants (5339) • Public Transportation Emergency Relief (5324) • TOD Planning Pilot Grants (20005(b) of MAP-21)	• Clean Fuels Grants (5308) • Job Access and Reverse Commute (5316) [JARC] • New Freedom Program (5317) • Paul S. Sarbanes Transit in the Parks (5320) • Alternatives Analysis (5339) • Over-the-Road Bus (Sec. 3038 – TEA-21)	• Urbanized Area Formula Grants (5307) [JARC] • Enhanced Mobility of Seniors and Individuals with Disabilities (5310) [New Freedom] • Rural Area Formula Grants (5311)[JARC]	• Fixed Guideway Capital Investment Grants (5309) • Metropolitan and Statewide Planning (5303 & 5304) • Research, Development, Demonstration, and Deployment (5312) • Technical Assistance and Standards (5314) • Human Resources and Training (5322)

MAP-21 Provisions

- Consolidates Certain Transit Programs
  - Incorporates Section 5316/JARC-Eligible Activities into Section 5311 or 5307.
  - Consolidates Section 5310 and 5317/New Freedom Program Eligibilities into a Single Formula Program.

Section 5310 Program Overview

- Since 1975
- Funds Awarded to Private Nonprofit Organizations Where Existing Transportation Services Were Insufficient, Inadequate, or Inappropriate
- **Program Goal**: To Improve Mobility for Older Adults and Individuals with Disabilities

11

Section 5310 Program Overview

- **Eligible Expenses in Indiana**: Capital Expenses to Support the Provision of Transportation to Meet Special Needs of Older Adults and Individuals with Disabilities
- **Matching Requirements**:
  - 80% Federal Participation
  - 20% Local Match (from any non-U.S. Department of Transportation Federal source… local source… State source)

12

Section 5316 Program Overview

- Established as Part of TEA-21
- MAP-21 Consolidated It Into the 5311 Formula Allocation
- Designated to Address the Unique Transportation Challenges Faced by People with Low-Incomes Who Were Seeking to Get and Keep Jobs.
- Addresses the Disconnect Between the Jobs and the Job Seekers

13

Section 5316 Program Overview

- **Eligible Purposes**: Capital, Planning, and Operating Expenses That Support the Development and Maintenance of Transportation Services Designed to Transport Individuals with Low-Incomes To and From Jobs and Job-Related Activities

14

Section 5316 Program Overview

- **Matching Requirements**:
  - Capital: 80% Federal/20% Local Match
  - Operating: 50% of Net Cost of Service

15

Section 5317 Program Overview

- Established as Part of SAFETEA-LU
- MAP-21 Consolidated it Into the Section 5310 Formula Program
- Designed to Support New Public Transportation Services and Public Transportation Alternatives Beyond Those Required by the Americans with Disabilities Act (ADA)

16

Section 5317 Program Overview

- **Goal**: To Provide Additional Tools to Overcome Existing Barriers Facing Americans with Disabilities Seeking Integration Into the Work Force and Full Participation in Society

17

Section 5317 Program Overview

- **Matching Requirements**:
  - Capital: 80% Federal/20% Local Match
  - Operating: 50% of Net Cost of Service

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MAP-21 Provisions

- Ongoing Provisions
  - Local Share may be Derived from Other Non-DOT Transportation Sources.
  - Recipients Must Certify that Projects Selected are Included in Locally Developed, Coordinated Public Transit-Human Services Transportation Plan.

MAP-21 and Coordinated Plans

- The Elimination of Discretionary Programs Underscores the Need for Grantees to Carefully Prioritize the Needs of Their Systems and Align their Plans with New Streams for Formula Assistance Under MAP-21

UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

21

Unmet Transportation Needs 2008

- Transportation providers need to explore the possibility for a more affordable approach to purchasing fuel.
- Residents in the region request early morning and late afternoon transportation for employment.
- Paul Phillippe Resource Center requested a new structure for transportation in Frankfort to include fixed route transportation within Frankfort and demand response service in rural areas.
- High demand for transporting pre-school and Head Start children to and from school.

22

Unmet Transportation Needs 2008 (cont'd)

- HOPE transit indicated that coordination could fill the gaps in service for medical appointments, shopping, and human service agency programs.
- CDC Resources struggles to meet demand from the developmentally disabled population to travel to work, medical appointments, program activities and shopping.
- Increase amount of general public transportation available throughout the region.
- White County residents need transportation to Wabash Valley outpatient clinic for treatment.

23

Unmet Transportation Needs 2008 (cont'd)

- White County residents need additional transportation options for employment and medical purposes.
- Individuals with a low-income and people with disabilities living in the Monticello area need transportation to medical appointments and employment training courses during late afternoon/evening hours on weekdays.
- White County United Way receives daily calls from citizens needing transportation.

24

Unmet Transportation Needs 2008 (cont'd)

- White County Memorial Hospital is challenged to find transportation options after 3:00 PM for individuals who are released from hospital and emergency room care. Common challenges involve 1) transporting released patients back home to neighboring counties, and 2) providing escorts to patients in need.
- White County Community Corrections indicated that transportation to and from employment, counseling, medical visits and special programs is a challenge. At least 90 percent of individuals served by White County Community Corrections do not have a driver's license.

25

Unmet Transportation Needs 2008 (cont'd)

- No general public service available outside of Hillsboro and Waveland;
- No low-cost regional or out-of-county/region transportation is available.
- Limited hours of service for the elderly and persons with disabilities, particularly during early mornings and evenings.
- Service hours are not typically structured to effectively support employment opportunities, particularly for people with low incomes.

