

Coordinated Public Transit - Human Services Transportation Plan Update Indianapolis Region



**Prepared for the Indianapolis
Metropolitan Planning Organization**

v10.6.2025



**Prepared by RLS & Associates
3131 S. Dixie Hwy
Suite 545
Dayton, OH 45439**



**A RESOLUTION OF THE TRANSPORTATION POLICY COMMITTEE OF
THE INDIANAPOLIS METROPOLITAN PLANNING ORGANIZATION
APPROVING THE 2025 UPDATE TO THE COORDINATED PUBLIC TRANSIT-
HUMAN SERVICES TRANSPORTATION PLAN ("COORDINATED PLAN")**

Resolution Number 2025-IMPO-017

WHEREAS, the Indianapolis Metropolitan Planning Organization (the "IMPO") is charged with the responsibility of providing for the continuing, cooperative, and comprehensive transportation planning process for the Indianapolis Metropolitan Planning Area ("Planning Area"); and

WHEREAS, the IMPO Transportation Policy Committee ("Policy Committee"), a committee of the IMPO, is the approval body for all transportation-related activities of the IMPO for the Planning Area under applicable U.S. Department of Transportation regulations; and

WHEREAS, it is the desire of the Policy Committee to authorize and approve certain actions as further set forth in this Resolution; and

WHEREAS, the Coordinated Public Transit-Human Services Transportation Plan, hereafter referred to as "Coordinated Plan" is updated every four years and must include prioritized goals and strategies to meet unmet transportation needs and gaps in service for people with disabilities and older adults; and

WHEREAS, IMPO staff worked with the Indianapolis Public Transportation Corporation (d/b/a IndyGo) to conduct a planning process that included gathering information and input from the public, transportation providers, human services providers, and stakeholders; and

WHEREAS, agencies and organizations that apply for Section 5310 funding must cite a goal in the Coordinated Plan that their proposal will address; and

WHEREAS, the Coordinated Plan has been posted for public review and comment from September 18, 2025 – October 3, 2025 and resulting comments have been incorporated into the final draft of the Coordinated Plan and presented to the Transportation Policy Committee (TPC); and

WHEREAS, IMPO staff conducted public engagement and outreach efforts to spread awareness of the plan, draft and final goals, and the public comment and review period; and

WHEREAS, virtual pre-hearing meetings were held on October 13, 2025 and an in-person public hearing was held on October 15, 2025 for comment on the Coordinated Plan; and

NOW, THEREFORE, BE IT RESOLVED, by the Transportation Policy Committee of the IMPO as follows:

SECTION 1: That the Coordinated Public Transit-Human Services Transportation Plan ("Coordinated Plan") is approved as presented or modified by this Transportation Policy Committee on October 15, 2025.

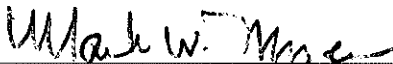
SECTION 2: That any prior action taken by the Executive Director or any staff necessary in connection with the items approved herein is hereby ratified and adopted as actions on behalf of the IMPO.

SECTION 3: That any officer, including but not limited to the Executive Director of the IMPO, and each of them, is authorized and empowered to execute all agreements, instruments and other documents, in such form and as each of such officer(s) considers necessary or desirable to effectuate the foregoing resolutions and to carry out the purposes thereof; the taking of any such action and execution of any such agreement, instrument or document to be conclusive evidence of the due authorization thereof by the Transportation Policy Committee of the IMPO.


SECTION 4: This Resolution shall be effective immediately upon its passage.

* * * * *

PASSED by the Transportation Policy Committee of the Indianapolis Metropolitan Planning Organization this 15th day of October, 2025.



Chair, Indianapolis MPO Transportation Policy Committee



Anna M. Gremling, Executive Director
Indianapolis Metropolitan Planning Organization

Table of Contents

Introduction	1
Section 5310 Program: Enhanced Mobility for Seniors and Individuals with Disabilities	2
Plan Development Methodology	2
Existing Conditions	4
Demographics	4
Transportation Providers	7
Cross-County Trips	9
Needs Assessment	12
Overview	12
Key Survey Findings	12
Stakeholder and Public Input	18
Stakeholder Meeting Participants	20
Transportation Needs	21
Progress since Previous Plan	22
Implementation Plan	26
Coordinated Transportation Goals and Strategies	26
Goal 1: Maintain and Improve Existing Service	29
Goal 2: Coordinated Programs and Services	30
Goal 3: Complement Public Transportation	31
Goal 4: Educate Decision Makers	32
Appendix A: Outreach Documentation	A-1
Appendix B: Demographic Analysis	B-1
Appendix C: Survey Results Analysis	C-1
Appendix D: Inventory of Existing Transportation Services	D-1

Introduction

This plan updates the Coordinated Public Transit-Human Services Transportation Plan (hereafter referred to as the Coordinated Plan) for the Indianapolis region, including Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby Counties. This Coordinated Plan was initially developed in 2008, and was later updated in 2013 to fulfill the planning requirements for the United We Ride initiative and the Federal Transit Administration's (FTA) Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU). A 2014 update was made to meet the planning requirements for Moving Ahead for Progress in the 21st Century (MAP-21). The SAFETEA-LU and MAP-21 were the Federal surface transportation authorizations effective through September 30, 2015.

On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act, was signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act applied new program rules to all FTA funds and authorized transit programs for five years. According to requirements of the FAST Act, locally developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act Federal legislation. The Coordinated Plan was updated in 2017 to meet new requirements and reflect the changes in funding programs.

Since then, the Coordinated Plan has been updated once every four years per Federal requirement: in 2021, and presently in 2025. Funding to update this locally-developed regional Coordinated Public Transit-Human Services Transportation Plan in 2025 was provided by the Indianapolis Metropolitan Planning Organization (IMPO) and involved active participation from local agencies that provide transportation for the general public, older adults, and individuals with disabilities.

The Indianapolis Metropolitan Planning Organization (IMPO) values each individual's civil rights. As a recipient of federal funds, the IMPO conforms to Title VI of the Civil Rights Act of 1964 (Title VI) and all related statutes, regulations, and directives, which provide that no person shall be excluded from participation in, denied benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance from the IMPO. The IMPO further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, regardless of whether those programs and activities are federally funded. For any and all inquiries regarding the application of this accessibility statement and related policies, please view the IMPO Title VI page, indympo.gov/policies.

In accordance with Title II of ADA and Section 504, no qualified person with a disability shall be denied participation or benefits of IMPO programs.

This plan was prepared in cooperation with the State of Indiana, the Indiana Department of Transportation, and the Federal Highway Administration. This financial assistance notwithstanding, the contents of this document do not necessarily reflect the official view or policies of the funding agencies.

If information is needed in another language, contact 317-327-5136 or info@indympo.gov. Si se necesita información en otro idioma, comuníquese con 317-327-5136 o envíanos un correo electrónico a info@indympo.gov.

For alternative formats, translation services, or accommodation needs for persons with disabilities, or to view documents in person at our offices please contact us at info@indympo.gov, 317-327-5136, or visit our offices at 200 East Washington Street, Suite 2322, Indianapolis, IN 46204

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

The program most significantly impacted by the plan update is the Section 5310 Program because participation in a locally developed Coordinated Plan is one of the eligibility requirements for Section 5310 Program funding. The Section 5310 Program provides formula funding to States and urbanized areas for the purpose of assisting public and private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when transportation service provided is unavailable, insufficient, or inappropriate to meeting those needs. The FTA apportions Section 5310 Program funds to direct recipients based on the population within the recipient service area. For the Indianapolis urban area, the Indianapolis Public Transportation Corporation (dba IndyGo) is the direct recipient. For rural and small urban areas in Indiana, INDOT is the direct recipient. As direct recipients, IndyGo and INDOT solicit applications and select Section 5310 grantee projects for funding through a competitive process which is clearly explained in the Program Management Plans of the direct recipients. Depending on the project type, Section 5310 grants require local match of 20 to 50 percent of the project cost.

Plan Development Methodology

This update to the Coordinated Plan incorporated the following planning elements:

1. Review of the previous regional coordination plan update to develop a basis for evaluation and recommendations;
2. Evaluation of existing demographic conditions in the region;
3. Conduct of a survey of transportation users on unmet transportation needs;

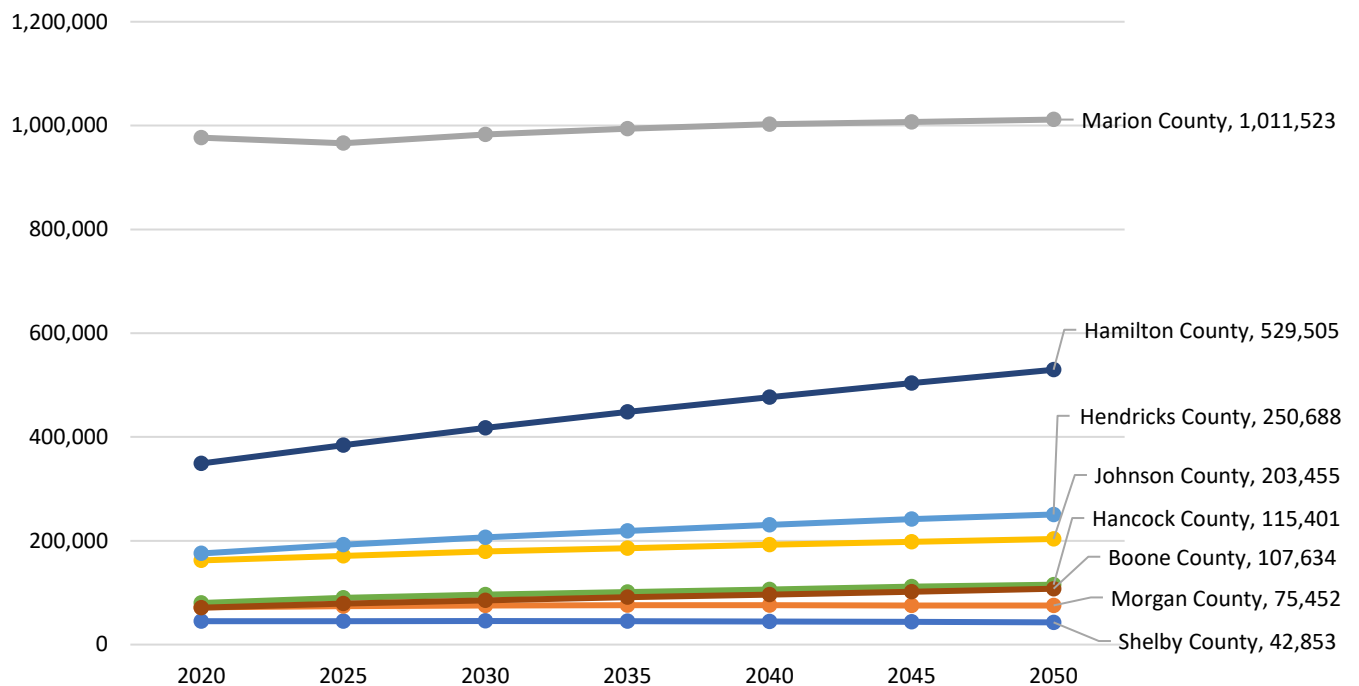
4. An inventory of existing public and human service transportation providers;
5. Conduct of a virtual meeting for regional stakeholders for the purpose of soliciting input on transportation needs, service gaps, and goals and implementation strategies to address these deficiencies;
6. Conduct of a second virtual meeting for stakeholders to review and prioritize updated goals and strategies; and,
7. Development of an updated implementation plan including current goals, strategies, level of investment required, and organizations for implementation; and,
8. Opportunities for public input on draft goals and the full draft plan document.

Existing Conditions

Demographics

Demographic characteristics such as overall population and the numbers of senior citizens, individuals with disabilities, and/or low-income households correlate to a higher likelihood of need for public or human service agency transportation. The 2020 total population for the eight-county region was 1,928,710. By 2050, the State of Indiana projects that the region's population will grow to 2,336,511 – an increase of 21 percent. Figure 1 displays the projected population change by county.

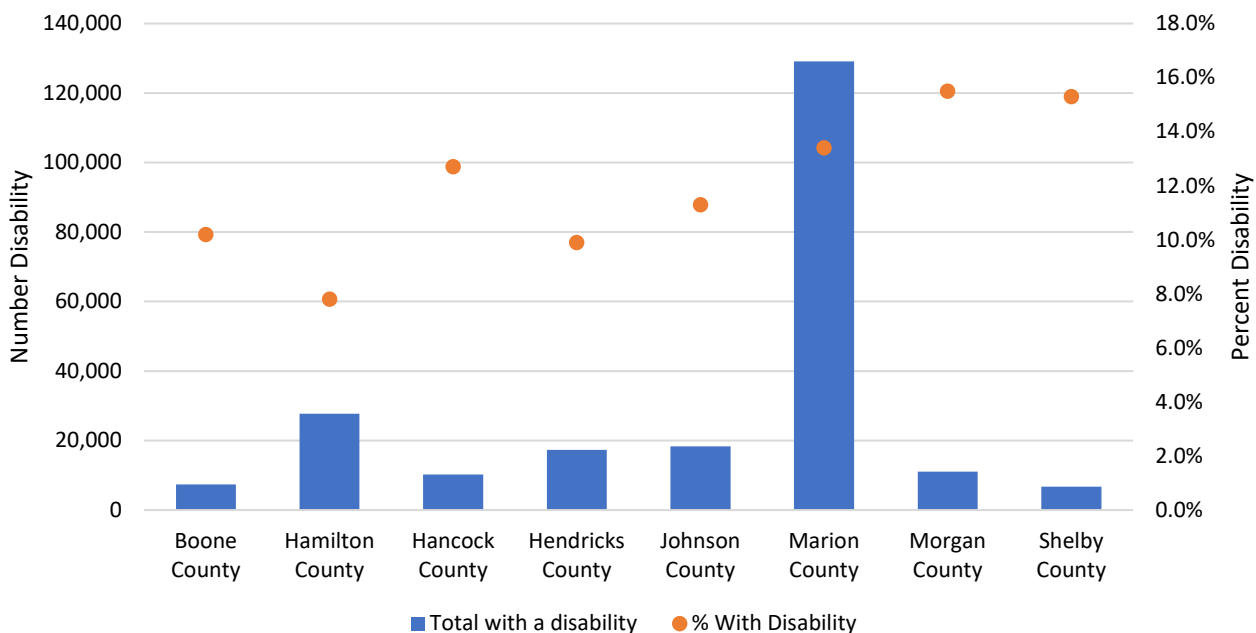
Figure 1: Population Projections by County



Data Source: STATS Indiana

Individuals with disabilities represent eight to 16 percent of each county's population, as shown in Figure 2. Marion County has the greatest number of residents with disabilities, while Morgan County has the highest incidence of disability.

