



Coordinated Public Transit-Human Services Transportation Plan Update Indianapolis Region

Final Report

July 24, 2013





Table of Contents

I. Introduction..... 1
Plan Development Methodology 1
Accomplishments Since 2009..... 2

II. Existing Conditions 5
Economic/Demographic Characteristics of the Region..... 5
Economic Profile 9
Industry and Labor Force..... 10
County Profiles..... 11
Boone County 11
Hamilton County 18
Hancock County..... 25
Hendricks County 32
Johnson County..... 39
Marion County 46
Morgan County 53
Shelby County..... 60
Summary 67

III. Inventory of Existing Transportation Services And Gaps 69
Introduction..... 69
Overview of Transportation Provider Survey Tabulation and Results 69
 Vehicles 76
 Summary of Overview Results 76
County-by-County Transportation Resources..... 76
Boone County 77
 Aspire Indiana 77
 Boone County Senior Services, Inc. (BCSSI) (5310)/ Boone Area Transit System (BATS) (5311).... 78
 Other Transportation Providers..... 79
 Summary of Transportation Providers..... 80
Non Transportation Providers..... 80
 Child-Adult Resource Services, Inc. (CARS)..... 80
Summary of Transportation Needs for Boone County 81
Boone County Public Survey Results..... 82



Hamilton County	85
Aspire Indiana	85
Central Indiana Regional Transportation Authority (CIRTA)	86
Hamilton County Express (5311) Operated by Janus Developmental Services, Inc. (5310).....	87
Hoosier Ride Inter-City Bus Service	88
PrimeLife Enrichment.....	88
Tangram.....	89
Other Transportation Providers.....	90
Summary of Transportation Providers	90
Non Transportation Providers.....	92
Alternatives Incorporated.....	92
Summary of Transportation Needs for Hamilton County.....	92
Hamilton County Public Survey Results.....	94
Hancock County.....	95
Hancock County Senior Services (5310)/Hancock Area Rural Transit (5311)	95
Hoosier Ride Inter-City Bus Service	96
Tangram.....	96
Other Transportation Providers.....	97
Summary of Transportation Providers	97
Non Transportation Providers.....	98
Alternatives Incorporated.....	98
Summary of Transportation Needs for Hancock County	99
Hendricks County	101
Central Indiana Regional Transportation Authority (CIRTA)	101
Hendricks County Senior Services/Sycamore Services DBA LINK	102
Sycamore Services, Inc. (5310)	103
Tangram.....	104
Other Transportation Providers.....	105
Summary of Transportation Providers	105
Non Transportation Providers.....	106
Child-Adult Resource Services, Inc. (CARS)	106
Summary of Transportation Needs for Hendricks County	106
Hendricks County Public Survey Results.....	108
Johnson County.....	111
Access Johnson County Public Transit (5311).....	111
Johnson County Senior Services	113
Tangram.....	113
Other Transportation Providers.....	114



Summary of Transportation Providers	114
Summary of Transportation Needs for Johnson County	115
Johnson County Public Survey Results	117
Marion County	120
Amtrak.....	120
Aspire Indiana	120
Bosma Industries for the Blind, Inc. (Bosma)	121
Central Indiana Regional Transportation Authority (CIRTA)	122
Indy Express Bus.....	122
Existing Transportation Services.....	125
Directly Provided by CICOA – Marion County Only.....	125
Contracted Services – Marion County Only.....	125
Contracted Services – Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby Counties	126
Hoosier Ride Inter-City Bus Service.....	127
Indianapolis Public Transportation Corporation (IPTC) (5307, 5316)	127
John H. Boner Community Center	128
Lawrence Transit System	129
Tangram.....	131
Use What You’ve Got Prison Ministry Keeping Families Connected	132
Other Transportation Providers.....	132
Summary of Transportation Providers	132
Non Transportation Providers.....	134
Alternatives Incorporated.....	134
Child-Adult Resource Services, Inc. (CARS).....	135
The Indianapolis Metropolitan Planning Organization.....	135
Pathway Resource Center, Inc	136
Summary of Transportation Needs for Marion County	136
Marion County Public Survey Results	138
Morgan County	141
Connect Morgan County Public Transit (5311)	141
Coordinated Aging Services for Morgan County (Section 5310)	142
Hoosier Ride Inter-City Bus Service.....	142
Sycamore Services, Inc. (5310)	142
Other Transportation Providers.....	143
Summary of Transportation Providers	143
Non Transportation Providers.....	144
Child-Adult Resource Services, Inc. (CARS)	144



Summary of Transportation Needs for Morgan County	144
General Public Survey Results.....	146
Shelby County.....	1417
ShelbyGo (Section 5311)/Shelby Senior Services, Inc. (Section 5310).....	147
Other Transportation Providers.....	148
Summary of Transportation Providers	148
Summary of Transportation Needs for Shelby County	149
Public Survey Results.....	150
Overview	155
General Public and Stakeholder Meetings.....	155
Challenges to Coordinated Transportation.....	159
Results of the General Public Survey	160
Regional Summary of Public Survey Findings	161

V. Implementation Plan..... 164

Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies to continue coordinated transportation services to address unmet needs and reduce duplication of services in each county and throughout the region.....	164
Goal #2: Continue Collaborative Effort of Regional Transportation Providers to improve and increase regional, multi-county, and multi-modal coordinated transportation services.....	165
Goal #3: Continue to promote the safety and ease of use of all new and existing coordinated regional, cross-county, and local public transportation and mobility options to older adults, people with disabilities, individuals with low incomes, and the general public in an on-going effort to increase awareness and mobility.....	165
Goal #4: Consider expansions to public transportation service areas. Increase frequency and operating days and hours of service providers in an effort to meet the needs of older adults, people with disabilities, and individuals with low incomes.	165
Goal #5: Continue to investigate new employment-related transportation options while enhancing existing ones for individuals with low incomes and people with disabilities.	166
Goal #6: Improve safety and accessibility to vehicles, bus stops, and bus shelters. Participate in the Emergency Management Plans for each county in the region.....	166
Goal #7: Incorporate new technology and capital to improve existing mobility options and serve more people.	166
Goal #8: Increase available funding for coordinated transportation in Central Indiana.....	166



Goals and Strategies	167
Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies to continue coordinated transportation services to address unmet needs and reduce duplication of services in each county and throughout the region.	167
Goal #2: Continue Collaborative Efforts of Regional Transportation Providers to improve and increase regional, multi-county, and multi-modal coordinated transportation services.....	172
Goal #3: Continue to promote the safety and ease of use of all new and existing coordinated regional, cross-county, and local public transportation and mobility options to older adults, people with disabilities, individuals with low incomes, and the general public in an on-going effort to increase awareness and mobility.....	178
Goal #4: Consider expansions to public transportation service areas. Increase frequency and operating days and hours of service providers in an effort to meet the needs of older adults, people with disabilities, and individuals with low incomes.	180
Goal #5: Continue to investigate new employment-related transportation options while enhancing existing ones for individuals with low incomes and people with disabilities.	182
Goal #6: Improve safety and accessibility to vehicles, bus stops, and bus shelters. Participate in the Emergency Management Plans for each county in the region.	186
Goal #7: Incorporate new technology and capital to improve existing mobility options and serve more people.	189
Goal #8: Increase funding for coordinated transportation in Central Indiana.	194
VI. Implementation Key.....	19

I. INTRODUCTION

Introduction

PLAN DEVELOPMENT METHODOLOGY

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

1. An assessment of available services that identifies current transportation providers (e.g., public, private, non-profit and human service based);
2. An assessment of the transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts and gaps in service. (Note: If a community does not intend to seek funding for a particular program (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan);
3. Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
4. Priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities as identified.

The plan must be developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and the general public. RLS & Associates, Inc. made every effort to identify these stakeholders and facilitate their participation in the planning process.

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

The coordination plan update incorporated the following planning elements:

1. Review of the previous regional coordination plan to develop a basis for further evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;

This document is draft and confidential. Information contained within is intended only for use by the authors, RLS & Associates, Inc., INDOT Public Transit, and Indianapolis Region Stakeholders. If you are not the intended recipient, you are hereby notified that any disclosure, copying, or distribution is strictly prohibited without permission. Thank you.

3. Conduct a survey of public and human service transportation providers, agencies with clients that need transportation service and the general public, including consumers who need or use transportation services. It must be noted that general public survey results are not statistically valid, but are intended to provide insight into the opinions of the local community. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;
4. Held two public outreach meetings for stakeholders and the general public for the purpose of soliciting input on transportation needs, service gaps, and goals, objectives and implementation strategies to meet these deficiencies;
5. Inventory of existing transportation services provided by public, private and non-profit agencies;
6. Chart vehicle utilization for the purpose of determining where vehicles can be better utilized to meet transportation needs;
7. Conduct an assessment of transportation needs and gaps in service obtained through meetings and surveys; and
8. Develop an implementation plan including goals, strategies, responsible parties and performance measures.

ACCOMPLISHMENTS SINCE 2009

As demonstrated by the accomplishments from the previous coordinated plan, it is evident that the participating transportation providers are dedicated to ensuring the transit dependent population has access to transportation information and services. Improved communications about the services available in each county of the region has increased the level of information accessible to those exploring their transportation options. Several strategies improved the transportation available to the public through expanded service areas or enhancement of existing operations.

A review of the accomplishments from the previous coordinated plan is summarized below. This 2013 Coordinated Public Transit Human Services Transportation Plan builds upon these accomplishments.

Progress toward coordinating the transportation services in the Indianapolis Region was made by the implementation of several of the strategies included in the 2009 Coordinated Public Transit Human Services Transportation Plan. Below is a listing of those accomplishments and a brief explanation of the strategy that it addressed.

- ◆ 2009 Coordinated Public Transit Human Services Transportation Plan was adopted by participating organizations.
 - Strategy 1.1: Distribute the adopted plan.
- ◆ A County-by-County Resource Guide was developed by the Central Indiana Regional Transportation Authority (CIRTA); further information is available on CIRTA's website.
 - Strategy 1.2: Develop a County-By-County Community Resource Guide.
- ◆ Grant writing assistance was provided to transportation providers by organizations with expertise.
 - Strategy 1.3: Share grant-writing expertise among eligible agencies.
- ◆ CIRTA hired a Mobility Manager.
 - Strategy 1.4: Hire/Designate a Mobility Manager for the region.
- ◆ One-Call/One-Click information center will be available within the next few months.
 - Strategy 1.5: Develop and operate a one-stop traveler information center to coordination transportation information on all travel modes.
- ◆ CIRTA's Indy Express Bus Service/Plainfield Connector transportation services connected outlying areas with IndyGo fixed routes. Additional routes to be considered. Access Johnson County also connected to IndyGo routes from Johnson County.
 - Strategy 2.2: Implement Express Bus routes that connect the IndyGo fixed routes with all counties surrounding Marion County.
- ◆ Established cross-county transfer points through County Connect Committee.
 - Strategy 2.3: Implement transportation services for cross-county connectivity.
- ◆ CIRTA's Indy Connect program provided information on public transportation services, carpools, vanpools, biking and walking, and rail services available in the region.
 - Strategy 3.1: Advertise/Publicize available park-and-ride lots and ridesharing opportunities.
- ◆ IndyGo enhanced some fixed routes to increase access to work sites and other areas of Indianapolis.
 - As a result of a \$6 million increase in local funding for its 2013 budget, IPTC (IndyGo) has been able to enhance and expand numerous route services since January 2013. This includes increased service frequencies to major fixed routes (#8 Washington Street, #10 Tenth Street, #39 East 38th Street); New Sunday service on Route #34 (Dr. MLK/Michigan Road); Later service hours on Routes (#28, #31, and #34); Increased frequency on Route #87 (Eastside Circulator); and the addition of a new #86 fixed route service (86th Street Crosstown).
 - IndyGo has increased its coach operator and maintenance staff, and vehicle fleet to accommodate the new service enhancements and expansions.
 - IndyGo's taxi voucher program for eligible Open Door paratransit riders has been increased from 640 available vouchers monthly to 920, providing more same-day transportation options for individuals with disabilities in Marion County.
 - Strategy 4.2: IndyGo and local providers will supplement IndyGo fixed route service to enhance services.
- ◆ Public transportation providers throughout the regional provided travel training for passengers. Training is provided formally and/or informally.
 - Strategy 6.3: Provide a new travel-training program for individual users on awareness, knowledge, and skills to use public transportation services.
- ◆ Access Johnson County has extended its fixed route paratransit service area beyond the $\frac{3}{4}$ mile requirement to 1 mile. They also do not require frail passengers to transfer vehicles to travel across transportation zones.

- Strategy 6.4: Enhance the level of Americans with Disabilities (ADA) paratransit services by providing passenger escorts. (Though escorts are not provided, the ADA level of service was enhanced by these actions.)
- ◆ Replaced accessible vehicles in all counties and expanded fleets where appropriate.
 - Strategy 7.2: Acquire vehicles and equipment for ADA transportation services.
- ◆ Funding mechanism for regional public transportation is being considered by the Indiana State Legislature (HB 1011) to enable local authorities to conduct referenda to dedicate new local funding to transit
 - Strategy 8.1: Transportation providers will document regional transportation demands and meet with state and local officials to increase transportation funding at all levels.
- ◆ All public transportation providers promoted their services as an economic tool to local officials.
 - Strategy 8.2: Promote public transportation as an economic development advantage.

Demographics

II. EXISTING CONDITIONS

The region discussed in this chapter lies in central Indiana, south of Kokomo and north of Bloomington. The region includes the counties of Boone (55,730), Hamilton (268,871), Hancock (69,035), Hendricks (143,153), Johnson (138,227), Marion (897,515), Morgan (68,894), and Shelby (44,337). Larger cities in the region include Indianapolis (815,607); Carmel (78,354); Fishers (74,209); Noblesville (50,718); Greenwood (49,292); and Lawrence (45,145). Population figures are derived from the U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates. The region is bordered by the counties of Clinton and Tipton to the north; Montgomery, Putnam, and Owen to the west; Monroe, Brown, Bartholomew, and Decatur to the south; and Rush, Henry, and Madison to the east.

A highway and location map of the region is contained in Exhibit II.1 on the following page. The following major highways serve the region: Interstates 65, 69, 70, 74, and 465; U.S. Routes 31, 36, 40, 52, 136, and 421; and Indiana Routes 9, 32, 37, 39, 44, 47, 67, and 135.

ECONOMIC/DEMOGRAPHIC CHARACTERISTICS OF THE REGION

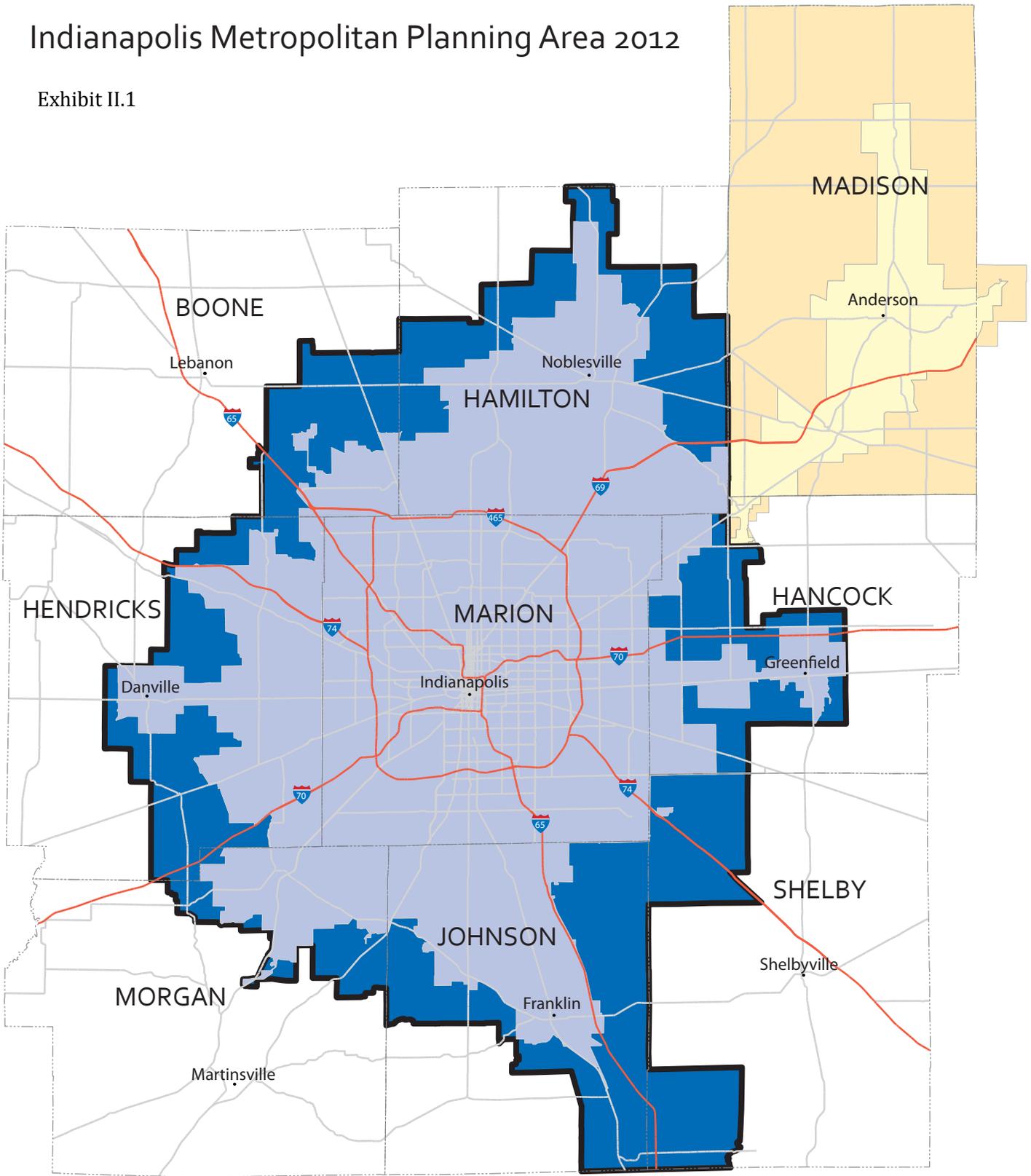
Population

The region spans approximately 3,077 square miles and has a total population of 1,685,762 according to the U.S. Census Bureau. This is an average population density of 547.9 persons per square mile in the region. Exhibit II.2 depicts the population density for each block group within the region. The block groups of highest and moderately high population density are located in the cities of Indianapolis, Martinsville, Lawrence, Greenwood, and Shelbyville. The block groups with moderate population density are located throughout Marion County and in Carmel, Fishers, McCordsville, Greenfield, Shelbyville, Franklin, Greenwood, Martinsville, Brownsburg, and Lebanon. The remainder of the block groups in the region has low, to very low population density per block group.

In terms of the region's most populous places, in 2011 the city of Indianapolis ranked first while Carmel was the second largest. See Exhibit II.3 for the list of the region's largest cities and towns and their percentage of the region's total population in 2011.

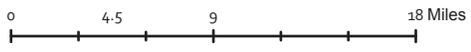
Indianapolis Metropolitan Planning Area 2012

Exhibit II.1



Legend

- Indianapolis Urbanized Area
- Indianapolis Metropolitan Planning Area*
- Anderson Urbanized Area
- Anderson Metropolitan Planning Area*



This map was created by the Indianapolis MPO for graphic display purposes and does not represent a legal document.

*Metropolitan Planning Area has not been approved

Exhibit II.2: Indianapolis Region Population Density



Coordinated Public Transit- Human Service Transportation Plan

Legend

POP2010 / SQMI

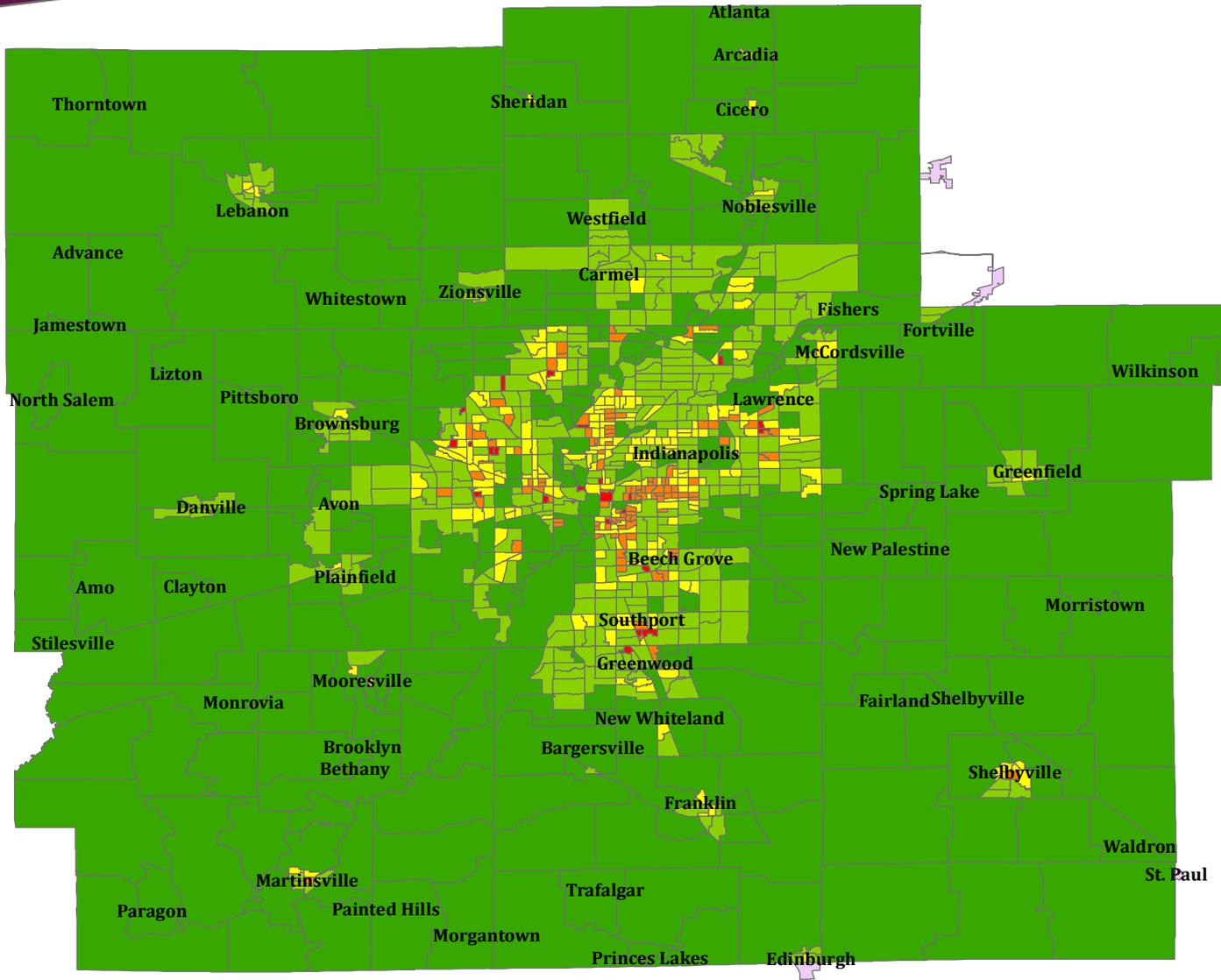
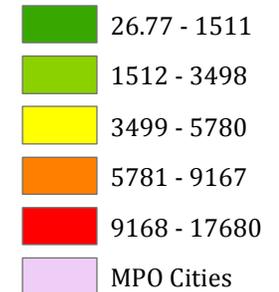


Exhibit II.3: Population of the Region's Largest Cities 2011

	2011	% of Regions Total Pop.
Indianapolis	815,607	48.4%
Carmel	78,354	4.6%
Fishers	74,209	4.4%
Noblesville	50,718	3.0%
Greenwood	49,292	2.9%
Lawrence	45,145	2.7%
Zionsville	22,618	1.3%
Shelbyville	18,800	1.1%
Lebanon	16,055	1.0%
Martinsville	11,924	0.7%
Danville	8,866	0.5%

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

Race

According to the 2011 U.S. Census data, the region's population was primarily White/Caucasian (77.7 percent). Black/African Americans were 15.2 percent of the population. Other races made up 2.5 percent of the total population.

The 2011 U.S. Census data reported the region's total population as 1,685,762. Of that, 22.3 percent, or 376,157 persons were shown as members of a specific racial minority group. Exhibit II.4 lists the breakdown of the various race categories for the region's population.

Exhibit II.4: Race Distribution

Race	Population	Percent
White	1,309,605	77.7%
African American	255,968	15.2%
Native American	2,950	0.2%
Asian	37,577	2.2%
Native Hawaiian and Other Pacific Islander	332	0.0%
Some Other Race	42,588	2.5%
Two or More Races	36,742	2.2%
Total Minority	376,157	22.3%
Total Population	1,685,762	100%

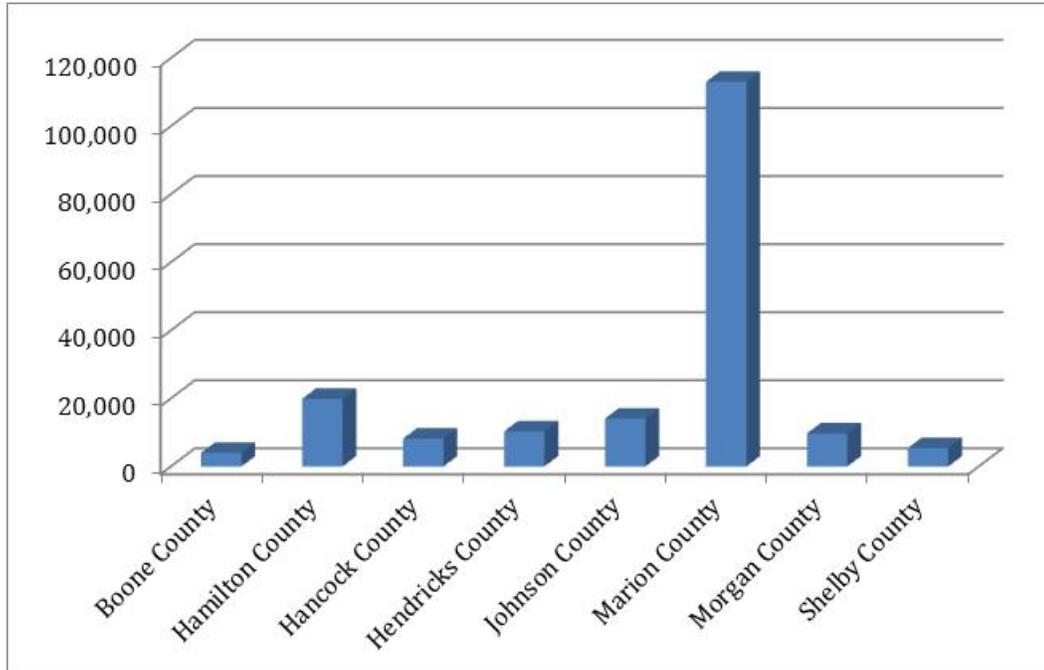
Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Disability Incidence

Disability incidence data was collected using the 2011 U.S. Census American Community Survey 3-Year Estimates. The following exhibit (Exhibit II.5) shows the number of persons in each county in the region over the age of 5 with disabilities. In the eight-county region, 184,652 persons (10.9 percent) reported some type of disability. When compared to the disabled population (12.6 percent) in the state of Indiana and the United States (12 percent), the Indianapolis region had a slightly lower percentage. Disabilities include hearing, vision, cognitive, ambulatory, self-care, and independent living difficulties.

It should be noted that these are self-reported disabilities, many of which do not affect the need for specialized transportation service. The actual numbers of transportation-disabled persons are somewhat less (about 1/3) of the total number of persons with disabilities.

Exhibit II.5: Disability Incidence by County, 2011



Source: U.S. Census Bureau, 2011 American Community Survey 3-Year Estimates

ECONOMIC PROFILE

In the U.S. Census Bureau 2011 American Community Survey 5-Year Estimates, the average household income in the region was \$62,191. This is significantly higher than the median household income for Indiana of \$48,393. Exhibit II.6 below lists the median household incomes for the region. The average per capita income for the region was \$29,811. This was again significantly higher than the median per capita income for the state of Indiana, which was \$24,497.

Exhibit II.6: Per Capita and Median Household Income, 2011

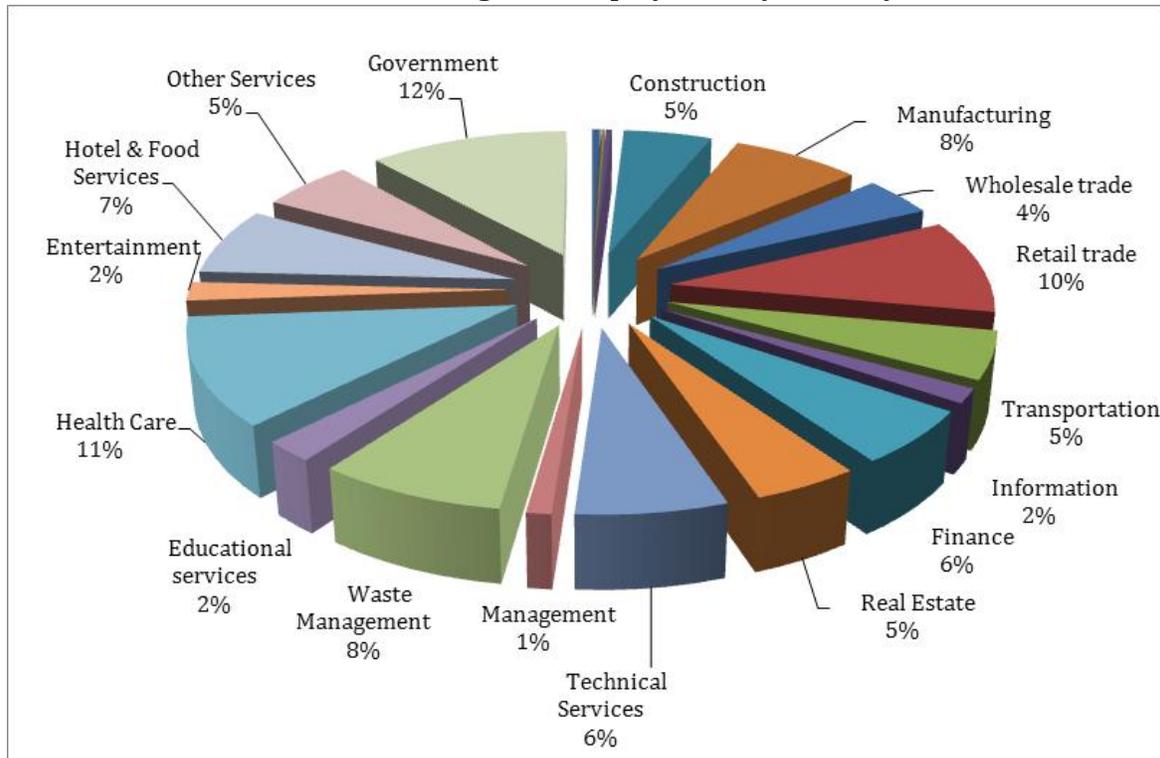
<i>County</i>	Per Capita Income	Median HH Income
Boone County	\$36,155	\$68,284
Hamilton County	\$39,842	\$84,449
Hancock County	\$28,605	\$62,184
Hendricks County	\$29,173	\$68,192
Johnson County	\$28,694	\$62,754
Marion County	\$24,575	\$43,197
Morgan County	\$25,249	\$56,315
Shelby County	\$26,197	\$52,156

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

INDUSTRY AND LABOR FORCE

The government was the largest industry in the region with 126,039 employees in 2011. The health care industry was the second largest employer with 122,341 employees. Retail trade made up ten percent of the labor force while manufacturing and waste management made up eight percent each. Exhibit II.7 illustrates the employment by industry.

Exhibit II.7: Regional Employment by Industry



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

Journey to Work

The mean travel time to work for residents was 25.6 minutes. This is longer than the average commute time for Indiana, which was 23.1 minutes. Exhibit II.8 illustrates the average commute time for each county in the region, according to the U.S Census, 2010.

Exhibit II.8 Average Commute Time to Work

County	Average Commute Time
Boone County	23.9 minutes
Hamilton County	25.7 minutes
Hancock County	27.4 minutes
Hendricks County	26.0 minutes
Johnson County	25.9 minutes
Marion County	22.5 minutes
Morgan County	28.9 minutes
Shelby County	24.3 minutes

Source: U.S. Census, 2010

COUNTY PROFILES

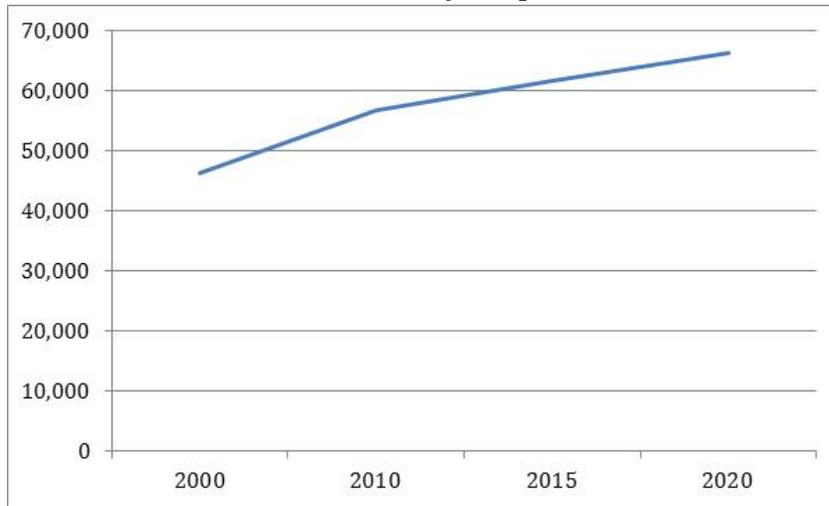
The following paragraphs describe the demographic and economic characteristics of each county within the region. County demographic categories are similar to the regional categories, but are intended to provide a more detailed description of existing conditions in each county.

BOONE COUNTY

Population Growth

According to information from the state of Indiana, the total population of Boone County in 2010 was 56,640 persons, an increase of 10,533, or 22.8 percent, between the reported 2000 Census population and the 2010 population figures. The Indiana Business Research Center is projecting an increase in population for Boone County. The projected population for 2015 is 66,161, an increase of 8.1 percent from 2010. Exhibit II.9 illustrates the historical and projected population trends for Boone County through the year 2020.

Exhibit II.9: Boone County - Population Trends



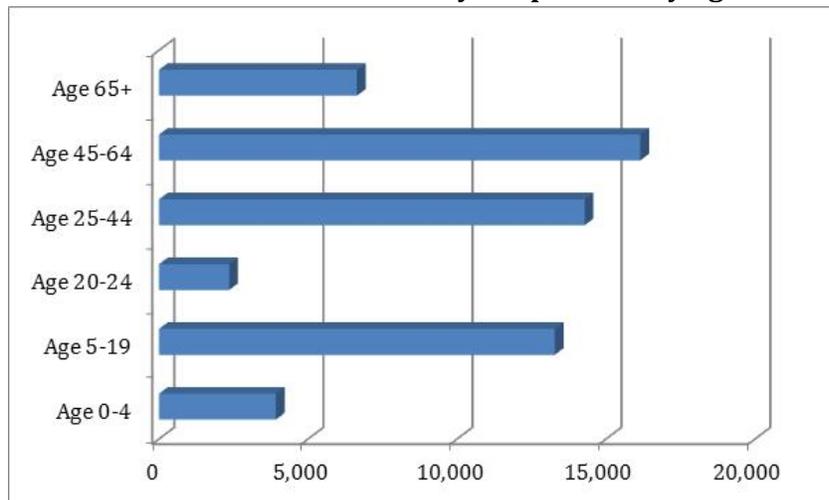
Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.10 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Boone County residents aged 65 and older are in the City of Lebanon and the Town of Ulen. Areas of moderately high and moderate density of older adults are found in the City of Lebanon and Zionsville. The remainder of the County has low to very low older adult population density.

According to the 2010 statistics from the Indiana Business Research Center, the largest age cohort for Boone County was between the ages of 45 and 64. The second largest group was between ages 25 and 44, which constituted 25.2 percent of the county's population (see Exhibit II.11). The third largest age group was 5 to 19 years old (23.5 percent), while 11.7 percent was age 65 or older.

Exhibit II.11: Boone County - Population by Age

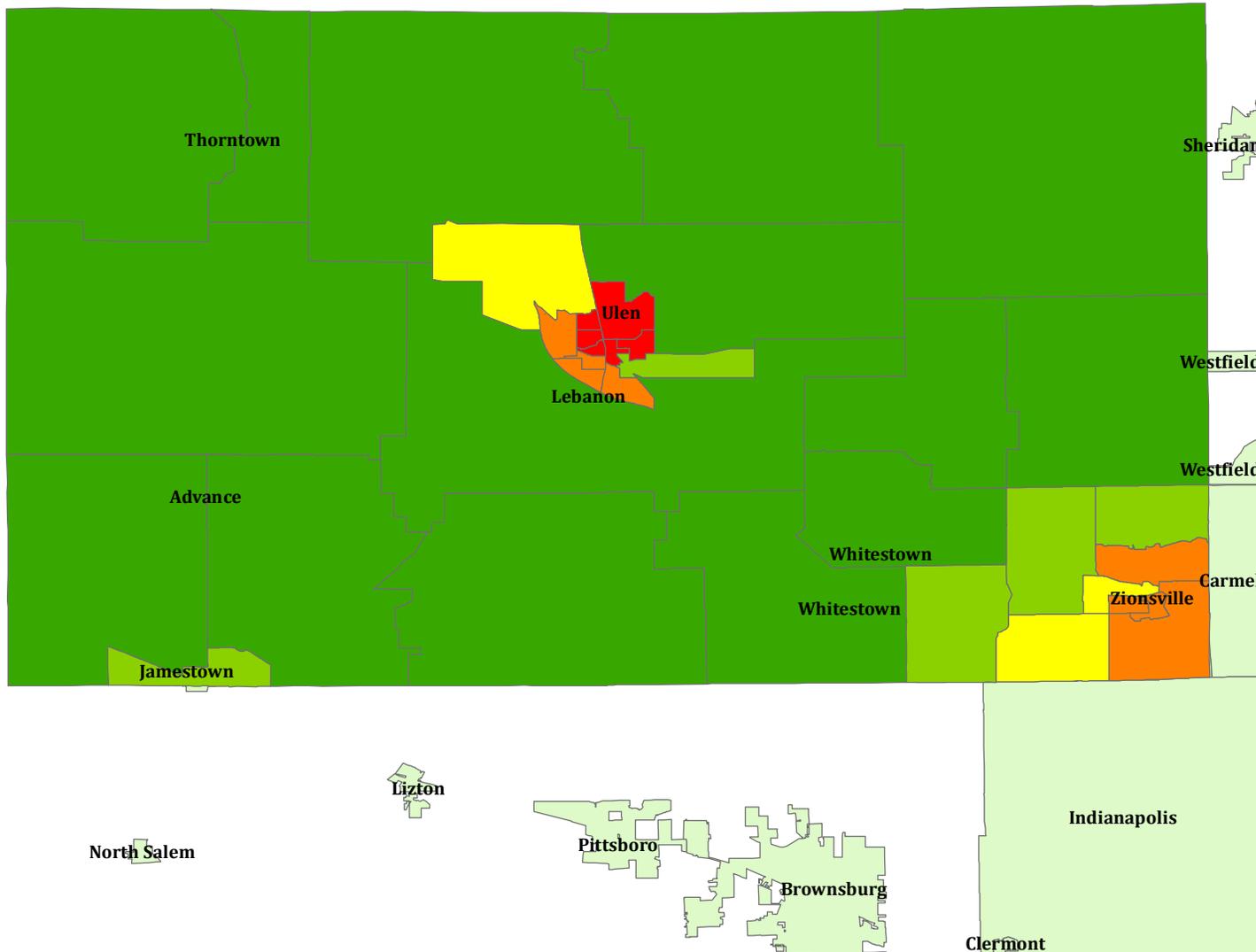


Source: STATS Indiana

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



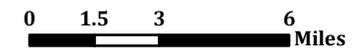
Coordinated Public Transit-Human Service Transportation Plan



Legend

65Plus / SQMI

- 3.362 - 14.29
- 14.30 - 38.72
- 38.73 - 82.35
- 82.36 - 363.3
- 363.4 - 605.0
- Cities/Towns



Economic Profile

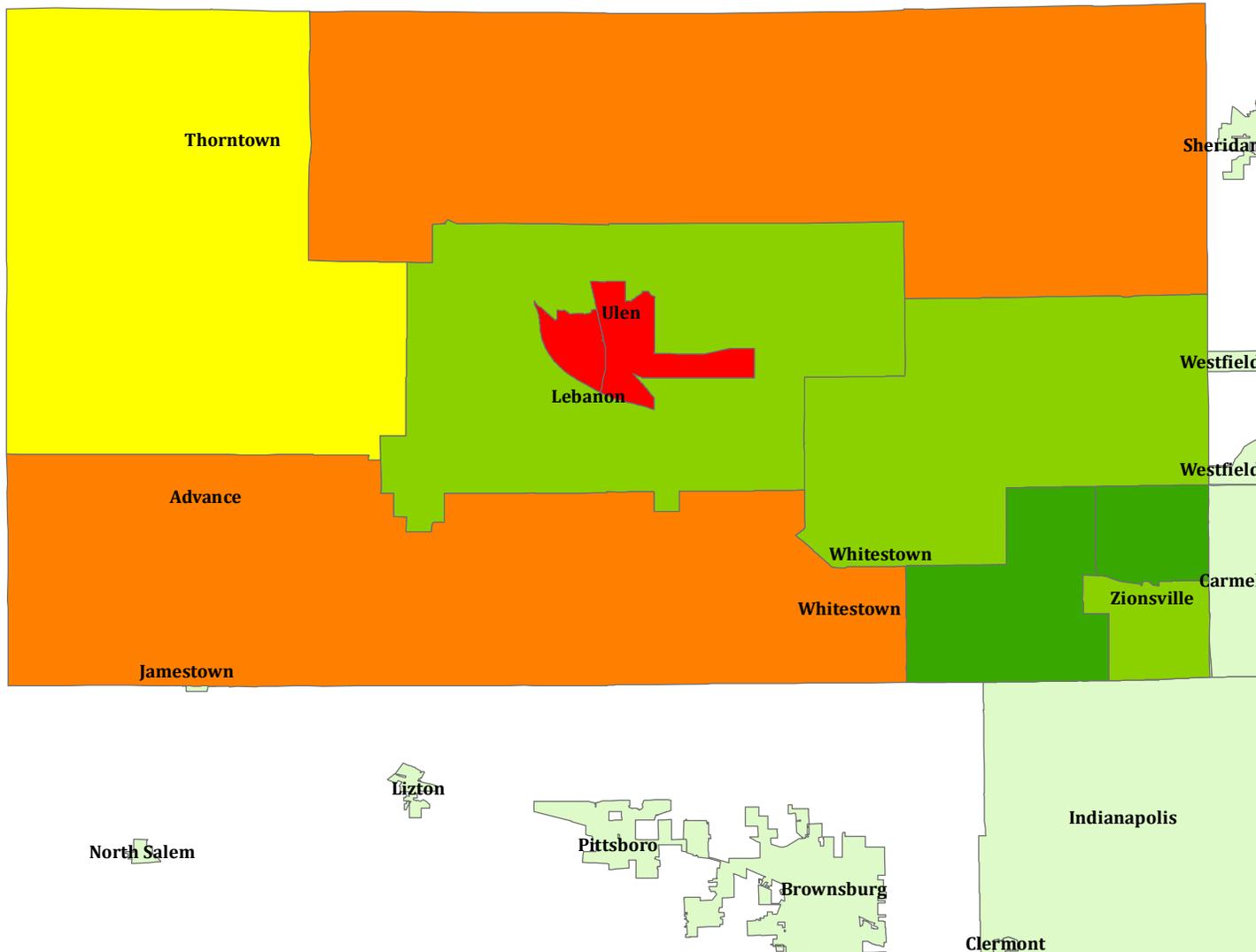
Employment and Income

The U.S. Census Bureau reported in 2011 a total of 55,189 individuals living in Boone County for whom poverty status is determined. Exhibit II.12 illustrates the percentage of households below the poverty level as compared to total population by census tract. Areas having a very high density of individuals below the poverty level were found in the City of Lebanon and Town of Ulen. These areas had poverty rates higher than that of the State of Indiana (14.1 percent). Moderately high densities below the poverty level were located in the northeast portion and the southwest tract of Boone County that includes the cities of Jamestown, Advance, and Whitestown. The remainder of the county had moderate to very low densities of individuals below the poverty level.

Exhibit II.12: Boone County Percent Below Poverty



Coordinated Public Transit-Human Service Transportation Plan



Legend

Region Tracts

- 2.398% - 2.698%
- 2.699% - 4.315%
- 4.316% - 6.164%
- 6.165% - 14.10%
- 14.11% - 18.88%
- Cities/Towns



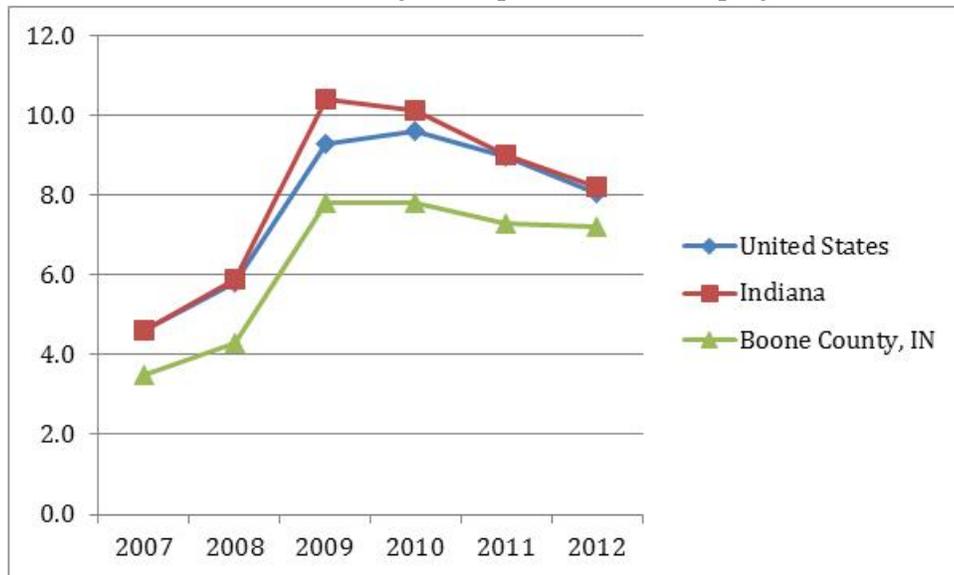
Zero Vehicle Households

The U.S. Census Bureau reported in 2011 that there were 21,111 total households in Boone County. Exhibit II.13 illustrates the percentage of households with zero vehicles available by census tract. One area, in the eastern portion of the City of Lebanon, had a very high density of households with zero vehicles available. This area had a zero vehicle rate over 7.19 percent. Areas of high density were located in the tract surrounding the City of Lebanon and in Zionsville. An area of moderate density of zero vehicle households is located in the western portion of the county around the City of Thorntown. The remaining tracts had low to very low densities of zero vehicle households.

Industry and Labor Force

The 2012 Boone County labor force consisted of 27,992 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2009 and 2010 of 7.8 percent. Since 2007, the unemployment rate for Boone County has consistently remained lower than the national and state unemployment averages. Exhibit II.14 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.14: Boone County - Comparison of Unemployment Rates

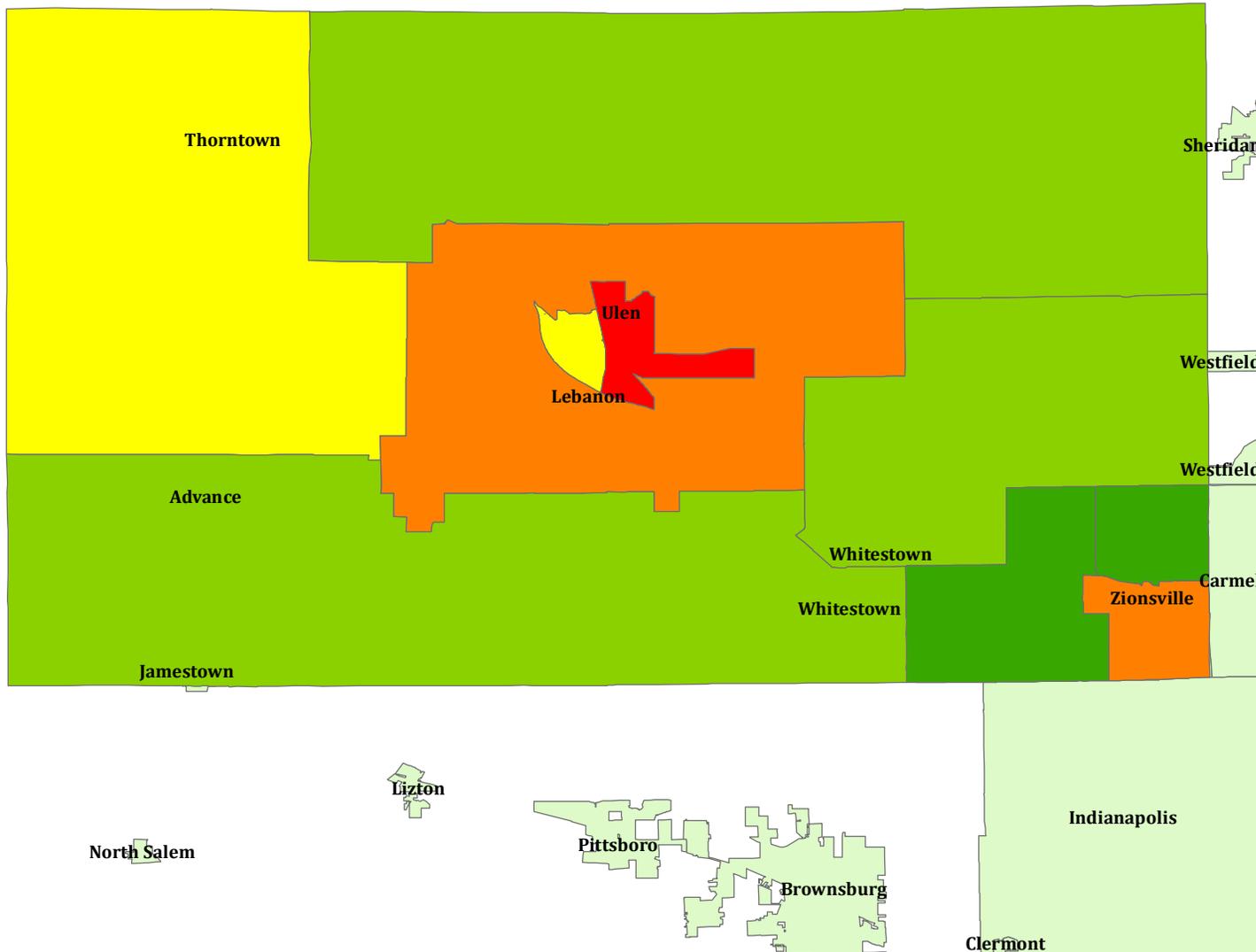


Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.13: Boone County Percent Zero Vehicle Households



Coordinated Public Transit-Human Service Transportation Plan



Legend

Region Tracts

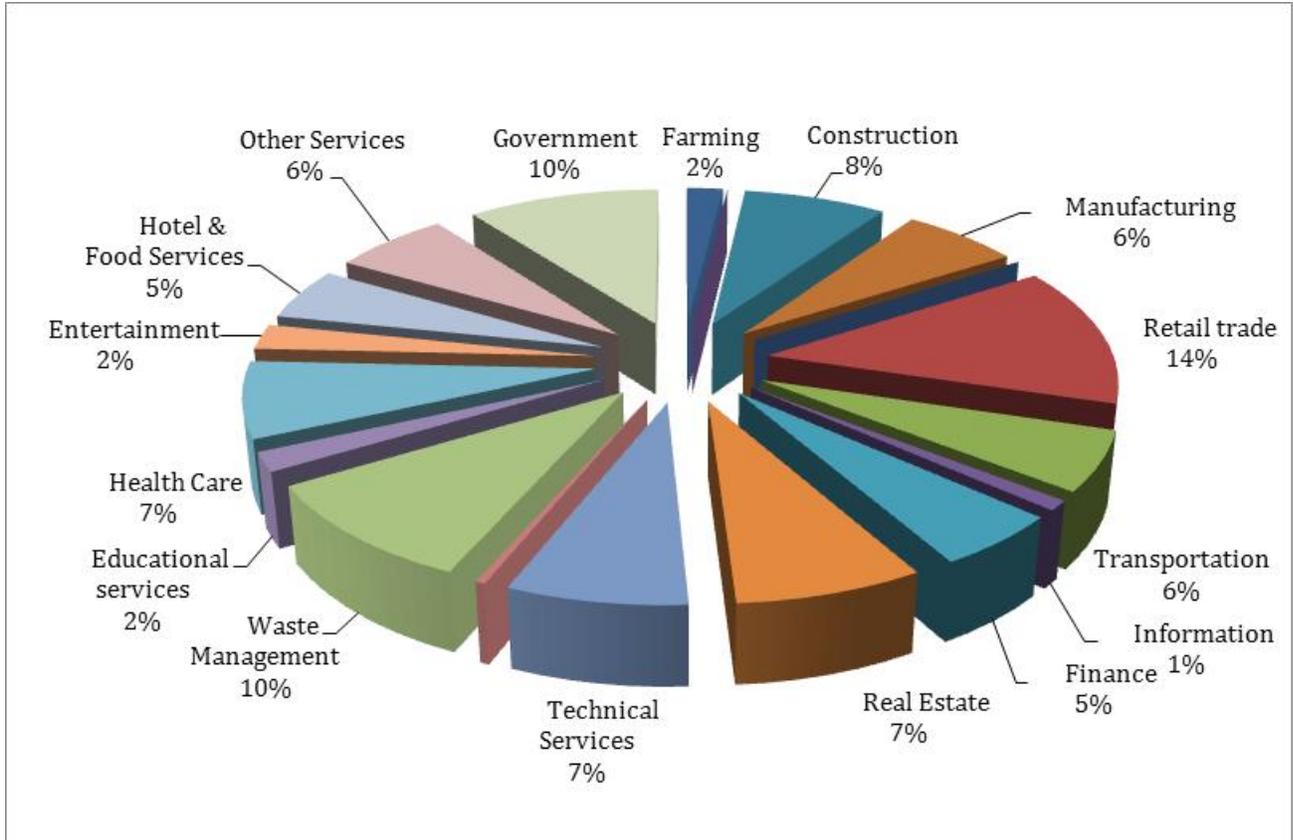
- 0.00% - 0.7393%
- 0.7394% - 2.418%
- 2.419% - 3.368%
- 3.369% - 7.190%
- 7.191% - 8.904%
- Cities/Towns



Employment by Industry

Retail trade was the largest industry in Boone County with 4,502 employees in 2011. Government jobs accounted for the second largest employer group (3,446 employees), and waste management was the third largest. In addition, 2,557 people were employed in construction jobs. Exhibit II.15 is an illustration of the employment by industry.

Exhibit II.15: Boone County - Employment by Industry



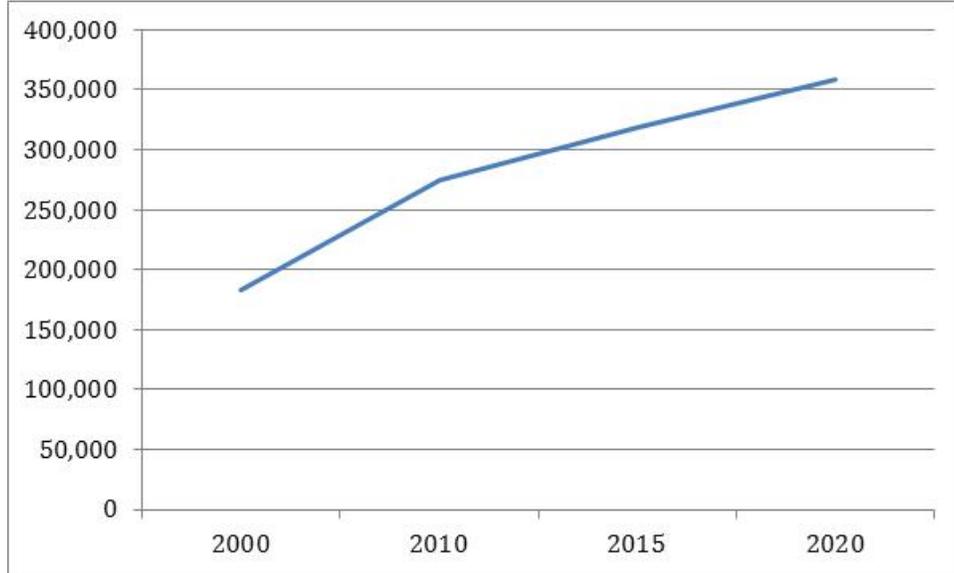
Source: U.S. Bureau of Economic Analysis, 2011

HAMILTON COUNTY

Population Growth

According to information from the state of Indiana, the total population of Hamilton County in 2010 was 274,569 persons, an increase of 91,829, or 50.25 percent, between the reported 2000 Census population and the 2010 population figures. The Indiana Business Research Center is projecting an increase in population for of 13.78 percent in 2015 and another 11.3 percent increase in 2020 for Hamilton County. Exhibit II.16 illustrates the historical and projected population trends for Hamilton County through the year 2020.

Exhibit II.16: Hamilton County - Population Trends



Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.17 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Hamilton county residents aged 65 and older is in the Cities of Sheridan, Arcadia, Cicero, Noblesville, and Carmel. Areas of moderately high and moderate density of older adults lie just outside of these areas with the highest densities. The remainder of the county has low to very low older adult population density.