26

Unmet Transportation Needs 2008 (cont'd)

- Transportation options available earlier in the mornings and later in the evenings
- Update and improve the vehicle fleets in the region which commonly have older vehicles
- Improve vehicle utilization so that demand response trips are more direct from origin to destination
- There are no affordable transportation options for employment to meet the needs of low-income individuals
- Transportation needed to/from Wabash College for commuters

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Existing Resources 2008

- Area IV Agency on Aging & Community Action Program (5311 & 5310)
- Hope Transit (5310)
- Waveland Volunteer Public Transit (5311)
- Rossville Area Transit (5311) ???
- White County Council on Aging (5311)
- Paul Phillippe Resource Center Inc. (5311)
- Carroll County Senior & Family Services (5310)
- Child Adult Resource Services (C.A.R.S.) (5310)

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Existing Resources 2008 (cont'd)

- Crawfordsville Parks & Recreation District (Sunshine Vans) (5310)
- Community Action Program (Mac Van) (5310)
- Cummins Behavioral Health Systems, Inc.
- Comprehensive Development Centers, Inc.
- Howard Regional Health System
- Marketplace Financial Services, Inc.
- Peak Community Services

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Updated Provider Information

- If You are a Provider and are Not Listed, or Need to be Updated on the Provider List, Please Set Up a Time for a Telephone Appointment with RLS & Associates, Inc.

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Goals and Strategies 2008

- **Goal #1**: **Provide a leadership structure for improving coordinated transportation throughout the region in an effort to reduce duplication and improve service.**
- *Objective 1.1:* Develop a regional ITCC as an extension of existing TAC to facilitate the continued discussion of transit services in the region
- *Objective 1.2:* ITCC members continue to prioritize needs through a coordinated transportation effort in the region and pursue service planning to meet those needs.
- Objective 1.3: Educate local government officials and agencies about the benefits of public and coordinated transportation.

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Goals and Strategies 2008 (cont'd)

- **Goal #2: Enhance current coordination efforts to improve efficiency and set a framework for expanding services.**
  - Objective 2.1: Formalize, with Contracts or MOUs the coordination efforts that are currently taking place
  - Objective 2.2: Coordinate/standardize driver training for all transportation providers.

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Goals and Strategies 2008 (cont'd)

- **Goal #3: Provide transportation during early morning, evening and weekend hours, and expand the service area.**
- • *Objective 3.1:* Identify transportation providers (for-profit and/or non-profit) willing and able to provide additional transportation service – especially extended hours, nights and weekends, and into areas that have no transportation currently available.

33

Goals and Strategies 2008 (cont'd)

- **Goal #4: Provide transportation service to support transportation to employment for individuals with low incomes and individuals with disabilities, including shift work.**
  - *Objective 4.1:* Establish a sub-committee within the ITCC to address employment transportation needs throughout the region**.**

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Goals and Strategies 2008 (cont'd)

- **Goal #5: Increase accessibility of transportation services for individuals with disabilities and older adults.**
  - *Objective 5.1:* Increase the number of vehicles operating in the area for provision of coordinated transportation
  - Objective 5.2: Provide an affordable transportation structure for out of-county destinations.
  - Objective 5.3: Increase accessibility of transportation provider informational materials.

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Goals and Strategies 2008 (cont'd)

- **Goal #6: Centralize scheduling, dispatching, reporting, and billing for public and human serivce agency transportation providers.**
  - *Objective 6.1:* Increase the number of trips provided with existing resources through a combined effort to meet demand and need.

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Goals and Strategies Updated

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NEXT STEPS

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Update Inventory and Needs Assessment

Update Inventory and Needs Assessment

- RLS Interviews Transportation Providers
- Organizations that Use or Purchase Transportation Have an Opportunity to Complete a Survey online at: **www.surveymonkey.com/s/IHST**
- Distribute Public Needs Assessment Surveys To Local Libraries
- On-line with Announcements on Vehicles and Posted at Agencies
  - General Public - **www.surveymonkey.com/s/indotpublic**
  - Agencies - **www.surveymonkey.com/s/Agencyneeds**

Public Meeting #2

- RLS Distributes Invitations
- Regional POC Arranges Meeting Facility
- Stakeholders Discuss Proposed Strategies and Priorities and Refine the List
  - The Refined Priorities will go into the Final Plan

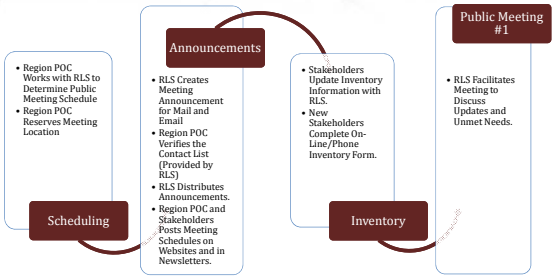
Draft Final Report

- Stakeholders Review the Draft Plan (3 weeks) and Submit Comments to RLS by Phone or Email

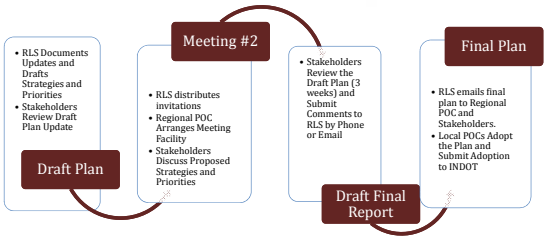
Final Plan

- RLS Emails Final Plan to Regional POC and Stakeholders for One Last Review (about 1 week)
- Local POCs Adopt the Final Plan and Submit Adoption Signature Page to INDOT

Planning Process-Flow Part 1



Planning Process-Flow Part 2



Participation Reminder

- Participation in Meetings and Interviews is Required for Funding Eligibility –
  - Applications for Funding Must be Part of the Coordinated Transportation Plan.