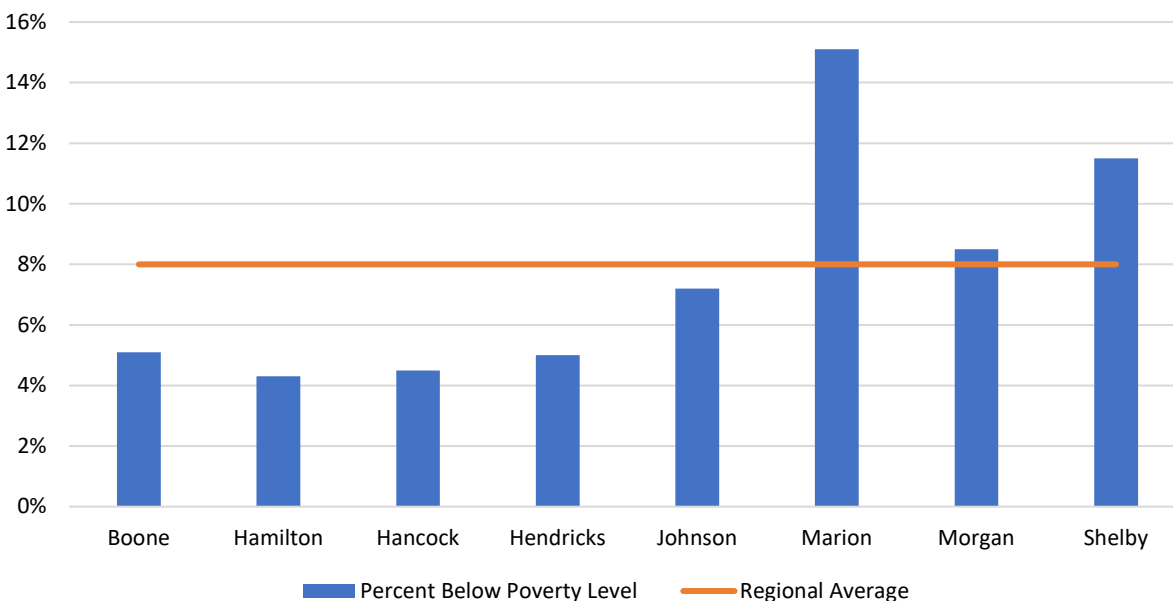
Figure 2: Disability Incidence by County



Source: 2023 American Community Survey Five-Year Estimates, Table DP03

The percentages of households with incomes under the Federal poverty level are shown in Figure 3. The highest-poverty county in the region is Marion County, followed by Shelby County.

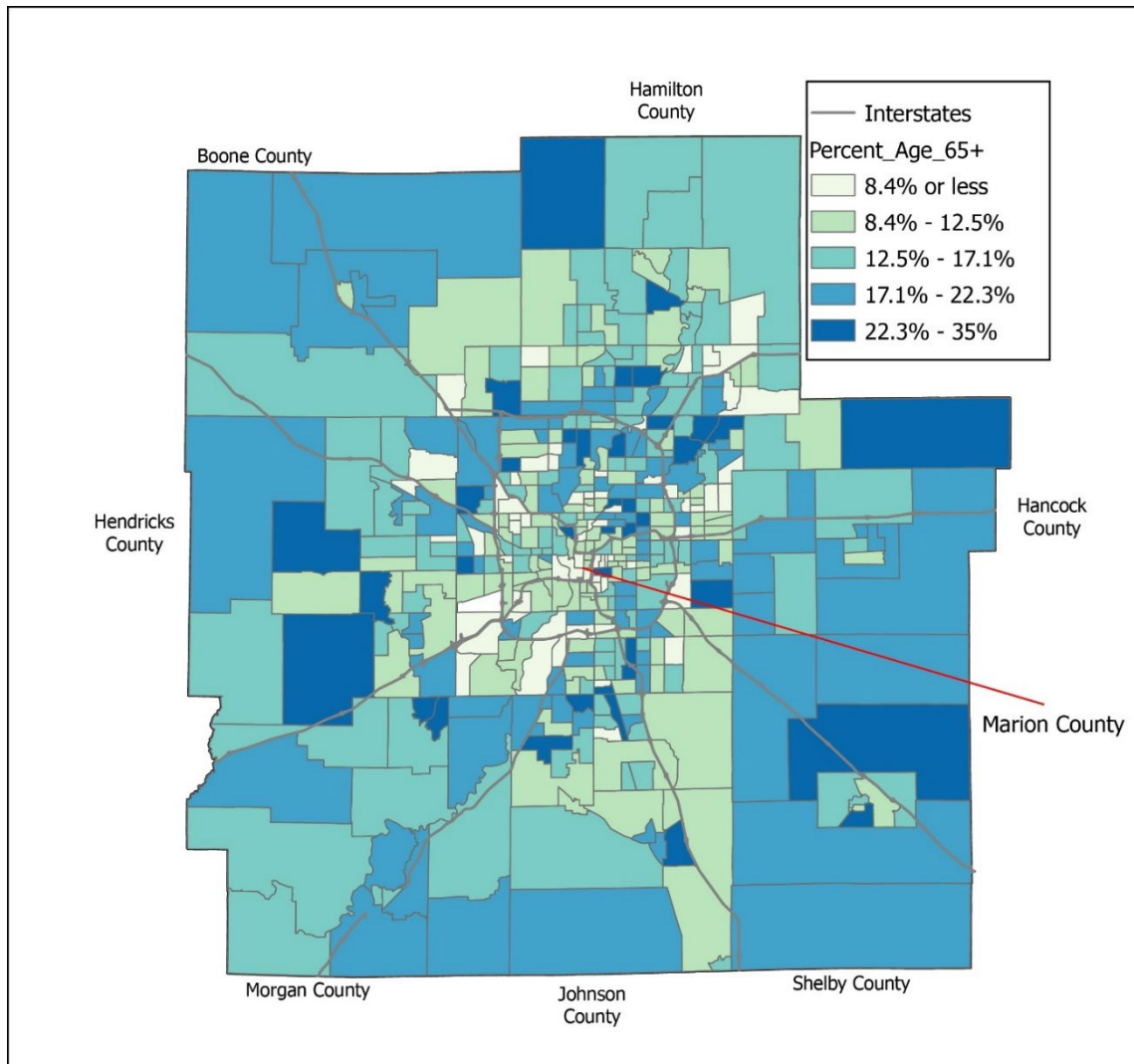
Figure 3: Percent Below Poverty Level by County



Source: 2023 American Community Survey Five-Year Estimates, Table S1701

The map in Figure 4 displays the percentage of the population in each Census tract that is 65 years of age or older. The most rural areas of the region tend to have higher percentages of older adults.

Figure 4: Senior Population Percentage by Tract



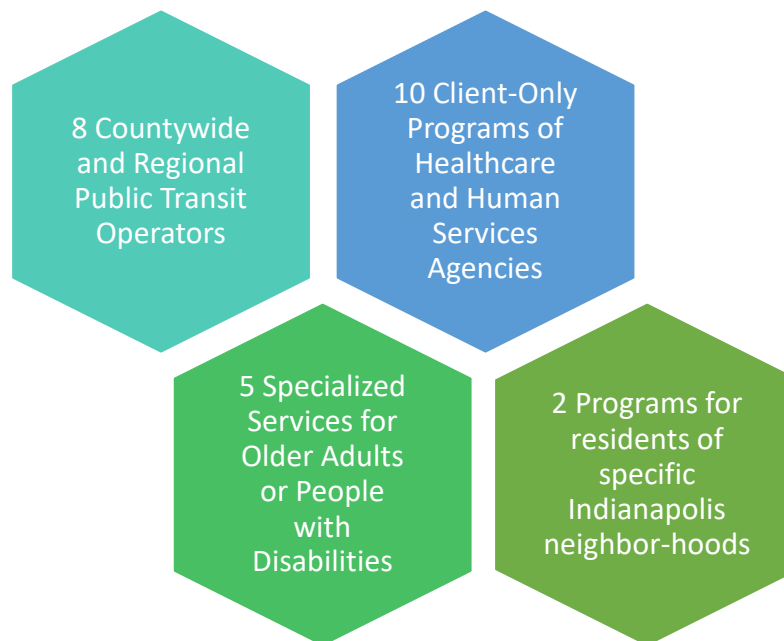
Source: 2023 American Community Survey Five-Year Estimates, Table B01001

Additional demographic analysis is included in Appendix B of this report.

Transportation Providers

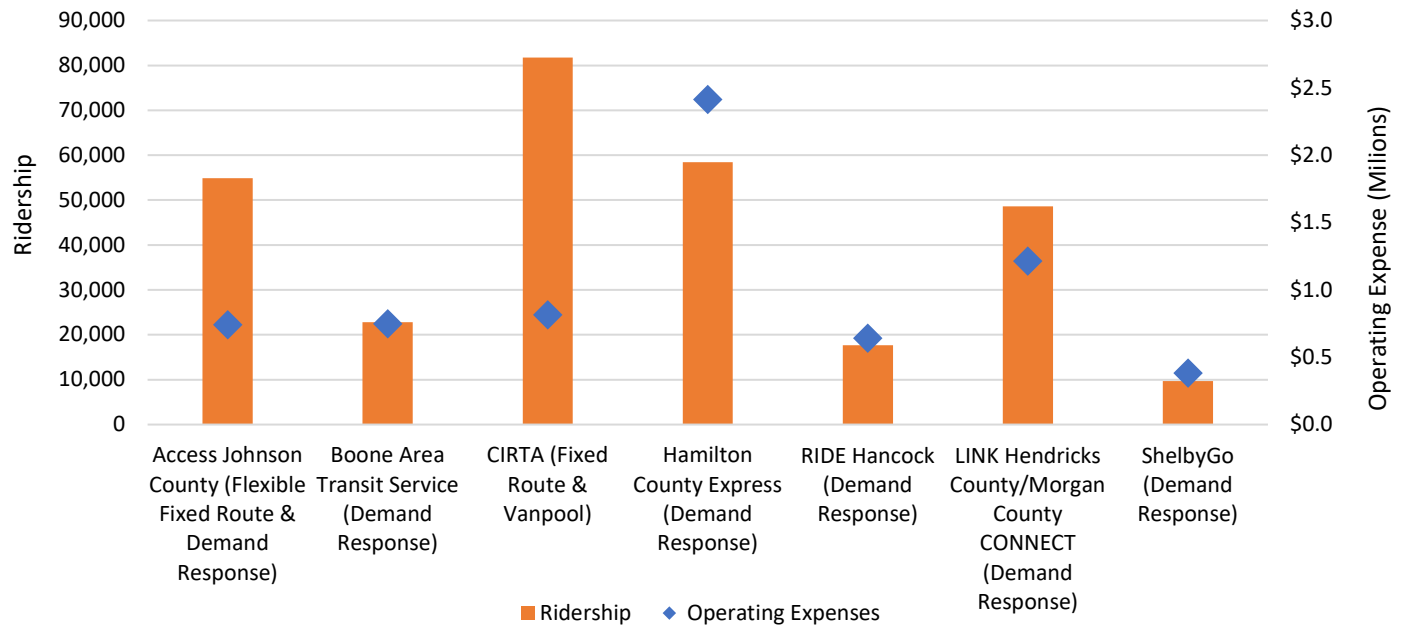
An inventory of the region's public and human service transportation providers is included in Appendix D of this report. The region is served by 25 public and non-profit programs that range in eligibility, as summarized in Figure 5.

Figure 5: Public and Human Service Transportation Providers



The region's public transit providers range in scale from small demand response providers in rural counties to IndyGo, a large urban system with extensive fixed route services. Ridership (measured in one-way passenger trips) and operating expenses for suburban and rural providers are shown in Figure 6. Two providers offering fixed route services, Access Johnson County and CIRT, experienced higher ridership for the dollars invested.

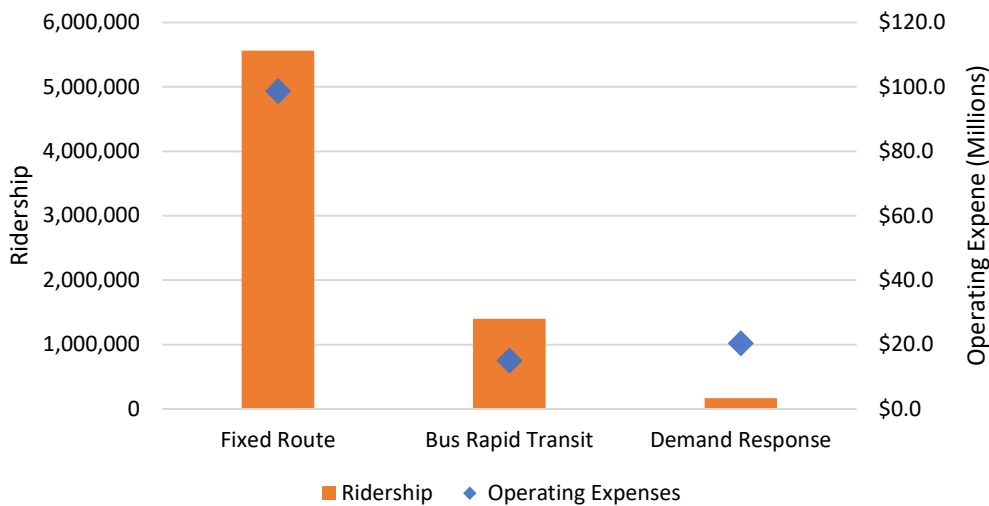
Figure 6: 2024 Ridership and Operating Expenses, Suburban/Rural Providers and CIRT



Data Sources: Transit Systems; INDOT Public Transit 2024 Annual Report

IndyGo, serving a more highly populated county with dedicated local funding for transit, provides a more robust service than the region's suburban and rural services. IndyGo's 2024 ridership and operating expenses for its three modes of service are shown in Figure 7. The bus rapid transit data are predominantly for the Red Line. The Purple Line opened in October, 2024.

Figure 7: 2024 Ridership and Operating Expenses, IndyGo



Data Source: IndyGo

The human services transportation programs in the region consist a diverse range of services, listed in Figure 8. They include suburban county senior centers, day services and employment programs for people with disabilities, hospital transportation programs, neighborhood-based services, and others. Details about these programs, including rider eligibility, cost and other program information, are included in Appendix D. This appendix also lists the region’s private for-profit transportation providers.