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

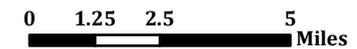
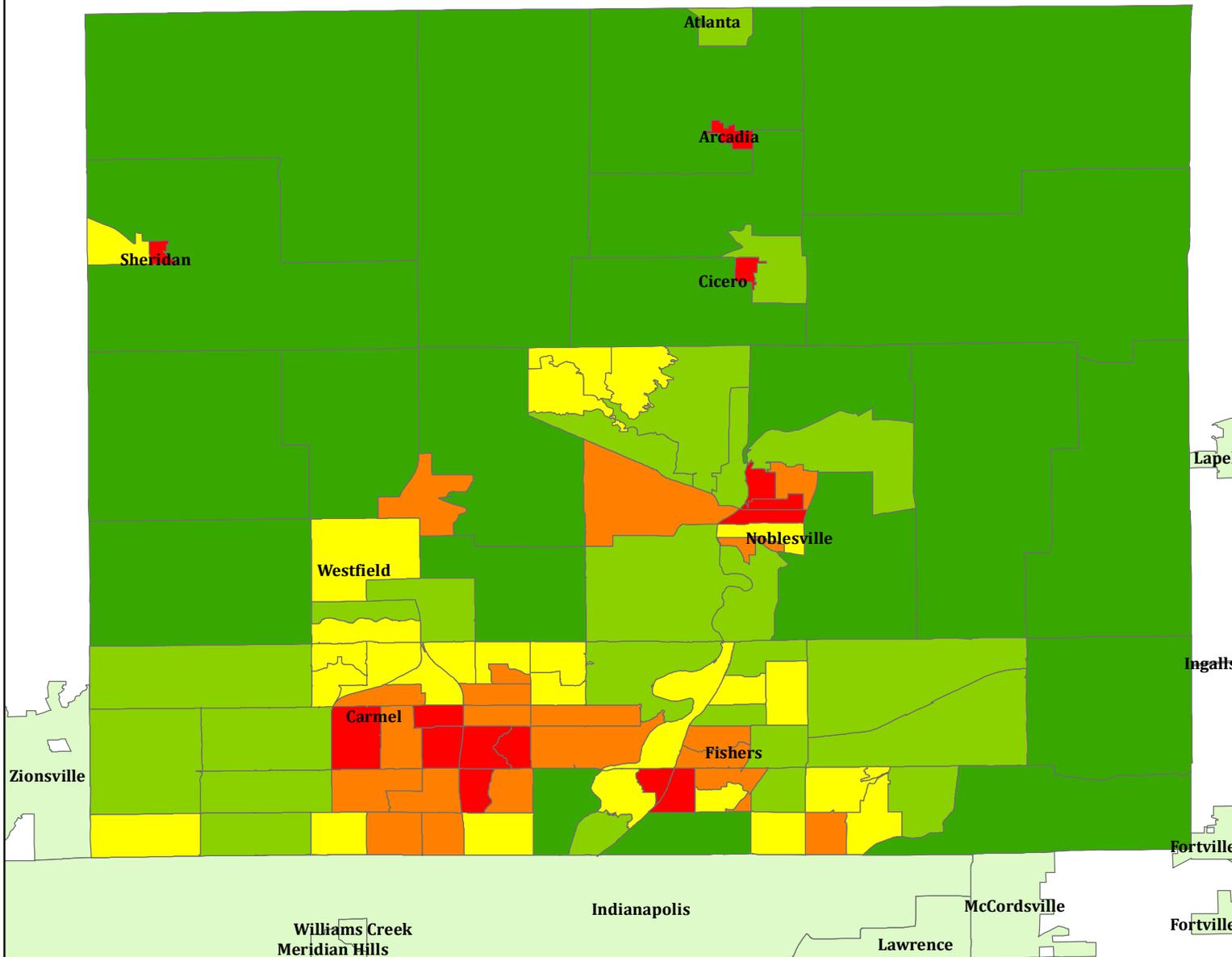


Coordinated Public Transit-Human Service Transportation Plan

Legend

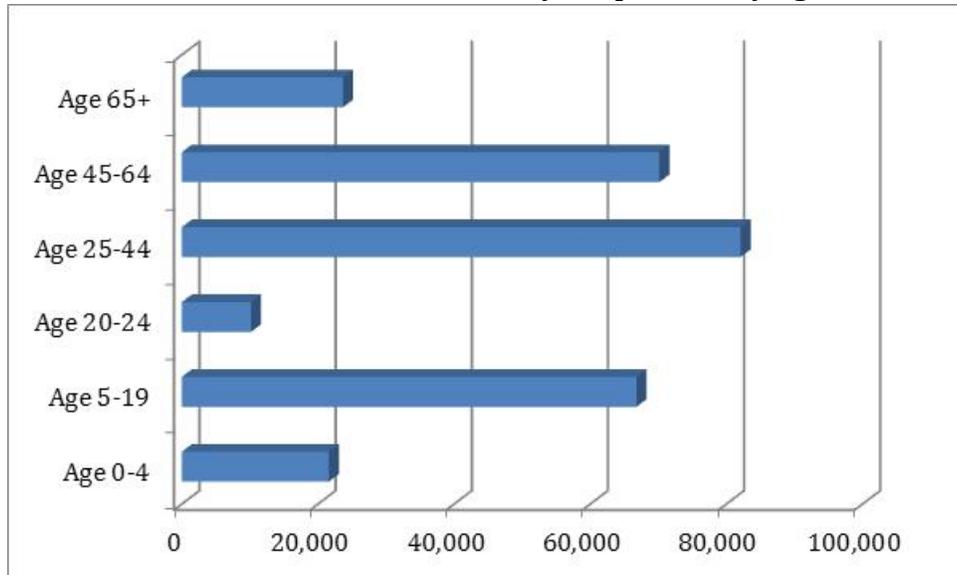
65Plus / SQMI

- 3.918 - 54.47
- 54.48 - 122.2
- 122.3 - 196.0
- 196.1 - 346.0
- 346.1 - 735.2
- Cities/Towns



According to the 2010 statistics from the Indiana Business Research Center, the largest age cohort for Hamilton County was between the ages of 25 and 44. The second largest group was between ages 45 and 64, which constituted 25.6 percent of the county’s population (see Exhibit II.18). The third largest age group was 5 to 19 years old (24.3 percent), while 8.6 percent was age 65 or older. The distribution indicates that the county has a young population.

Exhibit II.18: Hamilton County - Population by Age



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

Economic Profile

Employment and Income

The U.S. Census Bureau reported in 2011 that there were 267,275 total persons living in Hamilton County for whom poverty status is determined. Exhibit II.19 illustrates the percentage of households below the poverty level as compared to total population by census tract. Areas having a very high density of people below the poverty level were found near the Cities of Noblesville and Carmel. These tracts had a poverty rate higher than that of the State of Indiana (14.1 percent). Areas of high density of persons below the poverty level exist south of Carmel, north of Westfield, surrounding Noblesville, and the northeast portion of Hamilton County. The remainder of the region had moderate to very low densities of persons below the poverty level.

Exhibit II.19: Hamilton County Percent Below Poverty

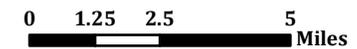
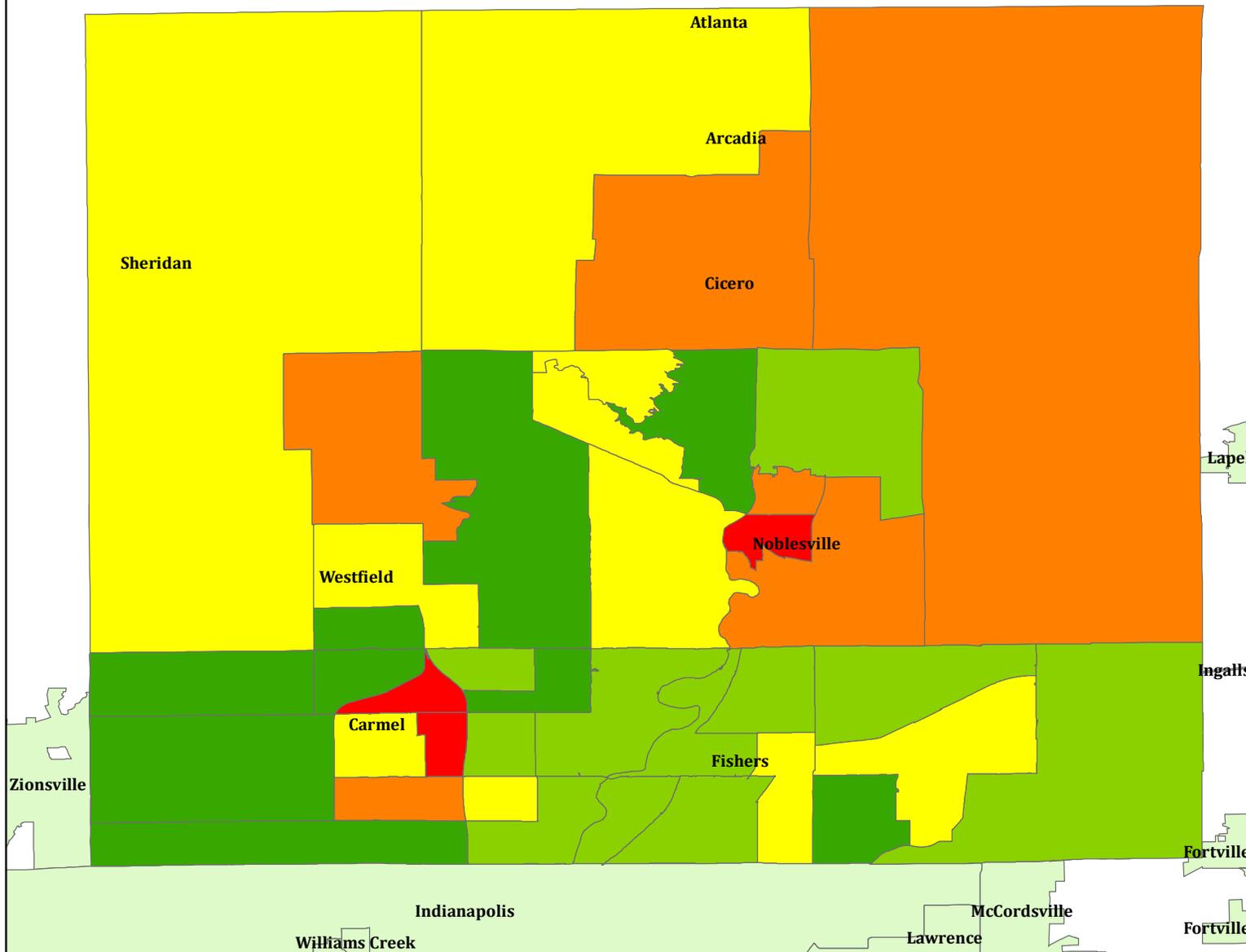


Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 0.2439% - 1.595%
- 1.596% - 3.601%
- 3.602% - 7.900%
- 7.901% - 14.10%
- 14.11% - 20.94%
- Cities/Towns



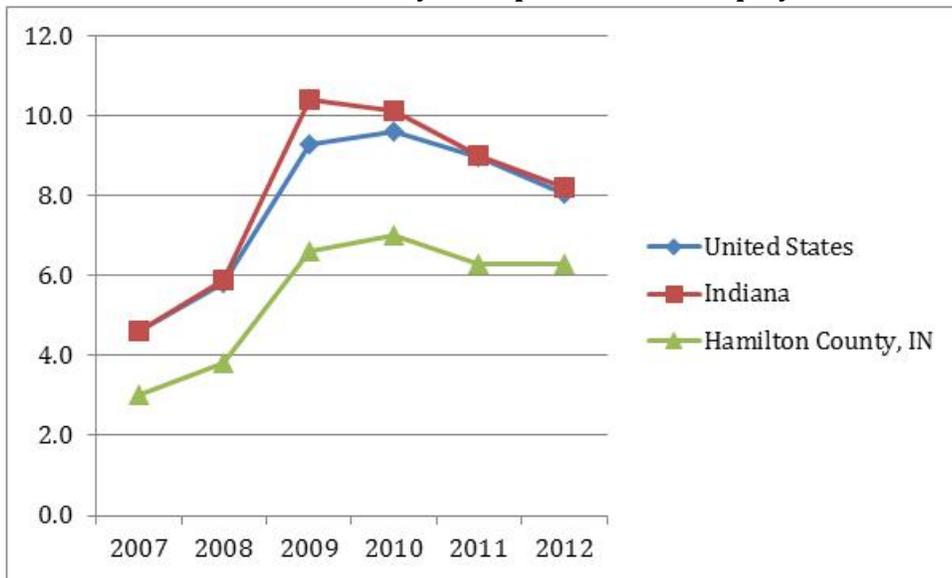
Zero Vehicle Households

The U.S. Census Bureau reported in 2011 that there were 98,959 total households in Hamilton County. Exhibit II.20 illustrates the percentage of households with zero vehicles available by census tract. In Noblesville and Carmel, percentages of households with zero vehicles were the highest in Hamilton County. These areas had zero vehicle rates between 7.91 percent and 11.98 percent. Areas of high and moderate density were located in Carmel, Cicero, and east of Westfield. The remaining portions of the county had low to very low densities of zero vehicle households.

Industry and Labor Force

The 2012 Hamilton County labor force consisted of 140,629 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2010 of seven percent. Since 2007, the unemployment rate for Hamilton County has consistently remained significantly lower than the national and state unemployment averages. Exhibit II.21 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.21: Hamilton County - Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.20: Hamilton County Percent Zero Vehicle Households

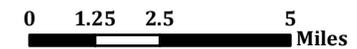
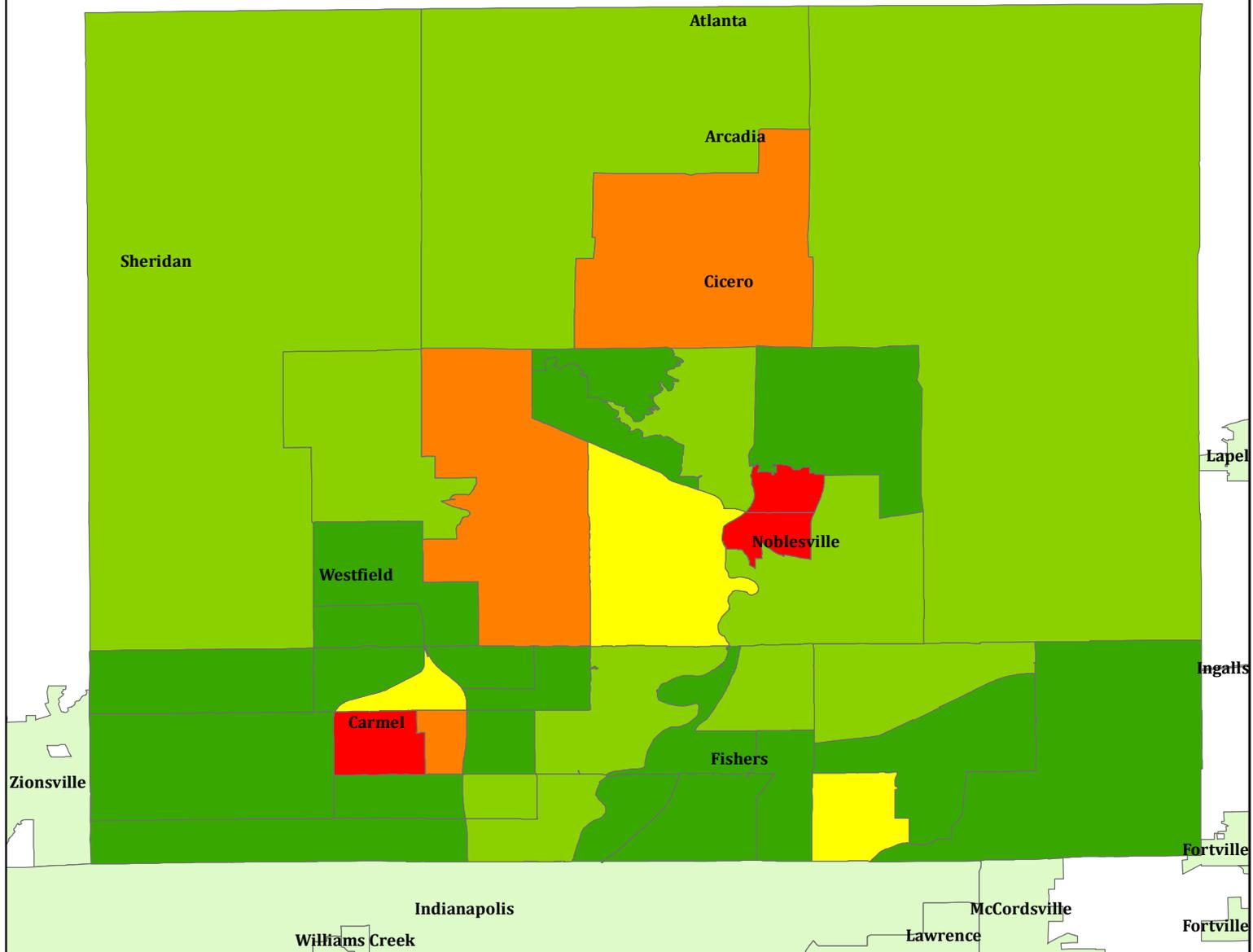


**Coordinated
Public Transit-
Human Service
Transportation
Plan**

Legend

Region Tracts

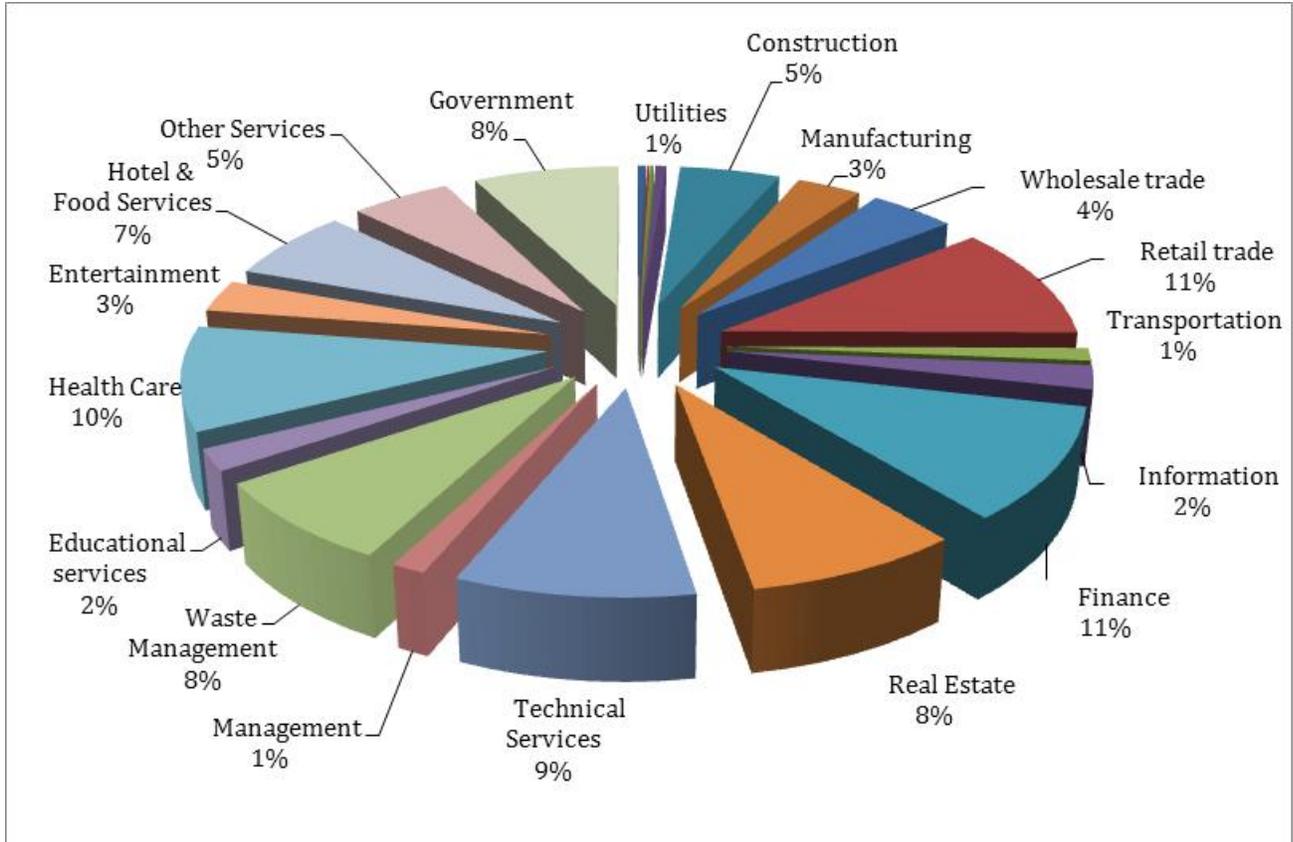
- 0.00% - 0.9146%
- 0.9147% - 2.105%
- 2.106% - 4.260%
- 4.261% - 7.906%
- 7.907% - 11.98%
- Cities/Towns



Employment by Industry

Retail trade was the largest industry in Hamilton County with 18,835 employees in 2011. The finance sector ranked as the second largest employer group (18,453 employees), and Health Care was the third largest (17,106). In addition, 15,958 people were employed by technical service jobs. Exhibit II.22 is an illustration of the employment by industry.

Exhibit II.22: Hamilton County - Employment by Industry



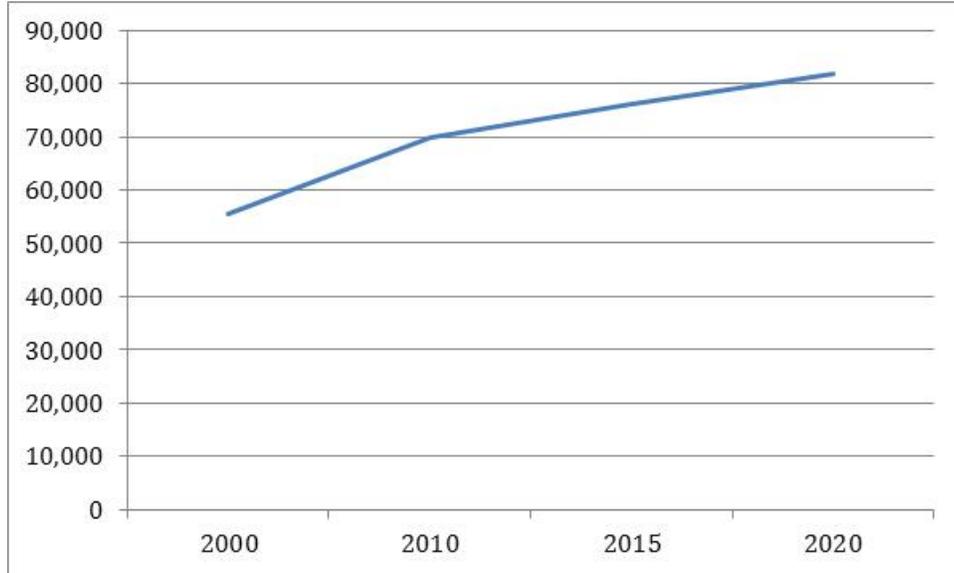
Source: U.S. Bureau of Economic Analysis, 2011

HANCOCK COUNTY

Population Growth

According to information from the state of Indiana, the total population of Hancock County in 2010 was 70,002 persons, an increase of 14,611, or 26.38 percent, between the reported 2000 Census population and the 2010 population figures. The Indiana Business Research Center is projecting a slight increase in population for Hancock County. The population for 2015 is projected to increase eight percent from 2010 and increase another six percent in 2020. Exhibit II.23 illustrates the historical and projected population trends for Hancock County through the year 2020.

Exhibit II.23: Hancock County - Population Trends



Source: 2000 & 2010 Census Bureau & STATS Indiana

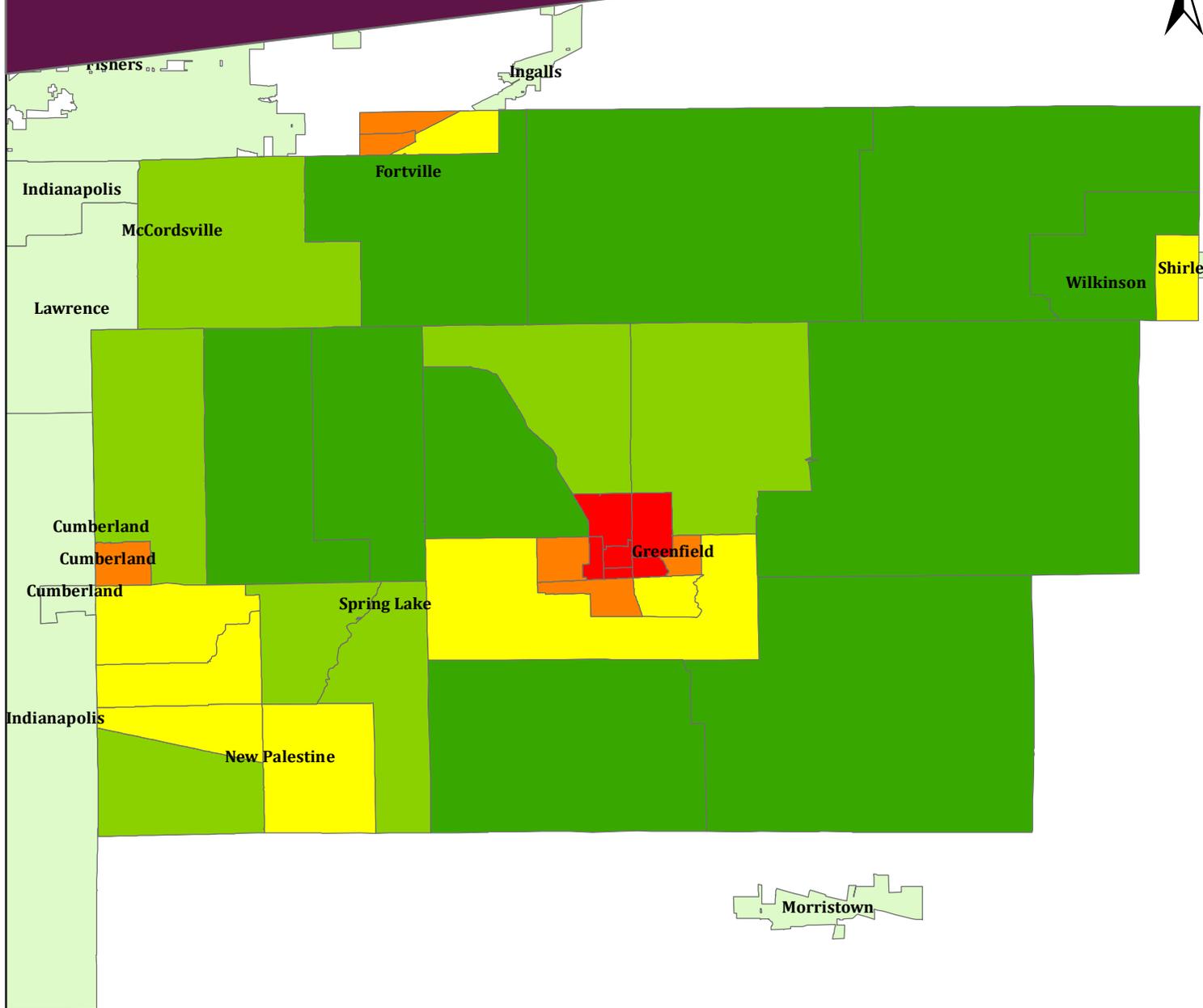
Age

Exhibit II.24 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Hancock County are in the City of Greenfield. Areas of moderately high density of older adults are found around the City of Greenfield, Cumberland, and the northern part of Fortville. The remainder of the County has moderate to very low older adult population density.

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



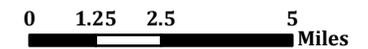
Coordinated Public Transit-Human Service Transportation Plan



Legend

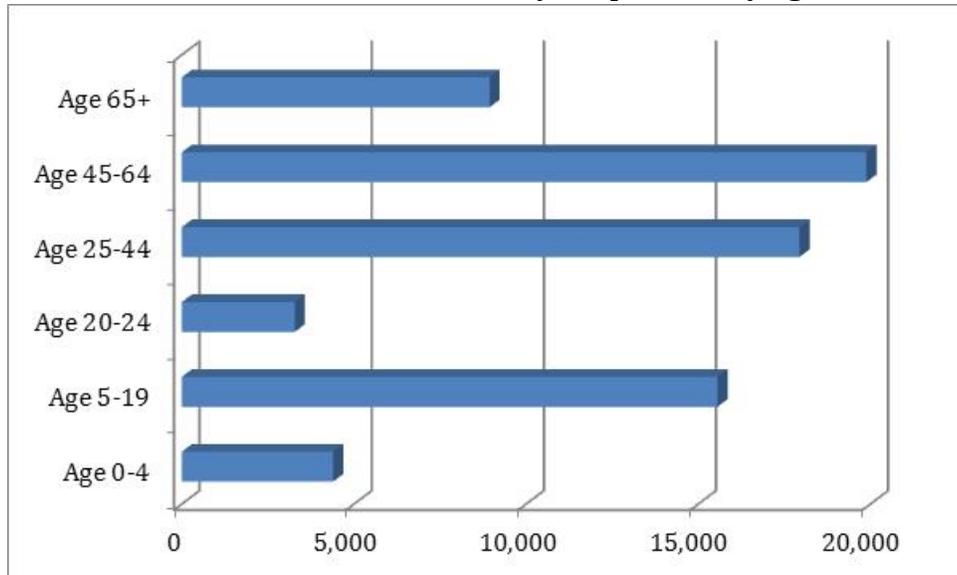
65Plus / SQMI

- 6.244 - 18.72
- 18.73 - 49.78
- 49.79 - 89.06
- 89.07 - 330.6
- 330.7 - 776.9
- Cities/Towns



According to the 2010 statistics from the Indiana Business Research Center, the largest age cohort for Hancock County was between the ages of 45 and 64 (28.4 percent). The second largest group was between ages 25 and 44, which constituted 25.6 percent of the county's population (see Exhibit II.25). The third largest age group was 5 to 19 years old (22.2 percent), while 12.8 percent was age 65 or older.

Exhibit II.25: Hancock County - Population by Age



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

Economic Profile

Employment and Income

The U.S. Census Bureau reported in 2011 a total of 68,198 individuals living in Hancock County for whom poverty status is determined. Exhibit II.26 illustrates the percentage of individuals below the poverty level as compared to total population by census tract. Areas having a very high density of persons below the poverty level were found in the City of Greenfield. This tract had a poverty rate higher than that of the State of Indiana (14.1 percent). Areas of high density of persons below the poverty level exist in the northwest portion of the county around the cities of McCordsville and Fortville, and in the City of Greenfield. The remaining parts of the county had moderate to very low densities of people below the poverty level.

Exhibit II.26: Hancock County Percent Below Poverty

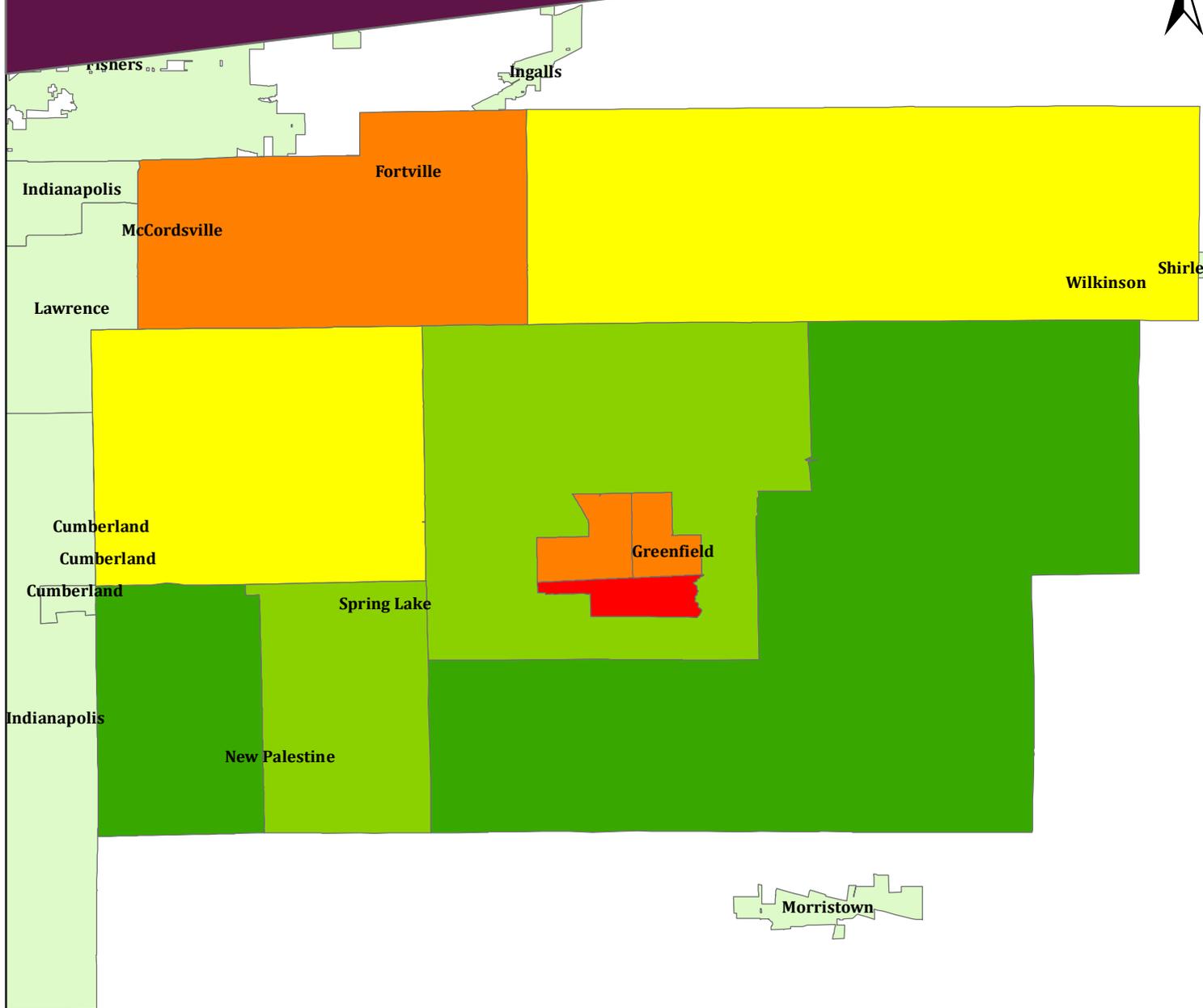


Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 2.267% - 2.503%
- 2.504% - 3.849%
- 3.850% - 7.355%
- 7.356% - 14.10%
- 14.11% - 16.19%
- Cities/Towns



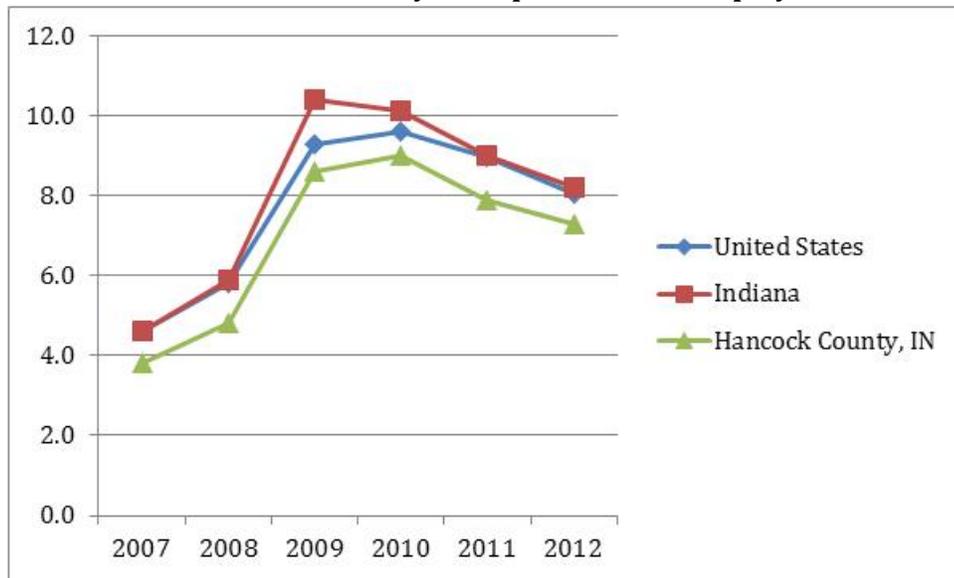
Zero Vehicle Households

The U.S. Census Bureau reported in 2011 25,803 total households in Hancock County. Exhibit II.27 illustrates the percentage of households with zero vehicles available by census tract. The census tracts in the City of Greenfield have the highest percentage of households with zero vehicles available in Hancock County. These areas had zero vehicle rates between 2.11 percent and 8.13 percent. The remainder of Hancock County had relatively low zero vehicle households when compared to other counties in the region.

Industry and Labor Force

The 2012 Hancock County labor force consisted of 36,099 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2010 of over nine percent. Similar to the United States and the State of Indiana, Hancock County's unemployment rate sharply increase from 2007 to 2009 and now has begun to decrease slightly. Exhibit II.28 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.28: Hancock County - Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.27: Hancock County Percent Zero Vehicle Households

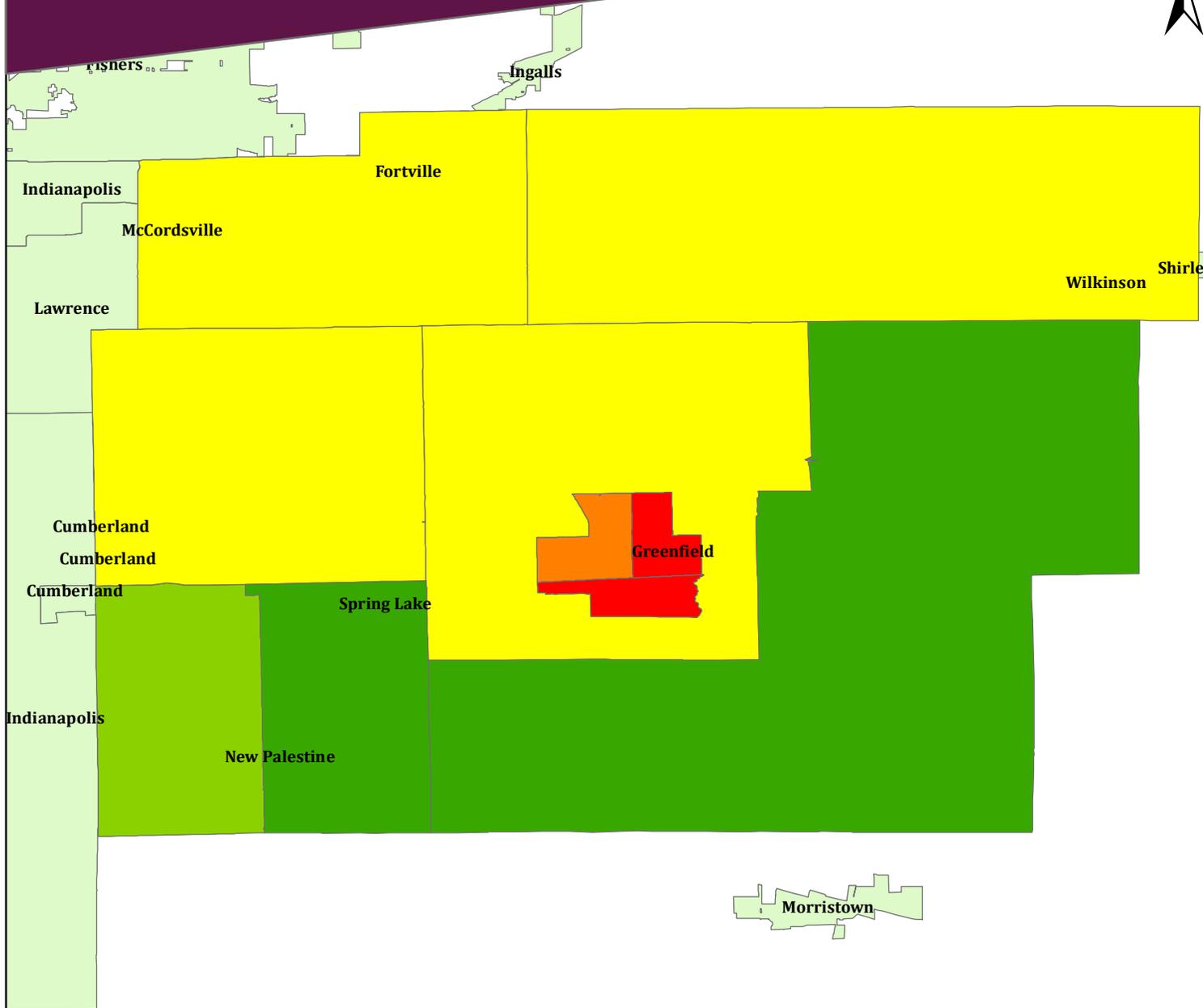


Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

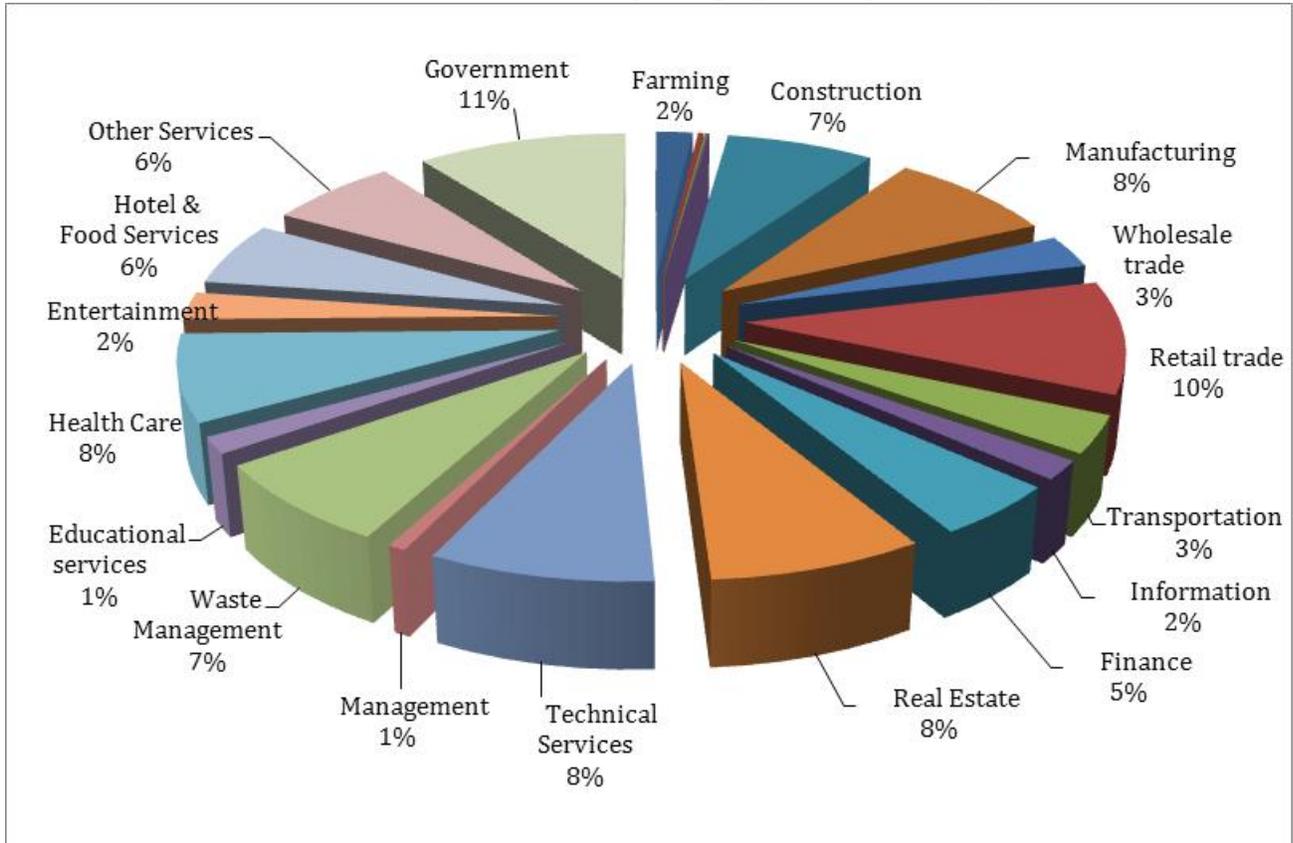
- 0.00% - 0.4117%
- 0.4118% - 1.092%
- 1.093% - 2.113%
- 2.114% - 3.779%
- 3.780% - 8.132%
- Cities/Towns



Employment by Industry

Government employment ranked as the largest industry in Hancock County with 3,962 employees in 2011. Retail trade jobs were the second largest employer group (3,819 employees), and manufacturing was the third largest (3,187). In addition, 3,092 persons were employed in technical services jobs. Exhibit II.29 is an illustration of the employment by industry.

Exhibit II.29: Hancock County - Employment by Industry



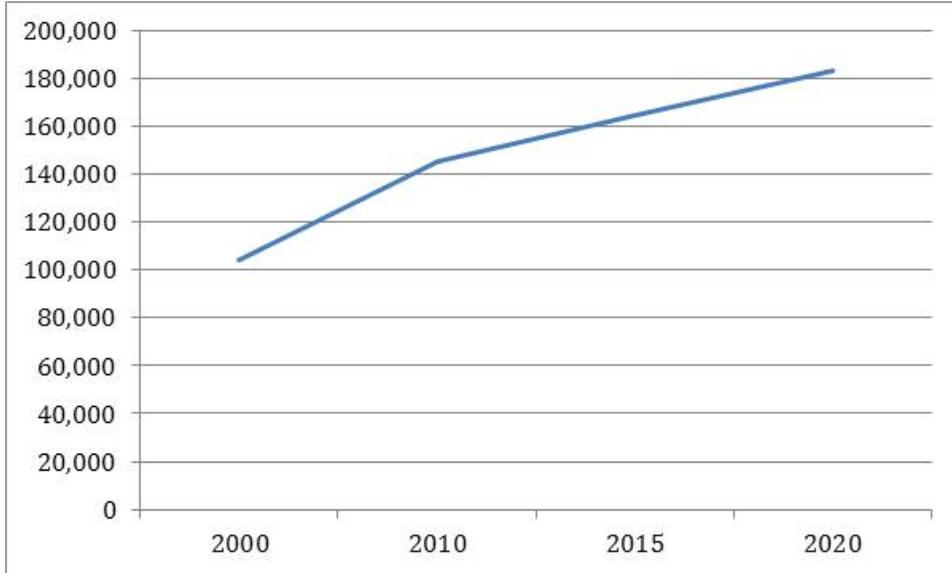
Source: U.S. Bureau of Economic Analysis, 2011

HENDRICKS COUNTY

Population Growth

According to information from the State of Indiana, the total population of Hendricks County in 2010 was 145,448 persons, an increase of 41,355, or a 39.73 percent, between the reported 2000 Census population and the 2010 population figures. The Indiana Business Research Center is projecting a significant increase in population for Hendricks County over the next ten years. The population for 2015 is projected to increase by 11.83 percent from 2010 (increase of 19,513 people) and increase another 9.96 percent in 2020. Exhibit II.30 illustrates the historical and projected population trends for Hendricks County through the year 2020.

Exhibit II.30: Hendricks County - Population Trends



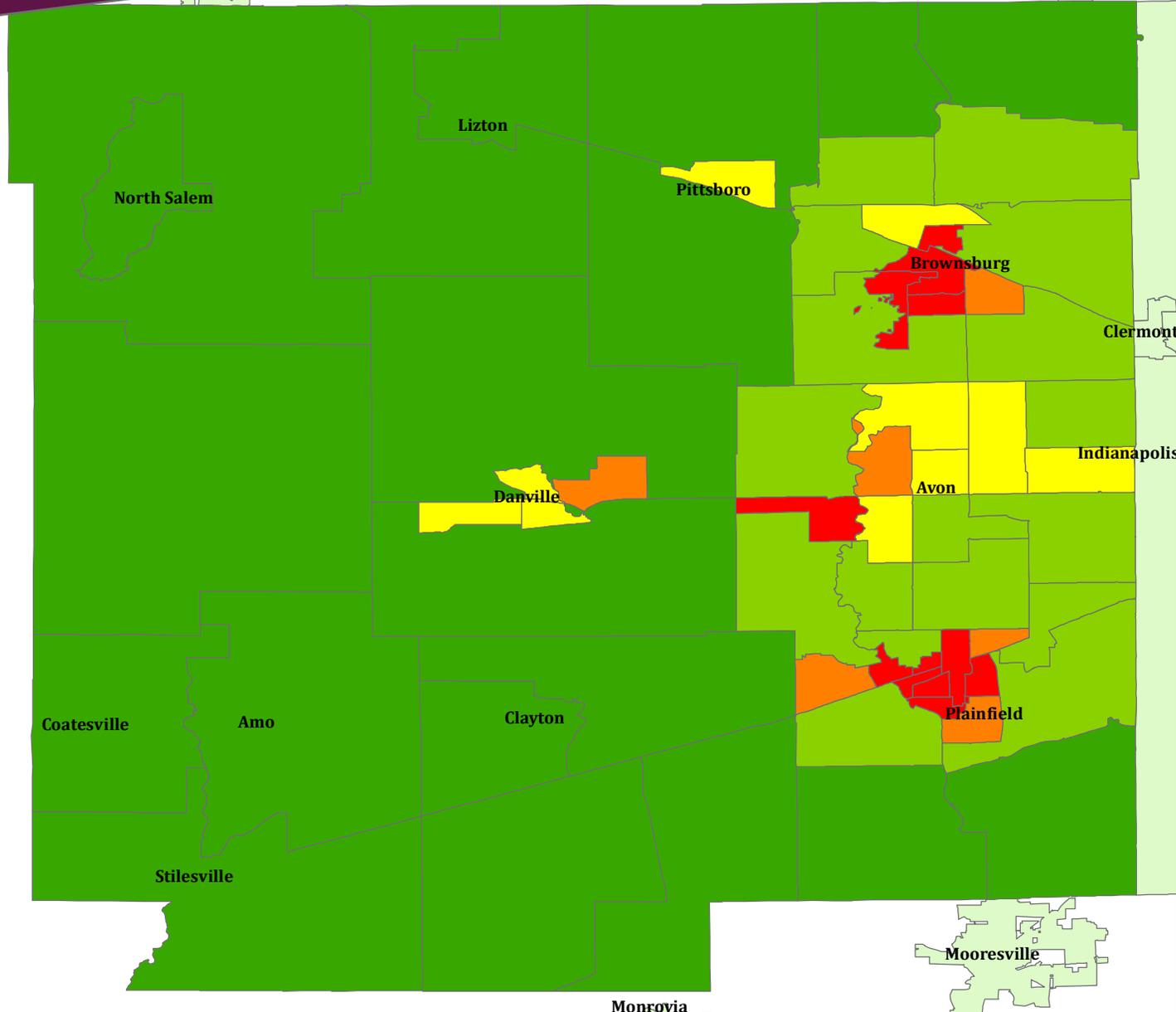
Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.31 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Hendricks County are in Brownsburg, Avon, and Plainfield. Other areas of high to moderate density of older adults are found around in Danville and Pittsboro. The remainder of the County has low to very low older adult population density.

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

Coordinated Public Transit-Human Service Transportation Plan



Legend

65Plus / SQMI

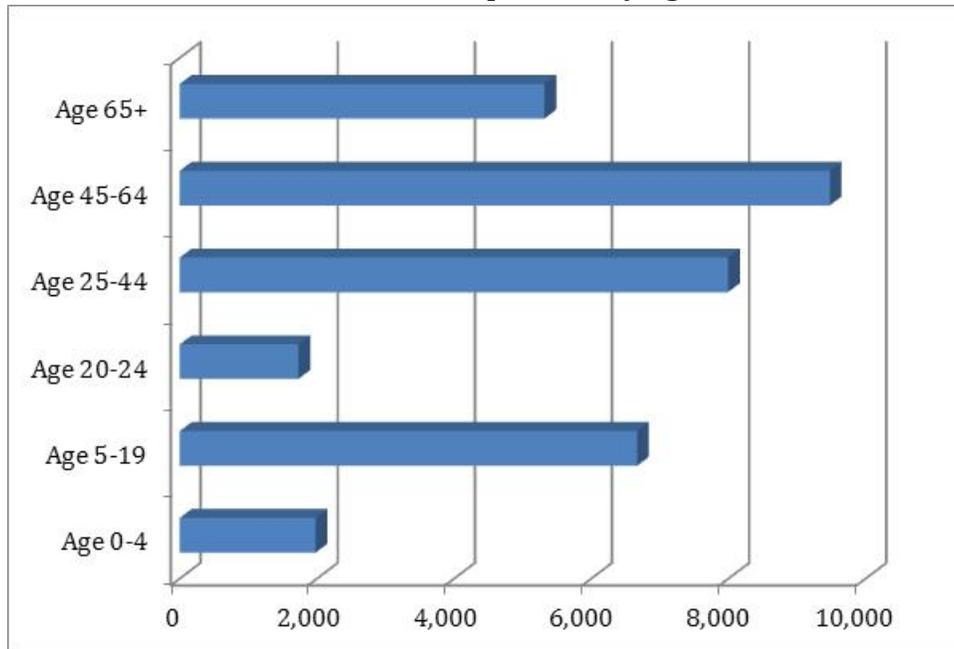
- 4.045 - 34.65
- 34.66 - 109.4
- 109.5 - 200.0
- 200.1 - 371.6
- 371.7 - 668.3
- Cities/Towns

0 1.25 2.5 5 Miles



According to the 2010 statistics from the Indiana Business Research Center, the largest age cohort for Hendricks County was between the ages of 25 and 44 (28.4 percent). The second largest group was between ages 45 and 64, which constituted 26.4 percent of the county's population (see Exhibit II.32). The third largest age group was 5 to 19 years old (22.7 percent), while 10.7 percent was age 65 or older. The distribution indicates that the county has a young population.

Exhibit II.32: Population by Age



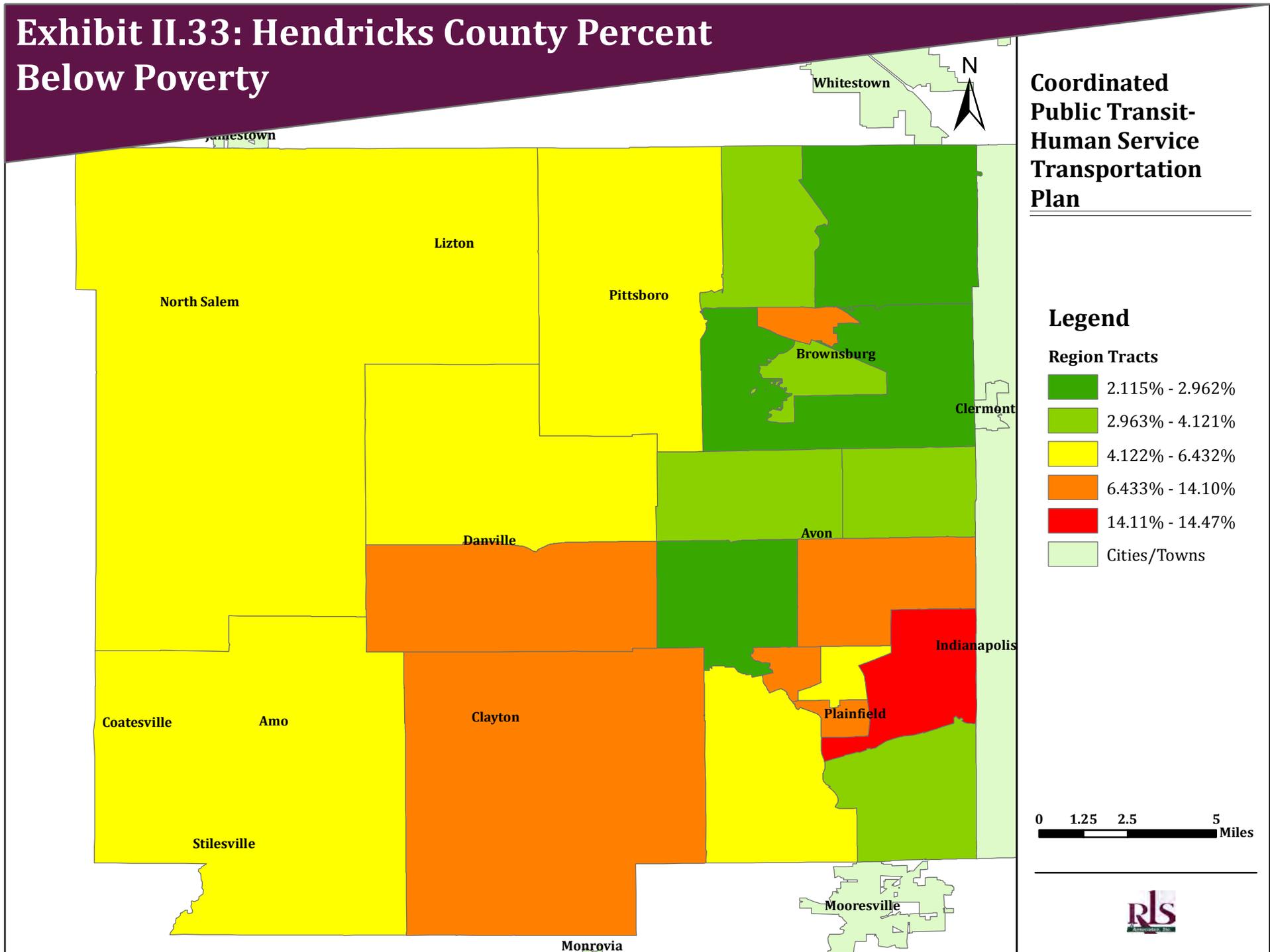
Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Economic Profile

Employment and Income

The U.S. Census Bureau reported in 2011 a total of 139,192 persons living in Hendricks County for whom poverty status is determined. Exhibit II.33 illustrates the percentage of people below the poverty level as compared to total population by census tract. The tract in the east portion of Plainfield had a very high density of persons below the poverty level, with a poverty rate higher than that of the State of Indiana (14.1 percent). The tracts in the southern part of Danville, all of Clayton, northern Brownsburg, Plainfield, and southern Avon had high densities of persons below the poverty level. The entire western section of Hendricks County had moderate densities.

Exhibit II.33: Hendricks County Percent Below Poverty



Jamesstown

Whitestown

N

Lizton

North Salem

Pittsboro

Brownsburg

Clermont

Danville

Avon

Indianapolis

Coatesville

Amo

Clayton

Plainfield

Stilesville

Mooreville

Monrovia

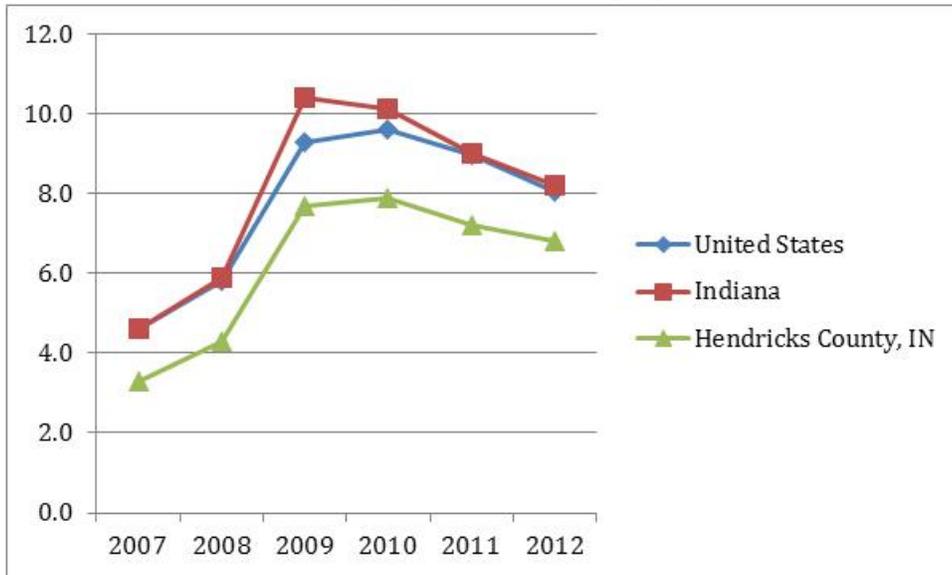
Zero Vehicle Households

The U.S. Census Bureau reported in 2011 that there were 51,624 total households in Hendricks County. Exhibit II.34 illustrates the percentage of households with zero vehicles available by census tract. The tract to the west of Avon and Plainfield and the tract in northern Plainfield had the highest densities of households with zero vehicles available. These areas had zero vehicle rates between 4.89 percent and 7.20 percent.