Questions???

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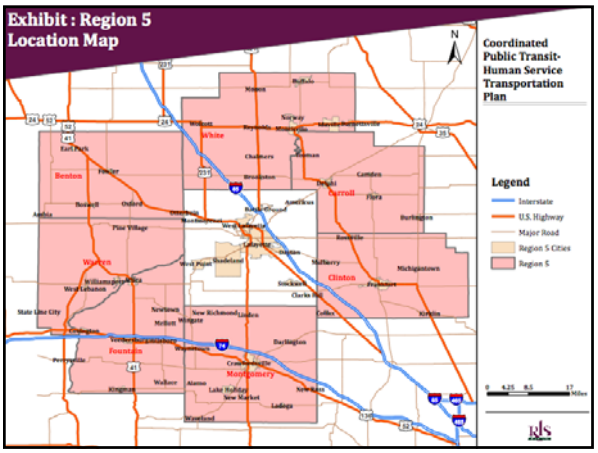
Moving Public Transportation Into the Future

Coordinated Public Transit-Human Services Transportation Plan Update

Region 5 Public Meeting

May 7, 2013

www.rlsandassoc.com



Meeting Objectives

Planning Process Overview

- **Discuss Unmet Transportation Needs, Gaps, and Duplications**

Prioritize Goals

- **Select or Prioritize Strategies**

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MAP-21 and Coordination Planning Requirements

4

MAP-21

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2013 Unmet Transportation Needs and Gaps in Service

- Transportation providers need to explore the possibility for a more affordable approach to purchasing fuel
- Residents in the region request early morning and late afternoon transportation for employment
- Paul Phillippe Resource Center requested a new structure for transportation in Frankfort to include fixed route transportation within Frankfort and demand response service in rural areas
- High demand for transporting pre-school and Head Start children to and from school

2013 Needs and Gaps in Service (cont'd)

- HOPE transit indicated that coordination could fill the gaps in service for medical appointments, shopping, and human service agency programs
- CDC Resources struggles to meet demand from the developmentally disabled population to travel to work, medical appointments, program activities and shopping
- Increase amount of general public transportation available throughout the region
- White County residents need additional transportation options for employment and medical purposes

2013 Needs and Gaps in Service (cont'd)

- Individuals with a low-income and people with disabilities living in the Monticello area need transportation to medical appointments and employment training courses during late afternoon/evening hours on weekdays
- White County United Way receives daily calls from citizens needing transportation
- White County Memorial Hospital is challenged to find transportation options after 3:00 PM for individuals who are released from hospital and emergency room care. Common challenges involve 1) transporting released patients back home to neighboring counties, and 2) providing escorts to patients in need.

2013 Needs and Gaps in Service (cont'd)

- White County Community Corrections indicated that transportation to and from employment, counseling, medical visits and special programs is a challenge. At least 90 percent of individuals served by White County Community Corrections do not have a driver's license
- No general public service available outside of Hillsboro and Waveland
- No low-cost regional or out-of-county/region transportation is available
- Limited hours of service for the elderly and persons with disabilities, particularly during early mornings and evenings

2013 Needs and Gaps in Service (cont'd)

- Service hours are not typically structured to effectively support employment opportunities, particularly for people with low incomes
- Transportation options available earlier in the mornings and later in the evenings
- Update and improve the vehicle fleets in the region which commonly have older vehicles
- Improve vehicle utilization so that demand response trips are more direct from origin to destination
- There are no affordable transportation options for employment to meet the needs of low-income individuals

2013 Needs and Gaps in Service (cont'd)

- After hours evening service
- Out-of-county employment service
- More funding to provide level of service of past 2 years
- Have eliminated out-of-county trips due to budget cuts
- Ability to provide more subscription service – can't meet need of clients that need to go to same place every day
- More service to areas outside service area such as Indianapolis, Kokomo, Carmel and Noblesville
- Weekend service
- Need for more available transportation for school kids

2013 Needs and Gaps in Service (cont'd)

- More availability of last minute service
- Awareness outside city limits
- Public understanding of how transportation works
- Factories have need for employees to have more service available for work and training
- Wheelchair accessible service after 5:00 pm and weekends
- More vehicles for routine service
- Out-of-county medical trips to Indianapolis and Lake County
- Dialysis service

2013 Needs and Gaps in Service (cont'd)

- Evening and weekend service
- Employment after 2nd and 3rd shifts
- Longer distance Medicaid trips
- More medical service and concern about costs
- Medical trips to dialysis and medical appointments with assistant other than driver
- Large scale wheelchair/scooter service
- Service should be demand response
- More general public service to rural areas
- Veterans service to VA hospital

2013 Needs and Gaps in Service (cont'd)

- No public transportation in Fountain and Warren Counties
- No taxis in Fountain and Warren Counties
- More non-Medicaid service for age 20 and younger
- Night and weekend service

Challenges to Coordination

- Fear of losing control over certain aspects of their service
- Lack of knowledge
- Fully Allocated Costs
- Agency participation
- Economic climate
- Primarily rural – low populated area
- History of agencies providing client transportation independently

2013 Proposed Goals and Strategies

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Implementation Timeframes

- Near-term – Activities to be Achieved within 1 to 12 Months.
- Mid-term – Activities to be Achieved within 13 to 24 Months.
- Long-term – Activities to be Achieved within 2 to 4 Years.
- Ongoing – Activities Implemented Earlier or Will Be Soon that Require Continued Action.