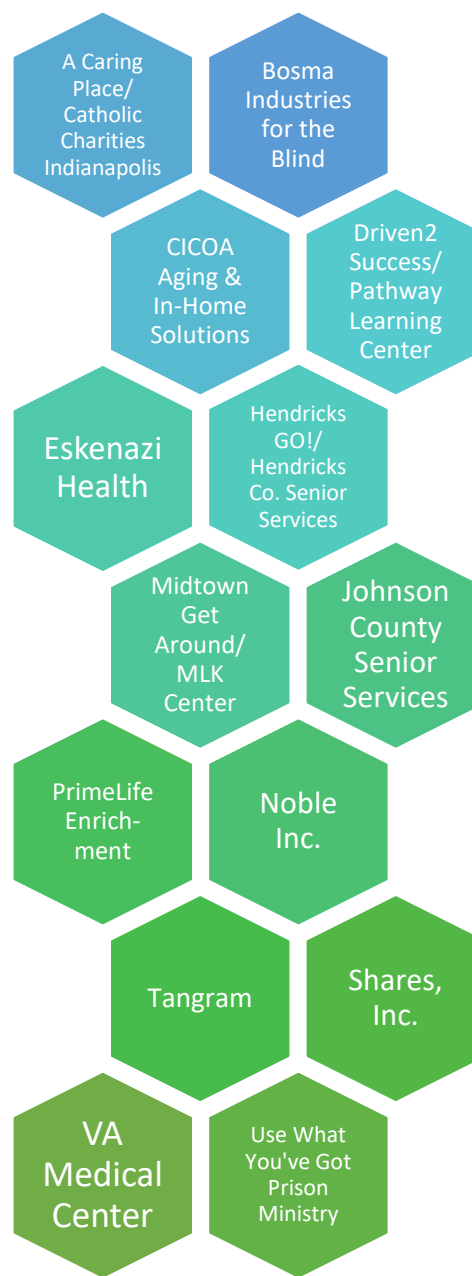
Cross-County Trips

Two providers included in the provider inventory focus on providing cross-county trips. With some exceptions, Central Indiana’s public transit providers generally remain within the county lines. Some provide out-of-county trips, primarily to medical facilities and day services programs. However, the providers are limited in their ability to travel outside of their counties due to resource constraints, high levels of demand for trips within their counties, or local policy.

My Freedom

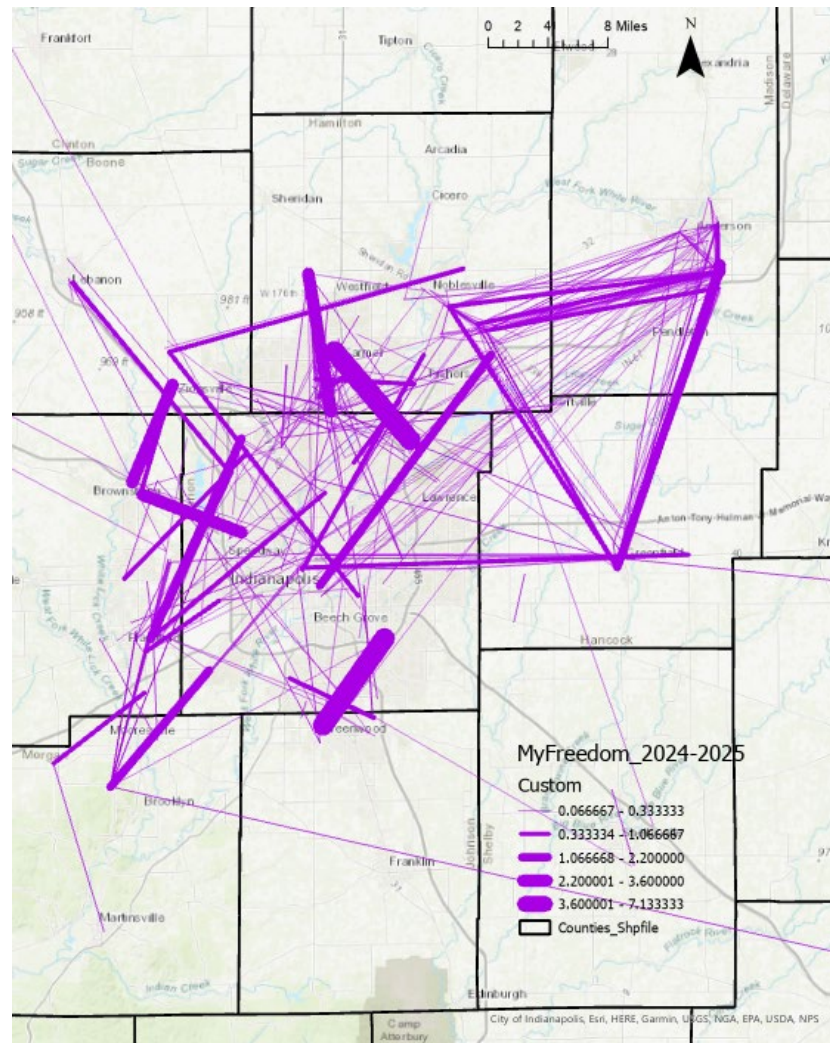
Through a partnership with CIRT, CICOA Aging & In-Home Solutions operates the My Freedom program for out-of-county travel for people with disabilities and anyone over the age of 60. Program consumers receive highly discounted rates to travel with Ztrip, a taxicab company. The program is subsidized by FTA Section 5307, Indiana Public Mass Transportation Fund (PMTF), and Social Services Block Grant (SSBG) funding. The program has provided up to 300 one-way passenger trips per month. Trip

Figure 8: Human Service Transportation Providers



patterns are shown in Figure 9. The program provides connectivity between all of the Indianapolis area's suburban counties, including Madison County.

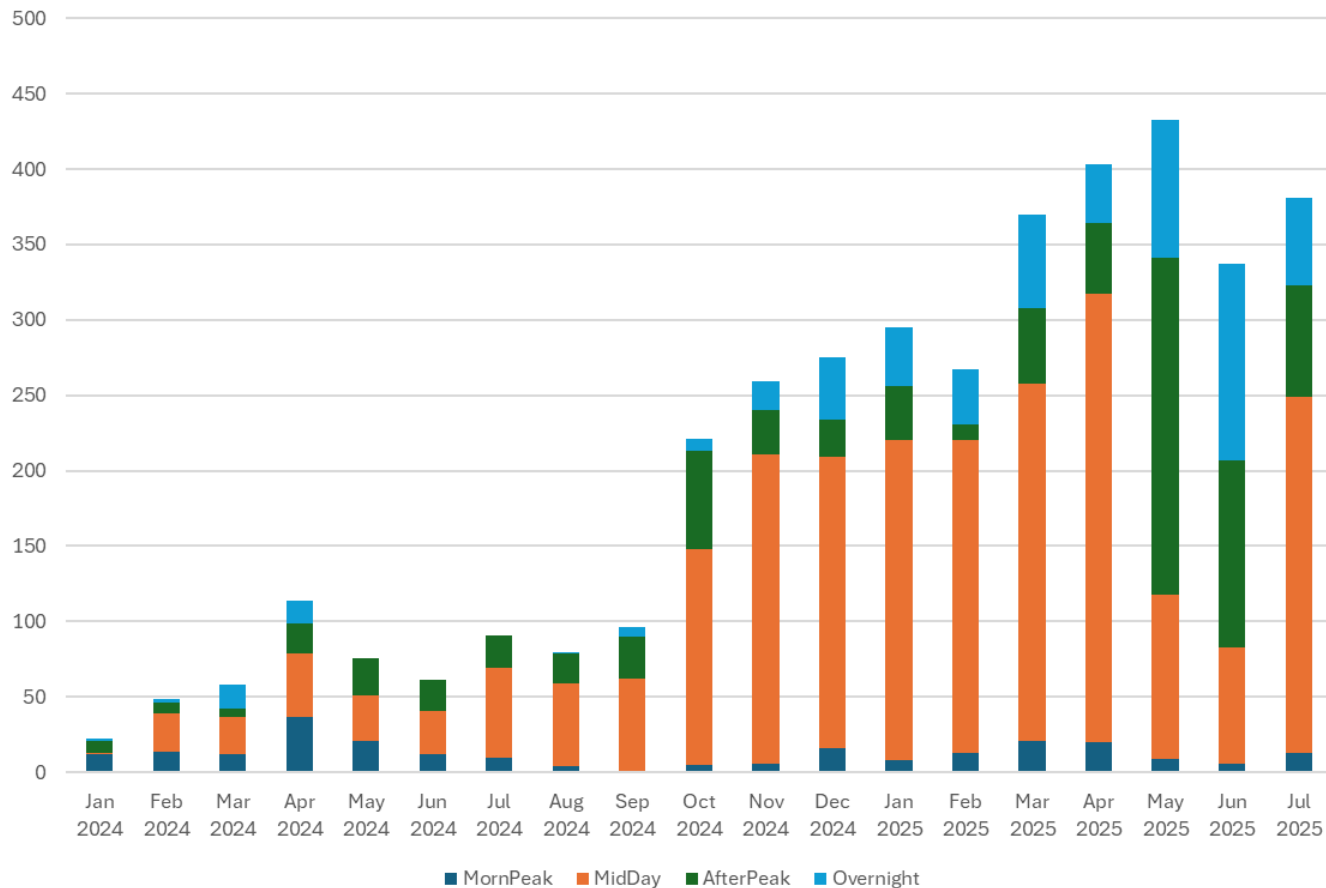
Figure 9: My Freedom Trip Patterns (Thicker Lines = More Trips), Jan 2024-Jul 2025



Source: CICOA and CIRT

My Freedom monthly trip volume and activity by time of day are shown in Figure 10. Due to budget constraints, the program is reducing the level of service to a target of 270 trips per month through November 2026. While the majority of trips have been provided during the mid-day timeframe, many use the programs for trips at night.

Figure 10: My Freedom Trips by Month and Time of Day, Jan 2024-Jul 2025



Source: CICOA and CIRT A

CIRT A Services

In addition to partnership with CICOA to fund the My Freedom program, CIRT A operates cross-county transportation programs that primarily serve employment purposes. The Workforce Connectors are fixed routes that originate in Marion County and transport individuals to industrial parks in Boone and Hendricks Counties. These services are funded primary through Economic Improvement District revenues. Secondly, the Commuter Connect program offers a variety of transportation options and resources to Central Indiana commuters. These services include vanpools, in which groups of commuters use 7- to 15-passenger vans leased from a third-party provider for shared rides to and from work sites. Of the 61,589 one-way passenger trips provided through vanpooling in 2024, 97 percent were trips that crossed county lines.

Needs Assessment

Overview

The IMPO contacted local human service agencies, neighborhood service centers, and all transportation providers serving each county in an attempt to solicit input and request participation from organizations that could potentially be impacted by the coordinated transportation planning process. The IMPO and the project consultant, RLS & Associates, conducted two stakeholder input meetings in the summer of 2025 to obtain information about unmet transportation needs and gaps in service. Additionally, the project team conducted a public input survey that was distributed by the participating stakeholders to older adults, individuals with disabilities, and people with low incomes in Central Indiana. Documentation of outreach efforts included in this project and the level of participation from each organization is provided in Appendix A.

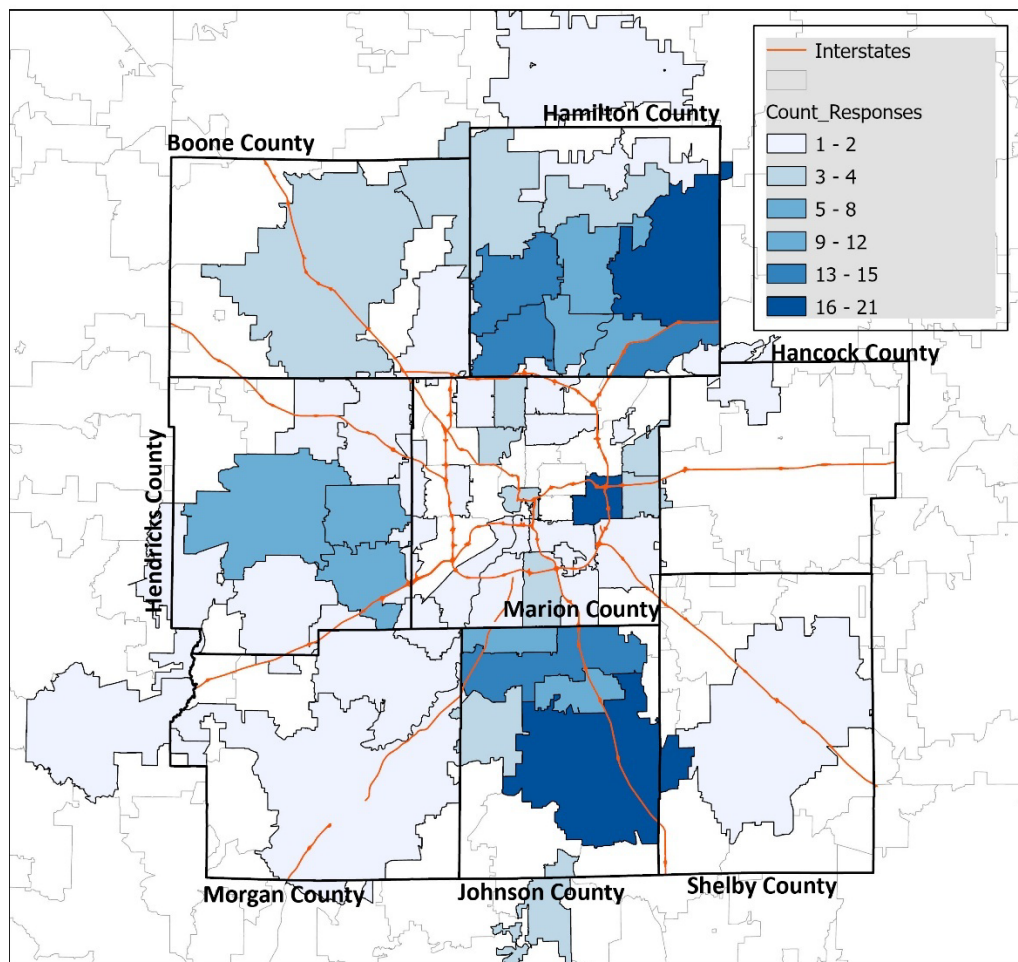
The needs assessment also included demographic information collected at the county and Census tract level. The demographics of an area indicate demand for transportation service. Relevant demographic data were collected and are summarized in Appendix B. The data was gathered from multiple sources including the U.S. Census Bureau's 2023 American Community Survey (ACS) Five-Year Estimates and the State of Indiana.