Industry and Labor Force

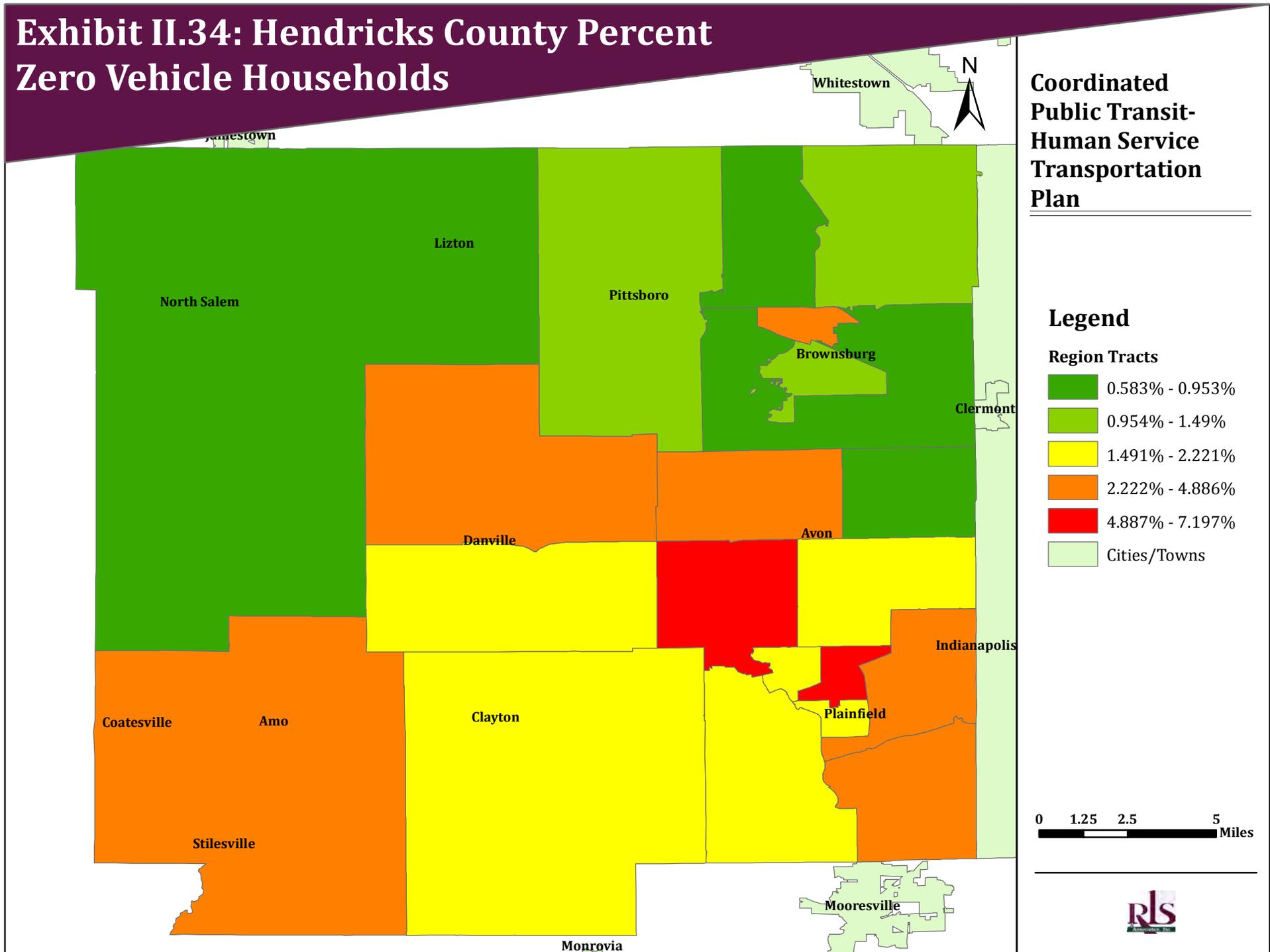
The 2012 Hendricks County labor force consisted of 74,715 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2010 of over 7.9 percent. From 2007 and 2012 the unemployment rate has been lower than the State of Indiana and the United States. Since 2010 the rate has slowly decreased to a rate of 6.8 in December of 2012. Exhibit II.35 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.35: Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.34: Hendricks County Percent Zero Vehicle Households



Jamesstown

Whitestown



Lizton

North Salem

Pittsboro

Brownsburg

Clermont

Danville

Avon

Indianapolis

Coatesville

Amo

Clayton

Plainfield

Stilesville

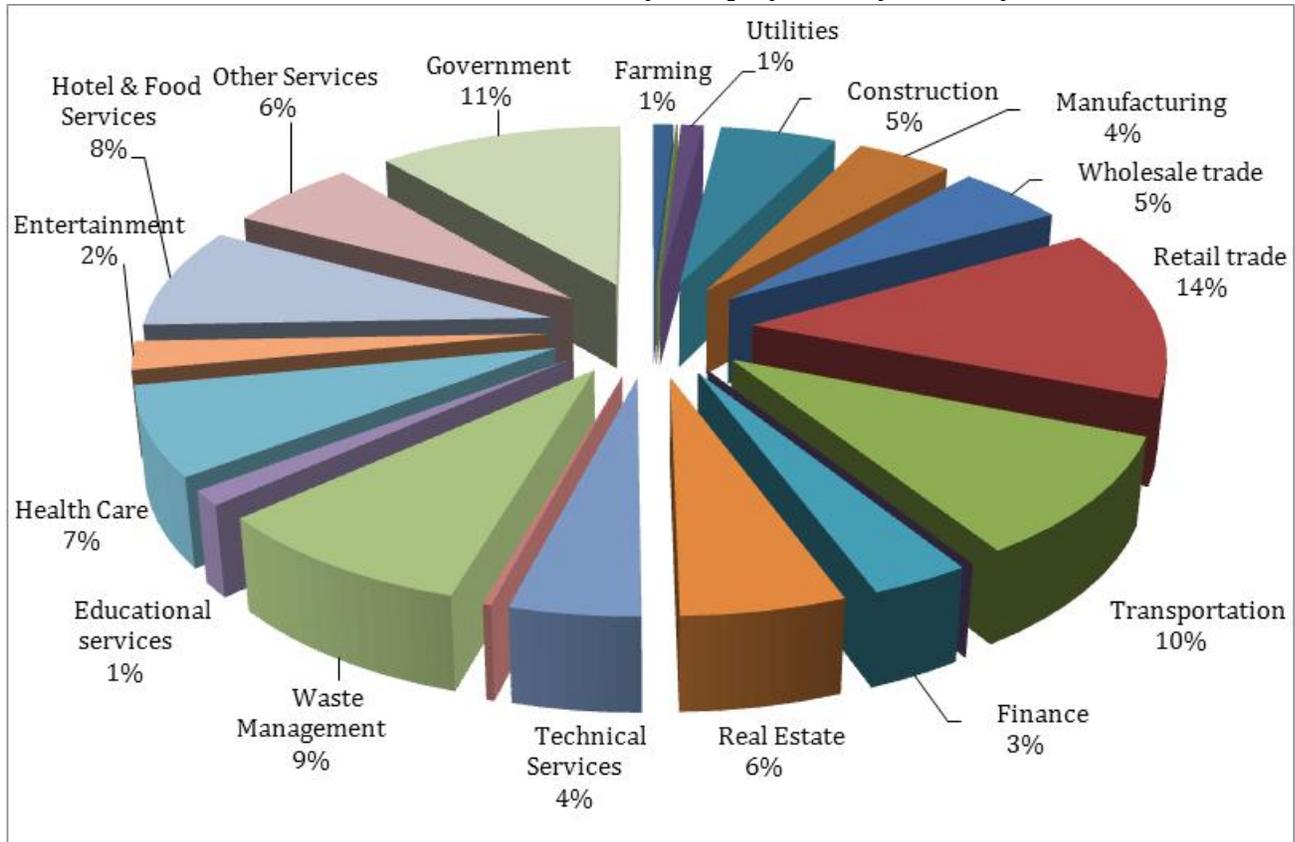
Monrovia

Mooreville

Employment by Industry

The retail trade industry was the largest employer in Hendricks County with 11,000 employees in 2011. The government was the second largest employer group with 8,735 employees. In addition, transportation employed about 10 percent of the population. Exhibit II.36 is an illustration of the employment by industry.

Exhibit II.36: Hendricks County - Employment by Industry



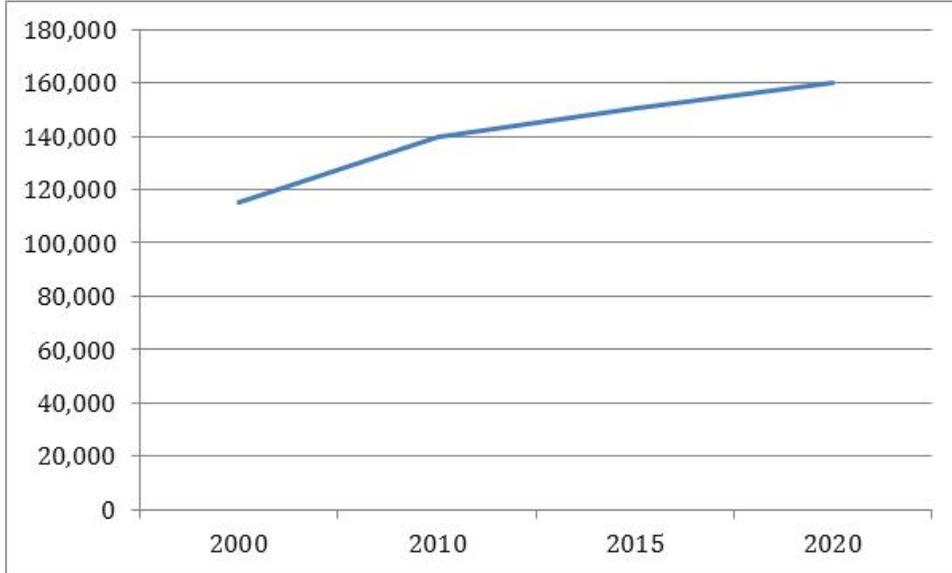
Source: U.S. Bureau of Economic Analysis, 2011

JOHNSON COUNTY

Population Growth

According to information from the State of Indiana, the total population of Johnson County in 2010 was 139,654 persons, an increase of 24,445, or 21.22 percent, between the reported 2000 Census population and the 2010 population figures. The Indiana Business Research Center is projecting a significant increase in population for Johnson County. The population for 2015 is projected to increase by 7.09 percent from 2010 and increase another 6.08 percent in 2020. Exhibit II.37 illustrates the historical and projected population trends for Johnson County through the year 2020.

Exhibit II.37: Johnson County - Population Trends



Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.38 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Johnson County are in Franklin, New Whiteland, and Greenwood. The only other area with a high density of older adults was in Edinburgh. The remainder of the County has low to very low older adult population density.

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

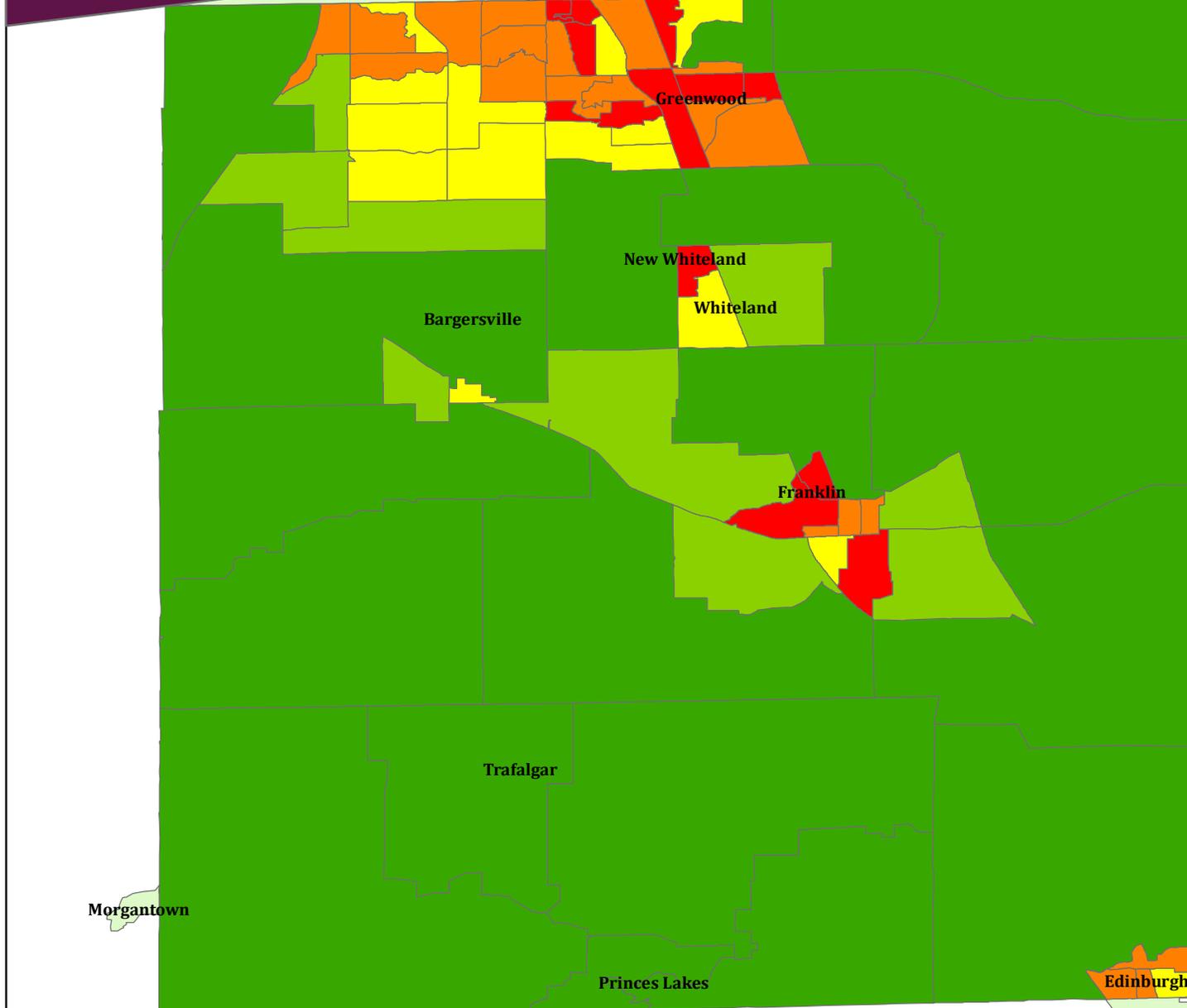
Coordinated Public Transit-Human Service Transportation Plan

Legend

65Plus / SQMI

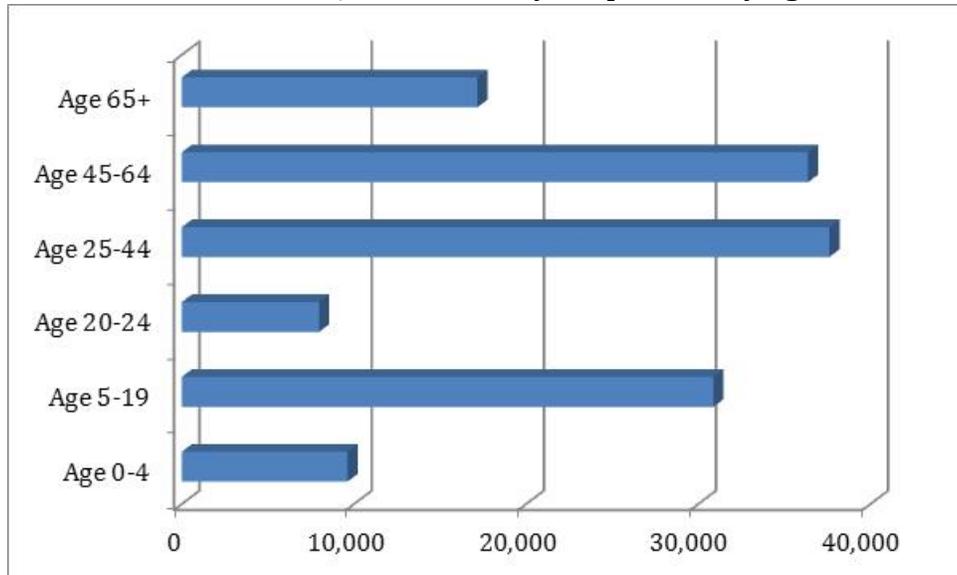
- 5.061 - 52.55
- 52.56 - 138.9
- 139.0 - 271.3
- 271.4 - 487.5
- 487.6 - 830.5
- Cities/Towns

0 1 2 4 Miles



According to the 2010 statistics from the Indiana Business Research Center, the largest age cohort for Johnson County was between the ages of 25 and 44 (26.9 percent). The second largest group was between ages 45 and 64, which constituted 26.1 percent of the county's population (see Exhibit II.39). The third largest age group was 5 to 19 years old (22.1 percent), while 12.3 percent was age 65 or older.

Exhibit II.39: Johnson County - Population by Age



Source: 2010 Indiana Business Research Center

Economic Profile

Employment and Income

The U.S. Census Bureau reported in 2011 a total of 135,118 persons living in Johnson County for whom poverty status is determined. Exhibit II.40 illustrates the percentage of households below the poverty level as compared to total population by census tract. The tracts in Greenwood, Franklin, and Edinburg have very high densities of people below the poverty level. These tracts had a poverty rate higher than that of the State of Indiana (14.1 percent). The remainder of the region had moderate to low densities of persons below the poverty level.

Exhibit II.40: Johnson County Percent Below Poverty

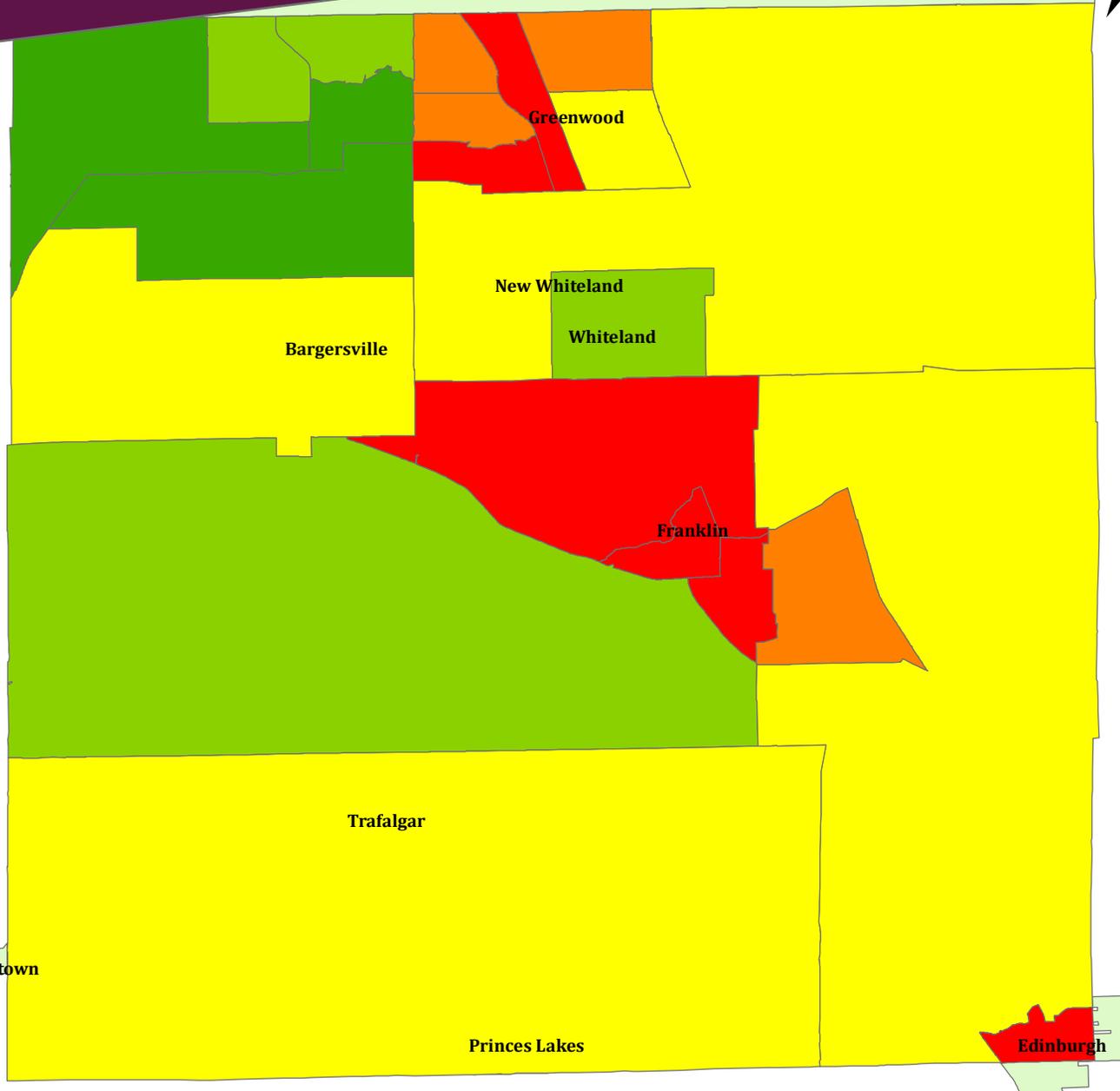
Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 1.401% - 3.256%
- 3.257% - 5.487%
- 5.488% - 9.53%
- 9.531% - 14%
- 14.001% - 23.163%
- Cities/Towns

0 1 2 4 Miles



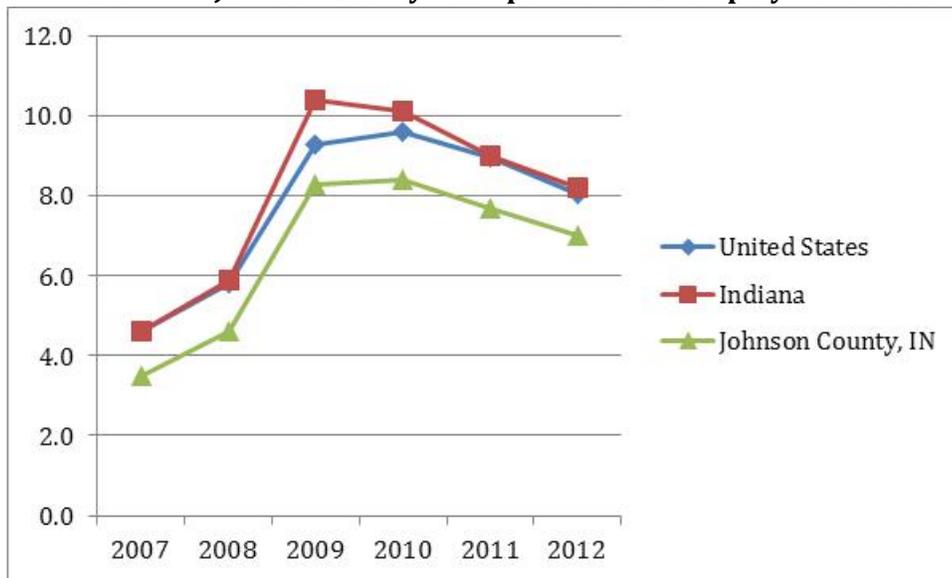
Zero Vehicle Households

The U.S. Census Bureau reported in 2011 51,420 total households in Johnson County. Exhibit II.41 illustrates the percentage of households with zero vehicles available by census tract. One tract in the City of Greenwood had the highest density of households with zero vehicles available (9.08 – 15.41 percent). The tract that encompasses Edinburgh, the two tracts to the east of Franklin, and one in Greenwood had the second highest percentage of zero vehicle households. These areas had zero vehicle rates between 4.54 percent and 9.079 percent. The remaining portions of the county had moderate to very low densities of zero vehicle households.

Industry and Labor Force

The 2012 Johnson County labor force consisted of 71,708 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2010 of 8.4 percent. From 2007 to 2012, Johnson County's unemployment rate has been lower than that of the State of Indiana and the United States. Exhibit II.42 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.42: Johnson County - Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.41: Johnson County Percent Zero Vehicle Households



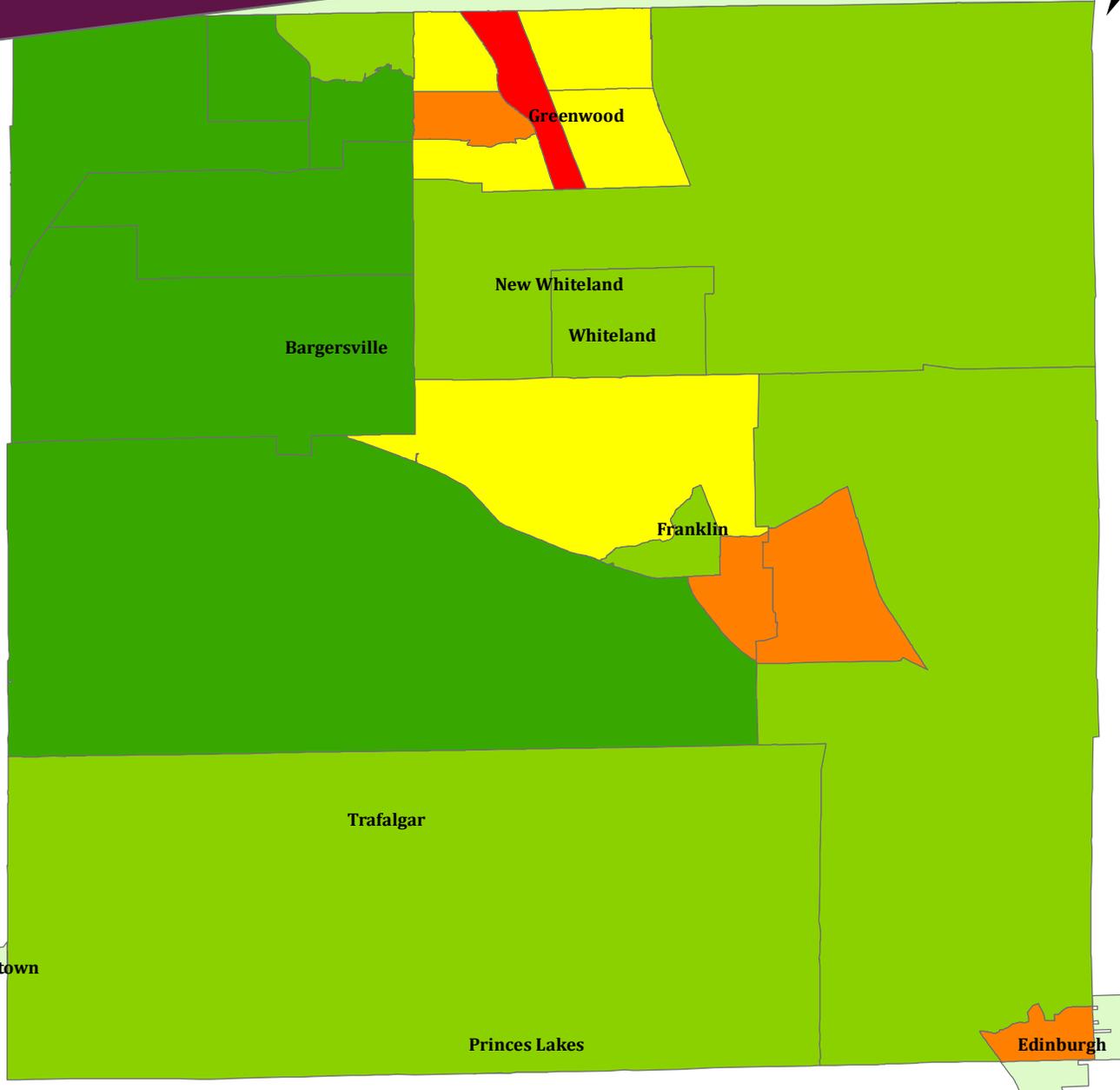
Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 0% - 1.861%
- 1.862% - 3.297%
- 3.298% - 4.539%
- 4.54% - 9.079%
- 9.08% - 15.405%
- Cities/Towns

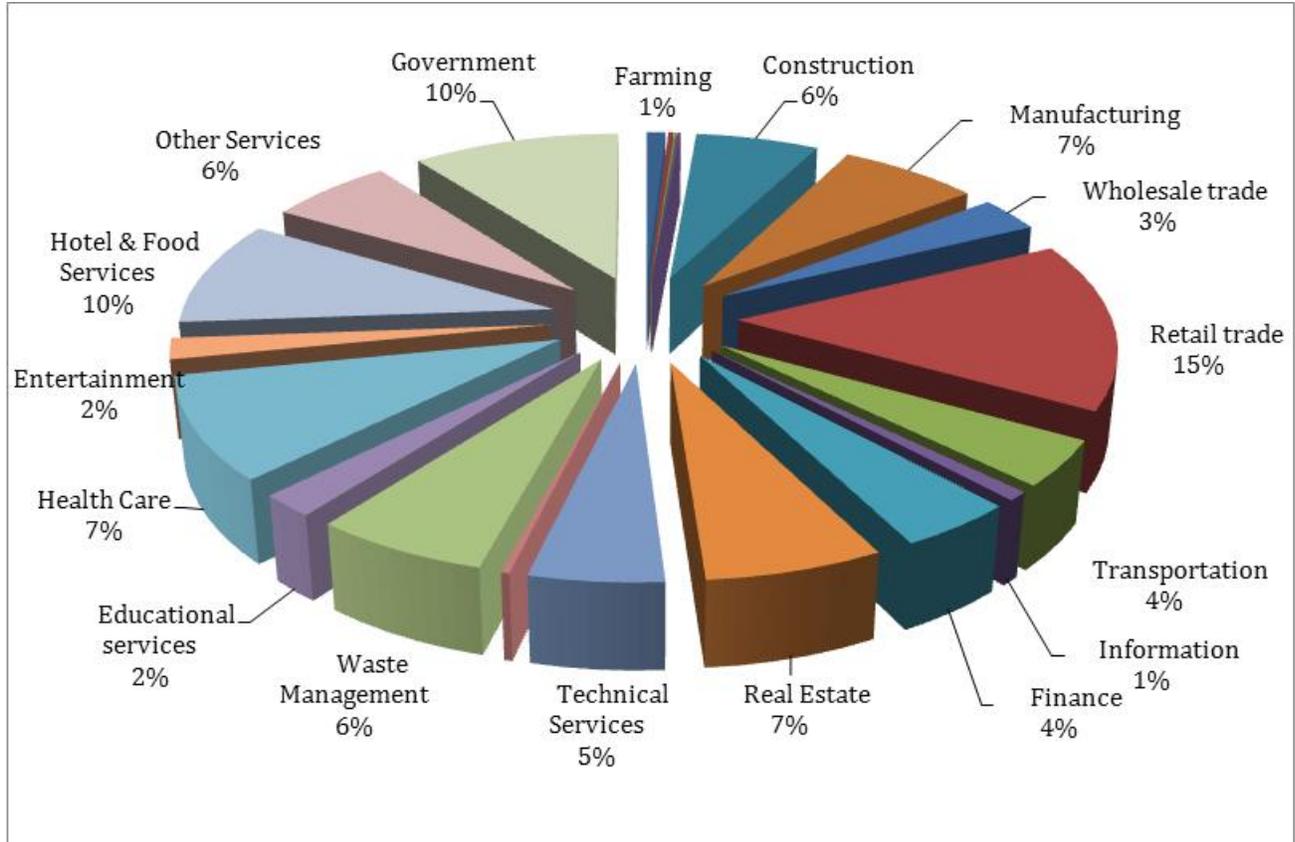
0 1 2 4 Miles



Employment by Industry

The retail trade industry ranked as the largest employer in Johnson County with 10,396 employees in 2011. Government jobs accounted for the second largest employer group with 7,120 employees. In addition, the hotel and food service sector employed about 10 percent of the population. Exhibit II.43 is an illustration of the employment by industry.

Exhibit II.43: Johnson County - Employment by Industry



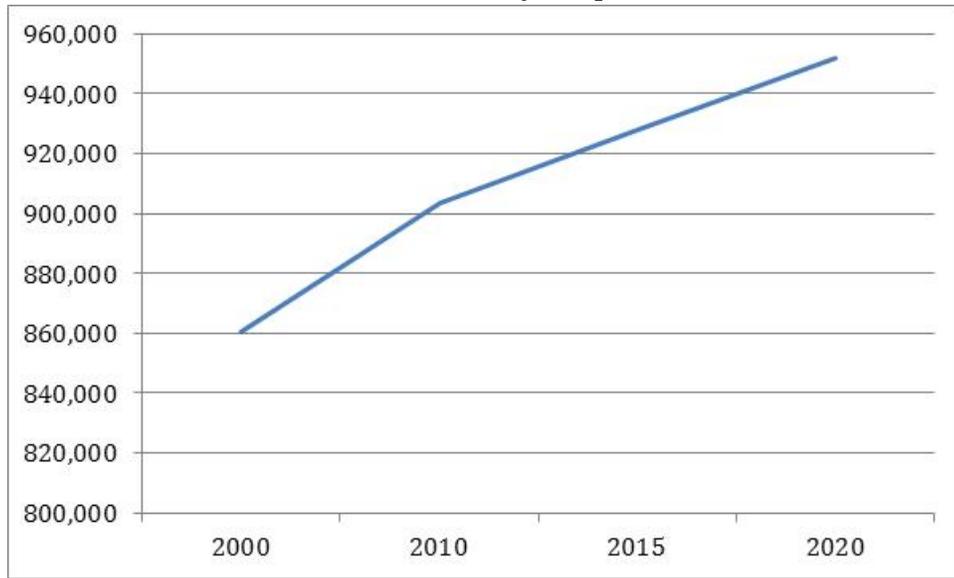
Source: U.S. Bureau of Economic Analysis, 2011

MARION COUNTY

Population Growth

According to information from the State of Indiana, the total population of Marion County in 2010 was 903,393 persons, an increase of almost five percent between the reported 2000 Census population and the 2010 population figures. The Indiana Business Research Center is projecting a 2.65 increase in population for Marion County for 2015. Another 2.5 percent increase is being projected for the year 2020. Exhibit II.44 illustrates the historical and projected population trends for Marion County through the year 2020.

Exhibit II.44: Marion County - Population Trends

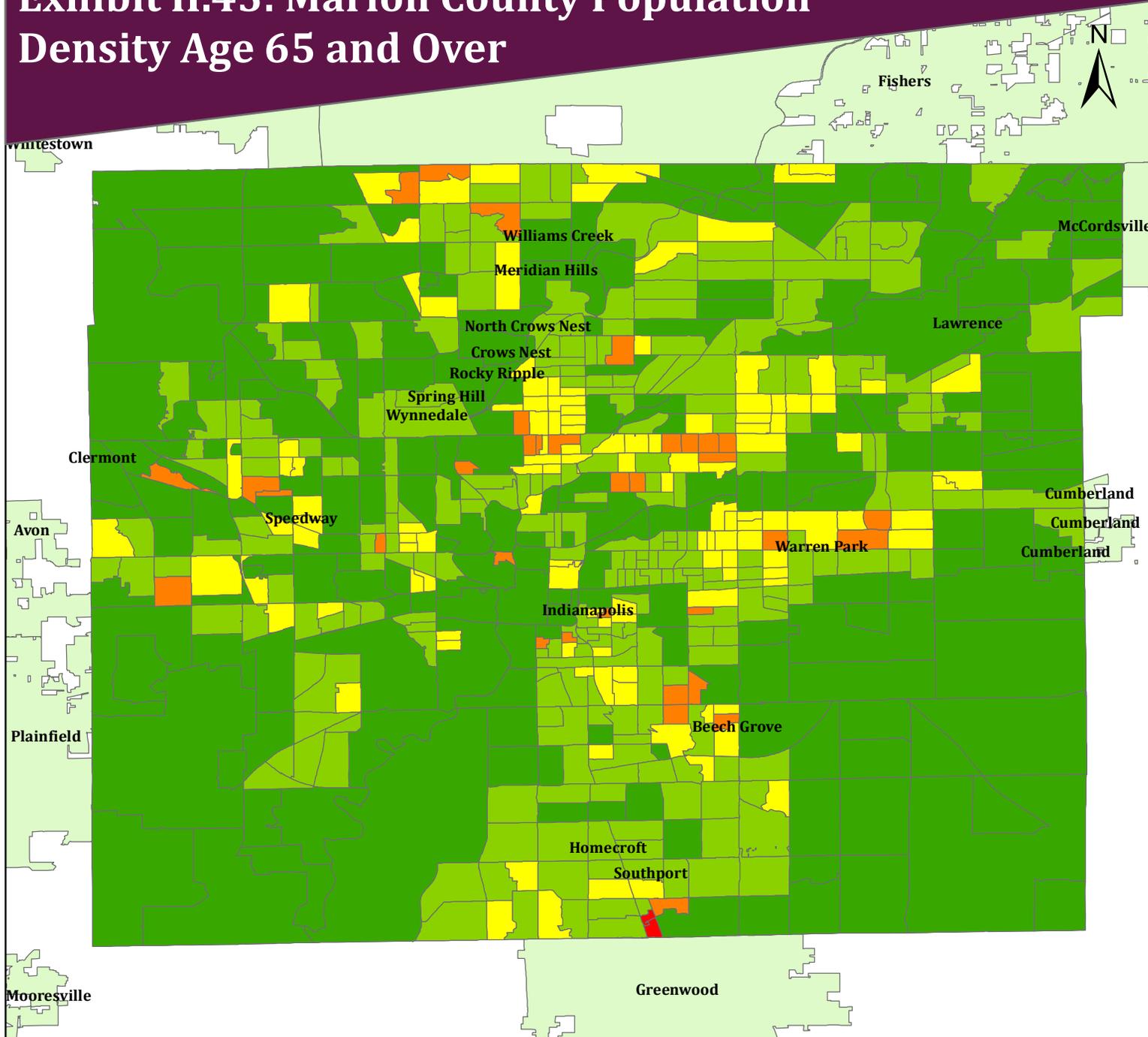


Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.45 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Marion County are in the very southern section near the cities of Greenwood and Southport. The remainder of the County has older adult populations spread out throughout the County.

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



Coordinated Public Transit-Human Service Transportation Plan

Legend

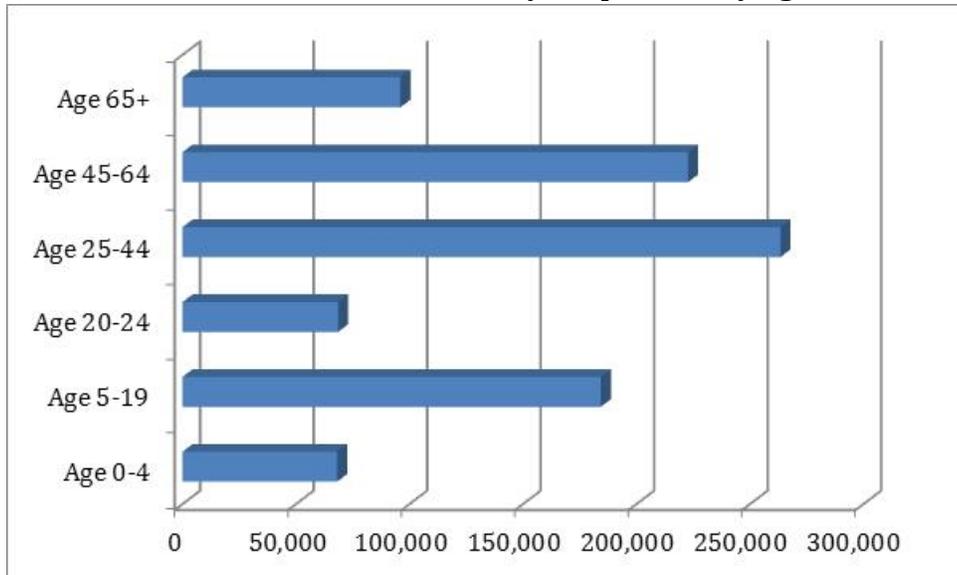
65Plus / SQMI

- 6.173 - 265.2
- 265.3 - 506.7
- 506.8 - 828.2
- 828.3 - 1700
- 1701 - 3814
- Cities/Towns



According to the 2010 statistics from the Indiana Business Research Center, the largest age cohort for Marion County was between the ages of 25 and 44 (29.2 percent). The second largest group was between ages 45 and 64, which constituted 24.7 percent of the county’s population (see Exhibit II.46). The third largest age group was 5 to 19 years old (20.4 percent), while 10.6 percent was age 65 or older.

Exhibit II.46: Marion County - Population by Age



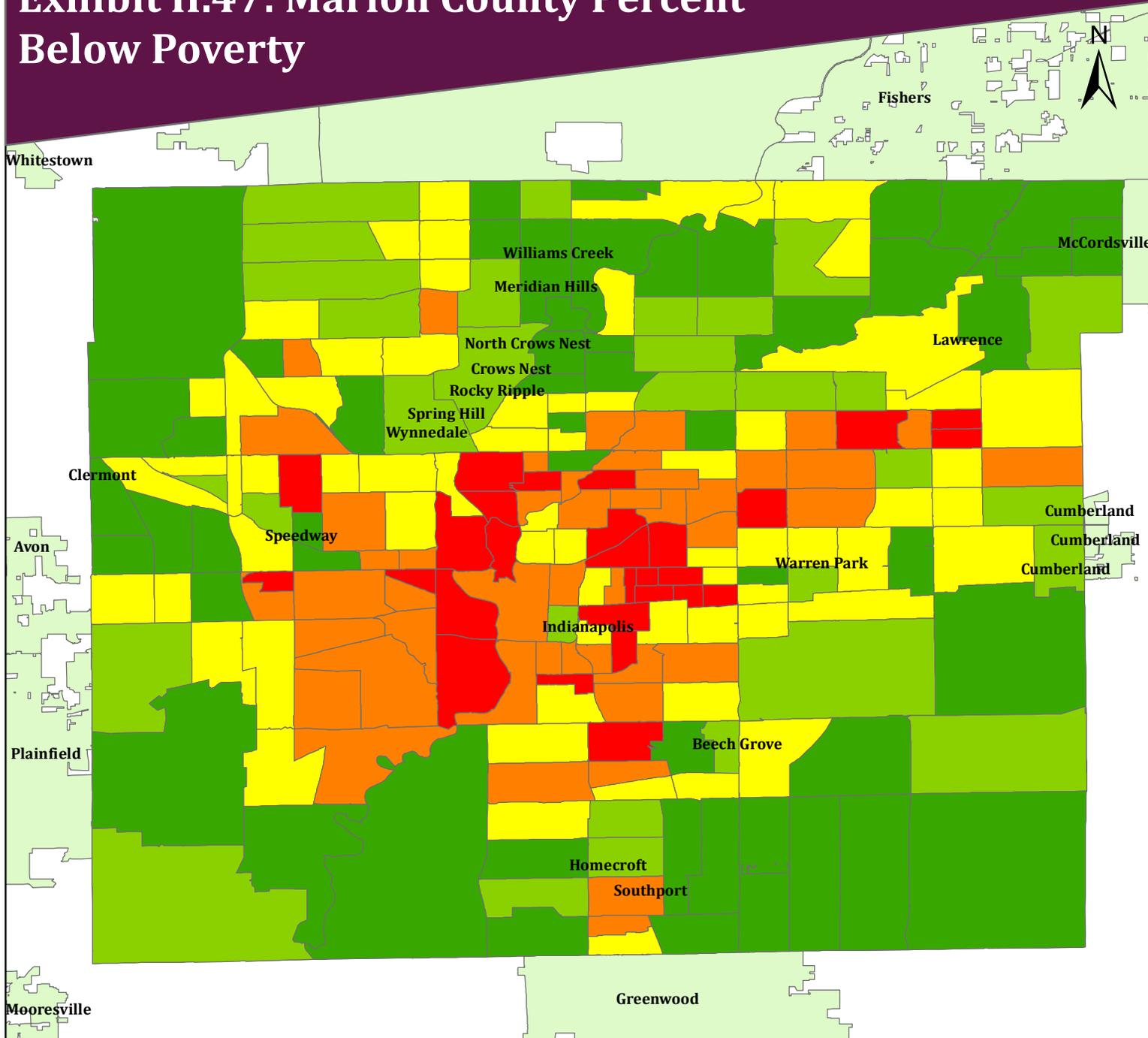
Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Economic Profile

Employment and Income

The U.S. Census Bureau reported in 2011 a total of 878,785 persons in Marion County for whom poverty status is determined. Exhibit II.47 illustrates the percentage of households below the poverty level as compared to total population by census tract. A significant portion of the census tracts in Marion County had higher percentages of households below the poverty level (14.1 – 66.02 percent) than the State of Indiana (14.1 percent). The majority of the highest poverty level tracts are located near downtown Indianapolis, north of Interstate 74 and south of Interstates 70 and 65. The remaining tract around the outer edge of Marion County had low densities of households below the poverty level.

Exhibit II.47: Marion County Percent Below Poverty



Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

- 0.605% - 8.737%
- 8.738% - 14.1%
- 14.101% - 25.271%
- 25.272% - 37.711%
- 37.712% - 66.015%
- Cities/Towns



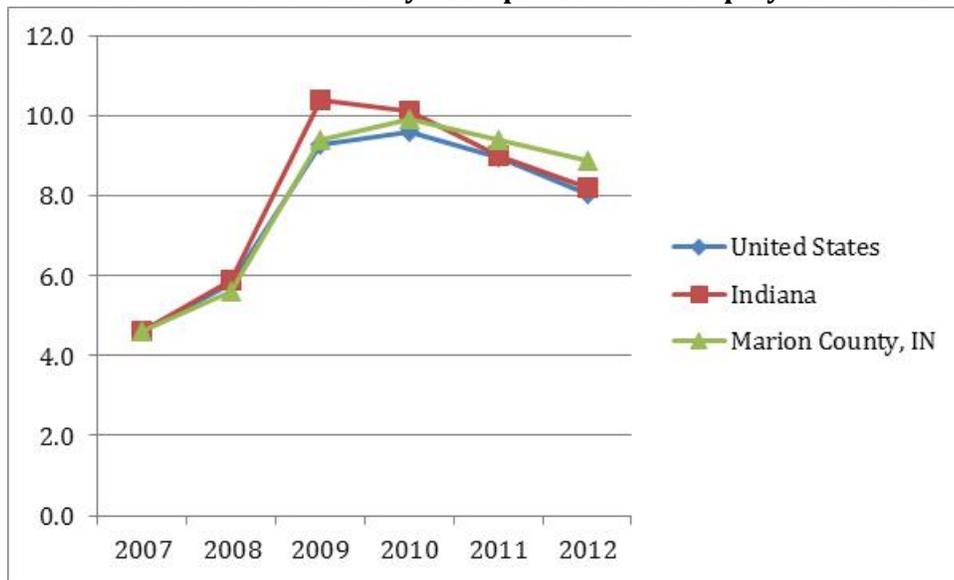
Zero Vehicle Households

The U.S. Census Bureau reported in 2011 that there were 357,586 total households in Marion County. Exhibit II.48 illustrates the percentage of households with zero vehicles available by census tract. The areas of high percentages of zero vehicle households mimics that of the below poverty level tracts. The majority of the highest zero vehicle household tracts are located near downtown Indianapolis. The remaining tract around the outer edge of Marion County had low densities of zero vehicle households.

Industry and Labor Force

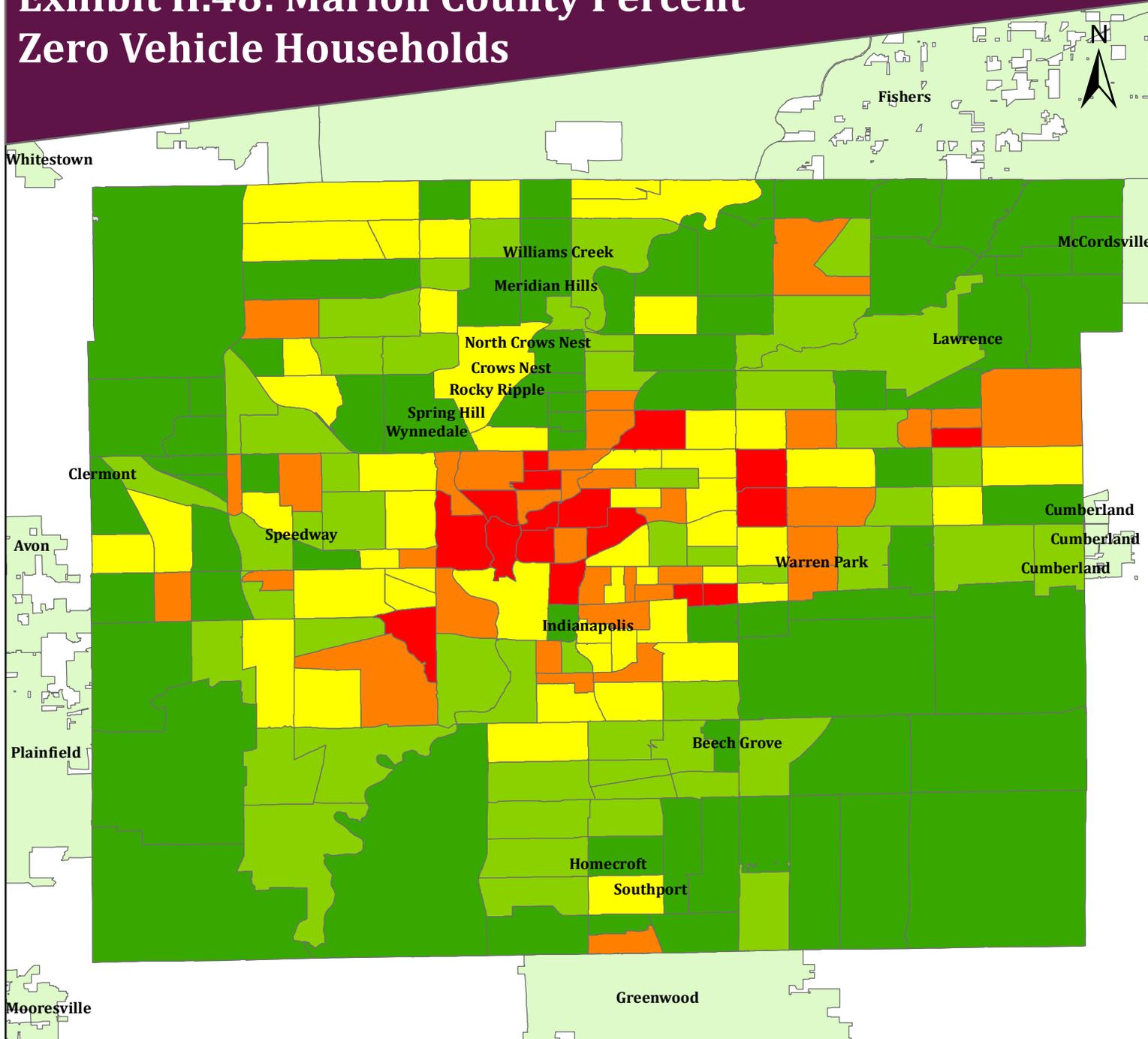
The 2012 Marion County labor force consisted of 456,534 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county’s unemployment rate reached a high in 2010 of 9.9 percent. From 2007 to 2010, Marion County’s unemployment rate has been similar to that of the United State. Since 2011 Marion County’s unemployment rate has been higher than that of the State of Indiana and the United States. Exhibit II.49 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.49: Marion County - Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.48: Marion County Percent Zero Vehicle Households



Coordinated
Public Transit-
Human Service
Transportation
Plan

Legend

Region Tracts

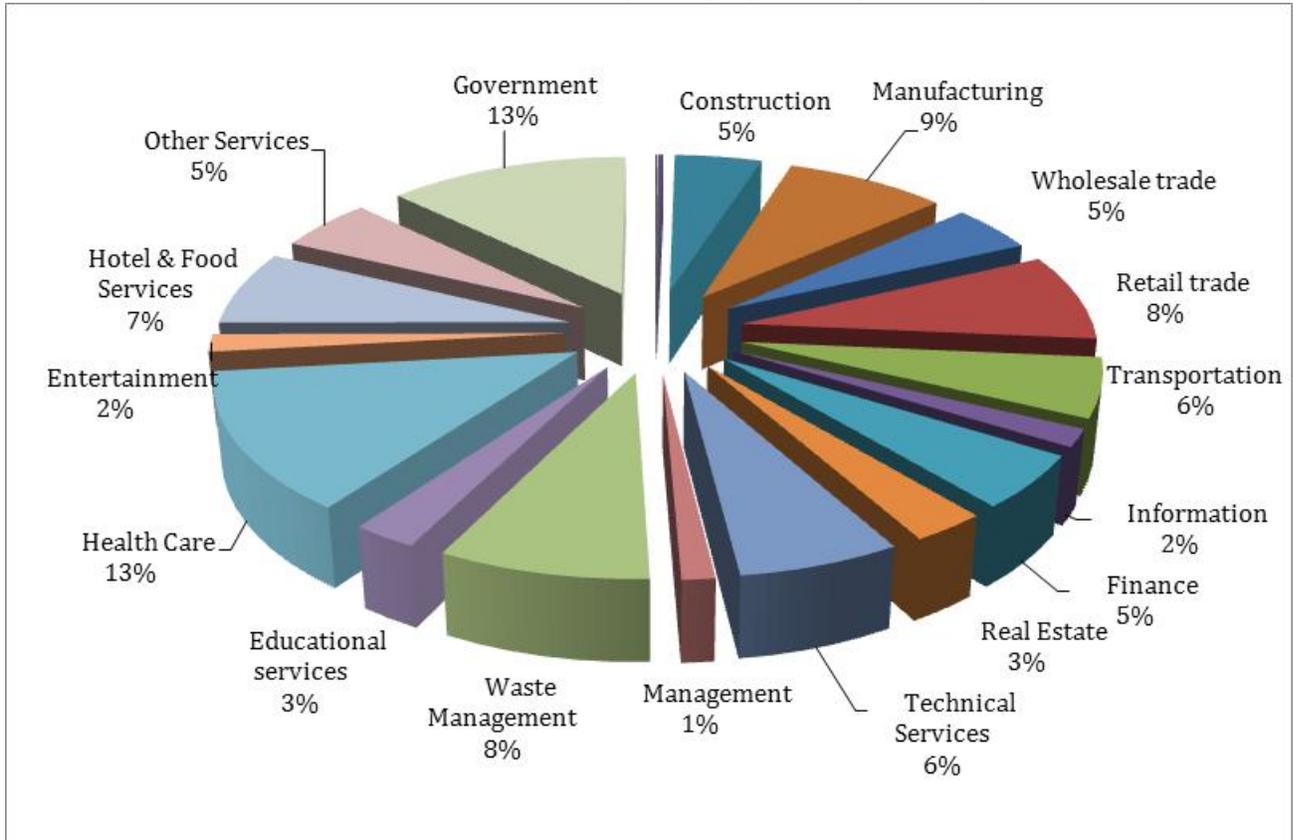
- 0% - 3.972%
- 3.973% - 8.832%
- 8.833% - 14.749%
- 14.75% - 22.593%
- 22.594% - 38.841%
- Cities/Towns



Employment by Industry

The health care industry was the largest employer in Marion County with 85,788 employees in 2011. The government was the second largest employer group with 83,739 employees. Manufacturing jobs made up nine percent of employees in Marion County, while retail trade and waste management accounted for eight percent. Exhibit II.50 is an illustration of the employment by industry.

Exhibit II.50: Marion County - Employment by Industry



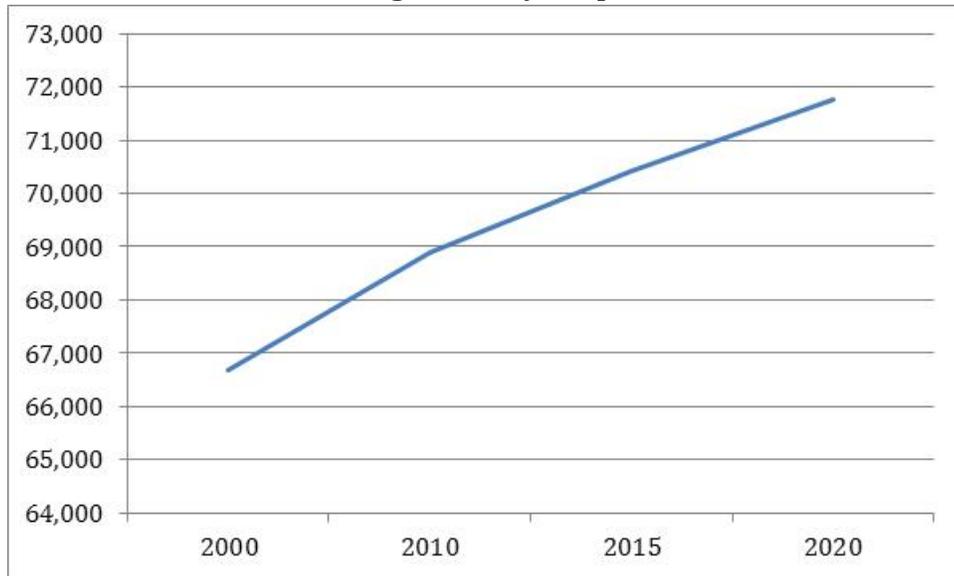
Source: U.S. Bureau of Economic Analysis, 2011

MORGAN COUNTY

Population Growth

According to information from the state of Indiana, the total population of Morgan County in 2010 was 68,894 persons, an increase of 3.3 percent, between the reported 2000 Census population and the 2010 population figures. The Indiana Business Research Center is projecting a slight increase in population for Morgan County in 2015 and 2020. Exhibit II.51 illustrates the historical and projected population trends for Morgan County through the year 2020.