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GOAL #1: INITIATE GENERAL PUBLIC TRANSPORTATION SERVICE IN BENTON, CARROLL, FOUNTAIN, MONTGOMERY AND WARREN COUNTIES AND EXPAND GENERAL PUBLIC TRANSPORTATION SERVICE IN CLINTON AND WHITE COUNTIES

Strategy 1.1: Public transportation providers in the Region should thoroughly evaluate the initiation or expansion of general public transportation service across the seven-county area. A Transit Feasibility Study should be completed that addresses the volume of need, cost/benefit, service alternatives and recommended service design for each county.

21

GOAL #1: INITIATE GENERAL PUBLIC TRANSPORTATION SERVICE IN BENTON, CARROLL, FOUNTAIN, MONTGOMERY AND WARREN COUNTIES AND EXPAND GENERAL PUBLIC TRANSPORTATION SERVICE IN CLINTON AND WHITE COUNTIES

Strategy 1.2: Recognize a "champion" and "lead agency" to lead the effort to realize general public transportation services in these counties

Strategy 1.3: Appear before the respective Boards of County Commissioners to discuss the demand for general public transportation services, result of the feasibility study and next steps

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GOAL #1: INITIATE GENERAL PUBLIC TRANSPORTATION SERVICE IN BENTON, CARROLL, FOUNTAIN, MONTGOMERY AND WARREN COUNTIES AND EXPAND GENERAL PUBLIC TRANSPORTATION SERVICE IN CLINTON AND WHITE COUNTIES

Strategy 1.4: The Paul Phillippe Resource Center, Inc. should thoroughly evaluate the possibility of providing deviated fixed route service in Frankfort and demand response service to the general public in the rural areas of Clinton County. This would include a needs assessment followed by a cost/benefit analysis.

23

GOAL #1: INITIATE GENERAL PUBLIC TRANSPORTATION SERVICE IN BENTON, CARROLL, FOUNTAIN, MONTGOMERY AND WARREN COUNTIES AND EXPAND GENERAL PUBLIC TRANSPORTATION SERVICE IN CLINTON AND WHITE COUNTIES

Strategy 1.5: 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, and expanding transportation needs of White County Community Corrections.

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GOAL #1: INITIATE GENERAL PUBLIC TRANSPORTATION SERVICE IN BENTON, CARROLL, FOUNTAIN, MONTGOMERY AND WARREN COUNTIES AND EXPAND GENERAL PUBLIC TRANSPORTATION SERVICE IN CLINTON AND WHITE COUNTIES

Strategy 1.6: White County Memorial Hospital should evaluate the possibility of creating a position or utilizing an existing position to serve as a part-time mobility manager who would work with area public transportation providers to coordinate hospital trips for patients. This can be facilitated online by the providers sharing their trip schedules among themselves and the hospital's mobility manager.

25

GOAL #2: : EXTEND SERVICE DAYS/HOURS TO ENHANCE PUBLIC TRANSPORTATION SERVICES IN THE MOST RURAL PORTIONS OF THE REGION

Strategy 2.1: Providers should evaluate the extension of service to Saturday and Sunday in their respective operating areas, especially for medical and employment related trips.

Strategy 2.2: Each transportation service provider in the Region should consider the extension of morning, evening and weekend service hours and the addition of trips for appointments at various times of the day in those areas where there is demand for the service and local financial support, with particular consideration of service for 2nd and 3rd shift employment.

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GOAL #2: : EXTEND SERVICE DAYS/HOURS TO ENHANCE PUBLIC TRANSPORTATION SERVICES IN THE MOST RURAL PORTIONS OF THE REGION

Strategy 2.3: For those areas with adequate demand and local financial support for enhanced days/hours of service, a cost-benefit analysis should be conducted by each provider to determine the feasibility of extending their operating days/hours and trip volumes.

Strategy 2.4: In the event that schedule revisions occur as a result of the service evaluations, the providers must ensure that the public is well informed of these service changes. Various forms of advertising should be used along with the revision of rider's guides, brochures and websites.

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GOAL #3: EXTEND SERVICE AREAS AND PROVIDE OUT-OF-COUNTY/REGIONAL TRANSPORTATION SERVICE ACROSS THE SEVEN-COUNTY AREA

Strategy 3.1: Each public transportation provider should evaluate the possibility of extending its service beyond the existing service area, thereby increasing the number of trips provided across county lines. This service enhancement will provide transportation to employment and employment training sites and medical facilities for older adults, persons with disabilities and individuals with low incomes.

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GOAL #3: EXTEND SERVICE AREAS AND PROVIDE OUT-OF-COUNTY/REGIONAL TRANSPORTATION SERVICE ACROSS THE SEVEN-COUNTY AREA

Strategy 3.2: Establish transfer points at county borders to facilitate trip sharing among the providers

Strategy 3.3: Establish coordination agreements between providers that stipulate how the systems will cooperate to expand out-of-county and regional transportation service

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GOAL #3: EXTEND SERVICE AREAS AND PROVIDE OUT-OF-COUNTY/REGIONAL TRANSPORTATION SERVICE ACROSS THE SEVEN-COUNTY AREA

Strategy 3.4: Establish an online communication link among the Region's providers, whereby sharing routes and schedules and cooperating to facilitate trip sharing. May be particularly useful for out-of-county medical destinations, thereby reducing the cost of medical trips, including Medicaid-supported trips and longer trips such as to Indianapolis and Lake County for medical appointments, and also to Kokomo, Carmel and Noblesville. This may also enable the provision of additional medical trips to dialysis centers and the transportation of veterans to VA facilities.

