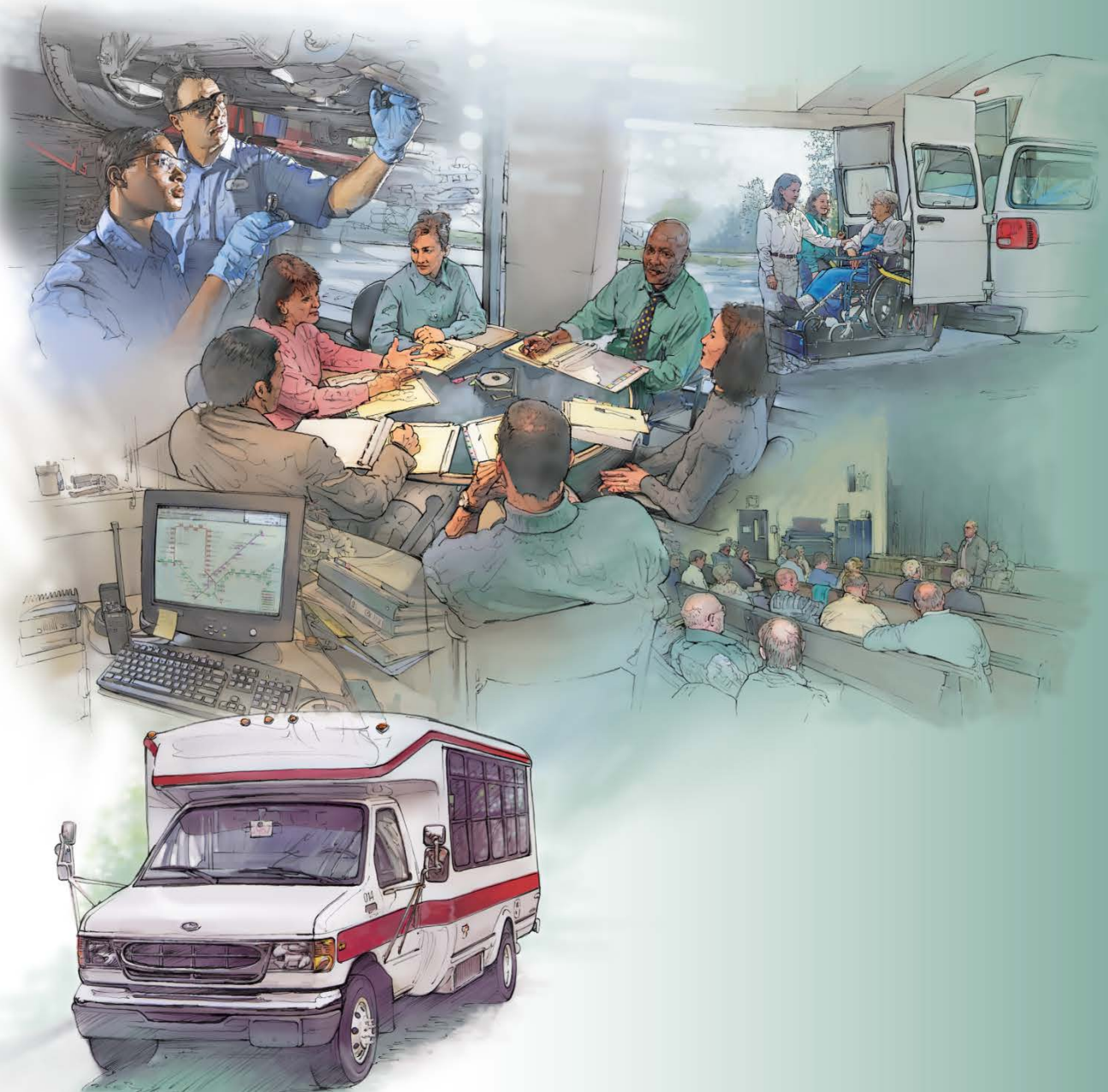




Coordinated Public Transit-Human Services Transportation Plan Update Region 7

Final Report

November 2017





Moving Public Transportation Into the Future

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Introduction

I. INTRODUCTION

OVERVIEW

This plan updates the Public Transit-Human Services Transportation Plan for Clay, Parke, Putnam, and Vermillion Counties in Indiana that was initially developed in 2008; updated in 2012 to fulfill the planning requirements for the United We Ride initiative and the Federal Transit Administration's (FTA) Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU); and updated in 2014 to meet the planning requirements for Moving Ahead for Progress in the 21st Century (MAP-21). SAFETEA-LU and MAP-21 were the Federal surface transportation authorizations effective through September 30, 2015.

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

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

Relevant FAST Act Programs

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

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

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

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

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

PLAN DEVELOPMENT METHODOLOGY

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

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

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

The coordination plan update incorporated the following planning elements:

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

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

GLOSSARY OF TERMS

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

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

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

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

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

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

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

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

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

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

II. EXISTING CONDITIONS

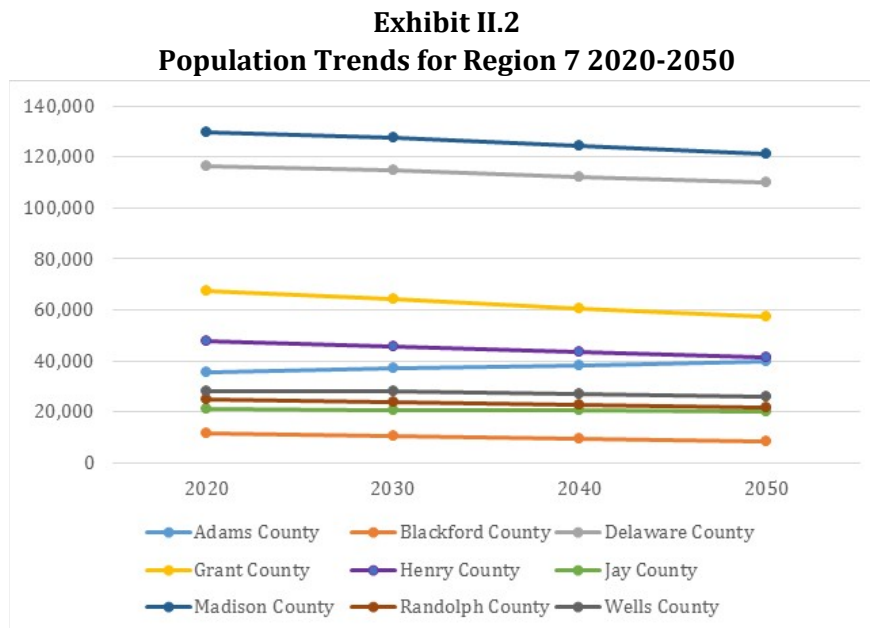
REGION OVERVIEW

Region 7 is located northeast of Indianapolis and around the City of Muncie. It includes the counties of Adams, Blackford, Delaware, Grant, Henry, Jay, Madison, Randolph, and Wells Counties in Indiana. The map in Exhibit II.1 provides a depiction of the area included in this study. The Region is served by the following major highways: Interstates 69 and 70; U.S. Routes 27, 35, 36, 40, and 224; and Indiana Routes 1, 3, 5, 9, 13, 18, 26, 28, 32, 33, 37, 38, 67, 101, 103, 109, 116, 124, 128, 218, 234, and 301.

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

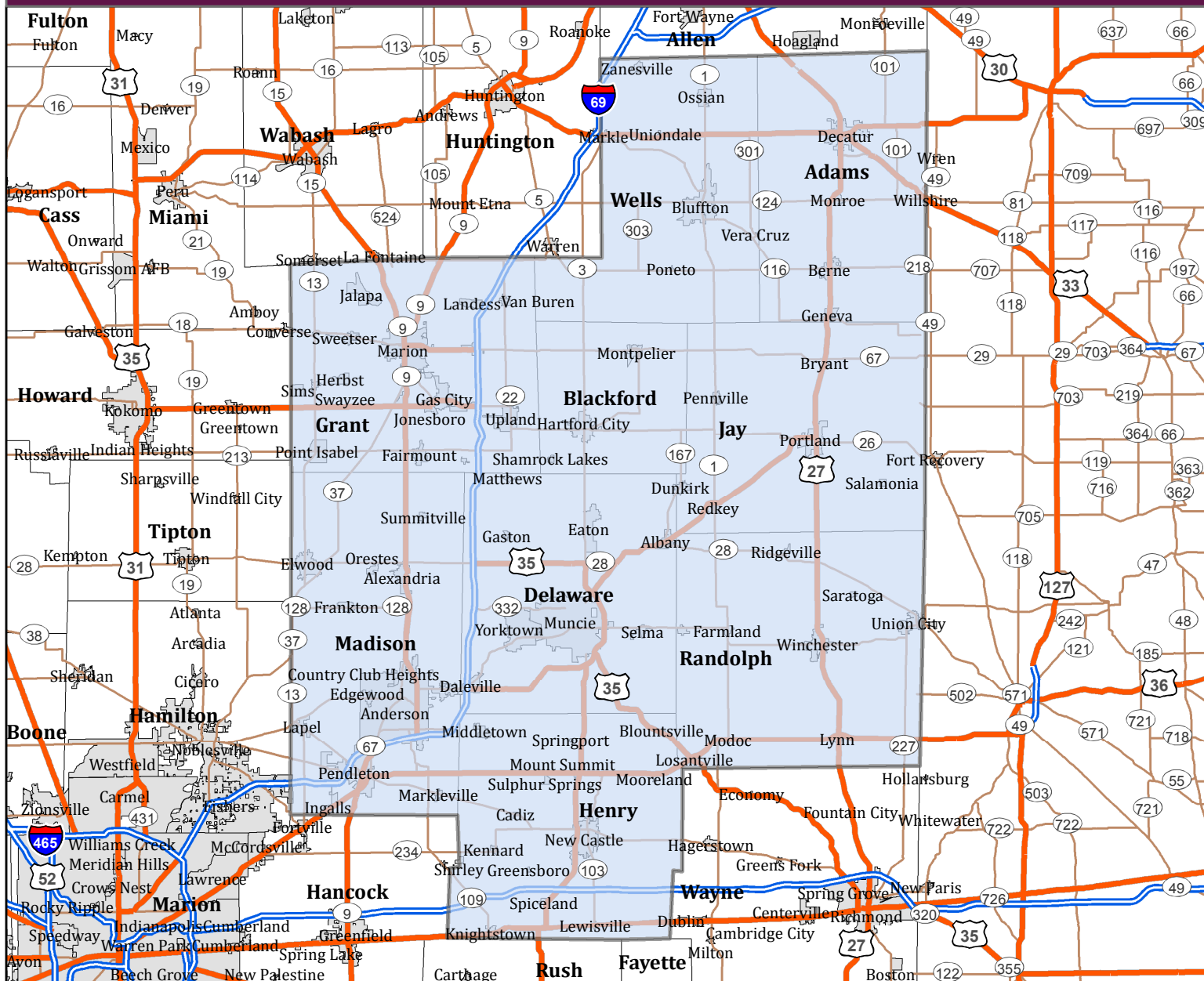
POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business projects the Region's population will decrease to 445,516 by 2050, an estimated loss of 7.7 percent from the year 2020 population projection. Exhibit II.2 shows population trends between 2020 and 2050 for each county in Region 7.



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

Exhibit II.1: Location Map Region 7



Region 7 Coordinated Public Transit- Human Services Transportation Plan Update

Legend

- Region 7
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns
- Counties

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



OLDER ADULT POPULATION

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

There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade are the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “baby boom,” era defined by the Census Bureau as persons born from 1946 through 1964. These baby boomers are now reaching the age of 65 and are becoming more likely to use transportation services if they are available.

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

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

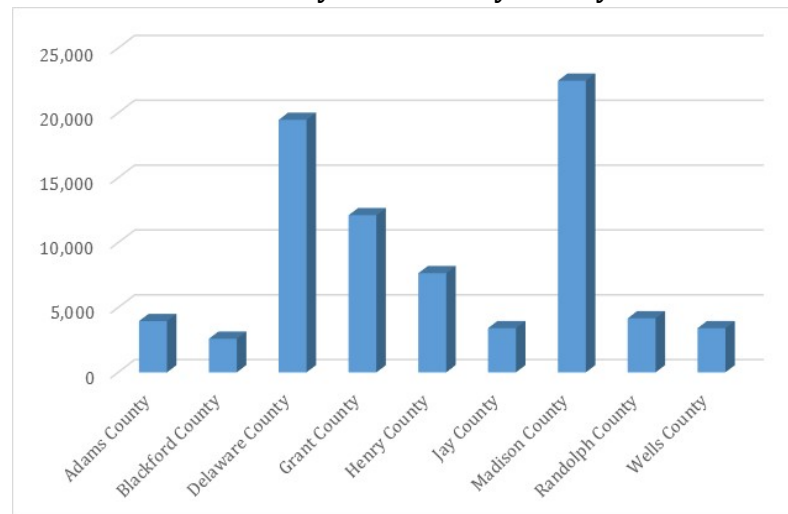
INDIVIDUALS WITH DISABILITIES

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of a person with a disability in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual’s abilities to perform various life functions. In short, an individual’s capabilities, rather than the mere presence of a medical condition, determine transportation disability.

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region 7 is available through the 2014 ACS Five-Year Estimates of disability for the noninstitutionalized population. Exhibit II.3 is intended to provide a comparison of the disabled population in each county within the region.

The chart identifies the highest population of individuals with a disability reside in Madison County. The total disabled population estimate for Madison County is 22,486. Delaware County has an estimated 19,469 disabled people and Grant County has 12,113 disabled people. The remaining counties have less than 7,700 disabled people per county.

Exhibit II.3
Disability Incidence by County

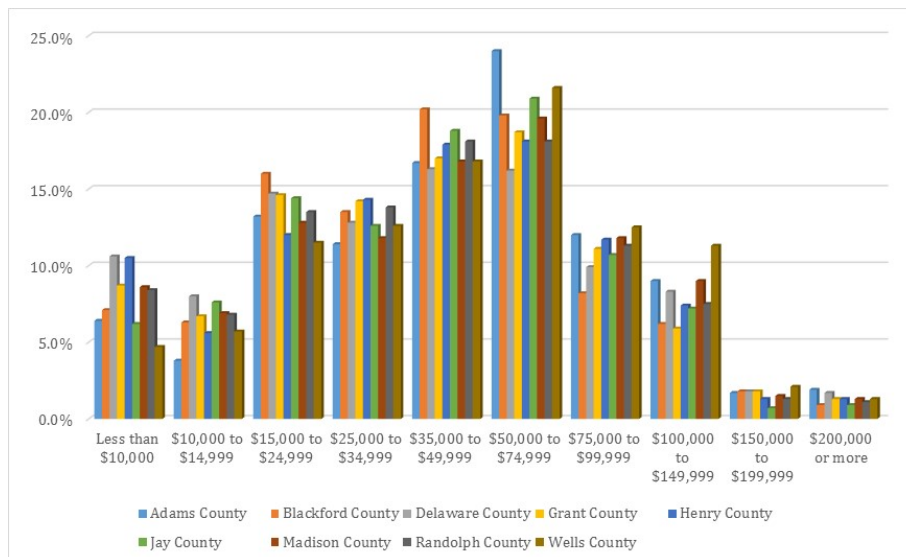


Source: 2014 ACS Five-Year Estimates

HOUSEHOLD INCOME

Exhibit II.4 illustrates the household incomes for the study area according to the 2014 ACS Five-Year Estimates. According to the survey, there are a total of 189,576 households in Region 7. Of those households, about 40.2 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 12.5 percent earned between \$25,000 and \$34,999. Another 19.6 percent earned between \$10,000 and \$24,999 and about 8.1 percent earned less than \$10,000 per year. The median household income for each area is shown in Exhibit II.5.

Exhibit II.4
Household Income by County



Source: 2014 ACS Five-Year Estimates

**Exhibit II.5
Median Household income**

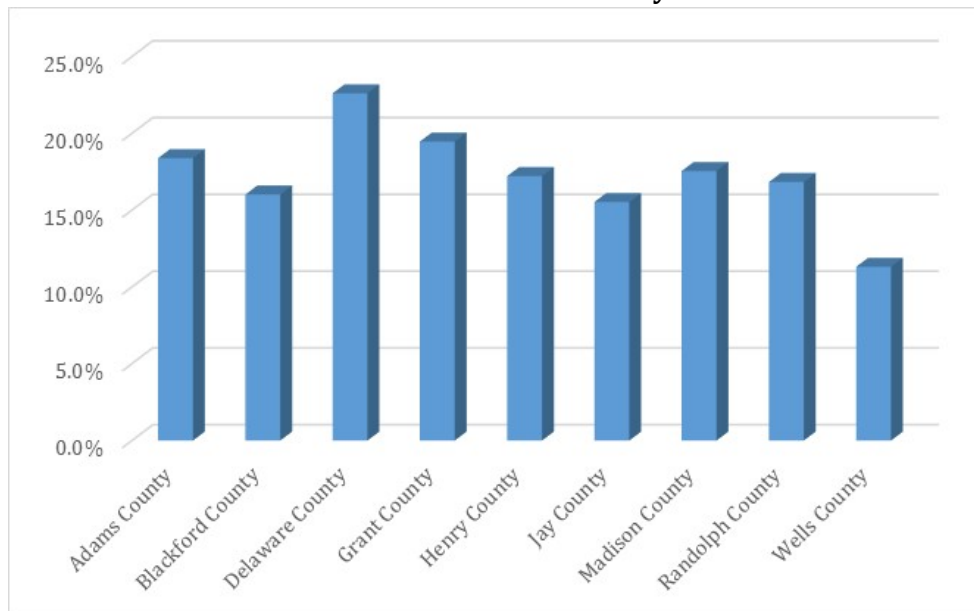
County	Median Income
Adams County	\$47,964
Blackford County	\$39,370
Delaware County	\$37,900
Grant County	\$39,885
Henry County	\$40,247
Jay County	\$40,761
Madison County	\$43,440
Randolph County	\$41,537
Wells County	\$49,050

Source: 2014 ACS Five-Year Estimates

POVERTY STATUS

Exhibit II.6 illustrates the percentage of the population in each County that is living below the poverty level. Delaware County has the highest percent of population living below the poverty level with 22.6 percent. Grant County has the second highest percentage of population living in poverty with 19.5 percent while Adams County has 18.4 percent. Madison, Henry, and Randolph Counties have 17.6, 17.2, and 16.8 percent of population below the poverty level respectively. The remaining counties have less than 16 percent of population below the poverty level.

**Exhibit II.6
Percent Below Poverty**

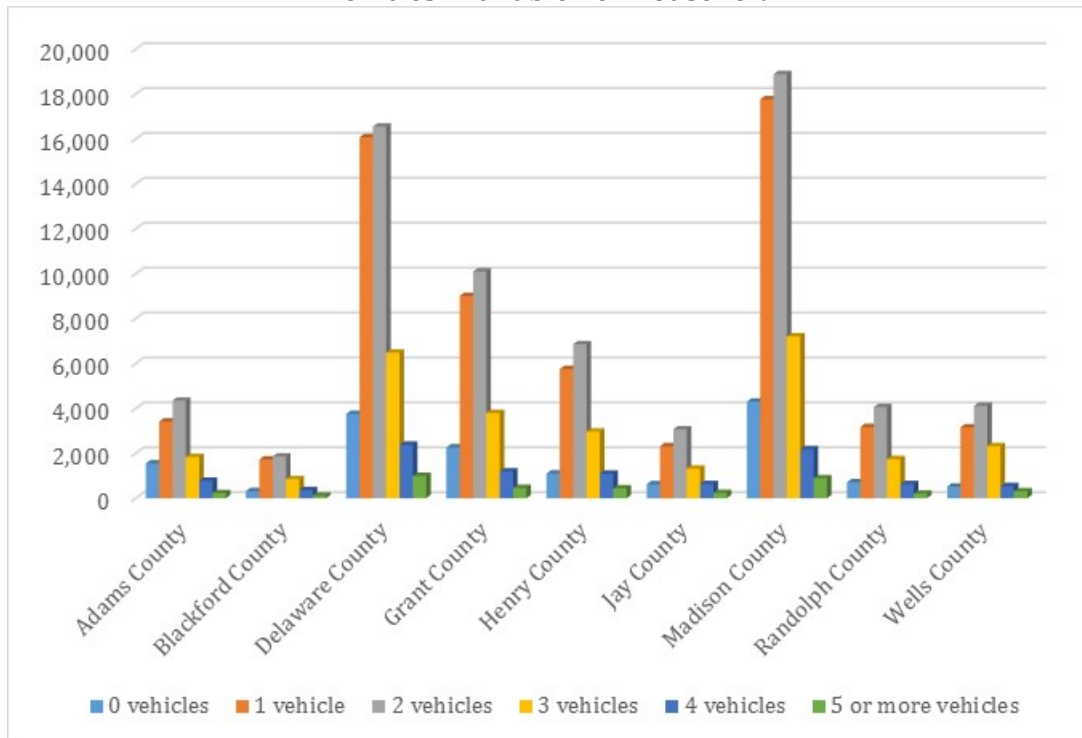


Source: 2014 ACS Five-Year Estimates

ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 15,138 households in the region that have no available vehicle. This is 4.7 percent of all the households in the region. An additional 62,388 or 28.8 percent of households in the region have only one vehicle. Exhibit II.7 shows the total number of vehicle availability per household in each county.

Exhibit II.7
Vehicles Available Per Household



Source: 2014 ACS Five-Year Estimates

COUNTY PROFILES

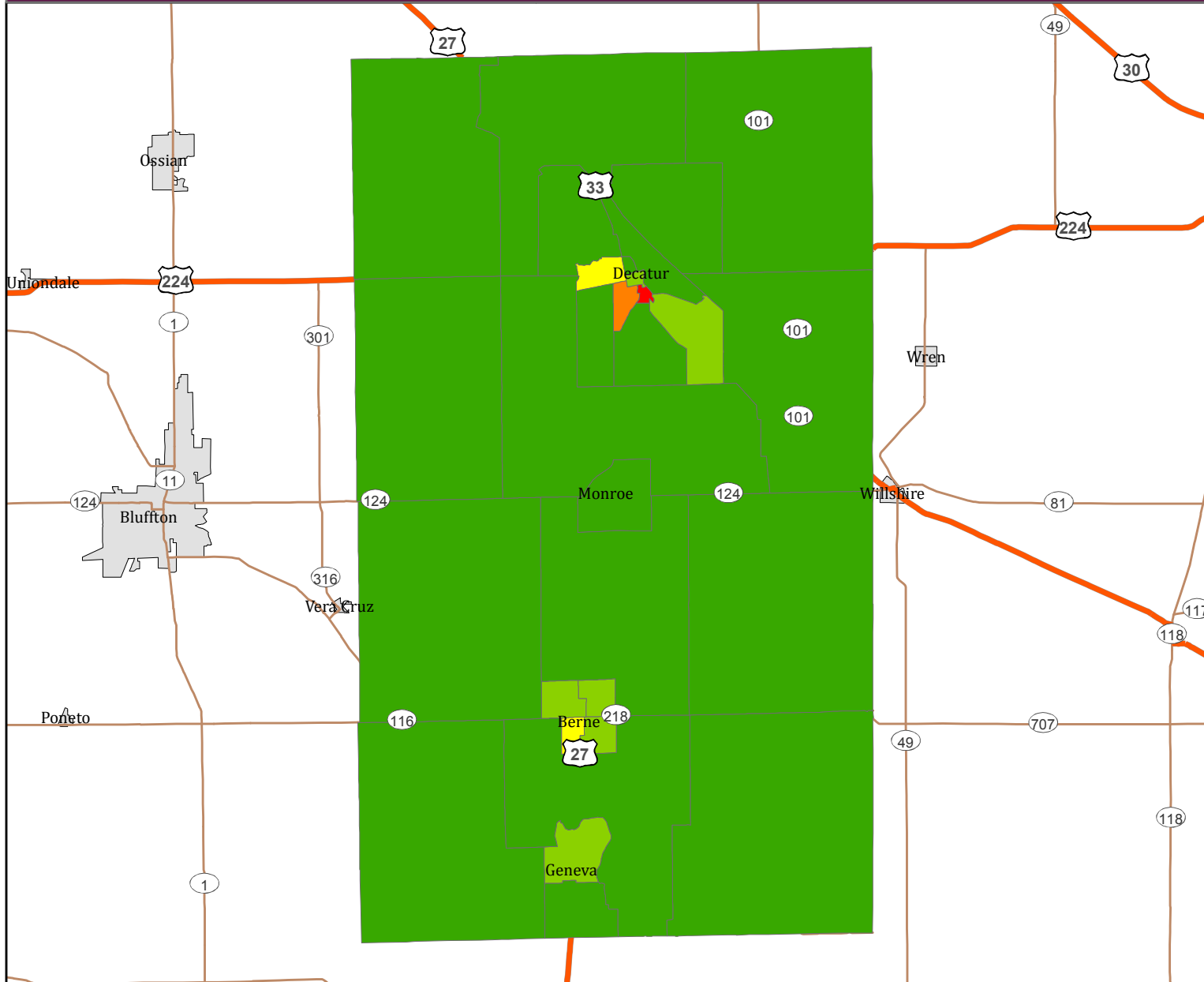
ADAMS COUNTY

Older Adult Population

Exhibit II.8 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Adams County residents aged 65 and older are in Decatur. These block groups have densities of older adults between 398.3 and 1,306 persons per square mile. Areas of moderate densities of persons aged 65 and older can be found in Decatur and Berne. The remainder of the County has overall low to very low densities of persons age 65 and older.

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

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 1.254 - 60.23
- 60.24 - 194.4
- 194.5 - 398.2
- 398.3 - 595.5
- 595.6 - 1306

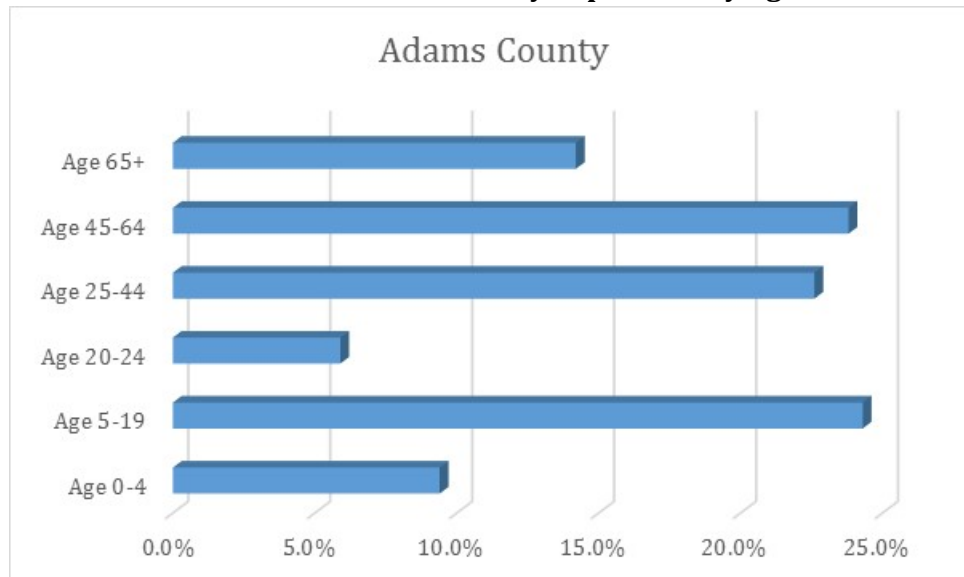
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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

Population by Age

The largest age cohort for Adams County was between ages 45 and 64 (23.8 percent). The second largest group is between ages 25 and 44, which constituted 22.6 percent of the county's population (see Exhibit II.9). The third largest age group is 5 to 19 years old (24.3 percent), while 14.2 percent is age 65 or older. Adams County has the lowest percentage of population 65 and older in Region 7.