Exhibit II.51: Morgan County - Population Trends



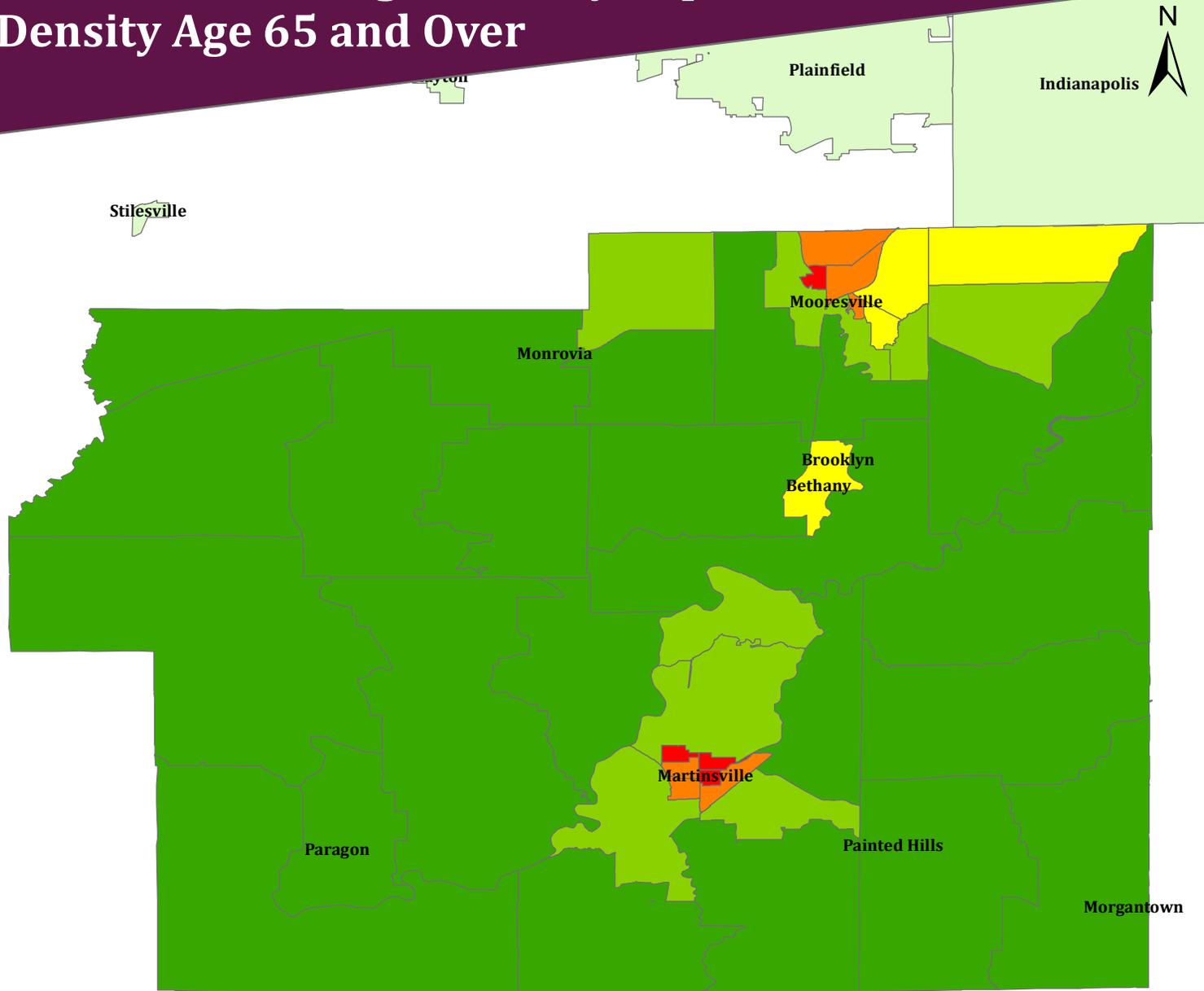
Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

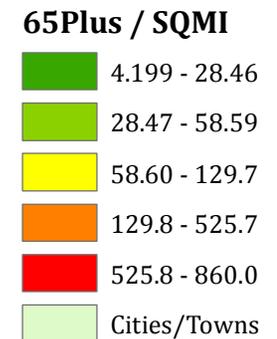
Exhibit II.52 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Morgan County are in Mooresville and Martinsville. The towns of Brooklyn and Bethany had moderate levels of persons aged 65 and older. The remainder of the County has low to very low older adult population density.

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

Coordinated Public Transit-Human Service Transportation Plan

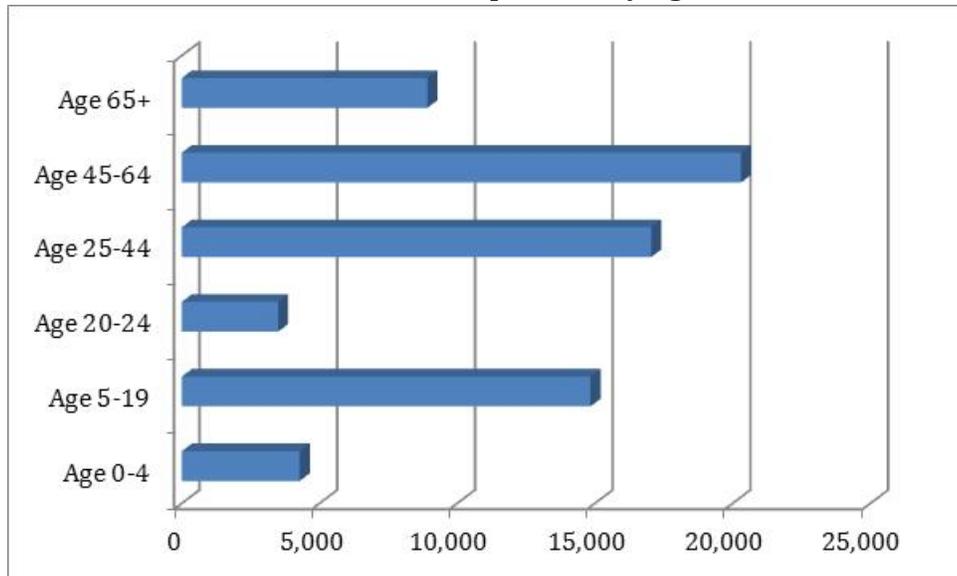


Legend



According to the 2010 statistics from the Indiana Business Research Center, the largest age cohort for Morgan County was between the ages of 45 and 64 (29.5 percent). The second largest group was between ages 25 and 44, which constituted 24.7 percent of the county's population (see Exhibit II.53). The third largest age group was 5 to 19 years old (21.5 percent), while 12.9 percent was age 65 or older. The distribution indicates that the county has a fairly young population.

Exhibit II.53: Population by Age



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

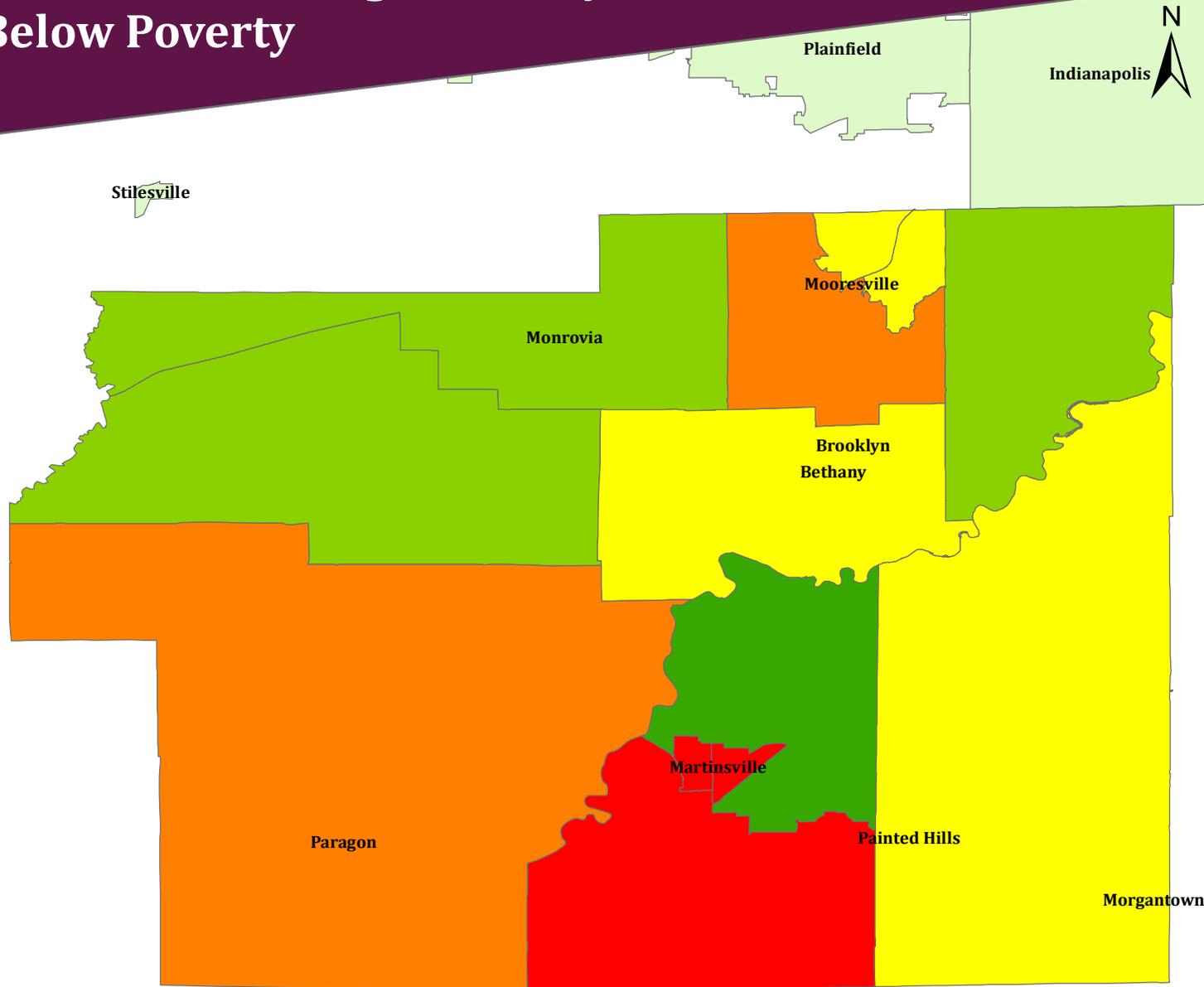
Economic Profile

Employment and Income

The U.S. Census Bureau reported in 2011 a total of 68,206 persons in Morgan County for whom poverty status is determined. Exhibit II.54 illustrates the percentage of households below the poverty level as compared to total population by census tract. The tracts around southern Martinsville and the tract directly south of Martinsville had the highest percentage of households below the poverty level (14.10 – 22.48 percent). These tracts had a poverty rate higher than that of the State of Indiana (14.1 percent). The remaining population of households below the poverty level is spread out throughout the rest of Morgan County.

Exhibit II.54: Morgan County Percent Below Poverty

Coordinated Public Transit-Human Service Transportation Plan



Legend

Region Tracts

- 1.508%
- 1.509% - 6.683%
- 6.684% - 10.57%
- 10.571% - 14.1%
- 14.101% - 22.476%
- Cities/Towns

0 1.25 2.5 5 Miles



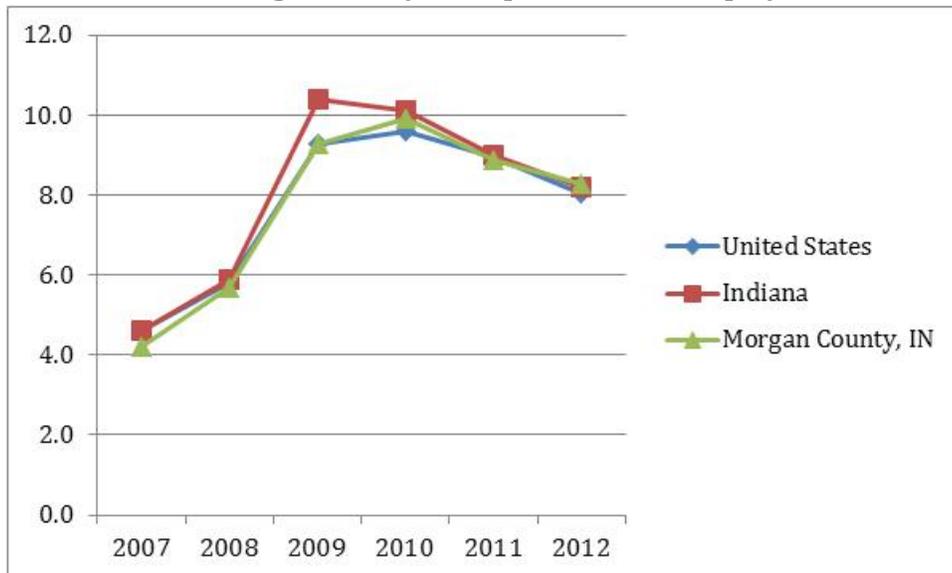
Zero Vehicle Households

The U.S. Census Bureau reported in 2011 25,357 total households in Morgan County. Exhibit II.55 illustrates the percentage of households with zero vehicles available by census tract. The tract in Martinsville had the highest percentage of households with zero vehicles available (6.18 – 9.93 percent). The tracts in eastern Martinsville and southern Mooresville had high densities of zero vehicle households. The remaining tracts in Morgan County had moderate to very low densities of zero vehicle households.

Industry and Labor Force

The 2012 Morgan County labor force consisted of 34,859 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2010 of 9.9 percent. From 2007 to 2009, the unemployment rate for Morgan County was lower than the national and state average. In 2010 the unemployment rate was higher than the state of Indiana but lower than the national average. In 2011 and 2012 the unemployment level was similar to the state and national average. Exhibit II.56 illustrates a comparison of the unemployment rates in the county, state, and nation.

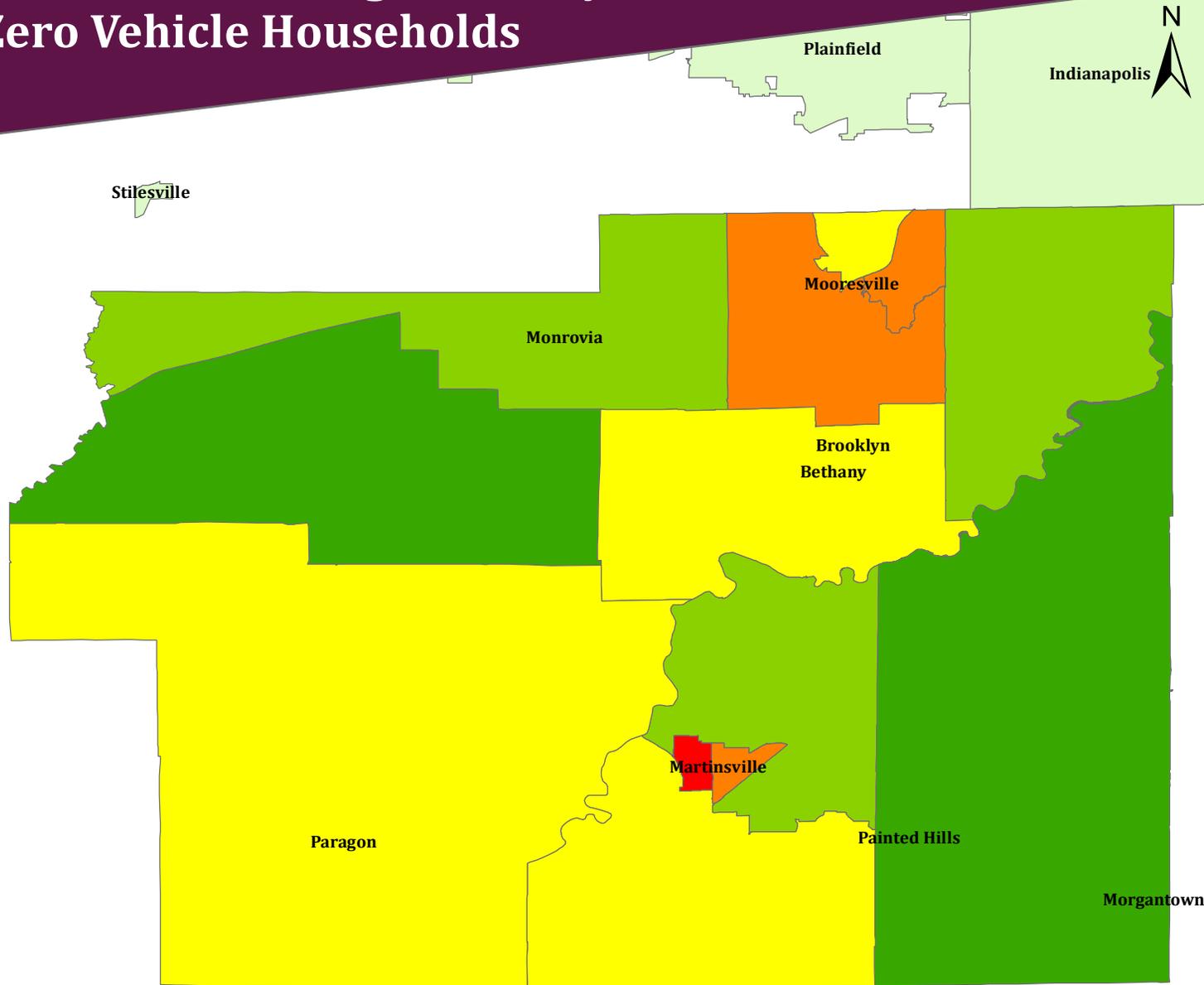
Exhibit II.56: Morgan County - Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.55: Morgan County Percent Zero Vehicle Households

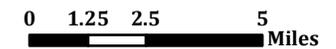
Coordinated Public Transit-Human Service Transportation Plan



Legend

Region Tracts

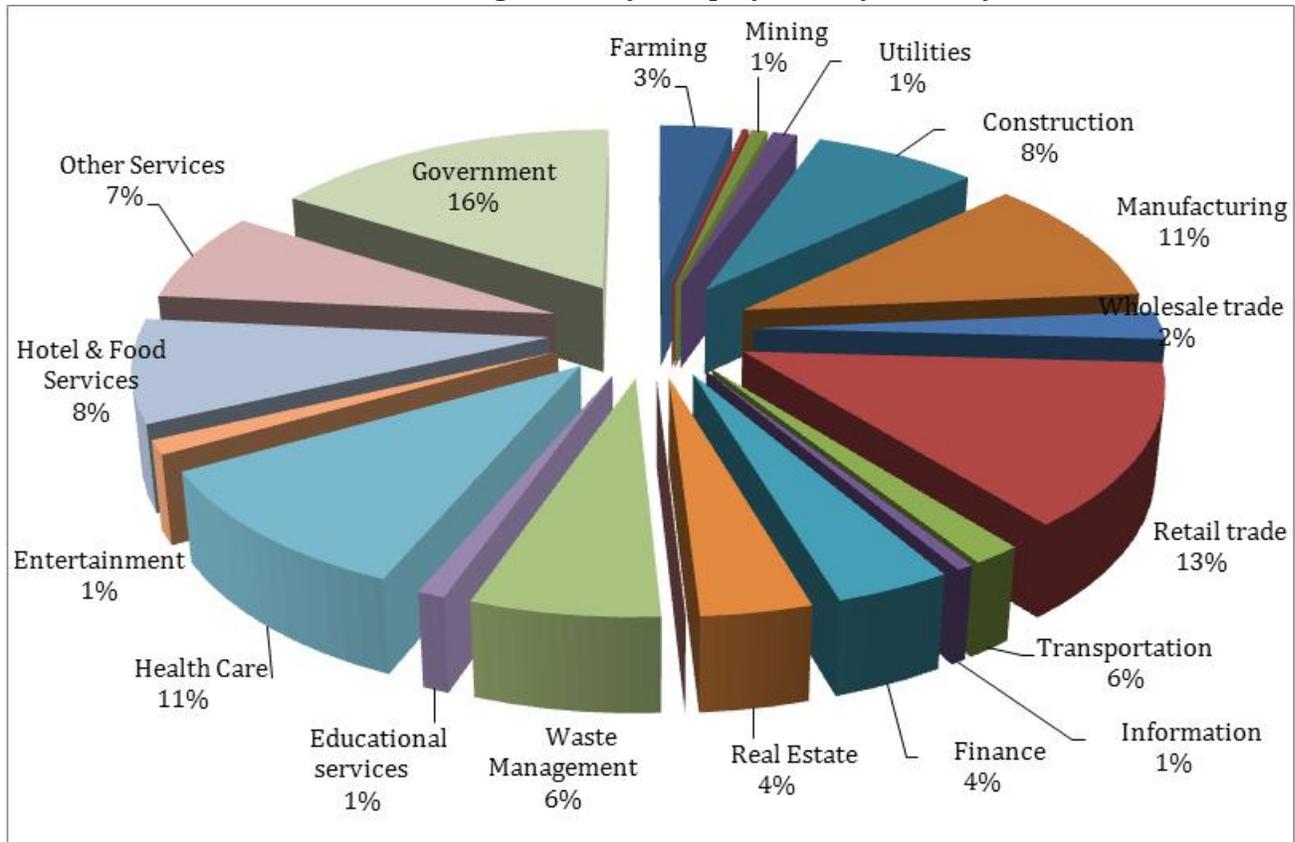
- 0.549% - 0.824%
- 0.825% - 2.851%
- 2.852% - 4.456%
- 4.457% - 6.181%
- 6.182% - 9.93%
- Cities/Towns



Employment by Industry

The government was the largest employer in Morgan County with 3,058 employees in 2011. Retail trade was the second largest employer group with 2,559 employees. Manufacturing and health care each made up 11 percent of the employed population in Morgan County. No other industry in Morgan County employed more than eight percent of the employees. Exhibit II.57 is an illustration of the employment by industry.

Exhibit II.57: Morgan County - Employment by Industry



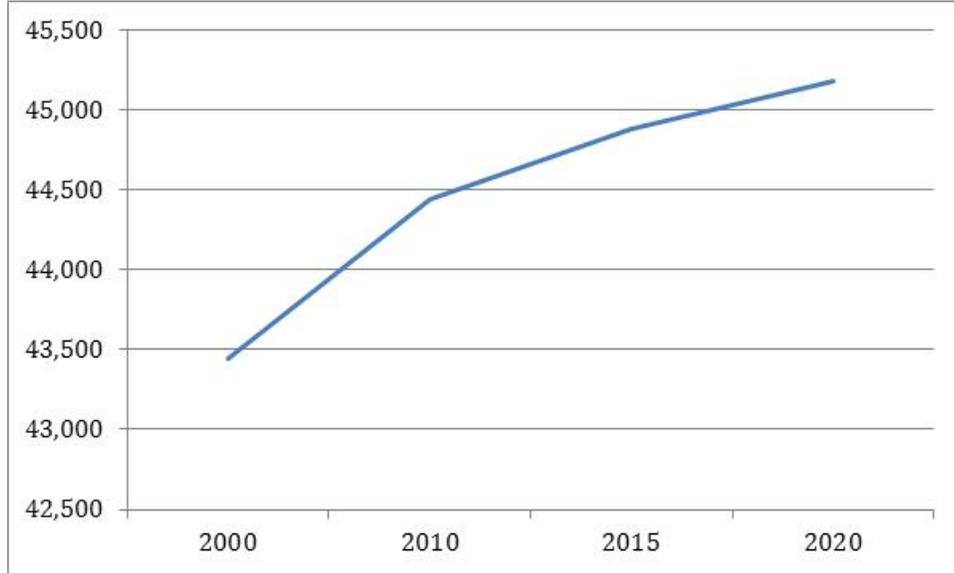
Source: U.S. Bureau of Economic Analysis, 2011

SHELBY COUNTY

Population Growth

According to information from the state of Indiana, the total population of Shelby County in 2010 was 44,436 persons, an increase of 2.28 percent between the reported 2000 Census population and the 2010 population figures. The Indiana Business Research Center is projecting a one percent population increase for Shelby County in 2015 and a 0.67 percent increase in 2020. Exhibit II.58 illustrates the historical and projected population trends for Shelby County through the year 2020.

Exhibit II.58: Shelby County - Population Trends



Source: 2000 & 2010 Census Bureau & STATS Indiana

Age

Exhibit II.59 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Shelby County are in Shelbyville. These areas had densities of persons aged 65 and older between 320 and 712 persons per square mile. The remainder of the County has low to very low older adult population density.

Exhibit II.59: Shelby County Population Density Age 65 and Over

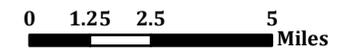
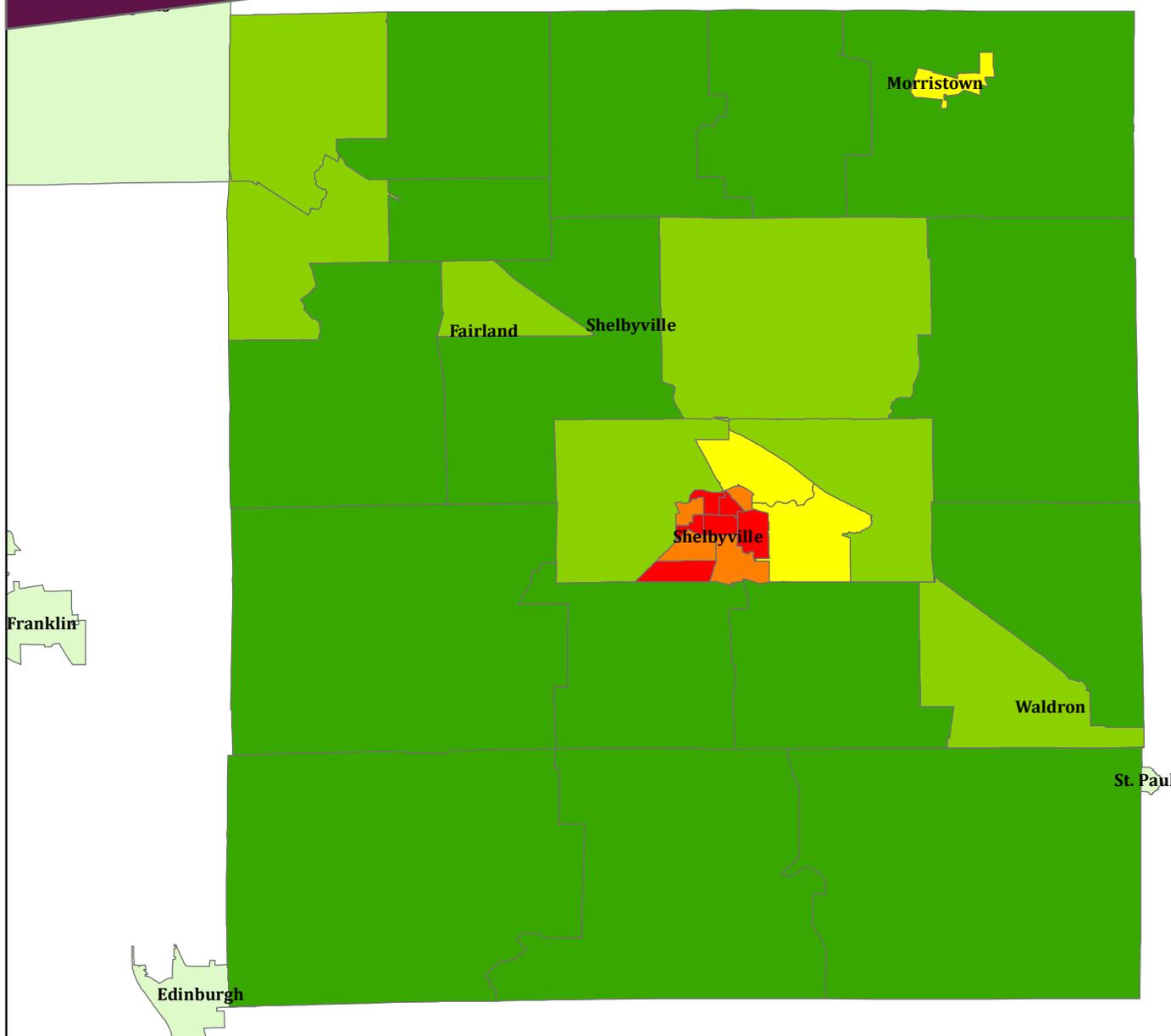


Coordinated Public Transit-Human Service Transportation Plan

Legend

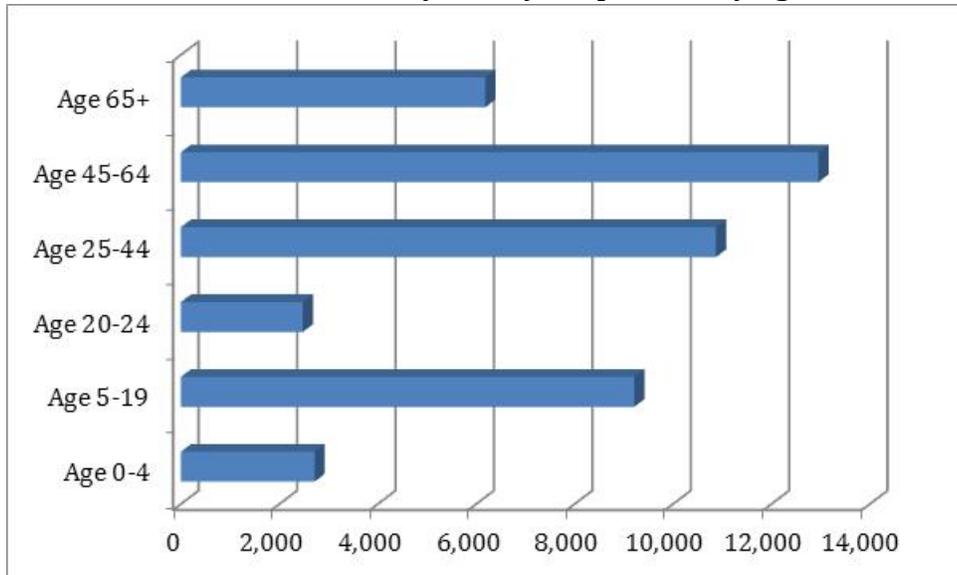
65Plus / SQMI

-  4.180 - 13.77
-  13.78 - 48.86
-  48.87 - 177.8
-  177.9 - 320.0
-  320.1 - 712.9
-  Cities/Towns



According to the 2010 statistics from the Indiana Business Research Center, the largest age cohort for Shelby County was between the ages of 45 and 64 (29.2 percent). The second largest group was between ages 25 and 44, which constituted 24.5 percent of the county’s population (see Exhibit II.60). The third largest age group was 5 to 19 years old (20.7 percent), while 13.9 percent was age 65 or older.

Exhibit II.60: Shelby County - Population by Age



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

Economic Profile

Employment and Income

The U.S. Census Bureau reported in 2011 a total of 43,577 persons in Shelby County for whom poverty status is determined. Exhibit II.61 illustrates the percentage of households below the poverty level as compared to total population by census tract. The tracts in and around Shelbyville had the highest percentage of households below the poverty level (17.87 – 24.35 percent). These tracts had a poverty rate higher than that of the State of Indiana (14.1 percent).

Exhibit II.61: Shelby County Percent Below Poverty

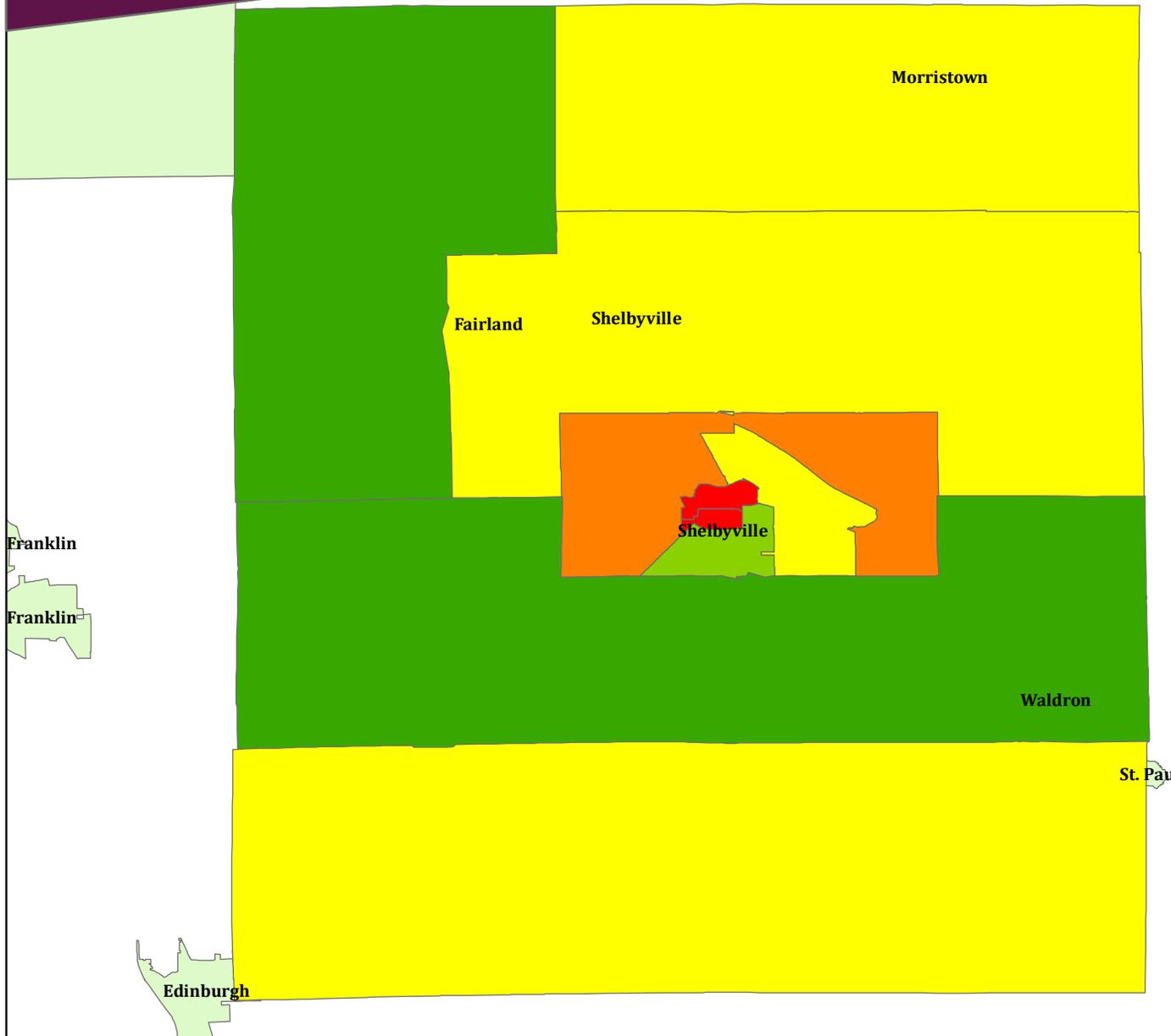


Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

-  5.374% - 5.473%
-  5.474% - 7.288%
-  7.289% - 11.791%
-  11.792% - 17.873%
-  17.874% - 24.35%
-  Cities/Towns



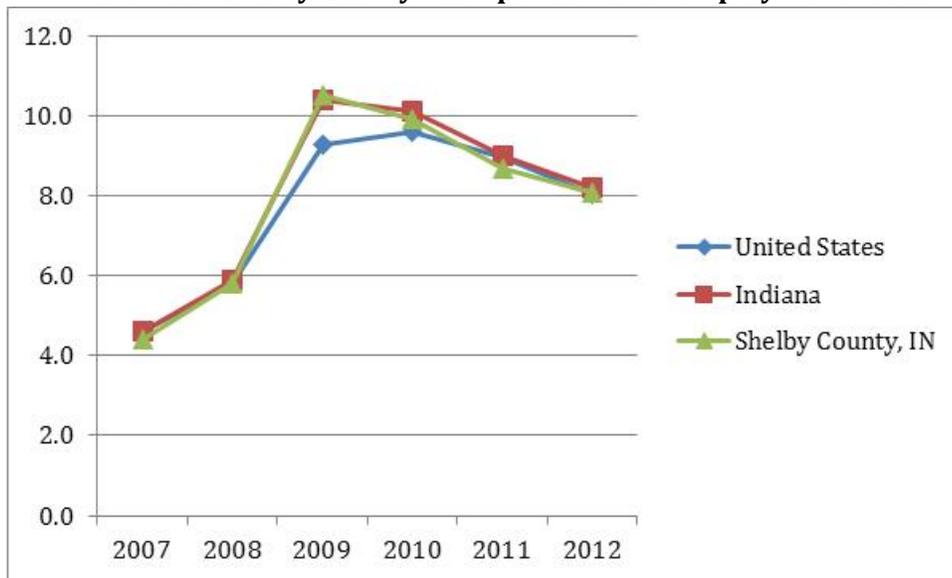
Zero Vehicle Households

The U.S. Census Bureau reported 17,381 total households in Shelby County in 2011. Exhibit II.62 illustrates the percentage of households with zero vehicles available by census tract. The tract in Shelbyville had the highest percentage of households with zero vehicles available (8.02 – 19.05 percent). The two tracts that make up eastern and southern Shelbyville had high percentages of households with zero vehicles available. The remaining tracts in Shelby County had moderate to very low densities of zero vehicle households.

Industry and Labor Force

The 2012 Shelby County labor force consisted of 22,750 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2009 of 10.5 percent. From 2008 to 2009, the unemployment rate for Shelby County nearly doubled from 5.8 percent to 10.5 percent. Since 2009 the unemployment rate has slowly began to drop to an unemployment rate in December 2012 of 8.1 percent. Exhibit II.63 illustrates a comparison of the unemployment rates in the county, state, and nation.

Exhibit II.63: Shelby County - Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.62: Shelby County Percent Zero Vehicle Households

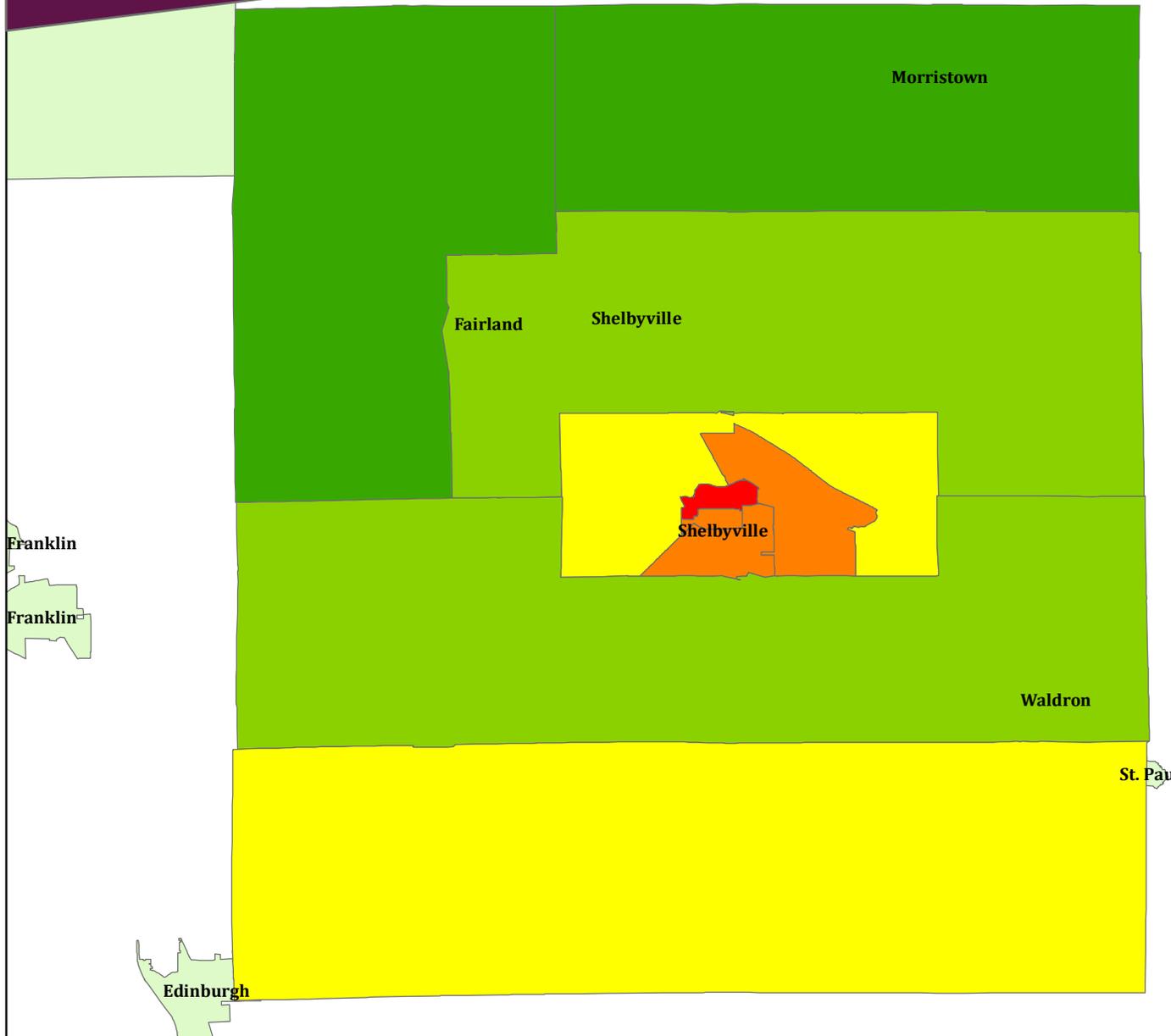


Coordinated Public Transit-Human Service Transportation Plan

Legend

Region Tracts

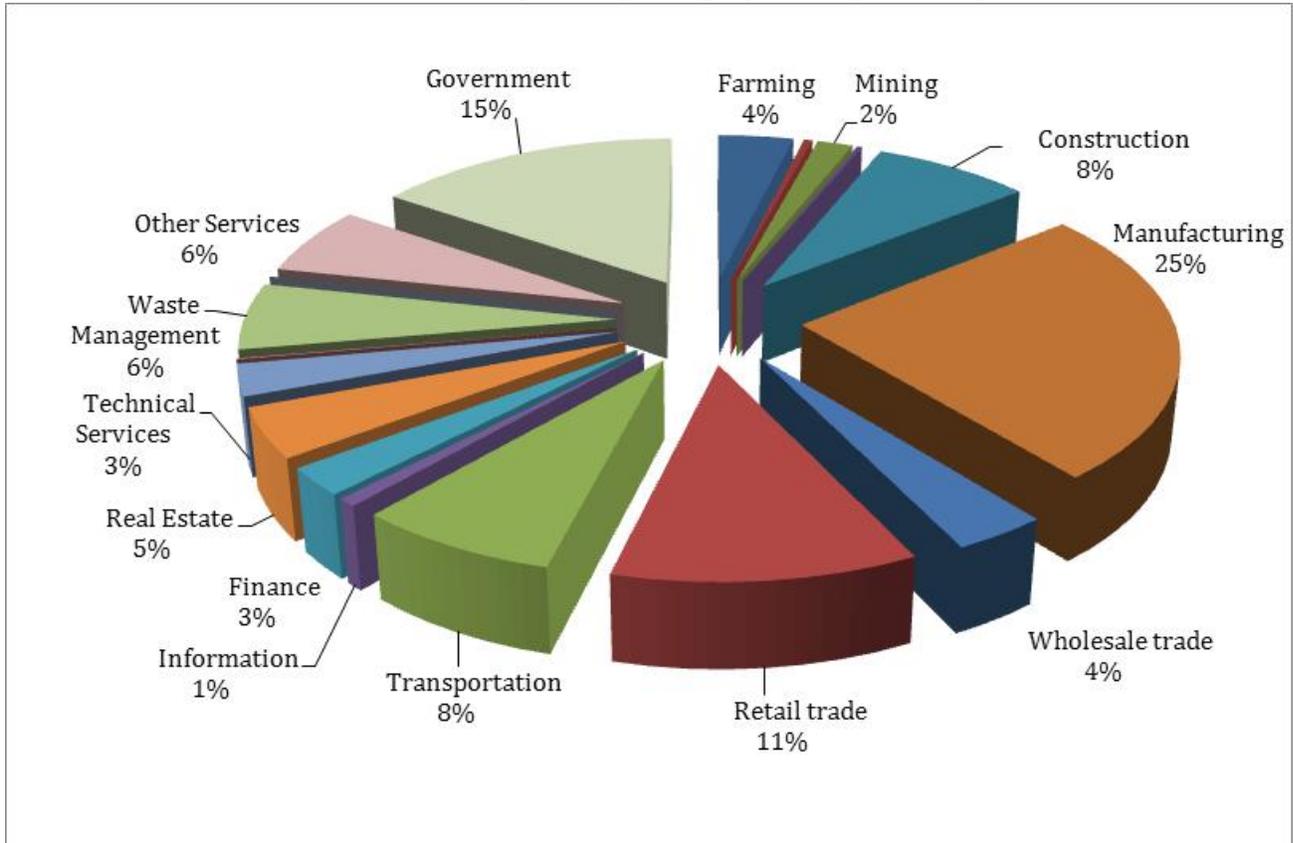
- 1.528% - 1.991%
- 1.992% - 2.93%
- 2.931% - 4.187%
- 4.188% - 8.02%
- 8.021% - 19.053%
- Cities/Towns



Employment by Industry

Manufacturing was the largest employer in Shelby County with 4,289 employees in 2011. Government jobs accounted for the second largest employer group with 2,648 employees. Retail trade made up 11 percent of the employed population. No other industry in Shelby County employed more than eight percent of the employees. Exhibit II.64 is an illustration of the employment by industry.

Exhibit II.64: Shelby County - Employment by Industry



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

SUMMARY

The Indianapolis Region has grown by more than 13 percent between 2000 and 2010, and the population is expected increase by another 11.25 percent through the year 2020.

The region’s age distribution indicates that it has a slightly younger population with a higher percentage of young persons (35.1 percent) as compared to the State of Indiana (34.8 percent of population age 24 and under for 2010) and a lower percentage of the population age 65 and older (10.8 percent) population as compared to the State of Indiana in 2010 (12.9).

The labor force in this eight county region consisted of 865,286 individuals in 2012 according to the U. S. Bureau of Labor Statistics and STATS Indiana. The average unemployment rate in December 2012 was 7.5 percent, a rate lower than the State of Indiana's December 2012 unemployment rate of 8.2 percent. The region's unemployment rate has been consistently below the national and state rates since 2007.

Government jobs accounted for the largest industry in the region with 126,039 employees in 2011. Health care was the second largest employer (122,341 employees), and retail trade was the third largest with 107,154 employees.

Existing Services

III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS

INTRODUCTION

Evaluation of service provider capabilities and analysis of the existing gaps and duplications that exist in the structure of transportation resources in each county provides transportation planners with the necessary foundation for implementing changes that will complete and improve the network of transportation resources for services in each county and across county lines.

All of the transportation stakeholder organizations that were represented at the local public meetings (discussed in the next chapter) or were previously identified by INDOT, another local stakeholder, or were participants in the 2009 Coordinated Plan were invited to complete an on-line survey and participate in one-on-one interviews. The purpose of the interview was to offer stakeholders the opportunity to discuss with the consulting team the specific transportation needs and priorities for their respective service areas or communities.

Information reported in the 2009 Coordinated Public Transit Human Services Transportation Plan was used to supplement information gathered during this coordination planning effort.

OVERVIEW OF TRANSPORTATION PROVIDER SURVEY TABULATION AND RESULTS

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

- ◆ Access Johnson County;
- ◆ Aspire Indiana;
- ◆ Boone Area Transit Service/Boone County Senior Services, Inc.;
- ◆ Bosma Industries for the Blind;
- ◆ Child-Adult Resource Services, Inc. (CARS);
- ◆ CICOA Aging & In-Home Solutions;
- ◆ Central Indiana Regional Transportation Authority (CIRTA);
- ◆ CONNECT Morgan County Public Transit/Coordinated Aging Services for Morgan County;
- ◆ Hamilton County Express/Janus Developmental Services, Inc.;
- ◆ Hancock County Senior Services/Hancock Area Rural Transit;
- ◆ Hendricks County Senior Services/LINK Hendricks County;
- ◆ Indianapolis Public Transportation Corporation (IndyGo);
- ◆ John H. Boner Community Center;
- ◆ Johnson County Senior Services;
- ◆ Pathway Resource Center, Inc.
- ◆ PrimeLife Enrichment;
- ◆ ShelbyGo/Shelby Senior Services;
- ◆ Sycamore Services, Inc.;

- ◆ Tangram; and
- ◆ Use What You've Got Prison Ministry Keeping Families Connected.

The following information is based upon the tabulations from the survey and interview database. A total of eighteen organizations provided information about their services. Table 1 (below) provides a summary of the organizational characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

Table 1: Organizational Characteristics

Agency Name	Transportation Provider (Yes/No)	Legal Authority	Service Area
Access Johnson County	Y	PNP	Johnson Co
Alterantives Incorporated	N	PNP	Hamilton, Hancock, Henry, Madison, Marion, and Tipton
Aspire IN	Y	PNP	Boone, Marion and Hamilton Counties
Boone Area Transit Service/Boone Co. Sr. Svcs., Inc.	Y	PNP	Boone Co
Bosma Industries for the Blind	N	PNP	Statewide
CICOA Aging & In-Home Solutions	Y	PNP	Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby Counties
CIRTA	Y	RTA	Boone, Delaware, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan, Shelby
CONNECT Morgan Co. & Coordinated Aging Services for Morgan Co.	Y	PNP	Morgan Co
Hamilton Co. Express & Janus Developmental Services	Y	PNP	Hamilton Co
Hancock Co. Sr. Svcs & Hancock Area Rural Transit	Y	PNP	Hancock Co
LINK Hendricks Co. & Hendricks Co Senior Services	Y	PNP	Hendricks and Morgan Counties
IndyGo	Y	Municipal Corp.	Marion Co
John H. Boner Community Ctr.	Y	PNP	Marion Co (Depends On Program)
Johnson Co. Sr. Svcs.	Y	PNP	Johnson Co
Pathways	N	PNP	Marion Co
PrimeLife Enrichment	Y	PNP	Hamilton Co
ShelbyGo & Shelby Senior Svcs.	Y	PNP	Shelby Co
Sycamore Svcs., Inc	Y	PNP	Hendricks, Morgan, Marion, Vanderburgh
Tangram	Y	PNP	Marion, Hendricks, Hancock, Johnson, Hamilton
Use What You've Got Prison Ministry	Y	PNP	Statewide

Source: Individual Survey and Interview Results, 2013

Table 2 describes the ridership for participating organizations. Organizations that have eligibility requirements are typically based on funding or agency mission (i.e., older adults, individuals with disabilities, registered consumers, etc.).

Table 2: Ridership Characteristics

Agency Name	Eligibility Requirements? (Yes/No)	Number of Annual One-Way Trips
Access Johnson County	N	121,437
Aspire IN	Y	1,200
Alternatives Incorporated	Y	1,033 (purchased)
Boone Area Transit Service/Boone Co. Sr. Svcs., Inc.	N	25,616
Bosma Industries for the Blind	Y	1,500
CICOA Aging & In-Home Solutions	Y	42,306
CIRTA	N	ERH: 77,480
CONNECT Morgan Co. & Coordinated Aging Services for Morgan Co.	N	30,812
Hamilton Co. Express & Janus Developmental Services	N	45,860
Hancock Co. Sr. Svcs & Hancock Area Rural Transit	N	22,084
Hoosier Ride Inter-City Bus Service	N	Not Reported
LINK Hendricks Co. & Hendricks Co Senior Services	N	71,874
IndyGo	Only for Paratransit	9.4M
John H. Boner Community Ctr.	Yes	19,056
Johnson Co. Sr. Svcs.	Y	9,388
PrimeLife Enrichment	Y	12000/1,200
ShelbyGo & Shelby Senior Svcs.	N	16,685
Sycamore Svcs., Inc	N	Included in LINK and CONNECT
Tangram	Y	15,011
Use What You've Got Prison Ministry	N	201-250

Source: Individual Survey and Interview Results, 2013

The participating organizations provide a wide range of transportation including fixed route, ADA paratransit, demand response, on-demand, and human service agency fixed routes. Most providers offer door-to-door or curb-to-curb service for passengers. None of the participating organizations utilize ambulances for Medicaid eligible trips. A large majority of the providers operate services Monday through Friday. Only six of the eighteen organizations operate transportation on Saturdays and two operate on Sundays. Evening services after 6:00 PM are also very limited throughout the region. Table 3 on the following page depicts the transportation service characteristics by agency.

Table 3: Transportation Service Characteristics

Agency Name	Mode of Service	Utilize Ambulances For Medicaid Eligible?	Level of Passenger Assistance Provided	Days & Hours of Operation	Training Courses Required for Drivers	Training Instructors
Access Johnson County	Fixed Route, Demand Response, On-Demand	N	Curb-to-Curb/ Assist with Packages/ PCA Permitted	M-F: 5A to 10 P Sat: 9A to 5P	PAT/ Defensive Driving/ Pre-Trip Inspection/ Other	IN RTAP
Aspire IN	Demand Response	Not Reported	Door-to-Door	M-F: 8:30A to 4P	Not Reported	Not Reported
Boone Area Transit Service/Boone Co. Sr. Svcs., Inc.	Demand Response	No	Door-to-Door	M-F: 8A to 4:30P	PAT/ Defensive Driving/ Emergency Evacuations/ Dealing with Difficult People	IN RTAP
Bosma Industries for the Blind	Transportation is available for employees/trainees who are blind or visually impaired	No	As Needed	M-F: 7A to 5P	Utilizing Wheelchair Lifts/ Basic Sighted-Guide Training	Bosma
CICOA Aging & In-Home Solutions	Saturday Shuttle Services (bi-weekly)	No	Info & Referral	M-F: 8A-4:30P Sat: 9A-3:30P bi-weekly shuttle services	PAT/CICOA Driver Training	IN RTAP/ Indianapolis Yellow Cab/ CICOA
CIRTA	Fixed Route, Rideshare Services, Carpool Matching, Vanpools, GRH	No	Info & Referral/ Curb-to-Curb Fixed Route/ Assist with Packages/ PCA Permitted	M-F: 5:15 to 9:24A; 12:34P to 6:34P	None	
CONNECT Morgan Co. & Coordinated Aging Services for Morgan Co.	Demand Response	No	Curb-to-Curb/ Door-to-Door/ Assist with Packages/ PCA Permitted	M-F: 8A to 4P	See LINK Hendricks Co	See LINK Hendricks Co
Hamilton Co. Express & Janus Developmental Services	Demand Response	No	Door-to-Door	M-F: 6A to 6P Sat: 7A to 3P	All RTAP Training	IN RTAP
Hancock Co. Sr. Svcs & Hancock Area Rural Transit	Demand Response	No	Door-to-Door/ Curb-to-Curb/ Door-thru-Door/ Assist with Packages/ PCA Permitted	M-F: 7A to 5P	All RTAP Training, Heartsaver First Aid & CPR, In-service Training	RTAP/ AARP/ American Heart Association
LINK Hendricks Co. & Hendricks Co Senior Services	Demand Response	Not Reported	Door-to-Door/ Assist with Packages/ PCA Permitted	M-F: 6A to 6P	Passenger Assistance, CPR/First Aid, Vehicle Op. Safety, Drug & Alcohol Awareness	IN RTAP, American Red Cross
IndyGo	Fixed Route & Paratransit	No	Curb-to-Curb	M-F: 4:17A to 11:45P Sat: 5:43A to 11:45P Sun: 6:32A to 8:10P	8-Week Training Course with Classroom and Road Training, Bus Inspection, Operation, Safety, Passenger Assistance, ADA, Customer Service	IndyGo Training Center and Staff
John H. Boner Community Ctr.	Fixed Route for Boner Programs or Groups that Rent Service	No	Curb-to-Curb/ Door-to-Door/ Assist with Packages/ PCA Permitted	M-F: 8A to 7P Weekends: Varies	Defensive Driving, Emergency Policies, Handling of Accidents, Passenger Assistance, Sensitivity, Safety at R/R, CPR & First Aid	IN RTAP, IndyGo, John H. Boner
Johnson Co. Sr. Svcs.	Demand Response	N	Door-to-Door/ Door-thru-Door	M-F: 8:30A to 4:30P	Train with Access Johnson Co	IN RTAP
PrimeLife Enrichment	Demand Response	N	Door-thru-Door/ Assist with Packages/ PCA Permitted	M-F: 8A to 4P	First Aid, CPR, PAT, In-house Job Trainings, Wheelchair Checkups, BBP, RTAP Trainings	IN RTAP, Carmel Fire Dept., In-house
ShelbyGo & Shelby Senior Svcs.	Fixed Route & Demand Response	N	Door-to-Door/ PCA Permitted	M-F: 8A to 4:30P	Passenger Assistance, CPR, First Aid, Pre-Trip, Evacuation	IN RTAP, Red Cross, In-house
Sycamore Svcs., Inc	Fixed Route & Demand Response	N	Curb-to-Curb	M-F: 6:30A to 4:30P	PAT	Sycamore Services
Tangram	Demand Response	N	Door-thru-Door/ Assist with Packages/ PCA Permitted or Provided	M-Sun: 24-hours	Defensive Driving, Lift Operations, Trouble Shooting, Incidents, Adaptive Equipment, Service Attendants	In-house
Use What You've Got Prison Ministry	Fixed Route	N	Curb-to-Curb/ Assist with Packages/ PCA Permitted	M: 9A to 4P T: 9:30A to 4:30P R: 9A to 3:30P Sat: 8A to 7P & 10A to 4:30P	PAT, Defensive Driving, Pre-Trip, Safety & Security, Reasonable Suspicion, Scheduling & Dispatching	IN RTAP

Source: Individual Survey and Interview Results, 2013

Transportation-related expenses and revenues also vary by organization. Local governments, United Way, and the Federal Transit Administration are common revenue sources for many of the transportation operators in the region. Table 4 provides a summary of expenses and revenues for public and non-profit transportation programs. No private operators provided expense and revenue data.