30

GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION.

Strategy 4.1: Distribute the adopted Coordinated Public Transit-Human Services Transportation Plan to stakeholders in each county and to any elected official who works with or represents older adult facilities, human service agencies, medical facilities, schools, non-profits, for-profit agencies, and major employers that serve older adults, people with disabilities, and individuals with low incomes.

31

GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION

Strategy 4.2: Create a regional information and referral system for use by human service agency clients and the general public that provides information about schedules, service hours, fares, passenger eligibility and reservation procedures and refers callers to the to the transportation provider that can address the customer's needs. Develop a central call number (toll-free) for information and referral purposes for anyone in the area who needs transportation.

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GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION

Strategy 4.3: Increase community outreach to identify available services and information on how to utilize existing transportation services, with providers taking the opportunity to speak to civic organizations, human service agencies, and community groups.

33

GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION

Strategy 4.4: Conduct presentations on public and coordinated transportation at meetings for local elected officials. Develop a Power Point presentation to be used that includes ridership figures, trip purposes, service description and testimonials/comments from riders.

Strategy 4.5: Develop an informational brochure on the benefits of public, human service agency, and/or coordinated transportation that could be distributed to local government officials, human service agency staff, and businesses.

34

GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION

Strategy 4.6: Develop and distribute a regional county-by-county resource guide that lists the various public and human service transportation providers in the Region and describes the available transportation services and how to utilize the services.

35

GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION

Strategy 4.7: Each transportation provider should develop a website dedicated to the transportation program, providing detailed information regarding the type of service provided, fares, reservation procedures, with particular emphasis on information for persons with disabilities.

36

GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION

Strategy 4.8: Establish Twitter and Facebook accounts for each rural county's transportation provider to improve communications with the public and passengers. Through these social media venues, information about the availability of transportation services can be easily communicated.

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GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION

Strategy 4.9: Establish email, text and telephone alerts for each rural county transportation provider to improve communications with the public and passengers about service delays due to inclement weather, road construction, detours, or accidents can be relayed in real time.

38

GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION

Strategy 4.10: Submit informational articles on public and/or coordinated transportation to the local newspaper and to agency newsletters. Encourage riders/consumers to write letters to the editor regarding their transportation experience.

Strategy 4.11: Work to inform human service agencies that there are no restrictions on the joint use of vehicles and types of individuals that may be transported on the vehicles. This will facilitate more coordination of vehicles and client mixing.

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GOAL #4: ENHANCE THE UNDERSTANDING OF THE GENERAL PUBLIC AND LOCAL OFFICIALS REGARDING THE AVAILABILITY AND BENEFITS OF PUBLIC AND COORDINATED HUMAN SERVICE TRANSPORTATION

Strategy 4.12: Maintain or establish a travel-training program for individual users on awareness, knowledge, and skills of public and alternative transportation options available in each county in the Region. Training can be provided to organizations, civic groups, and on an individual basis as needed. Materials that outline training highlights should be produced and distributed to attendees.

40

GOAL #5: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED GENERAL PUBLLIC – HUMAN SERVICES TRANSPORTATION IN THE REGION WHILE ALSO WORKING COOPERATIVELY TO CONTROL COSTS

Strategy 5.1: Public transportation providers and other transit advocates in the Region should organize an effort to express the need for additional state transit funds to the Indiana state legislature, beginning with regional representatives. The unmet transportation needs documented in this report and the lack of funding to respond to these needs should serve as the basis for this effort.

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GOAL #5: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED GENERAL PUBLLIC – HUMAN SERVICES TRANSPORTATION IN THE REGION WHILE ALSO WORKING COOPERATIVELY TO CONTROL COSTS

Strategy 5.2: Public transportation providers and other transit advocates should meet with their respective local elected officials in an effort to explain the benefits of the local transportation program and to obtain a more significant level of local financial support.

Strategy 5.3: Maximize coordination of transportation services and the coordination of arrangements for the purchase of capital equipment, including vehicles.

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GOAL #5: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED GENERAL PUBLLIC – HUMAN SERVICES TRANSPORTATION IN THE REGION WHILE ALSO WORKING COOPERATIVELY TO CONTROL COSTS

Strategy 5.4: Transportation providers should fully allocate their transportation costs to facilitate a better understanding of client transportation costs and mixing of clients on vehicles.

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GOAL #5: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED GENERAL PUBLLIC – HUMAN SERVICES TRANSPORTATION IN THE REGION WHILE ALSO WORKING COOPERATIVELY TO CONTROL COSTS

Strategy 5.5: Consider utilization of volunteer drivers to decrease cost of service provision. Volunteer programs should be coordinated including the recruitment, screening, training and management of volunteers. New insurance programs should be identified or created to eliminate exposure of volunteers and agencies to inappropriate levels of liability.

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GOAL #5: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED GENERAL PUBLLIC – HUMAN SERVICES TRANSPORTATION IN THE REGION WHILE ALSO WORKING COOPERATIVELY TO CONTROL COSTS

Strategy 5.6: Explore opportunities for joint purchasing of fuel, vehicle parts, insurance, drug testing, driver training, bloodborne pathogen training vehicle maintenance and other services.