Exhibit II.9: Adams County Population by Age



Source: 2014 ACS Five-Year Estimates

Economic Profile

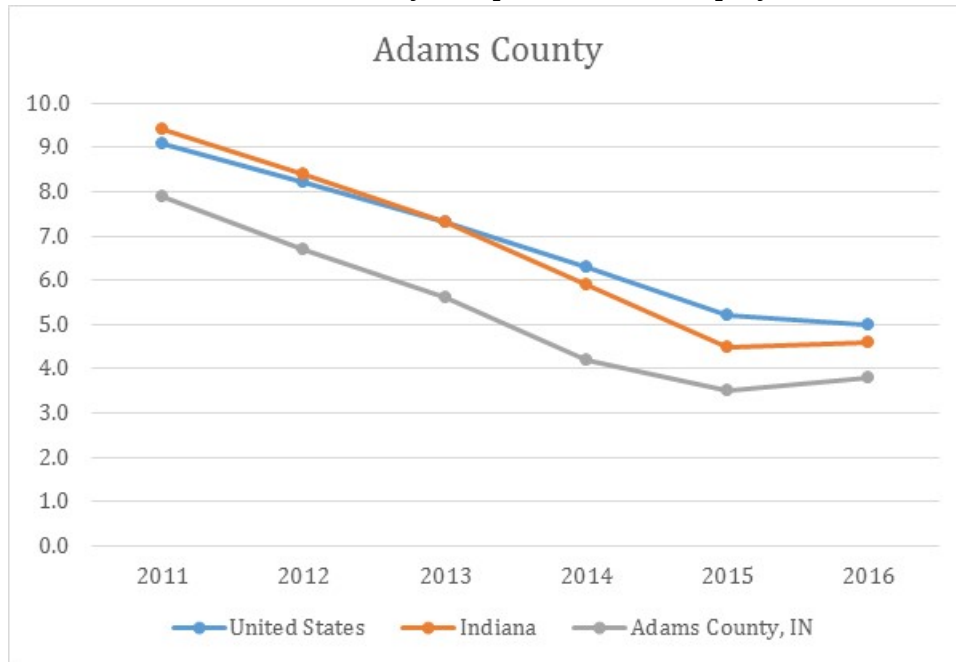
Exhibit II.10 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in southeast Adams County. Over 31.55 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 10.9 to 31.54 percent of zero vehicle households can be found in Decatur and south of Berne. The remainder of the County has moderate to very low percentages of zero vehicle households.

Industry and Labor Force

Adams County's unemployment rate reached a high in 2011 of 7.9 percent. This was lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Adams County has stayed well below the national and state unemployment averages. Exhibit II.11 illustrates a comparison of the unemployment rates in the county, state, and nation.

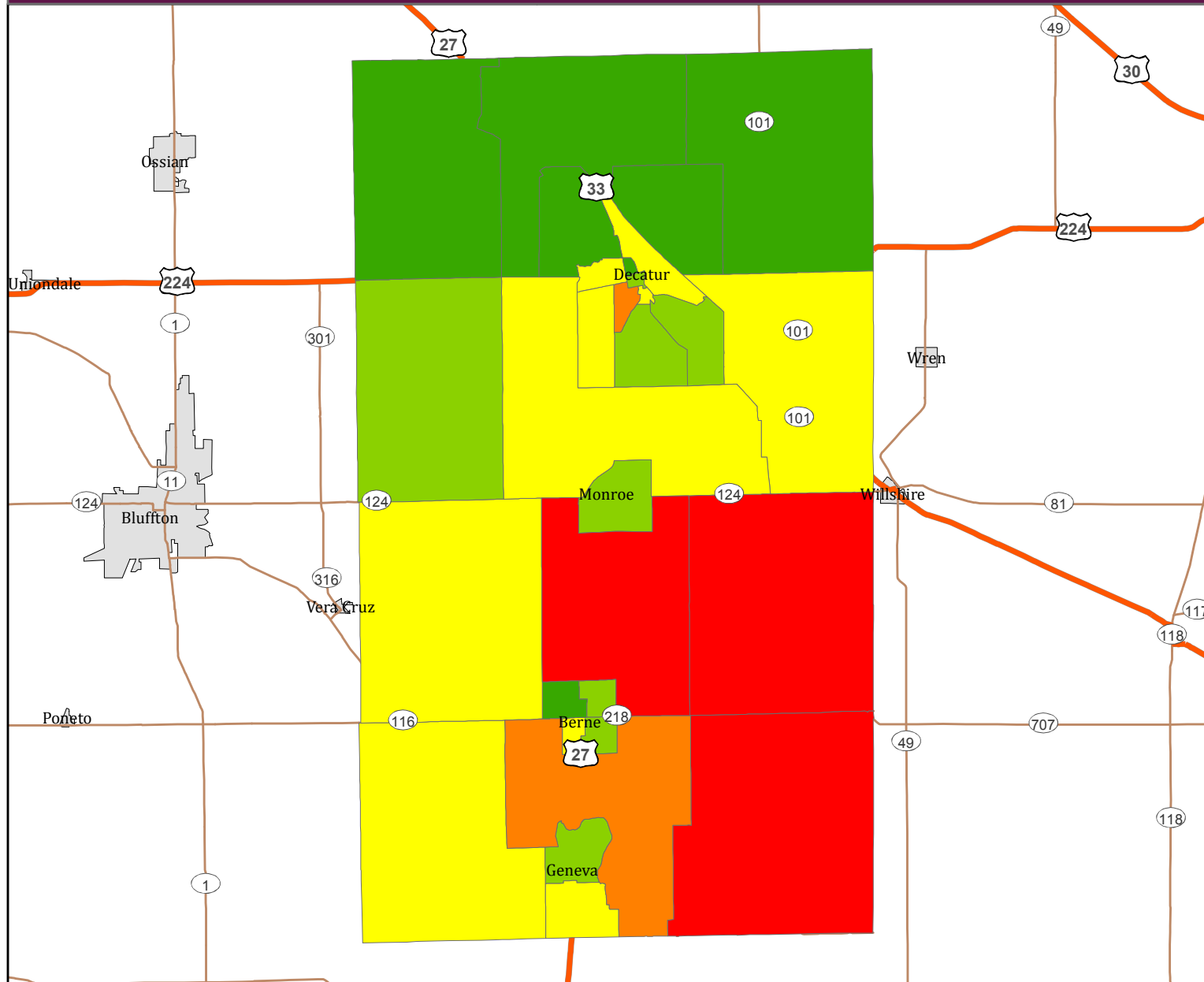
Exhibit II.11: Adams County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.10: Percent Zero Vehicle Households Adams County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 2.15%
- 2.16% - 6.45%
- 6.46% - 10.89%
- 10.9% - 31.54%
- 31.55% - 60%

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

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

BLACKFORD COUNTY

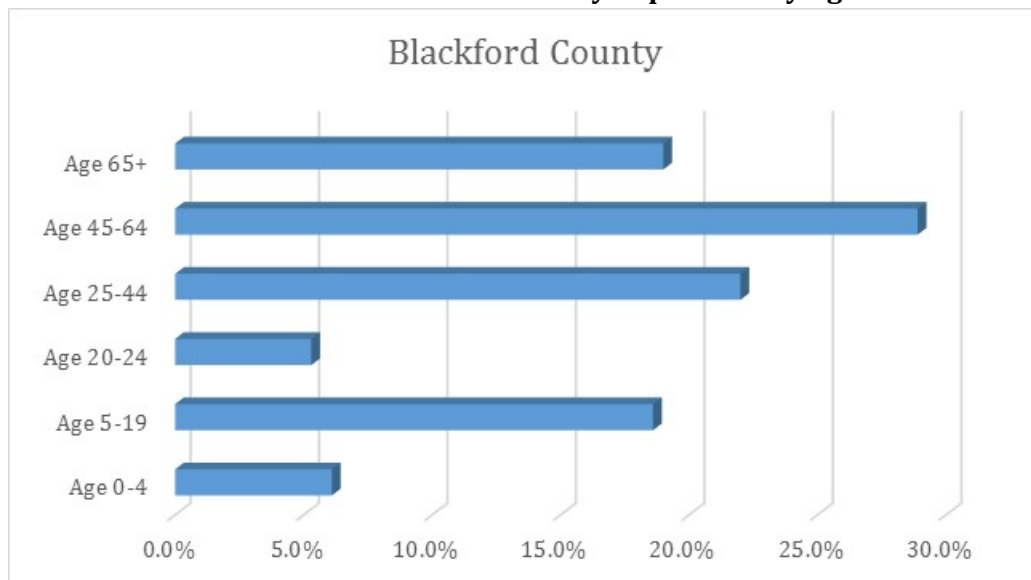
Older Adult Population

Exhibit II.12 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest densities (218 to 716) of Blackford County residents aged 65 and older are in Hartford City. Moderately high and moderate densities of older adults can also be found in Hartford City. These block groups have densities between 31.95 and 217.9 persons aged 65 and older per square mile. The remainder of the county has older adult population densities below 31.94 persons per square mile.

Population by Age

The largest age cohort for Blackford County is between ages 45 and 64 (28.9 percent). The second largest group is between ages 25 and 44, which constituted 22 percent of the county's population (see Exhibit II.13). The third largest age group is persons aged 65 and older (19 percent). Blackford County has the highest percentages of population aged 65 and older in Region 7.

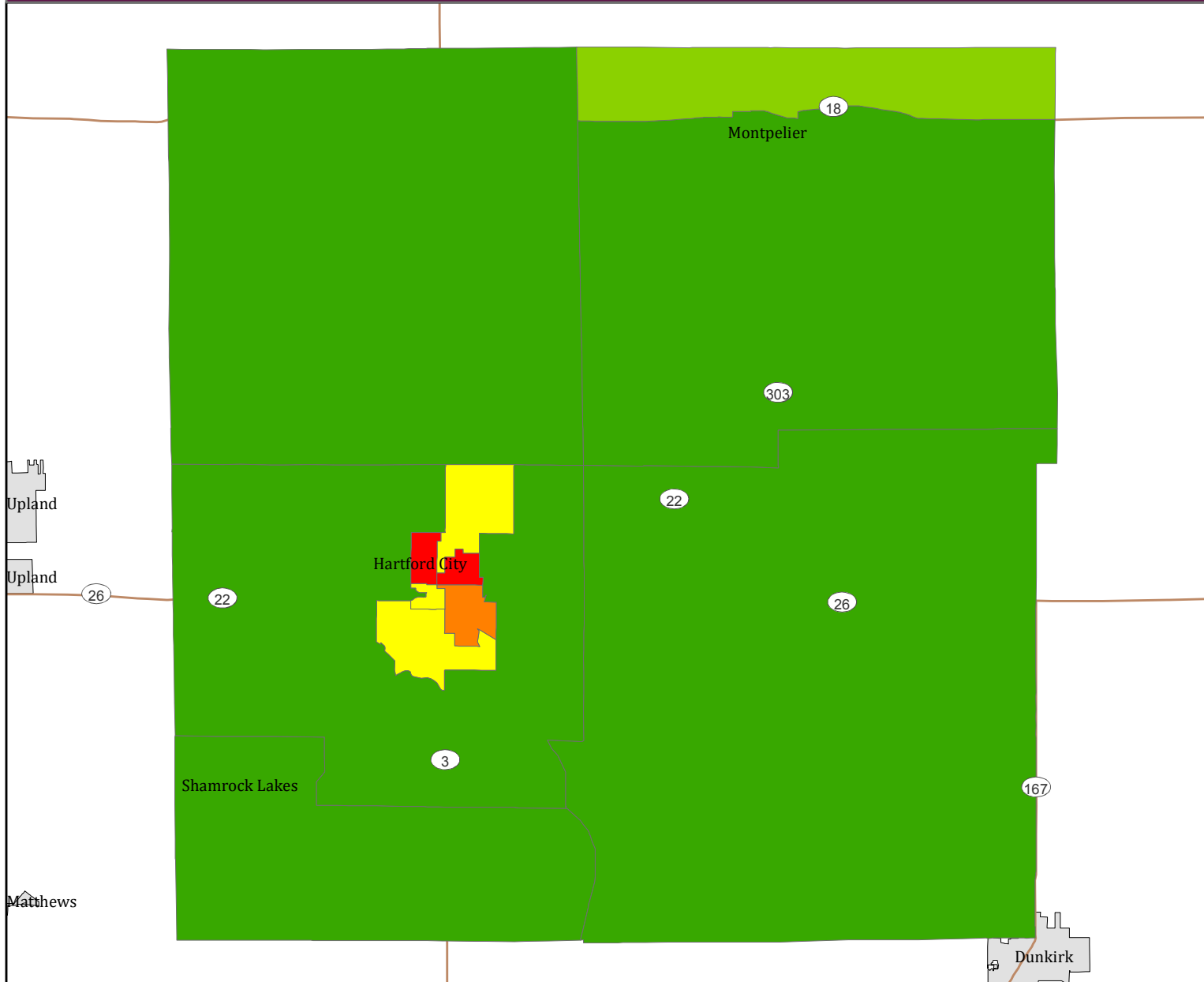
Exhibit II.13: Blackford County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 2.648 - 16.62
- 16.63 - 31.94
- 31.95 - 183.7
- 183.8 - 217.9
- 218.0 - 716.0

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

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



Economic Profile

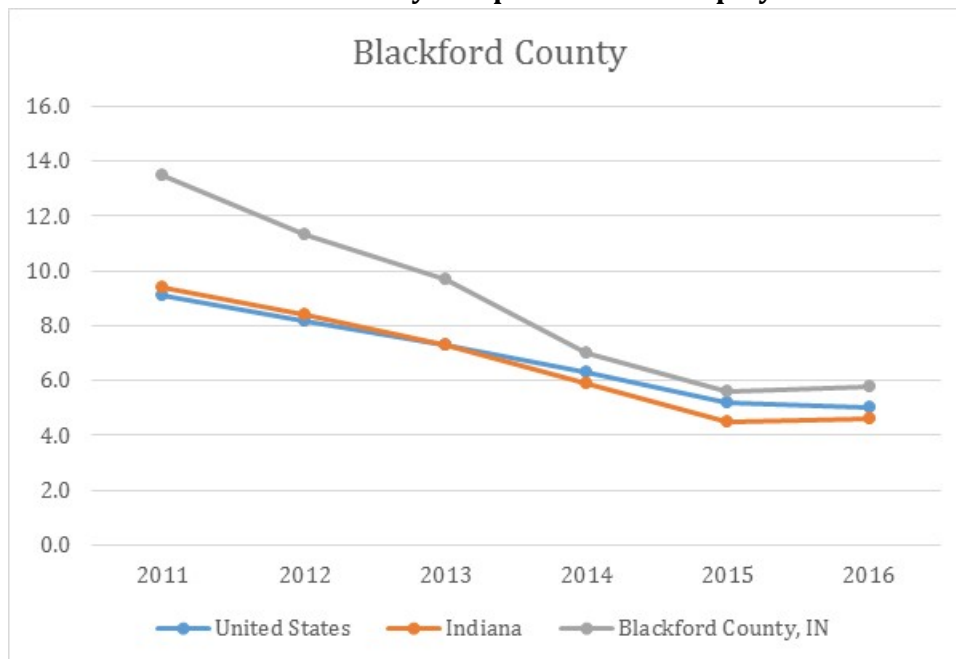
Exhibit II.14 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. These block groups, with the highest concentration of zero vehicle households, can be found in Hartford City. Over 9.77 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 8.59 to 9.76 percent of zero vehicle households can be found in and around Hartford City. The remainder of the County has low percentages of zero vehicle households.

Industry and Labor Force

Blackford County's unemployment rate reached a high in 2011 of 13.5 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

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

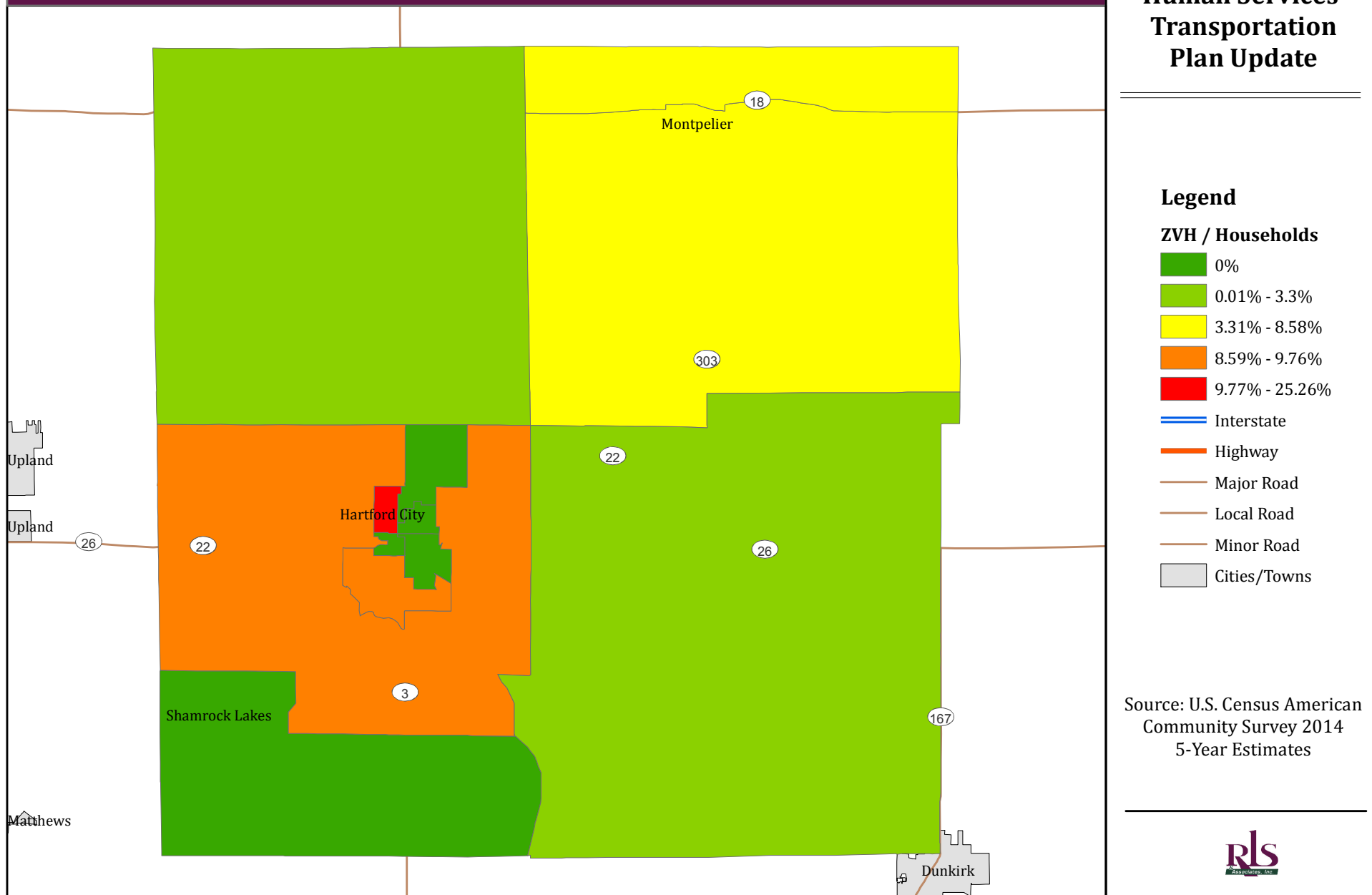
Exhibit II.15: Carroll County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.14: Percent Zero Vehicle Households Blackford County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



DELAWARE COUNTY

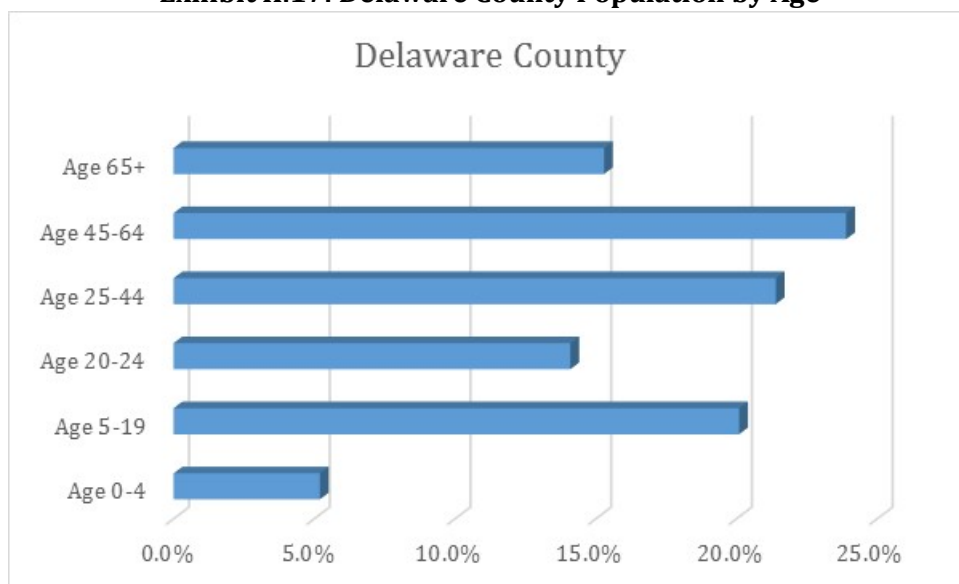
Older Adult Population

Exhibit II.16 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Delaware County residents aged 65 and older are in Muncie (875.1 to 1,317 persons per square mile). These block groups are in northwest and southeast Muncie. Areas of moderately high densities of older adults can be found in Muncie and Yorktown. The remainder of the County has moderate to low densities of older adults.

Population by Age

The largest age cohort for Delaware County is between ages 45 and 64 (23.9 percent). The second largest group is between ages 25 and 44, which constituted 21.4 percent of the County's population (see Exhibit II.17). The third largest age group is 5 to 19 years old (20.1 percent), while 15.3 percent is age 65 or older. Delaware County has the highest percentage of population age 20 to 24 in Region 7. This is attributed to Ball State students.

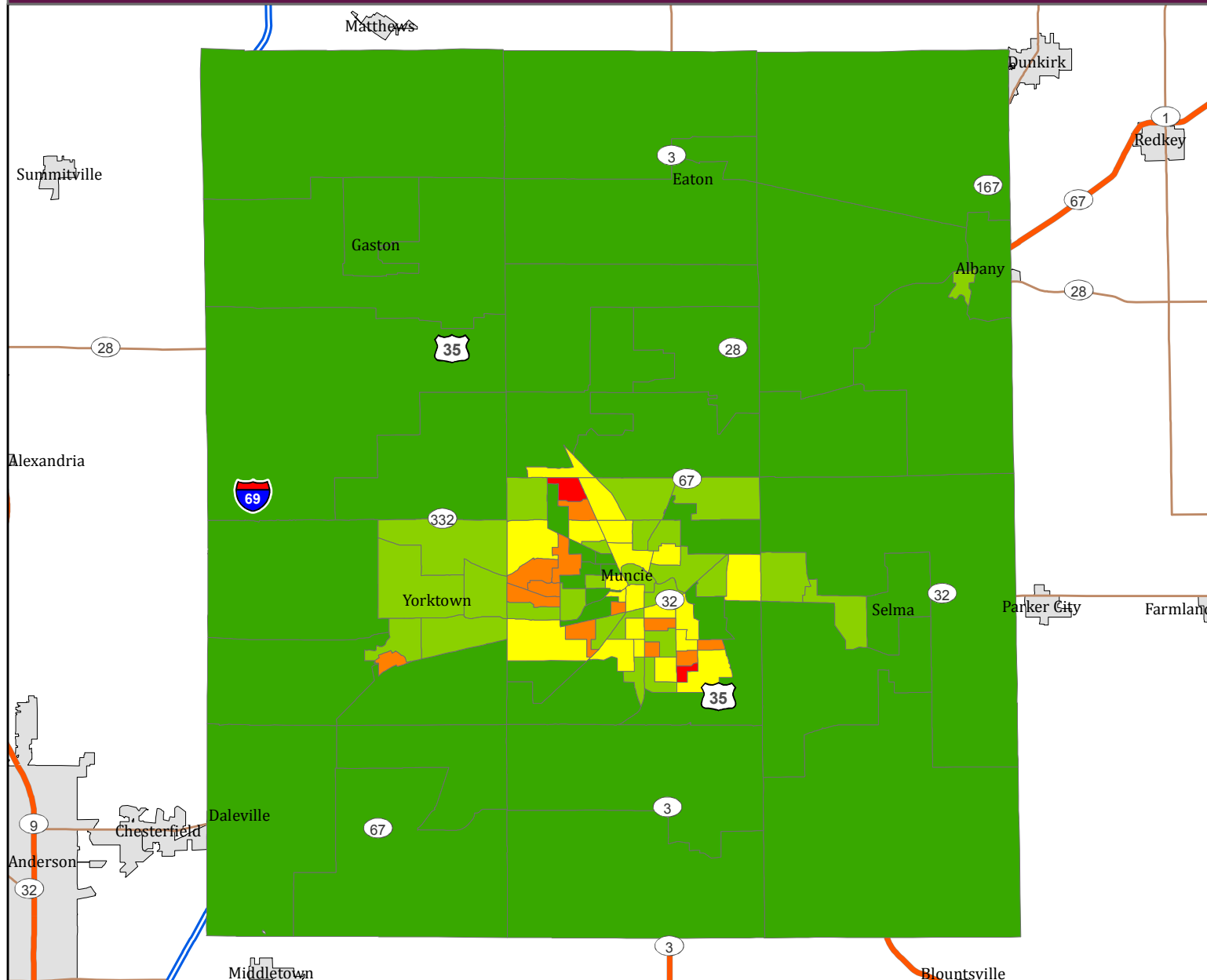
Exhibit II.17: Delaware County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 0.000 - 118.2
- 118.3 - 326.7
- 326.8 - 563.2
- 563.3 - 875.0
- 875.1 - 1317

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

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

Economic Profile

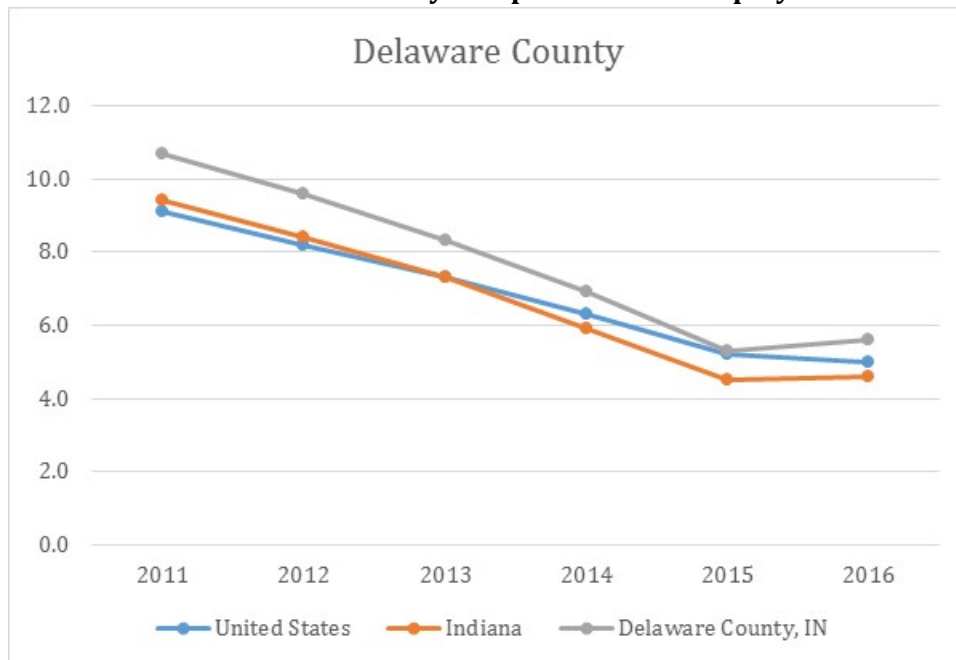
Exhibit II.18 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in Muncie. Over 31.34 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 17.43 to 31.33 percent of zero vehicle households can also be found throughout Muncie. Yorktown has areas of moderate percentages of zero vehicles households while the remainder of the county has low percentages.