Table 4: Transportation-Related Expenses and Revenue

Agency Name	Fare	Donations Accepted?	Purchase from Another Provider?	Fiscal Year	Revenue Sources 2012	Total Expenses
Access Johnson County	Fixed Route: \$1/ ADA Paratransit: \$2/ Demand Response: \$4-\$6	Yes	No	Jan-Dec	Fares, Contracts, Reimbursements, Local and State Govt, FTA 5311, United Way, Donations, Fundraising	\$1.6M
Aspire IN	No	No	Medicaid	Not Reported	Not Reported	Not Reported
Boone Area Transit Service/Boone Co. Sr. Svcs., Inc.	In County: \$3 Town & \$5 County Out-of-County: \$40 Zionsville to Marion/Hamilton Counties: \$20	Yes - Older Adults	Miller Trailways for FTA 5316 trips	Not Reported	FTA 5316, FTA 5311, FTA 5317 (accept vouchers from CICOA)	\$420,253
Bosma Industries for the Blind	None	No	IndyGo, Indianapolis Yellow Cab	July-June	FTA 5317, FTA 5310	\$89,680
CICOA Aging & In-Home Solutions	No	Yes	Yes - New Freedom Voucher Program	July-June	State Govt, FTA 5317, Title III-B, SSBG, United Way, Donations, Foundations, Other	\$313,520
CIRTA	Reverse Commute: \$3 Vanpool based on mileage	No	Miller Transp., Bloomington Shuttle, VPSI, Enterprise	Jan-Dec	Local Govt., Other	\$1.7M
CONNECT Morgan Co. & Coordinated Aging Services for Morgan Co.	\$4 in-town/\$5 in- county	Yes - Older Adults	No	Information Not Provided	Fares, Local Assistance, State & Federal Assistance	Not Reported
Hamilton Co. Express & Janus Developmental Services	\$5 Adult \$2 Student or \$55 Monthly Pass	No	No	July-June	Fares, Reimbursements, Local and State Govts., Other	\$1.1M
Hancock Co. Sr. Svcs & Hancock Area Rural Transit	\$3 General Public	Yes	No	Jan-Dec	Fares, Reimbursements, Title III-B, Contributions, Other	\$405,786
LINK Hendricks Co. & Hendricks Co Senior Services	General Public: \$3 Town /\$4 County	Yes - Older Adults	No	Information Not Provided	Fares, Local Assistance, State & Federal Assistance	\$1.1M
IndyGo	\$1.75/\$0.85 & \$3.50	No	No	Jan-Dec	Fares, Local & State Govts., Other	\$57M
John H. Boner Community Ctr.	Yes	Yes	IndyGo	Jan-Dec	Title III-B, FTA 5310, Other	\$149,785
Johnson Co. Sr. Svcs.	Free for 60+ / \$3 under 60	Yes	No	Jan-Dec	Local Govt., CICOA, City Park & Rec., United Way, Donations, FTA 5310	\$197,519
PrimeLife Enrichment	Yes - Varies	Yes	No	July-June	Fares, Reimbursements, FTA 5317, Title III-B, CDBG, Other, Foundations, Fundraising, Donations	81,560
ShelbyGo & Shelby Senior Svcs.	Demand Response: \$3 Loop: \$1/Trip or \$3 DayPass County: \$6/Trip Out of County: \$80/Round Trip	Yes - Older Adults	No	Jan-Dec	FTA 5316, FTA 5311, FTA 5317 (accept vouchers from CICOA)	\$1.6M (with Access Johnson Co
Sycamore Svcs., Inc	Hendricks: \$3 Town/ \$4 County Morgan: \$4 Town/ \$5 County	No	No	July-June	Reimbursements, Local & State Govts., Other	\$424,981
Tangram	No	No	Open Door	July-June	FTA 5310, Other	\$111,294
Use What You've Got Prison Ministry	No	Yes	No	Jan-Dec	United Way, Donations, Fundraising, Contributions, FTA 5310	\$81,806

Source: Individual Survey and Interview Results, 2013

Each organization was asked to assess the progress made since 2009 for coordinated transportation in their local area or the region. Rating score options were as listed below:

1. Needs to begin.
2. Needs significant action.
3. Needs action.
4. Is currently done well.

Table 5 on the following page provides the results of the rating assessment and a list of the coordination efforts considered to be most important by each participating agency. On average, the agencies evaluated the overall progress in the area of “making things happen by working together” in the range of “needs action” to “is currently done well.” This overall rating indicates that there has been some coordination effort but continued progress is needed.

Table 5: Assessment of Coordination Progress

Agency Name	What Would You Like to See In the Future of Coordinated Transportation?	Have Leaders Defined the Need for Change and Articulated a New Vision for Delivery of Coordinated Transportation?	Is a Governing Framework in Place that Brings Together Providers, Agencies, and Consumers?	Does the Governing Framework Cover the Entire Community?	Is there Sustained Support for Coordinated Transportation Planning?	Is there Positive Momentum?	Overall Evaluation of How Well Things Are Doing In the Area of Making Things Happen by Working Together
Access Johnson County	Regional Bus Pass and More Shared Stops	4	4	4	4	4	4
Aspire IN	Improve Crossing County Lines for Medical and Work purposes	No Comment	No Comment	No Comment	No Comment	No Comment	No Comment
Boone Area Transit Service/Boone Co. Sr. Svcs., Inc.	More Accessible Vehicles	No Comment	No Comment	No Comment	No Comment	No Comment	No Comment
Bosma Industries for the Blind	Expanded Fixed Route Service and Additional Sidewalks	3	3	3	3	4	3
CICOA Aging & In-Home Solutions	More Active Coordination for People with Disabilities and Older Adults. More Options for Cross-County Travel. More Low-Cost Options	3	3	3	3	4	3
CIRTA	Consolidated Services. Regional Fare Structure. Collaboration for Employment Trips	2	2	2	1	3	2
CONNECT Morgan Co. & Coordinated Aging Services for Morgan Co.	Maximize Resources	3	3	3	3	3	4
Hamilton Co. Express & Janus Developmental Services	More Funding	4	4	4	4	4	4
Hancock Co. Sr. Svcs & Hancock Area Rural Transit	Ability to Accommodate Same-Day Requests and Improve Website Link to CIRTA	4	3	3	3	4	4
LINK Hendricks Co. & Hendricks Co Senior Services	Maximize Resources	3	3	3	3	3	4
IndyGo	Connectivity. Uniform Fare Structure. Collaborations	2	2	2	3	3	2
John H. Boner Community Ctr.	Identify Private Entities, Hear Voice of Actual Consumers	4	3	4	4	3	4
Johnson Co. Sr. Svcs.	We already coordinate with Access Johnson Co.	4	4	3	3	3	4
PrimeLife Enrichment	More Door-to-Door Service	3	3	3	3	3	3
ShelbyGo & Shelby Senior Svcs.	Maximize Resources	3	3	3	3	3	4
Sycamore Svcs., Inc	No Response	3	3	3	3	3	3
Tangram	More Accessible Options and Better Options In Suburbs & Rural Areas	4	4	2	3	3	3
Use What You've Got Prison Ministry	Moving in the Right Direction Now	4	4	4	4	4	4

Vehicles

Survey/Interview participants listed a combined total of 354 vehicles. Approximately 94 percent of the vehicles are wheelchair accessible. Indianapolis Public Transportation Corporation operates 219 of the vehicles, and all of them are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter.

All of the transportation providers operate at least one wheelchair accessible vehicle, while some organizations have an entire fleet of wheelchair accessible vehicles. However, given the demand for wheelchair accessible vehicles and the fact that wheelchair accessible vehicles are utilized frequently for out-of-county trips, the number of accessible vehicles may be insufficient to meet needs for individuals with disabilities and older adults. As vehicles age, they require additional maintenance, may break down more often, and become more costly to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

Summary of Overview Results

In order to understand the existing coordination activities in the Indianapolis region and its individual counties, multiple methods for contacting the community and stakeholders were deployed including on-line surveys, public meetings, and one-on-one interviews. Responses to outreach activities were utilized to provide a representative sample of the existing level of transportation and interagency coordination. The findings offer valuable support for the coordinated transportation strategies that will be implemented by transportation providers. For example, information pertaining to the number of vehicles operated in the region and the amount of wheelchair accessible vehicles reveals opportunities and needs for coordinating resources to bring additional wheelchair accessible vehicles to certain counties.

Stakeholder survey and interview results indicated that the majority of transportation is available on weekdays while six the transportation providers operate on Saturday and only two operate on Sundays. This finding supports the commonly cited need for transportation to support employment for non-traditional hours and shift work.

Continued discussions at focus group meetings were used to determine which challenges are perceived issues that may be easily overcome, and which challenges are actual barriers for which the stakeholders need to design strategies to remove the obstacles to coordination of transportation services. Information about strategies to be implemented by each of the participating organizations is provided in the following chapters.

COUNTY-BY-COUNTY TRANSPORTATION RESOURCES

The following paragraphs offer detailed information about the participating organizations that provide or purchase public, private and human service agency transportation services. Information

in the following paragraphs was updated from the 2009 Coordinated Plan through one-on-one interviews and the 2012 INDOT Public Transit Annual Report.

BOONE COUNTY

The following paragraphs outline the transportation services available in Boone County as of the date of this report. Sources for information include survey results, interviews, and the 2012 INDOT Public Transit Annual Report.

Aspire Indiana

Aspire Indiana is a private non-profit organization with locations throughout Indiana. Centers in the Indianapolis region are located in Boone, Hamilton, and Marion Counties. The administrative office is located at 9615 E. 148th St., Suite #1, Noblesville, IN, 46060. The Mission of Aspire Indiana is to provide quality compassionate care to all of its clients through the delivery of effective and accessible behavioral healthcare and related services. Some of the services provided to Aspire clients include social services, counseling, job training, employment, diagnosis/evaluation, job placement, residential facilities, housing and limited transportation.

Aspire provides services to approximately 6,000 Indiana clients. While the majority of them drive to appointments, it is estimated that 20% rely on others to meet their transportation needs.

Aspire operates a fleet of five (5) vehicles in the Indianapolis region, most of which are 15-passenger vans that are not wheelchair accessible. Vehicles are used to transport clients to and from medical appointments at Aspire facilities only. Vehicles are located at Aspire centers in Marion and Hamilton Counties. Transportation services are available Monday through Friday from 8:30 AM until 4:00 PM. Weekend services are not provided.

Aspire drivers assist passengers in and out of the vehicles as needed. Passengers are transported from the Lebanon office in Boone County to the Carmel office located in Hamilton County. Passengers in Hamilton County receive services at facilities in Noblesville and Carmel. One outpatient center is located in Indianapolis. Transportation costs are billed to Medicaid.

Aspire supports the coordination of transportation services to assist passengers to reach their final destinations. Crossing county lines for medical treatments and work related purposes is a challenge for their clients. For example, clients live in an apartment complex in Marion County that is 6.7 miles from their Carmel facility, which is located in Hamilton County. Public transportation reservations are not available for these trips. Local leaders working together to resolve these transportation challenges for older adults, individuals with disabilities, and low-income people is needed.

For more information regarding the services provided by Aspire, visit their website at: www.aspireindiana.org.

Boone County Senior Services, Inc. (BCSSI) (5310)/ Boone Area Transit System (BATS) (5311)

Boone County Senior Services, Inc. (BCSSI) is a private non-profit organization that provides a myriad of services for older adults in Boone County with offices located at 515 Crown Pointe Dr., Lebanon, Indiana, 46502. BCSSI operates public transportation service that is open to the general public in Boone County known as Boone Area Transit System (BATS). BATS provides door-to-door and curb-to-curb demand response service and is available upon a first come, first served basis throughout Boone County and surrounding counties. Drivers will assist passengers to the entrance of their origin or destination and will help with an unlimited number of packages.

BATS operates a fleet of nineteen (19) vehicles, sixteen (16) of which are wheelchair accessible. Hours of operation are 8:00 AM to 4:30 PM, Monday through Friday. Transportation services are not available on Saturdays or Sundays. BATS will accommodate work-related trips on an individual basis for passengers who need to be at work before its regular hours of operation.

Passengers are asked to make reservations at one or two weeks in advance for all trips, as trips are first come, first served. Due to capacity issues, same day service can only be provided if there are cancellations. There is no additional charge for same day trips. Out of county trips are to surrounding counties, with the most popular being Indianapolis.

BATS provided 25,616 trips in 2012, which is an increase of 51% from 2007. The 2012 BATS operating budget was \$420,253, an increase of 82% over 2007 budget. The cost per trip for BATS services was \$16.41.

Additional information about the transportation services provided by BATS can be found at the Boone County Senior Services, Inc. website: <http://www.booneseniors.org>

BATS Fare Structure:

BATS accepts cash or tickets. Drivers do not make change. Tickets are available for purchase from the driver or at the BATS administrative offices.

General Public:

In-County

\$3.00 per stop in town of trip origin

\$5.00 per stop in Boone County

Out-of -County

\$40.00 per round trip (If destination is within 30 miles or less)

An additional \$5.00 for destinations over 30 miles

Zionsville to Marion or Hamilton Counties

\$20.00 per round trip (If destination is within 30 miles or less)

An additional \$5.00 for destinations over 30 miles

Age 60 and Older:

Donation Only (a suggested donation of \$5.00 round trip within Boone County)

Out-of –County

\$20.00 per round trip (If destination is within 30 miles or less)

An additional \$5.00 for destinations over 30 miles

Zionsville to Marion or Hamilton Counties

\$15.00 per round trip (If destination is within 30 miles or less)

An additional \$5.00 for destinations over 30 miles

Accepts CICOA New Freedom Vouchers

On occasion, capacity issues occur during the peak hours of 9:30 AM and 11:30 AM and 2:30 PM and 3:30 PM. In the last four years, BATS has increased the fleet and made adjustments in schedules to alleviate capacity issues. Vehicles have been placed in Thornville, Jamestown and Zionsville to better meet the transportation needs of these communities. Additional accessible vehicles remain a need, as demand for accessible transportation service is constantly increasing in Boone County. BATS has a contract with ARC, a sheltered workshop.

Boone County Senior Services, Inc. supports coordination efforts, but has found that coordination is difficult in rural areas due to distance and different procedures/schedules among the various county transportation providers.

Boone County JARC Grant

In 2012, Boone County Senior Center received a Job Access and Reverse Commute (JARC) grant from INDOT for operating (\$64,500) and capital (\$76,200). The federal funding for this grant is \$32,250 for operating and \$61,200 for capital. It is anticipated that the JARC service from Indianapolis to Lebanon Business Park will begin during the first half of 2013. Final details of the service are in progress including obtaining local match. A schedule has not been determined until employers provide their shift needs. The service will be provided by Miller Trailways of Indianapolis under contract with Boone County Senior Center, Inc. using one vehicle.

JARC Fare Structure:

\$3.00 one-way

Other Transportation Providers

In addition to the organizations summarized above, many provide transportation for their consumers. Those agencies include the American Cancer Society, Boone County Cancer Society, and Goodwill Industries of Central Indiana. Additional organizations may provide transportation services to their consumers.

There are privately-owned taxi, limousine, ambulance and ambulette services available in Boone County. There are also several over the road bus service providers in the Indianapolis region.



Summary of Transportation Providers

Few transportation services are available in Boone County. The table in Exhibit III.1 outlines the transportation services that are included in this report.

Exhibit III.1: Existing Transportation Services for Boone County

<u>Organization/ Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
American Cancer Society	People with cancer	Medical	Regional	
Aspire Indiana	Consumers in Recovery	Agency Related Appointments	Boone, Hamilton, & Marion Counties	No
Boone County Cancer Society	People with cancer	Medical	Boone County	
Boone County Senior Services, Inc./Boone Area Transit System	General Public	Any	Boone County	Yes
Goodwill Industries of Central Indiana	Individuals with low incomes	Any	Central Indiana	

NON TRANSPORTATION PROVIDERS

The human service agencies included in the following paragraphs provide various services to Boone County residents and provided input for the 2013 Coordinated Public Transit-Human Services Transportation Plan update. Participants provided this information through surveys and/or interviews.

Child-Adult Resource Services, Inc. (CARS)

CARS is a non-profit agency that has provided support services for children, families and adults in 21 counties in Western Indiana since 1969. Their office is located at 210 North Dormeyer, Rockville, IN, 47872.

Head Start programs in Hendricks and Morgan counties are provided by CARS. Employment Services are provided in Boone and Marion counties.

While CARS does not provide transportation in the Indianapolis Region, they do encourage their consumers to use the public transportation services available in their communities when searching for employment, education, and other job related destinations. CARS support the coordination of

transportation services among all transportation providers in the region. They believe that additional services to increase the travel options for their consumers as well as the general public would be beneficial.

For more information on the services provided by CARS, visit their website at www.cars-services.org.

SUMMARY OF TRANSPORTATION NEEDS FOR BOONE COUNTY

The following transportation needs were identified by survey respondents who participated in previous Coordinated Public Transit-Human Services Transportation Plans and through interviews and surveys conducted for this plan:

- ◆ Preserve Relationship with Employers – Boone County transportation providers have developed a good working relationship with local employers which should be preserved and nurtured so that transportation providers can help to meet employment-related trip needs. Boone County providers continue to have a good working relationship with employers and make every effort to meet employment-related trip requests.
- ◆ Increase Number of Wheelchair Accessible Vehicles - Paratransit providers need additional wheelchair accessible vehicles to meet the transportation needs of older adults and individuals with disabilities in Boone County. Additional vehicles will provide opportunities to meet the needs of individuals with disabilities to travel to employment sites, medical facilities, shopping destinations, and social events. The need still exists for accessible vehicles that are capable of better accommodating larger-sized individuals.
- ◆ Expand Hours and Days of Service - Local stakeholders indicated that the existing transportation services in Boone County need longer hours of service to meet the needs of older adults, individuals with disabilities, and people with low incomes. The service expansion is particularly needed for dialysis patients.
- ◆ Transportation Across County Lines - Stakeholders indicated a need to establish more reliable transportation that crosses county lines or connects with other transportation services that operate outside of Boone County. Coordinating with other transportation providers throughout the region can increase the transportation options available to Boone County residents. *The JARC grant awarded to BATS will allow transfers from INDYGo to Boone County's Lebanon Business Park.*
- ◆ Anson Development Area – There is a growing need to provide public transportation service in the new development area off of I-65 between Zionsville and Whitestown (Anson). An additional vehicle is still needed to meet the request for service.
- ◆ Connect with IndyGo – Stakeholders indicated the need to establish a connection service with IndyGo similar to the service CIRT operates in Fishers. The BATS service will connect with INDYGO routes through a JARC grant. Service is scheduled to begin mid to late 2013.
- ◆ Passenger Assistant/Aide – There is a growing need for an assistant or aide to ride with passengers from a nursing home. Passenger assistance is still an unmet need due to lack of funding for this service.
- ◆ Last-Minute Trip Requests – Stakeholders mentioned that Boone County transportation providers need a resource to meet demand for last minute trip requests. Providers attempt to meet last-minute requests but it is not possible in most scenarios.

- ◆ Transportation to Indianapolis and Neighboring Counties – Boone County residents need more options for transportation to/from Indianapolis and neighboring counties for medical appointments and any other trip purposes.
- ◆ Multi-modal Transportation – Throughout the region, stakeholders emphasized the need for multi-modal transportation to meet the needs of people traveling to work, medical appointments, and community events. Several stakeholders indicated a need to explore implementation of a high capacity rapid transit service. If this service were implemented, bus services will feed into rapid transit stations.
- ◆ Improve Availability of Information About All Modes of Transportation - Many organizations and individuals mentioned they are not aware of all the transportation options available in the county and/or the region. This includes human service and public transportation providers, ridesharing, park and ride lots, inter or intra-city bus services and Amtrak.
- ◆ Travel Training – Passengers may have difficulty understanding how to access and use the available transportation services. Stakeholders support the improvement or implementation of travel training opportunities for passengers to understand the services. Travel training can be provided in a formal or informal setting to ensure adequate information is shared to give passengers a comprehensive overview of their transportation services.
- ◆ Driver/Employee Training – Stakeholders require driver training, as well as other employee training, to ensure they meet the requirements of INDOT regarding service provision and safety. Sharing training sessions with other providers will increase the availability of training for all employees.
- ◆ Individuals with Disabilities Transportation Options – CICOA Aging & In-Home Solutions established a New Freedom Voucher Program to assist individuals with disabilities to reach medical facilities and employment sites. Stakeholders and individuals support the continuation of this program.
- ◆ Providers Involvement with County Level Emergency Management – Transportation providers can assist the County Emergency Management teams during emergencies by providing vehicles and drivers. Involvement in the planning and organization of Emergency Management Plans can determine the role of each provider if a disaster should occur.
- ◆ County Connect Transfer Point Accessibility: Work with local officials to improve accessibility to County Connect transfer points for older adults and individuals with disabilities. Install shelters for security and cover from the elements. Install signage, audible signaling, and information technology for disabled individuals.
- ◆ Connectivity of Scheduling Software Among Providers –The ability to connect and communicate with other transportation providers’ software in the region will enhance the efforts to provide cross-county transportation options.
- ◆ Additional Funding – Transportation providers indicated that additional funding is needed to add more vehicles and manage the volume of requests for service.
- ◆ New Technology – Using social media transportation providers can inform the public about the transportation services available in the county. The use of email alerts, text alerts, and telephone notifications to passengers to notify them of service delays or other information pertaining to their transportation services could help improve the lines of communications.

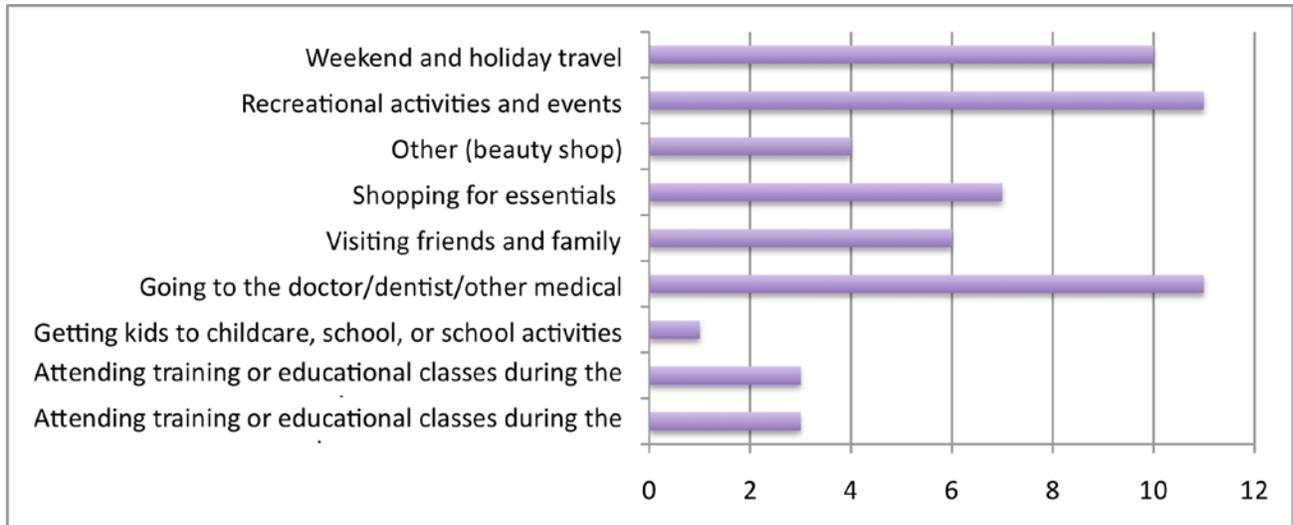
BOONE COUNTY PUBLIC SURVEY RESULTS

The following charts outline the public survey results received from individuals living in Boone County. Surveys were available on-line and at the Lebanon Public Library. A total of 37 surveys were collected from the general public.

Purposes for Using Transportation

Respondents were asked to choose all answers that applied, therefore, the percentages in the following exhibit add up to more than 100 percent. The most common need for regular transportation from Boone County respondents was for medical-related trips, recreational activities and events, and weekend and holiday travel.

Purpose for Transportation on a Regular Basis

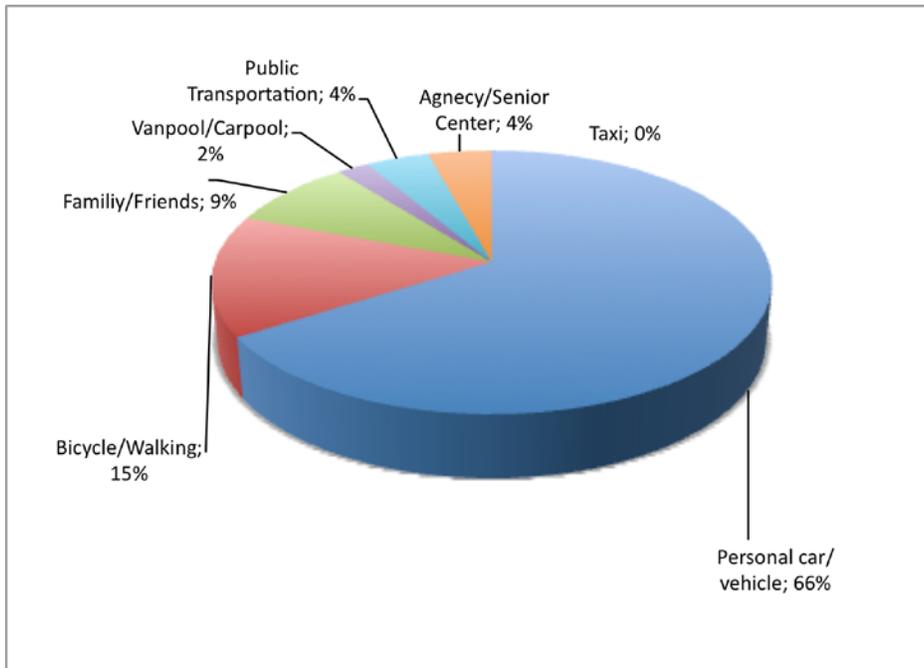


Source: Public Survey, March 2013

Current Mode of Transportation

As illustrated below, sixty-six percent of Boone County respondents drive a personal vehicle. The second most frequent response was bicycling or walking, at 15 percent. Other respondents ride with family or friends, use agency or senior center transportation, public transportation, or vanpool.

Current Mode of Transportation



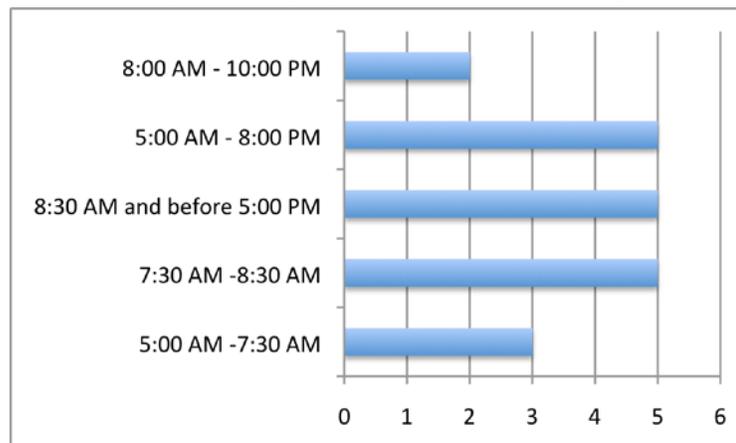
Source: Public Survey, March 2013

Approximately 78 percent of Boone County survey respondents stated that their choice of transportation is limited by where they live. Ninety-two percent do not need a mobility device.

Employment-Related Transportation

Fifty-seven percent of Boone County respondents were retired, 40 percent were employed and three percent were unemployed. The time of day they need employment-related transportation included: 5:00 AM to 8:00 PM, 8:30 AM to before 5:00 PM, and 7:30 AM and 8:30 AM.

Time of Day For Employment-Related Transportation



Source: Public Survey, March 2013

Rating of Existing Transportation Resources

Boone County survey respondents were asked to rate the transportation service that they use. Overall, most respondents felt that their current mode of transportation does a good job of getting them where they need to go and makes it easy to do errands. But, many also said their current mode of transportation limits where they can work and is difficult to afford. One respondent indicated that his or her current mode of transportation is not equipped to accommodate a disability accessibility needs.

Table: Rating of Existing Transportation Resources

The Transportation I Use	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Does a good job of getting me where I need to go.	22	8	0	0
Makes me wish there was something better.	8	3	4	7
Limits where I can work.	4	3	1	9
Is difficult for me to afford	3	9	4	8
Makes it easy to do errands	17	7	1	1
Is difficult for me to board	0	1	4	8
Is not equipped to accommodate my disability accessibility needs	1	0	2	2

Source: Public Survey, March 2013

HAMILTON COUNTY

Aspire Indiana

Aspire Indiana is a private non-profit organization with locations throughout Indiana. Centers in the Indianapolis region are located in Boone, Hamilton and Marion Counties. The administrative office is located at 9615 E. 148th St., Suite #1, Noblesville, IN, 46060. The Mission of Aspire Indiana is to provide quality compassionate care to all of its clients through the delivery of effective and accessible behavioral healthcare and related services. Some of the services provided to Aspire clients include social services, counseling, job training, employment, diagnosis/evaluation, job placement, residential facilities, housing and limited transportation.

Aspire provides services to approximately 6,000 Indiana clients. While the majority of them drive to appointments, it is estimated that 20% rely on others to meet their transportation needs.

Aspire operates a fleet of five (5) vehicles in the Indianapolis region, most of which are 15-passengers vans that are not wheelchair accessible. Vehicles are used to transport clients to and from medical appointments at Aspire facilities only. Vehicles are located at Aspire centers in Marion and Hamilton Counties. Transportation services are available Monday through Friday from 8:30 AM until 4:00 PM. Weekend services are not provided.

Aspire drivers assist passengers in and out of the vehicles as needed. Passengers are transported from the Lebanon office in Boone County to the Carmel office located in Hamilton County.

Passengers in Hamilton County receive services at facilities in Noblesville and Carmel. One outpatient center is located in Indianapolis. Transportation costs are billed to Medicaid.

Aspire supports the coordination of transportation services to assist passengers to reach their final destinations. Crossing county lines for medical treatments and work related purposes is a challenge for their clients. For example, clients live in an apartment complex in Marion County that is 6.7 miles from their Carmel facility, which is located in Hamilton County. Public transportation reservations are not available for these trips. Local leaders working together to resolve these transportation challenges for older adults, individuals with disabilities, and low income people is needed.

For more information regarding the services provided by Aspire, visit their website at: www.aspireindiana.org.

Central Indiana Regional Transportation Authority (CIRTA)

Background Summary

The Central Indiana Regional Transportation Authority (CIRTA) is a quasi-governmental organization (IC 36-9-3) located at 320 N. Meridian St., Suite 406, Indianapolis, IN, 46204. CIRTA is focused on bringing more transportation options to Central Indiana. They work to better connect Indianapolis with suburban and rural communities in Marion, Hamilton, Hancock, Shelby, Johnson, Morgan, Hendricks, Boone, Delaware and Madison counties.

CIRTA has partnered with the Indianapolis Public Transportation Corporation (dba IndyGo) and the Indianapolis Metropolitan Planning Organization (Indianapolis MPO) to develop a comprehensive transportation system that better connects the ten counties of the region. For additional information on the services provided by CIRTA, please refer to the summary located in the Marion County section of this chapter.

Indy Express Bus

Carmel or Fishers

This express bus service operates from Carmel or Fishers to downtown Indianapolis. Reverse service (to Carmel or Fishers from Indianapolis) is also available. CIRTA markets this service that is provided by Miller Transportation. Indy Express Bus service is available Monday through Friday with varying hours, depending on the route. Generally, morning service begins between 6:15 AM and ends by 9:10 AM. Afternoon service begins at 3:00 PM and ends by 6:30 PM. Passengers are encouraged to check the bus schedules for bus stop pick up/drop off times. A total of seven (7) vehicles are used to provide these services.

Fare structure for commute from Carmel/Fishers to employment sites in downtown Indianapolis:

- \$5.00 one-way
- \$50.00 ten (10)-ride pass
- \$150.00 calendar month pass

Fare structure for reverse commute to employment sites in Carmel/Fishers:

\$3.00 one-way

\$1.00 one-way with valid IndyGo pass for same day

Free from park and ride lots

Commuter Connect

Commuter Connect (formerly Central Indiana Commuter Services or CICS) offers alternative transportation solutions to area employers and commuters in Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan and Shelby counties, such as: carpooling, vanpooling, riding transit, biking and walking. Costs associated with each alternative vary, depending on the number of passengers involved, the area they are traveling to/from, and the cost of fuel. Commuter Connect representatives work with individuals searching for transportation solutions to determine the most cost effective alternative that suits their needs.

Emergency Ride Home

The Emergency Ride Home (ERH) benefit is available to any commuter who is registered with CIRTA's Commuter Connect Program and works for a participating employer. The commuter must carpool, ride transit, vanpool, walk or bicycle to work at least three (3) or more times per week to be eligible for the ERH benefit.

For more information about the transportation services offered by CIRTA, visit their website at www.cirta.us.

Hamilton County Express (5311) Operated by Janus Developmental Services, Inc. (5310)

Janus Development Services, Inc. (Janus), a non-profit human service agency, is located at 1555 Westfield Rd., Noblesville, IN, 46062. Janus provides support for individuals with disabilities, and operates the public transportation services throughout the county as Hamilton County Express (HCE). The public transportation services are open to the general public. Four (4) fixed route bus services provide transportation for the agency consumers, while the demand response service transports consumers to appointments and program activities. Both services are open to the general public. Drivers assist passengers as needed to board and de-board vehicles as well as to the entrance door of their destination. Passengers are permitted to travel with their own personal care attendants.

Hamilton County Express provided 45,860 trips in 2012. Service was provided throughout Hamilton County and to a limited area of Tipton County to provide transportation for Janus consumers. The 20 vehicles (17 of which are accessible vehicles) operated by the HCE traveled 483,183 miles and provided 30,897 hours of service in 2012.

Weekday (Monday through Friday) transportation services begin at 6:00 AM and end at 6:00 PM. Saturday service operates from 7:00 AM and ends at 3:00 PM. There is no Sunday service. HCE does not purchase transportation from other service providers. Demand response reservations are requested 24-hours in advance but late reservations are accepted if space is available. To assist

passengers with trips outside Hamilton County, HCE coordinates with PrimeLife Enrichment and Life Stream, when possible.

More information about the transportation services offered by Hamilton County Express can be found at their website: www.janus-inc.com

Hamilton County Express Fare Structure:

General Public Adults:

- \$5 one-way
- \$55 adult pass for one-month of unlimited rides

General Public Students:

- \$2 one-way
- \$40 student pass for one-month of unlimited rides

Accepts New Freedom Vouchers from the CICOA

Hoosier Ride Inter-City Bus Service

Hoosier Ride inter-city bus service provides service to and from Indianapolis to other areas of Indiana. The bus stops at the Hardee’s restaurant located at 518 Park St., Westfield, IN, 46074.

This service also travels to limited destinations in Kentucky, Michigan, and Ohio. Bus schedules are available on the Hoosier Ride website at www.hoosieride.com.

PrimeLife Enrichment

PrimeLife Enrichment (PLE) is a private non-profit organization located at 1078 Third Avenue SW, Indianapolis, IN, 46032. PLE is dedicated to providing services and programs that promote independence, optimal wellness and socialization for those 50 and beyond. It provides transportation, health care, social services, nutrition, information/referral, recreational/social, and in home assistance to their consumers.

PLE provides demand response transportation services to Hamilton County residents that permit drivers to assist passengers in and out of their destinations. Drivers also provide assistance to passengers with an unlimited number of packages, when necessary. Passengers are permitted to travel with their own personal care attendants or escorts. Travel is limited to trips with a maximum length of 25 miles (one-way).

Transportation services are provided Monday through Friday 8:00 AM to 4:00 PM. No services are available on Saturdays or Sundays. Passengers must call to schedule trips at least 48 hours in advance. However, consumers may also call weeks or months in advance of their trip. Eight vehicles (all are wheelchair accessible) are used to provide these services.

In 2012, PLE provided approximately 12,000 one-way trips, 10% of which were for wheelchair passengers.

PrimeLife Enrichment Fare Structure:

Adults 50 – 59:

\$5.00 one-way for trips under 10 miles

\$8.00 one-way for trip 10-15 miles

Accepts New Freedom Vouchers from the CICOA

Adults 60 and older:

Donation only

Suggested donation: \$12 round trip

Tangram

Tangram is a private non-profit organization that provides transportation, health care, counseling, employment, residential facilities and recreational/social activities for individuals with disabilities. The office is located at 5155 Pennwood Drive, Indianapolis, IN, 46205. Group homes are located in Indianapolis and Greenfield, Indiana. Services are available in Marion, Hendricks, Hancock, Johnson, and Hamilton Counties.

Tangram operates a fleet of thirteen (13) vehicles. All vehicles are wheelchair accessible. The Tangram fleet includes a 2012 Dodge Grand Caravan that was purchased with assistance from the Section 5310 program. Vehicles are stationed at group homes so that staff members can provide on-demand transportation for consumers to and from jobs, appointments and other activities. The agency vehicles are operated as if they were a family car for each home. Tangram staff members may transport consumers in their personal vehicles if no other transportation options are available. Public transportation tickets or passes are purchased to assist consumers with their transportation needs. Information about the availability of other transportation options is also shared with consumers.

In 2012, 85 consumers were provided 15,011 one-way trips with Tangram owned vehicles. Approximately 4,800 bus tickets and passes were purchased.

Transportation services are available to Tangram consumers Monday through Sunday, 24 hours per day. Drivers provide assistance to passengers in and out of buildings when necessary. Personal care attendants are provided for consumers, if needed. They can also travel with their own attendant. Drivers will assist passengers with packages.

No fares are charged and donations are not requested. Occasionally, Tangram will purchase IndyGo's Open Door paratransit service tickets for consumers.

Driver training is provided in-house by other Tangram staff members. Training includes Defensive Driving, Driving on Company Business, Lift Operation Rules, Trouble Shooting, Use of Company

Vehicles, Accidents and Incidents with Driving on Company Business, and Transportation of Adaptive Equipment and Service Attendants.

Tangram believes human service transportation programs are the most useful to their consumers, with public transportation services ranked second.

Tangram supports the coordination of transportation services. While progress has been made, additional coordination must be made to ensure all transportation providers throughout the region work together.

Additional information on the services provided by Tangram can be found on their website: www.thetangramway.org.

OTHER TRANSPORTATION PROVIDERS

Indianapolis Yellow Cab, Inc. and Carmel Circle City Cab also provide 24-hour taxi service in Hamilton County and throughout the region. The 2009 Coordinated Public Transit Human Services Transportation Plan identified the Albert and Sara Reuben Senior Resource Center, American Cancer Society, American Red Cross of Greater Indianapolis – Hamilton Center, Carmel Circle City Cab, Goodwill Industries of Central Indiana, the Hamilton Centers Youth Services Bureau, Inc., and Indianapolis Yellow Cab, Inc. as organizations that provide transportation services for their consumers or the general public.

Transportation beyond the region is available through over the road bus and rail services that stop in Indianapolis.

SUMMARY OF TRANSPORTATION PROVIDERS

Various public, private, volunteer, older adult, and human service agency transportation services are available in Hamilton County. The table in Exhibit III.2 outlines the transportation service providers that participated in this plan update.

Exhibit III.2: Existing Transportation Services for Hamilton County

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Albert and Sara Reuben Senior Resource Center	Older Adults	Any	Hamilton County	
American Cancer Society	People with Cancer	Medical	Hamilton County	
American Red Cross of Greater Indianapolis – Hamilton Center	People with Cancer	Medical	Indianapolis Region	
Aspire Indiana	Consumers in Recovery	Agency Related Appointments	Boone, Hamilton, & Marion Counties	No
Carmel Circle City Cab	General Public	Any	Carmel, Zionsville, Westfield, Noblesville, Fishers, Geist, North Harbour	
CIRTA	General Public	Any	Indianapolis Region	Yes
Goodwill Industries of Central Indiana	Individuals with Low Incomes	Any	Central Indiana	
Hamilton County Express (5311)	General Public	Any	Hamilton County	Yes
Hamilton Centers Youth Services Bureau	Troubled & at Risk Youth/Families	Any	Hamilton, Tipton, Madison, & Marion Counties	
Indianapolis Yellow Cab, Inc.	General Public	Any	Indianapolis Region	Yes
Janus Developmental Services (5310)	Individuals with Disabilities	Any	Hamilton & Tipton Counties	Yes
PrimeLife Enrichment, Inc. (5310)	Age 50 and Older	Non-emergency medical	Hamilton County	
Tangram	Consumers and their Families	Any	Hamilton, Hancock, Hendricks, Johnson, & Marion Counties	Yes

NON TRANSPORTATION PROVIDERS

The human service agencies included in the following paragraphs provide various services to Hamilton County residents and provided input for the 2013 Coordinated Public Transit-Human Services Transportation Plan update. Participants provided this information through surveys and/or interviews.

Alternatives Incorporated

Alternatives Incorporated (Alternatives, Inc.) is a non-profit organization located in Anderson, Indiana. Its mailing address is PO Box 1302, Anderson, IN, 4615-1302. Alternatives, Inc. provides emergency shelter for women and children who are victims of domestic violence and sexual assault. In addition to shelter, services offered include transitional housing; 24-hour crisis support; case management; sexual assault intervention and treatment; professional training; and public education. The agency's primary service area is the counties of Hamilton, Hancock, Henry, Madison, Marion, and Tipton in East-Central Indiana. The agency is funded primarily from federal and state grant sources, with support from the United Way and private contributions.

Alternatives, Inc. purchases transportation to assist its consumers at the emergency shelter in Madison County. Purchased transportation includes bus passes from CATS (City of Anderson Transit System) and taxi trips when transportation is required outside the service hours of CATS. In 2012, approximately 1,033 trips were purchased.

Alternatives, Inc. is pleased the transportation providers of the region are working together on solutions to the barriers that prevent people to reach their destinations. It supports the ongoing discussions to design a variety of solutions to these barriers.

Visit www.alternativesdv.org for more information on the services provided by Alternatives, Inc.

SUMMARY OF TRANSPORTATION NEEDS FOR HAMILTON COUNTY

The transportation needs for Hamilton County were identified by survey respondents who participated in the 2013 Coordinated Public Transit-Human Services Transportation Plan update through surveys and interviews:

- ◆ Regional Transportation – Stakeholders indicated they supported the current efforts to build a regional transportation system, with the local service providing feeder service to Indianapolis based vehicles. The need to improve transit service and create connections to other public transit systems that operate beyond the county boundaries was expressed in Hamilton County and throughout the region. Several stakeholders indicated a need to explore implementation of a high capacity rapid transit service.
- ◆ Connectivity of Scheduling Software Among Providers –The ability to connect and communicate with other transportation providers' software in the region will enhance the efforts to provide cross-county transportation options.

- ◆ Additional Transportation Options – Stakeholders indicated that the existing transportation options available in Hamilton County for older adults, individuals with disabilities, or people with low incomes, or the general public who do not own or have access to a vehicle or do not drive are not enough to meet needs for employment and other trip purposes.
- ◆ Education and Training – The community is somewhat unaware of the transportation options that are available in Hamilton County. Transportation providers need to continue to promote awareness of the options, especially to older adults, youth, individuals with disabilities, veterans, people with low incomes, and local employers. Promotion of the information available through County Connect, which helps Central Indiana residents find transportation options to travel, including across county lines. Information can be accessed at this website: <http://www.cirta.us/pages/county-options/>.
- ◆ Wheelchair Accessible Vehicles – Many stakeholders indicated that there is a need for more wheelchair accessible vehicles in Hamilton County and throughout the region, whether it be to expand existing services or to replace vehicles that reach or exceed their useful life.
- ◆ Drivers – Transportation providers indicated a need for additional drivers so that expansions in service frequency and hours could be sustained. Additional drivers would require additional funding.
- ◆ Additional Funding – Transportation providers indicated that additional funding is needed to add more vehicles and manage the volume of requests for service.
- ◆ New Technology – Using social media transportation providers can inform the public about the transportation services available in the county. The use of email alerts, text alerts, and telephone notifications to passengers to notify them of service delays or other information pertaining to their transportation services could help improve the lines of communications.
- ◆ Improve Availability of Information About All Modes of Transportation - Many organizations and individuals mentioned they are not aware of all the transportation options available in the county and/or the region. This includes human service and public transportation providers, ridesharing, park and ride lots, inter or intra-city bus services and Amtrak.
- ◆ Travel Training – Passengers may have difficulty understanding how to access and use the available transportation services. Stakeholders support the improvement or implementation of travel training opportunities for passengers to understand the services. Travel training can be provided in a formal or informal setting to ensure adequate information is shared to give passengers a comprehensive overview of their transportation services.
- ◆ Driver/Employee Training – Stakeholders require driver training, as well as other employee training, to ensure they meet the requirements of INDOT regarding service provision and safety. Sharing training sessions with other providers will increase the availability of training for all employees.
- ◆ Providers Involvement with County Level Emergency Management – Transportation providers can assist the County Emergency Management teams during emergencies by providing vehicles and drivers. Involvement in the planning and organization of Emergency Management Plans can determine the role of each provider if a disaster should occur.
- ◆ County Connect Transfer Point Accessibility: Work with local officials to improve accessibility to County Connect transfer points for older adults and individuals with disabilities. Install

shelters for security and cover from the elements. Install signage, audible signaling, and information technology for disabled individuals.

HAMILTON COUNTY PUBLIC SURVEY RESULTS

The following charts outline the public survey results received from individuals living in Hamilton County. A total of two surveys were collected from the general public.

Purposes for Using Transportation

The two respondents from Hamilton County indicated that the reason they most often need transportation include:

- ◆ Recreational activities and events.
- ◆ Shopping for essentials.
- ◆ Visiting friends and family.
- ◆ Going to the doctor, dentist, or other medical appointment.
- ◆ Getting kids to childcare, school, or school activities.

One of the respondents also needed transportation for attending training or educational classes during the evening

HANCOCK COUNTY

Hancock County Senior Services (5310)/Hancock Area Rural Transit (5311)

Hancock County Senior Services is a private, non-profit organization that offers transportation, social services, and information and referral for older adults and transportation for the general public in Hancock County known as Hancock Area Rural Transit (HART). The office is located at 1870 Fields Boulevard, Greenfield, IN, 46140. Hancock County Senior Services operates a demand response mode of transportation and provides door-to-door, door thru door, and curb-to curb service. Drivers are permitted to assist passengers with a limited number of packages. Passengers are permitted to travel with their own personal care attendants or escorts. HART also provides service to medical facilities in the surrounding counties.

HART provided 22,084 trips in 2012 with twelve vehicles eight of which are wheelchair accessible). The majority of the trips (55%) are medical related. Hours of operation for transportation services are 7:00 AM to 5:00 PM, on weekdays. There is no transportation on weekends. Passengers are asked to make reservations at least twenty-four (24) hours in advance, and there is no limit on how far in advance reservation can be made prior to the trip. If a trip is requested on-demand, HART will try to accommodate that trip based on space availability. There is no additional charge for on-demand trips.

In Hancock County, HART provides the majority of the transportation needs for county residents. Requests for transportation services on weekends and after hours are rarely received. HART would like to have the ability to provide same day service and improve their website with a link to CIRTA. Hancock County Senior Services supports the coordination of transportation services in the region, when feasible. HART and Veterans Services share information and referrals. HART provides veteran trips that require accessible vehicles. HART connects with INDYGO on the eastside of Indianapolis. The transfer point is the local Meijer store.

In the Indianapolis region, a government framework needs action to bring providers and agencies together and to maintain strong relationships with neighboring communities and state agencies, according to Hancock County Senior Services.

Senior Services indicated that leaders and organizations in the region do a good job defining the need for change and articulate a new vision for the delivery of coordinated transportation services. Sustained support for coordinated transportation planning among elected officials, agency administrators and other community leaders needs action. In the opinion of Hancock County Senior Services, there is a growing interest to maximize resources and coordinate transportation. Hancock County Senior Service's overall evaluation of Indianapolis region to make things happen is being done well.

More information about the services provided by Hancock County Senior Services can be found at their website: www.hcssi.org.

HART Fare Structure:

General Public:

- \$3 per stop for trips within Hancock County
- \$10 per stop to surrounding counties
- No charge for passengers under the age of 16

Adults 60 and older:

- Donation to essential destinations
- \$3.00 per stop for non-essential destinations
- Accepts New Freedom Vouchers from the CICOA

Hoosier Ride Inter-City Bus Service

Hoosier Ride inter-city bus service provides service to and from Indianapolis to other areas of Indiana. The bus stops at the Huck's Convenience Store, 322 E. Broadway St., Forville, IN, 46040.

This service also travels to limited destinations in Kentucky, Michigan, and Ohio. Bus schedules are available on the Hoosier Ride website at www.hoosieride.com.

Tangram

Tangram is a private non-profit organization that provides transportation, health care, counseling, employment, residential facilities and recreational/social activities for individuals with disabilities. The office is located at 5155 Pennwood Drive, Indianapolis, IN, 46205. Group homes are located in Indianapolis and Greenfield, Indiana. Services are available in Marion, Hendricks, Hancock, Johnson, and Hamilton Counties.

Tangram operates a fleet of thirteen vehicles. All vehicles are wheelchair accessible. The Tangram fleet includes a 2012 Dodge Grand Caravan that was purchased with assistance from the Section 5310 program. Vehicles are stationed at group homes so that staff members can provide on-demand transportation for consumers to and from jobs, appointments and other activities. The agency vehicles are operated as if they were a family car for each home. Tangram staff members may transport consumers in their personal vehicles if no other transportation options are available. Public transportation tickets or passes are purchased to assist consumers with their transportation needs. Information about the availability of other transportation options is also shared with consumers.

In 2012, 85 consumers were provided 15,011 one-way trips with Tangram owned vehicles. Approximately 4,800 bus tickets and passes were purchased.

Transportation services are available to Tangram consumers Monday through Sunday, 24 hours per day. Drivers provide assistance to passengers in and out of buildings when necessary. Personal care attendants are provided for consumers, if needed. They can also travel with their own attendant. Drivers will assist passengers with packages.

No fares are charged and donations are not requested. Occasionally, Tangram will purchase IndyGo's Open Door paratransit service tickets for consumers.

Driver training is provided in-house by other Tangram staff members. Training includes Defensive Driving, Driving on Company Business, Lift Operation Rules, Trouble Shooting, Use of Company Vehicles, Accidents and Incidents with Driving on Company Business, and Transportation of Adaptive Equipment and Service Attendants.

Tangram believes human service transportation programs are the most useful to their consumers, with public transportation services ranked second.

Tangram supports the coordination of transportation services. While progress has been made, additional coordination must be made to ensure all transportation providers throughout the region work together.

Additional information on the services provided by Tangram can be found on their website: www.thetangramway.org.

OTHER TRANSPORTATION PROVIDERS

Shares, Inc. provides transportation for their consumer trips to the sheltered workshop. Hancock has a very limited taxi service that is known as Hancock Transportation Service. Greenfield Senior Center provides transportation to and from the Center on a daily basis for eligible participants who live within the city limits.

SUMMARY OF TRANSPORTATION PROVIDERS

Transportation services are limited in Hancock County. The table in Exhibit III.3 outlines the transportation services.

Exhibit III.3: Existing Transportation Services for Hancock County

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Hancock Area Rural Transit (HART)	General public	Any	Hancock County	Yes
Hancock County Senior Services (HCSS)	Age 60 and older	Any	Hancock County	Yes
Hoosier Ride	General public	Any	Limited service throughout Indiana	
Tangram	Consumers (Older Adults, Individuals with Disabilities) and their families	Any	Marion, Hancock, Johnson, Hamilton, Hendricks	Yes

NON TRANSPORTATION PROVIDERS

The human service agencies included in the following paragraphs provide various services to Hancock County residents and provided input for the 2013 Coordinated Public Transit-Human Services Transportation Plan update. Participants provided this information through surveys and/or interviews.

Alternatives Incorporated

Alternatives Incorporated (Alternatives, Inc.) is a non-profit organization located in Anderson, Indiana. Its mailing address is PO Box 1302, Anderson, IN, 4615-1302. Alternatives, Inc. provides emergency shelter for women and children who are victims of domestic violence and sexual assault. In addition to shelter, the agency offers transitional housing; 24-hour crisis support; case management; sexual assault intervention and treatment; professional training; and public education. The agency's primary service area is the counties of Hamilton, Hancock, Henry, Madison, Marion, and Tipton in East-Central Indiana. Alternatives, Inc. is funded primarily from federal and state grant sources, with support from the United Way and private contributions.

Alternatives, Inc. purchases transportation to assist its consumers at the emergency shelter in Madison County. Purchased transportation includes bus passes from CATS (City of Anderson Transit System) and taxi trips when transportation is required outside the service hours of CATS. In 2012, approximately 1,033 trips were purchased.

Alternatives, Inc. is pleased the transportation providers of the region are working together on solutions to the barriers that prevent people to reach their destinations. It supports the ongoing discussions to design a variety of solutions to these barriers.

Visit www.alternativesdv.org for more information on the services provided by Alternatives, Inc.

SUMMARY OF TRANSPORTATION NEEDS FOR HANCOCK COUNTY

The transportation needs for Hancock County were identified by survey respondents who participated in the 2013 Coordinated Public Transit-Human Services Transportation Plan update through surveys and interviews:

- ◆ Immediate Response Transportation (i.e., taxi service) – Affordable transportation that can be scheduled at the last minute to take a passenger directly to his or her destination is lacking in Hancock County. The private taxi service closed in April 2013. Therefore, available service may not meet the needs of older adults, individuals with disabilities or low-income individuals. Additional capital and operating resources are required to support implementation of more on-demand service.
- ◆ Additional Wheelchair Accessible Vehicles – Improve overall accessibility and ease of use for passengers with disabilities. ADA wheelchair accessible vehicles for replacement and expansion are needed in Hancock County to meet demand and overcome current capacity limitations.
- ◆ Improve Coordination – Transportation providers and organizations that provide services to older adults, individuals with disabilities, and people with low incomes need to continue to improve coordinated transportation efforts to better meet the needs of consumers and the general public. Increase involvement of all transportation providers in Hancock County in the CIRT County Connect program.
- ◆ Replacement Vehicles – A third of Hancock County Senior Services vehicles are in poor condition. New, replacement vehicles will be needed to continue safe, reliable, and efficient transportation services.
- ◆ Regional and Cross-County Transportation Coordination – Stakeholders discussed a growing need for transportation that crosses county lines and/or enables connections with transportation providers in neighboring counties. This type of connected or regional transportation will improve access to medical services, employment opportunities, as well as other community events and resources. It will also generally increase the mobility of transportation dependent individuals.
- ◆ Additional Funding – Transportation providers indicated that additional funding is needed to add more vehicles and manage the volume of requests for service. It is difficult to meet subscription trips including dialysis, cancer treatments and employment. Funding services is always a major concern as is sufficient local dollars to match grants. Additional funding sources are necessary to sustain transportation services needed by older adults, individuals with disabilities, and people with low incomes.
- ◆ County Connect Transfer Point Accessibility: Work with local officials to improve accessibility to County Connect transfer points for older adults and individuals with disabilities. Install shelters for security and cover from the elements. Install signage, audible signaling, and information technology for disabled individuals.

- ◆ Passenger Assistants – Passenger aids or assistants on transit vehicles are needed to encourage frail elderly and individuals with disabilities who need extra assistance to utilize public transportation.
- ◆ Connectivity of Scheduling Software Among Providers –The ability to connect and communicate with other transportation providers’ software in the region will enhance the efforts to provide cross-county transportation options.
- ◆ New Technology – Using social media transportation providers can inform the public about the transportation services available in the county. The use of email alerts, text alerts, and telephone notifications to passengers to notify them of service delays or other information pertaining to their transportation services could help improve the lines of communications. Hancock County Senior Services website requires updating to include links to other transportation websites i.e. CIRTA.
- ◆ Multi-modal Transportation – Throughout the region, stakeholders emphasized the need for multi-modal transportation to meet the needs of people traveling to work, medical appointments, and community events. Several stakeholders indicated a need to explore implementation of a high capacity rapid transit service. If this service were implemented, bus services will feed into rapid transit stations.
- ◆ Providers Involvement with County Level Emergency Management – Transportation providers can assist the County Emergency Management teams during emergencies by providing vehicles and drivers. Involvement in the planning and organization of Emergency Management Plans can determine the role of each provider if a disaster should occur. Hancock Area Rural Transit will initiate the online NIMS training for transit staff.
- ◆ Improve Availability of Information About All Modes of Transportation - Many organizations and individuals mentioned they are not aware of all the transportation options available in the county and/or the region. This includes human service and public transportation providers, ridesharing, park and ride lots, inter or intra-city bus services and Amtrak.
- ◆ Travel Training – Passengers may have difficulty understanding how to access and use the available transportation services. Stakeholders support the improvement or implementation of travel training opportunities for passengers to understand the services. Travel training can be provided in a formal or informal setting to ensure adequate information is shared to give passengers a comprehensive overview of their transportation services. Senior Services has a room available to host passenger training.
- ◆ Individuals with Disabilities Transportation Options – CICOA Aging & In-Home Solutions established a New Freedom Voucher Program to assist individuals with disabilities to reach medical facilities and employment sites. Stakeholders and individuals support the continuation of this program.

HENDRICKS COUNTY

Central Indiana Regional Transportation Authority (CIRTA)

Background Summary

The Central Indiana Regional Transportation Authority (CIRTA) is a quasi-governmental organization (IC 36-9-3) located at 320 N. Meridian St., Suite 406, Indianapolis, IN, 46204. CIRTA is focused on bringing more transportation options to Central Indiana. They work to better connect Indianapolis with suburban and rural communities in Marion, Hamilton, Hancock, Shelby, Johnson, Morgan, Hendricks, Boone, Delaware and Madison counties.

CIRTA has partnered with the Indianapolis Public Transportation Corporation (dba IndyGo) and the Indianapolis Metropolitan Planning Organization (Indianapolis MPO) to develop a comprehensive transportation system that better connects the ten counties of the region. For additional information on the services provided by CIRTA, please refer to the summary located in the Marion County section of this chapter.

Plainfield Connector

The Plainfield Connector allows passengers to transfer between IndyGo and this route, providing a travel option between Indianapolis and Plainfield. The service runs on weekdays, Monday through Friday. Currently, the Plainfield Connector transfer passengers at the IndyGo Route 8 stop on the northbound side of Bridgeport Road, between Washington Street and Perimeter Road. The Connector travels through the Plainfield industrial park area, making 11 stops on Airtech, Whitaker, Reeves and Perry Roads. The Connector stops at Adesa on select trips.

The Plainfield Connector makes one early morning stop at 5:15 a.m. in downtown Indianapolis at Capitol and Ohio. After making this stop, the Connector travels to Plainfield via I-70. After circulating through the Plainfield stops, the Connector travels to Bridgeport Road; stops; then runs in a loop pattern between Plainfield and Bridgeport Road.

This service is provided by Bloomington Shuttle service under contract with CIRTA using one (1) vehicle.

Plainfield Connector Fare Structure

- \$3 one-way
- \$1.00 one-way with valid IndyGo pass for same day
- \$30.00 Ten-ride pass
- \$10.00 Ten-ride pass for IndyGo pass holders

Commuter Connect

Commuter Connect (formerly Central Indiana Commuter Services or CICS) offers alternative transportation solutions to area employers and commuters in Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan and Shelby counties, such as: carpooling, vanpooling, riding transit, biking and walking. Costs associated with each alternative vary,

depending on the number of passengers involved, the area they are traveling to/from, and the cost of fuel. Commuter Connect representatives work with individuals searching for transportation solutions to determine the most cost effective alternative that suits their needs.