Strategy 5.7: Evaluate the formation of an insurance pool to decrease vehicle insurance costs and/or utilize a common insurance broker.

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GOAL #5: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED GENERAL PUBLLIC – HUMAN SERVICES TRANSPORTATION IN THE REGION WHILE ALSO WORKING COOPERATIVELY TO CONTROL COSTS

Strategy 5.8: Transportation providers and human service agencies should discuss the formation of a fuel consortium for the joint purchasing of fuel while working cooperatively with INDOT to address need for fuel-efficient vehicles.

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GOAL #5: INCREASE THE AMOUNT OF FUNDS AVAILABLE FOR COORDINATED GENERAL PUBLLIC – HUMAN SERVICES TRANSPORTATION IN THE REGION WHILE ALSO WORKING COOPERATIVELY TO CONTROL COSTS

Strategy 5.9: The Region's 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.

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GOAL #6: CREATE A TRANSPORTATION STRUCTURE THAT PROMOTES MORE EFFICIENT USE OF RESOURCES AT THE LOCAL AND REGIONAL LEVEL

Strategy 6.1: : Initiate a Regional Transportation Advisory Committee (RTAC) consisting of representatives from local human service agencies, transportation providers, elected officials, consumers and other area representatives for the purpose of becoming a forum for ongoing dialogue regarding coordination of transportation resources and other transportation issues. Stakeholders should convene for the purpose of considering the reformation of the RTAC and establish a lead agency to organize the RTAC. The RTAC would take a proactive role with meetings held at least quarterly at a centrally located facility.

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GOAL #6: CREATE A TRANSPORTATION STRUCTURE THAT PROMOTES MORE EFFICIENT USE OF RESOURCES AT THE LOCAL AND REGIONAL LEVEL

Strategy 6.2: Agencies will carefully evaluate those service needs that can be more efficiently and effectively met by agreements with other providers and develop Memorandums/Contracts with all transportation service providers within the Region. The MOUs should include the specific coordination activities that will occur.

Strategy 6.3: Transportation providers should experiment with sharing trip schedules online to facilitate enhancement of regional transportation options, particularly for the provision of medical trips.

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GOAL #6: CREATE A TRANSPORTATION STRUCTURE THAT PROMOTES MORE EFFICIENT USE OF RESOURCES AT THE LOCAL AND REGIONAL LEVEL

Strategy 6.4: Evaluate liability insurance restrictions that limit sharing vehicles or other resources among agencies.

Strategy 6.5: Consider the acquisition of an increasing number of smaller vehicles to better meet the needs of all agencies particularly those in rural, sparsely populated operating areas. Vehicles that meet guidelines for the provision of human service transportation should be obtained.

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GOAL #6: CREATE A TRANSPORTATION STRUCTURE THAT PROMOTES MORE EFFICIENT USE OF RESOURCES AT THE LOCAL AND REGIONAL LEVEL

Strategy 6.6: Work cooperatively with INDOT to identify and allow the procurement of a vehicle that will meet Head Start guidelines. This will enable local transportation providers to meet the growing demand to transport pre-school and Head Start children to and from school.

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GOAL #6: CREATE A TRANSPORTATION STRUCTURE THAT PROMOTES MORE EFFICIENT USE OF RESOURCES AT THE LOCAL AND REGIONAL LEVEL

Strategy 6.7: CDC Resources should initiate discussions with Carroll County Senior & Family Services and the White County Council on Aging to discuss a coordinated arrangement among the agencies that would assist CDC Resources to meet the travel demand from persons with developmental disabilities to go to work, medical appointments, program activities and shopping.

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GOAL #7: OBTAIN THE NECESSARY CAPITAL ASSISTANCE, INCLUDING VEHICLES AND RELATED EQUIPMENT AND NEW TECHNOLOGY, TO IMPROVE EXISTING MOBILITY OPTIONS AND SERVE MORE PEOPLE.

Strategy 7.1: Update and improve vehicle fleets across the Region by applying to INDOT for Section 5310 and Section 5311 capital assistance for vehicles to be used in a coordinated manner by area transportation providers. All acquired vehicles should be lift-equipped to meet the travel needs of persons with disabilities.

Strategy 7.2: Vehicle fleet sizes should be evaluated to determine if expansion vehicles are needed to meet the area's growing transportation demand.

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GOAL #7: OBTAIN THE NECESSARY CAPITAL ASSISTANCE, INCLUDING VEHICLES AND RELATED EQUIPMENT AND NEW TECHNOLOGY, TO IMPROVE EXISTING MOBILITY OPTIONS AND SERVE MORE PEOPLE.

Strategy 7.3: Acquire vehicles and equipment for accessible services designed to accommodate mobility aids in each county. Purchase alternative fuel vehicles when possible. Where needed, acquire vehicles that accommodate mobility aids that exceed the ADA dimensions and weight ratings established for common wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600-pound design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand response service.

GOAL #7: OBTAIN THE NECESSARY CAPITAL ASSISTANCE, INCLUDING VEHICLES AND RELATED EQUIPMENT AND NEW TECHNOLOGY, TO IMPROVE EXISTING MOBILITY OPTIONS AND SERVE MORE PEOPLE.