Industry and Labor Force

Delaware County's unemployment rate reached a high in 2011 of 10.7 percent. This was higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Delaware County remained higher than the State and National averages. From 2014 to 2016, the unemployment rate aligned itself closer to the State and National averages. Exhibit II.19 illustrates a comparison of the unemployment rates in the county, state, and nation.

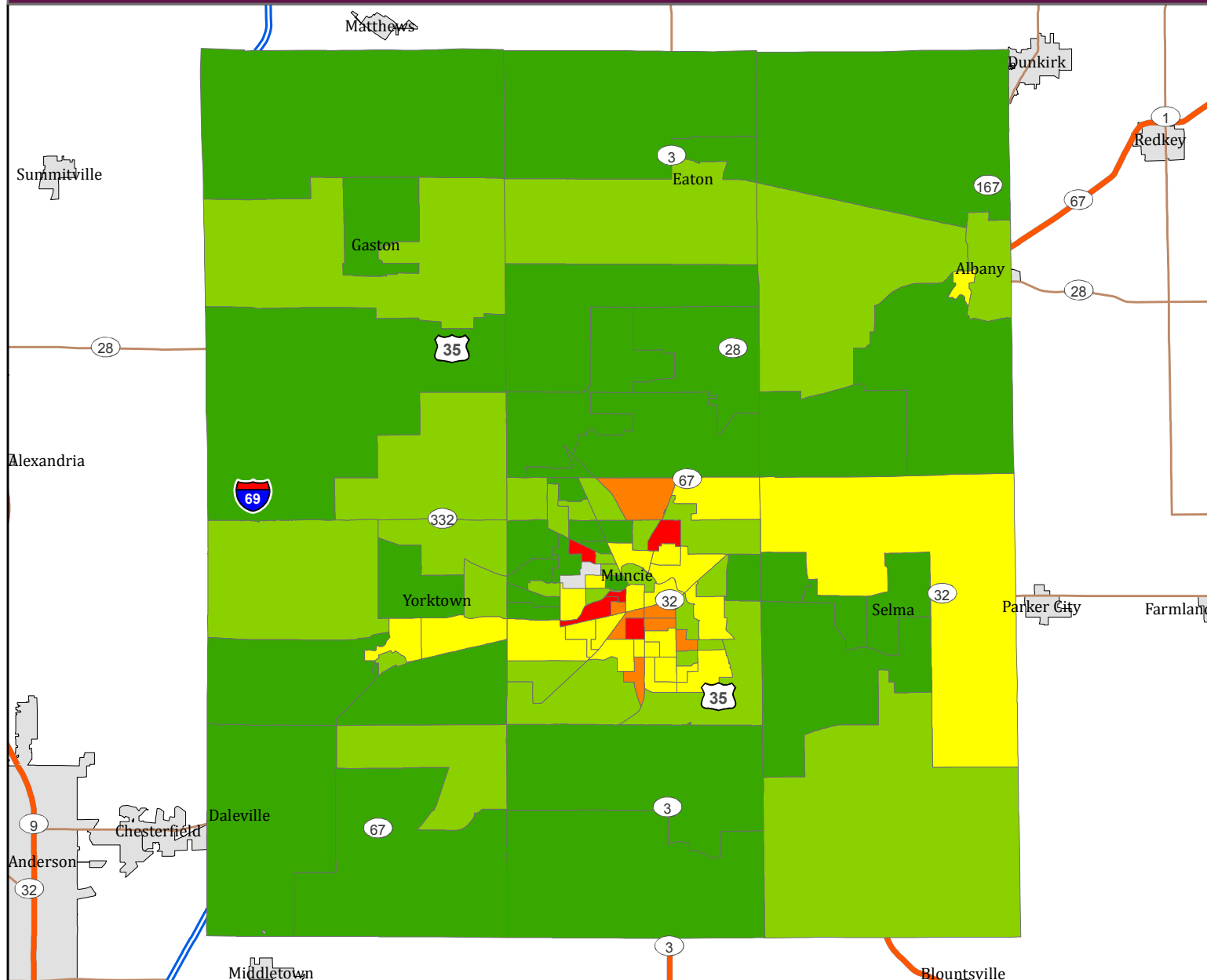
Exhibit II.19: Delaware County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.18: Percent Zero Vehicle Households Delaware County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 2.81%
- 2.82% - 9.24%
- 9.25% - 17.42%
- 17.43% - 31.33%
- 31.34% - 52.87%

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

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

GRANT COUNTY

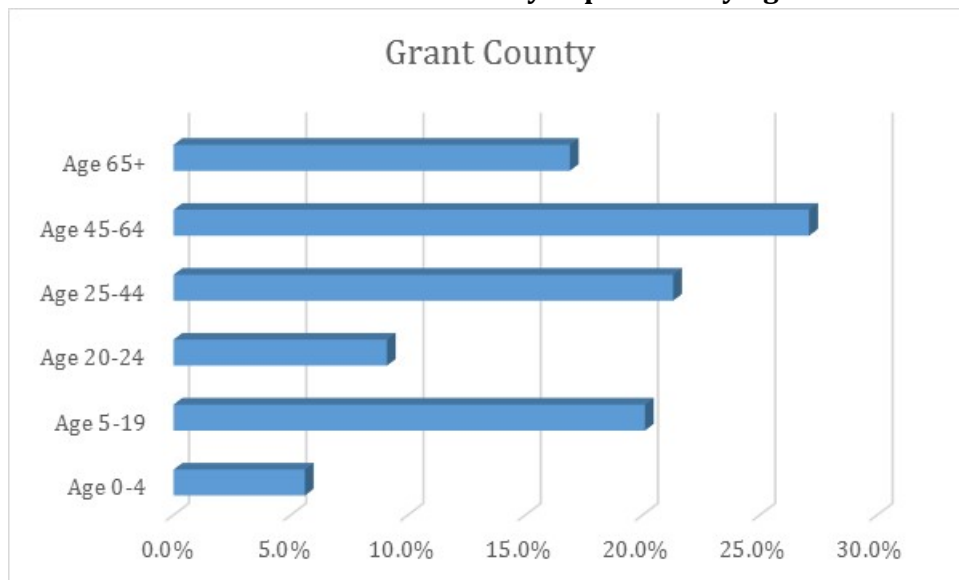
Older Adult Population

Exhibit II.20 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Grant County residents aged 65 and older are in Marion and Gas City. These block groups have older adult densities between 463.7 and 723.4 persons per square mile. Moderately high population densities of persons age 65 and older were also located in Marion and Gas City. The remainder of the County has moderate to very low older adult population densities.

Population by Age

The largest age cohort for Grant County is between ages 45 and 64 (27.1 percent). The second largest group is between ages 25 and 44, which constituted 21.3 percent of the county's population (see Exhibit II.21). The third largest age group is 5 to 19 years old (20.1 percent), while 16.9 percent is age 65 or older.

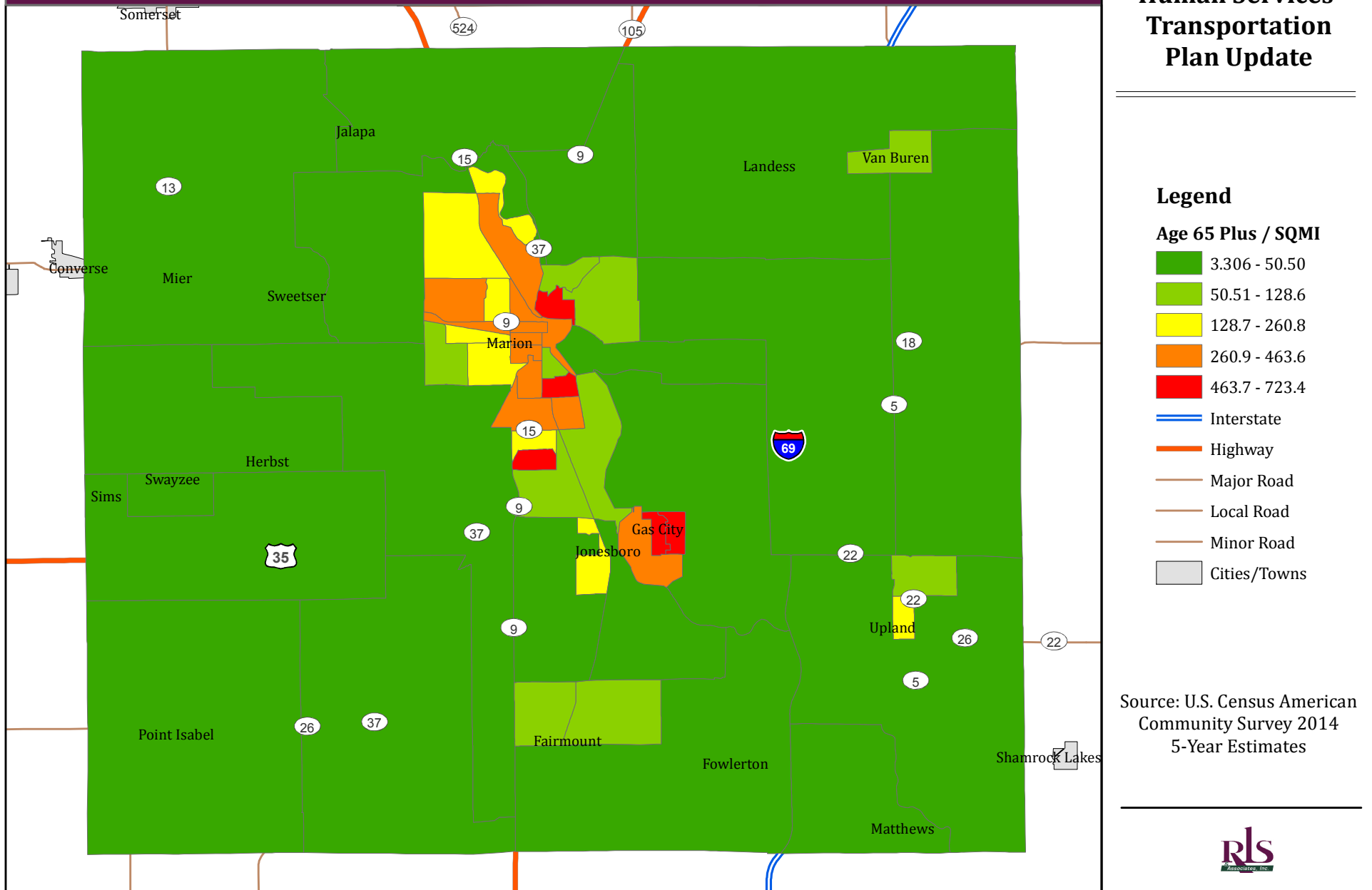
Exhibit II.21: Grant County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



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

Economic Profile

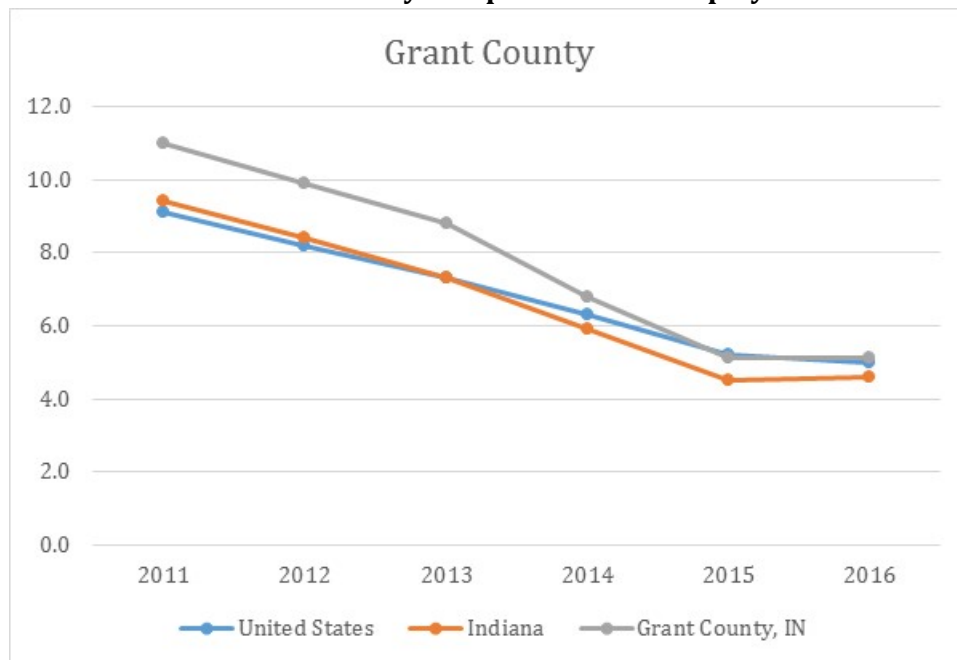
Exhibit II.22 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Marion. Over 17.33 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 9.24 to 17.32 percent of zero vehicle households can be found in south Marion, Sweetser, and Sims. The remainder of the county has overall low levels of zero vehicle households.

Industry and Labor Force

Grant County's unemployment rate reached a high in 2011 of 11 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

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

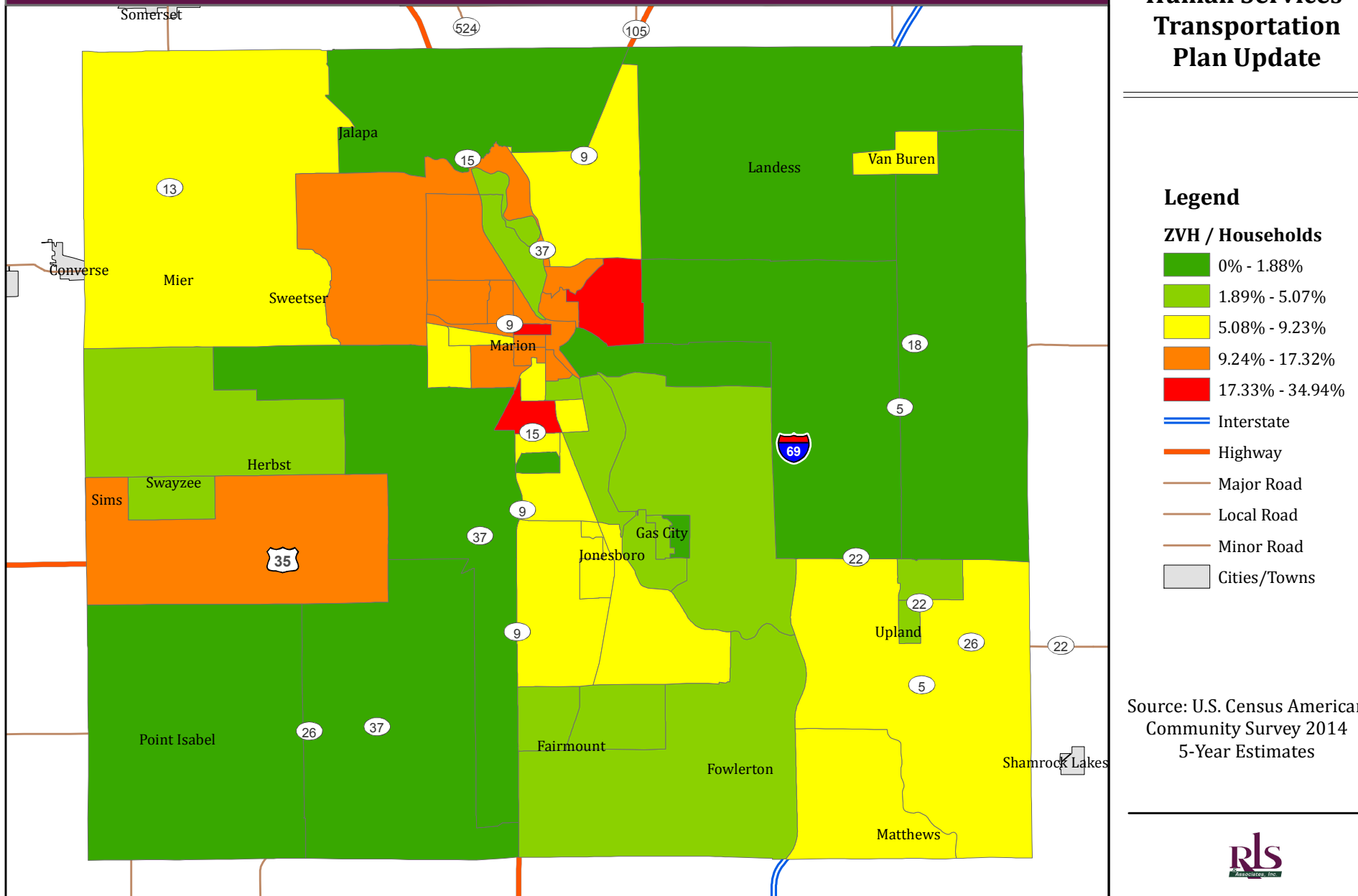
Exhibit II.23: Grant County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.22: Percent Zero Vehicle Households Grant County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



HENRY COUNTY

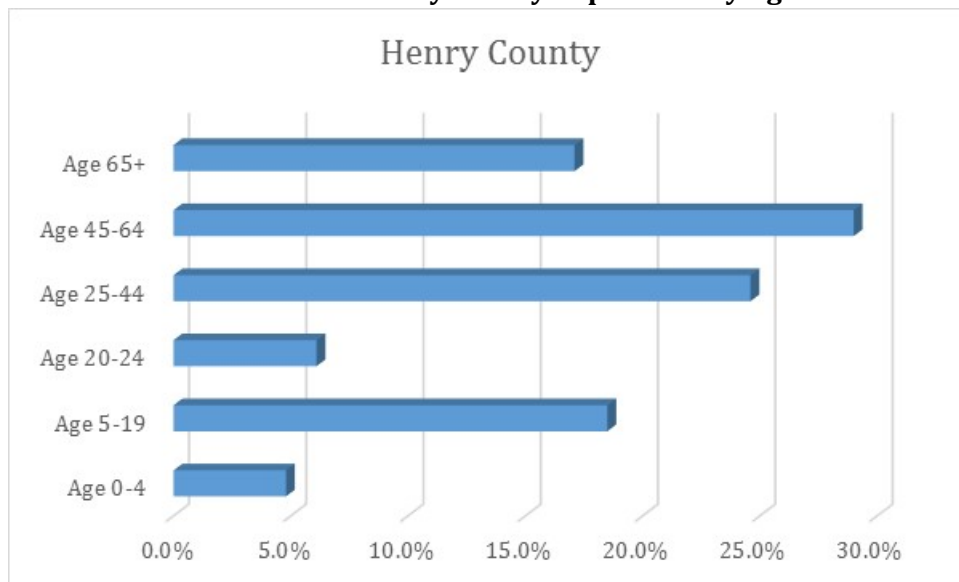
Older Adult Population

Exhibit II.24 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Henry County residents aged 65 and older are in New Castle. These block groups have older adult densities between 566.8 and 1,314 persons per square mile. Areas of moderately high older adult population can be found in New Castle and Middletown. The remainder of the County has low to very low older adult population density.

Population by Age

The largest age cohort for Henry County is between ages 45 and 64 (29 percent). The second largest group is between ages 25 and 44, which constituted 24.6 percent of the County's population (see Exhibit II.25). The third largest age group is 5 to 19 years old (18.5 percent), while 17.1 percent is age 65 or older.

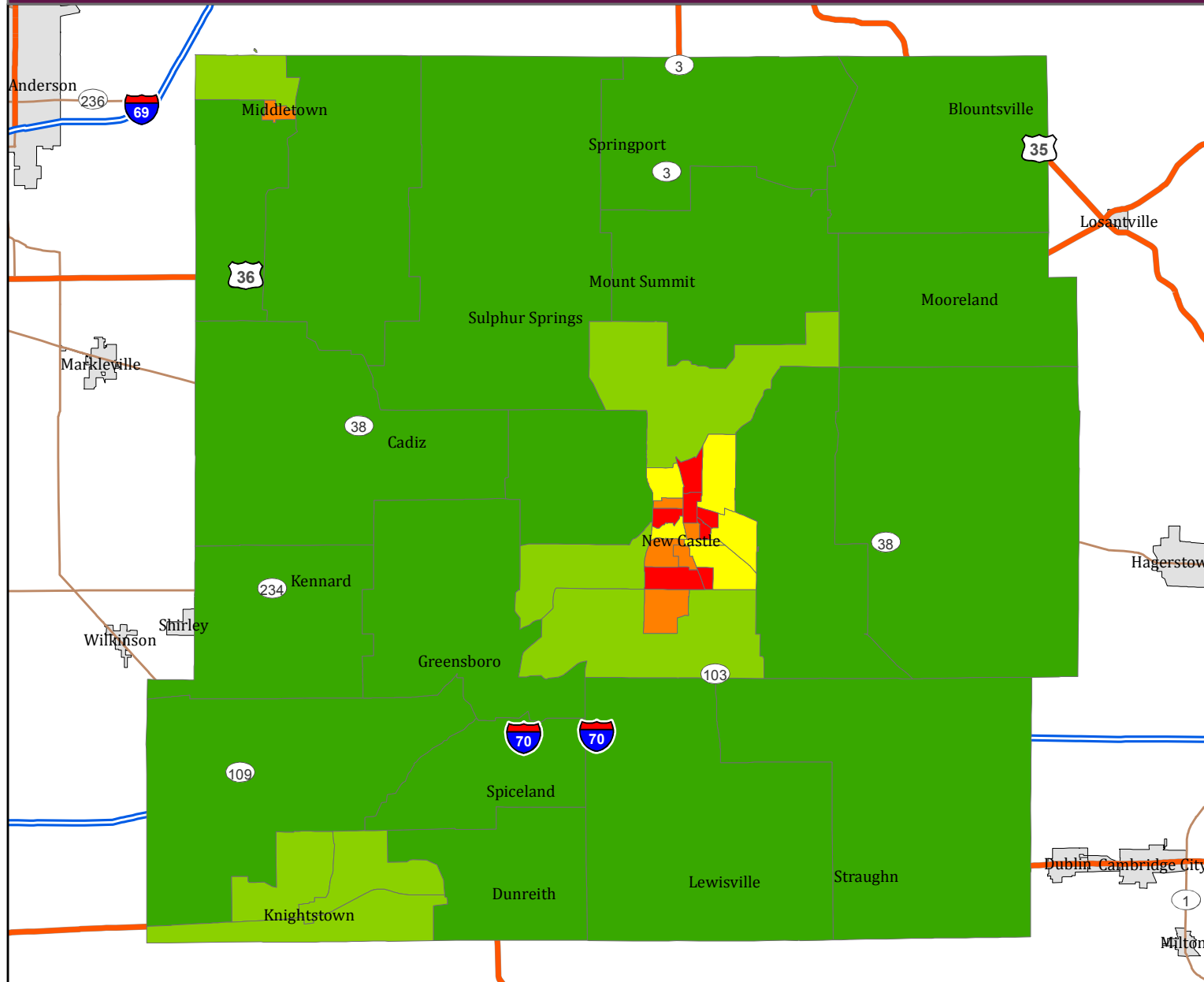
Exhibit II.25: Henry County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 5.335 - 28.03
- 28.04 - 89.04
- 89.05 - 262.4
- 262.5 - 566.7
- 566.8 - 1314

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

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



Economic Profile

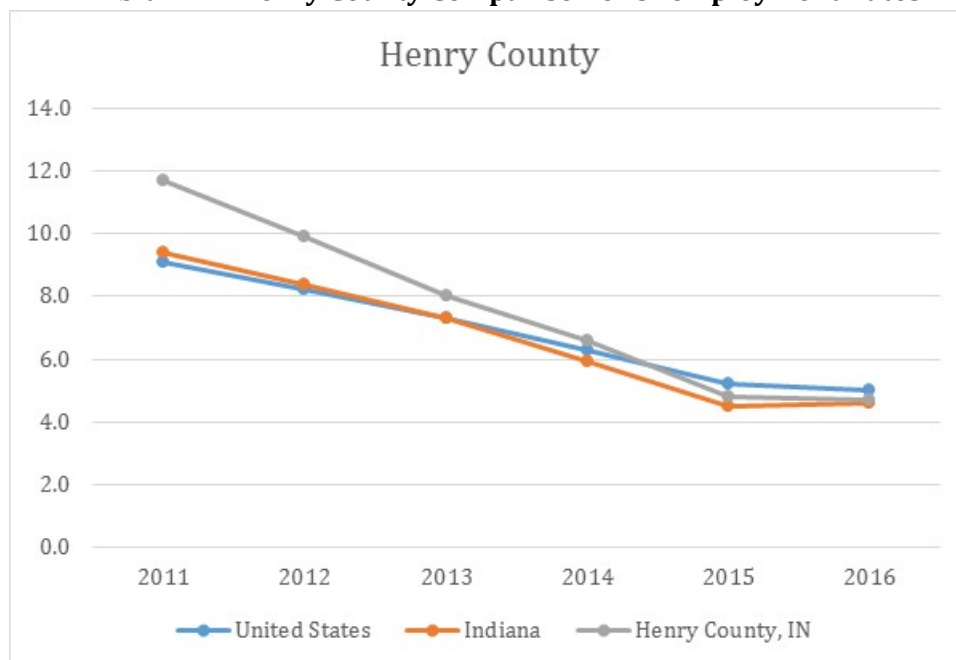
Exhibit II.26 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in New Castle. Over 12.65 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 6.64 to 12.64 percent of zero vehicle households can be found in New Castle and Middletown. The remainder of the County has overall low levels of zero vehicle households.