Emergency Ride Home

The Emergency Ride Home (ERH) benefit is available to any commuter who is registered with CIRTA's Commuter Connect Program and works for a participating employer. The commuter must carpool, ride transit, vanpool, walk or bicycle to work at least three (3) or more times per week to be eligible for the ERH benefit.

In 2012, CIRTA provided 77,480 trips (including vanpool transportation). Eight (8) vehicles were used to provide the Indy Express Bus and Plainfield Connector services.

For more information about the transportation services offered by CIRTA, visit their website at www.cirta.us.

Hendricks County Senior Services/Sycamore Services DBA LINK

Hendricks County Senior Services is a private, non-profit organization that offers transportation, social services, nutrition, information and referral, recreational, and in-home services/respite care for older adults and transportation for the general public in Hendricks County. The office is located at 1201 Sycamore Lane, Danville, IN, 46122. Hendricks County Senior Services operates a demand response mode of transportation for all passengers. For older adults, the agency provides door-to-door transportation and drivers are permitted to assist passengers with a limited number of packages. For the general public, transportation service is curb-to-curb and passengers are permitted to travel with their own personal care attendants or escorts.

Hours of operation for transportation services are 6:00 AM to 6:00 PM, on weekdays. There is no transportation on weekends.

Passengers are asked to make reservations as soon as possible as trips are scheduled on a first come first served basis. LINK will take reservations up to three (3) months in advance. Same day service is provided if there is room in the schedule.

Passenger Assistance, CPR/First Aid, Vehicle Operation Safety, and Drug and Alcohol Awareness trainings are required for drivers. Indiana RTAP and Red Cross instruct training courses for the Hendricks County drivers.

During 2012, the transportation program provided 102,686 passenger trips, of which 71,874 were provided in Hendricks County (30,812 were in Morgan County). The vehicle fleet operated by Hendricks County Senior Services includes 14 vehicles. Three vehicles are used as back-up. The fleet is 93 percent wheelchair accessible.

According to the Senior Services, Hendricks County allocates fewer resources for public transit in comparison to other similar counties. More operating support is needed to meet the growing demand for services.

In the Indianapolis region, a government framework is in place that brings providers and agencies together and it does a good job of helping to maintain strong relationships with neighboring communities and state agencies, according to Hendricks County Senior Services. However, Senior Services indicated that leaders and organizations in the region should define the need for change and articulate a new vision for the delivery of coordinated transportation services. Sustained support for coordinated transportation planning among elected officials, agency administrators and other community leaders needs to begin. There needs to be some significant action, in the opinion of Hendricks County Senior Services, to maximize resources and coordinate transportation.

More information about the transportation services offered LINK can be found at their website: <http://www.hendricksseniors.org/transportation>.

LINK Fare Structure:

General Public:

- \$3 one-way for trips that originate and terminate in the same town
- \$4 one-way in county

Adults 60 and older:

- Donation only
- Suggested donation: \$2 one-way

Accepts New Freedom Vouchers from the CICOA

Sycamore Services, Inc. (5310)

Sycamore Services, Inc. is a private nonprofit organization located at 1001 Sycamore Lane, Danville, IN, 46122 that provides transportation and social services for individuals with disabilities in Hendricks, Morgan, Marion and Vanderburgh Counties. Sycamore provides transportation for its consumers and coordinates with Hendricks County Senior Services (LINK) and Coordinated Aging Services of Morgan County (CONNECT) to provide public transportation services in Hendricks and Morgan counties. Sycamore provides demand response services. Drivers assist passengers as needed in and out of vehicles. Passengers are permitted to travel with their own personal care attendants.

Sycamore operates 16 vehicles. Thirteen (13) vehicles are wheelchair accessible. Because Sycamore coordinates its transportation with LINK, trips provided by Sycamore are included in the LINK trip totals for 2012. Weekday (Monday through Friday) transportation services begin at 6:30 AM and end at 4:30 PM. Transportation service is not available on Saturdays or Sundays.

More information about the services provided by Sycamore can be found at their website: www.sycamoreservices.com.



More information about the services provided by Sycamore can be found at their website: www.sycamoreservices.com.

Tangram

Tangram is a private non-profit organization that provides transportation, health care, counseling, employment, residential facilities and recreational/social activities for individuals with disabilities. The office is located at 5155 Pennwood Drive, Indianapolis, IN, 46205. Group homes are located in Indianapolis and Greenfield, Indiana. Services are available in Marion, Hendricks, Hancock, Johnson, and Hamilton Counties.

Tangram operates a fleet of thirteen (13) vehicles. All vehicles are wheelchair accessible. The Tangram fleet includes a 2012 Dodge Grand Caravan that was purchased with assistance from the Section 5310 program. Vehicles are stationed at group homes so that staff members can provide on-demand transportation for consumers to and from jobs, appointments and other activities. The agency vehicles are operated as if they were a family car for each home. Tangram staff members may transport consumers in their personal vehicles if no other transportation options are available. Public transportation tickets or passes are purchased to assist consumers with their transportation needs. Information about the availability of other transportation options is also shared with consumers.

In 2012, 85 consumers were provided 15,011 one-way trips with Tangram owned vehicles. Approximately 4,800 bus tickets and passes were purchased.

Transportation services are available to Tangram consumers Monday through Sunday, 24 hours per day. Drivers provide assistance to passengers in and out of buildings when necessary. Personal care attendants are provided for consumers, if needed. They can also travel with their own attendant. Drivers will assist passengers with packages.

No fares are charged and donations are not requested. Occasionally, Tangram will purchase IndyGo's Open Door paratransit service tickets for consumers.

Driver training is provided in-house by other Tangram staff members. Training includes Defensive Driving, Driving on Company Business, Lift Operation Rules, Trouble Shooting, Use of Company Vehicles, Accidents and Incidents with Driving on Company Business, and Transportation of Adaptive Equipment and Service Attendants.

Tangram believes human service transportation programs are the most useful to their consumers, with public transportation services ranked second.

Tangram supports the coordination of transportation services. While progress has been made, additional coordination must be made to ensure all transportation providers throughout the region work together.

Additional information on the services provided by Tangram can be found on their website: www.thetangramway.org.

OTHER TRANSPORTATION PROVIDERS

In addition to the transportation providers listed in the paragraphs above, regional transportation providers that serve Hendricks County also include the Indianapolis Yellow Cab, Helping Hand Chauffeur Services, and Need-A-Lift.

SUMMARY OF TRANSPORTATION PROVIDERS

Various public, private, volunteer, older adult and human service agency transportation services are available in Hendricks County. The table in Exhibit III.4 outlines the transportation services.

Exhibit III.4: Existing Transportation Services for Hendricks County

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
CIRTA	General Public	Any	Hamilton, Hendricks & Marion Counties	Yes
Hendricks County Senior Services	Older Adults	Any	Hendricks County	Yes
LINK Hendricks County	General Public	Any	Hendricks & Morgan Counties	Yes
Helping Hand Chauffeur Service	General Public	Medical and School	Hendricks and Montgomery Counties	No
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
Need-A-Lift	General Public	Non-emergency Medical	Nationwide	Yes
Sycamore Services	Older Adults, Individuals with Disabilities, and General Public	Any	Hendricks & Morgan Counties	Yes

Tangram	Individuals with Disabilities	Any	Hamilton, Hancock, Hendricks, Johnson & Marion Counties	Yes
---------	-------------------------------	-----	---	-----

NON TRANSPORTATION PROVIDERS

The human service agencies included in the following paragraphs provide various services to Hendricks County residents and provided input for the 2013 Coordinated Public Transit-Human Services Transportation Plan update. Participants provided this information through surveys and/or interviews.

Child-Adult Resource Services, Inc. (CARS)

CARS is a non-profit agency that has provided support services for children, families and adults in 21 counties in Western Indiana since 1969. Their office is located at 210 North Dormeyer, Rockville, IN, 47872.

Head Start programs in Hendricks and Morgan counties are provided by CARS. Employment Services are provided in Boone and Marion counties.

While CARS does not provide transportation in the Indianapolis Region, they do encourage their consumers to use the public transportation services available in their communities when searching for employment, education, and other job related destinations. CARS support the coordination of transportation services among all transportation providers in the region. They believe that additional services to increase the travel options for their consumers as well as the general public would be beneficial.

For more information on the services provided by CARS, visit their website at www.cars-services.org.

SUMMARY OF TRANSPORTATION NEEDS FOR HENDRICKS COUNTY

The transportation needs for Hendricks County were identified by survey respondents who participated in the 2013 Coordinated Public Transit-Human Services Transportation Plan update through surveys and interviews:

- ◆ Additional Funding – Transportation providers indicated that they could better meet the needs of older adults, individuals with disabilities, people with low incomes, and the general public if additional funding were available to cover the cost of expanded services.
- ◆ Extended Hours of Service – Transportation providers have experienced a need for transportation during early-morning and late-afternoon hours in Hendricks County, and regionally.

- ◆ Additional Days of Service – Options for transportation on weekends in Hendricks County are limited to private taxi providers and, for those who are eligible, certain human service agencies. Hendricks County needs transportation on weekends for people with low incomes to access employment opportunities and older adults and individuals with disabilities to have access to community activities and services.
- ◆ Fixed Route Bus Service – Stakeholders indicated that current public transportation services are beyond capacity most often. A route between Danville and Avon would assist LINK to provide additional work trips.
- ◆ Transportation for Work and School – Stakeholders indicated that transportation in Hendricks County for individuals who need to access employment opportunities (particularly to receive assistance in obtaining a GED) and school is insufficient to meet needs. Additional hours of service and frequency are needed.
- ◆ Additional Vehicles and Drivers – Public transportation offered by LINK Hendricks County is booked at least two-weeks in advance. With increased capacity and drivers, LINK could increase the amount of service provided within its service area.
- ◆ Additional Wheelchair Accessible Vehicles – Several respondents stated that the biggest problem facing public transportation in their community is the insufficient number of paratransit vehicles available, particularly those vehicles capable of handling large-sized individuals and wheelchairs. One of the biggest barriers for individuals with disabilities to sustain employment is the lack of affordable and reliable paratransit wheelchair transportation.
- ◆ Regional Wheelchair Accessible Transportation – The expense of long-distance trips is a burden for all transportation providers, but such trips are necessary. A regional coordinated transportation structure that is safe, efficient, affordable, and user-friendly for individuals in wheelchairs is needed.
- ◆ Passenger Assistance to/from The Origin/Destination – Transportation providers need ramps at the doorways of the homes of passengers who are unable to maneuver steps so that the passenger can safely move from his or her home to the vehicle.
- ◆ Environmentally Friendly Vehicles – Stakeholders indicated a need for environmentally friendly vehicles that are efficient and clean for use throughout the community.
- ◆ Multi-modal Transportation – Throughout the region stakeholders emphasized the need for multi-modal transportation to meet the needs of people traveling to work, medical appointments, and community events. Several stakeholders indicated a need to explore implementation of a high capacity rapid transit service in Marion County, that may extend (long term) into other counties of the region. If this service were implemented, bus services from Hendricks County will feed into rapid transit stations.
- ◆ Improve Availability of Information About All Modes of Transportation - Many organizations and individuals mentioned they are not aware of all the transportation options available in Hendricks County and/or the region. This includes human service and public transportation providers, ridesharing, park and ride lots, inter or intra-city bus services and Amtrak.
- ◆ Travel Training – Passengers may have difficulty understanding how to access and use the available transportation services. Stakeholders support the improvement or implementation of travel training opportunities for passengers to understand the services. Travel training can be provided in a formal or informal setting to ensure adequate information is shared to give passengers a comprehensive overview of their transportation services.
- ◆ Driver/Employee Training – Stakeholders require driver training, as well as other employee training, to ensure they meet the requirements of INDOT regarding service provision and safety. Sharing training sessions with other providers will increase the availability of training for all employees.

- ◆ Individuals with Disabilities Transportation Options – CICOA Aging & In-Home Solutions established a New Freedom Voucher Program to assist individuals with disabilities to reach medical facilities and employment sites. Stakeholders and individuals support the continuation of this program.
- ◆ Providers Involvement with County Level Emergency Management – Transportation providers can assist the County Emergency Management teams during emergencies by providing vehicles and drivers. Involvement in the planning and organization of Emergency Management Plans can determine the role of each provider if a disaster should occur.
- ◆ County Connect Transfer Point Accessibility: Work with local officials to improve accessibility to County Connect transfer points for older adults and individuals with disabilities. Install shelters for security and cover from the elements. Install signage, audible signaling, and information technology for disabled individuals.
- ◆ Connectivity of Scheduling Software Among Providers –The ability to connect and communicate with other transportation providers’ software in the region will enhance the efforts to provide cross-county transportation options.
- ◆ New Technology –The use of email alerts, text alerts, and telephone notifications to passengers to notify them of service delays or other information pertaining to their transportation services could help improve the lines of communications.

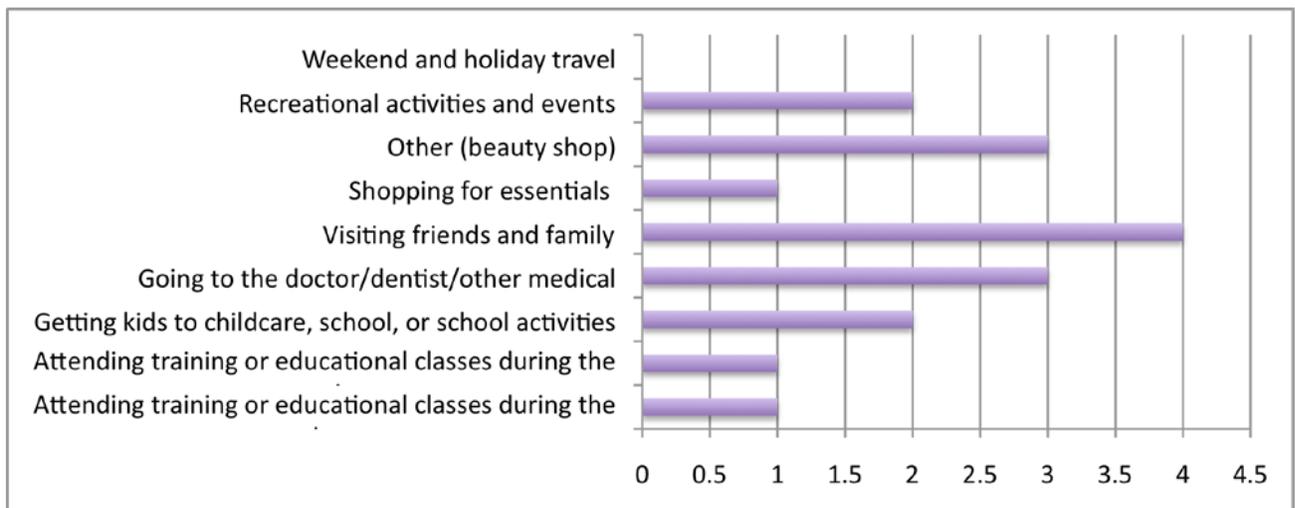
HENDRICKS COUNTY PUBLIC SURVEY RESULTS

The following charts outline the public survey results received from individuals living in Hendricks County. A total of six surveys were collected from the general public.

Purposes for Using Transportation

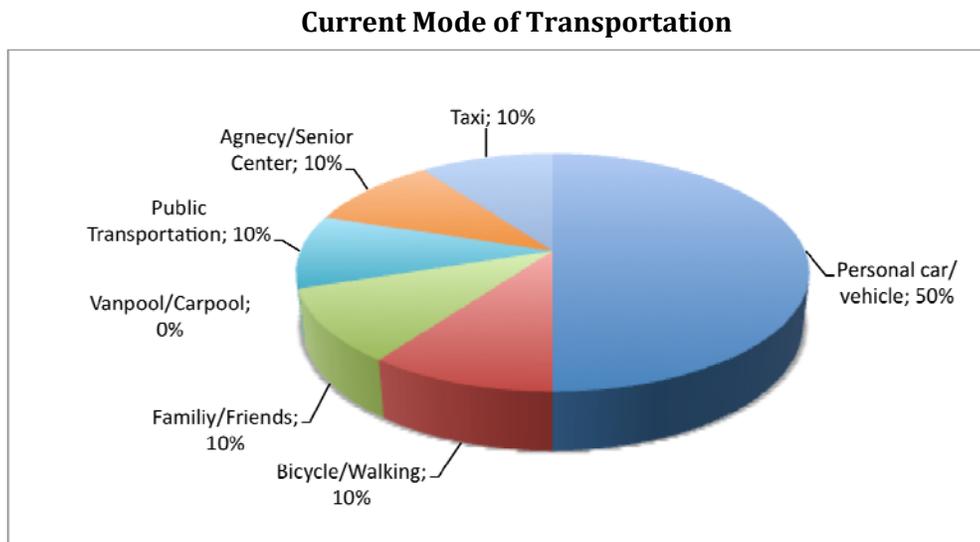
The most common need for regular transportation from Hendricks County respondents was for visiting friends and family. The second most common responses were going to medical-related appointments and other trips.

Purpose for Transportation on a Regular Basis



Current Mode of Transportation

As illustrated below, half of Hendricks County respondents drive a personal vehicle. Other respondents ride with family or friends, use agency or senior center transportation, public transportation, taxi, bicycle or walk, or vanpool.



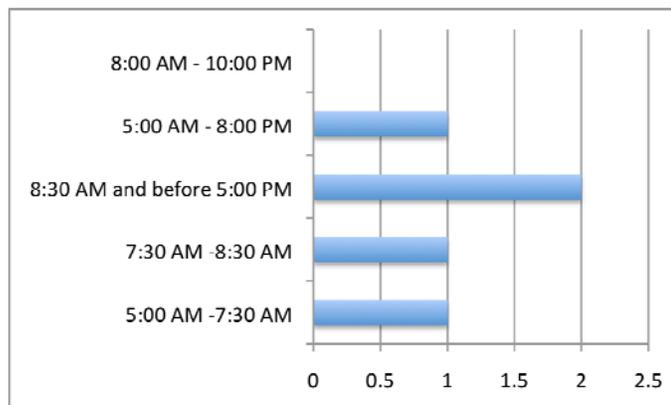
Source: Public Survey, March 2013

Half of Hendricks County survey respondents stated that their choice of transportation is limited by where they live. Eighty-three percent do not need a mobility device.

Employment-Related Transportation

Approximately 80 percent of Hendricks County respondents were employed. The remaining 20 percent were unemployed. When asked what time of day they need employment-related transportation, the most common response was 8:30 AM to before 5:00 PM.

Time of Day When Employment-Related Transportation is Needed



Source: Public Survey, March 2013

Source: Public Survey, March 2013

Rating of Existing Transportation Resources

Hendricks County survey respondents were asked to rate the transportation service that they use. Most respondents felt their current mode of transportation does a good job of getting them where they need to go and makes it easy to do errands. But, many also say that their current mode of transportation makes them wish there was something better.

Rating of Existing Transportation Resources

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

Source: Public Survey, March 2013

JOHNSON COUNTY

Access Johnson County Public Transit (5311)

Access Johnson County (AJC) is a private non-profit organization that provides transportation, social and rehabilitation services, job placement, information/referral, and home health care in Johnson County. The main office is located at 3500 N. Morton Street, Franklin, Indiana, 46131-0216. Access Johnson County contracts with ShelbyGo to provide transportation services for Shelby County residents (see Shelby County for information on those services). In 2007, AJC began providing service to Brown County.

AJC receives JARC funds to enhance transportation services to and from work sites. Planning, capital and operating projects are supported with JARC grant funds.

New Freedom grants support increased levels of transportation services for individuals with disabilities. Grants provide the necessary funding for same day service for individuals with disabilities to travel to work and other appointments.

AJC offers three different transportation services, including six fixed routes known as Zipline, a flexible paratransit service (Zip Connector), and zone-to-zone demand response in the County.

Fixed Route Service – Zipline

Four fixed routes operate on forty-minute headways (Greenwood Zipline West, Greenwood Zipline East, Franklin Zipline West, and Franklin Zipline East). These fixed routes operate Monday through Friday 7:20 AM to 5:20 PM.

Two fixed routes operate with twenty-minute headways (US 31 Zipline Northbound (Franklin to Greenwood) and US 31 Zipline Southbound (Greenwood to Franklin). These routes operate Monday through Friday 5:00 AM to 8:20 PM.

Zipline has four (4) stops that allow passengers to transfer to IndyGo. IndyGo fares are required for transfer.

Fixed route services are not available on Saturdays or Sundays.

Zip Connect

The Americans with Disabilities Act (ADA) requires “complementary” paratransit for individuals with disabilities to destinations within 3/4 mile of all fixed routes. The Zip Connect is a flexible paratransit service that is open to individuals with disabilities and the general public. The service extends beyond the required 3/4 mile to one (1) mile on either side of the fixed routes. The extension is funded with a New Freedom Grant. The service requires reservations at least 24 hours in advance. Same day service is available for twice the regular fare. Passengers can transfer to the fixed Zipline routes at no additional cost. Zip Connect services are provided Monday through Friday and operate during the same hours as the Zipline fixed routes.

Zone-to-Zone Demand Response

Zone-to-Zone Demand Response is provided door to door (passengers are assisted from the door of the origin or destination to the vehicle). Vehicles are stationed in each zone and provide service within that zone. Zone-to-Zone passengers can transfer to another zone for an additional \$1.00 per zone. Zone-to-Zone allows transfers to the fixed route service for no additional cost. The service requires reservations to be made at least 24 hours in advance. Same day service is available for twice the regular fare. Zone-to-Zone operates 5:00 AM to 10:00 PM Monday through Friday. Saturday hours are 9:00 AM to 5:00 PM.

Out of county transportation is provided to limited stops in Marion County.

Access Johnson County (AJC) provided 121,437 trips system in 2012. AJC operates thirty-two (32) vehicles in the county, which are 100% wheelchair accessible.

Existing Coordination Activities

AJC coordinates with Johnson County Veterans Services (JCVS) to provide scheduling and dispatching for Veteran passengers and the volunteer drivers. JCVS drivers pick up veterans at this facility to provide transportation to VA facilities.

AJC donated a retired vehicle to the Johnson County Senior Center and will be offering assistance to the Senior Center to apply for a Section 5310 vehicle in the near future.

Additional information about the transportation services provided by Access Johnson County can be found at its website: <http://www.accessjohnsoncounty.org>.

Access Johnson County Fare Structure

ZIPLINE – fixed routes

\$1.00 per ride

\$2.00 day pass (unlimited rides for one day on all fixed routes)

\$25.00 Monthly pass (Unlimited rides on all Ziplines in the month it is purchased)

Zip Connect – flex rides

\$2.00 per ride – advanced reservations

\$4.00 per ride – same day service

\$4.00 day pass (unlimited rides on all Zip Connect or Zipline routes for one day)

\$50.00 Monthly pass (unlimited rides on all Zip Connect or Zipline routes in the month it is purchased)

Zone to Zone Demand Response in Johnson County

\$4.00 per zone ride with free transfer onto any fixed route – advanced reservations

\$8.00 per zone ride with free transfer onto any fixed route – same day service

\$1.00 per zone transfer

\$1.00 per ride for transportation to limited Marion County stop

Accepts New Freedom Vouchers from the CICOA

Johnson County Senior Services

Johnson County Senior Services (JCSS) is a private non-profit organization located at 731 S. State St., Franklin, IN, 46131. JCSS provides door-to-door transportation, nutrition, medical supply provisions, elder advocacy, and information and referral services and offers durable medical equipment lending (i.e., wheelchairs, canes, etc.) for older adults (age 60 and older).

Transportation services are provided Monday through Friday from 8:30 AM – 4:30 PM throughout Johnson County. Passengers must call at least twenty-four (24) hours in prior to their trip, and can request trips up to two (2) weeks in advance. JCSS drivers provide passenger assistance to the entrance of their origin or destination or in and out of buildings, depending on their needs. Five (5) vehicles are operated by JCSS, two (2) of which are wheelchair accessible. The fleet is aging and replacement vehicles are urgently needed.

JCSS does not charge consumers a fare but will happily accept a donation, though a set amount is not suggested. The agency accepts New Freedom Vouchers from the CICOA. JCSS works with Access Johnson County to coordinate trips. If they provide a trip on behalf of a referral from Access Johnson County and the passenger is under 60, a fare of \$3.00 each way is charged. In 2012, JCSS provided approximately 9,388 one-way trips.

JCSS supports the coordination of transportation services in Johnson County and throughout the Indianapolis region. The agency looks forward to its continued positive working relationship with Access Johnson County.

Tangram

Tangram is a private non-profit organization that provides transportation, health care, counseling, employment, residential facilities and recreational/social activities for individuals with disabilities. The office is located at 5155 Pennwood Drive, Indianapolis, IN, 46205. Group homes are located in Indianapolis and Greenfield, Indiana. Services are available in Marion, Hendricks, Hancock, Johnson, and Hamilton Counties.

Tangram operates a fleet of thirteen (13) vehicles. All vehicles are wheelchair accessible. The Tangram fleet includes a 2012 Dodge Grand Caravan that was purchased with assistance from the Section 5310 program. Vehicles are stationed at group homes so that staff members can provide on-demand transportation for consumers to and from jobs, appointments and other activities. The agency vehicles are operated as if they were a family car for each home. Tangram staff members may transport consumers in their personal vehicles if no other transportation options are available. Public transportation tickets or passes are purchased to assist consumers with their transportation needs. Information about the availability of other transportation options is also shared with consumers.

In 2012, 85 consumers were provided 15,011 one-way trips with Tangram owned vehicles. Approximately 4,800 bus tickets and passes were purchased.

Transportation services are available to Tangram consumers Monday through Sunday, 24 hours per day. Drivers provide assistance to passengers in and out of buildings when necessary. Personal care attendants are provided for consumers, if needed. They can also travel with their own attendant. Drivers will assist passengers with packages.

No fares are charged and donations are not requested. Occasionally, Tangram will purchase IndyGo's Open Door paratransit service tickets for consumers.

Driver training is provided in-house by other Tangram staff members. Training includes Defensive Driving, Driving on Company Business, Lift Operation Rules, Trouble Shooting, Use of Company Vehicles, Accidents and Incidents with Driving on Company Business, and Transportation of Adaptive Equipment and Service Attendants.

Tangram believes human service transportation programs are the most useful to their consumers, with public transportation services ranked second.

Tangram supports the coordination of transportation services. While progress has been made, additional coordination must be made to ensure all transportation providers throughout the region work together.

Additional information on the services provided by Tangram can be found on their website: www.thetangramway.org.

OTHER TRANSPORTATION PROVIDERS

Greenwood Cab Company and Franklin Taxi offer taxi service in Johnson County. Indianapolis is the closest Hoosier Ride or Greyhound Bus stops.

SUMMARY OF TRANSPORTATION PROVIDERS

Various public, private, volunteer, older adult and human service agency transportation services are available in Johnson County. The table in Exhibit III.5 outlines the transportation services that are included in this report.

Exhibit III.5: Existing Transportation Services for Johnson County

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Access Johnson County	General Public	Any	Johnson County	Yes
Franklin Taxi	General Public	Any	Johnson County	
Greenwood Cab Company	General Public	Any	Johnson County	
Johnson County Senior Services	Older Adults (60+)	Any	Johnson County	Yes
Tangram	Consumers and Their Families	Any	Marion, Hancock, Shelby, Johnson, & Hamilton Counties	Yes
Veterans Services	Veterans and Their Families	Any	Johnson County	

SUMMARY OF TRANSPORTATION NEEDS FOR JOHNSON COUNTY

The transportation needs for Johnson County were identified by survey respondents who participated in the 2013 Coordinated Public Transit-Human Services Transportation Plan update through surveys and interviews:

- ◆ Immediate Response Transportation (i.e., taxi service) – Affordable transportation that can be scheduled at the last minute to take a passenger directly to his or her destination is lacking in Johnson County. Private taxi fares are sometimes cost prohibitive for individuals with low incomes; therefore, even when the service is available it may not meet the need for certain individuals. Additional capital and operating resources are required to support implementation of the immediate response ‘taxi’ service.
- ◆ Driver/Employee Training – Stakeholders require driver training, as well as other employee training, to ensure they meet the requirements of INDOT regarding service provision and safety. Sharing training sessions with other providers will increase the availability of training for all employees.
- ◆ Additional Wheelchair Accessible Vehicles – Additional ADA accessible vehicles are needed to improve overall accessibility and ease of use for passengers with disabilities. Even though all vehicles operated by Access Johnson County Public Transit are accessible, ADA wheelchair accessible vehicles for replacement and expansion are needed in Johnson County to meet demand and overcome current capacity limitations, as well as improve ability to accommodate passenger needs (oversized wheelchair and scooter, more comfortable ride, etc.).
- ◆ Improve Coordination – Transportation providers and organizations that provide services to older adults, individuals with disabilities, and people with low incomes need to continue to improve coordinated transportation efforts to better meet the needs of consumers and the general public. Increase involvement of all transportation providers in Johnson County in the CIRT County Connect program.

- ◆ Replacement Vehicles – Some transportation providers in Johnson County are operating with older vehicles. New, replacement vehicles will be needed to continue safe, reliable, and efficient transportation services. Specifically, Johnson County Senior Services need new vehicles.
- ◆ Regional and Cross-County Transportation Coordination – Stakeholders discussed a growing need for transportation that crosses county lines and/or enables connections with transportation providers in neighboring counties. This type of connected or regional transportation will improve access to medical services, employment opportunities, as well as other community events and resources. It will also generally increase the mobility of transportation dependent individuals.
- ◆ Expand Hours of Service – Stakeholders indicated a need to extend the current hours of public transportation service to early mornings and nights to support employment and medical trip purposes for older adults, individuals with disabilities, and people with low incomes. Most organizations would need to hire additional drivers in order to provide service during expanded hours. Sunday service remains a need. Johnson County is working towards a Church co-op to meet this need.
- ◆ Additional Funding – Transportation providers indicated that additional funding is needed to add more vehicles and manage the volume of requests for service. In Johnson County an increase in dialysis treatments and after school activities require additional in transportation services. Funding services is always a major concern as is sufficient local dollars to match grants. Additional funding sources are necessary to sustain transportation services needed by older adults, individuals with disabilities, and people with low incomes.
- ◆ County Connect Transfer Point Accessibility: Work must be initiated with local officials to improve accessibility to County Connect transfer points for older adults and individuals with disabilities. Shelters should be installed for security and cover from the elements. Signage, audible signaling, and information technology is needed for disabled individuals.
- ◆ Coordination with Veterans Services – Stakeholders mentioned the need to coordinate transportation services to ensure veterans have access to medical treatment centers.
- ◆ Passenger Assistants – Passenger aids or assistants on transit vehicles are needed to encourage frail elderly and individuals with disabilities who need extra assistance to utilize public transportation.
- ◆ Connectivity of Scheduling Software Among Providers –The ability to connect and communicate with other transportation providers’ software in the region will enhance the efforts to provide cross-county transportation options.
- ◆ New Technology – Using social media transportation providers can inform the public about the transportation services available in the county. The use of email alerts, text alerts, and telephone notifications to passengers to notify them of service delays or other information pertaining to their transportation services could help improve the lines of communications.
- ◆ Multi-modal Transportation – Throughout the region stakeholders emphasized the need for multi-modal transportation to meet the needs of people traveling to work, medical appointments, and community events. Several stakeholders indicated a need to explore implementation of a high capacity rapid transit service. If this service were implemented, bus services will feed into rapid transit stations.
- ◆ Providers Involvement with County Level Emergency Management – Transportation providers can assist the County Emergency Management teams during emergencies by providing vehicles and drivers. Involvement in the planning and organization of Emergency Management Plans can determine the role of each provider if a disaster should occur.

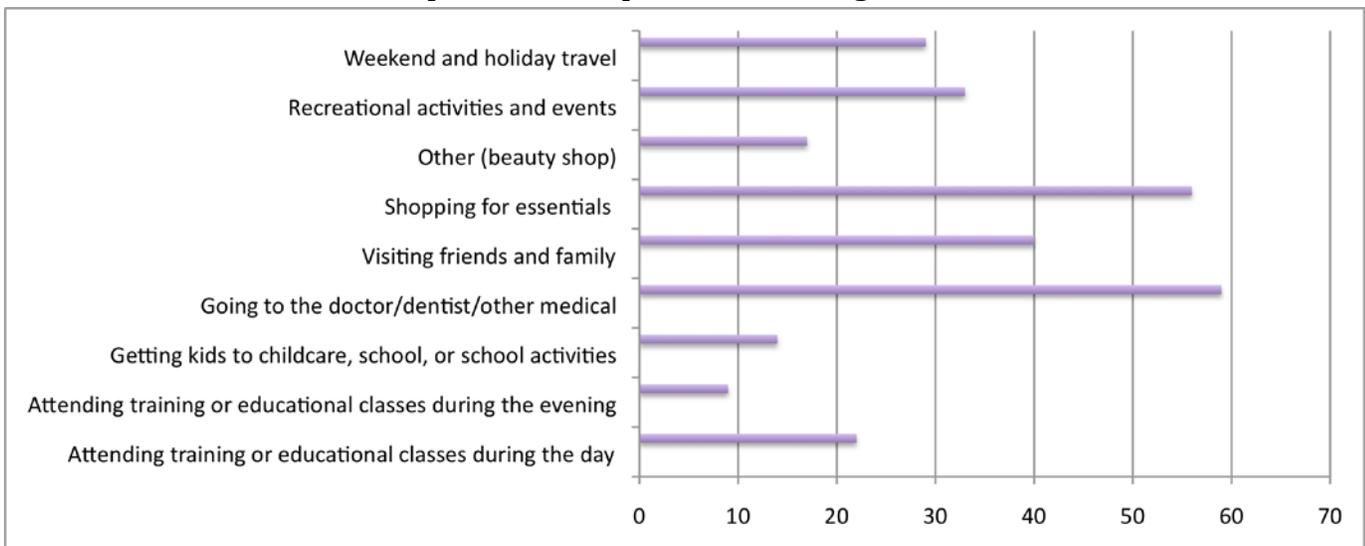
JOHNSON COUNTY PUBLIC SURVEY RESULTS

The following charts outline the public survey results received from individuals living in Johnson County. Surveys were available on-line and at the local public library. A total of 143 surveys were collected from the general public.

Purposes for Using Transportation

Respondents were asked to choose all answers that applied, therefore, the percentages in the following exhibit add up to more than 100 percent. The most common need for regular transportation from Johnson County respondents was for medical-related trips and shopping for essentials.

Purpose for Transportation on a Regular Basis

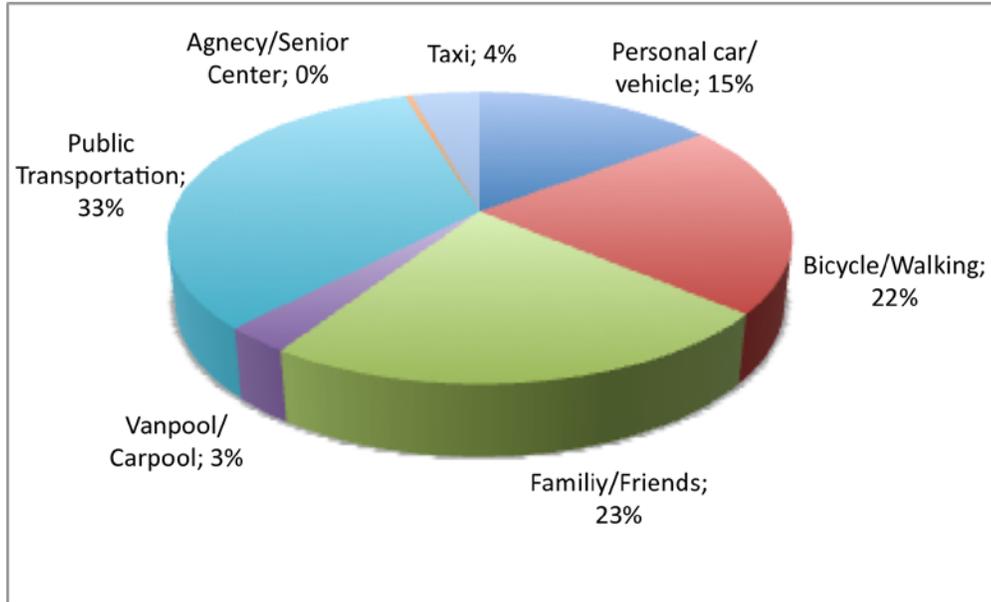


Source: Public Survey, March 2013

Current Mode of Transportation

As illustrated in the following exhibit, 33 percent of Johnson County respondents use public transportation. The second most frequent response was riding with friends and family, at 23 percent. Other respondents drive a personal car, bicycle or walk, use a taxi, or vanpool.

Current Mode of Transportation



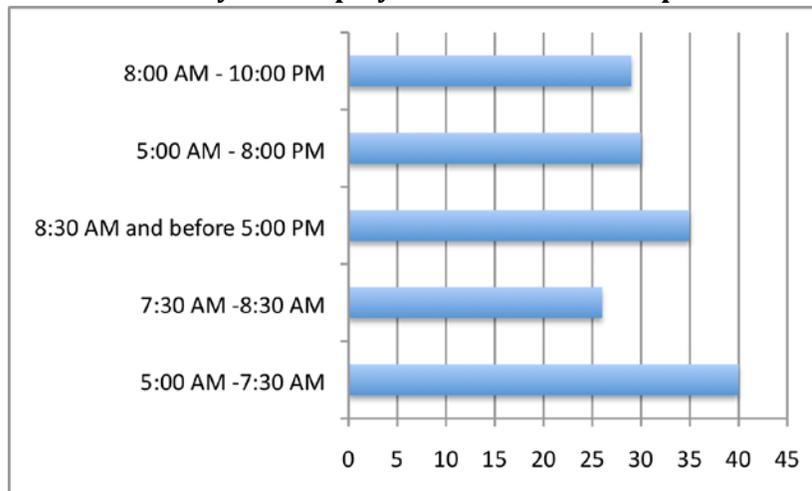
Source: Public Survey, March 2013

Approximately 60 percent of Johnson County survey respondents stated that their choice of transportation is limited by where they live. Ninety-one percent do not need a mobility device.

Employment-Related Transportation

Fifty-seven percent of Johnson County respondents were retired, 40 percent were employed and three percent were unemployed. The most common time of day respondents need employment-related transportation included: 5:00 AM to 7:30 AM.

Time of Day For Employment-Related Transportation



Source: Public Survey, March 2013

Rating of Existing Transportation Resources

Johnson County survey respondents were asked to rate the transportation service that they use. Overall, most respondents felt that their current mode of transportation does a good job of getting them where they need to go and makes it easy to do errands. But, many also said their current mode of transportation limits where they can work and is difficult to afford. One respondent indicated that his or her current mode of transportation is not equipped to accommodate a disability accessibility needs.

Rating of Existing Transportation Resources

The Transportation I Use	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Does a good job of getting me where I need to go.	93	19	3	2
Makes me wish there was something better.	15	22	24	39
Limits where I can work.	18	20	26	30
Is difficult for me to afford.	11	14	27	53
Makes it easy to do errands.	55	28	13	5
Is difficult for me to board.	9	7	16	69
Is not equipped to accommodate my disability accessibility needs.	8	3	11	46

Source: Public Survey, March 2013

MARION COUNTY

Amtrak

Rail service is offered by Amtrak in the Indianapolis Region with daily services to and from Chicago. Service is also offered three times per week to New York, New York. The train station is located at 350 S. Illinois Street, Indianapolis, IN, 46225. This facility is open 24 hours per day, seven (7) days per week, has short and long term parking, a ticket office, waiting area, and a Quick-Trak Kiosk. Baggage service is also available.

Trains stop at additional locations along both routes, including a stop at 1012 Eastern Avenue, Connersville, IN 47331 (INDOT Region 11) on the daily route between Chicago. The facility in Connersville is a platform with a shelter and has a limited number of parking areas. No other amenities are available at this stop.

Schedule and fare information is available by visiting www.amtrak.com.

Aspire Indiana

Aspire Indiana is a private non-profit organization with locations throughout Indiana. Centers in the Indianapolis region are located in Boone, Hamilton and Marion Counties. The administrative office is located at 9615 E. 148th St., Suite #1, Noblesville, IN, 46060. The Mission of Aspire Indiana is to provide quality compassionate care to all of its clients through the delivery of effective and accessible behavioral healthcare and related services. Some of the services provided to Aspire clients include social services, counseling, job training, employment, diagnosis/evaluation, job placement, residential facilities, housing and limited transportation.

Aspire provides services to approximately 6,000 Indiana clients. While the majority of them drive to appointments, it is estimated that 20% rely on others to meet their transportation needs.

Aspire operates a fleet of five (5) vehicles in the Indianapolis region, most of which are 15-passenger vans that are not wheelchair accessible. Vehicles are used to transport clients to and from medical appointments at Aspire facilities only. Vehicles are located at Aspire centers in Marion and Hamilton Counties. Transportation services are available Monday through Friday from 8:30 AM until 4:00 PM. Weekend services are not provided.

Aspire drivers assist passengers in and out of the vehicles as needed. Passengers are transported from the Lebanon office in Boone County to the Carmel office located in Hamilton County. Passengers in Hamilton County receive services at facilities in Noblesville and Carmel. One outpatient center is located in Indianapolis. Transportation costs are billed to Medicaid.

Aspire supports the coordination of transportation services to assist passengers to reach their final destinations. Crossing county lines for medical treatments and work related purposes is a challenge for their clients. For example, clients live in an apartment complex in Marion County that is 6.7 miles

from their Carmel facility, which is located in Hamilton County. Public transportation reservations are not available for these trips. Local leaders working together to resolve these transportation challenges for older adults, individuals with disabilities, and low income people is needed.

For more information regarding the services provided by Aspire, visit their website at: www.aspireindiana.org.

Bosma Industries for the Blind, Inc. (Bosma)

Bosma Industries for the Blind, Inc. is a private, non-profit organization located at 8020 Zionsville Road, Indianapolis, IN, 46268. Bosma provides counseling, job training, employment, rehabilitation services, and job placement for consumers in all 92 Indiana counties. Individuals must be blind or visually impaired to qualify for Bosma services.

Bosma teachers visit the homes of clients to assist them with visual rehabilitation. The agency also provides a comprehensive 4-6 month center-based program. Consumers must provide their own transportation to Indianapolis. However, during their stay, Bosma provides transportation to and from their hotel.

Bosma Enterprises operates a fleet of eight (8) to provide transportation for its employees who are blind or visually impaired or individuals receiving vision rehabilitation training. Five of these vehicles are wheelchair accessible. Transportation is provided within a forty (40) mile radius of Indianapolis. Bosma Enterprises also utilizes personal vehicles of agency staff; pre-purchased tickets from IndyGo and Yellow Cab of Indianapolis; reimbursement of mileage or auto expenses paid to employees, families or friends; volunteers; and information and referral about other community transportation resources to meet consumer transportation needs.

Bosma Enterprises consumers require assistance in and out of vehicles or buildings and sometimes only to the entrance of their origin or destination. Passengers are permitted to travel with their own personal care attendants.

Agency-based transportation service is provided Monday through Friday from 7:00 AM and ends at 5:00 PM. Limited service is provided on weekends, based upon need. During calendar year 2012, the agency provided 1,500 passenger trips for 55% of its workforce (180 individuals).

Bosma Enterprises has applied for and received New Freedom funding to purchase four (4) accessible vehicles. In 2012 a \$57,412 New Freedom grant was awarded for Bosma Enterprises to support the operation of two (2) accessible vehicles to expand same day transportation for blind or visually impaired individuals.

Bosma Enterprises supports the transportation coordination efforts throughout the Indianapolis region. It is important for Bosma consumers that sidewalks to bus stops and shelters are accessible and safe for blind and visually impaired individuals. The expansion of fixed routes would increase the travel options for its consumers. Bosma Enterprises is invited to participate in the CIRTA County Connect Committee meetings.

For more information regarding the services provided by Bosma Industries for the Blind, Inc., visit their website at: www.bosma.org.

Central Indiana Regional Transportation Authority (CIRTA)

Background Summary

The Central Indiana Regional Transportation Authority (CIRTA) is a quasi-governmental organization (IC 36-9-3) located at 320 N. Meridian St., Suite 406, Indianapolis, IN, 46204. CIRTA is focused on bringing more transportation options to Central Indiana. They work to better connect Indianapolis with suburban and rural communities in Marion, Hamilton, Hancock, Shelby, Johnson, Morgan, Hendricks, Boone, Delaware and Madison counties.

CIRTA has partnered with the Indianapolis Public Transportation Corporation (dba IndyGo) and the Indianapolis Metropolitan Planning Organization (Indianapolis MPO) to develop a comprehensive transportation system that better connects the ten counties of the region.

On-going Action

CIRTA is constantly working with state legislators and community leaders to improve public transit. Current activities include:

- ◆ Driving an environmental study for the Northeast Corridor. This study, underway now, includes public meetings and discussions with community and neighborhood leaders.
- ◆ Obtaining funding through federal grants.
- ◆ Working with state legislators to enable local authorities to conduct referenda to dedicate new local funding to transit.

EXISTING TRANSPORTATION SERVICES

Indy Express Bus

Carmel or Fishers

This express bus service operates from Carmel or Fishers to downtown Indianapolis. Reverse service (to Carmel or Fishers from Indianapolis) is also available. CIRTA provides the marketing of this service that is provided by Miller Transportation. Indy Express Bus service is available Monday through Friday with varying hours, depending on the route. Generally, morning service begins between 6:15 AM and ends by 9:10 AM. Afternoon service begins at 3:00 PM and ends by 6:30 PM. Passengers are encouraged to check the bus schedules for bus stop pick up/drop off times. A total of seven (7) vehicles are used to provide these services.

Fare structure for commute from Carmel/Fishers to employment sites in downtown Indianapolis:

- \$5.00 one-way
- \$50.00 ten (10)-ride pass
- \$150.00 calendar month pass

Fare structure for reverse commute to employment sites in Carmel/Fishers:

- \$3.00 one-way
- \$1.00 one-way with valid IndyGo pass for same day
- Free from park and ride lots

Plainfield Connector

The Plainfield Connector allows passengers to transfer between IndyGo and this route, providing a travel option between Indianapolis and Plainfield. The service runs on weekdays, Monday through Friday. Currently, the Plainfield Connector transfer passengers at the IndyGo Route 8 stop on the northbound side of Bridgeport Road, between Washington Street and Perimeter Road. The Connector travels through the Plainfield industrial park area, making 11 stops on Airtech, Whitaker, Reeves and Perry Roads. The Connector stops at Adesa on select trips.

The Plainfield Connector makes one early morning stop at 5:15 AM in downtown Indianapolis at Capitol and Ohio. After making this stop, the Connector travels to Plainfield via I-70. After circulating through the Plainfield stops, the Connector travels to Bridgeport Road; stops; then runs in a loop pattern between Plainfield and Bridgeport Road.

This service is provided by Bloomington Shuttle service under contract with CIRTAs using one (1) vehicle.

Plainfield Connector Fare Structure

- \$3.00 one-way
- \$1.00 one-way with valid IndyGo pass for same day
- \$30.00 Ten-ride pass
- \$10.00 Ten-ride pass for IndyGo pass holders

Commuter Connect

Commuter Connect (formerly Central Indiana Commuter Services or CICS) offers alternative transportation solutions to area employers and commuters in Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan and Shelby counties, such as: carpooling, vanpooling, riding transit, biking and walking. Costs associated with each alternative vary, depending on the number of passengers involved, the area they are traveling to/from, and the cost of fuel. Commuter Connect representatives work with individuals searching for transportation solutions to determine the most cost effective alternative that suits their needs.

Emergency Ride Home

The Emergency Ride Home (ERH) benefit is available to any commuter who is registered with CIRTAs Commuter Connect Program and works for a participating employer. The commuter must carpool, ride transit, vanpool, walk or bicycle to work at least three (3) or more times per week to be eligible for the ERH benefit.

In 2012, CIRTAs provided 77,480 trips (including vanpool transportation). Eight (8) vehicles were used to provide the Indy Express Bus and Plainfield Connector services.

EXISTING COORDINATION ACTIVITIES

Mobility Management for Region

As a result of the 2008 Coordinated Public Transit-Human Services Transportation Plan, CIRTA created the position of Mobility Manager to assist the transportation providers of the region to coordinate their services. This coordination of services requires coordination among the providers and began with monthly meetings of the providers (see County Connect below). Tasks completed by the Mobility Manager as of the date of this report include:

- ◆ Mobility Manager was hired to oversee coordination activities.
- ◆ A county by county resource guide was developed, including a flat card with contact information for each county.
- ◆ Grant writing assistance is provided by CIRTA staff, upon request.
- ◆ Transfer points established among providers throughout the region (recent development).
- ◆ One-Call One-Click Transportation Resource Center, which includes a website and interactive online database with information about transportation resources available in the 10-county region (in development).

County Connect

County Connect is the formal name developed for the coordination group of transportation providers in the region. Monthly meetings are held to discuss transportation barriers, issues, and successes to determine how services can be coordinated among the providers.

County Connect Transfer Points

As a result of the County Connect meetings, transfer points were established between providers to assist residents of the area to reach their destinations. Signs will be placed at the designated transfer points to help area residents to easily locate them.

Information Center

Information about the programs and services offered by the County Connect program is provided to the public through the CIRTA webpage at <http://www.cirta.us/pages/County-Connect/default.aspx>. CIRTA plans to continue to update the website information on this program as progress is made.

CICOA Aging & In-Home Solutions

Background Summary

CICOA Aging & In-Home Solutions is a private, not-for-profit agency and one of 700 Area Agencies on Aging nationwide. Their offices are located at 4755 Kingsway Drive, Suite 200, Indianapolis, IN, 46205. CICOA but oversees state and federal funds and private donations to provide information, advocacy and support services for older adults, people with disabilities, and their caregivers.

CICOA is Indiana's largest Area Agency on Aging and serves Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby Counties, where more than 26 percent of Indiana's population lives. Transportation services are offered by CICOA through its "Way2Go Transportation" program.

Transportation services operated directly by CICOA in Marion County are provided by drivers that assist passengers to the entrance of their origin or destination. Drivers are permitted to assist passengers with a limited number of packages. Passengers are permitted to travel with their own personal care attendants or escorts. Hours of operation are indicated below, per service type.

CICOA is active in the planning and coordination of transportation services throughout the region through IndyGo and CIRTA (Central Indiana Regional Transportation Authority). CICOA is concerned with the limited transportation options available to people living in the outlying counties, especially those under the age of 60 with no disabilities.

EXISTING TRANSPORTATION SERVICES

Directly Provided by CICOA – Marion County Only

Essential Needs

This demand response service operates Monday through Friday from 8:00 AM until 4:30 PM throughout Marion County. Two (2) accessible vehicles are used to provide this service. Transportation is provided for older adults and individuals with disabilities to medical appointments, government services, grocery stores, or other essential needs within the County. An average of 238 trips were provided per month between July 2012 and February 2013 for approximately 57 consumers.

Fare Structure

\$5.00 round trip suggested donation

Grocery Shopping/Shuttle Service

This service operates Monday through Friday from 8:00 AM through 4:30 PM. Three (3) vehicles are used to stop at 20 senior apartment complexes within the County to connect older adults with shopping opportunities. Bi-monthly, service is also available on Saturdays from 9:00 AM until 1:00 PM and picks up older adults at their homes and stops at Walmart. An average of 735 trips were provided per month between July 2012 and February 2013 for approximately 207 consumers.

Fare Structure

\$2.00 round trip suggested donation for weekday shuttle service

\$5.00 round trip suggested donation for bi-monthly Saturday shuttle service

Contracted Services – Marion County Only

Taxi Discount Program

CICOA contracts with Yellow Cab of Indianapolis (YCI) to provide substantial discounts for taxi services. Consumers can purchase taxi coupons from CICOA for \$1.00 per coupon. This coupon can then be used as \$2.00 toward the taxi fare charged by YCI. An average of 429 trips were provided

per month between July 2012 and February 2013, based upon an average of fourteen (14) coupons per trip.

Fare Structure

\$1.00 for each \$2.00 taxi coupon

Wheelchair Transportation Program

CICOA contracts with Yellow Cab of Indianapolis (YCI) to provide substantial discounts for wheelchair accessible taxi services. Consumers can purchase taxi vouchers from CICOA for \$6.00 per voucher. This voucher can then be used for a one-way trip (\$20.00 value). An average of 348 trips were provided per month between July 2012 and February 2013.

Fare Structure

\$6.00 for each one-way accessible taxi voucher (\$20.00 value)

Contracted Services – Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby Counties

New Freedom Transportation Vouchers

CICOA contracts with 22 organizations (at the time of this report) to provide transportation services for individuals with disabilities, regardless of age for medical and non-medical needs across county lines and throughout Central Indiana. Registered consumers may purchase up to fourteen (14) vouchers per month. For employment or extended health treatment trips, CICOA may offer exceptions, with proper documentation. Employment vouchers are limited to forty (40) per month. Extended health treatment vouchers are limited to thirty (30) per month. Consumers can purchase vouchers for \$6.00 per voucher. Vouchers can then be used for in-county or out-of-county trips. Up to two (2) vouchers can be used for a one-way trip. Vouchers are valued at \$20.00 each. An average of 3,551 vouchers were used per month between July 2012 and February 2013 for approximately 230 consumers. CICOA received a 2012 New Freedom Grant in the amount of \$184,015 to continue this program.

Fare Structure

\$6.00 for each New Freedom voucher (\$20.00 value)

Limited to two (2) vouchers per one-way trip

A list of the current transportation providers for this program can be found at CICOA's webpage located at: http://cicoa.org/images/services/newfreedom/transportation_providers.pdf

Additional information about the CICOA Way2Go Transportation Program can be found at: <http://cicoa.org/way2go.html>.

Hoosier Ride Inter-City Bus Service

Hoosier Ride inter-city bus service provides service to and from Indianapolis to other areas of Indiana. Stops are located at the Greyhound Bus Station, 350 S. Illinois St., Indianapolis, IN, 46225. They also stop at the Indianapolis International Airport.

This service also travels to limited destinations in Kentucky, Michigan, and Ohio. Bus schedules are available on the Hoosier Ride website at www.hoosieride.com.

Indianapolis Public Transportation Corporation (IPTC) (5307.5316)

IPTC is a municipal corporation that provides public transportation services throughout Marion County with offices located at 1051 West Washington St., Indianapolis, IN, 46222. Fixed route transportation (IndyGo) is available for the general public and demand response paratransit service (Open Door) is available to Americans with Disabilities Act (ADA) eligible consumers. IPTC contracts with MV Transportation to provide the Open Door service.

IndyGo operates a fleet of 146 medium or heavy-duty transit buses that are wheelchair accessible. Thirteen (13) are hybrid fuel vehicles. Open Door paratransit services are provided with 73 IPTC owned accessible vehicles. Open Door eligible riders must call to reserve a ride one (1) to three (3) days in advance of their trip. Open Door will accommodate late reservations if space is available. Passengers are permitted to travel with their own personal care attendants or escorts. Both transportation services operate Monday through Friday from 4:17 AM until 11:45 PM. Saturday services are available from 5:43 AM until 11:45 PM. Sunday hours begin at 6:32 AM and end at 8:10 PM.

A limited number of taxi vouchers are available to Open Door eligible riders to meet the growing needs of the individuals with disabilities in the IPTC service area. Open Door riders can purchase up to ten (10) taxi vouchers per month at a cost of \$3.50 per voucher. Riders must call a local taxi company to schedule their trip.

In 2012, IndyGo provided 9,942,151 general public passenger trips on the fixed route service. Eligible paratransit (Open Door) passengers ride free on fixed routes. Approximately 166,185 trips were riders who took advantage of the fixed route free ride, an increase over the previous year of 11%. During the same period of time, the Open Door service provided 266,685 passenger trips for ADA eligible consumers, an increase of 6.5%.

IPTC is continuously evaluating the transportation services they provide. Enhancements are made to services as needed to encourage ridership. Resources are shifted to meet the demands of the traveling public. Employers throughout Marion County are encouraged to share their employee transportation needs with IPTC to determine how services can meet those needs.

IPTC supports the coordination of transportation providers throughout the region. Connectivity between all county providers and IndyGo will afford people the opportunity to travel with ease from

county to county. This has been demonstrated by the current coordination of transportation services between Hamilton, Johnson, Boone and IndyGo.

A uniform fare structure among the region's transportation providers would be easy to understand and plan for multi-county travelers. Working together on transportation tasks such as scheduling, dispatching, and insurance can translate into a cost savings for all providers.

The progress made in the coordination of transportation throughout the region must continue. With all providers working toward the common goal of ensuring people can reach their destinations throughout the region, will surely build a coordinated system that will connect older adults, individuals with disabilities, people with low incomes, and the general public with jobs, educational sites, medical facilities, and social destinations.

Additional information regarding the transportation services provided by IPTC can be found at their website: www.indygo.net.

IndyGo Fare Structure

Full Fare:

- \$1.75 – Single Ride
- \$4.00 – Day Pass
- \$17.50 – 10-Trip Pass
- \$20.00 – 7-Day Pass
- \$60.00 – 31-Day Pass

Half Fare*:

- \$.85 – Single Ride
- \$2.00 – Day Pass
- \$8.50 – 10-Trip Pass
- \$10.00 – 7-Day Pass
- \$30.00 – 31-Day Pass

*IndyGo offers half fare pricing to persons 65 and older, youth 18 and younger and persons with disabilities. In order to ride IndyGo using a half fare pass or to pay half fare on-board, individuals must show a valid form of ID to prove eligibility: IndyGo Half Fare ID Card (cost is \$2 and an application must be completed and submitted at the Customer Service Retail Center), K-12 Student ID, or government-issued Medicare Card.

Open Door Fare Structure

\$3.50 Single Ride

Flexible Service Single Ride Passes can be purchased from IndyGo in advance.

John H. Boner Community Center

The John H. Boner Community Center (JHBCC) is a private non-profit one-stop agency/community organization located at 2236 E. 10th Street, Indianapolis, IN, 46201. The agency provides

transportation, social services, nutrition, employment, income assistance, recreation and social activities, and housing services in Marion County. They also provide adult day service and youth programming. The center is a United Way agency that serves the needs of the residents of the Near Eastside community.

JHBCC provides curb-to-curb and door-to-door, demand response transportation for program participants. Drivers assist passengers with a limited number of packages, when necessary. Consumers are permitted to travel with their own personal care attendant. JHBCC also purchases bus passes from IndyGo for employment services. They provide consumers with information on other community and public transportation resources.

JHBCC operates a fleet of five (5) vehicles, three (3) of which are wheelchair accessible. Transportation service begins at 8:00 AM and ends at 7:00 PM, Monday through Friday. Service is provided on weekends as needed by consumers. Transportation is scheduled a week in advance but last minute trips are provided if space is available. A fare of \$35.00 per hour is charged to groups requesting transportation. Individual trips have set fares based upon the trip sponsor. Donations are accepted and allocated to the transportation budget.

During calendar year 2012, JHBCC provided 19,056 passenger trips for 559 of its consumers. They purchased 220 day passes, 175 7-day passes, and 47 31-day passes from IndyGo for additional consumers.