Strategy 7.4: Purchase/utilize scheduling software for transportation providers in the Region's counties where the appropriate software does not exist. Scheduling software enables providers to share trip schedules, identify vacant seats on each vehicle, and track performance of trips provided. Transportation providers can jointly purchase or share licensing of software to facilitate the efficient performance of the providers in each county. Transportation providers that currently use scheduling software should be able to communicate with other scheduling software programs to share trip information.

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Challenges to Coordination

- Fear of losing control over certain aspects of their service
- Lack of knowledge
- Fully Allocated Costs
- Agency participation
- Economic climate
- Primarily rural – low populated area
- History of agencies providing client transportation independently

Service Planning Considerations for Coordination Goal Implementation

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Implementation Strategy

- A common element of achieving a goal is an organized and effective plan, which serves as the backbone for the goal

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Service Planning Considerations

- Service Planning Is
  - Used for minor service modifications up to the development of short and long range transit development plans

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Service Planning Considerations

- Service Planning Is
  - A necessary and effective tool for reviewing and evaluating existing service, adding service, cutting service, restructuring service, system start up, fare changes, and other service modifications
  - A critical element to determining the overall impact the change will have on the transit providers and the community

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Service Planning Considerations

- Service Planning
  - Forces you to develop a step by step action plan
  - Forces you to clearly state your assumptions of impact and expectations;
    - makes actions defensible through supporting data and documentation

Before Strategy Implementation

- Determine how implementation will address the identified need
- Contact INDOT to ensure proposed strategy meets program and regulation criteria
- Ensure buy in from transit providers and the community
- Determine the cost of implementation
- Obtain public input

Rating Implementation

SUGGESTED STRATEGIES

- Nominate Responsible Parties for Each Strategy.
- Prioritize Implementation of Strategies.

Next Steps

Refine the Implementation Plan

- Review and Comment on Draft Plan

Adopt the Final Plan

- Begin Implementation of Strategies

Draft Final Report

- Stakeholders Review the Draft Plan (3 weeks) and Submit Comments to RLS by Phone or Email

Final Plan

- RLS Emails Final Plan to Regional POC and Stakeholders for One Last Review (about 1 week)
- Local POCs Adopt the Final Plan and Submit Adoption Signature Page to INDOT

Questions???

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Megan Lawson
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812-372-3794
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Sign-In Sheet
Region 5 2013 Coordinated Public Transit-Human Services Transportation Plan Update
April 2 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
Barbarie Ruake	CDC Resources	Address: Norway Road City: Monticello Zip: 47960	mcruz@cdcresources.org	
Stan Minnick	Area IV Agency	Address: 660 N. 36th St. City: Lafayette Zip: 47905	sminnick@areaivagency.org	765-447-7683
DAWN LAYTON	PPRC	Address: 401 West Walnut City: Frankfort, IN Zip: 46041	dlayton@clintoncountytransit.org	765-659-4060
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Cindy Orem	PPRC	Address: 401 W. Walnut St City: Frankfort IN Zip: 46041	Corem@clintoncountytransit.org	765.659.4060

Sign-In Sheet

Region 5 2013 Coordinated Public Transit-Human Services Transportation Plan Update

April 2 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
MARY HELEN WEISHEIT	C.A.R.S.	Address: 201 N. DORNEYER AVE City: Rockville, IN Zip: 47872	mhweisheit@cars-services.org	765-569-2076 EXT 249
ELLEN Bartlett	White County United Way	Address: 1001 S. Main ST City: Monticello Zip: 47960-0580	wcunitedway@embarqmail.com	574.583-6544
Gale Spry	White County Council on Aging	Address: P.O. Box 421 City: Monticello Zip: 47960	gspry@wccoa.comcastbiz.net	574-583-9119
ALICE YATES	SUNSHINE VANS	Address: 622 E S BLVD City: CRAWFORDSVILLE Zip: 47933	AYATES@CRAWFORDSVILLE-IN.GOV	765-364-5175
		Address: City: Zip:		

Sign-In Sheet

Region 5 2013 Coordinated Public Transit-Human Services Transportation Plan Update

April 2 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
Tamara Lyon	MAS Vaal CAP, Inc	Address: 22 W 2nd City: Williamsport Zip: 47993	[illegible] @comcast.net	765 762-6412
Brian Jones	INDOT	Address: 100 N. Senate, #955 City: Indpls, IN Zip: 46204	bjones@indot.in.gov	317-232-1493
		Address: City: Zip:		
		Address: City: Zip:		
		Address: City: Zip:		

Community Transportation Public Survey

Please take a moment to complete the transportation needs assessment survey for your community. Information provided in the survey will be used to update transit goals and objectives in the 2013 Coordinated Public Transit- Human Services Transportation Plan. The survey is available online at:

https://www.surveymonkey.com/s/indotpublic

or by calling (937)299-5007

Thank you very much for your participation!

INDOT General Public Survey

Transportation Survey

The purpose of this survey is to improve transportation. Please do not provide any personal information that might identify you. Thank you!