Industry and Labor Force

Henry County's unemployment rate reached a high in 2011 of 11.7 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2014, the unemployment rate for Henry County was higher than the States and National averages. Then from 2015 to 2016, Henry County's unemployment rate dipped lower than the National average but stayed higher than the State average. Exhibit II.27 illustrates a comparison of the unemployment rates in the county, state, and nation.

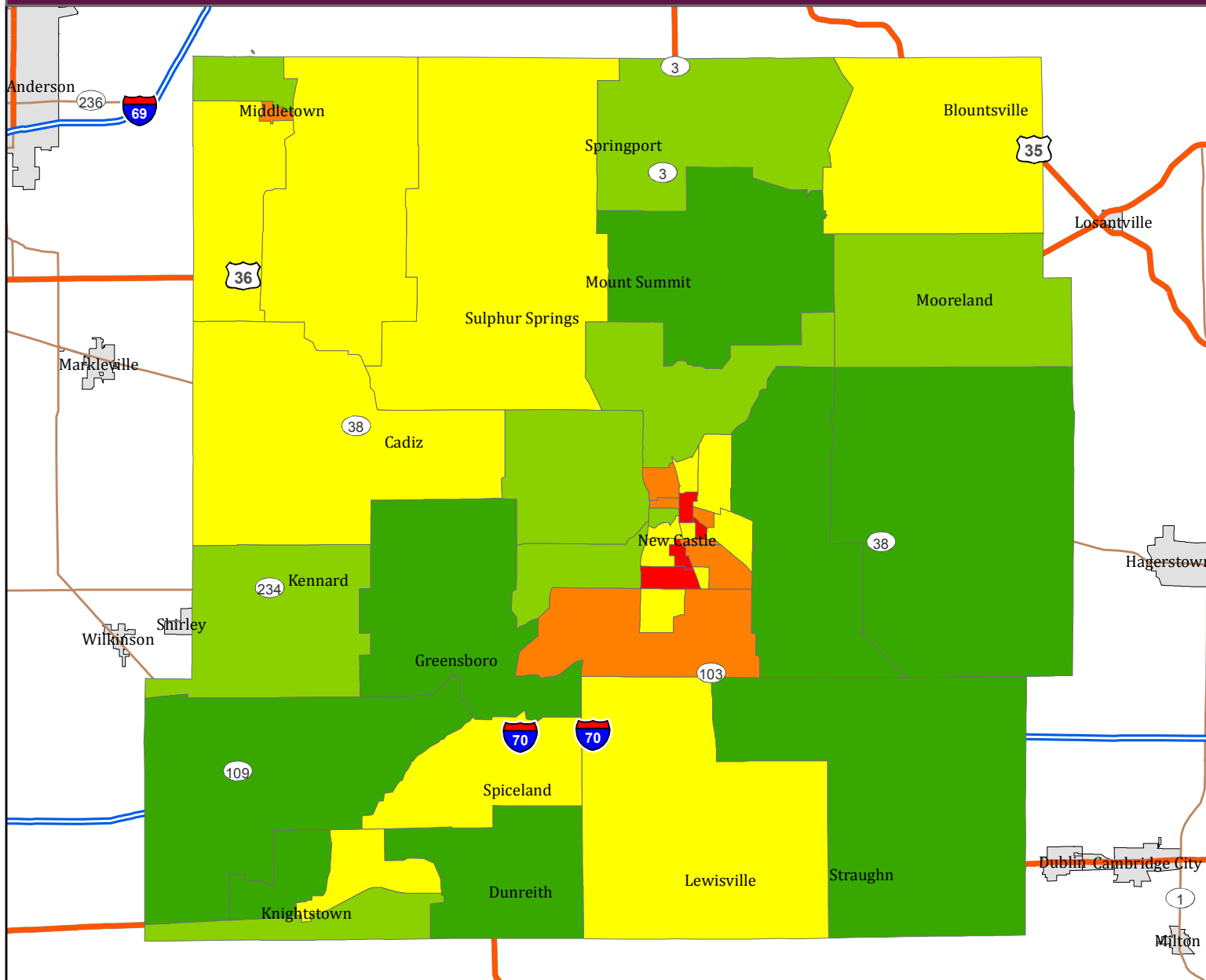
Exhibit II.27: Henry County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.26: Percent Zero Vehicle Households Henry County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 0.82%
- 0.83% - 3%
- 3.01% - 6.63%
- 6.64% - 12.64%
- 12.65% - 30.49%

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

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

JAY COUNTY

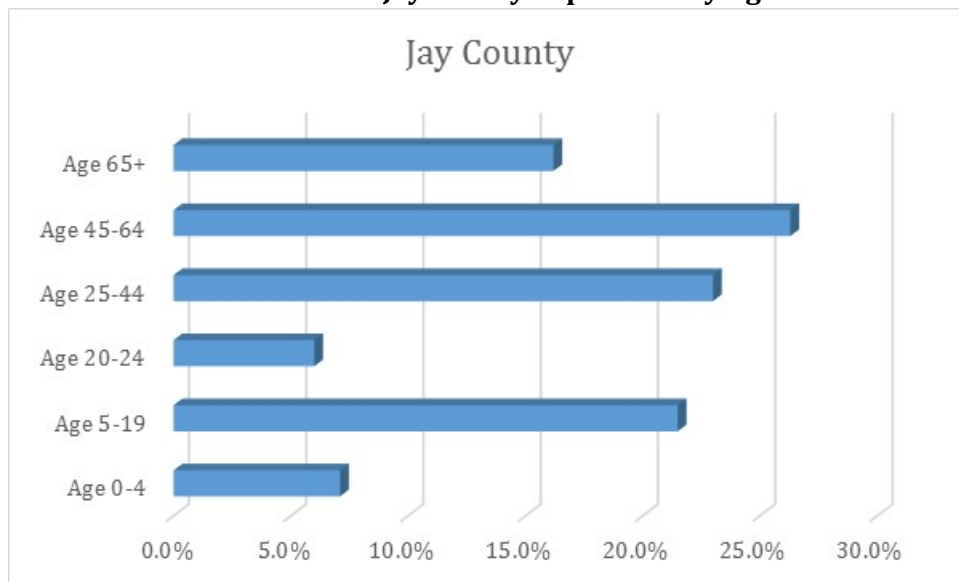
Older Adult Population

Exhibit II.28 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Jay County residents aged 65 and older are in Portland. These block groups have older adult densities between 400.1 and 617.6 persons per square mile. Areas of moderately high older adult densities can be found in Portland and Dunkirk. The remainder of the County has overall, low older adult population densities.

Population by Age

The largest age cohort for Jay County was between ages 45 and 64 (26.3 percent). The second largest group is between ages 25 and 44, which constituted 23 percent of the county's population (see Exhibit II.29). The third largest age group is 5 to 19 years old (21.5 percent), while 16.2 percent is age 65 or older.

Exhibit II.29: Jay County Population by Age



Source: 2014 ACS Five-Year Estimates

Exhibit II.28: Population Density Age 65 and Older Jay County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 1.752 - 27.53
- 27.54 - 94.67
- 94.68 - 188.2
- 188.3 - 400.0
- 400.1 - 617.6

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

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

Economic Profile

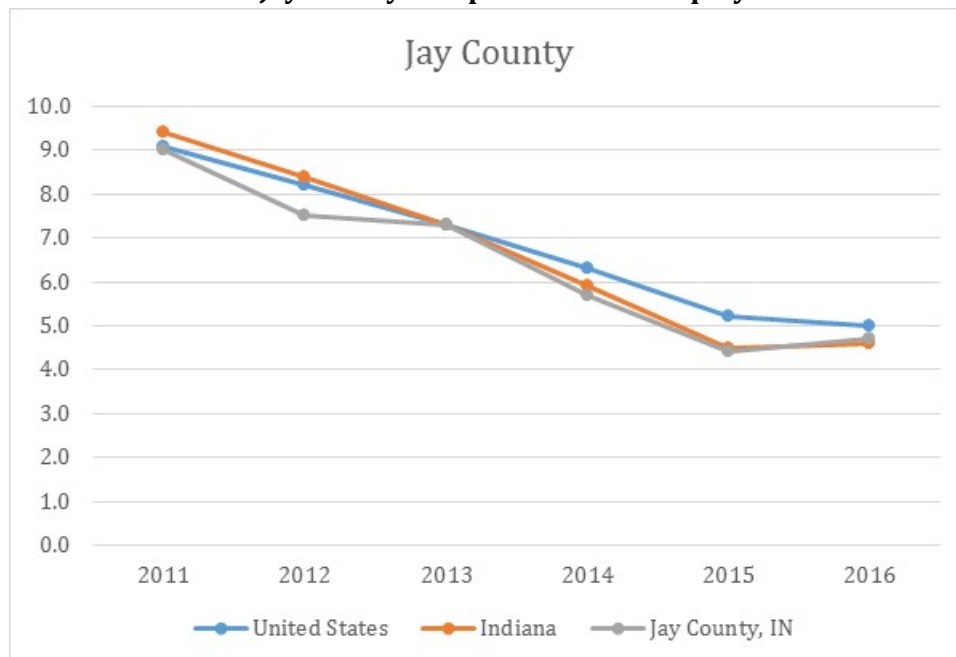
Exhibit II.30 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Portland and Dunkirk. Over 14.66 percent of households within these block groups have no vehicle available. Block groups with moderately high percentages of zero vehicle households can be found in Redkey, Portland, and Bryant. The remainder of the county has overall low levels of zero vehicle households.

Industry and Labor Force

Jay County's unemployment rate reached a high in 2011 of 9 percent. This was slightly lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Jay County stayed at or lower than the States and National averages. Exhibit II.31 illustrates a comparison of the unemployment rates in the county, state, and nation.

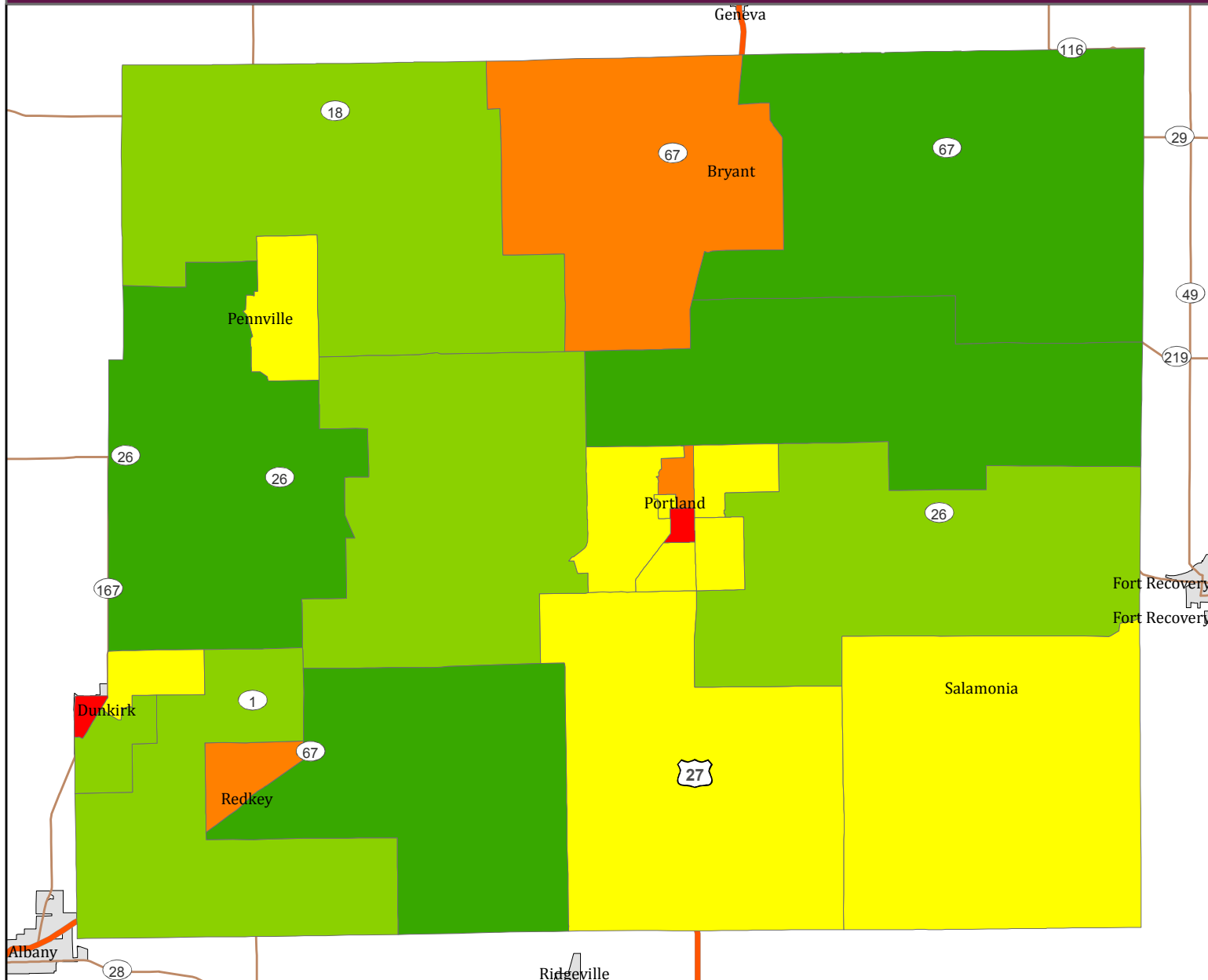
Exhibit II.31: Jay County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.30: Percent Zero Vehicle Households Jay County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 1.4%
- 1.41% - 5.13%
- 5.14% - 9.49%
- 9.5% - 14.65%
- 14.66% - 23.51%

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

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

MADISON COUNTY

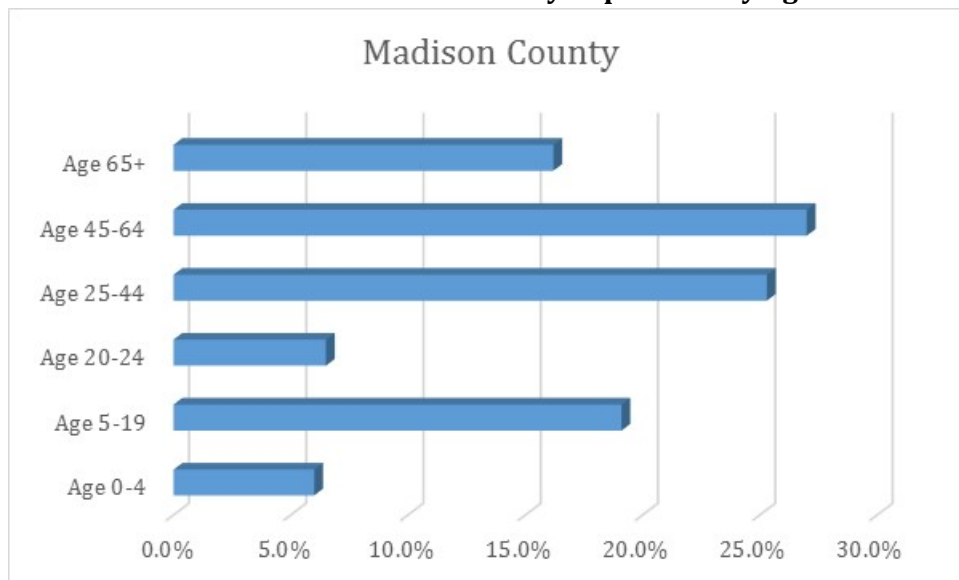
Older Adult Population

Exhibit II.32 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Madison County residents aged 65 and older are in Anderson, Country Club Heights, Elwood, and Alexandria. These block groups have older adult densities between 667.5 and 1,317 persons per square mile. Moderately high population densities of persons age 65 and older are located in Elwood, Anderson, Edgewood, Woodlawn Heights, and County Club Heights. The remainder of the County has moderate to very low older adult population percentage.

Population by Age

The largest age cohort for Madison County is between ages 45 and 64 (27 percent). The second largest group is between ages 25 and 44, which constituted 25.3 percent of the county's population (see Exhibit II.33). The third largest age group is 5 to 19 years old (19.1 percent), while 16.2 percent is age 65 or older.

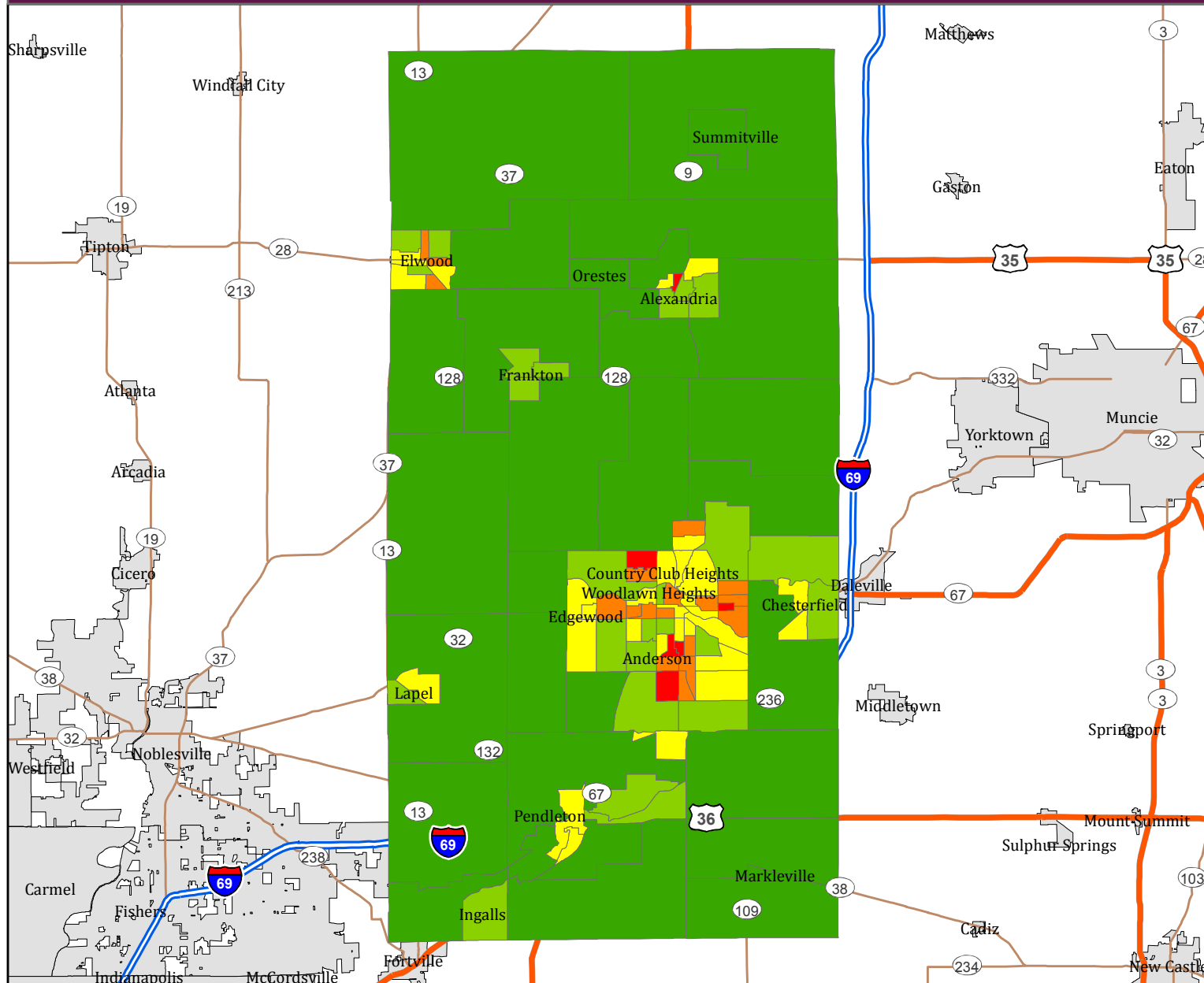
Exhibit II.33: Madison County Population by Age



Source: 2014 ACS Five-Year Estimates

Exhibit II.32: Population Density Age 65 and Older Madison County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 2,398 - 70.34
- 70.35 - 188.9
- 189.0 - 346.2
- 346.3 - 667.4
- 667.5 - 1317

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

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

Economic Profile

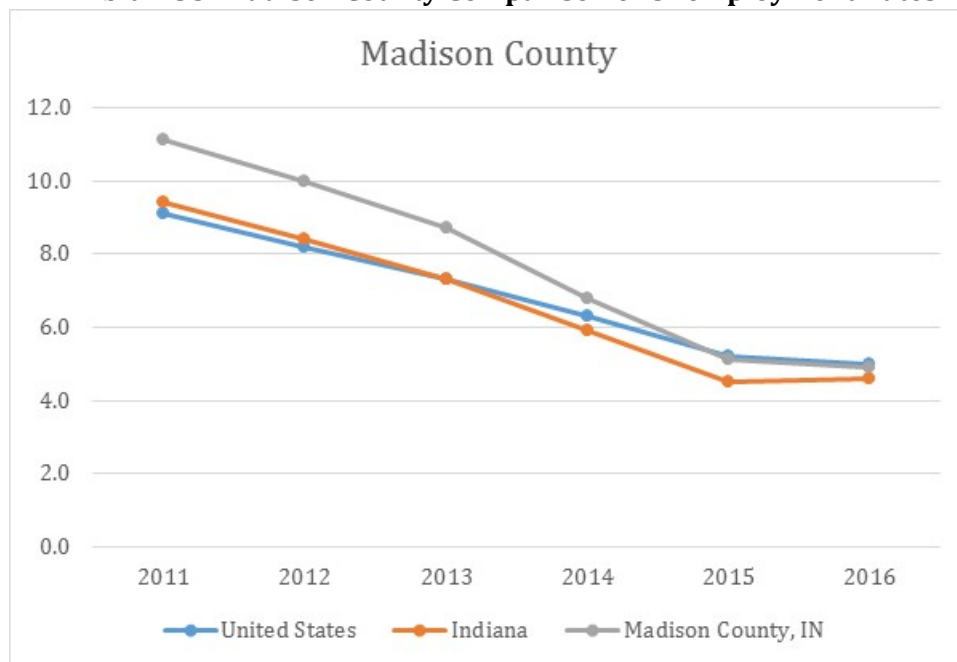
Exhibit II.34 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Elwood, Anderson, Woodlawn Heights, and Edgewood. Over 36.23 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 19.49 to 36.22 percent of zero vehicle households can be found in Alexandria, Woodlawn Heights, and Anderson. The remainder of the County has moderate to low levels of zero vehicle households.

Industry and Labor Force

Madison County's unemployment rate reached a high in 2011 of 11.1 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Madison County consistently stayed above the State average. From 2015 to 2016 Madison County's unemployment rate dipped below the National average. Exhibit II.35 illustrates a comparison of the unemployment rates in the county, state, and nation.

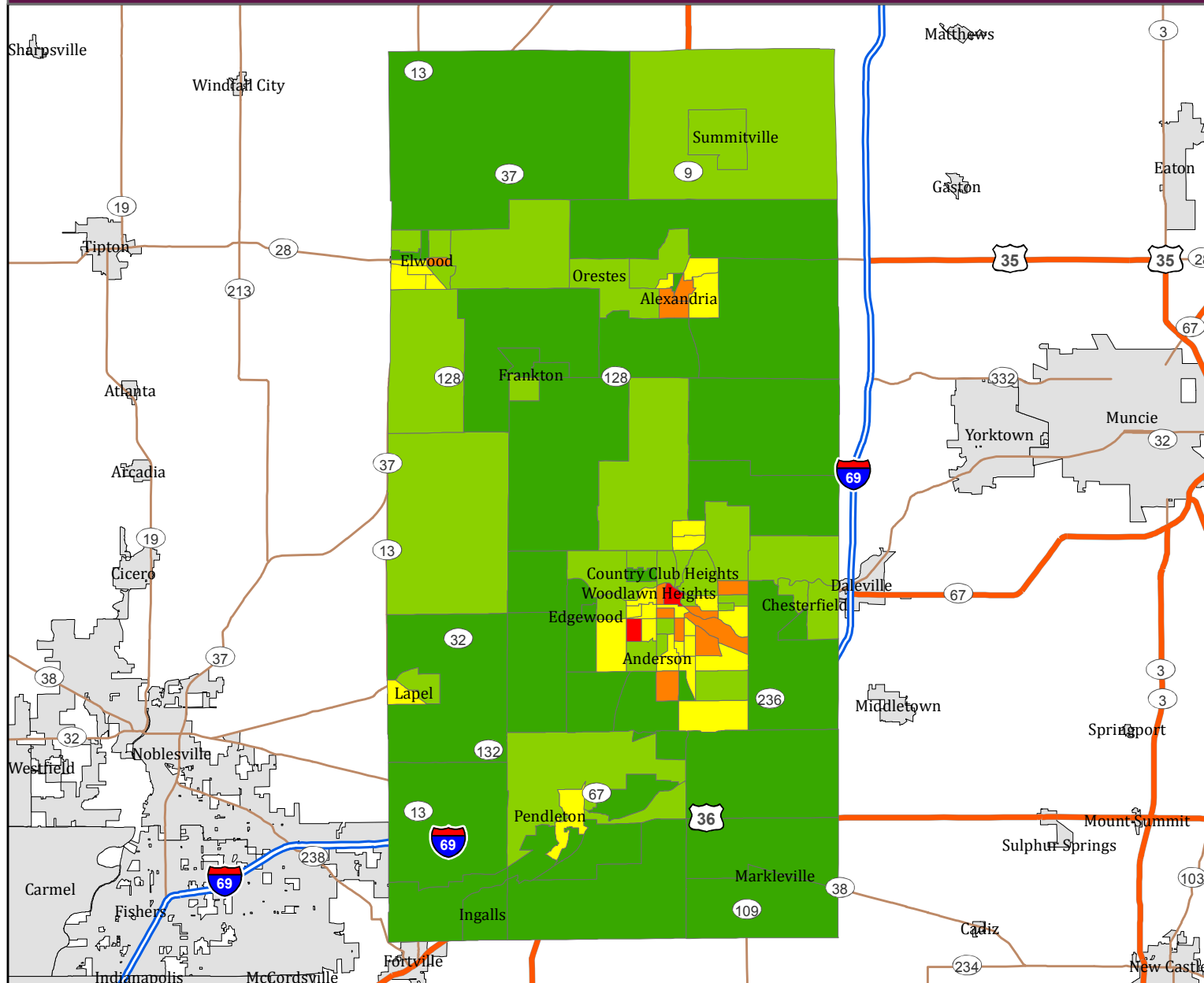
Exhibit II.35: Madison County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.34: Percent Zero Vehicle Households Madison County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 2.65%
- 2.66% - 8.76%
- 8.77% - 19.48%
- 19.49% - 36.22%
- 36.23% - 67.32%

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

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

RANDOLPH COUNTY

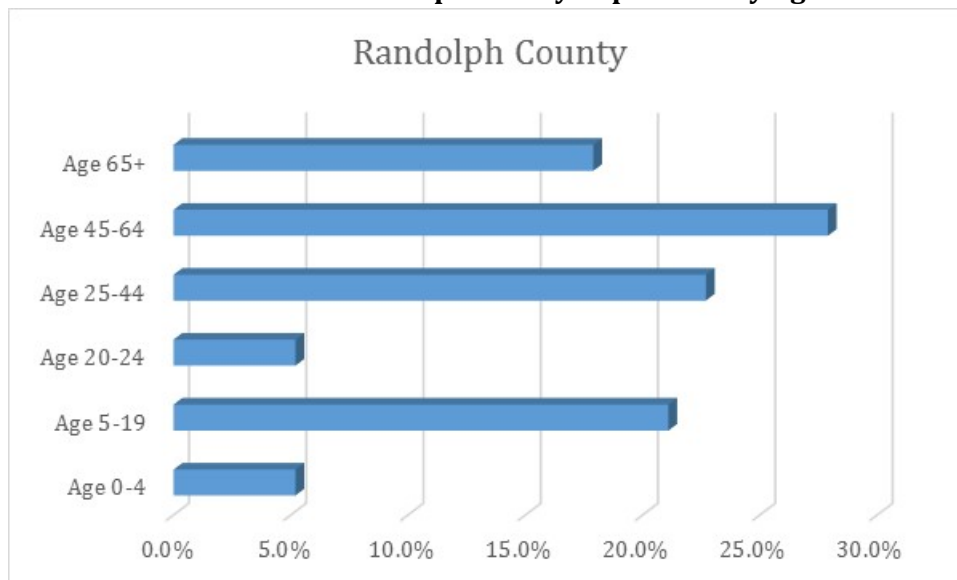
Older Adult Population

Exhibit II.36 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Randolph County residents aged 65 and older are in Union City, Winchester, and Farmland. These block groups have older adult densities between 88.63 and 152.1 persons per square mile. Moderately high population densities of persons age 65 and older were located in Farmland and Winchester. The remainder of the County has overall very low older adult population percentages.