JHBCC supports the coordination of transportation services so that agencies can refer consumers to other providers when they do not have the capacity to provide requested transportation. The agency believes leaders in the region are working together to create a new vision to deliver coordinated transportation services. However, additional action is needed to bring providers, agencies and consumers together in a coordinated manner. Receiving input from the users of public transportation services can be useful to those making decisions regarding service changes and improvements. Providing a means for those who cannot attend public meetings to share their input, make it known at the public meetings for consideration, could be helpful to decision makers.

For more information regarding the services provided by the John H. Boner Community Center, visit their website at: www.jhbcc.org.

Lawrence Transit System

Lawrence Transit System (LTS) is a non-profit organization which currently operates curb-to-curb and door-to-door bus service for the citizens and visitors to the city of Lawrence, on Indianapolis' northeast side. The office is located at 5381 Brassie Drive Indianapolis IN, 46235. LTS provides transportation for the purpose of affordable connections throughout Lawrence and adjacent towns and areas, such as Indianapolis and McCordsville. Among its services, LTS provides connections with IndyGo stops so that passengers can travel to downtown and other areas through IndyGo's various routes.

Offering relief to individuals and families with low incomes is the primary goal of the service. The system also offers special door-to-door service for individuals with disabilities and older adults who are unable to ride the bus without assistance and who desire to schedule trips 24-hours in advance of a desired pick-up time at a per trip price. Wheelchair accessible buses are included in the fleet. Passengers are also permitted to travel with their own personal care attendants or escorts.

There are 33 individuals enrolled in LTS. The system reportedly provides an average of 200 passenger trips per day. The system's annual operating budget in 2013 was approximately \$294,880. Revenue sources include fares paid directly from passengers and the sale of advertisement spots on the vehicles. For the same year, transportation operating expenses totaled \$317,392 (to include labor, fuel costs, vehicle insurance, maintenance, and other expenses). LTS received capital revenue in the amount of \$15,500 in FY 2011/FY 2012.

LTS drivers have Commercial Drivers' Licenses and participate in Drug and Alcohol Awareness classes. Training classes are provided by Department of Transportation compliance firms.

Transportation services are Monday-Friday from 6:00 AM to 7:00 PM and on Saturday from 8:00 AM to 4:00 PM. The LTS currently transport and average of 200 passengers per day. The fare structure is as follows:

Fares

Curb-to-Curb Service

- \$3.00 per one-way ride
- \$5.00 for a daily pass
- \$22.50 for a 10-day pass
- \$75.00 for a 31 day pass

Door-to-Door service

- \$7.00 per one-way ride

Donations are also accepted.

In the future, LTS would like to see various transportation services using fares and passes that are exchangeable. More information on the services that Lawrence Transit System provides can be found at www.lawrencetransitsystem.org.

LTS management indicated that public transit is the most useful element in the local transportation network. The second and third most useful elements are family, friends, and neighbors and other private providers, respectively.

In terms of coordinated transportation efforts in the area, LTS indicated that there are clear guidelines that the transportation providers and agencies in the area embrace and that the local governing framework maintains a strong relationship with neighboring communities and state agencies. However, coordinated planning among elected officials and agency administrators needs action.

Tangram

Tangram is a private non-profit organization that provides transportation, health care, counseling, employment, residential facilities and recreational/social activities for individuals with disabilities. The office is located at 5155 Pennwood Drive, Indianapolis, IN, 46205. Group homes are located in Indianapolis and Greenfield, Indiana. Services are available in Marion, Hendricks, Hancock, Johnson, and Hamilton Counties.

Tangram operates a fleet of thirteen (13) vehicles. All vehicles are wheelchair accessible. The Tangram fleet includes a 2012 Dodge Grand Caravan that was purchased with assistance from the Section 5310 program. Vehicles are stationed at group homes so that staff members can provide on-demand transportation for consumers to and from jobs, appointments and other activities. The agency vehicles are operated as if they were a family car for each home. Tangram staff members may transport consumers in their personal vehicles if no other transportation options are available. Public transportation tickets or passes are purchased to assist consumers with their transportation needs. Information about the availability of other transportation options is also shared with consumers.

In 2012, 85 consumers were provided 15,011 one-way trips with Tangram owned vehicles. Approximately 4,800 bus tickets and passes were purchased.

Transportation services are available to Tangram consumers Monday through Sunday, 24 hours per day. Drivers provide assistance to passengers in and out of buildings when necessary. Personal care attendants are provided for consumers, if needed. They can also travel with their own attendant. Drivers will assist passengers with packages.

No fares are charged and donations are not requested. Occasionally, Tangram will purchase IndyGo's Open Door paratransit service tickets for consumers.

Driver training is provided in-house by other Tangram staff members. Training includes Defensive Driving, Driving on Company Business, Lift Operation Rules, Trouble Shooting, Use of Company Vehicles, Accidents and Incidents with Driving on Company Business, and Transportation of Adaptive Equipment and Service Attendants.

Tangram believes human service transportation programs are the most useful to their consumers, with public transportation services ranked second.

Tangram supports the coordination of transportation services. While progress has been made, additional coordination must be made to ensure all transportation providers throughout the region work together.

Additional information on the services provided by Tangram can be found on their website: www.thetangramway.org.

Use What You've Got Prison Ministry Keeping Families Connected

Use What You've Got Prison Ministry Keeping Families Connected (UWYGPM) is a private non-profit organization located at 3535 Kessler Blvd. North Dr., Suite 122, Indianapolis, IN, 46222. This agency keeps families connected by providing transportation for prison visitation while promoting family wellness through education, supportive resources, and spiritual enhancements.

Transportation services are provided in 12 counties to and from 16 Indiana state prisons. UWYGPM uses their vehicles to provide transportation for family and friends to visit incarcerated inmates in prisons located in Marion, Cass, Miami, Putnam, Parke, Clarke, Perry, LaPorte, Madison, Jefferson, Sullivan, and St. Joseph counties.

Drivers assist passengers in and out of the vehicles and will help with a limited number of packages. Passengers are permitted to travel with their own personal care attendants.

Transportation services are provided on Mondays from 9:00 AM until 4:00 PM, Tuesdays 9:30 AM until 4:30 PM, Thursdays 9:00 AM until 3:30 PM, and Saturdays from 8:00 AM through 7:00 PM. Fares are based upon the passenger's ability to pay and usually range from \$12.00 to \$30.00 each way.

UWYGPM supports coordination of transportation services to assist passengers to reach their final destinations. For more information regarding the services provided by UWYGPM, visit their website at: www.usewhatyouvegotministry.org.

OTHER TRANSPORTATION PROVIDERS

In addition to the organizations summarized above, many provide transportation for their consumers. Those agencies include the American Red Cross of Greater Indianapolis, the American Cancer Society, Flanner House, and Goodwill Industries of Central Indiana. Additional organizations may provide transportation services to their consumers.

There are numerous privately-owned taxi, limousine, ambulance and ambulette services available throughout Marion County. There are also several over the road bus service providers in the Indianapolis region.

SUMMARY OF TRANSPORTATION PROVIDERS

Various public, private, volunteer, older adult, and human service agency transportation services are available in Marion County. The table in Exhibit III.6 outlines the transportation services that are included in this report.

Exhibit III.6: Existing Transportation Services for Marion County

<u>Organization/ Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
American Cancer Society	People with Cancer	Medical	Regional	
American Red Cross of Greater Indianapolis	Referrals from Physicians, Social Workers, Medical Clinics	Non-emergency Medical	Marion & Hamilton Counties	
Amtrak	General Public	Any	Nationwide	Yes
Aspire Indiana	Consumers in Recovery	Agency Related Appointments	Boone, Hamilton, & Marion Counties	No
Bosma Industries for the Blind,	Blind or Visually Impaired	Any	Marion County	Yes
CICOA	Older adults, Individuals with Disabilities	Any	Regional	Yes
CIRTA	General Public	Any	Marion, Hamilton, Hendricks Counties	Yes
Flanner House	Older Adults, Individuals with Low Incomes, People with Disabilities	Any	Marion County	
Goodwill Industries of Central Indiana	Individuals with Low Incomes	Any	Central Indiana	
Hoosier Ride	General Public	Any	Limited service throughout Indiana	
Indianapolis Public Transportation Corporation	General Public	Any	Marion County	Yes
John H. Boner Community Center	Community Center Consumers	Any	Marion County	Yes
Lawrence Transit System	Individuals with Low Incomes, People with Disabilities, Older Adults	Any	City of Lawrence (Indianapolis' northeast side)	Yes

Tangram	Consumers and their Families	Any	Marion, Hendricks, Hancock, Johnson, Hamilton	Yes
Use What You've Got Prison Ministry Keeping Families Connected	General Public	Visit to various Indiana prisons for family/friends of inmates	Marion, Cass, Miami, Putnam, Parke, Clarke, Perry, LaPorte, Madison, Jefferson, Sullivan, & St. Joseph Counties	

NON TRANSPORTATION PROVIDERS

The human service agencies included in the following paragraphs provide various services to Marion County residents and provided input for the 2013 Coordinated Public Transit-Human Services Transportation Plan update. Participants provided this information through surveys and/or interviews.

Alternatives Incorporated

Alternatives Incorporated (Alternatives, Inc.) is a non-profit organization located in Anderson, Indiana. Their mailing address is PO Box 1302, Anderson, IN, 4615-1302. It provides emergency shelter for women and children who are victims of domestic violence and sexual assault. In addition to shelter, they offer transitional housing; 24-hour crisis support; case management; sexual assault intervention and treatment; professional training; and public education. The agency's primary service area is the counties of Hamilton, Hancock, Henry, Madison, Marion, and Tipton in East-Central Indiana. Alternative, Inc. is funded primarily from federal and state grant sources, with support from the United Way and private contributions.

Alternatives, Inc. purchases transportation to assist their consumers at the emergency shelter in Madison County. Purchased transportation includes bus passes from CATS (City of Anderson Transit System) and taxi trips when transportation is required outside the service hours of CATS. In 2012, approximately 1,033 trips were purchased.

Alternatives, Inc. is pleased the transportation providers of the region are working together on solutions to the barriers that prevent people to reach their destinations. They support the ongoing discussions to design a variety of solutions to these barriers.

Visit www.alternativesdv.org for more information on the services provided by Alternatives, Inc.

Child-Adult Resource Services, Inc. (CARS)

CARS is a non-profit agency that has provided support services for children, families and adults in 21 counties in Western Indiana since 1969. Their office is located at 210 North Dormeyer, Rockville, IN, 47872.

Head Start programs in Hendricks and Morgan counties are provided by CARS. Employment Services are provided in Boone and Marion counties.

While CARS does not provide transportation in the Indianapolis Region, they do encourage their consumers to use the public transportation services available in their communities when searching for employment, education, and other job related destinations. CARS support the coordination of transportation services among all transportation providers in the region. They believe that additional services to increase the travel options for their consumers as well as the general public would be beneficial.

For more information on the services provided by CARS, visit their website at www.cars-services.org.

The Indianapolis Metropolitan Planning Organization

Each urbanized area with a population of 50,000 or more is required by Federal regulations to have a designated Metropolitan Planning Organization (MPO) with the responsibility of conducting a continuing, cooperative and comprehensive transportation planning process. In the Indianapolis region, the City of Indianapolis, Department of Metropolitan Development (DMD) is the designated MPO. Their offices are located at 1922 City-County Building, 200 East Washington St., Indianapolis, IN, 46204-3310.

Funding to support current levels of transportation throughout the region is a concern of the MPO. Grants require a local match component to fully fund transportation services. As local governments struggle with decreases in revenues, additional sources of matching dollars must be found.

Travel between counties in the region as well as into other areas of the state is needed for the residents to reach medical facilities and other requested destinations. The MPO supports the efforts of CIRTA (Central Indiana Regional Transportation Authority), IndyGo, and all transportation providers within the region to coordinate transportation. By working together, providers can find solutions to transportation barriers faced by passengers each day that prevent them from reaching their destinations.

The MPO is actively involved in transit planning to address unmet transportation needs listed in this plan. Information on the plan can be found at www.IndyConnect.org. The Indy Connect initiative proposes expansion of the transit system in three ways:

- 1) Expand and Enhance Local Bus Service
- 2) Add Express bus and Community Circulators

3) Add Five Rapid Transit lines.

For more information about the MPO, visit www.indympo.org.

Pathway Resource Center, Inc.

Pathway Resource Center, Inc. (PRC) is a private non-profit organization located at 10119 John Marshall Drive, Indianapolis, IND 46235. They provide services that engage residents in employment, life and family skills development that enriches residents' lives while bridging the "digital divide" and reducing welfare dependency. Their slogan for success is: "Building a Stronger Community, One Family at a Time."

PRC stated that driver assistance to passenger either in and out of the vehicle (curb-to-curb), assistance to the entrance of their origin or destination (door-to-door) or assistance in and out of the destination (door-through-door) are all helpful modes of transportation for their clients. There may also be circumstances in which clients may require assistance with packages as well.

PRC provides services to approximately 10-30 clients per year, assisting those clients to arrange transportation. They estimated they assisted in arranging transportation for about 200 trips in 2012, with an approximate cost of \$1,050 to the agency. PRC does not offset the cost of transportation for the transportation they arrange.

Discounted transportation under contract with transportation providers for human service agencies that provide programs for youth and families that include training, field trips and other community related activities would be helpful to PRC. PRC believes that family, friends and neighbors providing transportation is the most useful for their clients, while public transportation is ranked second.

For more information on the services provided by Pathway Resource Center, Inc. visit their website at www.pathwayrci.org.

SUMMARY OF TRANSPORTATION NEEDS FOR MARION COUNTY

The following transportation needs were identified by survey respondents who participated in previous Coordinated Public Transit-Human Services Transportation Plans and through interviews and surveys conducted for this plan:

- ◆ **Multi-modal Transportation** – Throughout the region, and especially in Marion County, stakeholders emphasized the need for multi-modal transportation to meet the needs of people traveling to work, medical appointments, and community events. Several stakeholders indicated a need to explore implementation of a high capacity rapid transit service. If this service were implemented, bus services will feed into rapid transit stations.
- ◆ **Regional Transportation** – Stakeholders strongly indicated that the need for regional transportation or connections between transportation providers in neighboring counties is increasing and must be addressed. Regional transportation opportunities are necessary for employment, medical, and social purposes.

- ◆ Extended Hours – Local stakeholders indicated that the existing transportation services in Marion County and the region need longer hours of service to meet the needs of older adults, individuals with disabilities, and people with low incomes.
- ◆ More Days of Service – Some transportation providers limit service days to Monday through Friday leaving people who rely on mass transportation with fewer options for weekend transportation. Stakeholders indicated a need for transportation providers to offer transportation service on weekends.
- ◆ More Fixed Route Bus Service – Stakeholders indicated that the IndyGo service is of high value to the community. They would like the services provided by CIRT and IndyGo to serve more areas of Marion County and beyond.
- ◆ Improve Coordination – Transportation providers and organizations that provide services to older adults, individuals with disabilities, and people with low incomes need to continue to improve coordinated transportation efforts to better meet the needs of consumers and the general public.
- ◆ Improve Availability of Information About All Modes of Transportation - Many organizations and individuals mentioned they are not aware of all the transportation options available in the county and/or the region. This includes human service and public transportation providers, ridesharing, park and ride lots, inter or intra-city bus services and Amtrak.
- ◆ Travel Training – Passengers may have difficulty understanding how to access and use the available transportation services. Stakeholders support the improvement or implementation of travel training opportunities for passengers to understand the services. Travel training can be provided in a formal or informal setting to ensure adequate information is shared to give passengers a comprehensive overview of their transportation services.
- ◆ Driver/Employee Training – Stakeholders require driver training, as well as other employee training, to ensure they meet the requirements of INDOT regarding service provision and safety. Sharing training sessions with other providers will increase the availability of training for all employees.
- ◆ Employment Transportation – Transportation providers and other stakeholders indicated an increasing need for transportation that supports employment related trips within Marion County and between Marion and the surrounding counties. Such transportation may, in some circumstances, be improved through coordination between the transportation provider and the employer (i.e., employer shuttle).
- ◆ Individuals with Disabilities Transportation Options – CICOA Aging & In-Home Solutions established a New Freedom Voucher Program to assist individuals with disabilities to reach medical facilities and employment sites. Stakeholders and individuals support the continuation of this program.
- ◆ Reduced Passenger Fares – Stakeholders understand that the cost of providing transportation is significant, but feel that public transportation may not be affordable for people with limited or low incomes. An alternative fare structure or voucher to assist individuals with low incomes is needed.
- ◆ Additional Wheelchair Accessible Vehicles – Paratransit providers need additional wheelchair accessible vehicles to meet transportation needs of older adults and individuals with disabilities. With additional vehicles, employment, medical, and recreational trips could be provided.
- ◆ Safety Accessing Bus Stops – Passengers are sometimes unable to access bus stops and sidewalks after a snowfall. Stakeholders request that IndyGo work with the city to clear snow from bus stops.

- ◆ Providers Involvement with County Level Emergency Management – Transportation providers can assist the County Emergency Management teams during emergencies by providing vehicles and drivers. Involvement in the planning and organization of Emergency Management Plans can determine the role of each provider if a disaster should occur.
- ◆ Bus Stop Accessibility: Work with the city to increase the number of sidewalks and curb cuts to improve accessibility to bus stops for individuals with disabilities. Install more shelters at bus stops for security and cover from the elements. Install improved signage, audible signaling, and information technology for disabled individuals.
- ◆ Improve Reliability of Fixed Route Service – Passengers who use public transportation to work need IndyGo to continue to improve on-time performance, especially pertaining to transfers.
- ◆ Passenger Assistants – Passenger aids or assistants on transit vehicles are needed to encourage frail elderly and individuals with disabilities who need extra assistance to utilize public transportation.
- ◆ Connectivity of Scheduling Software Among Providers –The ability to connect and communicate with other transportation providers’ software in the region will enhance the efforts to provide cross-county transportation options.
- ◆ Additional Funding – Transportation providers indicated that additional funding is needed to add more vehicles and manage the volume of requests for service.
- ◆ New Technology – Using social media transportation providers can inform the public about the transportation services available in the county. The use of email alerts, text alerts, and telephone notifications to passengers to notify them of service delays or other information pertaining to their transportation services could help improve the lines of communications.

MARION COUNTY PUBLIC SURVEY RESULTS

The following charts outline the public survey results received from individuals living in Marion County. The survey was available on-line and at the Indianapolis Central Library. A total of 58 surveys were collected from the general public.

Purposes for Using Transportation

The most common need for regular transportation from Marion County respondents was for shopping for essentials. Other common responses were for visiting family and friends, going to medical related appointments, weekend and holiday travel, and recreational activities and events.

Purpose for Transportation on a Regular Basis

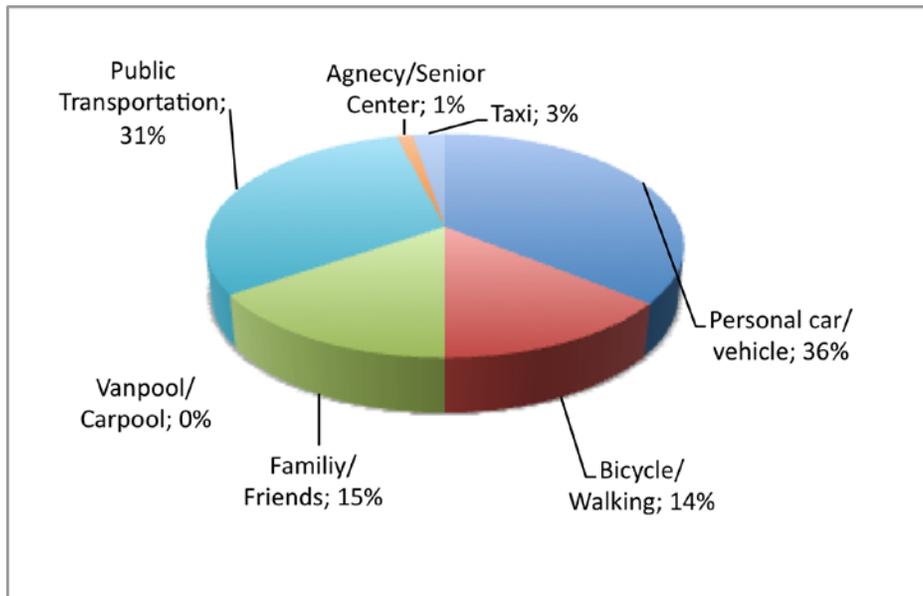


Source: Public Survey, March 2013

Current Mode of Transportation

As illustrated below, 36 percent of Marion County respondents drive a personal vehicle. Almost as many people, 31 percent, use public transportation. Other respondents ride with family and friends, bicycle or walk, use a taxi, or rely on an agency or senior center for transportation.

Current Mode of Transportation



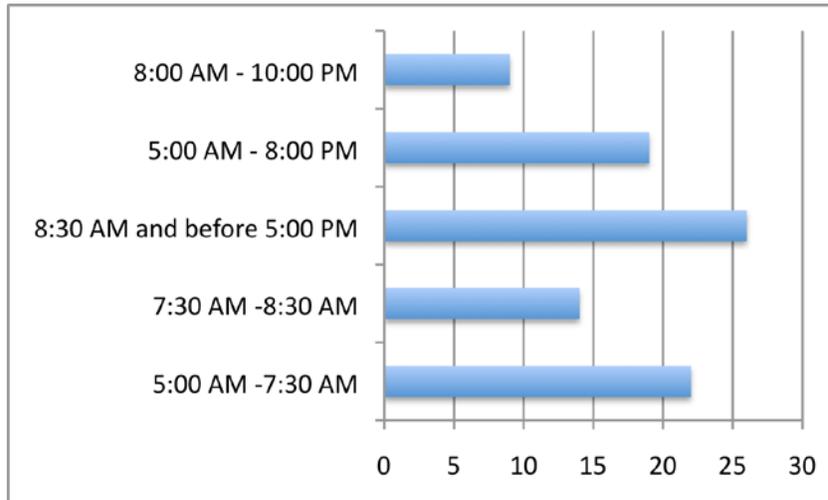
Source: Public Survey, March 2013

Thirty-Seven percent of Marion County survey respondents stated that their choice of transportation is limited by where they live. Ninety-eight percent do not need a mobility device.

Employment-Related Transportation

Approximately 80 percent of Marion County respondents were employed and nine percent were not employed. The remaining four percent were retired. When asked what time of day they need employment-related transportation, the most common response was 8:30 AM to before 5:00 PM.

Time of Day When Employment-Related Transportation is Needed



Source: Public Survey, March 2013

Rating of Existing Transportation Resources

Marion County survey respondents were asked to rate the transportation service that they use. Overall, most respondents felt that their current mode of transportation does a good job of getting them where they need to go. Many also say that their current mode of transportation makes them wish there was something better. Four respondents stated that their existing transportation resources are not equipped to accommodate his or her disability accessibility needs.

Rating of Existing Transportation Resources

The Transportation I Use	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Does a good job of getting me where I need to go.	31	14	0	0
Makes me wish there was something better.	22	8	8	2
Limits where I can work.	12	6	4	15
Is difficult for me to afford.	10	12	10	4
Makes it easy to do errands.	20	12	4	4
Is difficult for me to board.	5	1	4	16
Is not equipped to accommodate my disability accessibility needs.	4	0	4	10

Source: Public Survey, March 2013

MORGAN COUNTY

Connect Morgan County Public Transit (5311)

Connect Morgan County Public Transit (CONNECT) is a collaborative effort between Sycamore Services and the Coordinated Aging Services of Morgan County (CASMC) to provide public transportation service for all persons of any age in the county with offices located at 69 N. Colfax, Suite C, Martinsville, IN, 46151. CONNECT offers curb-to-curb and door-to-door demand response services throughout the county. Drivers will assist passengers to the entrance of their origin or destination and will help with a limited number of packages. Passengers are permitted to travel with their own personal care attendants or escorts.

CONNECT provided 30,812 trips in 2012. Service is provided throughout Morgan County and to out of county destinations when possible. Nine (9) vehicles are used to provide transportation services. Four (4) of the vehicles are wheelchair accessible. Countywide demand response service operates Monday through Friday from 8:00 AM to 4:00 PM. Transportation services are not available on Saturdays or Sundays.

Passengers are asked to make reservations as soon as possible as trips are scheduled on a first come first served basis. CONNECT will take reservations up to three (3) months in advance. Same day service is provided if there is room in the schedule.

CONNECT supports the coordination of transportation services, which is demonstrated by their efforts with Sycamore Services and LINK Hendricks County. They remain an active participant in the CIRTA County Connect Committee.

CONNECT does not have a website. For more information on the transportation services they provide, call 765-352-2182 or 765-342-3007.

CONNECT Fare Structure

General Public:

\$4 one-way for trips that originate and terminate in the same town

\$5 one-way in county

Medicaid Reimbursement Filed if eligible

Adults 60 and older:

Donation only

Out of county:

Call for rates

Accepts New Freedom Vouchers from the CICOA

Coordinated Aging Services for Morgan County (Section 5310)

Coordinated Aging Services for Morgan County (CASMC) provides community outreach, health promotion activities, information and referral, and transportation for individuals age 60 and older in Morgan County. CASMC offices are located at 69 N. Colfax, Suite C, Martinsville, IN, 46151. Any medical or non-medical trip purpose is accommodated. Out of county medical trips can be scheduled to the surrounding counties. Non-medical trips are limited to origins and destinations within Morgan County. CASMC operates Monday through Friday from 8:00 AM until 4:00 PM. No weekend transportation is available.

The CASMC would like to see more consideration of for the consumer in the coordination of transportation services. They want to ensure their consumers have quality transportation services available to them. Human service transportation programs provide the most useful mode of transportation for their consumers, followed by public transit and family, friends and neighbors.

Coordinated Aging Services for Morgan County does not have a website. For more information on the services they provide, call 765-342-3007.

Hoosier Ride Inter-City Bus Service

Hoosier Ride inter-city bus service provides service to and from Indianapolis to other areas of Indiana. The bus stops at the McDonald's restaurant located at 2010 Burton Lane, Martinsville, IN, 46151.

This service also travels to limited destinations in Kentucky, Michigan, and Ohio. Bus schedules are available on the Hoosier Ride website at www.hoosierride.com.

Sycamore Services, Inc. (5310)

Sycamore Services, Inc. is a private nonprofit organization located at 1001 Sycamore Lane, Danville, IN, 46122 that provides transportation and social services for individuals with disabilities in Hendricks, Morgan, Marion and Vanderburgh Counties. Sycamore provides transportation for its consumers and coordinates with Hendricks County Senior Services (LINK) and Coordinated Aging Services of Morgan County (CONNECT) to provide public transportation services in Hendricks and Morgan counties. Sycamore provides demand response services. Drivers assist passengers as needed in and out of vehicles. Passengers are permitted to travel with their own personal care attendants.

Sycamore operates 16 vehicles. Thirteen (13) vehicles are wheelchair accessible. Because Sycamore coordinates its transportation with CONNECT, trips provided by Sycamore are included in the CONNECT trip totals for 2012. Weekday (Monday through Friday) transportation services begin at 6:30 AM and end at 4:30 PM. Transportation service is not available on Saturdays or Sundays.

More information about the services provided by Sycamore can be found at their website: www.sycamoreservices.com.

OTHER TRANSPORTATION PROVIDERS

Indianapolis Yellow Cab, Inc. provides taxi services in Morgan County. Taxi service is available to the general public. The American Cancer Society, American Red Cross of Greater Indianapolis-Morgan County Center, Martinsville Area Senior Citizens Center, and the Mooresville Senior Citizens Center also provide transportation in Morgan County.

SUMMARY OF TRANSPORTATION PROVIDERS

Limited transportation services are available in Morgan County. The table in Exhibit III.7 outlines the transportation services that are included in this report.

Exhibit III.7: Existing Transportation Services for Morgan County

<u>Organization/ Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
American Cancer Society	People with cancer	Medical	Regional	No
American Red Cross of Greater Indianapolis-Morgan County Center	General Public with No Reliable Transportation	Non-emergency Medical	Morgan County	No
CONNECT Morgan County Public Transit	General Public	Any	Morgan County	Yes
Coordinated Aging Services for Morgan County, Inc. (CASMC)	Age 60 and Older	Any	Morgan County (and out of county for medical trips)	Yes
Goodwill Industries	Individuals with Low Incomes	Any	Central Indiana	
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
Martinsville Area Senior Citizens Center	Age 60 and Older	Medical, pharmacy, grocery, & other support services for older adults	Martinsville Area	
Mooresville Senior Citizens Center	Age 60 and Older	Essential Services	Mooresville area	

NON TRANSPORTATION PROVIDERS

The human service agencies included in the following paragraphs provide various services to Hendricks County residents and provided input for the 2013 Coordinated Public Transit-Human Services Transportation Plan update. Participants provided this information through surveys and/or interviews.

Child-Adult Resource Services, Inc. (CARS)

CARS is a non-profit agency that has provided support services for children, families and adults in 21 counties in Western Indiana since 1969. Their office is located at 210 North Dormeyer, Rockville, IN, 47872.

Head Start programs in Hendricks and Morgan counties are provided by CARS. Employment Services are provided in Boone and Marion counties.

While CARS does not provide transportation in the Indianapolis Region, they do encourage their consumers to use the public transportation services available in their communities when searching for employment, education, and other job related destinations. CARS support the coordination of transportation services among all transportation providers in the region. They believe that additional services to increase the travel options for their consumers as well as the general public would be beneficial.

For more information on the services provided by CARS, visit their website at www.cars-services.org.

SUMMARY OF TRANSPORTATION NEEDS FOR MORGAN COUNTY

The transportation needs for Morgan County were identified by survey respondents who participated in the 2013 Coordinated Public Transit-Human Services Transportation Plan update through agency and general public surveys and interviews:

- ◆ **Additional Wheelchair Accessible Vehicles** – Several stakeholders indicated that there is a need for additional paratransit wheelchair services in the county, particularly for vehicles capable of accommodating large-sized wheelchairs.
- ◆ **Extended Hours** – Local stakeholders indicated that the existing transportation services in Morgan County and the region need longer hours of service to meet the needs of older adults, individuals with disabilities, and people with low incomes. Access to jobs and medical facilities that are available after the service hours of local transportation providers drive this need.
- ◆ **More Days of Service** – Some transportation providers limit service days to Monday through Friday leaving people who rely on public transportation with fewer options for weekend transportation. Stakeholders indicated a need for transportation providers to offer transportation service on weekends to assist low income individuals access job sites that require weekend work hours.

- ◆ Regional Transportation – Stakeholders indicated a need for transportation to and from locations outside of Morgan County for medical and employment purposes.
- ◆ Improve Quality and Availability of Public Transit – Survey respondents indicated a need to improve the quality and availability of public transportation in Morgan County.
- ◆ Multi-modal Transportation – Throughout the region stakeholders emphasized the need for multi-modal transportation to meet the needs of people traveling to work, medical appointments, and community events. Several stakeholders indicated a need to explore implementation of a high capacity rapid transit service. If this service were implemented, bus services will feed into rapid transit stations.
- ◆ Improve Coordination – Transportation providers and organizations that provide services to older adults, individuals with disabilities, and people with low incomes need to continue to improve coordinated transportation efforts to better meet the needs of consumers and the general public.
- ◆ Improve Availability of Information About All Modes of Transportation - Many organizations and individuals mentioned they are not aware of all the transportation options available in the county and/or the region. This includes human service and public transportation providers, ridesharing, park and ride lots, inter or intra-city bus services and Amtrak.
- ◆ Travel Training – Passengers may have difficulty understanding how to access and use the available transportation services. Stakeholders support the improvement or implementation of travel training opportunities for passengers to understand the services. Travel training can be provided in a formal or informal setting to ensure adequate information is shared to give passengers a comprehensive overview of their transportation services.
- ◆ Driver/Employee Training – Stakeholders require driver training, as well as other employee training, to ensure they meet the requirements of INDOT regarding service provision and safety. Sharing training sessions with other providers will increase the availability of training for all employees.
- ◆ Individuals with Disabilities Transportation Options – CICOA Aging & In-Home Solutions established a New Freedom Voucher Program to assist individuals with disabilities to reach medical facilities and employment sites. Stakeholders and individuals support the continuation of this program.
- ◆ Providers Involvement with County Level Emergency Management – Transportation providers can assist the County Emergency Management teams during emergencies by providing vehicles and drivers. Involvement in the planning and organization of Emergency Management Plans can determine the role of each provider if a disaster should occur.
- ◆ County Connect Transfer Point Accessibility: Work with local officials to improve accessibility to County Connect transfer points within Morgan County for older adults and individuals with disabilities. Install shelters for security and cover from the elements. Install signage, audible signaling, and information technology for disabled individuals.
- ◆ Scheduling Software Purchase – Stakeholders discussed the need to purchase software for transportation providers that are currently scheduling and dispatching trips manually. While spreadsheets and other computer programs are helpful, programs written to assist in the efficient movement of passengers is essential to transportation providers.
- ◆ Connectivity of Scheduling Software Among Providers – The ability to connect and communicate with other transportation providers' software in the region will enhance the efforts to provide cross-county transportation options.
- ◆ Additional Funding – Transportation providers indicated that additional funding is needed to add more vehicles and manage the volume of requests for service.

- ◆ New Technology – CASMC discussed the need for a website for the agency, including a description of the transportation services it provides to the general public. Also, using social media transportation providers can inform the public about the transportation services available in the county. The use of email alerts, text alerts, and telephone notifications to passengers to notify them of service delays or other information pertaining to their transportation services could help improve the lines of communications.

GENERAL PUBLIC SURVEY RESULTS

THE PUBLIC SURVEY WAS MADE AVAILABLE AT THE MORGAN COUNTY LIBRARY AND ON-LINE. THERE WAS NO PARTICIPATION IN THE SURVEY.

SHELBY COUNTY

ShelbyGo (Section 5311)/Shelby Senior Services, Inc. (Section 5310)

Shelby Senior Services, Inc. is a private non-profit organization that provides transportation, social services, nutrition, counseling, information/referral, and recreational/social for older adults in Shelby County with offices located at 1504 S. Harrison St., Shelbyville, IN, 46176. This agency operates the public transportation service that is open to the general public in Shelby County known as ShelbyGo. ShelbyGo operates a fixed route in the city of Shelbyville and offers door-to-door demand response service throughout the county. Drivers of the demand response service will assist passengers to the entrance of their origin or destination. Passengers are permitted to travel with their own personal care attendants or escorts. ShelbyGo also uses volunteer drivers to provide transportation for ambulatory clients of the Shelby Senior Services, Inc. Should a client require a wheelchair for their transportation, a public transportation vehicle will provide the requested trip.

ShelbyGo provided 16,685 trips in 2012 of which 2,020 required the use of an accessible vehicle. Service was provided throughout Shelby County and to out of county destinations when possible. Eight (8) vehicles (seven (7) of which are wheelchair accessible) are used to provide ShelbyGo transportation services. Countywide demand response service operates Monday through Friday from 8:00 AM to 4:30 PM. The ShelbyGo Loop operates weekdays from 9:00 AM to 3:00 PM. Transportation services are not available on Saturdays or Sundays.

Passengers are asked to make reservations for demand response transportation at least two to three days in advance. If there is room in the schedule, ShelbyGo will provide a trip on-demand at no additional charge. Fixed-route riders can ride by getting on at a bus stop.

ShelbyGo works closely with their Transportation Advisory Committee (TAC) to ensure services are safe and on-time. TAC members contact the ShelbyGo Manager with concerns they have heard from community members regarding service improvements. They also are members of the Central Indiana Regional Transportation Authority (CIRTA) County Connect Committee to coordinate transportation services throughout the Indianapolis Region.

For additional information on the services provided by ShelbyGo and Shelby Senior Services, Inc., visit their website at www.shelbyseniorservices.org.

The fare structure is provided below:

Fare Structure:

In Shelbyville:

Demand Response:

Under 60: \$3.00 one-way

Over 60: donation

ShelbyGo Loop:

\$1.00 one-way

\$3.00 all day pass

County-wide (4 miles or more outside the city limits of Shelbyville:

Under 60: \$6.00 one-way

Over 60: donation

Out of county:

Under 60: \$80.00 round trip

Accepts New Freedom Vouchers from CICOA

OTHER TRANSPORTATION PROVIDERS

Additional transportation providers in Shelby County include Shelby County Cancer Society, Tri County Ambulance Services, Inc., Classic Medicab Transportation, and Shares Inc.

SUMMARY OF TRANSPORTATION PROVIDERS

Limited transportation services are available in Shelby County. The table in Exhibit III.8 outlines the transportation services that are included in this report.

Exhibit III.8: Existing Transportation Services for Shelby County

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Classic Medicab Transportation	General public	Any	Shelby County	
Shares, Inc.	Consumers	Any	Shelby County	Yes
Shelby County Cancer Society	People with cancer	Medical	Regional	No
Shelby County Senior Services	Older Adults	Any	Shelbyville	Yes
ShelbyGo	General Public	Any	Shelby County	Yes
Tri County Ambulance Services, Inc.	People in need of ambulance services and/or medical trips	Medical	Elkhart, Marshall, Shelby, and St. Joseph Counties	Yes

SUMMARY OF TRANSPORTATION NEEDS FOR SHELBY COUNTY

The transportation needs for Hamilton County were identified by survey respondents who participated in the 2013 Coordinated Public Transit-Human Services Transportation Plan update through agency and general public surveys and interviews:

- ◆ Expand Hours of Service – Stakeholders indicated a need to extend the current hours of public transportation service to early mornings and nights to support employment and medical trip purposes for older adults, individuals with disabilities, and people with low incomes.
- ◆ Additional Days of Service – Providing public transportation service on Saturday would enable transportation providers to better support employment related trips. At this time, there is little interest in Sunday transportation services.
- ◆ Additional Wheelchair Accessible Vehicles – Many stakeholders indicated that they are not able to meet the current transportation needs for passengers who use a wheelchair. Additional accessible vehicles, including vehicles that can accommodate large and heavy wheelchairs are needed.
- ◆ Transportation Across County Lines – Stakeholders discussed the continued need for transportation that crosses county lines and/or connections with transportation providers in neighboring counties. While discussions that place during the monthly County Connect meetings at CIRT in Indianapolis, the need still exists for transportation between and through counties to get people where they need to go, such as providing access to medical services and employment opportunities. It also increases the mobility of transportation dependent individuals.
- ◆ Education for the Public – Informing people about the transportation services available within the region continues to be a need. Many residents in Shelby County are simply unaware of the transportation resources that are available to them, or are not sure how to access those services. This includes human service and public transportation providers, ridesharing, park and ride lots, inter or intra-city bus services and Amtrak.
- ◆ Continued Inter-Agency Coordination – Agencies in Shelby County and the surrounding counties are coordinating services through the County Connect meetings, but additional coordination could become a reality through continued communication between agencies to determine the actual and perceived barriers to coordinating and sharing services.
- ◆ Travel Training – Passengers may have difficulty understanding how to access and use the available transportation services in Shelby County. Stakeholders support the improvement or implementation of travel training opportunities for passengers to understand the services. Travel training can be provided in a formal or informal setting to ensure adequate information is shared to give passengers a comprehensive overview of their transportation services.
- ◆ Driver/Employee Training – Stakeholders require driver training, as well as other employee training, to ensure they meet the requirements of INDOT regarding service provision and safety. Sharing training sessions with other providers will increase the availability of training for all employees.
- ◆ Individuals with Disabilities Transportation Options – CICOA Aging & In-Home Solutions established a New Freedom Voucher Program to assist individuals with disabilities to reach medical facilities and employment sites. Stakeholders and individuals support the continuation of this program.
- ◆ County Connect Transfer Point Accessibility: Work should be initiated with local officials to improve accessibility to County Connect transfer points in Shelby County for older adults and

individuals with disabilities. shelters should be installed for security and cover from the elements. Signage, audible signaling, and information technology is needed for disabled individuals.

- ◆ Employment Transportation – Organizations in Shelby County indicated a need for transportation that operates with a schedule and frequency to support shift work and other employment related opportunities within the county and in neighboring counties. However, costs for additional services cannot be covered by the stagnant funding sources available to support transportation within the county and the Indianapolis region.
- ◆ Affordable Service – More affordable transportation for the general public is needed throughout the county and the region. Funding remains a major issue that includes insufficient local match. As non-federal sources are decline, so do the opportunities to adjust the fares charged to the general public.
- ◆ Multi-modal Transportation – Throughout the region, stakeholders emphasized the need for multi-modal transportation to meet the needs of people traveling to work, medical appointments, and community events. Several stakeholders indicated a need to explore implementation of a high capacity rapid transit service. If this service were implemented, bus services from Shelby County will feed into rapid transit stations.
- ◆ Fixed Route Bus Service – Stakeholders indicated the need to study the feasibility of fixed route bus services in Shelby County. Possible connections to the transportation services provided in Marion County could increase access to medical facilities as well as job sites.
- ◆ Scheduling Software Purchase – Stakeholders discussed the need to purchase software for transportation providers that are currently scheduling and dispatching trips manually. While spreadsheets and other computer programs are helpful, programs written to assist in the efficient movement of passengers is essential to transportation providers.
- ◆ Connectivity of Scheduling Software Among Providers –The ability to connect and communicate with other transportation providers’ software in the region will enhance the efforts to provide cross-county transportation options.
- ◆ Additional Funding – Transportation providers indicated that additional funding is needed to add more vehicles and manage the volume of requests for service.
- ◆ New Technology – Using social media transportation providers can inform the public about the transportation services available in the county. The use of email alerts, text alerts, and telephone notifications to passengers to notify them of service delays or other information pertaining to their transportation services could help improve the lines of communications.

PUBLIC SURVEY RESULTS

There was no public survey participation from Shelby County residents. The survey was available on-line and at the Shelbyville Library.

Exhibit III.9: Vehicle Utilization Chart

Organization Name	Vehicle Type	Capacity	Capacity Wheelchair	Vehicle Make	Vehicle Condition or Mileage	Year	Time of Day Operated																							
							AM											PM												
							5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00						
Not Provided	Not Provided	8	1	Ford	66,696	2009																								
Not Provided	Not Provided	8	1	Ford	62,400	2009																								
Not Provided	Not Provided	8	1	Ford	58,964	2009																								
Not Provided	Not Provided	8	1	Ford	61,019	2009																								
Not Provided	Not Provided	10	2	Ford	36,664	2010																								
Not Provided	Not Provided	10	2	Ford	60,529	2009																								
Not Provided	Not Provided	10	2	Ford	49,404	2009																								
Not Provided	Not Provided	10	2	Ford	46,290	2010																								
Not Provided	Not Provided	10	2	Ford	46,147	2010																								
Not Provided	Not Provided	8	1	Ford	128,032	2006																								
Not Provided	Not Provided	8	1	Ford	112,719	2006																								
Not Provided	Not Provided	6	1	Chevy	70,070	2008																								
Not Provided	Not Provided	6	1	Chevy	57,438	2008																								
Not Provided	Not Provided	6	1	Chevy	61,446	2008																								
Not Provided	Not Provided	6	0	Dodge	7,888	2012																								
Morgan County																														
Coordinated Aging Services of Morgan County																														
Not Provided	Car	5	0	Dodge	64,915	2007																								
Not Provided	Minivan	5	1	Dodge	121,349	2000																								
Not Provided	Minivan	7	0	Dodge	136,757	2006																								
Not Provided	Minivan	7	0	Dodge	140,663	2006																								
Not Provided	Minivan	7	0	Dodge	117,585	2006																								
Not Provided	Minivan	6	0	Dodge	13,200	2012																								
Not Provided	Van	9	2	Chevy	126,889	2007																								
Not Provided	Van	6	0	GMC	30,312	2006																								
Not Provided	Van	5	1	GMC	172,286	1999																								

KEY
 Specialized Transportation for Registered or Eligible Clients
 General Public Demand-Response

IV. NEEDS ASSESSMENT

OVERVIEW

RLS & Associates, Inc., IndyGo and CIRTAs contacted local human service agencies, faith-based organizations, employers, and all transportation providers serving the Indianapolis region 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 these organizations, those that participated in the 2009 Coordinated Public Transit Human Services Transportation Plan, and agencies that applied for Section 5310 grants from INDOT and IndyGo. Documentation of outreach efforts included in this project to date and the level of participation from each organization is provided in the Appendix. A general public survey was also deployed. Survey boxes were available at county libraries throughout the region for two weeks. Public surveys were also available on-line and advertised through flyers and announcements. A summary of the outreach efforts with transportation providers and results is also provided in Chapter III. The following paragraphs outline results from the local general public and stakeholder coordinated transportation meetings and survey. The general public survey is provided in the Appendix.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

IndyGo hosted, and RLS & Associates, Inc. facilitated, two (2) local meetings to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. The schedule for the meetings is provided in the following tables:

Date/Time	March 4, 2013/10:00 AM – 12:00 PM	April 8, 2013/10:00 AM – 12:00 PM
Place	IndyGo Board Room	IndyGo Board Room
Address	1501 West Washington St. Indianapolis, IN, 46222	1501 West Washington St. Indianapolis, IN, 46222

Invitations to the meeting were distributed via the U.S. Postal Service to 270 individuals in the Indianapolis region that represent transportation providers, older adults, individuals with disabilities, and/or people with low incomes. The general public was invited and notified of the meeting through a variety of public announcements in the following websites and newspapers:

- ◆ IndyGo website;
- ◆ CIRTAs website and newsletter;
- ◆ Indiana RTAP website;
- ◆ Indianapolis Star Newspaper;
- ◆ Hendricks County Flyer;
- ◆ The Republican (Danville); and
- ◆ Lebanon Reporter (Community Calendar).

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix. In total, 47 individuals representing the general public and agencies attended the local meetings.

During the first meeting, the facilitator presented highlights of historical coordinated transportation in the region as well as the activities and results from the 2009 Coordinated Public Transit Human Services Transportation Plan. Many of the participants in the meetings were involved in the 2009 planning process. The presenter dedicated a portion of the second meeting reviewing the accomplishments of the 2009 Coordinated Plan. She outlined accomplishments and their affect on the region as well as strategies that require continued efforts (such as vehicle replacement needs).

Following the presentation, attendees were asked to identify the unmet transportation and mobility needs of the region. The focus of the discussions was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also affect the general public.

Participants discussed more than thirty (30) mobility issues to achieve, preserve, avoid, or eliminate through coordination during the workshops. Coordinated transportation stakeholders will consider these unmet needs when developing transportation strategies and grant applications.

**Exhibit IV.1: Indianapolis Region
Unmet Mobility Needs, March 4, 2013**

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. Purchase of alternative fuel vehicles is encouraged.
Accessible and continuous sidewalks that provide access to all bus stops are needed to improve mobility options for older adults, individuals with disabilities, and the general public. Sidewalks should be free of snow, ice, and other debris to ensure safe access to bus stops.
Additional capital and operating grant funding from Federal, State, and Local resources to meet the need for on-demand transportation throughout the region.
Additional operating and capital assistance from Federal, State, and Local resources to implement employment-related transportation services or service enhancements.
Providers need to expand service to meet the needs of employees with 'non-traditional' work hours. Capital as well as operating assistance for expanding weekday hours of service and implementing Saturday service is required from Federal, State, and Local resources to address the needs of work shifts.

**Exhibit IV.1: Indianapolis Region
Unmet Mobility Needs, March 4, 2013**

All transportation providers need to be included in regional driver and other staff training activities.
Overcome the image of public transportation as an unsafe option of last resort and promote it as a valuable community service.
Land use and economic development plans for the Indianapolis region need to include public transportation so that residents and employers are encouraged to utilize public transportation options. Promote public transportation as an economic development advantage.
The region needs to continue the collaborative multi-modal approach to public transportation. CIRTAs has established a strong network of services that includes carpools and vanpools, the County Connect Committee (transportation providers that include public, private, faith-based organizations, human service organizations, and taxi).
Continuing to work together, organizations can overcome coordination challenges such as insurance, cost to consumers, and streamlining scheduling and eligibility requirements.
Affordable transportation options for immediate, same-day, and advance reservation trips for individuals with low incomes.
Improve coordination efforts between human service agencies and public transportation providers in an effort to reduce unnecessary duplication of trips.
Expand the CIRTAs Express bus routes that connect to IndyGo service from the counties surrounding Marion County.
Promote transportation and attract individuals who are not regular riders.
Emergency management and organizations with a focus on public safety should be included in coordinated transportation planning efforts.
Make National Incident Management Systems (NIMS) Courses Available to Transportation Employees (Including Drivers).
Rural transportation providers need additional financial support to expand hours and days of service.
Additional bus shelters/additional ADA accessible bus shelters are needed.

**Exhibit IV.1: Indianapolis Region
Unmet Mobility Needs, March 4, 2013**

<p>Residents of all counties in the region, including Marion County, need regional transportation, not just to Indianapolis. The CIRTAs County Connect Committee has improved the coordinated transportation effort for cross-county trips to improve cross-county connectivity for passengers to reach employment, medical, and all general use destinations outside their home county. Continue to pursue additional opportunities to connect the region’s transportation services.</p>
<p>A high capacity rapid transit service that is designed to improve access to downtown Indianapolis and other major destinations with connections to IndyGo and demand response transportation providers is needed to improve mobility for commuters, older adults, individuals with disabilities, and the general public.</p>
<p>Continue and support the mobility management activities provided by CIRTAs for the region that promotes mobility for older adults, individuals with disabilities, people with low incomes, commuters, and the general public.</p>
<p>Share grant writing expertise among all transportation providers that include public, private, faith-based organizations, human service organizations, and taxi.</p>
<p>Implement transportation services that allow for childcare stops for when traveling to and from work.</p>
<p>IndyGo needs to continue its enhancements of the existing fixed route service area in order to improve passenger access to resources in Indianapolis when beginning the trip outside of the current fixed route service area. Coordinating these enhancements with other transportation providers in the region may increase the travel opportunities for passengers.</p>
<p>Indiana needs a statewide coordination effort to enable travel across the state. Indianapolis is the hub of resources and activities for the state.</p>
<p>Transportation providers in the Indianapolis region, and especially rural area transportation providers, need attendants on vehicles who can assist frail passengers and individuals with disabilities.</p>
<p>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.</p>
<p>Use CIRTAs to publicize the available park-and-ride lots and ridesharing opportunities.</p>
<p>Make employers aware of tax incentives and other benefits available to them for supporting public transportation.</p>

Exhibit IV.1: Indianapolis Region Unmet Mobility Needs, March 4, 2013
Planning assistance for public transportation providers is needed so that transportation stakeholders can research and document the current demand and need for employment related transportation as well as projected demand. An appropriate coordinated transportation program will be the result of such planning efforts.
Need to improve access from all surrounding areas to business parks throughout the region. Duplicate services provided by CIRT to and from Carmel, Fishers, Plainfield and Indianapolis.
Implement a program that will change the perspective of the public and local officials and educate them about the benefits of public transportation.
Additional bus shelters are needed in Indianapolis.
Establish a Regional Fare for All Public Transportation Providers in the Region.
Promote Safety on Public Transportation Vehicles.
Need to implement Intelligent Transportation Systems (ITS) and other new technology such as bus tracking, passenger counters, smart applications, and information sharing with other providers and passengers.
Need to communicate all transportation options available throughout the region with older adults, individuals with disabilities, people with low incomes, and the general public. This includes rail and intercity bus services.

A second meeting was held on April 8, 2013 where attendees were invited to rank and consider goals and strategies to meet the needs as identified during the first meeting.

CHALLENGES TO COORDINATED TRANSPORTATION

There are numerous challenges to the initial coordination of human service agency and public transportation in any community and region. Some of the unmet transportation needs listed in Exhibit IV.1 are unmet because of the level of difficulty to implement strategies that will address them or funding to support the activity is not available. While these needs remain top priorities for the region, some may take more time to implement because of the necessary steps and changes that must precede them. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are a step that will improve the likelihood of implementing a priority improvement.

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

RESULTS OF THE GENERAL PUBLIC SURVEY

The public survey was made available on-line and at local libraries in March 2013 for the general public. The locations for survey distribution are listed below.

Survey Distribution Sites:

- ◆ Indianapolis Central Library
- ◆ Lebanon Public Library
- ◆ Greenfield Library
- ◆ Danville Library
- ◆ Morgan County Library
- ◆ Shelbyville Library

The following survey summary includes the information gained from 246 surveys from the general public. Each chart is based on the number of responses received for individual questions. If an individual skipped a question or did not provide an eligible answer, the distribution of responses for that particular question will be based on fewer than 246 surveys. The survey results are not statistically valid, but do offer insight into the unmet transportation needs and gaps in services for the general public in each county. The distribution of survey results is listed below:

- ◆ Boone County: 37 Surveys
- ◆ Hamilton County: 2 Surveys
- ◆ Hancock County: 0 Surveys
- ◆ Hendricks County: 6 Surveys
- ◆ Johnson County: 143 Survey
- ◆ Shelby County: 0 Surveys
- ◆ Marion County: 58 Surveys
- ◆ Morgan County: 0 Surveys

Regional survey results are listed below. Results from the individual counties are included in Chapter III.

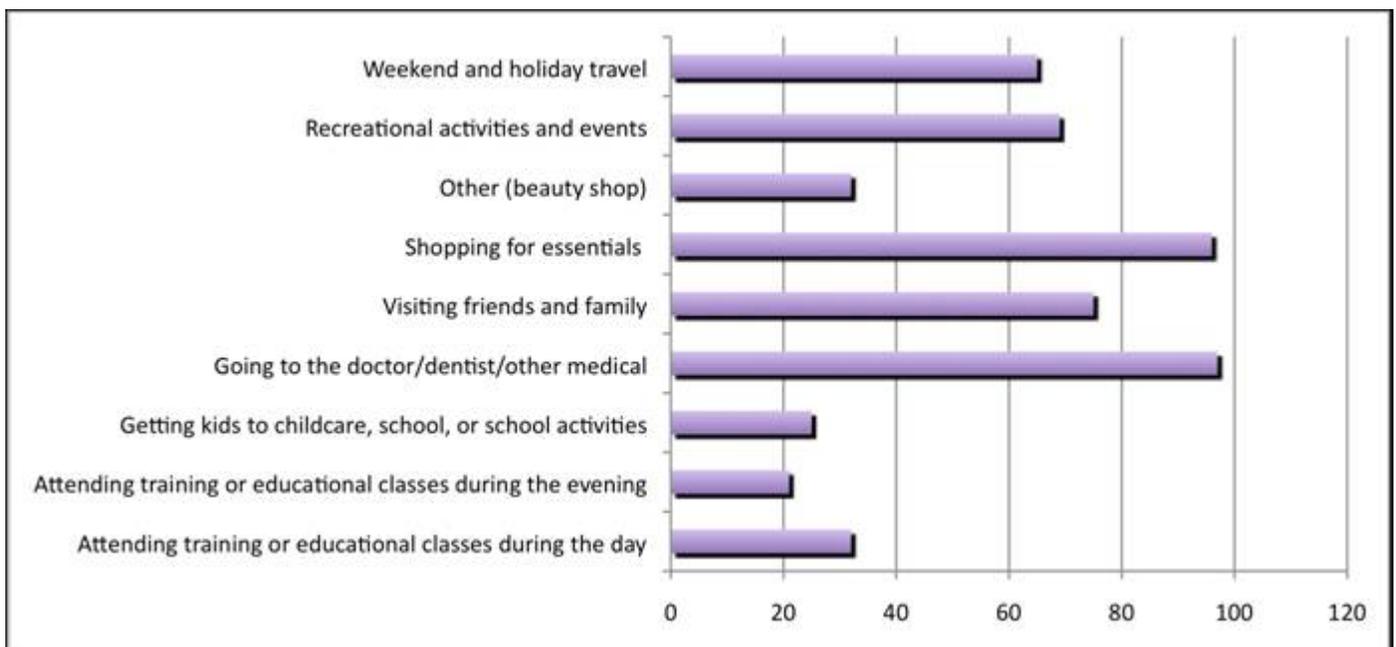
REGIONAL SUMMARY OF PUBLIC SURVEY FINDINGS

Purposes for Using Transportation

Survey participants were asked if they need transportation on a regular basis. The following chart illustrates the response rate across the region (all survey results). Respondents were asked to choose all answers that applied, therefore, the percentages add up to more than 100 percent.

The most common need for regular transportation was for shopping for essentials (96 responses) and going to medical appointments (97 responses), visiting family and friends, weekend and holiday travel, and recreational activities and events.

Purpose for Non-Employment Transportation on a Regular Basis

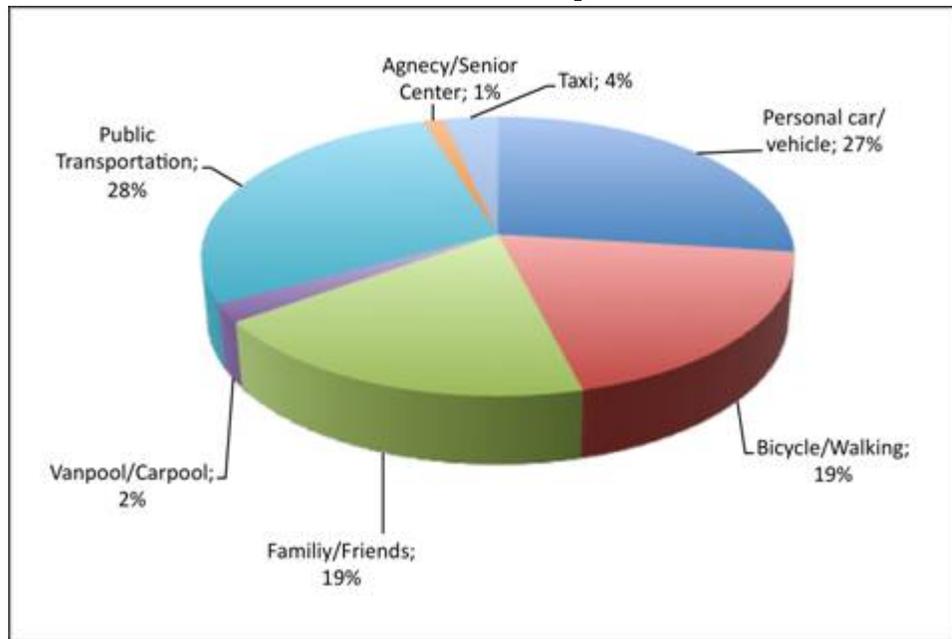


Source: Public Survey, March 2013

Current Mode of Transportation

Survey respondents were asked how they currently get places. As illustrated in the following exhibit, 28 percent of respondents use public transportation and 27 percent drive a personal vehicle. The third most frequent responses were bicycling/walking or riding with family/friends.