Key Survey Findings

The survey instrument and a full analysis of the results are included in Appendix C.

The responses by ZIP code are shown in Figure 11. All of the study area's counties were represented in the responses, with the highest representation from Hamilton and Johnson Counties. The fewest responses were received from Hancock County. Eight respondents did not provide their ZIP codes.

Figure 11: Survey Responses by ZIP Code (N=275)



Respondents indicated whether they have difficulties with using the region’s existing services to meet their transportation needs for various trip purposes. Respondents provided the number of trips they need in a typical week for eight purposes. Then, for each purpose, they reported how many of the needed trips they are actually able to take using the services available to them.

For every listed trip purpose, 22 to 47 percent of the respondents reported having trip needs for which they do not get all of their needed transportation. The results for all trip purposes are shown in Table 1.

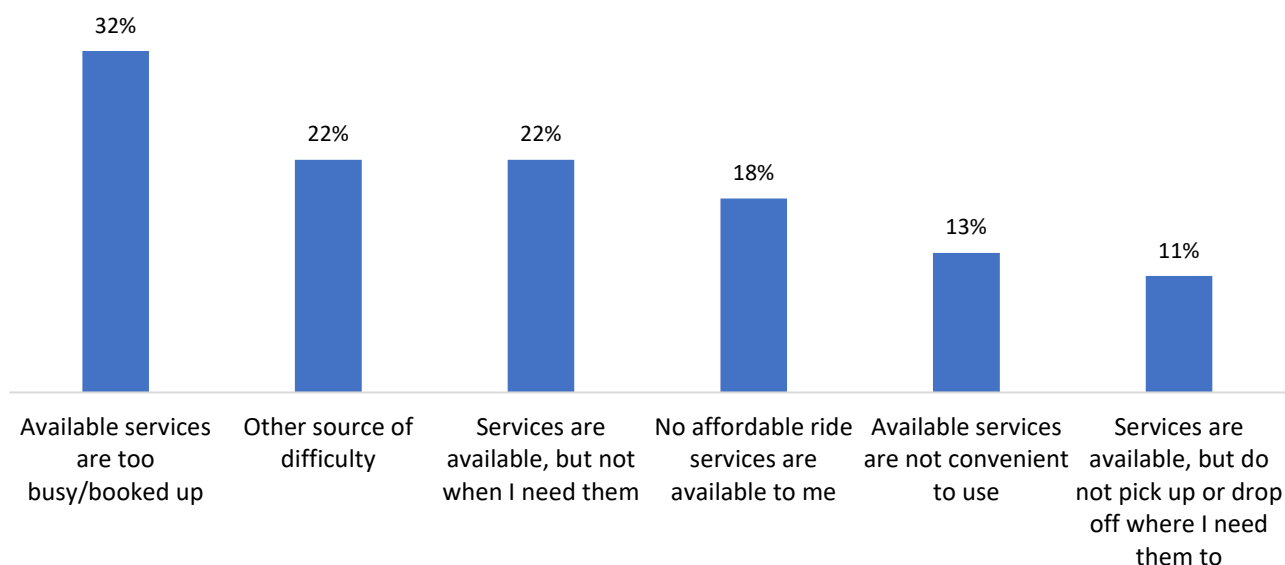
Table 1: Difficulty with Trip Purposes

Trip Purpose	Percentages of Survey Respondents with Transportation Barriers for this Purpose	Frequency of Respondents' Trip Need for this Purpose
Work	31% do not get all needed work trips	81% need 8+ work trips per week (N=110)
Medical	41% do not get all needed medical trips	86% need 4 or fewer medical trips per week (N=78)
Shopping*	47% do not get all needed shopping trips	93% need 8+ shopping trips per week (N=74)
Social	45% do not get all needed social trips	97% need 8 or fewer social trips per week (N=62)
School	22% do not get all needed school trips	60% need 8 or fewer school trips per week (N=42)
Faith-Based	36% do not get all needed trips to faith activities	82% need 4 or fewer trips to faith activities per week (N=34)
Day Services	22% do not get all needed day services trips	59% need 5+ day services trips per week (N=78)
Dialysis	23% do not get all needed dialysis trips	61% need 5-8 dialysis trips per week (N=18)

*includes grocery shopping

Respondents provided the sources of difficulty with getting the trips they need. As shown in Figure 12, the most common source of difficulty is that available services are too busy or booked up. The second most common concern is that the services are not available when they are needed.

Figure 12: Sources of Difficulty for Getting Needed Transportation (N=138)



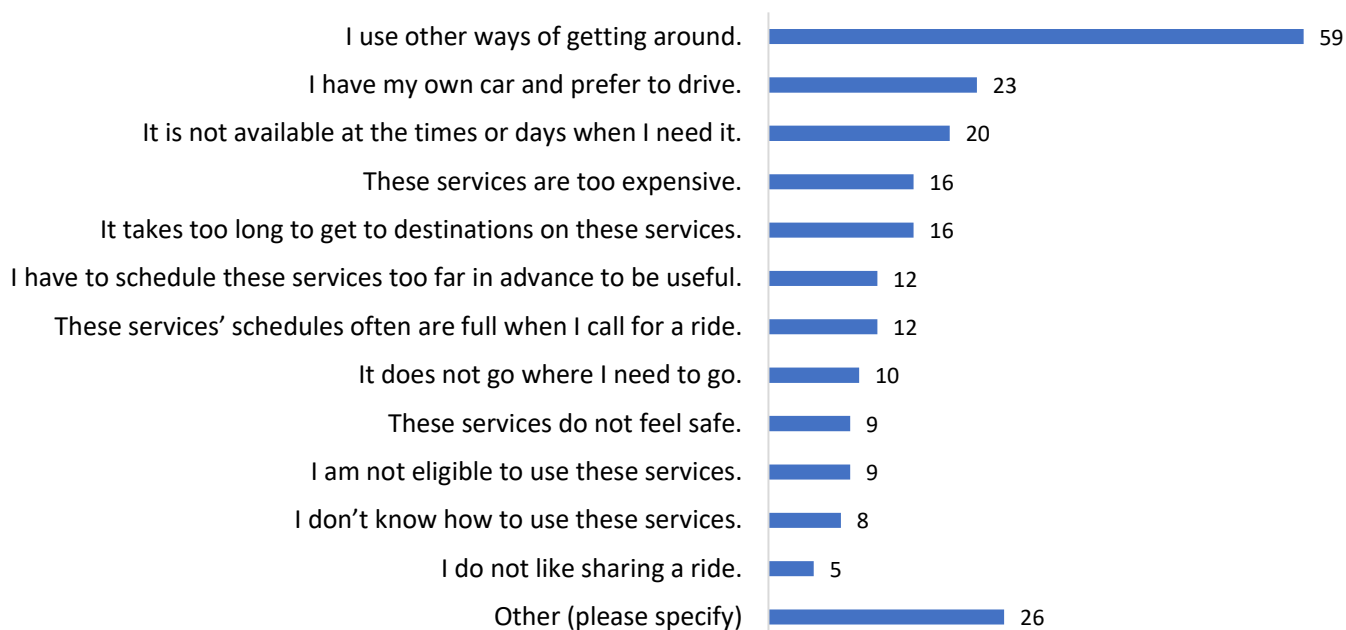
Of the 22 percent who selected “Other source of difficulty,” the following concerns were specified in open-ended comments.

Table 2: Other Sources of Difficulty with Available Services (N=31)

Theme	Number of mentions
Not on time	5
Poor communication about schedule changes or availability	5
Not dependable	4
Rides take too long	4
Not always available when needed	3
No availability on evenings, weekends or holidays	2
Inconsistent pickup or dropoff times for recurring trips	2
Inconvenient	2
Unaffordable	2
Apprehensive about allowing dependent to ride unsupervised	1
Difficult to transfer between systems	1
Lack of service across county lines	1
Medical facility far from home/long drive time	1
Physically uncomfortable ride	1

Respondents who do not use advance transportation services indicated the reasons why. The responses are shown in Figure 13. Other than those who stated that they use other ways of getting around or prefer to drive, the most frequent comment was that the services are not available at needed times.

Figure 13: Reasons that Respondents Do Not Use Available Advance Reservation Services (N=137)

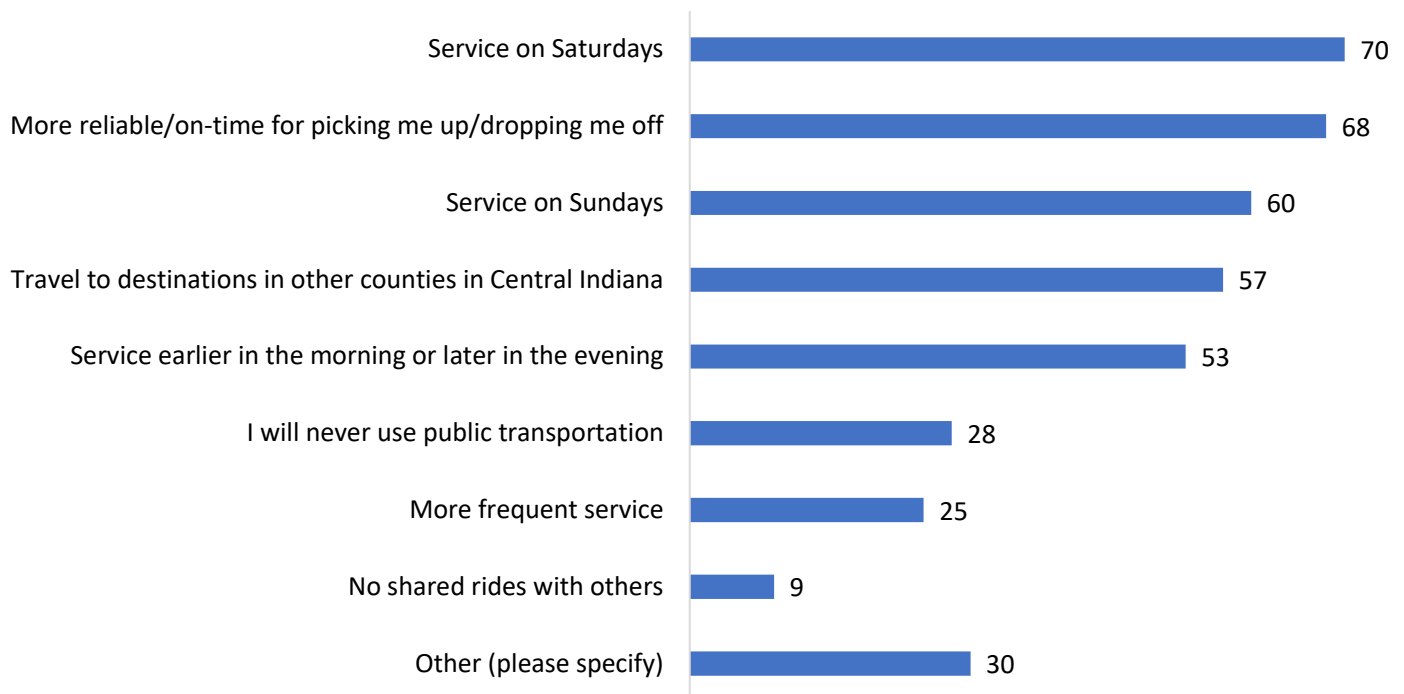


Of those who selected “Other (please specify),” some did not provide further comment, or they stated that they do use advance reservation services. Otherwise, the comments were:

- Brother takes me
- Difficult for wheelchair users (he is 5 yrs old)
- Even if I book early, I still arrive late.
- Family
- Family or friends provide transportation
- I (mom) takes him but there will be a time in the future that I will be no longer able to.
- I am never comfortable that I will get a ride home in a timely manner or if I have to stay for testing
- Interpretation isn't always provided to schedule
- No Volunteer Drivers picked up my ride reservation requests.
- Person is a minor
- Pick up too early

Respondents indicated what they would change to make public transit options, including advance reservation and fixed route/bus rapid transit services, more appealing. The responses are shown in Figure 14. Respondents could select more than one answer. The top responses were service on Saturdays and being more reliable/on-time.

Figure 14: What Respondents Would Change to Make Public Transit More Appealing (N=199)

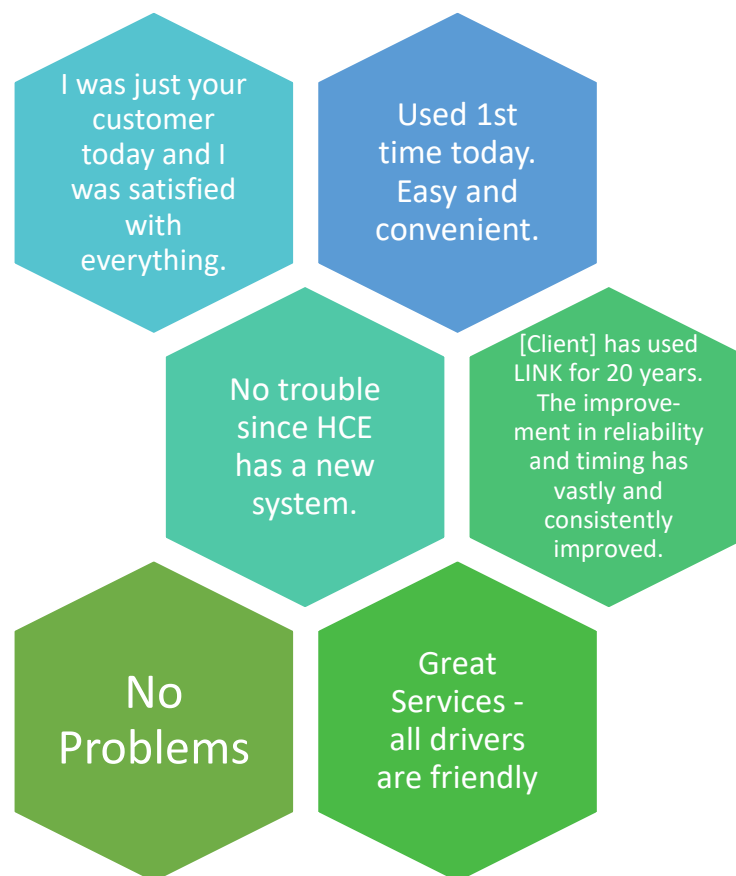


The “Other (please specify)” responses included:

- Ability to request rides online 1-2 weeks in advance vs day to day
- Consistency with routes.
- Easier ride scheduling
- Greater flexibility with ability to make multiple stops during trips
- I need a lift use walker
- Later in the evenings would be great
- Longer hours on Saturday
- More holidays open for business
- Safer, security
- Safety when using the service is main concern.
- The 30-minute pick up window is challenging for my daughter with Down syndrome.
- There aren't enough East-West routes.
- Trips to Indy medical care
- Tuesday, Wednesday and Thursday
- We want to ensure each vehicle is wheelchair accessible.