Population by Age

The largest age cohort for Randolph County is between ages 45 and 64 (27.9 percent). The second largest group is between ages 25 and 44, which constituted 22.7 percent of the county's population (see Exhibit II.37). The third largest age group is 5 to 19 years old (21.1 percent), while 17.9 percent is age 65 or older.

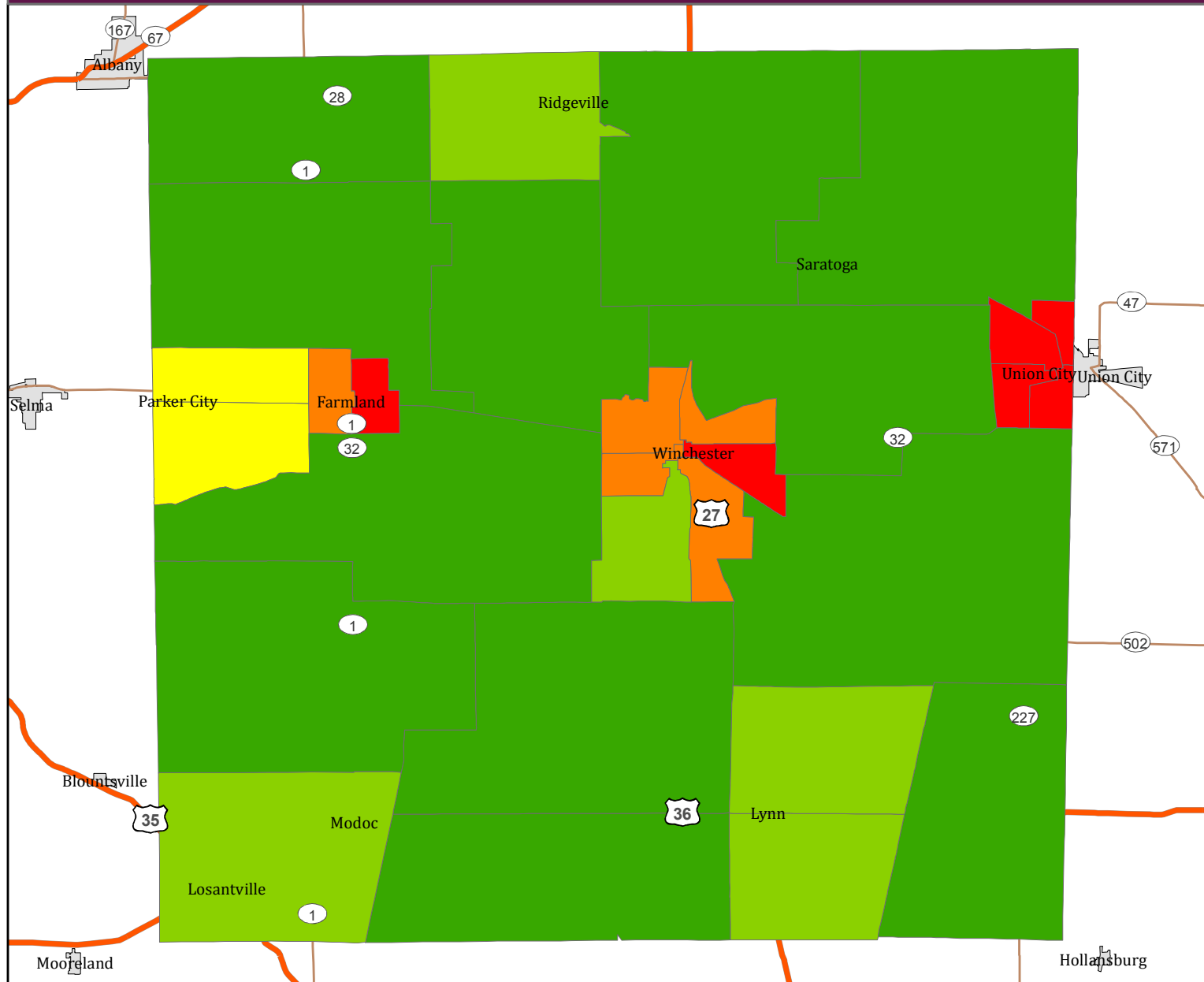
Exhibit II.37: Randolph County Population by Age



Source: 2014 ACS Five-Year Estimates

Exhibit II.36: Population Density Age 65 and Older Randolph County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 2.112 - 6.215
- 6.216 - 16.99
- 17.00 - 34.39
- 34.40 - 88.62
- 88.63 - 152.1

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

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



Economic Profile

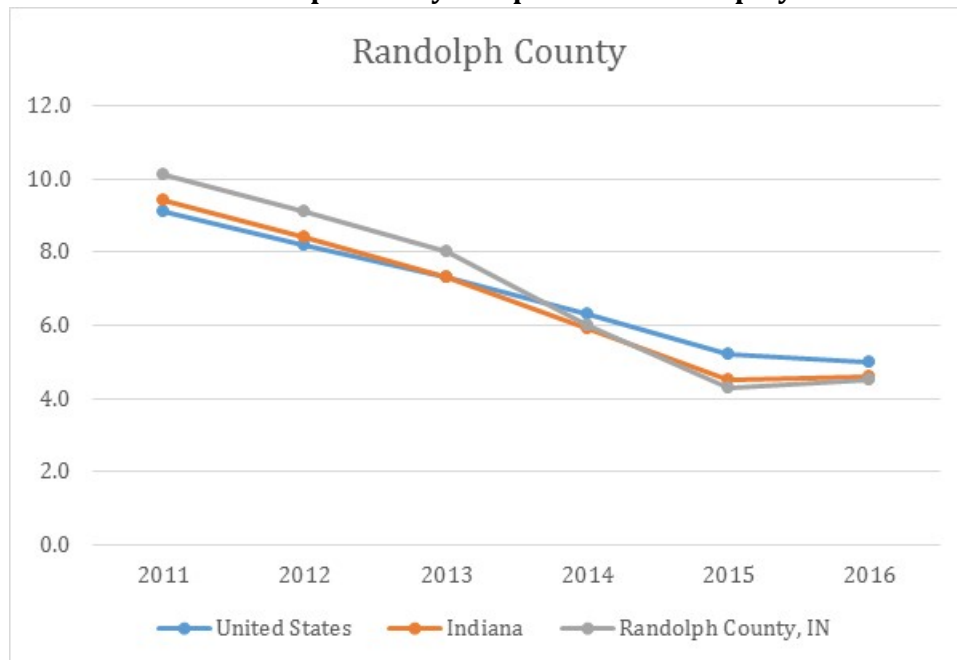
Exhibit II.38 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Winchester, Union City, Lynn, and northwest Randolph County. Over 10.59 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 5.26 to 10.58 percent of zero vehicle households can be found in Parker City, Winchester, Union City, and southern Randolph County. The remainder of the County has moderate to low levels of zero vehicle households.

Industry and Labor Force

Randolph County's unemployment rate reached a high in 2011 of 10.1 percent. This was higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2013, the unemployment rate for Randolph County consistently stayed above the State and National averages. From 2014 to 2016 Randolph County's unemployment rate dipped below the National average. The rate also dipped below that of the State average from 2015 to 2016. Exhibit II.39 illustrates a comparison of the unemployment rates in the county, state, and nation.

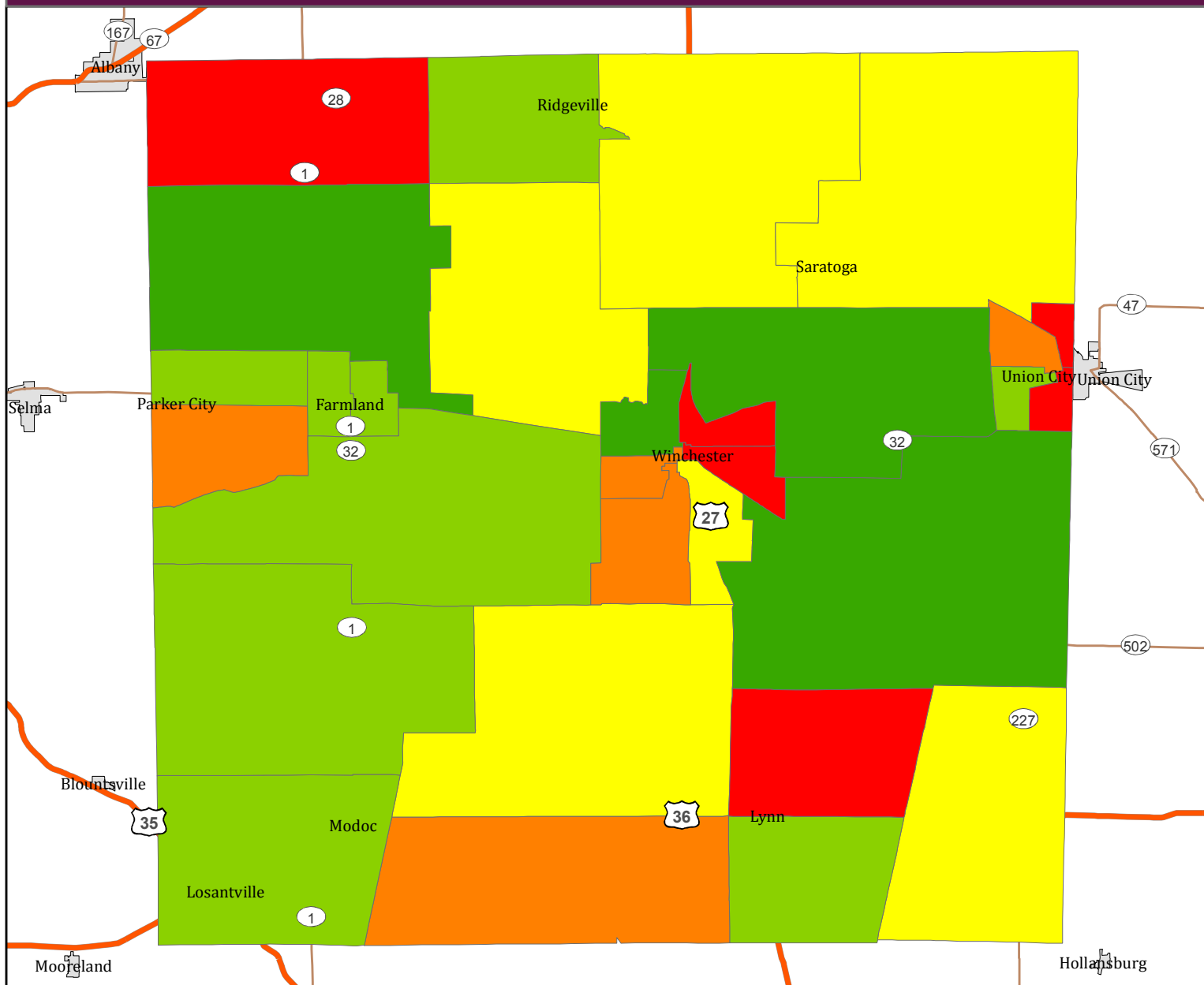
Exhibit II.39: Randolph County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.38: Percent Zero Vehicle Households Randolph County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0%
- 0.01% - 3.53%
- 3.54% - 5.25%
- 5.26% - 10.58%
- 10.59% - 20.26%

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

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



WELLS COUNTY

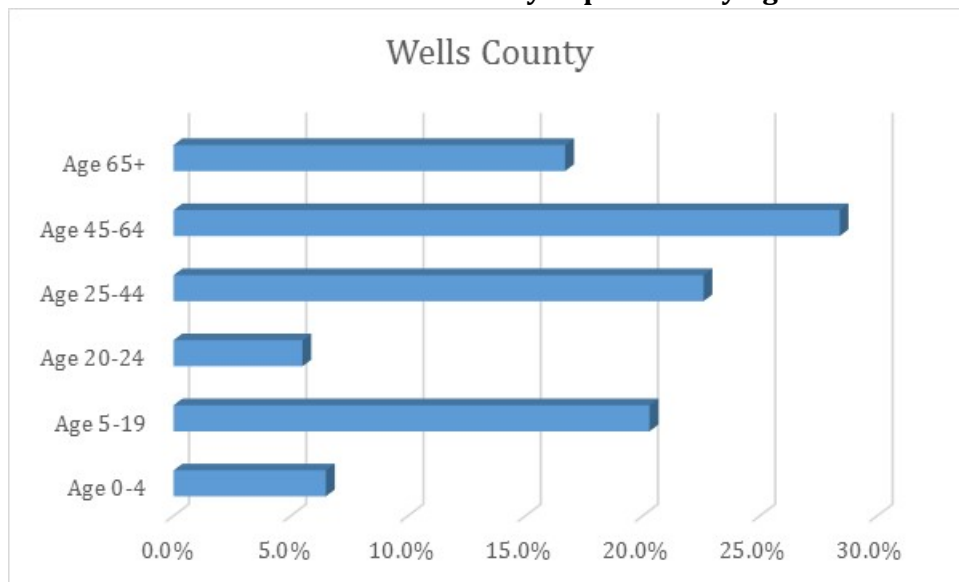
Older Adult Population

Exhibit II.40 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Jay County residents aged 65 and older are in Bluffton. These block groups have older adult densities between 397 and 835.3 persons per square mile. Areas of moderately high older adult densities can also be found in Bluffton. The remainder of the County has overall, low older adult population densities.

Population by Age

The largest age cohort for Jay County is between ages 45 and 64 (28.4 percent). The second largest group is between ages 25 and 44, which constituted 22.6 percent of the County's population (see Exhibit II.29). The third largest age group is 5 to 19 years old (20.3 percent), while 16.7 percent is age 65 or older.

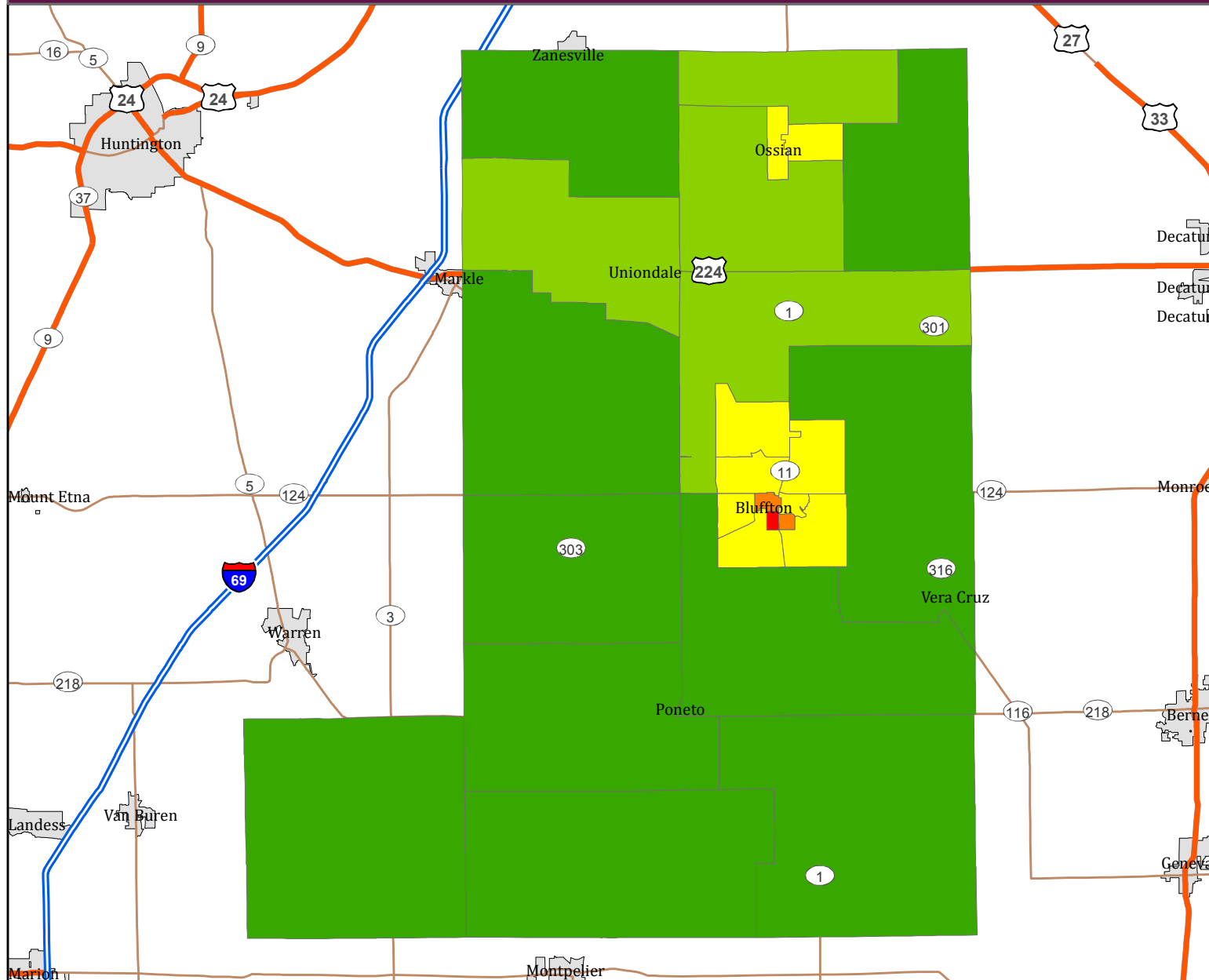
Exhibit II.41: Wells County Population by Age



Source: 2014 ACS Five-Year Estimates

Exhibit II.40: Population Density Age 65 and Older Wells County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 2.397 - 7.440
- 7.441 - 16.73
- 16.74 - 218.5
- 218.6 - 396.9
- 397.0 - 835.3

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

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

Economic Profile

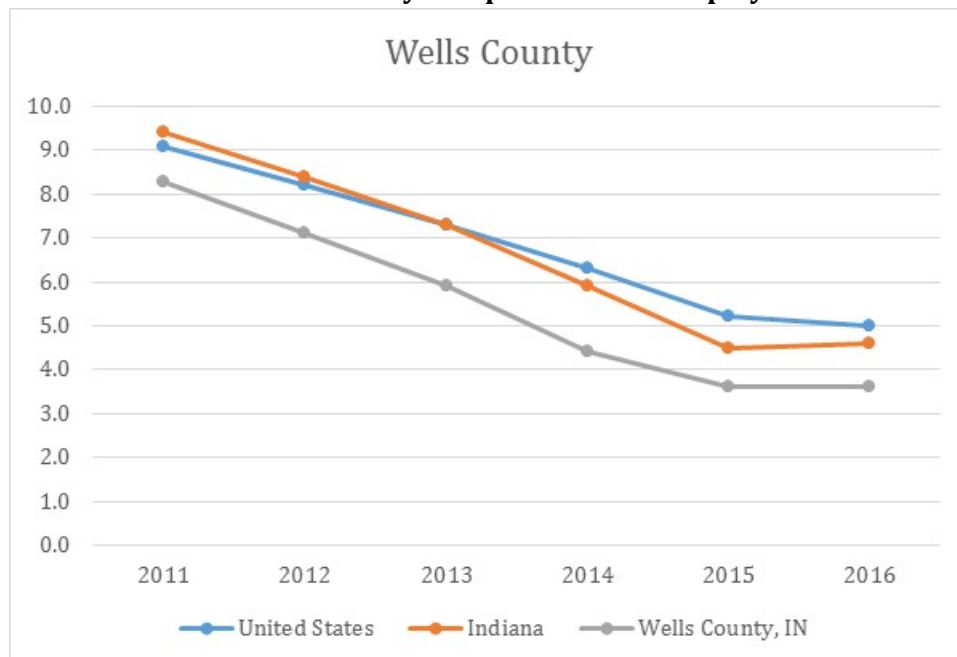
Exhibit II.42 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Bluffton and western Wells County. Over 10.25 percent of households within these block groups have no vehicle available. Block groups with moderately high percentages of zero vehicle households can be found in Bluffton. The remainder of the county has overall low levels of zero vehicle households.

Industry and Labor Force

Wells County's unemployment rate reached a high in 2011 of 8.3 percent. This was lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Wells County was lower than the States and National averages. Exhibit II.43 illustrates a comparison of the unemployment rates in the county, state, and nation.

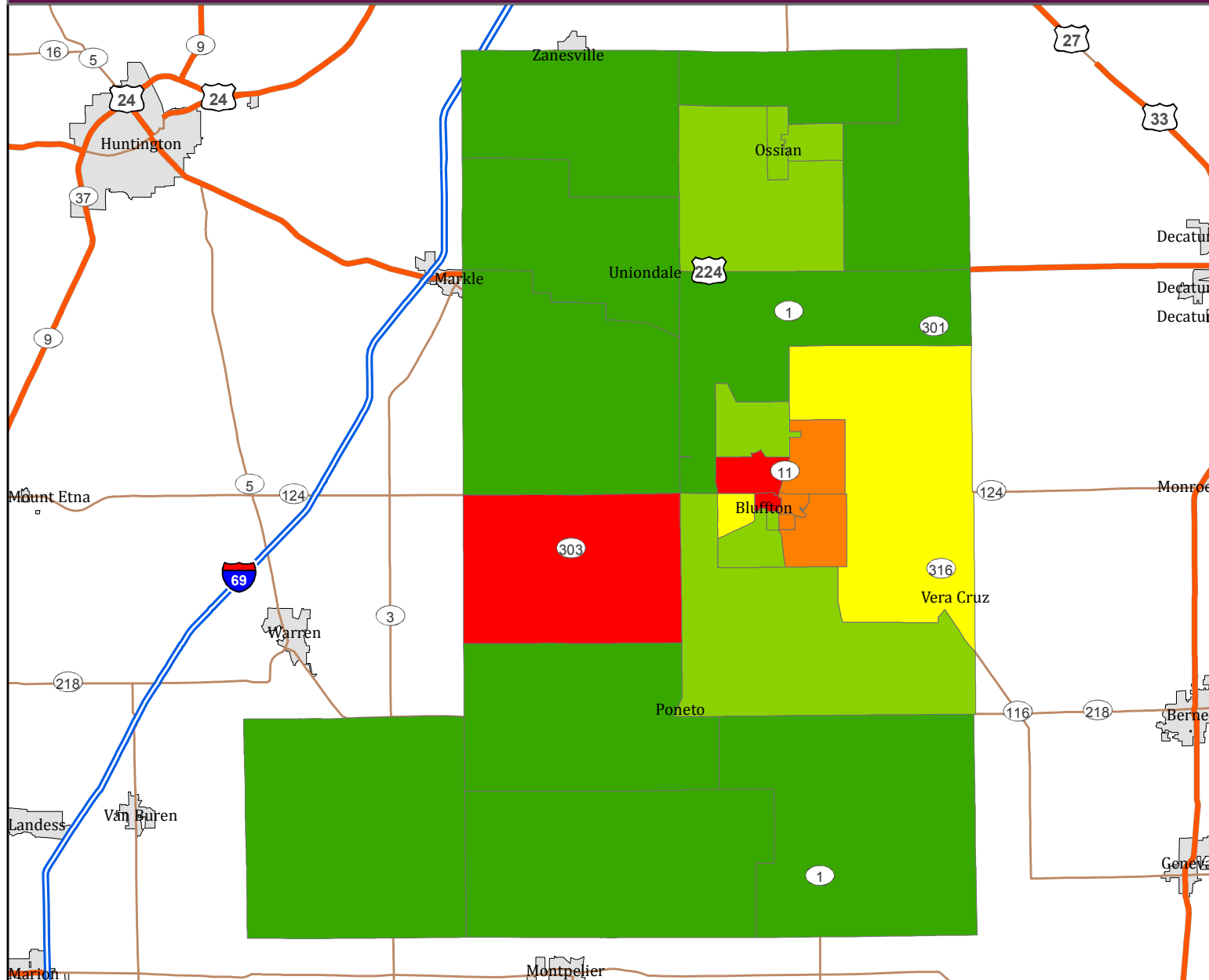
Exhibit II.43: Wells County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.42: Percent Zero Vehicle Households Wells County

Region 7 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 0.6%
- 0.61% - 2.88%
- 2.89% - 3.62%
- 3.63% - 10.24%
- 10.25% - 17.92%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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

Existing Services

III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS

INTRODUCTION

Local stakeholders including coordinated providers of human service and public transportation and providers whose transportation delivery is limited to their agency consumers were invited to participate in a Stakeholder and Inventory process. Provider agencies were invited to participate in a public meeting to evaluate unmet human service transportation needs and gaps and to develop a set of mobility goals and strategies/projects designed to address those unmet needs and promote more coordinated delivery of provider services to maximize the use of transportation resources. The public meeting was also used to encourage the promotion of the general public survey of stakeholders and the general public which is discussed in the next chapter.

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

The Region 7 Provider Stakeholder Summaries listed in this section include Section 5310 providers who serve primarily older adults and individuals with disabilities. These agencies provide transportation for older adults and individuals with disabilities but may have the potential for expanded shared services with other public providers in the future.

The list also includes agencies that are eligible for Section 5310 vehicle funding, but until now have limited coordination with other providers, and whose services have been focused on providing services to their agency program consumers.

EXISTING PUBLIC AND HUMAN SERVICE AGENCY TRANSPORTATION RESOURCES

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

Adams County Council on Aging, Inc.