Please complete this survey and drop in the box provided or you may complete it online at www.surveymonkey.com/s/indotpublic

1. Where are you completing this survey? (Please provide the name of the county):

2. Do you need transportation on a regular basis for any of the following? Check all that apply.

- ☐ Getting to/from work between 5:00AM-7:30AM
- ☐ Getting to/from work between 7:30AM-8:30AM
- ☐ Getting to/from work after 8:30 AM & before 5:00PM
- ☐ Getting to/from work between 5:00 PM-8:00PM
- ☐ Getting to/from work between 8:00 PM-10:00PM
- ☐ Getting to/from work after 10:00PM
- ☐ Attending training or educational classes during the day
- ☐ Attending training or educational classes during the evening
- ☐ Other (beauty shop,etc.)
- ☐ Getting kids to childcare, school or school activities
- ☐ Going to the doctor / dentist / other medical
- ☐ Visiting friends and family
- ☐ Shopping for essentials such as groceries
- ☐ Other: (beauty shop, etc)
- ☐ Recreational activities and events
- ☐ Weekend and holiday travel

3. How do you usually get places?

- ☐ Personal car/vehicle
- ☐ Bicycle/walking
- ☐ Family/Friends
- ☐ Other (please specify)
- ☐ Vanpool / Carpool
- ☐ Public Transportation
- ☐ Agency/Senior Center
- ☐ Taxi

4. Are you currently employed?

- ○ Yes
- ○ Not Employed
- ○ Retired
- ○ Work from home

5. Do you have a disability that requires you to use a mobility assistance device such as a cane, walker, or wheelchair?

- ○ Yes
- ○ No

INDOT General Public Survey

6. Is your transportation to work limited because of where you live?

◯ Yes ◯ No

7. Which town do you live in (or nearest to)?

8. Which town do you work in (or nearest to) if applicable?

9. What town is your childcare provider in if you have one?

10. What town is your primary medical provider in (if any)?

INDOT General Public Survey

Please rate how you agree with the following statements.

11. The transportation I use:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	N/A
Does a good job of getting me where I need to go.	◯	◯	◯	◯	◯
Makes me wish there was something better.	◯	◯	◯	◯	◯
Limits where I can work.	◯	◯	◯	◯	◯
Is difficult for me to afford.	◯	◯	◯	◯	◯
Makes it easy to do errands.	◯	◯	◯	◯	◯
Is difficult for me to board.	◯	◯	◯	◯	◯
Is not equipped to accommodate my disability accessibility needs	◯	◯	◯	◯	◯

12. I would use public buses regularly if:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	N/A
I knew what was available.	◯	◯	◯	◯	◯
There were bus routes where I lived.	◯	◯	◯	◯	◯
Wait time for pick-up was shorter.	◯	◯	◯	◯	◯
Bus arrival time was more reliable.	◯	◯	◯	◯	◯
It was easier for me to schedule a trip.	◯	◯	◯	◯	◯
I felt safe/secure on public buses and at bus stops.	◯	◯	◯	◯	◯
Someone taught me how to use the bus.	◯	◯	◯	◯	◯
Buses were easier for me to board.	◯	◯	◯	◯	◯
Language was not a problem.	◯	◯	◯	◯	◯

13. I have a car, but I would use/continue to use public transportation to do the following if available:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	N/A
Get to work.	◯	◯	◯	◯	◯
Get to medical appointments.	◯	◯	◯	◯	◯
Get to Shopping, social events, entertainment.	◯	◯	◯	◯	◯
Get to service provider appointments.	◯	◯	◯	◯	◯

INDOT General Public Survey

Demographic Information

14. Your age?

- ◯ Under 19
- ◯ 20-34 years
- ◯ 35-54 years
- ◯ 55-64 years
- ◯ 65 and over

15. Your gender?

- ◯ Male
- ◯ Female

16. Number of persons in your household under the age of 18?

17. Total annual household income?

- ◯ $0- $9,999
- ◯ $10,000- $19,999
- ◯ $20,000- $29,999
- ◯ 30,000- $44,999
- ◯ $45,000+

18. Is English your first language?

- ◯ Yes
- ◯ No

19. Do you need access to transportation information in a language other than English?

- ◯ Yes
- ◯ No

If yes, please specify what language(s).

20. Comments/ suggestions:

This survey can be deposited into the survey box provided or mailed to RL&S Associates,Inc. 3131 South Dixie Hwy.,Suite 545 Dayton, Oh. 45439.

Coordinated Public Transit-Human Services Transportation Plan
Lead Agency Adoption Letter

Moving Ahead for Progress in the 21st Century (MAP-21) requires that projects selected for funding under Federal Transit Administration (FTA) Section 5310 Elderly Individuals and Individuals with Disabilities are derived from a locally developed and adopted coordinated public transit-human services transportation plan. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation, human service agency providers, and participation by the public.

The MAP-21 planning requirements were satisfied for your region through the facilitation of two regional public and stakeholder meetings to discuss needs and gaps in transportation services, and to prioritize coordinated transportation strategies that would address the identified needs and gaps. Meetings were advertised to the public. Additional outreach was conducted through general public and stakeholder surveys. Following all outreach and planning activities, the draft plan was reviewed by the key stakeholders involved in the planning process and comments were incorporated into the final plan.

Each Coordinated Public Transit-Human Services Transportation Planning Region in Indiana has a designated local lead agency. INDOT Office of Transit has designated **Area IV Agency on Aging** as the lead agency for your regional plan, due to the agency's role as a leading transportation and /or human service program provider for older adults, individuals with disabilities, people with low incomes, and/or the general public.

As the lead agency, **Area IV Agency on Aging** is responsible for adopting the Coordinated Public Transit-Human Services Transportation Plan Update. *By adopting the plan, the lead agency is not committing to implementation of strategies. Rather, it is adopting the plan and the identified goals and strategies as a guide for future local coordinated transportation efforts.*

Area IV Agency on Aging has agreed to adopt the Coordinated Public Transit-Human Services Transportation Plan for Region 5.

Elva A. James
Printed Name

Elva A. James
Signature

Executive Director
Title

1-16-15
Date