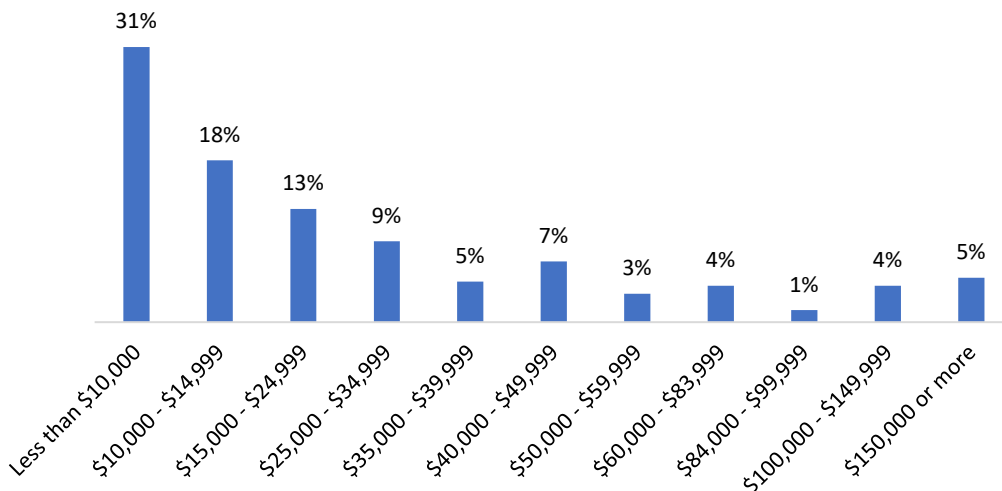
When answering multiple survey questions, respondents shared positive feedback about the services they use, as shown in Figure 15.

Figure 15: Positive Feedback



Respondents shared demographic information including age, language spoken, racial identify, disability, employment status and income. The full results are provided in Appendix C. Respondents' household incomes are shown in Figure 16.

Figure 16: Respondents' Household Incomes (N=220)



Stakeholder and Public Input


The IMPO contacted local human service agencies, neighborhood centers, and transportation providers to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. The project team conducted two virtual stakeholder meetings (May 19, 2025 and July 29, 2025) to obtain input on unmet needs, gaps in service, and strategies for addressing these needs and gaps. Interactive online polling was used in both meetings to collect input, including the prioritization of strategies for implementation.

Invitations were emailed to organizations that participated in the 2021 Coordinated Plan Update, agencies that have contacted IndyGo in recent years about the Section 5310 grant program, and participants in the CIRTAs County Connect meetings for transportation providers. Transportation providers were also invited to complete a survey that covered program data and their input on coordination within the region.

Additionally, the IMPO conducted a series of public outreach meetings to provide information about the Coordinated Plan and invite feedback on potential strategies to address unmet transportation needs. Five meetings were held over July 21-24, 2025: two were virtual, and three were held at public libraries in Greenwood (Johnson County), Indianapolis (Marion

County), and Whitestown (Boone County). A full list of engagement efforts is included in Appendix A.

Representative comments received in the transportation provider survey follow.

 Strengths of Central Indiana's Existing Transportation Network	What Isn't Working Well
<i>Ability to coordinate trips</i> <i>Good working relations with IMPO, CIRT, INDOT, IndyGo and other providers</i> <i>Our partnership with CICOA and the My Freedom program gives clients options 24 hours a day 7 days a week</i> <i>Relationships with local team members to assist in getting the customer access to a safe and affordable ride with compassion and care</i> <i>Wonderful collaboration among those of us interested in helping our community within Central Indiana.</i>	<i>Figuring it out how to make it simple for riders to coordinate trips and fares.</i> <i>Not having more funding. Lack of proper infrastructure for those clients for safety and accessibility such as more shelters, proper sidewalks etc.</i> <i>Funding needs increased...</i> <i>Raising funds</i> <i>Delays in pickup, long waits, long trips.</i> <i>Progress is very slow.</i>

Areas in Which Central Indiana Should Focus on Improving Coordination		
<i>Getting people in and around Central Indiana. For doctor visits, work, etc. and let's not leave out the Veterans too.</i>	<i>Sharing data and resources with one another.</i>	<i>Crossing County lines, transportation for folks younger than 60 but without a true disability. Example: 58-year-old needing a transport to the grocery store.</i>

How You Define Coordination and What Success Looks Like

Families don't have to "start over" at every agency. Their needs are understood, and support is uninterrupted across services—from transportation and case management to housing and recovery support.

Working together to meet the needs of those we serve.

Coordination is working towards us all doing the right thing for the client and sharing each other's resources and not looking at each other as a threat but more of a partner. Sharing those resources on a *regular* basis such as trip denials without fear of being judged, etc. We all have a role to play but working towards a way to do it effectively with the tax payer and clients in mind.

We operate the My Freedom program to bridge the gap between cross-county transportation. CIRTa helps promote and markets the program with their PMTF funding and is the subrecipient of 5307 funding from IndyGo. Ztrip is the local provider for all trips.

Working well together in order to serve those that need transportation with easy scheduling and affordable fares, maybe some bulk purchases. We all need the same items to operate transportation.

With our guidelines currently set to cross county lines, we have not needed as much coordination but certainly could increase our volume if there were regular connections at county lines.

Stakeholder Meeting Participants

Organizations that were represented in the stakeholder meetings included:

- A Caring Place/Catholic Charities
- AARP
- Access Johnson County/Gateway Arc
- Boone Area Transit System/Boone County Senior Services
- Bosma
- CICOA Aging & In-Home Solutions
- Central Indiana Regional Transportation Authority
- Easterseals
- Eskenazi Health
- Go Go Bus
- Hamilton County Express/Janus Developmental Services
- Hancock County Senior Services
- Health By Design
- Hendricks County Senior Services
- INDOT Office of Transit
- IndyGo
- Indianapolis Metropolitan Planning Organization
- John Boner Neighborhood Centers
- MLK Center
- Noble
- Project Will
- Shares, Inc.
- Sycamore Services
- Tangram, Inc
- United Way of Central Indiana
- Village Of Merici

Transportation Needs

In the May 19 stakeholder meeting, the participants reviewed the list of unmet transportation needs included in the 2021 Plan Update, and suggested additional needs. These needs are listed in Table 3. The stakeholders concurred that all of these needs were still present in 2025.

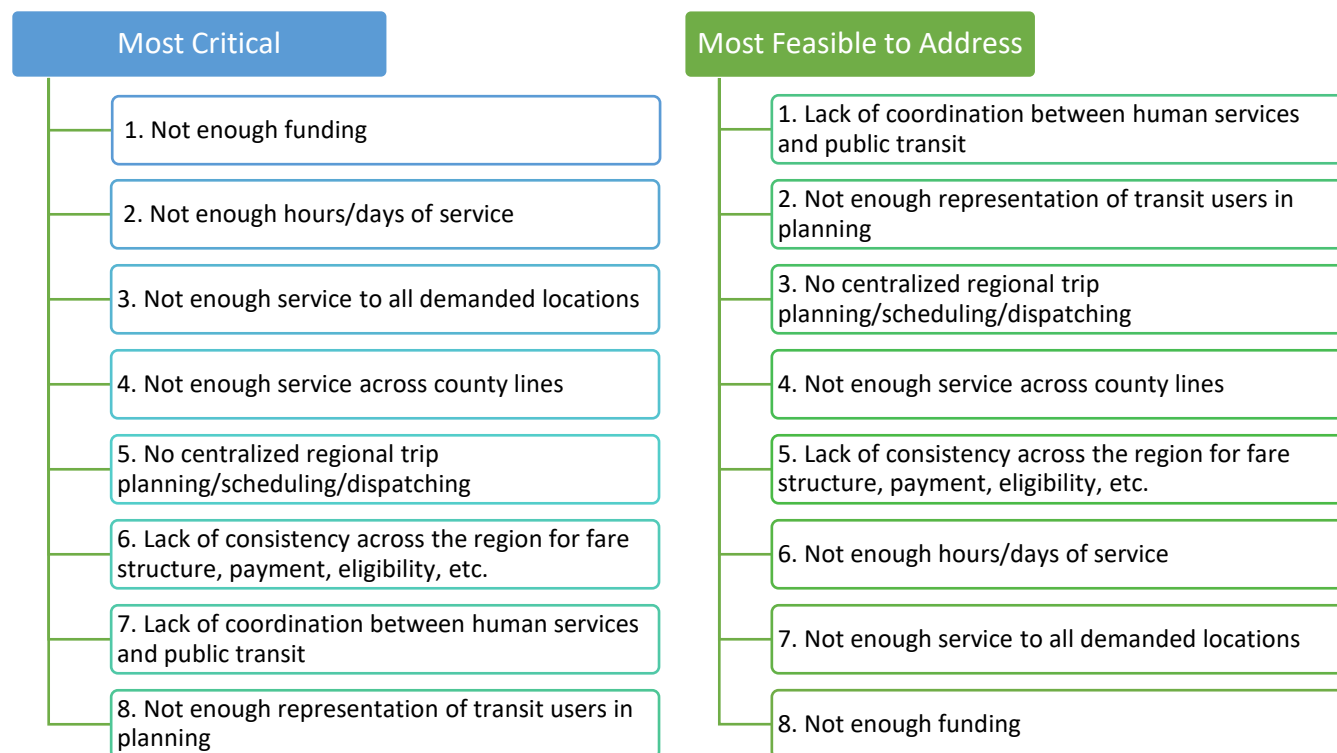
Table 3: 2021 Unmet Needs Reviewed by Stakeholders

Transportation Service Needs/Gaps	Other Needs/Gaps (Coordination, Technology, Etc.)
<ul style="list-style-type: none"> • Additional BRT lines identified in Marion Co Transit Plan • Access to jobs in suburban industrial parks, medical centers, and retail/hospitality areas • Cross-county travel • Demand response transportation that is timely (not too early or late, reasonable ride durations) • Frequent fixed route service • More opportunities to carpool or vanpool • On-demand or same-day transportation through a coordinated network • Transportation in more places, whether it is demand responsive or fixed route • Transportation that operates every day of the week from early morning to late evening • Transportation to work that allows for convenient childcare drop-off/pick-up 	<ul style="list-style-type: none"> • Accessible bus stops with adequate sidewalk connectivity • Awareness of transportation options and travel training • Centralized, regional trip planning and scheduling/dispatching resource that incorporates all modes including Transportation Network Companies and micromobility • Communication and coordination between human services and public transit providers • Expansion of the use of attendants for frail passengers • Inconsistent provider policies/procedures on fare structure, fare payment, ride scheduling, and eligibility • More “customer voice” in transportation planning (e.g., better opportunities for input from people who rely on service, such as individuals with disabilities) • Regional fare structure for all public transportation providers in the region • Rider training for people with developmental disabilities to use independently • Technology for provider coordination and/or customer convenience (e.g., reserving trips online, paying fares, tracking buses) • Tracking of trip denials as a region and cross county trip requests.

The participants ranked a consolidated list of unmet needs and service gaps according to the criticality of the need, and the feasibility of region’s providers to address the need. The rankings are shown in Figure 17. Funding and expanded service were ranked as the most critical unmet

needs. However, the participants ranked coordination and user representation needs in planning as the most feasible to address.

Figure 17: Ranking of Unmet Needs/Gaps in Service



Progress since Previous Plan

In the Indianapolis region, progress during the previous four years has included:

- The implementation of the Purple Line bus rapid transit line by IndyGo, and the initiation of construction of the Blue Line.
- The addition of concrete landing pads and passenger amenities such as seating and shelters to numerous IndyGo bus stops.
- The relaunch of the My Freedom discounted transportation program for inter-county trips for older adults and people with disabilities.
- Improvements to passenger communications made by demand response transportation providers, including the adoption of improved reservations and trip status update technology.

Stakeholder meeting participants identified goals and strategies from the 2021 Coordinated Plan Update (listed in Table 4) that had the most progress, and that were important to continue.

Table 4: 2021 Plan Update Goals and Strategies

Goals	Strategies
Goal 1: Provide a Unified, Regional Transportation Scheduling, Dispatching and Trip Payment Network with A Single Portal/One-stop Hub for Obtaining System Information and Reserving Rides	<ul style="list-style-type: none"> • Strategy 1A. Consolidate the scheduling and dispatching functions of multiple transportation providers under a single organization using robust, modern scheduling and dispatching technology. • Strategy 1B. Provide a consistent, region-wide fare structure and trip payment system. • Strategy 1C. Adopt a consistent transportation costing methodology based on providers' fully allocated costs and a procedure for billing and payment for coordinated trips. • Strategy 1D. Increase awareness of Central Indiana's transportation options by making system information and travel training easily accessible to all.
Goal 2: Expand Mobility through Maintaining or Building on Existing Transportation Options and Developing New Services, Including Providing More Opportunities for Traveling Across County Lines for All People Regardless of Age, Race, Income, or Disability	<ul style="list-style-type: none"> • Strategy 2A. Expand the CICOA My Freedom cross-county transportation voucher program • Strategy 2B. Expand public transit and open-door human service transportation providers' service areas • Strategy 2C. Offer transportation seven days per week with longer and more consistent operating hours (i.e., provide the same hours weekdays, Saturdays, and Sundays), and with increased frequency on fixed routes.
Goal 3: Improve Accessibility of Bus Stops	<ul style="list-style-type: none"> • Strategy 3A: Ensure that fixed route bus stops are located near destinations that are important for older adults and people with disabilities, and improve infrastructure to allow easy mobility to these destinations.
Goal 4: Improve Mobility for Older Adults and People with Disabilities Through Enhanced Input Opportunities and Conduct Outreach and Education to Raise Awareness of Funding Needs	<ul style="list-style-type: none"> • Strategy 4A. Recruit older adults, individuals with disabilities, and people with low incomes as members of policy-making and planning bodies. • Strategy 4B. Engage in outreach and education efforts to demonstrate the need for increased transportation funding.

The following three figures depict the feedback received from the meeting participants on each goal and strategy. The participants identified that the most progress had been made on the accessibility of fixed route bus stops (Strategy 3A). Participants felt that it was the most important to continue to improve mobility for older adults and people with disabilities through enhanced input opportunities and conduct outreach and education to raise awareness of funding needs (Goal 4).