Adams County Council on Aging, Inc. (ACCOA) is a private nonprofit organization that provides transportation and a number of other services for older adults (age 60+). Transportation is provided for people age 60 and older and individuals with disabilities throughout Adams County and to destinations as far as Fort Wayne for medical related trips. Most out-of-county trips are in Wells and Allen County. All out-of-county trips are for medical purposes only.

Funding Sources: FTA Section 5310 (INDOT), Title III-B, Medicaid, local government, United Way, local foundations, and other local donations.

Total Vehicles (Accessible): 5(3)

Annual One-Way Passenger Trips: 5,788 in calendar year 2016. It is noted that ridership was increasing toward the end of 2016 and has continued to increase in 2017. The current average ridership is around 600 trips per month.

Eligibility Requirements: Older adults (age 60+) and individuals with disabilities of any age.

Hours of Operation: Monday through Friday, 8:00 AM to 4:00 PM. Advance reservations may be made at least 24 hours and up to six months in advance.

Fare Structure: Donations

Alternatives Incorporated

Alternatives Incorporated supports victims of family violence through their initial crisis to ultimately achieving abuse-free and financially independent lives. Alternatives Incorporated uses the resources of local communities to support victims in their quest for peace and security. The organization provides emergency shelter, transitional housing, 24-Hour crisis call center and response team, emergency and essential transportation, case management and ancillary services, advocacy, and specialized children's services.

Aspire Indiana, Inc.

Aspire Indiana is a private nonprofit organization with locations throughout Indiana. Centers in Region 7 are located in Delaware and Madison Counties. The mission of Aspire Indiana is to provide quality care to all of its clients through the delivery of effective and accessible behavioral healthcare and related services. Aspire Indiana does not provide transportation for its clients in Delaware and Madison Counties. However, if requested, it does assist clients with arranging transportation to appointments at their facilities.

Bi-County Services, Inc.

Bi-County Services, Inc. is a private nonprofit organization that provides transportation, health care, social service, nutrition, day treatment, job training, employment, rehabilitation services and residential facilities for individuals with disabilities in Adams and Wells Counties. For consumers living in Adams County Bi-County provides transportation to day services, grocery stores and other essential needs destinations. In Wells County, Bi-County coordinates with Wells on Wheels (WOW) to transport consumers to and from agency day services. Bi-County provides transportation for its consumers outside the operating hours of WOW as necessary.

Funding Sources: FTA Section 5310 (INDOT) and Medicaid.

Total Vehicles (Accessible): 15 (5) in 2013. Updated inventory was not available.

Annual One-Way Passenger Trips: Not available.

Eligibility Requirements: Agency consumers with disabilities

Hours of Operation: Monday through Friday, 6:15 AM to 5:00 PM.

Fare Structure: Included in consumer fees or Medicaid

Carey Services, Inc.

Carey Services is a private nonprofit organization that provides transportation, health care, social services, counseling, day treatment, job training, employment services, rehabilitation services, job placement, residential facilities, income assistance, screening, information/referral, recreational/social, and housing for its consumers in Grant, Blackford, Wabash, and Cass Counties.

Carey Services provides transportation services for their consumers to and from the sheltered workshop using fixed routes. There is an aide on each bus to provide additional passenger assistance. It also provides transportation services to consumers for any trip purpose (i.e. medical appointments, banking, grocery shopping, and social events) with other agency-owned vehicles; and employees' use of their personal vehicle. Carey Services employees provide varying levels of passenger assistance (door-to-door or door-through-door), depending on the passenger needs. Drivers will assist passengers with their packages, as needed. Passengers can also travel with their own personal care attendants. For more information on the services provided by Carey Services, go to: www.careyservices.com.

Funding Sources: Medicaid and agency funds.

Total Vehicles (Accessible): 42 (17) in 2013. Updated data was not available.

Annual One-Way Passenger Trips: Information not available.

Eligibility Requirements: Registered agency consumers.

Hours of Operation: Varies.

Fare Structure: None.

Children's Bureau/Community Partners

Children's Bureau is a private, nonprofit 501(c)3 licensed by the State of Indiana. The agency works in partnership with the Indiana Department of Child Services and other organizations statewide. In 2014, the agency served over 46,000 children and their families in 47 Indiana counties. Children's Bureau provides the majority of its clients' transportation needs by case managers driving their own vehicles, for which they receive reimbursement. This is necessary because public transportation is not always available to their clients, either because clients need to travel immediately or because it does not travel to destinations required or does not operate at the time needed.

Community and Family Services, Inc.

Community and Family Services, Inc. (CFS) is a private nonprofit organization located at 521 S. Wayne St., Portland, IN, 47371. It provides social services; counseling; information and referral; housing assistance; Head Start; Women, Infant and Children (WIC) assistance; Weatherization, and food bank services in Jay, Randolph, Blackford, Wells, Adams, and Huntington counties.

CFS requires their transportation services be provided either in a curb-to-curb manner (drivers will assist passengers in and out of vehicles) or door-to-door (drivers assist passengers to and from the entrance of their origin or destination). Most of the transportation services used by CFS consumers is public transit (when and where available) or family members, friends, and neighbors.

Delaware Muncie Metropolitan Planning Commission

Delaware Muncie Metropolitan Planning Commission (DMMPC) is the designated Metropolitan Planning Organization (MPO) for the Muncie Urbanized Area. The MPO is charged with carrying out federally mandated transportation planning activities for the area. The MPO reviews applications for Section 5310 funding and recommendations are provided to INDOT for consideration.

Henry County Hospital

Henry County Hospital is an integrated health system located in New Castle. The hospital serves Henry, western Wayne and northern Rush counties. It recently opened a new primary care campus on Wittenbraker Avenue at Northfield Park just west of Henry County YMCA. The hospital does not provide transportation but does encourage patients to use the available public transportation options. Transportation services are vital to hospital patients and their families, as well as the general public of Henry County.

Hillcroft Services, Inc.

Hillcroft Services is a private, nonprofit agency that serves several counties in East Central Indiana including Delaware, Henry, Grant, Jay, Madison, Randolph, Huntington, Blackford, Franklin and Wabash Counties. The agency provides transportation along with its core services to individuals with disabilities. Public transportation is a valuable resource for consumers when their transportation requirements are not Medicaid eligible.

Funding Sources: FTA Section 5310 and Medicaid and agency funds.

Total Vehicles (Accessible): Information not available.

Annual One-Way Passenger Trips: Information not available.

Eligibility Requirements: Individuals with disabilities.

Hours of Operation: Varies

Fare Structure: None.

Jay-Randolph Developmental Services, Inc.

Jay-Randolph Developmental Services, Inc. (JRDS) is a private nonprofit organization that provides transportation and core services to individuals with disabilities. The organization serves consumers with disabilities in Jay, Randolph and Delaware Counties. Demand response transportation services are provided for its consumers. The agency also purchases transportation from local public transportation providers, as appropriate.

Funding Sources: FTA Section 5310, Medicaid and agency funds.

Total Vehicles (Accessible): Information not available.

Annual One-Way Passenger Trips: Information not available.

Eligibility Requirements: Individuals with disabilities.

Hours of Operation: Varies

Fare Structure: None.

City of Marion Transportation

Marion Transit System (MTS) is a public transportation system providing fixed route and demand response services within the City of Marion.

Funding Sources: Federal Transit Administration (FTA), INDOT PMTF, Contracts, and local funding.

Total Vehicles (Accessible): 13 (13)

Annual One-Way Passenger Trips: 265,477 in 2016

Eligibility Requirements: General Public

Hours of Operation: Monday – Friday, 7:00 AM to 5:00 PM

Fare Structure: Free.

Muncie-Delaware County Senior Citizens Council, Inc.

Muncie-Delaware County Senior Citizens Council is a private nonprofit organization that provides a variety of services to older adults in Delaware County. While the center does not provide transportation, nor arrange services for its consumers, transportation is vital to the older adults it serves.

Muncie Indiana Transit System (MITS)

Muncie Indiana Transit System (MITS) is a public transportation provider. Fixed route transportation is available for the general public and demand response paratransit service (MITSPlus) is available to Americans with Disabilities Act (ADA) eligible passengers.

MITS operates 36 vehicles during peak hours of operation. Drivers of the MITSPlus service will assist passengers to and from the entrance of their origin or destination. MITSPlus eligible riders must call to reserve a ride one (1) to seven (7) days in advance of their trip. MITSPlus will accommodate same day reservations for an additional fare, if space is available. Passengers are permitted to travel with their own personal care attendants or escorts. Connectivity between all county providers and MITS will afford people the opportunity to travel with ease from county to county.

Funding Sources: Federal Transit Administration (FTA), contracts and fare revenue, INDOT PMTF, and local funding.

Total Vehicles (Accessible): 49 (49)

Annual One-Way Passenger Trips: 1,613,032 in 2016.

Eligibility Requirements: General Public

Hours of Operation: Monday – Friday, 6:15 AM to 9:30 PM/ Saturday, 7:45 AM to 6:27 PM

Fare Structure:

Base: \$0.50

Elderly/Disabled: \$0.25

Transfer: \$0.10

New Castle Transit

New Castle Transit is a public transit system operated as a department of the City of New Castle. New Castle Transit operates deviated fixed route transportation within the City of New Castle.

Funding Sources: Federal Transit Administration (FTA) Section 5311, INDOT PMTF, and local funding.

Total Vehicles (Accessible): 8 (7)

Annual One-Way Passenger Trips: 41,064

Eligibility Requirements: General Public

Hours of Operation: Monday – Friday, 8:00 AM to 4:00 PM

Fare Structure:

Base: \$1

Youth/Elderly/Disabled: \$0.50

Pathstone Corporation

Pathstone Corporation is a private nonprofit organization with offices located at 1917 W. Royale Drive, Muncie, IN, 47305. Pathstone provides counseling, housing, financial capability education, and information and referral for its consumers living in Blackford, Delaware, Henry and Randolph counties. Pathstone serves approximately 120 consumers.

Pathstone does not directly provide transportation services nor does it purchase services for its consumers. For additional information on Pathstone's services, go to www.pathstone.org.

Quality Care Ambulance

Quality Care Ambulance (QCA) is a private, for-profit company that provides ambulance services primarily in Grant County but also serves Blackford, Huntington and Wabash counties. QCA provides personal care attendants for those passengers who require such services but also permits a person directly involved in the passenger's care to travel with them. Drivers provide door-through-door services, entering the origin and destination to pick up and deliver the passenger. All trips meet the guidelines established for ambulance transportation providers.

Funding Sources: Medicare or Medicaid and private pay.

Total Vehicles (Accessible): All vehicles are ambulances.

Annual One-Way Passenger Trips: Information not available.

Eligibility Requirements: Medicare or Medicaid eligible or private pay

Hours of Operation: Available 24/7. Core hours are Monday – Friday, 6:00 AM to 7:00 PM and Saturday 6:00 AM to 5:00 PM.

Fare Structure: Medicare or Medicaid rates apply.

The New InterUrban Public Transit System (LifeStream)

LifeStream Services is the Aging and Disability Resource Center for East Central Indiana. LifeStream is a nonprofit Area Agency on Aging that serves individuals in Blackford, Delaware, Fayette, Franklin, Grant, Henry, Jay, Madison, Randolph, Rush, Union, and Wayne counties. It provides services and programs to help seniors and people with disabilities remain independent. From meal delivery and in-home care to transportation and caregiver support, LifeStream is a lifeline for those who need help. The New InterUrban is a rural public transportation service open to people of all ages.

Funding Sources: Funding sources vary by services and include Federal Transit Administration (FTA) Sections 5311 (rural public transit) and 5310 (seniors and individuals with mobility

limitations), United Way of Delaware County, and INDOT PMTF, Medicaid, Medicaid waiver, and Title III-B.

Total Vehicles (Accessible): 22 (21)

Annual One-Way Passenger Trips: 51,549 in 2016 (45,599 public transit trips)

County	Provider	Eligibility	Fare Structure	Days/Hours of Operation
Blackford	New InterUrban	General Public	Age 0 to 17: \$1 Age 18-59: \$2 Age 60: \$1	Monday, Wednesday, Friday/ 8:00 AM to 5:00 PM
Delaware	Senior Rides	Age 60+	Donation Only	Monday – Friday/ 8:00 AM to 5:00 PM
Fayette	Fayette Senior Center	General Public	\$2.50	Monday – Friday/ 7:00 AM to 6:00 PM
Franklin	Franklin County Senior Center	General Public	Base: \$2.50 Youth: \$1.00	Monday – Friday/ 7:00 AM to 5:00 PM
Grant	Senior Rides	60+	Donation Only	Monday – Friday/ 8:00 AM to 5:00 PM
Henry	New InterUrban	General Public	Age 0 to 17: \$1 Age 18-59: \$2 Age 60: \$1	Monday – Friday/ 8:00 AM to 5:00 PM
Jay	New InterUrban	General Public	Age 0 to 17: \$1 Age 18-59: \$2 Age 60: \$1	Monday – Friday/ 8:00 AM to 5:00 PM
Madison	Hillcroft Services – Reliable Transit; TRAM; City of Anderson (CATS); multiple regional or multi-county options	General Public except Hillcroft Services is limited to Medicaid, Medicaid waiver & private pay	Varies by provider	Varies by provider
Randolph	New InterUrban	General Public	Age 0 to 17: \$1 Age 18-59: \$2 Age 60: \$1	Monday – Friday/ 8:00 AM to 5:00 PM
Rush	Rush County Senior Center	General Public	Base: \$2 Elderly: \$1 Youth: \$1	Tuesday – Friday/ 7:00 AM to 5:00 PM
Union	Union County Council on Aging & Aged, Inc.	General Public	\$1.00	Monday – Friday/ 6:00 AM to 5:00 PM
Wayne	Roseview Transit & Union County Council on Aging & Aged, Inc.	General Public	Roseview: Base: \$1.75 Elderly/Youth: \$1.50 Union Co: \$1	Roseview: Monday – Friday/6:15 AM to 5:45 PM Saturday/ 9:25 AM to 4:45 PM Union County: Monday – Friday/ 6:00 AM to 5:00 PM

Vocational Rehabilitation Services

Vocational Rehabilitation Services (VRS) is a department of state government that is located at 201 E. Charles St., Muncie, IN, 47305. VRS provides social services, counseling, job training, employment, rehabilitation, diagnosis/evaluation, job placement and information and referral for its consumers living in Adams, Blackford, Delaware, Henry, Jay, Randolph and Wells counties.

While VRS does not directly provide transportation services, it does purchase passes and tickets for its consumers in areas served by public transportation. Consumers are encouraged to use public transportation services whenever possible. VRS supports coordination of transportation in the Region to provide solutions to the transportation barriers faced by its consumers. For instance, the New InterUrban Public Transit System (InterUrban) provides transportation services from Jay and Randolph Counties into Muncie. Passengers can then use the Muncie Indiana Transit System (MITS) for trips throughout Muncie. The InterUrban then returns passengers to their homes.

VRS searches for transportation options for its clients in counties where public transportation services are either minimal (Wells County) or nonexistent (Adams County). This includes transportation provided by friends, families and neighbors.

Wells County Council on Aging

Wells County Council on Aging (WCCOA) is a private nonprofit organization that provides transportation and information/referral for older adults in Wells County with offices located at 225 West Water St., Bluffton, Indiana, 46714. WCCOA operates the public transportation service that is open to the general public in Wells County known as Wells on Wheels (WOW). WOW provides demand response service within the city of Bluffton to destinations throughout Wells County and within a 50-mile radius of Bluffton.

Funding Sources: Federal Transit Administration Sections 5310 and 5311, INDOT PMTF, and Title III-B.

Total Vehicles (Accessible): 14 (14)

Annual One-Way Passenger Trips: 43,199 in 2016.

Eligibility Requirements: General Public

Hours of Operation: Monday – Friday, 6:00 AM to 7:00 PM

Fare Structure:

\$5.00 Outside City/Inside County

\$20 for 1 to 30 miles Outside County

\$50 for 31 to 50 miles Outside County

VEHICLE INVENTORY AND UTILIZATION

Vehicle inventories were obtained by email from transportation providers who reported a total of more than 168 vehicles serving Region 7 counties. Approximately 137 or 84 percent of the vehicles available in all or a portion of the Region were accessible for wheelchairs and other mobility devices. All agencies operating vehicles were contacted to provide an updated vehicle inventory. If the agency did not provide updated information, alternative fleet information was derived from the 2016 INDOT Annual Report. If an agency is not listed in the vehicle inventory and utilization table, the detailed vehicle utilization information was not available for the report. The Vehicle Inventory and Utilization Table is provided at the end of this chapter.

All of the transportation operators operate with fleets that include a large percentage of wheelchair accessible vehicles. However, given the demand for wheelchair accessible service, particularly outside of Muncie, and the growing aging population, agencies should continue to have a wheelchair accessible fleet of vehicles that are available and operating in good condition.

Exhibit III.1 Vehicle Inventory and Utilization Table

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days	Service Hours	Mileage	Vehicle Condition	Service Area
Adams County Council on Aging											
1	Dodge	Caravan	2016	2C7WDGBG2GR262316	2	1	M-F	8 AM-4 PM	80,730	Excellent	Adams County
1	Ford	Fusion	2015	1FA6P0G74F5130907	4	0	M-F	8 AM-4 PM	17,249	Excellent	Adams County
1	Chevy	Uplander	2008	1GNDU23W88D205143	6	0	M-F	8 AM-4 PM	98,340	N/A	Adams County
1	Ford	Transit	2011	1FDEE3FS0BDB05310	4	2	M-F	8 AM-4 PM	57,704	N/A	Adams County
1	Ford	E350	2013	1FTD53EL6DDA09154	3	1	M-F	8 AM-4 PM	85,074	N/A	Adams County
Bi-County Services											
1	Buick	Sedan	1999	2G4WS52MOX1461288	4	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Sedan	2010	3FAHPOHA51R238896	4	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Minivan	2003	2FMZA57433BB74122	6	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Van	1999	1FBSSB31LOXHC00003	14	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Van	2002	1FBSSB1L12HB80854	14	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Dodge	Minivan	2003	1D4GP243738266380	4	1	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Bus	2009	1FDWEB5L19DA25085	8	4	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Chevy	Sedan	2006	2G1WT55XX69140069	4	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Bus	2008	1FD3E35L38D832494	8	2	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Van	2002	1FBSS31L22HB42470	14	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Bus	2008	1FD3E35L98D838462	8	3	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Van	2004	1FBNE31L54HA47084	11	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Bus	2006	1FDWE35L66DB00309	12	2	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties

											Counties
1	Ford	Van	2007	1FBNE31L67DA11884	11	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
1	Ford	Van	2009	1FBNE31L09DA37576	11	0	M-F	6 AM-5PM	N/A	N/A	Adams and Wells Counties
Carey Services											
8	Dodge	Maxi Wagon	2001	2B5WB35ZX1K538243	15	no	M-F	7 AM-4 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
TRK-1	Dodge	Ram 1500	2003	1D7HU18N13S206598	4	no	M-F	8 AM-4 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
CP7	Ford	E350 DRS	2010	1FDEE3FL2ADA69952	15	yes	M-Sun	7AM - 10 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
CAP4	Ford	E350 Super D Van	2004	1FBSS31L04HA97340	15	yes	M-Sun	7AM - 10 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
CAP6	Chevy	Wheel	2007	1GJHG39U571209267	15	yes	M-Sun	7AM - 10 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
CAP 7	Ford	E350 DRW	2011	1FDEE3FLOBDB12296	15	yes	M-Sun	7AM - 10 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
CAP8	Ford	E350 DRW	2011	1FDEE3FS3BDB28466	12	yes	M-Sun	7AM - 10 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
CAP5	Ford	E350 Super D Van	2004	1FBSS31L64HA90148	15	yes	M-Sun	7AM - 10 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
Cap 9	Ford	Conversion	2008	1FTNE24W28DA92234	12	yes	M-Sun	7AM - 10 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
1	Ford	E250	2008	1FTNE24W88DA65376	8	yes	M-Sun	when needed	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
2	GMC	Maxi Van	1999	1GJHG39R6X1142643	15	no	M-Sun	6AM - 6PM	N/A	N/A	Grant, Blackford, Wabash, or Cass

											Counties
3	Chevy	Express	2011	1GAZG1FG4B1124890	15	no	M-Sun	6AM - 6PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
4	GMC	Maxi Van	1999	1GJHG39R9X1144029	15	no	M-Sun	6AM - 6PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
5	Ford	Van	1999	1FMRE1129XHA37778	12	no	M-Sun	when needed	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
6	Chevy		2006	1GAHG35U261136377	12	no	M-Sun	6AM - 6PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
7	Ford	Van	2003	1FBSS31L73HA12802	8	yes	M-Sun	when needed	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
10	GMC	Van	2007	1GJHG39U971209580	8	yes	M-Sun	when needed	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
11	Ford	Van	2008	1FTNE24W28DA74459	8	yes	M-Sun	when needed	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
14	Ford		1998	1FBSS31L8WHC10390	15	no	M-Sun	when needed	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
15	Ford		1999	1FBSS31LXXHA06627	15	no	M-Sun	when needed	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
16	Ford	Maxi Van	1999	1FBSS31L8XHB02336	8	yes	M-Sun	when needed	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
Mini	GMC	Mini Van	1999	1GKEL19W8XB531637	7	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
AF2	Pontiac	Sedan	1997	1G2HX52K3VH239680	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
V2	Pontiac	Sedan	2005	5Y2SL63875Z434603	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford,

											Wabash, or Cass Counties
V3	Pontiac	Sedan	2007	5Y2SL65847Z430105	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
V4	Pontiac	Sedan	2005	5Y2SL63835Z475259	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
V5	Pontiac	Sedan	2008	5Y2SL65868Z417194	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
V6	Pontiac	Sedan	2009	5Y2SP67029Z445975	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
V7	Pontiac	Sedan	2009	5Y2SP67899Z465193	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
V8	Pontiac	Sedan	2009	5Y2SP67839Z450494	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
V9	Pontiac	Sedan	2009	5Y2SP67809Z447262	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
V10	Pontiac	Sedan	2006	5Y2SL65816Z407203	4	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
EHS3	Pontiac	S	2004	5Y2SL62814Z449887	4	no	M-F	8 AM-5 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
EHS4	Pontiac	S	2004	5Y2SL62864Z459718	4	no	M-F	8 AM-5 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
EHS5	Pontiac	S	2008	5Y2SL65868Z421701	4	no	M-F	8 AM-5 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
EHS6	Pontiac	S	2007	5Y2SL65807Z426102	4	no	M-F	8 AM-5 PM	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties

GH1	GMC	Van	2010	1GJZGPDG6A1112423	12	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
GH2-1	Ford	Van	2011	1FBSS3BLXBDA81276	8	yes	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
GH2-2	Ford	Van	2011	1FBSS3BLXBDA47158	8	yes	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
GH5	Chevy	Van	2011	1GAZG1FG2B1178575	12	no	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
GH6-1	Ford	Van	2012	1FBSS3BL5CDB30689	8	yes	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
GH6-2	Ford	Van	2012	1FBSS3BL3CDB30688	8	yes	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
GH7-1	Ford	Van	2012	1FBSS3BL1CDB30687	8	yes	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
SL	Ford	Van	2008	1FTNE24W08DA74458	8	yes	M-Sun	24 hrs	N/A	N/A	Grant, Blackford, Wabash, or Cass Counties
City of Marion											
1	Ford	CU	2010	1FD4FE4FS0ADA52763	16	2	M-F	7 AM-5 PM	154,676	Poor	Marion
1	Ford	CU	2010	1FD4FE4FS2ADA52764	16	2	M-F	7 AM-5 PM	153,432	Poor	Marion
1	Ford	CU	2010	1FD4FE4FS4ADA52765	16	2	M-F	7 AM-5 PM	142,967	Fair	Marion
1	Ford	CU	2010	1FD4FE4FS8ADA52767	16	2	M-F	7 AM-5 PM	134,222	Fair	Marion
1	Ford	CU	2010	1FD4FE4FSXADA52768	16	2	M-F	7 AM-5 PM	133,757	Fair	Marion
1	Ford	CU	2010	1FD4FE4FS1ADA52769	16	2	M-F	7 AM-5 PM	160,308	Poor	Marion
1	Ford	CU	2010	1FD4FE4FS8ADA52770	16	2	M-F	7 AM-5 PM	146,671	Fair	Marion
1	Ford	CU	2010	1FD4FE4FS5ADA52743	12	2	M-F	7 AM-5 PM	124,532	Fair	Marion
1	Ford	CU	2016	1FD4FE4FS9GDC14091	16	2	M-F	7 AM-5 PM	19,300	Excellent	Marion
1	Ford	CU	2016	1FD4FE4FS0GDC14092	16	2	M-F	7 AM-5 PM	22,108	Excellent	Marion

1	Ford	CU	2016	1FD4FE4FS2GDC50320	16	2	M-F	7 AM-5 PM	10,685	Excellent	Marion
1	Ford	CU	2016	1FD4FE4FS4GDC50321	16	2	M-F	7 AM-5 PM	10,298	Excellent	Marion
1	Ford	CU	2016	1FD4FE4FS9GDC51321	16	2	M-F	7 AM-5 PM	10215	Excellent	Marion
The New Interurban/ Lifestream											
1	Ford	VN	2007	1FTSS34L47DA82374	12	12	M-F	7 AM-5 PM	231,505	Bad	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2008	1FD3E35S38DB59639	11	2	M-F	7 AM-5 PM	220,798	Poor	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2008	1FD3E35S38DB56785	10	2	M-F	7 AM-5 PM	210,665	Poor	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2009	1FDEE35S19DA32699	10	2	M-F	7 AM-5 PM	217,574	Poor	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2009	1FDEE35S19DA32671	10	2	M-F	7 AM-5 PM	248,412	Poor	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2009	1FDEE3FS719DA37992	15	0	M-F	7 AM-5 PM	172,473	Poor	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2010	1FDEE3FS2ADA58392	15	0	M-F	7 AM-5 PM	213,093	Poor	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2010	1FDEE3FS4ADA58393	10	2	M-F	7 AM-5 PM	204,807	Poor	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2010	1FDEE3FS8ADA58395	10	2	M-F	7 AM-5 PM	189,472	Poor	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2010	1FDEE34S3ADA58398	10	2	M-F	7 AM-5 PM	152,624	Fair	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2010	1FDEE3FS2ADA58389	10	2	M-F	7 AM-5 PM	177,194	Fair	Blackford, Henry, Jay, Fayette, Randolph Counties