Current Mode of Transportation



Source: Public Survey, March 2013

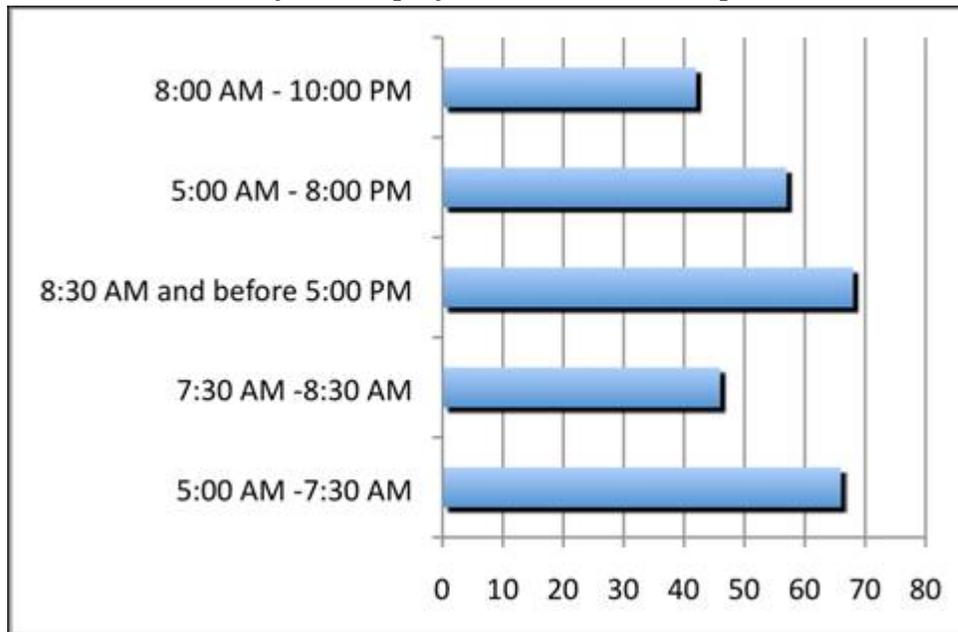
The survey also asked respondents if their choice of mode of transportation is limited by where they live. The majority of respondents (67 percent) indicated that their choices are not limited.

Approximately 75 percent of the respondents indicated that they do not require a mobility device.

Employment-Related Transportation

Most of the respondents (64 percent) were employed. When asked what time of day they need employment-related transportation, the most frequent responses were 8:30 AM and before 5:00 PM and 5:00 AM to 7:30 AM. The following illustrates the distribution of responses. Common work schedule/shift-change times were used in the survey to assist passengers with their input.

Time of Day For Employment-Related Transportation



Source: Public Survey, March 2013

Rating of Existing Transportation Resources

Survey respondents were asked to rate the transportation service that they use. The table below summarizes the ratings. Overall, most respondents feel that their current mode of transportation does a good job of getting them where they need to go and makes it easy to do errands. But, many also say that their current mode of transportation makes them wish there was something better. Five of the respondents indicated that their current mode of transportation is not equipped to accommodate their disability accessibility needs. Results were scattered on the topic of service area limitations.

Rating of Existing Transportation Resources

The Transportation I Use	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Does a good job of getting me where I need to go.	158	48	0	0
Makes me wish there was something better.	42	16	23	20
Limits where I can work.	46	36	19	56
Is difficult for me to afford.	40	42	27	26
Makes it easy to do errands.	42	21	5	5
Is difficult for me to board.	6	2	8	28
Is not equipped to accommodate my disability accessibility needs.	5	0	6	14

Source: Public Survey, March 2013

V. IMPLEMENTATION PLAN

Transportation coordination has the unbridled support of human service agencies, planning organizations, and transportation providers throughout the Indianapolis region. Progress was made in the last four years through stakeholder actions that implemented many of the goals listed in the 2009 Coordinated Public Transit Human Services Transportation Plan, bringing new levels of coordination into reality. Human service agencies, public and private transportation providers, and neighborhood organizations throughout the region continue to understand the benefits of sharing transportation resources and coordinating to create efficiencies that permit them to utilize their limited resources to benefit the most people through their efforts and their involvement with the County Connect Committee (CIRTA). While these accomplishments and efforts demonstrate the benefits of coordinated transportation, participating stakeholders indicated a need to continue to enhance these efforts. Stakeholders are willing to continue to work toward coordinated regional transportation services by utilizing existing resources and implementing new projects that fill the service gaps associated with employment related trips, medical trips, education, and general quality of life for older adults, individuals with disabilities, persons with low incomes¹ and the general public.

Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies to continue coordinated transportation services to address unmet needs and reduce duplication of services in each county and throughout the region.

Communication among providers has improved with the creation of the County Connect Committee, facilitated by the Mobility Manager within the Central Indiana Regional Transportation Authority (CIRTA). This inter-agency communication represents a fundamental aspect of building on the network of coordinated transportation providers throughout the region. Each of the organizations and public stakeholders who participated in this planning process identified some unmet transportation need that could be satisfied or at least reduced through continued discussions between transportation providers to arrive at an agreeable solution. The region's transportation providers and stakeholder organizations that represent older adults, people with disabilities, and individuals with low incomes continue to share information such as schedules, hours of service, eligibility, maintenance, bulk purchases, insurance providers, and driver training opportunities for the region, reducing unnecessary duplication and increasing cost and service efficiency.

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

Goal #2: Continue Collaborative Effort of Regional Transportation Providers to improve and increase regional, multi-county, and multi-modal coordinated transportation services.

Funding and policies that require public transportation providers to operate primarily within their individual jurisdictions (i.e., counties, municipalities, and towns) restrict the ability for these operators to meet the increasing needs for people to travel between counties and into Indianapolis from the suburbs and rural areas. Strategies and objectives discussed under this goal are intended to be steps toward overcoming jurisdictional boundaries and facilitate access to employment, medical, and social opportunities for people with disabilities, older adults, individuals with low incomes, and the general public.

Currently, the Indiana Legislature is considering HB 1011 that would let local voters decide whether to fund a \$1.3 billion expansion of public transportation services in the Indianapolis region. The House passed the bill in February, 2013 and is being considered by the Summer Study Committee (as of May 2013). A voter referendum is needed to approve a local income tax hike of 0.3 percent in counties that participate in the expansion.

Goal #3: Continue to promote the safety and ease of use of all new and existing coordinated regional, cross-county, and local public transportation and mobility options to older adults, people with disabilities, individuals with low incomes, and the general public in an on-going effort to increase awareness and mobility.

Promoting and marketing a positive and safe image for ridesharing (car and vanpools), public and coordinated transportation services is the focus of this goal. Stakeholders pointed out that in some cases, transportation services are in place to meet the needs of older adults, people with disabilities, and the general public but they do not use those services because they believe public transportation is not for them. Some people perceive these services are only for people with low incomes or other segments of the population. Some people believe the services to be unsafe because of the areas its serves or because of the opinion of other passengers. Promoting the safety of existing and new transportation programs, including educational materials to teach passengers how easy it is to utilize the services are the objectives listed under this goal.

Goal #4: Consider expansions to public transportation service areas. Increase frequency and operating days and hours of service providers in an effort to meet the needs of older adults, people with disabilities, and individuals with low incomes.

Throughout the suburban and rural areas of the region, public and human service agency transportation providers' operating hours begin between 5:00 AM up to 8:00 AM and end between the hours of 4:30 PM up to 11:00 PM. While some weekend services are available, they are limited. Private taxi companies are the exception, with many operating 24 hours per day, seven days per week. Transportation providers may need to expand their hours and days of service to facilitate access to shift work and other employment opportunities with non-traditional work hours for older adults, people with disabilities, and individuals with low incomes. Appointments for dialysis, surgeries, and other medical treatments often require non-traditional transportation hours. Also, for those organizations that operate during evenings, early mornings, and on weekends, there may

be a need to increase the frequency of service in certain areas so that public transportation becomes a viable alternative for commuters, including those who need to stop at a childcare facility and make appointments in addition to their normal workday.

Goal #5: Continue to investigate new employment-related transportation options while enhancing existing ones for individuals with low incomes and people with disabilities.

Individuals with low incomes and people with disabilities in all counties in the Indianapolis region are seeking employment wherever they can find it. Sometimes, the employer is not in the same community or county where they live. Reliable, affordable, and convenient transportation is necessary to gain and maintain employment. Transportation providers in the region are committed to seeking affordable alternatives to enable successful employment.

Goal #6: Improve safety and accessibility to vehicles, bus stops, and bus shelters. Participate in the Emergency Management Plans for each county in the region.

Stakeholders indicated that in some areas of the region, the bus stops and shelters were not located in areas with accessible sidewalks for people with disabilities and/or older adults. In inclement weather, some of the bus stops are not accessible, or safely accessible, to the general public because of the unsafe conditions of ice or snow covered sidewalks. Sidewalks with wheelchair accessibility are needed around bus stops and shelters, especially in the IndyGo service area (Marion County) and along the fixed routes provided in Johnson County by Access Johnson County.

For the newly established transfer sites throughout the region (in each county), signs are installed so the public can easily identify their locations. The area in which these transfer points are established must be easily accessible to all passengers.

In addition to passenger safety, transportation providers are concerned with being active participants in Emergency Management plans for each county, the region, and the state. Vehicles and drivers are valuable assets during an emergency evacuation situation.

Goal #7: Incorporate new technology and capital to improve existing mobility options and serve more people.

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

Goal #8: Increase available funding for coordinated transportation in Central Indiana.

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

sustainable funding for transportation and mobility in each county of the Indianapolis region stand apart from the previously mentioned goals and will require individual focus.

GOALS AND STRATEGIES

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

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

Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies to continue coordinated transportation services to address unmet needs and reduce duplication of services in each county and throughout the region.

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

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Near Term (1-12 months)	<u>Staffing Implications:</u> No additional staff required
<u>Implementation Budget:</u> Minimal expense for printing and postage	
<u>Potential Grant Funding Sources:</u> Local Grants	

Responsible Parties: CIRTA County Connect Committee members that include public transportation providers and human service agencies from each county.

Performance Measures:

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

Strategy 1.2: Maintain the coordination of transportation providers from each county within the region through the CIRTA County Connect Committee meetings. The CIRTA Mobility Manager should continue to facilitate the meetings that include discussions about the coordination of transportation throughout the region, connecting each county. Reach out to Veterans Service groups and clubs to ensure coordinated transportation services meet the needs of our returning veterans.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> CIRTA Mobility Manager
<u>Implementation Budget:</u> No additional costs for staff time to attend meetings	
<u>Potential Grant Funding Sources:</u> Not required	

Responsible Parties: CIRTA Mobility Manager

Performance Measures:

- Number of meetings held annually.
- Number of meeting participants that represent Veterans.
- Committee accomplishments.

Strategy 1.3: Conduct County Connect Committee webinar meetings when feasible. Advertise meetings to allow participation by older adults, individuals with disabilities, people with low incomes, and the general public.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> CIRTA Mobility Manager
<u>Implementation Budget:</u> Cost of webinar membership fee by CIRTA, as meeting host	
<u>Potential Grant Funding Sources:</u> Mobility management activities are eligible for funding under Sections 5307 or 5311 (Job Access and Reverse Commute activities) or New Freedom activities within the Section 5310 grant program	

Responsible Parties: CIRTA Mobility Manager

Performance Measures:

- ◆ Number of webinar meetings held annually.
- ◆ Number of meeting participants, both committee members and the public.
- ◆ Meeting accomplishments, level of information shared.

Strategy 1.4: Distribute the CIRTA County Connect flyer that provides general contact information for the transportation service providers in each county. Increase public awareness of the CIRTA website (<http://www.cirta.us/pages/County-Connect/default.aspx>) that contains additional information about and links to transportation providers. Information available includes eligibility requirements, hours of operation, scheduling process, service area, and passenger fares for each provider. Distribute the flyer to all agencies, businesses, schools, and organizations throughout the region for use by staff members to share with employees, consumers, and others who inquire about transportation options within each county and throughout the region.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Make use of volunteers or students
<u>Implementation Budget:</u> Minimal expense for labor, printing, and postage	
<u>Potential Grant Funding Sources:</u> Mobility management activities are eligible for funding under Sections 5307 or 5311 (Job Access and Reverse Commute activities) or New Freedom activities within the Section 5310 grant program (help individuals with disabilities reach their final destinations with additional information available)	

Responsible Parties: CIRTA County Connect Committee members that include public transportation providers and human service agencies in each county and throughout the region.

Performance Measures:

- ◆ Number of printed flyers distributed to transportation providers throughout the region.
- ◆ Number of transportation providers who distribute flyers throughout their service area(s).
- ◆ Number of public awareness campaigns for the County Connect program increases through use of transportation provider services.
- ◆ Duplication of transportation services decreases and/or new, shared services are developed (i.e., new contracts between agencies and/or new referrals).

Strategy 1.5: Maintain the One-Click/One-Call program hosted by CIRTA. This program is available to each county in the Indianapolis region and includes information available by telephone (317-327-RIDE (7433)), webpage (www.cirta.us), or email (info@cirta.us). CIRTA provides information about the public transportation services available in each county (days and hours of service, fares, fixed routes (if applicable), service area, restrictions, etc.), car and vanpool options, bike or walking opportunities, and future commuter rail services. Link to CIRTA One-Click/One-Call webpage available on all transportation provider websites.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> CIRTA Mobility Manager
<u>Implementation Budget:</u> Minimal expense for labor to update information as needed	
<u>Potential Grant Funding Sources:</u> Mobility management activities are eligible for funding under Job Access and Reverse Commute (JARC) or New Freedom activities within the Section 5307 (urban) or Section 5311 (rural) grant programs	

Responsible Parties: CIRTA Mobility Manager

Performance Measures:

- ◆ Number of hits received by the CIRTA website.
- ◆ Number of calls or emails received by CIRTA with inquiries about the available transportation options.

Strategy 1.6: Continue to share grant-writing expertise among eligible participating agencies (i.e., eligible for Federal, State, Local, or foundation grants) to submit grants for transportation provider funding and/or as a collaborative effort. CIRTA and IndyGo are two local organizations that will provide assistance to the region’s transportation providers. Public transportation providers in each county of the region will provide technical assistance to Section 5310 grantees 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: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required
<u>Implementation Budget:</u> No additional costs	
<u>Potential Grant Funding Sources:</u> Not required	

Responsible Parties: The CIRT Mobility Manager team will lead the effort for the region, with input from other organizations as needed and/or requested. All public transportation providers and non-profit organizations eligible for transportation related grants are eligible for this assistance.

Performance Measures:

- ◆ Number of grant-writing sessions scheduled and conducted, either with individuals or in work sessions.
- ◆ Number of organizations that participate in the grant-writing sessions.
- ◆ Number of 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.

Strategy 1.7: Coordinate driver and staff training with transportation providers (both public and non-profit) in each county and throughout the region. Establish Train-the-Trainer programs whenever possible to increase the number of trainers available in each county throughout the region. Transportation providers that arrange training will inform CIRT. CIRT will inform providers in each county about the training opportunity through an email blast to members of the County Connect Committee. Use of INDOT’s free RTAP training (Rural Transit Assistance Program) is encouraged whenever possible.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

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

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

Performance Measures:

- ◆ Effective method of communicating driver or staff training is implemented.



- ◆ Number of organizations that participate in driver or staff training.
- ◆ Number of drivers and staff who participate in new training programs.
- ◆ Number and type of new training opportunities brought to the area through shared expenses.
- ◆ Number of trained drivers and staff in the Central Indiana region.

Goal #2: Continue Collaborative Efforts of Regional Transportation Providers to improve and increase regional, multi-county, and multi-modal coordinated transportation services.

Strategy 2.1: Through the network of regional transportation providers and human service agencies that participate in the CIRTAs County Connect Committee, share information with the traveling public on the services offered by CIRTAs which includes carpools, vanpools, park-and-ride, and public and private transportation through a collaborative outreach approach. At monthly meetings of the CIRTAs County Connect Committee, information is shared with the membership such as the number of carpool/vanpools for each county; new bike trails/paths open for public use, ridership increases per provider, or other successes that can be used to promote the regional collaborative efforts. Include this information when speaking to local officials, civic groups, and the general public about transportation options in the local communities in each county. Promote CIRTAs webpage www.cirta.us that contains information on all regional transportation options. Include link on county transportation providers' webpage to CIRTAs webpage to increase information sharing opportunities.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: Transportation providers and CIRTAs Mobility Manager. CIRTAs will continue to help to organize regional efforts and make information available to the public. CIRTAs will continue to analyze the needs of the region's commuters.

Implementation Time Frame: Staffing Implications:

Ongoing

CIRTAs Mobility Manager, transportation provider outreach staff

Implementation Budget:

To be determined based on level of service

Potential Grant Funding Sources: Marketing dollars to offset staff time required to share information as needed as part of Section 5307 (urban) or Section 5311 (rural) public transportation provider budget

Performance Measures:

- ◆ Number of webpage hits inquiring about vanpools, carpools, park-and-ride lots received by CIRTAs.
- ◆ Number of new vanpools, carpools, and park-and-ride lots created and sustained.
- ◆ Number of new connections and/or transfer opportunities between public transportation providers and carpool, vanpool, and park-and-ride lot locations.

- ◆ Number of people utilizing carpools, vanpools, and park-and-ride services.
- ◆ Increase in the number of trips provided by coordinated transportation services to access Indianapolis.

Strategy 2.2: Continue to determine the most feasible manner in which to implement routes or transfer points that connect IndyGo fixed route bus services with all counties within the Indianapolis region. Connecting routes have been established by CIRTAs through its Indy Express Bus services. Many outlying rural transportation providers have collaborated on transfers to assist passengers to reach their final destinations. This strategy is intended to build on the success of these efforts.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: IndyGo staff, transportation providers’ staff in the counties surrounding Marion County, and CIRTAs County Connect Committee will work together to implement the routes or transfer sites where demand exists. The County Connect Committee recently established some safe transfer sites and will be placing signs to help the public easily find their locations.

Implementation Time Frame: Staffing Implications:
Mid-Term (13-24 months) Additional drivers may be required

Implementation Budget:
To be determined based on level of service

Potential Grant Funding Sources: Potential for public transportation funding (Sections 5307 (urban) or Section 5311 (rural) for operations; Possible Section 5310 funding for vehicle purchase; Matching funds are required for each funding source (50% for operating; 20% for capital)

Performance Measures:

- ◆ Additional Express Bus routes and/or transfer points.
- ◆ Ridership on new Express Bus routes and/or transfer points.
- ◆ Number of individuals with low incomes who are able to gain and maintain employment, or improve income because of the available express service and/or transfer points.
- ◆ Number of people with disabilities and older adults who travel to Indianapolis from surrounding counties on express service and/or via the transfer points.

Strategy 2.3: Continue and increase the number of trips that cross county lines to connect older adults, individuals with disabilities and the general public with medical facilities unavailable in their home county. Additionally, individuals with low incomes need connectivity with other counties that house employment or training opportunities. Medical, employment, training and other trip destinations can be reached with the implementation of transfer points throughout the region. This strategy will establish additional transfer points in and outside the region when determined feasible where passengers can transfer from a provider in the county of trip origin to a provider in a

neighboring county and possibly beyond. Distances between origins and destinations (two or three counties apart) may result in more than one transfer to travel to the final destination.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Ongoing (Timeframe varies by county)	<u>Staffing Implications:</u> Additional drivers may be required
<u>Implementation Budget:</u> To be determined based on level of service	
<u>Potential Grant Funding Sources:</u> Potential for public transportation funding (Sections 5307 (urban) or Section 5311 (rural) for operations; Possible Section 5310 funding for vehicle purchase; Matching funds are required for each funding source (50% for operating; 20% for capital)	

Responsible Parties: Public transportation providers in each county will collaborate and include private and inter-city providers to establish transfer centers as needed. Local assistance may be required from elected officials and foundations. CIRTA’s County Connect Committee can assist as needed to determine transfer center locations to ensure maximum use.

Performance Measures:

- ◆ Funding applied for and received to construct transfer centers as determined necessary for each county in and outside the region.
- ◆ Number of transfer centers procured and/or constructed per county.
- ◆ Number of routes/trips served by the new transfer centers. Include breakdown of what counties are served, even if outside the region.
- ◆ Number of older adults, people with disabilities, individuals with low incomes, and general public passengers utilizing the transfer opportunities to improve their quality of life and mobility throughout the region.
- ◆ Number of inter-city routes that utilize the transfer center on a regular basis.

Strategy 2.4: Continue to add new immediate response, demand response, or route deviation service for cross-county connectivity (between and through contiguous counties) to provide new opportunities for employment, access to medical services, and all general use purposes. Build upon the success of the connectivity currently in place, such as those in Johnson and Hamilton Counties. Use of established transfer points is encouraged. Discuss possible coordination with human service agencies to maximize out of county vehicle usage.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: Working as members of the CIRTAs County Connect Committee, public transportation providers will lead this strategy. Participation from human service agencies is necessary for coordination efforts and to reduce unnecessary duplication of trips.

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

Implementation Budget:
To be determined based on new opportunities for service

Potential Grant Funding Sources: Potential for Section 5307 (urban) or Section 5311 (rural) public transportation dollars (local match required); Job Access and Reverse Commute (JARC) project to connect work force with jobs; New Freedom project to increase transportation opportunities for individuals with disabilities

Performance Measures:

- ◆ Increased number of trips provided that cross county lines and jurisdictional boundaries.
- ◆ Number of human service agencies and private providers participating with public transportation providers in the cross-county/multi-county effort.
- ◆ Number of people that utilize the new cross-county service for access to jobs, medical services, or to improve quality of life.
- ◆ Number of new transfer points established due to cross-county service awareness.

Strategy 2.5: Develop a regional fare structure throughout the Indianapolis region for each county. Adopting a regional fare structure will encourage passengers to travel between counties because they can comprehend one structure better than multiple ones. The CIRTAs County Connect Committee can facilitate this strategy through county by county analysis of the affects of increasing or decreasing fares to reach an agreed upon structure.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: CIRTAs County Connect Committee and public transportation providers will lead this strategy.

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

Implementation Budget:
To be determined based on adjusted fares for each provider

Potential Grant Funding Sources: Potential for Section 5307 (urban) or Section 5311 (rural) public transportation dollars (local match required); Job Access and Reverse Commute (JARC) project to connect work force with jobs; New Freedom project to increase transportation opportunities for individuals with disabilities to reach their final destinations

Performance Measures:

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

Strategy 2.6: Promote the Hoosier Ride inter-city bus service that provides service to and from Indianapolis to other areas of Indiana. This service also travels to limited destinations in Kentucky, Michigan, and Ohio. Bus schedules are available on the Hoosier Ride website at www.hoosieride.com. Provide a link on all public transportation provider websites in the region. Burlington Trailways; Greyhound Bus Lines, Inc.; Indian Trailways; Lake Front Lines; Miller Trailways; and Megabus also provide transportation services from the Indianapolis region to destinations throughout the United States, Canada, and Mexico. Information on the services provided by these providers can be found at Russell’s Guide, Inc. website: <http://russellsguides.com/>.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Near Term (1-12 months)	<u>Staffing Implications:</u> Minimal
<u>Implementation Budget:</u> Minimal	

Responsible Parties: Public transportation providers in each county will share information about inter-city providers with passengers requesting transportation beyond their boundaries. CIRTA’s County Connect Committee can assist in the distribution of information on this transportation option.

Performance Measures:

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

Strategy 2.7: Promote the use of Amtrak rail service to and from Indianapolis to other areas of Indiana and throughout the United States. Train schedules are available at www.Amtrak.com.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Near Term (1-12 months)	<u>Staffing Implications:</u> Minimal
<u>Implementation Budget:</u> Minimal	



Responsible Parties: Public transportation providers in each county will share information about rail service with passengers requesting transportation beyond their boundaries. CIRTA's County Connect Committee can assist in the distribution of information on this transportation option.

Performance Measures:

- Information is distributed regarding the Amtrak rail service available to passengers in each county of the Indianapolis region.
- Number of passengers that travel on Amtrak to final destinations.

Strategy 2.8: Implement high capacity rapid transit that enhances transit service in key, heavily traveled corridors within Marion County that also serves other counties in the region. The Indy Connect proposes five rapid transit lines in Marion County that extend into Hamilton, Hancock, and Johnson counties. Rapid transit lines will border Boone and Hendricks counties. This plan is designed to improve access to major destinations in each of the counties. IndyGo or the Regional Transit Provider would likely provide feeder service into the rapid transit system for trips originating within ¾ of a mile of each line. Beyond this distance, demand-response transportation providers within each county may choose to supplement access to the rapid transit system.

Counties Included: High capacity rapid transit - Hamilton, Hancock, Johnson, Marion. Feeder service – Boone, Hendricks, Morgan, Shelby, Marion

<u>Implementation Time Frame:</u> Long-term (5-6 years)	<u>Staffing Implications:</u> To be determined
<u>Implementation Budget:</u> To be determined based on new opportunities for service	
<u>Potential Grant Funding Sources:</u> Potential for Section 5307 (IndyGo) or 5311 (rural) (local match required) to supplement cost of feeder routes and shuttle service	

Responsible Parties: State and local elected officials, regional planning organizations, and INDOT.

Performance Measures:

- ◆ Transportation stakeholders support Indy Connect for rapid transit service.
- ◆ Transportation stakeholders support legislation for implementing rapid transit service.
- ◆ Legislation for implementing rapid transit service in Indianapolis is approved.
- ◆ Rapid transit service is planned, funded, and implemented.
- ◆ Feeder service is designed and established.

Goal #3: Continue to promote the safety and ease of use of all new and existing coordinated regional, cross-county, and local public transportation and mobility options to older adults, people with disabilities, individuals with low incomes, and the general public in an on-going effort to increase awareness and mobility.

Strategy 3.1: Continue to advertise/publicize available park-and-ride lots and ridesharing opportunities. Focus on the safety of the program and the flexibility of schedules.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: CIRTAs is responsible for creating materials and distribution of information. County Connect Committee members and other transportation providers will assist with the distribution of materials and information.

Performance Measures:

- ◆ Create links from County Connect Committee members' and other transportation providers' websites to CIRTAs website (www.cirta.us).
- ◆ Number of people using park-and-ride lots and ridesharing opportunities that are publicized by CIRTAs.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> No significant budget implications. Some marketing and printing expenses	
<u>Potential Grant Funding Sources:</u> Minimal budget impact	

Strategy 3.2: Include in existing marketing program the effectiveness and safety of regional and multi-county coordinated transportation services provided for older adults, individuals with low incomes, and people with disabilities. Create links to CIRTAs website at public transportation providers' websites.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: CIRTAs, as the Mobility Manager for the region, will implement and sustain the marketing program segment that promotes the safety of the services provided by transportation providers in each county. County Connect Committee members and coordinated transportation service providers will be responsible to assist CIRTAs to maintain the marketing program, with emphasis on the safety of the transportation options available.

Implementation Time Frame: Staffing Implications:
Near Term (1-12 months) Responsibility of CIRTA, County Connect Committee members, coordinated transportation providers

Implementation Budget:
Cost of marketing materials could start at approximately \$600 to \$1,100 per county/year.

Potential Grant Funding Sources: Potential for Section 5307 (urban) Section 5311 (rural) for promotion of transportation for individuals with low incomes (local match required)

Performance Measures:

- ◆ Transportation providers decide upon a safety component appropriate for their county to add to the current marketing materials.
- ◆ Updated marketing materials are developed with emphasis on safety and ease of use.
- ◆ Passenger testimonials are gathered and documented in marketing materials (including webpage) to establish safety of services.
- ◆ Number of venues, meetings, publications where the new coordinated regional service is promoted.
- ◆ Number of people who benefit from coordinated transportation services.

Strategy 3.3: Maintain a presentation and brochure that promotes cross-county and regional coordinated transportation. Information about how passengers can reach out of county destinations should be included. Include information on all modes of transportation available in the region. Update the presentation as new cross-county and coordinated transportation options are implemented.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Implementation Time Frame: Staffing Implications:
Near Term (1-12 months) No additional staff required/Function of CIRTA and providers

Implementation Budget:
Funding required to develop and produce the presentation and brochures. Budget is estimated at \$600 - \$1,100 per county/year

Potential Grant Funding Sources: Potential for Section 5307 (urban) and Section 5311 (rural) (local match required)

Responsible Parties: Public transportation providers will continue to create materials specific to their counties and for regional service. CIRTAs will help promote coordinated transportation at events and on the website, as appropriate. Links to CIRTAs website will be maintained on each county's public transportation provider's site.

Performance Measures:

- ◆ Power Point presentation and brochure are created.
- ◆ Number of venues where materials are presented each year.
- ◆ Presentation and brochures are updated and present current information.
- ◆ Additional funding opportunities that result from marketing materials that were used to educate funders.

Goal #4: Consider expansions to public transportation service areas. Increase frequency and operating days and hours of service providers in an effort to meet the needs of older adults, people with disabilities, and individuals with low incomes.

Strategy 4.1: Establish ADA accessible on-demand transportation for early mornings, late evenings, and weekend services in each county where demand for these services exists and financial support for operating additional services is available. Gather data on the need for services from the public to determine level of services required. Expanded service will meet identified needs of all targeted populations.

Implementation Time Frame: Staffing Implications:

Mid-term (13-24 months) Additional drivers and dispatcher may be required for some organizations

Implementation Budget:

To be determined based on operating hours, service area, and service provider

Potential Grant Funding Sources: Potential for Section 5310 and 5311 (local match required); Use vehicles from human service agencies, public and private transportation providers; If additional vehicles are necessary, consider an application for capital assistance

Counties Included: Boone, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: Coordinated organizations that provide transportation in each county.

Performance Measures:

- ◆ Number of trips provided during new evening and weekend hours in each county.
- ◆ Number of individuals with disabilities and older adults served during new hours per county.
- ◆ Cost effectiveness of new service.
- ◆ Number of employment related trips provided for individuals with low incomes.

Strategy 4.2: CIRTAs and local providers will (internally and in coordination with human service agencies, private providers, and senior centers) continue to investigate ways to supplement IndyGo fixed route service to enhance frequency of service that is available within the existing service areas of the region. With the Indy Express Bus and Plainfield Connector services offered by CIRTAs, access to additional employment opportunities is available. Additional service frequency will improve access to employment and employment related services, human service agencies/programs, and medical facilities for older adults, people with disabilities, and individuals with low incomes who live in or travel to underserved areas.

New services must be sustainable and affordable for the passenger. New services should be fully evaluated prior to implementation to ensure success.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Implementation Time Frame: Staffing Implications:

Mid Term (13-24 months) Additional drivers may be required for some organizations

Implementation Budget:

To be determined based on operating hours, service area, and service provider

Potential Grant Funding Sources: Potential for Section 5310, 5307, 5311 (local match required); Efforts to utilize existing vehicles from human service agencies, public and private transportation providers are vital to the success of this strategy; If additional vehicles are necessary, consider an application for capital assistance; Seek operating and capital support from local employers, foundations and other local funders

Responsible Parties: IndyGo and CIRTAs will work in concert to lead the effort.

Performance Measures:

- ◆ Areas of high demand and need are identified.
- ◆ Coordination partner(s) meet with IndyGo and CIRTAs to develop a grant application for new service to meet identified need.
- ◆ Additional funding is secured.
- ◆ Number of individuals who use or could use the new, enhanced routes.

Strategy 4.3: Continue to implement community based transportation routes, such as those implemented by CIRTAs (Indy Express Bus and Plainfield Connector) in neighborhoods, and major employment centers that connect with IndyGo fixed routes and other counties within the region to connect people with jobs. Improve access between IndyGo bus stops, employment sites, community facilities, childcare centers, and densely populated residential areas of the region's counties.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: IndyGo will work with major employers, CIRTAs and human service agencies that design shuttles and circulator type services to coordinate with fixed routes. CIRTAs, IndyGo and coordination partners will work together to understand demand and make connections with employers and potential employees.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Additional drivers may be necessary, depending upon the level of service
<u>Implementation Budget:</u> To be determined based on operating hours, service area, and service provider	
<u>Potential Grant Funding Sources:</u> Potential for Section 5316, and 5310 (local match required); Make every attempt to utilize existing vehicles; Seek operating and capital support from local employers, foundations and other local funders	

Performance Measures:

- ◆ Public meetings are conducted in the neighborhoods to be considered for service. Request input about the need for circulators, shuttles, or other services to connect with IndyGo fixed routes, CIRTAs’ Indy Express Bus and Plainfield Connector), and the outlying counties within the region. Other counties outside the region may require transportation into the Indianapolis region.
- ◆ Number of people who ride the new services.
- ◆ Cost effectiveness of new services based on cost per trip and number of people transported.
- ◆ Number of individuals who use public transportation to access the major destinations served by new circulators and shuttles.

Goal #5: Continue to investigate new employment-related transportation options while enhancing existing ones for individuals with low incomes and people with disabilities.

Strategy 5.1: Coordinate the use of Section 5310 vehicles to implement routes or on-demand service that could serve 2nd and 3rd shift work-related trip purposes for individuals with low incomes traveling in or to the suburban and/or rural areas of each county within the region.

Participating transportation providers within each service county (i.e., public transportation, private transportation, and human service agencies) could rotate the responsibility to provide trips on a weekly or monthly basis, depending on how many trips are required. *Use of 5310 vehicles in this strategy must not adversely impact service delivery for elderly and disabled individuals.*

Counties Included: Boone, Johnson, Marion, Shelby

Responsible Parties: Transportation providers and employers. CIRTAs will facilitate coordination between employers and transportation providers.

Implementation Time Frame: Staffing Implications:

Long Term (2-4 years)

In most cases, no additional drivers may be required for trips provided outside of normal operating hours; Part-time drivers may be necessary in some situations

Implementation Budget:

To be determined based on operating hours, service area, and service provider

Potential Grant Funding Sources: Potential for Section 5310 (local match required); Make every attempt to utilize 5310 vehicles from human service agencies, public, and private transportation providers; Request local match from all potential sources, including major employers served by the transportation services

Performance Measures:

- ◆ Transportation providers discuss necessary policy and procedure changes for sharing resources.
- ◆ Number of evening work trips provided.
- ◆ Number of early morning work-related trips provided.
- ◆ Number of agencies sharing trips.

Strategy 5.2: Implement a voucher program in each county to support access to employment and work-related destinations for individuals with low incomes, similar to the New Freedom Voucher Program provided by CICOA Aging & In-Home Solutions for individuals with disabilities.

Counties Included: Hamilton, Johnson, Marion, Morgan, Shelby

Responsible Parties: Public transportation providers, working with CIRTA to coordinate the effort. CIRTA will assist with coordination and planning of the program.

Implementation Time Frame: Staffing Implications:

Mid-term (13- 24 months)

Staff time required for planning, administration, reporting, and maintenance of program

Implementation Budget:

To be determined based on scope of service

Potential Grant Funding Sources: Potential for Section 5307 (urban) or 5311 (rural) (local match required) projects that meet the Job Access and Reverse Commute criteria; Request local match from all potential sources, including major employers and non-Department of Transportation Federal programs

Performance Measures:

- ◆ Employment voucher program established.
- ◆ Service provider(s) contracted to provide trips.

- ◆ Number of vouchers used per passenger/month.
- ◆ Customer satisfaction.
- ◆ Job retention rate of consumers.

Strategy 5.3: Implement and/or extend IndyGo fixed routes and CIRTAs routes that provide job access and reverse commute service between Indianapolis and the suburban and rural areas throughout the region and in each county where feasible.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: IndyGo, CIRTAs, employers and elected officials. CIRTAs will facilitate coordination and information sharing between responsible parties.

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

Staffing Implications: Potential need for additional drivers to operate routes

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

Potential Grant Funding Sources: Potential for Section 5307 (urban) and/or 5311 (rural) public transportation grants (local match required); Request local match from all potential sources, including foundations and major employers

Performance Measures:

- ◆ Number of job based trips (work or training) provided/month.
- ◆ Number of passengers who retain employment and use routes to travel to/from work.
- ◆ Number of passengers who gain new employment and use routes to travel to/from new work site.

Strategy 5.4: Evaluate the need to implement (if not already doing so) or continue to provide an affordable on-demand or vanpool program or a taxi voucher program (where taxi service exists) in each county of the region for individuals with low incomes who need to stop at a childcare facility in transit to/from employment. Boone, Hamilton, Hancock, Hendricks, Morgan, and Shelby counties' public transportation providers permit childcare stops when passengers schedule their demand response trips. IndyGo's Open Door paratransit service (Marion County) permits childcare stops when requested.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: Transportation providers.

Implementation Time Frame: Ongoing
Staffing Implications: Staff time required for planning, administration, reporting, and maintenance of program

Implementation Budget:
To be determined based upon scope and need of services

Potential Grant Funding Sources: Potential Section 5307 (urban) and/or Section 5311 (rural) (local match required); Request local match from all potential sources including major employers and non-Department of Transportation Federal programs; Fifty percent local match is required

Performance Measures:

- ◆ Demand for service is evaluated and accepted by those affected counties.
- ◆ Number of working parents served by the program.
- ◆ Transportation is no longer a barrier for parents to sustain employment.
- ◆ Parents have access to more employment opportunities because of available transportation between their home, childcare, and work.

Strategy 5.5: Continue the New Freedom Voucher Program administered by CICOA. The current program offers vouchers to individuals with disabilities in each county for medical, work or social trips. Agreements exist with multiple organizations (public and private transportation providers and human service agencies). The program must continue to meet the requirements of both “new” and “beyond the ADA” transportation for individuals with disabilities to be eligible for Section 5310 grant funding (New Freedom).

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: CICOA and all transportation providers

Implementation Time Frame: Ongoing
Staffing Implications: CICOA staff time required to administer and market the program
Transportation provider staff time to provide dispatching/driver activities

Implementation Budget:
To be determined based on the program size and participating organizations.

Potential Grant Funding Sources: Section 5310 (New Freedom activity) – local match required

Performance Measures:

- ◆ Number of organizations with qualified drivers participating in program.
- ◆ Number of additional vouchers used.
- ◆ Consumer satisfaction measured by survey feedback.
- ◆ Number of passengers with disabilities that benefit from the program.

Strategy 5.6: Maintain ridesharing through the carpooling and vanpooling programs offered by CIRTAs through the Commuter Connect Program. Transportation providers support the development of employer-based shuttles. Promote the federal tax advantages to both employers and employees.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: CIRTAs work with and maintain communication with employers in each county. Members of the County Connect Committee inform CIRTAs of new employers and/or employers or employee groups interested in ridesharing opportunities or employer-based shuttles.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> CIRTAs currently maintains this program
<u>Implementation Budget:</u> No additional budget	
Potential Grant Funding Sources: Potential application Congestion Management/Air Quality (CMAQ) grant (local match required)	

Performance Measures:

- ◆ Number of employers that participate in the Commuter Connect Program.
- ◆ Number of employers that establish an employer-based shuttle.
- ◆ Number of employees that participate in the program.
- ◆ Number of jobs filled/retained because transportation was removed as a barrier to employment.

Goal #6: Improve safety and accessibility to vehicles, bus stops, and bus shelters. Participate in the Emergency Management Plans for each county in the region.

Strategy 6.1: Improve accessibility to all bus stops, bus shelters and County Connect transfer points by working with local officials in the development of infrastructure plans that are located near bus stops and bus shelters. Establish a contact person in each public transportation provider service area to communicate unsafe conditions on publicly owned sidewalks, such as ice, snow and other debris. The contact person should be able to dispatch personnel to remove the unsafe conditions in a timely manner to ensure access to the public transportation system.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby



Responsible Parties: Transportation providers, CIRTAs, and advocacy groups will educate planning officials in cities, counties, and towns. Cities, counties, and towns build additional sidewalks that extend to bus stops and shelters. Contact person removes unsafe conditions in the area surrounding the bus stop or bus shelter.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None
<u>Implementation Budget:</u> Budget for sidewalks, repairs and debris removal responsibility of local officials	
<u>Potential Grant Funding Sources:</u> Building an accessible path to a bus stop that is currently inaccessible including curb cuts, sidewalks, accessible pedestrian signals or other accessible features are eligible for local government funding. Should the inaccessibility be located on public transportation property, the improvements are eligible for Section 5307 (urban) or Section 5311 (rural) capital funding (local match required)	

Performance Measures:

- ◆ Pedestrian facilities that require extension, maintenance, or construction are identified and ranked in order of priority. Timeline for addressing each issue is established by the property owner (public or transit).
- ◆ The necessary funding to improve maintenance of pedestrian facilities is dedicated, and cost plan for maintenance is adopted.
- ◆ Timeline for periodic maintenance inspections at each pedestrian facility located at and near bus stops is established.

Strategy 6.2: Maintain or establish a travel training program for individual users on awareness, knowledge, and skills of public and alternative transportation options available in each county in the region. Training can be provided to organizations, civic groups, and on an individual basis as needed. Materials that outline training highlights should be produced and distributed to attendees.

Counties Included: Maintain – Hamilton, Johnson, Marion; Establish - Boone, Hancock, Hendricks, Morgan, Shelby

Responsible Parties: Public transportation providers in each region, coordinating with CIRTAs as necessary.

Implementation Time Frame:

Maintain: Ongoing
Establish: Near Term (1-12 months)

Staffing Implications:

Travel trainers and time involved to maintain or develop programs

Implementation Budget:

Use volunteer trainers (seasoned passengers) to reduce costs

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

Performance Measures:

- ◆ Travel training program maintained or developed as necessary.
- ◆ Number of participants in the travel training program that use public transportation options.
- ◆ Consumer satisfaction related to improved quality of life for travelers.
- ◆ Number of new riders using public transportation for the first time or starting again after a long break.

Strategy 6.3: Enhance the level of ADA paratransit service (fixed route) or demand response service in the remaining counties of the region by providing passenger escorts. Currently, public transportation providers allow passengers to travel with personal escorts. However, frail and older passengers may not have escorts readily available to travel with them when needed. Providing escorts can help improve the transportation options for these passengers.

Counties Included: Hamilton, Hancock, Johnson, Marion, Shelby

Responsible Parties: Transportation providers. Collaborative efforts between transportation providers and non-profit organizations are encouraged.

Implementation Time Frame:

Mid Term (13-24 months)

Staffing Implications:

Staff time to train escorts.

Implementation Budget:

Use volunteer escorts to reduce costs

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

Performance Measures:

- ◆ Escort program developed.
- ◆ Number of trained escorts available.
- ◆ Number of passengers who use an escort.

Strategy 6.4: Include Emergency Management and all other organizations with a mission to protect public safety in all coordinated, local, and regional transportation planning efforts. Transportation providers participate in evacuation plans for each county and throughout the region. Work with emergency management teams in each county to make National Incident Management Systems (NIMS) courses available to transportation employees (including drivers). Courses provide information about what to expect when responding to emergency situations and the chain of command.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: Public transportation providers in each county. CIRTAs may coordinate involvement throughout the region.

<p><u>Implementation Time Frame:</u> Near-Term (1-12 months)</p> <p><u>Staffing Implications:</u> Responsibility of transportation managers/CIRTA</p> <p><u>Implementation Budget:</u> No additional budget.</p> <p><u>Potential Grant Funding Sources:</u> No additional budget.</p>

Performance Measures:

- ◆ Emergency Management organizations are invited to participate in coordinated and regional transportation planning efforts.
- ◆ All local transportation providers actively provide information and participate in Emergency Management Plans.
- ◆ Emergency response plans include public and all participating transportation providers.
- ◆ Number of NIMS courses completed by transportation staff members in each county.

Goal #7: Incorporate new technology and capital to improve existing mobility options and serve more people.

Strategy 7.1: Establish Twitter and Facebook accounts for each rural county’s transportation provider to improve communications with the public and passengers. Through these social media venues, information about the availability of transportation services can be easily communicated. Encourage family members of users, or group home managers, retirement home nurses, etc. to also use the social media services and to assist clients as necessary.

Counties Included: Hamilton, Shelby

Responsible Parties: Public transportation providers in Hamilton and Shelby counties. IndyGo, CIRTAs, and Access Johnson County have established social media accounts and can provide guidance

on how to establish, manage, and update the accounts to ensure they are useful to the public and passengers.

Implementation Time Frame: Staffing Implications:
Near-term (1-12 months) None

Implementation Budget:
No additional budget.

Potential Grant Funding Sources: No additional budget.

Performance Measures:

- ◆ Increase in ridership as transportation services information and updates reach potential passengers through documented use of Facebook and/or Twitter
- ◆ Reduction in calls received by transportation providers asking about services provided as information is available via social media outlets.

Strategy 7.2: Establish email, text and telephone alerts for each rural county transportation provider to improve communications with the public and passengers about service delays due to inclement weather, road construction, detours, or accidents can be relayed in real time.

Counties Included: Hendricks, Johnson, Marion, Morgan, Shelby; Phone Alerts Only: Hamilton

Responsible Parties: Public transportation providers.

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

Implementation Budget:
Minimal unless telephone alert system is purchased

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

Performance Measures:

- ◆ Increase in ridership as transportation services updates reach current passengers.
- ◆ Increase in service satisfaction as information regarding delays, etc. is more readily available.
- ◆ Reduction in calls received by transportation providers asking about service delays.

Strategy 7.3: Establish accessible websites to share information about the transportation services available throughout the region and in each county with older adults, individuals with disabilities, people with low incomes and the general public. At a minimum, information should include contact

information, days and hours of service, fares, telephone number to call to make reservations, passenger responsibilities, and other information deemed necessary by the provider. Links to other providers throughout the region should be included.

Counties Included: Morgan

Responsible Parties: Public transportation providers.

Implementation Time Frame: Staffing Implications:

Near-term (1-12 months) Minimal

Implementation Budget:

Depends on the complexity of the website/Design range \$1,200 - \$2,000

May be able to use local universities or trade schools for design at no or minimal cost

Annual cost to host and maintain site: \$600 - \$1,200

Potential Grant Funding Sources: Potential for 5311 (rural) public transportation grants (Local match required)

Performance Measures:

- ◆ Number of hits received by website.
- ◆ Increase in ridership as transportation service information reaches new passengers.
- ◆ Increase in service satisfaction as information is more readily available as may be measured through passenger surveys

Strategy 7.4: Purchase and utilize scheduling software for public transportation providers in the region's counties where the appropriate software does not exist. Scheduling software enables providers to share trip schedules, identify the number of vacant seats available on each vehicle, and tracks performance of trips provided. County transportation providers can jointly purchase or share licensing of software to facilitate the efficient performance of the providers in each county.

Counties Included: Johnson, Marion, Shelby

Responsible Parties: Public transportation providers that do not have appropriate scheduling software.

Implementation Time Frame: Staffing Implications:

Near-term (1-12 months) None; Will increase production of dispatchers

Implementation Budget:

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

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

Performance Measures:

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

Strategy 7.5: Transportation providers that currently use scheduling software programs should be able to communicate with other scheduling software programs to share trip information. Investigate how this communication can be facilitated and purchase additional software if needed. Transportation providers can jointly purchase or share licensing of this software to reduce the overall costs per provider.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: All transportation providers that participate in the coordination of transportation services.

Implementation Time Frame: Staffing Implications:

Long Term (2-4 years) None; Will increase production of dispatchers

Implementation Budget:

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

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

Performance Measures:

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

Strategy 7.6: CICOA is in the process of purchasing TRIMS (Transit Integrated Management System) a scheduling software program. Investigate the sharing of this software among transportation

providers throughout the region. Transportation providers may be able to purchase or share a site license thereby reducing the overall costs per provider.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: CICOA and all transportation providers that participate in the coordination of transportation services.

Implementation Time Frame: Staffing Implications:
Near Term (1-12 months) None; Will increase production of dispatchers

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

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

Performance Measures:

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

Strategy 7.7: Acquire vehicles and equipment for accessible services designed to accommodate mobility aids in each county. Purchase alternative fuel vehicles when possible. Where needed, acquire vehicles that accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600 pound design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand response service.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: Eligible transportation providers

Implementation Time Frame: Staffing Implications:
Ongoing None
Based upon need

Implementation Budget:
Price of vehicles and equipment

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

Performance Measures:

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

Strategy 7.8: Purchase farebox equipment that will accept debit, credit and smart cards as payment on all public transportation vehicles. Upcoming changes to paper vouchers issued to federal employees may require public transportation providers to accept smart cards. Smart card readers can increase job access to employers that participate in pretax incentives to assist employees with their transportation needs to and from work.

Counties Included: Hamilton, Johnson, Marion, Shelby

Responsible Parties: Public transportation providers that are investigating alternative fare payments.

<u>Implementation Time Frame:</u> Near Term (1-12 months)	<u>Staffing Implications:</u> Transportation provider management
<u>Implementation Budget:</u> Price of fareboxes and related equipment and software	
<u>Potential Grant Funding Sources:</u> Section 5307 (urban) and/or Section 5311 (rural) for public transportation providers (Local match required)	

Performance Measures:

- ◆ Number of fares paid with credit, debit and smart cards.
- ◆ Increase in number of trips provided.

Goal #8: Increase funding for coordinated transportation in Central Indiana.

Strategy 8.1: Continue the efforts of CIRTA, its transportation partners, IndyGo, the Indianapolis Metropolitan Planning Organization (MPO), the Indiana Council on Specialized Transportation (INCOST), the Indiana Transportation Association (ITA), and transit advocates to communicate with state legislators to enable local authorities to conduct referenda to dedicate new local funding to transit in each county. The documented regional transportation demands are a basis for this action. Others involved include local planning organizations, state level human service departments, Economic Development offices, and state legislators.

Counties Included: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: CIRTA, its transportation partners, IndyGo, and the Indianapolis Metropolitan Planning Organization (MPO) will continue discussions and meetings with area leaders.

Transportation providers and the CIRTA Mobility Manager will provide supporting documentation as needed.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Staff time to gather supporting documentation/ information as requested by state legislators. CIRTA will lead the effort with support from other agencies throughout the region
<u>Implementation Budget:</u> None	
<u>Potential Grant Funding Sources:</u> N/A.	

Performance Measures:

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

Strategy 8.2: 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: Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

Responsible Parties: Transportation providers will communicate with local planners and Economic Development offices. CIRTA will assist as necessary.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Transportation provider manager, CIRTA personnel
<u>Implementation Budget:</u> Staff time for meetings.	
<u>Potential Grant Funding Sources:</u> This strategy is an important element to improving coordinated transportation in each county of the region, but is not an eligible activity for Map-21 funding	

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.

Exhibit VI-1: Implementation Key

Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies.				
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Implementation Timeframe or Priority</u>	<u>Potential Grant Funding Sources</u>
167	1.1	Distribute the adopted Coordinated Plan to transportation stakeholders in each county and to any elected officials.	Near Term	Local Grants
168	1.2	Maintain the coordination of transportation providers from each county within the region through the CIRTAs County Connect Committee meetings.	Ongoing	CIRTA and Participating Organizations
168	1.3	Conduct County Connect Committee webinar meetings when feasible.	Ongoing	FTA Section 5311, 5307, 5310
169	1.4	Distribute the CIRTA County Connect flyer that provides general contact information for the transportation service providers in each county.	Ongoing	FTA Section 5311, 5307, 5310
170	1.5	Maintain the One-Click/One-Call program hosted by CIRTA.	Ongoing	FTA Section 5311, 5307
170	1.6	Share grant-writing expertise and provide technical assistance among eligible participating agencies.	Ongoing	CIRTA and Participating Organizations
171	1.7	Coordinate driver and staff training with transportation providers in each county and throughout the region to maximize attendance and available trainers	Ongoing	Local grants and Indiana Rural Transit Assistance Program (RTAP)
Goal #2: Continue Collaborative Efforts of Regional Transportation Providers to improve and increase regional, multi-county, and multi-modal coordinated transportation services.				
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Implementation Timeframe or Priority</u>	<u>Potential Grant Funding Sources</u>
172	2.1	Share information with the traveling public on the services offered by CIRTA through the network of regional transportation providers and human service agencies that participate in the CIRTA County Connect Committee.	Ongoing	FTA Section 5311, 5307
173	2.2	Determine the most feasible manner in which to implement routes or transfer points that connect IndyGo fixed route bus services with all counties within the Indianapolis region.	Mid-Term	FTA Section 5311, 5307, 5310

Exhibit VI-1: Implementation Key

173	2.3	Continue and increase the number of trips that cross county lines and establish additional transfer points in and outside the region	Ongoing	FTA Section 5311, 5307, 5310
174	2.4	Continue to add new immediate response, demand response, or route deviation service for cross-county connectivity (between and through contiguous counties).	Ongoing	FTA Section 5311, 5307
175	2.5	Develop a regional fare structure throughout the Indianapolis region for each county through the CIRTAs County Connect Committee.	Long-term	FTA Section 5311, 5307
176	2.6	Promote the Hoosier Ride inter-city bus service that provides service to and from Indianapolis to other areas of Indiana.	Near-term	CIRTA and Participating Organizations
176	2.7	Promote the use of Amtrak rail service to and from Indianapolis to other areas of Indiana and throughout the United States.	Near-term	CIRTA and Participating Organizations
177	2.8	Implement high capacity rapid transit that enhances transit service in key, heavily traveled corridors within Marion County that also serves other counties in the region.	Long-term	FTA Section 5311, 5307
Goal #3: Continue to promote the safety and ease of use of all new and existing coordinated regional, cross-county, and local public transportation and mobility options to older adults, people with disabilities, individuals with low incomes, and the general public in an on-going effort to increase awareness and mobility.				
<u>Page Number</u>	<u>Strategy Identification Number</u>		<u>Implementation Timeframe or Priority</u>	<u>Potential Grant Funding Sources</u>
178	3.1	Advertise/publicize available park-and-ride lots and ridesharing opportunities.	Ongoing	CIRTA and Participating Organizations
178	3.2	Include in existing marketing program the effectiveness and safety of regional and multi-county coordinated transportation services provided for older adults, individuals with low incomes, and people with disabilities.	Near-term	FTA Section 5311, 5307
179	3.3	Maintain a presentation and brochure that promotes cross-county and regional coordinated transportation.	Near-term	FTA Section 5311, 5307

Exhibit VI-1: Implementation Key

Goal #4: Consider expansions to public transportation service areas. Increase frequency and operating days and hours of service providers in an effort to meet the needs of older adults, people with disabilities, and individuals with low incomes.				
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Implementation Timeframe or Priority</u>	<u>Potential Grant Funding Sources</u>
180	4.1	Establish ADA accessible on-demand transportation for early mornings, late evenings, and weekend services in counties where demand for these services exists and financial support for operating additional services is available.	Mid-term	FTA Section 5311, 5310
180	4.2	CIRTA and local providers will continue to investigate ways to supplement IndyGo fixed route service to enhance frequency of service that is available within the existing service areas of the region.	Mid-term	Local organization and FTA Section 5311, 5307, 5310
181	4.3	Continue to implement community based transportation routes, such as those implemented by CIRTA that improve access between IndyGo bus stops, employment sites, community facilities, childcare centers, and densely populated residential areas of the region's counties.	Ongoing	Local organization and FTA Section 5316, 5310
Goal #5: Continue to investigate new employment-related transportation options while enhancing existing ones for individuals with low incomes and people with disabilities.				
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Implementation Timeframe or Priority</u>	<u>Potential Grant Funding Sources</u>
182	5.1	Coordinate the use of Section 5310 vehicles to implement routes or on-demand service that could serve 2 nd and 3 rd shift work-related trip purposes for individuals with low incomes traveling in or to the suburban and/or rural areas of each county within the region.	Long-term	Local organization and FTA Section 5310
183	5.2	Implement a voucher program in each county to support access to employment and work-related destinations for individuals with low incomes	Mid-term	Local organization and FTA Section 5307, 5311
184	5.3	Implement and/or extend IndyGo fixed routes and CIRTA routes that provide job access and reverse commute service between Indianapolis and the suburban and rural areas throughout the region and in each county where feasible.	Long-term	Local organization and FTA Section 5307, 5311

Exhibit VI-1: Implementation Key

184	5.4	Evaluate the need to implement or continue to provide an affordable on-demand or vanpool program or a taxi voucher program in each county of the region for individuals with low incomes who need to stop at a childcare facility in transit to/from employment.	Ongoing	Local organization and FTA Section 5307, 5311
185	5.5	Continue the New Freedom Voucher Program administered by CICOA.	Ongoing	FTA Section 5310
186	5.6	Maintain ridesharing through the carpooling and vanpooling programs offered by CIRTA through the Commuter Connect Program		Congestion Management/Air Quality (CMAQ) grant
Goal #6: Improve safety and accessibility to vehicles, bus stops, and bus shelters. Participate in the Emergency Management Plans for each county in the region.				
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Implementation Timeframe or Priority</u>	<u>Potential Grant Funding Sources</u>
186	6.1	Improve accessibility to all bus stops, bus shelters and County Connect transfer points by working with local officials in the development of infrastructure plans and the removal of unsafe conditions	Ongoing	Local government and FTA Section 5307, 5311
187	6.2	Maintain or establish a travel training program for individual users on awareness, knowledge, and skills of public and alternative transportation options available in each county in the region.	Ongoing / Near-term	FTA Section 5307, 5311
188	6.3	Enhance the level of ADA paratransit service (fixed route) or demand response service in the remaining counties of the region by providing passenger escorts.	Mid-term	FTA Section 5307, 5311
189	6.4	Include all local emergency personnel and human services in a comprehensive emergency response and evacuation plan including NIMs training	Near-term	Local organizations
Goal #7: Incorporate new technology and capital to improve existing mobility options and serve more people.				
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Implementation Timeframe or Priority</u>	<u>Potential Grant Funding Sources</u>
189	7.1	Establish Twitter and Facebook accounts for each rural county's transportation provider to improve communications with the public and passengers.	Near-term	None

Exhibit VI-1: Implementation Key

190	7.2	Establish email, text and telephone alerts for each rural county transportation provider to improve communications with the public and passengers about service delays due to inclement weather, road construction, detours, or accidents can be relayed in real time.	Near-term	FTA Section 5307, 5311
190	7.3	Establish accessible websites to share information about the transportation services available throughout the region and in each county with older adults, individuals with disabilities, people with low incomes and the general public.	Near-term	FTA Section 5311
191	7.4	Purchase and utilize scheduling software for public transportation providers in the region's counties where the appropriate software does not exist.	Near-term	FTA Section 5311
192	7.5	Transportation providers currently use scheduling software programs should be able to communicate with other scheduling software programs to share trip information.	Long-term	FTA Section 5307, 5311
192	7.6	Investigate the sharing of the TRIMS (Transit Integrated Management System) software among transportation providers throughout the region.	Near-term	FTA Section 5307, 5311
193	7.7	Acquire vehicles and equipment for accessible services designed to accommodate mobility aids in each county.	Ongoing	FTA Section 5307, 5311, 5310
194	7.8	Purchase farebox equipment that will accept debit, credit and smart cards as payment on all public transportation vehicles.	Near-term	FTA Section 5307, 5311
Goal #8: Increase funding for coordinated transportation in Central Indiana.				
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Implementation Timeframe or Priority</u>	<u>Potential Grant Funding Sources</u>
194	8.1	Continue organized communication with state legislators to enable local authorities to conduct referenda to dedicate new local funding to transit in each county.	Ongoing	None
195	8.2	Promote public transportation as an economic development advantage in each county of the region including economic development plans.	Ongoing	Local organizations