Figure 18: Stakeholder Feedback on Progress - 2021 Goals and Strategies (Goal 1)

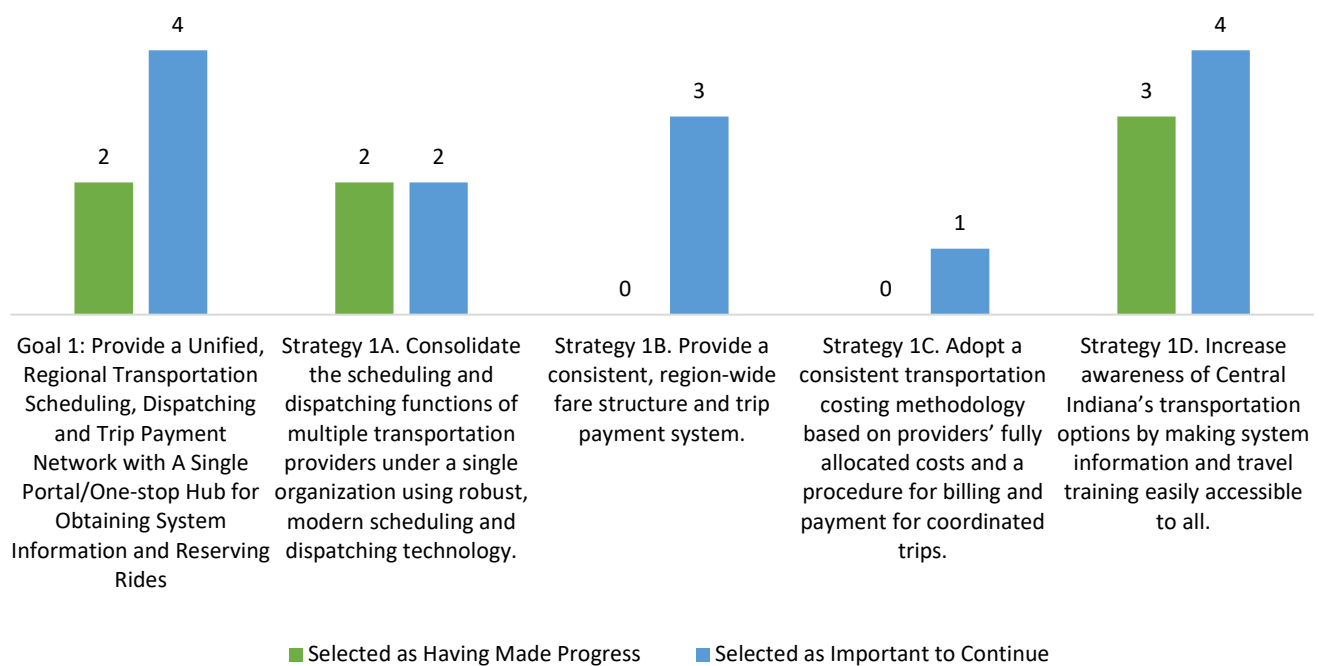


Figure 19: Stakeholder Feedback on Progress - 2021 Goals and Strategies (Goal 2)

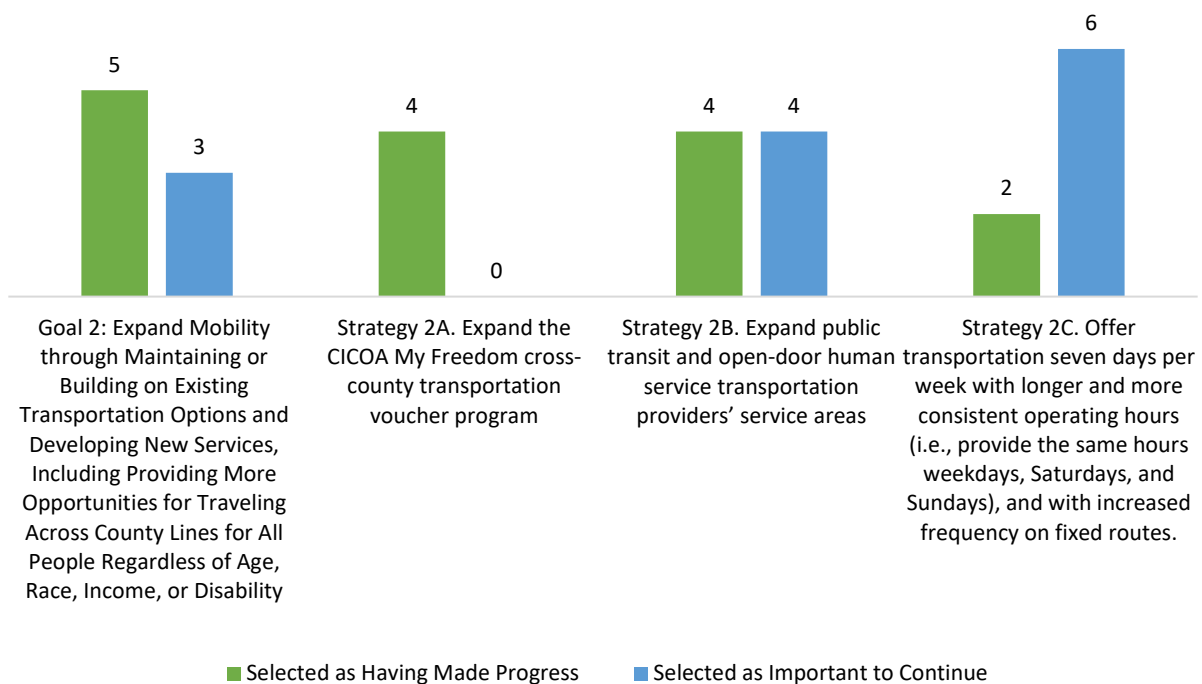
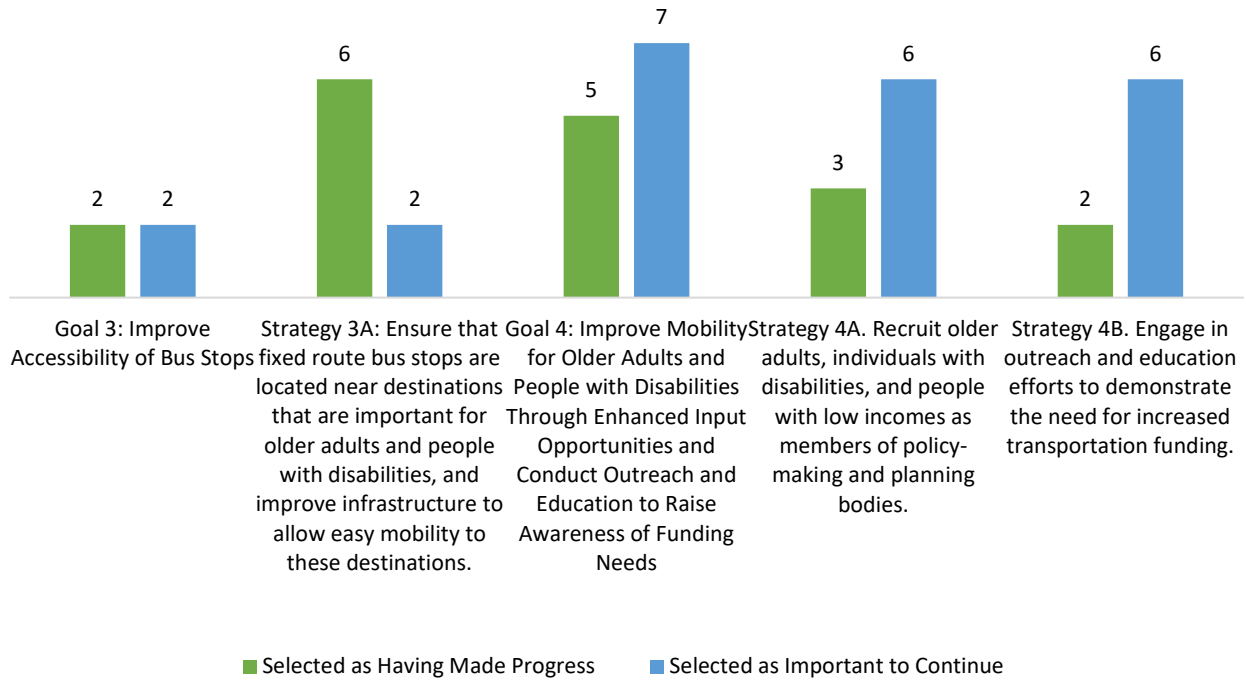


Figure 20: Stakeholder Feedback on Progress - 2021 Goals and Strategies (Goals 3 and 4)



Implementation Plan

Coordinated Transportation Goals and Strategies

This updated Coordinated Plan provides a prioritized set of strategies under four broad goals to address the identified unmet needs and gaps in service. The four goals represent desired outputs for the region's transportation network; the strategies are approaches that organizations can take to move the region toward the goals.

Goal 1: Maintain and Improve Existing Service

- 1A. Maintain existing services
- 1B. Increase days and hours of service
- 1C. Expand capacity within existing hours of service
- 1D. Make transportation more reliable and predictable (more accurate pick-up/drop off windows, improved communication between provider and rider, etc.)
- 1E. Reduce travel times on demand response services
- 1F. Increase workforce transportation services
- 1G. Improve bus stop accessibility/waiting areas and pathways

Goal 2: Coordinate Programs and Services

- 2A. Pilot a multi-provider scheduling/dispatching operation (1 entity schedules/dispatches)
- 2B. Adopt a consistent region-wide fare structure and payment system
- 2C. Pilot a trip coordination program
- 2D. Provide regional travel training

Goal 3: Complement Public Transportation

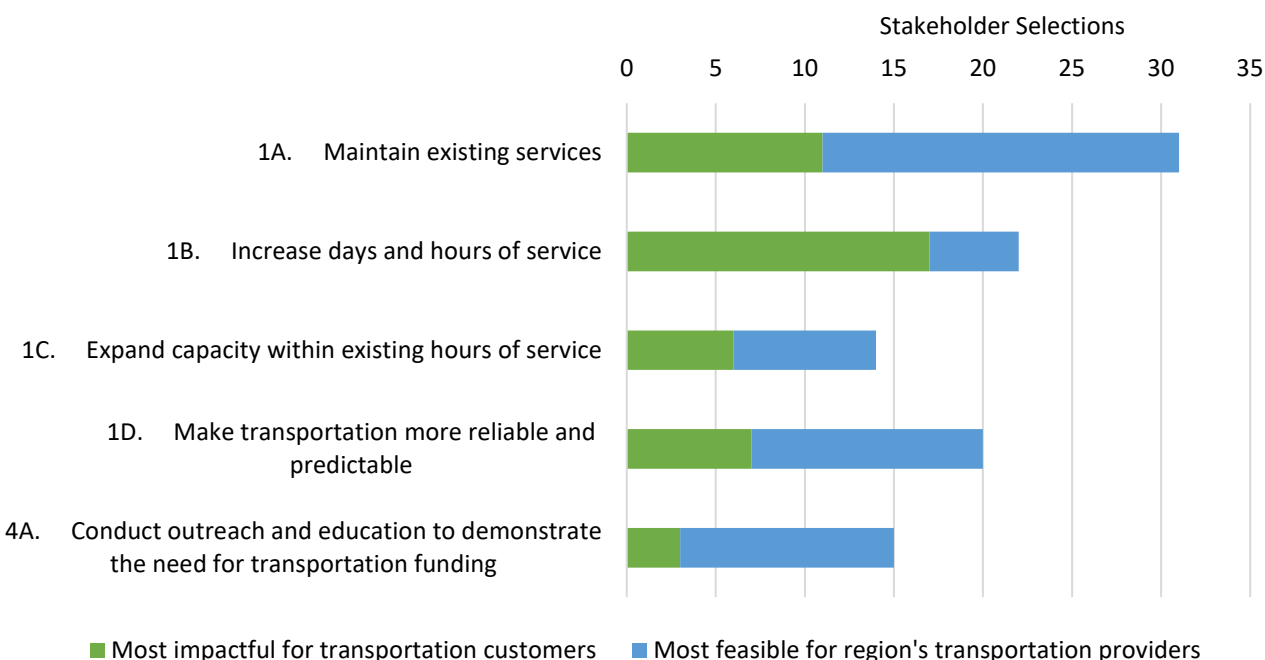
- 3A. Increase access to out of county destinations
- 3B. Support trips not served by public transportation (e.g. vouchers)
- 3C. Provide demand response services for seniors or people with disabilities that are personalized to their needs

Goal 4: Educate Decision-Makers

- 4A. Conduct outreach and education to demonstrate the need for transportation funding
- 4B. Increase the numbers of people with disabilities, older adults and individuals with low incomes on policy-making and planning bodies

The strategies under each goal were prioritized by the participants in the July 29, 2025 stakeholder meeting. Participants selected the strategies that they felt would have the most impact on current users of transportation services, and would be the most feasible for the region's providers to implement. The highest priority strategies are shown in Figure 21. The three top strategies are to (1A) maintain existing services, (1B) increase days and hours of service, and (1D) make transportation more predictable and reliable. Of these three, increasing days and hours of service was identified as lower in feasibility, likely due to requiring more financial resources.

Figure 21: High Priority Strategies



The medium priority strategies are listed in Figure 22. Some of these strategies were identified as feasible for implementation, but did not receive any selections for being the most impactful for transportation customers.