1	Ford	CU	2010	1FDEE3FS0ADA58391	10	2	M-F	7 AM-5 PM	182,479	Fair	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2010	1FDEE3FS9ADA55621	10	2	M-F	7 AM-5 PM	163,236	Fair	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2010	1FDEE3FS0ADA58388	10	2	M-F	7 AM-5 PM	143,266	Fair	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2010	1FDEE3FS9ADA58390	10	2	M-F	7 AM-5 PM	164,014	Fair	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2010	1FDEE3FS6ADA58394	10	2	M-F	7 AM-5 PM	151,613	Fair	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	VN	2004	1FBNE31L74HB53102	10	2	M-F	7 AM-5 PM	51,562	Fair	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2015	1FDEE3FS1GDC14074	10	2	M-F	7 AM-5 PM	17,512	Excellent	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2015	1FDEE3FS3GDC14075	10	2	M-F	7 AM-5 PM	25,876	Excellent	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2015	1FDEE3FS5GDC14076	10	2	M-F	7 AM-5 PM	30,113	Excellent	Blackford, Henry, Jay, Fayette, Randolph Counties
1	Ford	CU	2015	1FDEE3FS7GDC14077	10	2	M-F	7 AM-5 PM	19,618	Excellent	Blackford, Henry, Jay, Fayette, Randolph Counties
MITS (Fixed Route and Paratransit)											
1	GMC	RTS	1981	N/A	35	2	M-Sat	6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
1	Nova	RTS	2000	N/A	27	2	M-Sat	6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
3	Chance	Bus	2000	N/A	24	2	M-Sat	6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie

11	Gillig	LF	2005	N/A	32	2	M-Sat	6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
5	Gillig	LF BRT	2007	N/A	32	2	M-Sat	6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
8	Chevy	Cutaway	2008	N/A	13	2	M-Sat	6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
5	Gillig	Hybrid	2010	N/A	32	2	M-Sat	6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
4	Chevy	CU	2010	N/A	13	2		6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
2	New Flyer	Hybrid	2012	N/A	33	2		6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
4	New Flyer	Hybrid	2013	N/A	33	2		6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
1	Ford	Cutaway	2013	N/A	13	2		6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
2	New Flyer	Hybrid	2014	N/A	33	2		6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
2	Ford	Cutaway	2015	N/A	13	2		6:15A-9:30P 7:45A-6:23P	N/A	N/A	Muncie
New Castle Transit											
1	Ford	CU	2002	1FDXE45S82HA70055	18	2	M-F	8 AM-4 PM	138,772	Poor	New Castle
1	Ford	CU	2004	1FDXE45S14HB27196	23	2	M-F	8 AM-4 PM	125,470	Poor	New Castle
1	Ford	CU	2004	1FDXE45S44HB27192	23	2	M-F	8 AM-4 PM	119,124	Poor	New Castle
1	Dodge	MV	2010	2D4RN4DE9AR254354	7	1	M-F	8 AM-4 PM	52,052	Good	New Castle
1	Ford	CU	2010	1FD4E4FS8ADA55653	18	2	M-F	8 AM-4 PM	80,750	Good	New Castle
1	Ford	CU	2010	1FD4E4FSXADA55654	18	2	M-F	8 AM-4 PM	75,848	Good	New Castle
1	Dodge	AO	2010	1B3CB4HAXAD550765	5	0	M-F	8 AM-4 PM	50,852	Excellent	New Castle
1	Ford	CU	2115	1FD4E4FS4FDA15853	18	2	M-F	8 AM-4 PM	9,780	Excellent	New Castle
Wells County Council on Aging											
1	Chevy	MV	2008	1GBDV13WX8D162641	6	1	M-F	6AM-7PM	238,025	Bad	Wells County



1	Chevy	MV	2008	1GBDV13W08D211586	6	1	M-F	6AM-7PM	224,368	Bad	Wells County
1	Chevy	MV	2008	1GBDV13W48D211316	6	1	M-F	6AM-7PM	210,926	Bad	Wells County
1	Ford	CU	2010	1FDEE3FS2ADA58411	8	3	M-F	6AM-7PM	51,292	Good	Wells County
1	Ford	CU	2010	1FDEE3FS2ADA62720	8	2	M-F	6AM-7PM	55,339	Good	Wells County
1	Ford	CU	2010	1FDEE3FS4ADA62718	8	2	M-F	6AM-7PM	55,634	Good	Wells County
1	Ford	CU	2010	1FDEE3FS6ADA62719	8	2	M-F	6AM-7PM	52,357	Good	Wells County
1	Ford	CU	2010	1FDEE3FS6ADA62722	8	2	M-F	6AM-7PM	45,865	Good	Wells County
1	Ford	CU	2010	1FDEE3FS4ADA62721	8	2	M-F	6AM-7PM	47,219	Good	Wells County
1	Dodge	MV	2012	2C4RDGB0CR265235	4	2	M-F	6AM-7PM	105,286	Good	Wells County
1	Dodge	MV	2015	2C7WDGBG1FR614297	6	2	M-F	6AM-7PM	47,189	Excellent	Wells County
1	Dodge	MV	2015	2C7WDGB1FR614302	6	2	M-F	6AM-7PM	43,138	Excellent	Wells County
1	Dodge	MV	2016	2C7WDGBG6GR313686	6	2	M-F	6AM-7PM	14,229	Excellent	Wells County
1	Dodge	MV	2016	2C7WDGBG6GR313705	6	2	M-F	6AM-7PM	13,987	Excellent	Wells County

IV. NEEDS ASSESSMENT

OVERVIEW

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

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

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

Date & Time	October 28, 2016 10:00 AM to 12:00 PM
Place	Maring-Hunt Library
Address	2005 S. High St. Muncie, IN 47302

Invitations to the meeting were distributed via the U.S. Postal Service to 140 organizations and individuals that represent transportation providers, riders, older adults, individuals with disabilities, people with low incomes, and members of the general public who participated in coordinated planning in previous years, and/or people with low incomes. The general public was invited and notified of the meeting through a variety of public announcements through the following websites and newspapers:

- ♦ Alexandria Times-Tribune
- ♦ Elwood Call-Leader
- ♦ Pendleton Times-Post
- ♦ Bluffton News Banner
- ♦ Decatur Daily Democrat
- ♦ Hartford City News-Times
- ♦ Commercial Review
- ♦ Courier Times
- ♦ Indiana RTAP website
- ♦ Health by Design/ICATS

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix. In total, twenty-six (26) individuals representing the general public and agencies attended the local meeting. Organizations that were represented at the meetings are listed below:

- ◆ Adams County Council on Aging
- ◆ The ARC of Indiana
- ◆ Bi-County Services
- ◆ Carey Services
- ◆ Delaware County
- ◆ Delaware-Muncie Municipal Planning Commission (DMMPC)
- ◆ Developmental Services, Inc.
- ◆ Disability Advocate (7 people) (general public)
- ◆ Hillcroft Services
- ◆ In House
- ◆ Indiana Citizens' Alliance for Transit (Health by Design)
- ◆ Indiana Department of Transportation, Office of Transit
- ◆ Jay-Randolph Developmental Services, Inc.
- ◆ The New InterUrban/ LifeStream
- ◆ Muncie Indiana Transit System (MITS)
- ◆ Public Transportation Coalition
- ◆ Wells County Council on Aging/Wells on Wheels (WCCOA/WOW)

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

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

Prior to and following the public and stakeholder meeting, public surveys were distributed by participating agencies and individuals. Survey announcements were posted on vehicles and an announcement for the survey was distributed through local newspapers and the Indiana RTAP

website. Surveys were available for approximately six (6) months. The survey's purpose was to gather additional input about transportation from the general public, individuals with disabilities, older adults, people with low incomes, and those individuals who may or may not be clients of the participating agencies about the gaps and unmet needs in the local and regional transportation network. In addition to printed surveys, the public survey was also available online, and advertised in the newspaper. In this Region, most surveys were submitted online.

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

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

2016-2017 Need/Gap	2016-2017 Priority Level	Corresponding Goal (Chapter V)
The Region needs regularly scheduled transportation service to/from Indianapolis, Bloomington, the Airport, and other major destinations in central and southern Indiana.	High	#1, #4
Affordable and efficient non-Medicaid eligible trips, long distance service to Indianapolis-Carmel and the Anderson area are needed.	High	#1, #4
Sunday transportation.	High	#4
The public perception of public transportation needs to change from one of public transit as a convenience to one of public transit as a necessity.	High	#2
Local funding and government support for transit is needed to ensure sustainability and successful growth.	High	#3
Remove geographic barriers to transit services so that the routes and service providers can travel outside city limits and go across county lines.	High	#1
Add hours to the routes in Muncie so that service extends after 5:00 PM.	High	#4
More drivers are needed for the transportation systems.	Moderate	#6
More routes in Muncie.	Moderate	#6
Park & Ride lots are needed to facilitate carpools and vanpools and to provide a transfer point. Lots would be beneficial within the city and near highways.	Moderate	#1
Connections between counties and towns are needed.	Moderate	#1
Efficient transit is needed to attract and serve employees and employers – economic development.	Moderate	#3, #4
Involve foundations and expand grant possibilities.	Moderate	#3
Grant County rural transportation – needs local support and funding.	Moderate	#2
Continue to add curb cuts to make a clear path on the sidewalk.	Moderate	#4
Incentives for businesses to participate in public transit.	Moderate to Low	#3
Smart buses with WiFi and charging stations.	Moderate to Low	#6
Late night transportation in Muncie.	Moderate to Low	#4
Yorktown – just outside-no bus service for locals	Moderate to Low	#4
Train service to stop in Muncie – Amtrak.	Moderate	#1
Students have limited access to employment and activities late at night.	Low	#4
Volunteer driver program.	Low	#4
Options for same-day or short notice trips (less than 7	Low	#4

2016-2017 Need/Gap	2016-2017 Priority Level	Corresponding Goal (Chapter V)
days' notice)		
Implement services to address parking challenges in Muncie.	Low	#4
Trolley service on weekdays.	Low	#4

PROGRESS SINCE THE 2013-2014 COORDINATED PLAN

Needs and gaps identified in 2013-2014 that have been partially or not addressed at all continue to exist. Those identified needs and gaps include:

2013-2014 Need/Gap	Corresponding Goal (Chapter V)
Transportation during weekday evenings and weekends ✓ Enrichment activities, medical appointments ✓ Latest accessible trips are in Muncie (MITS) Monday – Friday ✓ Options after MITS hours is private taxi companies Higher costs which may be beyond the budget of many consumers.	#4
Encourage public transportation use by more agencies to reduce costs of services.	#2, #3
Establish incentive programs for businesses and agencies to participate in coordinated programs.	#3
Improve accessibility to fixed route services – such as sidewalks, curb cuts, and shelters.	#4
Older adult transportation to Indiana University for medical appointments.	#4
Schedule coordination with IndyGo (Indianapolis) and other Indianapolis region transportation providers.	#1
Need exists for quality of life trips to and from Indianapolis area.	#1
Accessible and affordable transportation options for statewide travel.	#1
There is an insufficient number of accessible vehicles in the Region. Additional wheelchair accessible (ADA) vehicles for all counties in the region to expand fleets, replace existing vehicles, and meet capacity needs so that access to community resources can be accommodated for individuals with disabilities.	#6
Additional capital and operating grant funding from Federal, State, and local resources to meet the need for on-demand transportation throughout the Region.	#3, #5
Additional operating and capital assistance from Federal, State, and local resources to implement employment related	#3, #5

2013-2014 Need/Gap	Corresponding Goal (Chapter V)
transportation services or service enhancements.	
There is a need for public transportation services in Adams County.	#3
There is a need for public transportation services in Grant County outside the city limits of Marion.	#3, #4
Continuing to work together, organizations can overcome coordination challenges such as insurance, cost to consumers, and streamlining scheduling and eligibility requirements.	#3, #5
Improve coordination efforts between human service agencies and public transportation providers in an effort to reduce unnecessary duplication of trips.	#3, #5
Emergency management and organizations with a focus on public safety should be included in coordinated transportation planning efforts.	#2
Make National Incident Management Systems (NIMS) Courses available to transportation employees (including drivers).	Not addressed
Share grant writing expertise among all transportation providers that include public, private, faith-based organizations, human service organizations, and taxi.	#5
Transportation providers need travel training that is available and routinely communicated to the public to encourage additional riders to use services. Travel training can also encourage increased use by current passengers.	#4
Market and educate the public about the available transportation services in the Region. Communicate all transportation options available to older adults, individuals with disabilities, people with low incomes, and the general public. This includes intercity bus services.	#2, #5
Establish websites for transportation providers to share/market their services.	#2, #5
Work with INDOT to use state owned park and ride lots as transfer points – Cooperation between state and county transportation providers.	#4
Include 211 agencies in coordination meetings/TAC meetings and other arenas where transportation issues are discussed.	#2, #5
Establish an active regional coordination committee. Once established, consider central scheduling/dispatching if possible for all regional transportation providers.	#2

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

- ◆ Distribute the new adopted Coordinated Plan to their agency stakeholders and all elected officials within their jurisdictions.
- ◆ Expand public speaking engagements to improve awareness of existing services and the gaps and unmet needs that exist in each county.
- ◆ All transportation providers will submit informational articles on public and/or coordinated transportation successes and needs to various local agency/residential center newsletters.
- ◆ Transportation providers will encourage riders and rider families to write positive letters to the editor regarding their transportation experiences and identifying additional transportation needs.

CONTINUING CHALLENGES TO COORDINATED TRANSPORTATION

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

While there are challenges to implementing coordination among various transportation providers, services, and funding sources, it is important to note that transportation coordination is being successfully implemented throughout the country and in Indiana. Therefore, issues such as conflicting or restrictive State and Federal guidelines for the use of funding and vehicles, insurance and liability, and unique needs presented by the different populations served, to name a few, should challenge, but not stop, a coordination effort. There are many resources available to assist communities as they work together to coordinate transportation. Contact the Indiana Department of Transportation (INDOT), Office of Transit (<http://in.gov/indot/2436.htm>) for assistance.

RESULTS OF THE GENERAL PUBLIC SURVEY

This section summarizes the public survey results received from individuals living in the Region. Surveys were available on-line, on public transit vehicles, at various nonprofits, and distributed by volunteers through organizations that serve seniors and individuals with disabilities. The on-line and paper versions of the survey were also advertised in local newspapers. The survey period was October 2016 through May 2017. Survey results by county are listed below:

- ◆ Adams County: 0 respondents
- ◆ Blackford County: 1 respondents
- ◆ Delaware County: 20 respondents
- ◆ Grant County: 2 respondents
- ◆ Henry County: 3 respondents
- ◆ Jay County: 2 respondents
- ◆ Madison County: 20 respondents
- ◆ Randolph County: 0 respondents
- ◆ Wells County: 12 respondents

Surveys received include 60 surveys from the general public. Each exhibit 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 60 surveys. The survey results are not scientifically valid, but do offer insight into the unmet transportation needs and gaps in services for the general public. Surveys were announced and distributed in every county; however, there were no survey participants from Jay or Madison Counties.

Survey respondents were asked to report all of the transportation they or their family have used in the past 12 months. Choices ranged from bicycles and walking to using public or agency services. As indicated in Exhibit IV.2, approximately 65 percent indicated that they use a personal vehicle or ride with a friend/family member. Approximately 52 percent of respondents ride on demand response public or agency-sponsored transportation. Another 27 percent indicate that they use fixed route public transit. An equal amount, 27 percent, use a bicycle or walk (other than for exercise). Exhibit IV.2 illustrates the distribution of responses.

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

Mode of Transportation Used	Response Percent	Response Count
Personal vehicle or ride with a friend/family member	65.1%	41
Demand response public or agency-sponsored transportation	52.4%	33
Fixed route public transit	26.9%	17
Bicycle or walk (other than for exercise)	26.9%	17

Mode of Transportation Used	Response Percent	Response Count
Private taxi, Uber, Lyft (or similar)	14.3%	9
Carpool or vanpool	12.7%	8
Other	11.1%	7
Faith-based organization (such as a church bus)	9.9%	5
Flexible public transit routes	7.9%	5
Volunteer transportation	7.9%	5
Public Transportation or human service agencies	4.7%	3
Private inter-city bus (such as Greyhound or Megabus)	1.6%	1
Car share (Car 2 Go)	1.6%	1
Agency-provided transportation (such as Council on Aging)	1.6%	1
Ambulette Service (non-emergency)	1.6%	1
Amtrak	1.6%	1

Survey responses listed in Exhibit IV.2 indicate that approximately half of respondents are currently using public or agency-provided transportation. Exhibit IV.3, below, outlines the reasons why others are not using public transportation. This question signifies the gaps in the existing network of services that may be causing people to use different transportation options. The primary reason for not using public or agency transportation is that the respondent has his own car and prefers to drive (38.5%). The second most common reason was that public transportation is not available at the times or days when the respondent needs it (33.3%). More than a quarter of respondents also indicated that public transportation service does not go where they need to go. This last point was reinforced during discussions at the public meeting regarding the existing fixed route service in Muncie.

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

Answer Options	Response Percent	Response Count
It is not available where I live	17.9%	7
My friend or family drive me where I need to go	17.9%	7
I have my own car and prefer to drive	38.5%	15
It is not available at the times or days when I need it	33.3%	13
It does not go where I need to go	28.2%	11
It is unaffordable	7.7%	3
I don't know how to use it	0%	0
It takes too much time compared to my other options	10.3%	4
The vehicles are not wheelchair accessible	7.7%	3
Answered Question		39
Skipped Question		24

Next, respondents were asked, if transportation were easy to use and available, which reason would cause them to use it? As indicated in Exhibit IV.4, below, the majority of people would use it if it

would save money on gas or car maintenance (61.1%). Nearly as many people would use public transportation if they do not have another transportation option (59.3%). All of the potential reasons are listed in the following exhibit.

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

Answer Options	Response Percent	Response Count
If it would save money (e.g., save on gas or car maintenance)	61.1%	33
If it is better for the environment	35.2%	19
If it is provided with wheelchair accessible vehicles	27.8%	15
If I do not have another transportation option	59.3%	32
I would not use public transportation under any circumstance	7.4%	4
Other (please specify)		5
Answered Question		54
Skipped Question		9

When asked what changes could be made to the local transportation options to make using them more appealing, the most common responses included operating on Saturdays (61.5%), the option to ride to other parts of the state (55.8%), operating on Sundays (50.0%), ending later at night (46.2%), and pick me up at my house and take me directly to where I am going/no shared rides (30.8%).

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

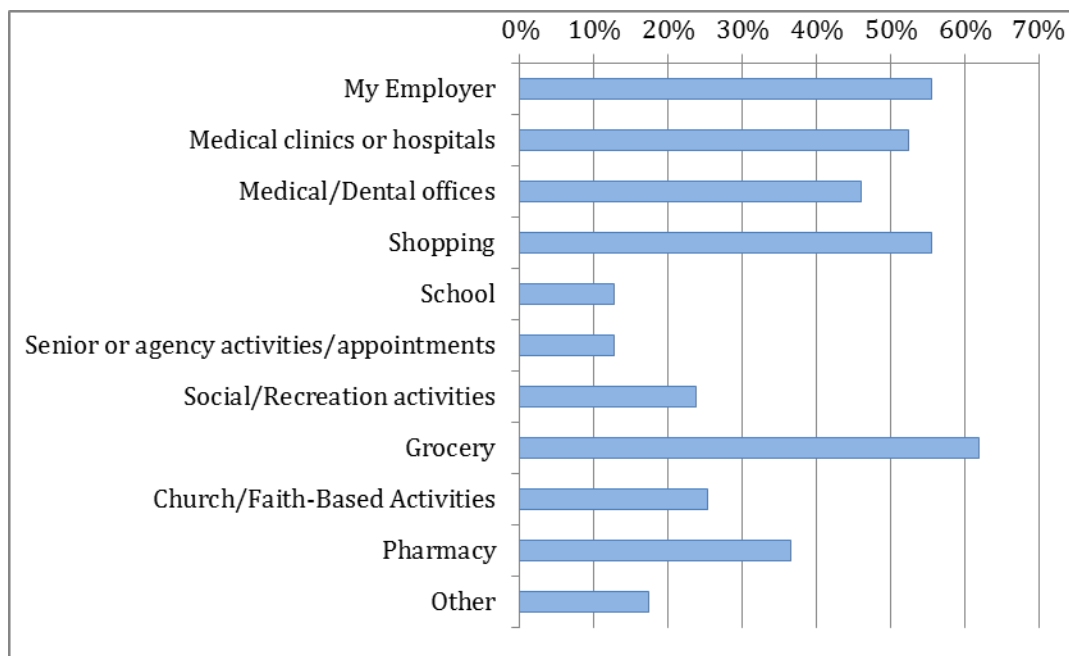
Answer Options	Response Percent	Response Count
If I could ride to other parts of the State (such as Indianapolis or other cities and towns)	55.8%	29
Lower the cost to ride	17.3%	9
Start earlier in the morning	25.0%	13
End later at night	46.2%	24
Operate on Saturdays	61.5%	32
Operate on Sundays	50.0%	26
Pick me up at my house and take me directly to where I am going/no shared rides with others	30.8%	16
Operate on a fixed route and schedule with bus stops	11.5%	6
Smaller vehicles	1.9%	1
Larger vehicles	1.9%	1
Wheelchair accessible vehicles	17.3%	9
More reliable/On-Time for picking me up/dropping me off	25.0%	13
Other (please specify)	9.6%	5
Answered Question		52

Answer Options	Response Percent	Response Count
<i>Skipped Question</i>		11

When asked if he or she would switch from using a service that requires an advance reservation to using a fixed route bus service, 61.7% of respondents said no.

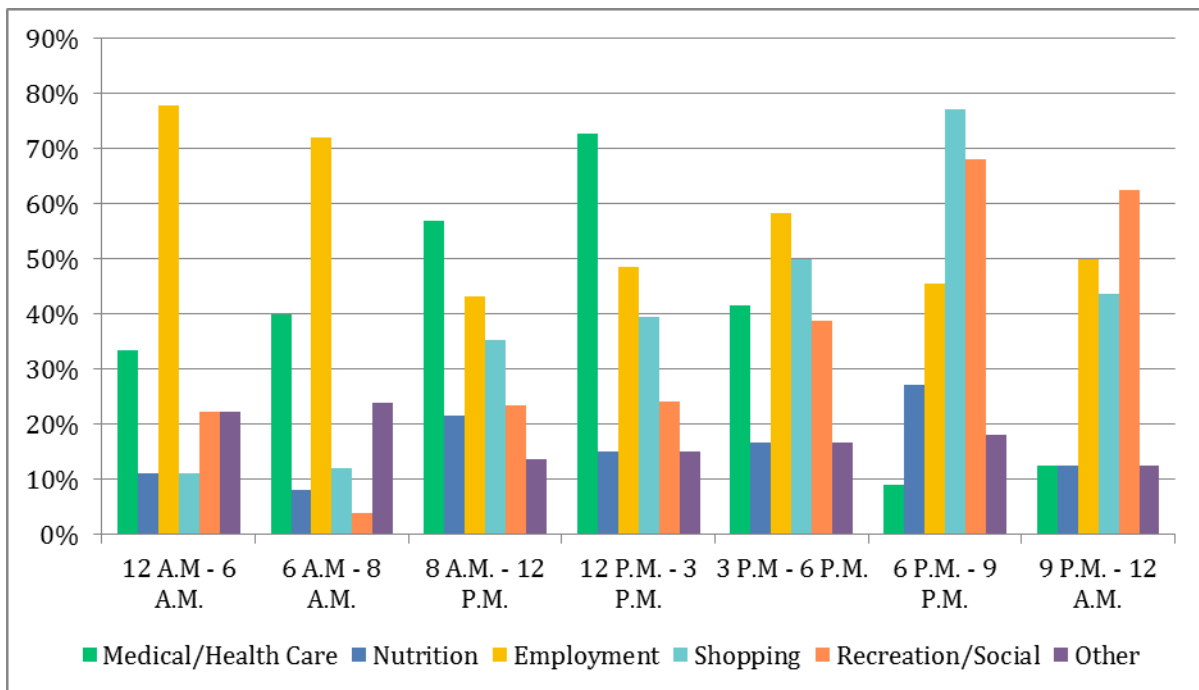
The most commonly visited destinations when transportation is available to the survey respondents are grocery (61.9%); employer (55.6%); shopping (55.6%); and medical clinics or hospitals (52.4%). Exhibit IV.6 provides the distribution of responses.

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



Transportation demand by time of day is a tool used to understand when the most vehicles and drivers are likely to be needed. Exhibit IV.7 indicates that the highest demand between 12:00 AM and 8:00 AM, and again between 3:00 PM and 6:00 PM is for employment trip purposes. The highest demand between 8:00 AM and 3:00 PM is for medical and health care trip purposes. In the evenings, 6:00 PM to 9:00 PM, the demand varies but the most common purposes are for shopping, recreation, and employment. At night, 9:00 PM to 12:00 AM, the most common demands are for recreation, employment, and shopping.

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



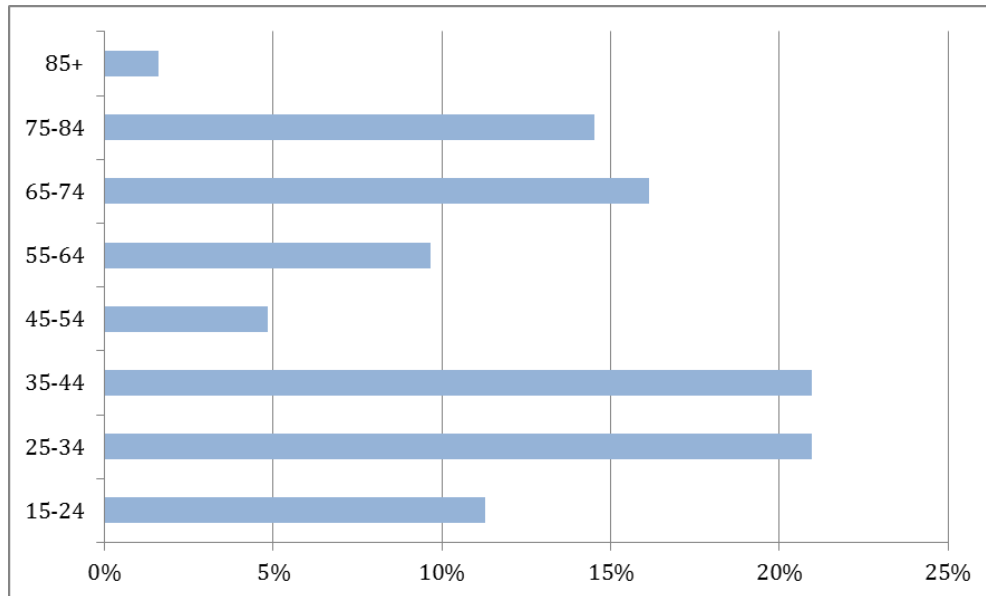
The majority of survey respondents do have available transportation to destinations outside of the county of residence when they need it (65 percent). Trips to out-of-county destinations such as Noblesville, Fishers and Indianapolis were needed but not available as often as once a month to two or three times per year.