Figure 22: Medium Priority Strategies

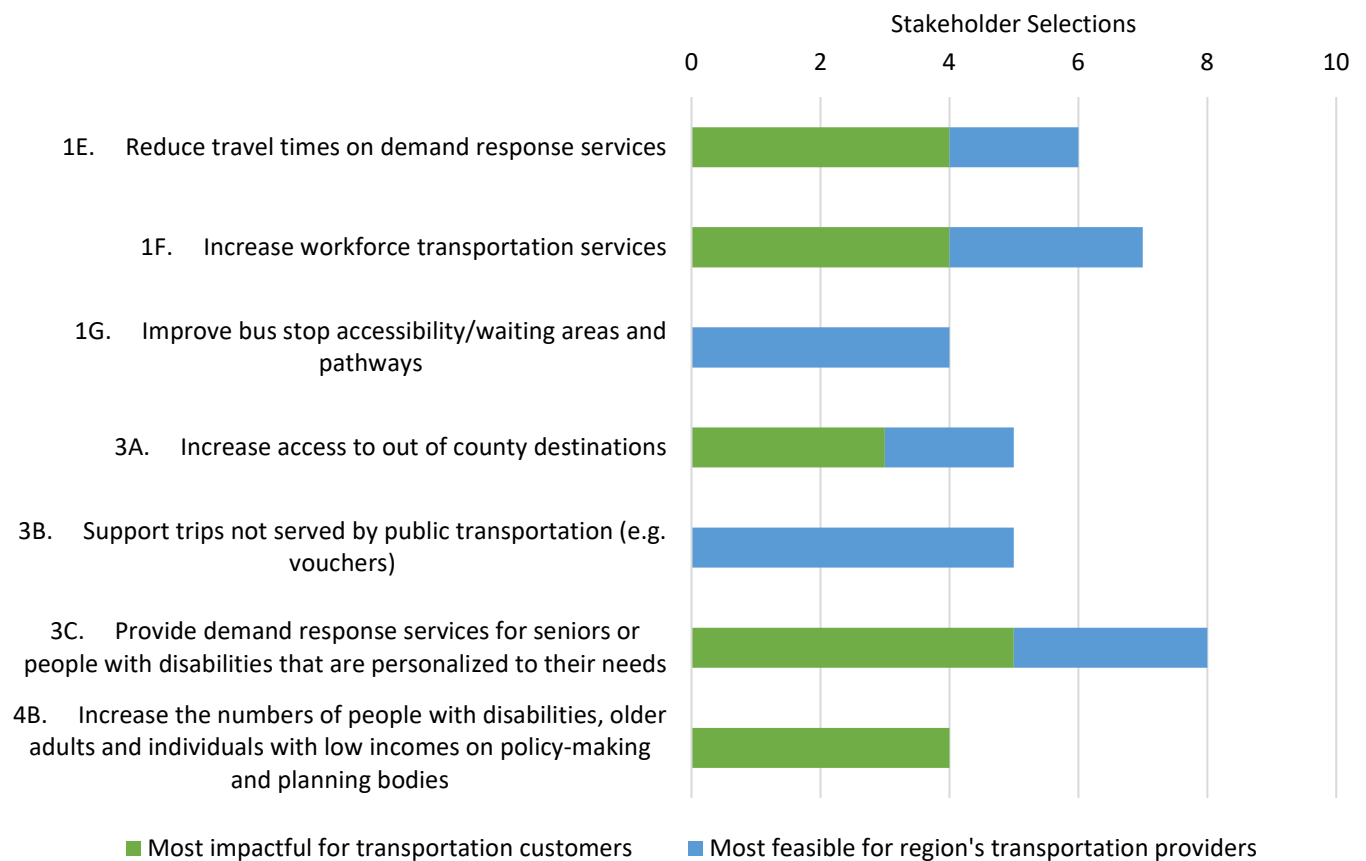
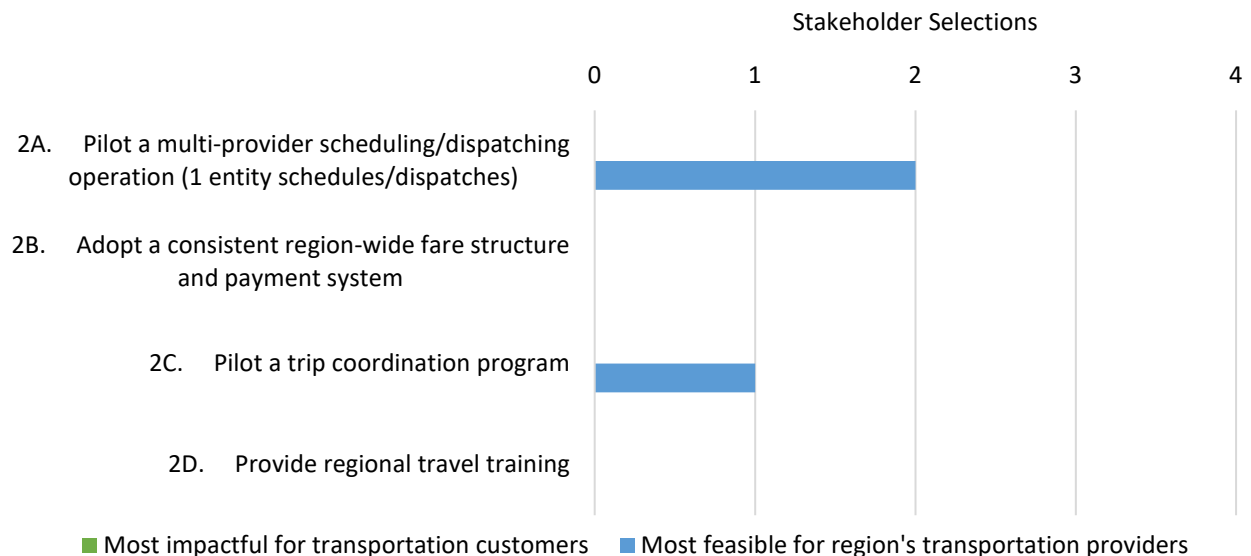


Figure 23 lists low priority strategies. These include all Goal 2 strategies (coordinate programs and services). Some were identified as feasible, but none were selected as the most impactful.

Figure 23: Low Priority Strategies



The following sections provide high-level guidance for implementation of all proposed strategies, and cities the needs addressed by each strategy. The strategies include a brief suggestion for participating agencies and an estimation of the magnitude of costs that would be required.

Goal 1: Maintain and Improve Existing Service

Strategies under Goal 1, described in Table 5, would support maintaining, expanding or improving existing public and human service transportation services.

Table 5: Goal 1 Strategies

Strategy	Needs Addressed	Priority Level	Relative Cost	Participating Agencies
1A. Maintain existing services	<ul style="list-style-type: none"> Maintenance of existing public and human service transportation 	High	\$\$	Public and human service transportation providers
1B. Increase days and hours of service	<ul style="list-style-type: none"> Transportation that operates every day of the week from early morning to late evening 	High	\$\$\$	Public transportation providers
1C. Expand capacity within existing hours of service	<ul style="list-style-type: none"> Not enough service to all demanded locations 	High	\$\$\$	Public transportation providers
1D. Make transportation more reliable and predictable (more accurate pick-up/drop off windows, improved communication between provider and rider, etc.)	<ul style="list-style-type: none"> Demand response transportation that is timely (not too early or late, reasonable ride durations) Frequent fixed route service 	High	\$S	Public and human service transportation providers
1E. Reduce travel times on demand response services	<ul style="list-style-type: none"> Demand response transportation that is timely (not too early or late, reasonable ride durations) 	Medium	\$S	Public and human service transportation providers
1F. Increase workforce transportation services	<ul style="list-style-type: none"> Access to jobs in suburban industrial parks, medical centers, and retail/hospitality areas Transportation to work that allows for convenient childcare drop-off/pick-up 	Medium	\$\$\$	Public and human service transportation providers
1G. Improve bus stop accessibility/waiting areas and pathways	<ul style="list-style-type: none"> Accessible bus stops with adequate sidewalk connectivity 	Medium	\$S	Access Johnson County CIRTA IndyGo

Goal 2: Coordinated Programs and Services

Goal 2 is to increase the level of coordination between public and/or human service transportation providers. These strategies, listed in Table 6, would likely have a high initial implementation cost due to the level of effort required for planning and building the programs. Their ongoing costs would be limited to staffing, technology and administrative expenses, so they are expected to cost less than the Goal 1 strategies that would expand service.

Table 6: Goal 2 Strategies

Strategy	Needs Addressed	Priority Level	Relative Cost	Participating Agencies
2A. Pilot a multi-provider scheduling/dispatching operation (1 entity schedules/dispatches)	<ul style="list-style-type: none"> Centralized, regional trip planning and scheduling/dispatching resource that incorporates all modes including Transportation Network Companies and micromobility Technology for provider coordination and/or customer convenience (e.g., reserving trips online, paying fares, tracking buses) On-demand or same-day transportation through a coordinated network 	Low	\$\$	Public and human service transportation providers
2B. Adopt a consistent region-wide fare structure and payment system	<ul style="list-style-type: none"> Regional fare structure for all public transportation providers in the region 	Low	\$\$	Public and human service transportation providers
2C. Pilot a trip coordination program	<ul style="list-style-type: none"> Technology for provider coordination and/or customer convenience (e.g., reserving trips online, paying fares, tracking buses) On-demand or same-day transportation through a coordinated network 	Low	\$\$	Public and human service transportation providers
2D. Provide regional travel training	<ul style="list-style-type: none"> Awareness of transportation options and travel training Rider training for people with developmental disabilities to use independently 	Low	\$\$	Public and human service transportation providers

Goal 3: Complement Public Transportation

Goal 3 is to provide services that complement county public transportation services. These strategies, listed in Table 7, are intended to meet needs that transit systems are generally unable to meet due to service area boundaries, lack of adequate resources, or operating policies.

Table 7: Goal 3 Strategies

Strategy	Needs Addressed	Priority Level	Relative Cost	Participating Agencies
3A. Increase access to out of county destinations	<ul style="list-style-type: none"> Cross-county travel 	Medium	\$\$	CIRTA CICOA Aging & In-Home Solutions Human service transportation providers
3B. Support trips not served by public transportation (e.g., vouchers)	<ul style="list-style-type: none"> Cross-county travel More opportunities to carpool or vanpool Demand response transportation that is timely (not too early or late, reasonable ride durations) Transportation in more places, whether it is demand responsive or fixed route Transportation that operates every day of the week from early morning to late evening Transportation to work that allows for convenient childcare drop-off/pick-up 	Medium	\$\$	Human service transportation providers CIRTA CICOA Aging & In-Home Solutions
3C. Provide demand response services for seniors or people with disabilities that are personalized to their needs	<ul style="list-style-type: none"> Cross-county travel Demand response transportation that is timely (not too early or late, reasonable ride durations) Transportation in more places, whether it is demand responsive or fixed route Transportation that operates every day of the week from early morning to late evening Transportation to work that allows for convenient childcare drop-off/pick-up Expansion of the use of attendants for frail passengers 	Medium	\$\$	Human service transportation providers CIRTA CICOA Aging & In-Home Solutions

Goal 4: Educate Decision Makers

During this planning process, stakeholders noted that it is still rare for those who use transportation services to be represented on the governing authorities of these services. Furthermore, funding levels for services are inadequate to meet the needs of older adults, individuals with disabilities, and others who rely on public and human service transportation. The strategies under this goal are intended to ensure that services are planned in a manner that represents the needs of users, and that policymakers and funders are informed about funding needs.

Table 8: Goal 4 Strategies

Strategy	Needs Addressed	Priority Level	Relative Cost	Participating Agencies
4A. Conduct outreach and education to demonstrate the need for transportation funding	<ul style="list-style-type: none">Not enough funding	High	\$	Public and human service transportation providers
4B. Increase the numbers of people with disabilities, older adults and individuals with low incomes on policy-making and planning bodies	<ul style="list-style-type: none">More “customer voice” in transportation planning (e.g., better opportunities for input from people who rely on service, such as individuals with disabilities)	Medium	\$	Public and human service transportation providers

Appendix A: Outreach Documentation

Stakeholder Engagement

- Stakeholder Contact List provided in Table A.1 (see following pages)
- Meeting #1: May 19, 2025 (presentation slides provided following Table A.1)
 - Doodle poll to schedule Meeting #1 sent on May 1
 - <https://doodle.com/group-poll/participate/dPWrnZlb>
 - Invitation to Meeting #1 sent on May 6
 - Attendees: 25
- Provider Survey
 - 2 versions provided: public transit and social services providers
 - Distributed via email on 5/28/2025
 - Requested responses by June 27 (corresponding to rider survey)
- Reminder email regarding public survey and provider survey sent on 6/10/2025
- Meeting #2: July 29, 2025 (presentation slides provided following Table A.1)
 - Conducted via zoom
 - Content included public survey responses and review of draft goals
 - Used zoom polling to gather input
 - *Note: Three strategies were accidentally left off of a PowerPoint slide during polling and discussion. RLS & Associates reached out to participating stakeholders with their responses to the poll and informed them of the missing strategies. RLS & Associates asked if stakeholders wanted to adjust their feedback in light of the missing strategies.

Table A.1 Stakeholder Contact List

Organization	Name	Received Stakeholder Meeting #1 Doodle (sent 5/1/2025)	Received Stakeholder Meeting #1 Zoom Link	Attended Stakeholder Meeting #1	Received Provider Survey on 5/28/2025	Received Reminder Email and Stakeholder Meeting #2 Scheduling Email on 6/10/2025	Received Stakeholder Meeting #2 Invite Sent on 7/3/2025	Received Calendar Invite for Stakeholder Meeting #2	Attended Stakeholder Meeting #2
A Caring Place/Catholic Charities	Alayna Bechtel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
AARP	Addison Pollack	Yes	Yes		Yes	Yes	Yes	Yes	
AARP	Ambre Marr	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Access Johnson County/Gateway Arc	Becky Allen	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Boone Area Transit System/Boone County Senior Services	Anita Bowen	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bosma	Kat Calabrese			Yes	Yes	Yes	Yes	Yes	Yes
Bosma Enterprises-Transportation	Alan Lucas	Yes	Yes		Yes	Yes	Yes	Yes	
Bosma Foundation	Kat Erickson	Yes	Yes		Yes	Yes	Yes	Yes	
Charlene's Angels Inc	Cox	Yes	Yes		Yes	Yes	Yes	Yes	
Charlene's Angels Inc	Dave Guthrie	Yes	Yes		Yes	Yes	Yes	Yes	
Christamore House	La'Toya Pitts	Yes	Yes		Yes	Yes	Yes	Yes	

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CICOA	Karren Brooks	Yes	Yes		Yes	Yes	Yes	Yes	Yes
CIRTA	Amanda Meyer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CIRTA	Jennifer Gebhard	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
City of Indianapolis Office of Disability Affairs	Abbey Brands	Yes	Yes		Yes	Yes	Yes	Yes	
Eastern Star Church Care	Tina Kelso	Yes	Yes		Yes	Yes	Yes	Yes	
Easterseals	Carmen Lowery-Coleman	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Englewood CDC	David Prie	Yes	Yes		Yes	Yes	Yes	Yes	
Eskenazi Health	Arnetta Byrd	Yes	Yes		Yes	Yes	Yes	Yes	
Eskenazi Health	Ginny Cohen	Yes	Yes		Yes	Yes	Yes	Yes	
Eskenazi Health	Ryan Dearth	Yes	Yes		Yes	Yes	Yes	Yes	
Eskenazi Health	Catrece Young	Yes	Yes		Yes	Yes	Yes	Yes	
Eskenazi Health	Lori Thorp	Yes	Yes		Yes	Yes	Yes	Yes	
Eskenazi Health	Teana Parker	Yes	Yes		Yes	Yes	Yes	Yes	Yes
Exodus Refugee Immigration	Cole Varga	Yes	Yes		Yes	Yes	Yes	Yes	
Exodus Refugee Immigration	Matt Calvert	Yes	Yes		Yes	Yes	Yes	Yes	
Exodus Refugee Immigration	Yaza Swe	Yes	Yes		Undeliverable			Yes	
Flanner House	A Guynn	Yes	Yes		Yes	Yes	Yes	Yes	
Go Go Bus	Patrishia Parker	No	No	Yes	Yes	Yes	Yes	Yes	