Demographic and Socio-Economic Data

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

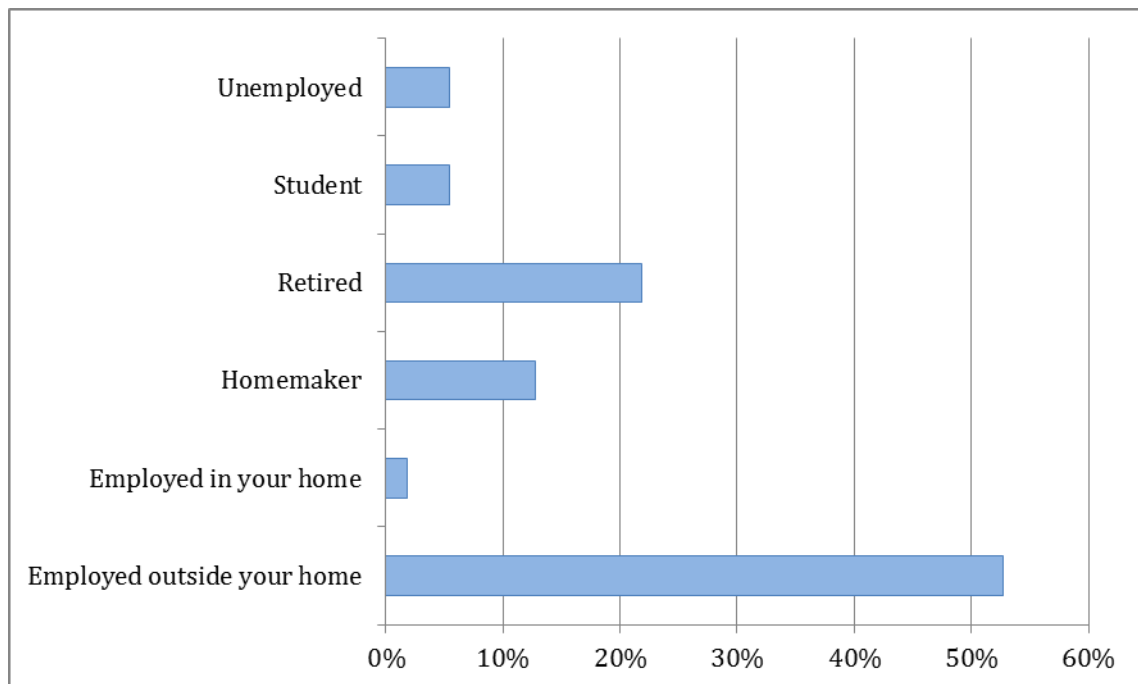
The age distribution of survey respondents is outlined in Exhibit IV. 8, below. Approximately thirty-two (32%) percent of respondents were age 65 or older. Thirty-three (33%) percent of respondents reported having a disability which requires them to use a cane, walker, wheelchair, and/or another device.

Exhibit IV.8: Age of Survey Respondents



Approximately fifty-three (53%) percent of survey respondents were employed outside the home; 22 percent were retired. Approximately 13 percent were homemakers and 12 percent were either students or unemployed. Other respondents have a disability or work with vocational rehabilitation or day services workshops.

Exhibit IV.9: Employment Status



V. IMPLEMENTATION PLAN

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

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

The participating stakeholders meeting held on October 27, 2016 included a review of the goals that were established during the 2014 plan process. The discussion achieved consensus on retaining the existing goals, the process identified a number of new implementation strategies which reflected changes in the tools and approaches to meeting the selected goals. The following goals were proposed for the 2016-2017 Plan:

Goal #1: Improve and Increase Regional, Multi-County, and Multi-Modal Coordinated Transportation Services for Access to Employment, Medical and Other Resources.

Strategies to increase regional and multi-county transportation for a variety of trip purposes was a top priority for meeting participants and other stakeholders because the origins and destinations are not always within a single county. In fact, multi-county trip demands are increasing.

Goal #2: Educate Residents and Local Officials about the Benefits of Public and Coordinated Transportation Services.

Strategies discussed under this goal are intended revitalize the coordinated transportation efforts in the region and enhance public awareness of both the existing transportation resources and the gaps in services.

Goal #3: Increase Funding for Public and Coordinated Transportation Throughout the Region.

The transportation providers and participating stakeholders realize that improvements in transportation will come at a cost. Strategies focus on potential opportunities for coordination of existing services that will help stretch the available dollars as well as strategies to attract new, sustainable revenue sources.

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

Strategies focus on discovering opportunities to expand services into rural Grant County as well as after-hours service for students at Ball State and employees throughout the area.

Goal #5: Establish a Regional Approach to Public Outreach and Grant Writing for Transportation Services.

Strategies involve developing brochures and websites to improve awareness of available resources. Shared grant-writing is another way to educate the public about the connectivity that transportation provides for multiple community-based programs.

Goal #6: Incorporate New Technology and Capital to Improve Existing Mobility Options and Serve More People.

Strategies focus on effective planning of replacement and expansion vehicles and equipment for accessible services in each county.

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.

HIGH PRIORITY UNMET NEEDS: IMPROVE REGIONAL AND MULTI-COUNTY TRANSPORTATION THROUGH COORDINATED SERVICES.

Goal #1: Improve and Increase Regional, Multi-County, and Multi-Modal Coordinated Transportation Services for Access Employment, Medical and Other Resources.

Strategy 1.1: Create more trips that cross county lines to connect older adults, individuals with disabilities the general public, and people with low incomes with medical facilities unavailable in their home county. In the face of more limited local funding to support transportation and other community-based programs, the need to use transportation resources with more efficiency is bigger than ever. Building on current practices of trip sharing and coordination, providers will work together to alternate responsibility for providing longer trips. This strategy will reduce the number of vehicles traveling outside the Region. Some of these trips may require passengers to transfer vehicles in order to reach final destinations.

Establishing transfer points throughout the Region will facilitate smooth passenger transfers. Investigate the use of state-owned park and ride lots as potential transfer points.

Counties Included: Adams, Blackford, Delaware, Grant, Henry, Jay, Randolph, Wells (*The City of Marion Transit, MITS, and New Castle Transit provide fixed or route deviated public transportation services and cannot provide trips outside their service areas and therefore can only participate on a limited basis*).

Implementation Time Frame:

Near Term (1-12 months)

Staffing Implications:

Additional drivers may be required.

Implementation Budget:

Funding to support potential new drivers may be required.

Potential Grant Funding Sources: Activities are eligible for funding under the Section 5311 program and/or Section 5310. Federal operating grants are available for 50% of program costs. Local matching funds sources include businesses, advocacy groups, local government, grants, foundations, and eligible non-U.S. DOT Federal funds.

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

Performance Measures:

- ◆ Number of coordinated multi-county or multi-jurisdictional trips.
- ◆ Number of trips provided through coordinated multi-county services.
- ◆ Cost efficiency of coordinated activities as measured by the transportation provider's cost per trip/mile/hour of operation.
- ◆ Cost effectiveness for the individual rider compared to his or her previous transportation options.
- ◆ Cost effectiveness for the local governments involved.

Strategy 1.2: Coordinate with IndyGo and the Central Indiana Regional Transportation Authority (CIRTA) to determine the most effective manner to connect to services in the Indianapolis area, a common destination for the Region's transportation providers. Continue to add new service for cross-county connectivity (between and through contiguous counties). Determine where older adults, individuals with low incomes, people with low incomes and the general public living in the Region need to travel for medical, work, and other trip purposes.

Counties Included: Adams, Blackford, Delaware, Grant, Henry, Jay, Randolph, Wells (*The City of Marion Transit, MITS, and New Castle Transit provide fixed or route deviated public transportation services and cannot provide trips outside their service areas and therefore can only participate on a limited basis*).

Responsible Parties: Public Transportation providers in each county

<u>Implementation Time Frame:</u> Near Term (1 to 24 months)	<u>Staffing Implications:</u> Additional drivers may be required.
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Implementation Budget:
Funding to support potential new drivers may be required.

Potential Grant Funding Sources: Activities are eligible for funding under the Section 5311 and/or Section 5310 program. Local matching funds sources include businesses, local governments, nonprofit organizations, and allowable non-U.S. DOT Federal programs.

Performance Measures:

- ◆ Number of multi-county coordinated trips compared to the number of trips prior to coordination.
- ◆ Number of new riders compared to the number of new riders per year prior to coordinated services.
- ◆ Cost effectiveness of coordinated activities for the transportation providers measured by the cost per hour and mile of revenue service for all providers.
- ◆ Cost of the trip to the passenger compared to before the coordinated services existed.

Strategy 1.3: Provide a link to intercity bus operations on all public transportation provider websites in the Region. Information on the services provided by these providers can be found at Russell's Guide, Inc. website: <http://russellsguides.com/>.

Counties Included: All counties.

<u>Implementation Time Frame:</u> Mid-Term (13-24 months)	<u>Staffing Implications:</u> Minimal
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Implementation Budget:
Minimal

Potential Grant Funding Sources: Not required

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

Performance Measures:

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

Strategy 1.4: Discuss the IRS Qualified Transportation Fringe Benefits (Section 132(f)) Program with employers. Additional information about this program that can benefit employers who assist employees with the cost of their transportation (public transportation, car/vanpooling, or biking) can be found at the National Center for Transit Research website at <http://www.nctr.usf.edu/programs/clearinghouse/commutebenefits/>.

Counties Included: All counties.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Minimal
<u>Implementation Budget:</u> Minimal	
<u>Potential Grant Funding Sources:</u>	Not required

Responsible Parties: Public transportation providers in each county will share information about this benefit with employers and employees in their service areas.

Performance Measures:

- ◆ Number of employers whose information is distributed to regarding the IRS Qualified Transportation Fringe Benefits.
- ◆ Number of employers that assist employees with the monthly costs associated with the use of public transportation services to and from work sites.

Goal #2: Educate Residents and Local Officials about the Benefits of Public and Coordinated Transportation Services.

Strategy 2.1: Revitalize the County Coordinated Transportation Committees in each county to investigate how transportation providers can work together to provide services for county residents. The Delaware County Committee is active, but needs to recruit additional members. Other counties do not have active committees. The role of the committee is to gather updated information on the transportation needs of county residents and plan for how those needs can be addressed. Also, the local committee representatives should become part of the Regional Transportation Advisory Committee (RTAC) that represents Muncie and Anderson. If there is a Transportation Advisory Committee (TAC) within single counties, establish a Coordination Subcommittee within the TAC to focus on local and regional coordinated transportation. Model on the success of the Delaware County Coordination Committee.

Counties Included: All counties.

<u>Implementation Time Frame:</u> Near Term (1-24 months)	<u>Staffing Implications:</u> Staff time to participate in the committee meetings will be required.
<u>Implementation Budget:</u> Minimal costs will be required.	
<u>Potential Grant Funding Sources:</u> Participation in the committee is eligible for funding under Section 5311; eligible activity for human service agencies program costs.	

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

Performance Measures:

- ◆ Coordination Committee established or revitalized in each county.
- ◆ New members are recruited and join the new and existing committees.
- ◆ Number of transportation issues addressed by the county Coordination Committee.

Strategy 2.2: Media outreach is vital to marketing and educating the community about how transportation services affect the community. Continue to develop press releases and public service announcements about the public transportation services in each county and the Region, such as ridership achievements, new vehicle or other capital item deliveries, and passenger stories such as how transportation helps them maintain independence. Share the press releases and public service announcements with television and radio stations that serve each county. Ask passengers to write letters to the editor about their positive transportation experience. Use posters and flyers to promote transportation services. Advertise on placemats in local restaurants that promote public and/or human service transportation services in each county.

Counties Included All counties.

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

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> This is a current management activity.
<u>Implementation Budget:</u> Minimal expense for labor to design press releases and public service announcements \$600 - \$1,200 annual expense for posters, flyers, and placemats, depending on design and printing costs.	
<u>Potential Grant Funding Sources:</u> Eligible for funding under Section 5311 (operating activities) or New Freedom activities within the Section 5310 grant program.	

Performance Measures:

- ◆ Number of press releases/public service announcements.
- ◆ Number of posters, flyers, and placemats distributed.
- ◆ Public awareness of transportation services increases through use of transportation provider services measured by increases in the number of people served.

Strategy 2.3: Maintain or establish a formal travel training program to give new and potential riders the knowledge and the skills to use the available public transportation options. Work with the YMCA, libraries, and Ball State students to promote travel training opportunities to those who need it. Public transportation providers will designate either volunteers or employees to provide monthly travel training classes.

Counties Included: All counties with public transportation.

Implementation Time Frame:

Near-Term (1 to 24 months)

Staffing Implications:

This is a current management activity.

Implementation Budget:

No additional cost – current activity with no further action necessary.

To establish formal program – costs depends upon complexity of formal program.

Potential Grant Funding Sources: Travel training programs are eligible for funding under Section 5311 or within the Section 5310 grant program. A local match of 20% is required for all federal grant funds. Local match may be derived from allowable non-DOT Federal programs and/or local funds, grants, and contributions.

Responsible Parties: Transportation providers in each county

Performance Measures:

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

HIGH AND MODERATE PRIORITY UNMET NEEDS: INCREASE FUNDING FOR PUBLIC AND COORDINATED TRANSPORTATION; INCREASE TRANSPORTATION OPTIONS.

Goal #3: Increase Funding for Public and Coordinated Transportation Throughout the Region.

Strategy 3.1: Continue to encourage human service agencies and other organizations that require transportation services for their consumers to contract with public transportation providers in each county, when possible. Agencies and organizations may realize a savings by purchasing services rather than providing them in-house. Contract rates will include the fully allocated costs associated with the provision of the transportation services provided. Revenue received through contracts may be used as local match for grants received by the public transportation providers.

Counties Included: All counties

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Staff time will be required to determine fully allocated costs for contracts.
<u>Implementation Budget:</u> Minimal	
<u>Potential Grant Funding Sources:</u> Not required	

Responsible Parties: Transportation providers

Performance Measures:

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

Strategy 3.2: Promote public transportation as an economic development advantage in each county of the Region. Public transportation access will be included in each county's land use and economic development plans.

Counties Included: All counties

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> This will be a function of transportation provider managers.
<u>Implementation Budget:</u> Staff time will be required for meetings.	
<u>Potential Grant Funding Sources:</u> This strategy is an important element to improving coordinated transportation in each county of the region, and would be funded with existing transportation provider budgets.	

Responsible Parties: Transportation providers will communicate with local planners and Economic Development offices.

Performance Measures:

- ◆ Number of presentations and informational materials provided to planning organizations and Economic Development.
- ◆ Transportation is included in Economic Development plans and materials for each county of the Region.

Strategy 3.3: Speak to local and state officials about the need to financially support transportation services. Continue involvement in the Indiana Council on Specialized Transportation (INCOST) and other state organizations that support transportation services for older adults, individuals with disabilities, people with low incomes and the general public.

Counties Included: All counties

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Staff time will be required to promote public transportation services.
<u>Implementation Budget:</u> None	
<u>Potential Grant Funding Sources:</u> Not required	

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

Performance Measures:

- ◆ Transportation status and unmet needs are documented and updated (use this document as a starting point).
- ◆ Amount of additional dedicated funding received from state and local resources for coordinated transportation efforts.
- ◆ Comparison of transportation needs each year demonstrates that measurable progress is made toward meeting needs.

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

Strategy 4.1: Investigate opportunities for public transportation services in rural Grant County. Transportation options are limited for Grant County residents that live outside the City of Marion. Senior Rides provides transportation for individuals who are age 60 and older, and no other public transportation services are available in Grant County outside the City of Marion. Gather information from citizens about their travel needs. Determine the most cost effective manner in which to provide public transportation services. Speak to government entities, civic groups, human service agencies

and other local organizations about the need for public transportation services and how those services can benefit the County.

Counties Included: Grant County

Implementation Time Frame:

Near Term (1 to 24 months)

Staffing Implications:

Staff management of human service agencies involved will attend speaking engagements.

Implementation Budget:

Cost to develop a plan could range from \$10,000 to \$25,000.

Potential Grant Funding Sources: Local Planning Grants or Allocations. Contact INDOT Office of Transit to explore other potential funding opportunities.

Responsible Parties: Interested parties that support public transportation services for all Grant County residents.

Performance Measures:

- ◆ Needs assessment conducted to determine the level of need for transportation in Grant County.
- ◆ Initial transportation demand analysis conducted. A potential source for learning to conduct the transportation demand analysis can be found in TRB Report 161: Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation.
<http://www.trb.org/Publications/Blurbs/168758.aspx>. This research is supported by an Excel spreadsheet that can be used to implement the procedures included in the workbook.
- ◆ Potential funding sources identified to support public transportation services.
- ◆ Planning grant funds identified and secured.
- ◆ Plan developed with support of local stakeholders.

Strategy 4.2: Establish a transportation service for after-hour service for non-traditional students at Ball State. *Use of Section 5310 vehicles in this strategy must not adversely impact service delivery for elderly and disabled individuals.*

Prior to implementation of this strategy, additional research is required to determine the level of need. While a need to meet nontraditional work and training hours was discussed during the regional meetings, the level of need is not known at this time and further study is required to establish the actual need in each county.

Counties Included: Delaware, Jay, and Randolph

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

Implementation Time Frame:

Mid-Term (2-4 years)

Staffing Implications:

Additional drivers and dispatcher for after-hours will be required.

Implementation Budget:

To be determined based on level of service needed.

Potential Grant Funding Sources: Section 5311 public transportation funding. Local match of 50% is required. Potential sources of local match include local businesses, Ball State, and other educational sites that offer job training activities.

Performance Measures:

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

Strategy 4.3: Continue the successful Voucher Program operated by MITS in Muncie. CICOA Aging & In-Home Solutions of the Indianapolis Region also operates a similar program. To find out more about the success of these programs, visit their websites at (MITS) www.mitsbus.org and (CICOA) <http://cicoa.org>.

Prior to implementation of this program in other counties, additional research is required to determine the level of need. While a need to meet the transportation needs of individuals with disabilities was discussed during the regional meetings, the level of need is not known at this time and further study is required to establish the actual level of need in each county.

Counties Included: All counties

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

Implementation Time Frame:

Mid-Term (2-4 years)

Staffing Implications:

Staff will be required to oversee and administer the program.

Implementation Budget:

To be determined based on level of service.

Potential Grant Funding Sources: Section 5310 funding is available for New Freedom activities. Local match of 50% is required. Potential sources of local match include non-U.S. DOT Federal programs, local grants and organizations that provide services to individuals with disabilities and/or advocacy groups.

Performance Measures:

- ◆ Research supports the implementation of a voucher program for individuals with disabilities.
- ◆ Local match sources are identified.
- ◆ Program is established.
- ◆ Number of individuals with disabilities using transportation services.
- ◆ Number of trips provided.
- ◆ Number of vouchers issued.

Strategy 4.4: Improve accessibility to and safety of fixed or deviated route bus stops by installing bus shelters at stops that indicate a high volume of use by older adults and individuals with disabilities.

Counties Included: All counties that offer transfer points and or local fixed or deviated route bus service.

Responsible Parties: Public transportation providers in each county that operate fixed or deviated route bus services.

Implementation Time Frame:

Mid-Term (2 to 4 years)

Staffing Implications:

Staff will be required to determine installation sites.

Implementation Budget:

To be determined based on number of shelters required.

Potential Grant Funding Sources: Section 5311 funding is available to increase accessibility and safety of public transportation services. Local match of 80% is required. Potential sources of local match include local organizations that provide services to older adults and individuals with disabilities and/or advocacy groups.

Performance Measures:

- ◆ Research indicates number of shelters locations where they will be most effective.
- ◆ Local match source(s) is identified.
- ◆ Shelters are installed.
- ◆ Number of older adults and individuals with disabilities using stops with shelters that were not able to before installation.

Strategy 4.5: Improve accessibility to all bus stops and bus shelters by working with local officials in the development of infrastructure plans that are located near bus stops/shelters. Establish contact person at local government entities to request removal of unsafe conditions (snow, ice, fallen leaves, etc.) on city/county owned sidewalks and curb cuts that connect with bus stops.

Counties Included: All cities and counties with fixed or deviated route bus service.

Responsible Parties: Public transportation providers in each county that operate fixed or deviated route bus services

Implementation Time Frame:

Ongoing

Staffing Implications:

Staff will be required to attend meetings/make calls to contacts for debris removal.

Implementation Budget:

Minimal

Potential Grant Funding Sources: City and County budgets, Federal funds for sidewalks and public safety.

Performance Measures:

- ◆ Number of calls made to contact person to remove debris.
- ◆ Number of older adults and individuals with disabilities using more assessable stops.
- ◆ Number of stops where safety has been improved.

MODERATE AND LOW PRIORITY UNMET NEEDS: REGIONAL POLICIES AND COMMITTEES; SHARED GRANT WRITING; TECHNOLOGY.

Goal #5: Establish a Regional Approach to Public Outreach and Grant Writing for Transportation Services.

Strategy 5.1: Develop a regional brochure and website that are accessible to older adults and individuals with disabilities. Items should promote cross-county and regional coordinated transportation. Update brochures and websites as new cross-county and coordinated transportation options are implemented. Include information on all modes of transportation available in the Region.

Counties Included: All counties.

Responsible Parties: Public transportation providers will continue to create materials specific to their counties and for regional service. Information about how passengers can reach destinations outside of their home city or county should be included. Information will be maintained on each participating public, private, and agency transportation provider's site.

Implementation Time Frame:

Near-Term (1 to 24 months)

Staffing Implications:

Function of transportation providers to gather, share, and update/maintain information.

Implementation Budget:

Minimal printing budget will be needed within each transportation provider agency if the data is printed. Otherwise, information will be online and available through 211.

Potential Grant Funding Sources: Potential for Section 5311 (rural), allowable non-U.S. DOT Federal funding programs.

Performance Measures:

- ◆ Brochures are created (electronic and printed).
- ◆ Number of venues where materials are presented each year.
- ◆ Brochures are updated and present current information.
- ◆ Number of brochures distributed.

Strategy 5.2: Share grant-writing expertise among eligible participating agencies (i.e., eligible for Federal, State, local, or foundation grants) to submit grants for transportation funding as a collaborative effort. Public transportation providers will provide technical assistance to other public transportation providers and Section 5310 grantees in the Region as requested to ensure services are coordinated in the most efficient and effective manner. Technical assistance can include guidance in capital replacement short/long term plans, development of justification for vehicle replacement/expansion, and building fully allocated fleet operating budgets.

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

Counties Included: All counties

Implementation Time Frame:

Ongoing

Staffing Implications:

No additional staff required.

Implementation Budget:

No additional costs required.

Potential Grant Funding Sources: No additional funding required.

Responsible Parties: Local planning agencies, cities, counties, and nonprofit organizations.

Performance Measures:

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

Goal #6: Incorporate New Technology and Capital to Improve Existing Mobility Options and Serve More People.

Strategy 6.1: Acquire replacement and expansion vehicles and equipment for accessible services designed to accommodate mobility aids in each county.

Counties Included: All counties

Responsible Parties: Eligible transportation providers

<u>Implementation Time Frame:</u>	<u>Staffing Implications:</u>
Ongoing	None
<i>Based upon need</i>	

Implementation Budget:
Cost of vehicles and equipment

Potential Grant Funding Sources: Section 5311 (rural) for public transportation providers; Section 5310 for human service agencies and public transportation providers (Local match required). Local match may be derived from eligible non-U.S. DOT federal programs, local government, grants, and foundations.

Performance Measures:

- ◆ Number of mobility aids accommodated.
- ◆ Number of individuals with disabilities served.
- ◆ Number of trips provided for people with all sizes of mobility aids.
- ◆ Number of vehicles and equipment purchased and placed into service.

Strategy 6.2: Incorporate Smart Buses into the local and regional services so that passengers have the option to use Wi-Fi_ and also charge their devices on the bus.

Counties Included: All counties with fixed route and intercity route services.

Responsible Parties: Public and private transportation providers in all counties of the Region.

Implementation Time Frame:

Ongoing

Staffing Implications:

None

Implementation Budget:

Cost of purchasing or equipping vehicles

Potential Grant Funding Sources: Capital funding for vehicles may be derived from Federal Transit Administration (FTA) grants. Federal capital grants require a 20% local match. Local match may be derived from local governments, businesses, foundations, grants, or eligible non-U.S. DOT Federal programs.

Performance Measures:

- ◆ Estimate costs for buses that have Wi-Fi and electrical outlets.
- ◆ The necessary amount of local match is secured to purchase the vehicles.
- ◆ Vehicles are purchased and placed into service.
- ◆ Ridership on new vehicles increases compared to ridership before technology was added.

VI. POTENTIAL GRANT APPLICATIONS

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

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

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

Goal #1: Improve and Increase Regional, Multi-County, and Multi-Modal Coordinated Transportation Services for Access to Employment, Medical and Other Resources			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
80	1.1	Create more trips that cross county lines to connect older adults, individuals with disabilities and the general public with medical facilities unavailable in their home county.	High
81	1.2	Coordinate with IndyGo and the Central Indiana Regional Transportation Authority (CIRTA) to determine the most effective manner to connect to services in the Indianapolis area, a common destination for the region's transportation providers.	High
82	1.3	Provide a link to intercity bus operations on all public transportation provider websites in the region.	High to Mod.
83	1.4	Discuss the IRS Qualified Transportation Fringe Benefits (Section 132(f)) Program with employers.	High to Mod.
Goal #2: Educate Residents and Local Officials about the Benefits of Public and Coordinated Transportation Services.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
83	2.1	Revitalize the County Coordinated Transportation Committees in each county to investigate how transportation providers can work together to provide services for county residents.	High
84	2.2	Media outreach is vital to marketing and educating the community about how transportation services affect the community. Continue to develop press releases and public service announcements about the public transportation services in each county and the region, such as ridership achievements, new vehicle or other capital item deliveries, and passenger stories such as how transportation helps them maintain independence.	High
85	2.3	Maintain or establish a formal travel training program to give new and potential riders the knowledge and the skills to use the available public transportation options.	High
<i>(Table is continued on the next page.)</i>			

Goal #3: Increase Funding for Public and Coordinated Transportation Throughout the Region

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
86	3.1	Continue to encourage human service agencies and other organizations that require transportation services for their consumers to contract with public transportation providers in each county, when possible.	High to Mod.
86	3.2	Promote public transportation as an economic development advantage of the region	Moderate
87	3.3	Speak to local and state officials about the need to financially support transportation services.	High

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

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
87	4.1	Investigate opportunities for public transportation services in rural Grant County. Transportation options are limited for Grant County residents that live outside of the City.	Moderate
88	4.2	Establish a transportation service for after-hour service for non-traditional students at Ball State.	Moderate
89	4.3	Continue the successful Voucher Program operated by MITS in Muncie.	Moderate
90	4.4	Improve accessibility to and safety of fixed or deviated route bus stops by introducing bus shelters at stops that indicate a high volume of use by older adults and individuals with disabilities.	High
91	4.5	Improve accessibility to all bus stops and bus shelters by working with local officials in the development of infrastructure plans that are located near bus stops/shelters.	High

(Table is continued on the next page.)

Goal #5: Establish a Regional Approach to Public Outreach and Grant Writing for Transportation Services.

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
91	5.1	Develop a regional brochure and website that are accessible to older adults and individuals with disabilities.	Moderate
92	5.2	Share grant-writing expertise among eligible participating agencies to submit grants for transportation funding as a collaborative effort.	Moderate

Goal #6: Incorporate New Technology and Capital to Improve Existing Mobility Options and Serve More People.

93	6.1	Acquire replacement and expansion vehicles and equipment for accessible services designed to accommodate mobility aids in each county.	Moderate
93	6.2	Incorporate Smart Buses into the local and regional services so that passengers have the option to use wifi and also charge their devices on the bus.	Moderate