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Go Go Bus	Trey Parker	Yes	Yes		Yes	Yes	Yes	Yes	
God's Helping Hand	Suzett Moffitt	Yes	Yes		Yes	Yes	Yes	Yes	
Goodwill Industries	Stephen Montgomery		Yes		Yes	Yes	Yes	Yes	
Goodwill Industries	Stephenie Snow		Yes		Yes	Yes	Yes	Yes	
Hamilton County Express	Teresa Franklin								Yes
Hancock County Senior Services	Linda Horine	Yes	Yes		Yes	Yes	Yes	Yes	
Hancock County Senior Services	Suzanne Derengowski	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Health by Design	Marc McAleavey	Yes	Yes		Yes	Yes	Yes	Yes	
Health by Design	Marjorie Hennessy	Yes	Yes		Yes	Yes	Yes	Yes	Yes
Health by Design	Taylor Firestine	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Hendricks County Senior Services	Dale Stefani	Yes	Yes		Yes	Yes	Yes	Yes	
Hendricks County Senior Services	Marina Keers	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
ILADD, Inc.	Michele Gray	Yes	Yes		Yes	Yes	Yes	Yes	
Indainapolis VA Mobility Manager	Errich Orrick	Yes	Yes		Yes	Yes	Yes	Yes	

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Indiana Canine Assistance Network (ICAN)	Brynne Johnson	Yes	Yes		Yes	Yes	Yes	Yes	
INDOT	Brian Jones	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
INDOT	Jennifer Bennett	Yes	Yes		Yes	Yes	Yes	Yes	
IndyGo	Helen (Abby) Hetler	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
IndyGo	Ryan Wilhite	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Indianapolis MPO	Annie Dixon	Yes	Yes		Yes	Yes	Yes	Yes	Yes
Janus Developmental Services	Ben Platz	Yes	Yes		Yes	Yes	Yes	Yes	Yes
John Boner Neighborhood Centers	Kathleen Estrada	Yes	Yes		Yes	Yes	Yes	Yes	
John Boner Neighborhood Centers	Liz Shelley	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Johnson County Senior Services	Kimberly Smith	Yes	Yes		Yes	Yes	Yes	Yes	
Little Red Door		Yes	Yes					Yes	
MLK Center	LaTasha Boyd	Yes	Yes		Yes	Yes	Yes	Yes	
MLK Center	Terrence Sanford	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Noble	Chad Linn	Yes	Yes		Yes	Yes	Yes	Yes	
Noble	Erin Hardwick	Yes	Yes		Yes	Yes	Yes	Yes	
Noble	Kendal Titon	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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Perry Senior Citizens Services	Melissa Johnson	Yes	Yes		Yes	Yes	Yes	Yes	
PrimeLife Enrichment	Gary Wagner	Yes	Yes		Yes	Yes	Yes	Yes	
Project Will	Jeanine Coleman-Miller	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Right at Home with Royce	Royce Jackson	Yes	Yes		Yes	Yes	Yes	Yes	
Safe Route Transportation Services	Christina Cockrell	No	No	No	No	Yes	Yes	Yes	
Shares, Inc.	Ryan Bethel	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Shares, Inc.	Joe Land	No	No	Yes	Yes	Yes	Yes	Yes	
Shelby Senior Services	Easter Beyer	Yes	Yes		Yes	Yes	Yes	Yes	
Shelby Senior Services	Kim Koehl	Yes	Yes		Yes	Yes	Yes	Yes	
Sycamore Services	Jeff Murray	No	No	Yes	Yes	Yes	Yes	Yes	
Sycamore Services	LaDonna Everroad	Yes	Yes		Yes	Yes	Yes	Yes	Yes
Sycamore Services	Stacie Ware	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Sycamore Services	Yolanda Kincaid								Yes
Tangram Inc.	S. Criss	Yes	Yes		Yes	Yes	Yes	Yes	

Organization	Name	Received Stakeholder Meeting #1 Doodle (sent 5/1/2025)	Received Stakeholder Meeting #1 Zoom Link	Attended Stakeholder Meeting #1	Received Provider Survey on 5/28/2025	Received Reminder Email and Stakeholder Meeting #2 Scheduling Email on 6/10/2025	Received Stakeholder Meeting #2 Invite Sent on 7/3/2025	Received Calendar Invite for Stakeholder Meeting #2	Attended Stakeholder Meeting #2
Tangram Inc.	Shannon Duggan	Yes	Yes		Yes	Yes	Yes	Yes	
Tangram Inc.	Tiffany Brown	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The Arc Greater Boone Co.	Rachel Sullivan	Yes	Yes		Yes	Yes	Yes	Yes	
The Social of Greenwood	Andrea Sutherland	Yes	Yes		Yes	Yes	Yes	Yes	
United Way (UWCI)	Renate Myler	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Use What You've Got Prison Ministry	Cecelia Whitfield	Yes	Yes		Yes	Yes	Yes	Yes	
Village of Merici	Colleen Renie	Yes	Yes		Yes	Yes	Yes	Yes	
Village of Merici	Kristy Hayes	No	No	No	No	No	No	Yes	Yes
Village of Merici	Hannah Harless	Yes	Yes		Yes	Yes	Yes	Yes	



Moving Public Transportation
Into the Future

Coordinated Public Transit-Human Service Transportation Plan

PRESENTED BY RLS & ASSOCIATES, INC.

MAY 19, 2025

www.rlsandassoc.com

Introductions and Welcome

- ♦ PollEverywhere Exercise #1:
 - Go to pollev.com/ablewinds310
(keep open during entire meeting)
 - Who does your agency serve?
 - Does your agency provide transportation?
 - Sign-in (Name and Organization)



What is your name and organization you represent?

0

Nobody has responded yet.

Hang tight! Responses are coming in.

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

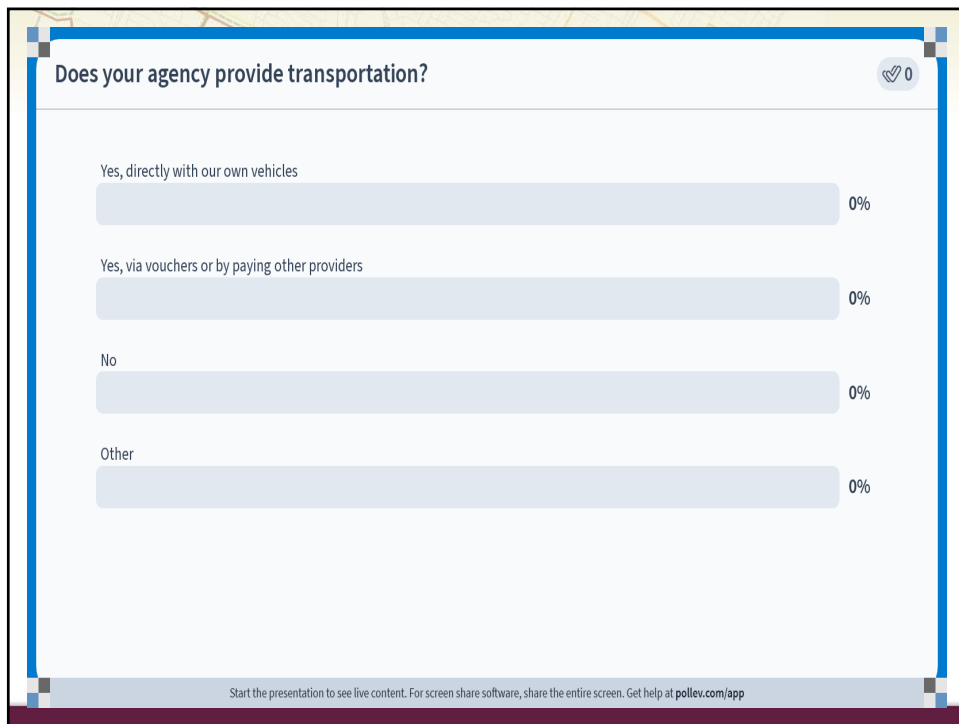
Who does your agency serve?

0

Nobody has responded yet.

Hang tight! Responses are coming in.

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app



Purpose and Overview

- ◆ FTA (Federal Transit Administration) Section 5310 Program Purposes
 - To Improve Mobility for Seniors and Individuals with Disabilities by Removing Barriers to Transportation Service and Expanding Mobility Options
 - Supports Transportation Services Planned, Designed, and Carried Out to Meet the Special Transportation Needs of Seniors and Individuals with Disabilities



Purpose and Overview

- ◆ Section 5310 Project Selection by IndyGo (urban areas) or INDOT (rural areas)
 - IndyGo program's eligible projects are for new "traditional" service(s), mobility management, vehicles and equipment. Last annual call for projects was for a total of \$850,000.
 - New "traditional" services local matching requirement is 50%
 - Typical local match for other projects is 20%
 - INDOT generally limits eligible projects to vehicles.



Coordinated Plan Purpose

- ◆ Identify Unmet Transportation Needs in the Region
- ◆ Adopt Goals and Strategies as a Region to Address Unmet Needs
- ◆ Maximize the Programs' Collective Coverage by Minimizing Duplication of Service
- ◆ Examine New Opportunities for Collaboration, including Technology

A faint map of a region with various colored lines and shapes, likely representing roads and land parcels, serves as the background for the slide.

Providers - 2021

- ◆ 27 organizations identified
 - One public transit operator in each county + CIRTAs services in region
 - 16 non-profit/human service operators
 - 330+ vehicles in use for demand response services
 - Most operated on weekdays
 - 7 ran on Saturdays
 - 3 ran on Sundays
 - Evening services after 6:00 p.m. were very limited

A faint map of a region with various colored lines and shapes, likely representing roads and land parcels, serves as the background for the slide.

Public Transit

- ◆ Boone Area Transit System (BATS)
- ◆ Central Indiana Regional Transportation Authority (CIRTA)
- ◆ Hamilton County Express
- ◆ Hancock Area Rural Transit (HART)
- ◆ LINK Hendricks County
- ◆ IndyGo
- ◆ Morgan County CONNECT
- ◆ ShelbyGo

Human Service Transportation

- A Caring Place Bus
- John Boner Neighborhood Centers
- CICOA Way2Go
- Eskenazi Outpatient Transport Service
- HendricksGo! Medical Transport
- Veterans Transportation Service (VTS)
- Open Door (IndyGo ADA)
- Johnson Co. Senior Services
- Noble Inc
- PrimeLife Enrichment
- Riverview Health Rides
- Use What You've Got Ministry
- Wheels to Wellness (Jewish Federation of Greater Indpls)
- Midtown Get Around (MLK Center)
- Little Red Door
- Tangram
- Bosma Industries

Service Needs/Gaps

Additional BRT lines identified in Marion Co Transit Plan	More opportunities to carpool or vanpool
Access to jobs in suburban industrial parks, medical centers, and retail/hospitality areas	On-demand or same-day transportation through a coordinated network
Cross-county travel	Transportation in more places, whether it is demand responsive or fixed route
Demand response transportation that is timely (not too early or late, reasonable ride durations)	Transportation that operates every day of the week from early morning to late evening
Frequent fixed route service	Transportation to work that allows for convenient childcare drop-off/pick-up

Coordination	
Communication and coordination between human services and public transit providers	Regional fare structure for all public transportation providers in the region
Inconsistent provider policies/procedures on fare structure, fare payment, ride scheduling, and eligibility	
Customer Service/Awareness	
Awareness of transportation options and travel training	More “customer voice” in transportation planning (e.g., better opportunities for input from people who rely on service, such as individuals with disabilities)

Supportive Infrastructure/Technology	
Accessible bus stops with adequate sidewalk connectivity	Expand the use of attendants for frail passengers so that more people can use public transit services
Centralized, regional trip planning and scheduling/dispatching resource that incorporates all modes including Transportation Network Companies and micromobility	Technology for provider coordination and/or customer convenience (e.g., reserving trips online, paying fares, tracking buses)
Funding	
Additional funding (local, State or Federal)	

PollEverywhere

♦ Poll Everywhere Exercise #2 - pollev.com/ablewinds310

- What are the most critical needs that still exist today?
- What are the most feasible needs for the region's providers to meet?
- Would you like to mention any additional needs that were not on the 2021 list?



Rank the most critical needs that still persist today?

0

No centralized regional trip planning/scheduling/dispatching

Lack of consistency across the region for fare structure, payment, eligibility, etc.

Not enough funding

Not enough service across county lines

Lack of coordination between human services and public transit

Not enough service to all demanded locations

Not enough representation of transit users in planning

SEE MORE

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What gap is the most feasible for the region's providers to address?

0

No centralized regional trip planning/scheduling/dispatching

Lack of consistency across the region for fare structure, payment, eligibility, etc.

Not enough funding

Not enough service across county lines

Lack of coordination between human services and public transit

Not enough service to all demanded locations

Not enough representation of transit users in planning

SEE MORE

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Are there any additional needs that were not on the 2021 list?

0

Nobody has responded yet.

Hang tight! Responses are coming in.

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2021 Goals and Strategies

Goal 1	Strategies
Provide a Unified, Regional Transportation Scheduling, Dispatching and Trip Payment Network With A Single Portal/One-stop Hub for Obtaining System Information and Reserving Rides	A. Consolidate the scheduling and dispatching functions of multiple transportation providers under a single organization using robust, modern scheduling and dispatching technology.
	B. Provide a consistent, region-wide fare structure and trip payment system.
	C. Adopt a consistent transportation costing methodology based on providers' fully allocated costs and a procedure for billing and payment for coordinated trips.
	D. Increase awareness of Central Indiana's transportation options by making system information and travel training easily accessible to all.

2021 Goals and Strategies

Goal 2	Strategies
Expand Mobility through Maintaining or Building on Existing Transportation Options and Developing New Services, Including Providing More Opportunities for Traveling Across County Lines for All People Regardless of Age, Race, Income, or Disability Status	A. Expand the CICOA My Freedom cross-county transportation voucher program
	B. Expand public transit and open-door human service transportation providers' service areas
	C. Offer transportation seven days per week with longer and more consistent operating hours (i.e., provide the same hours weekdays, Saturdays, and Sundays), and with increased frequency on fixed routes.

2021 Goals and Strategies

Goal 3	Strategies
Improve Accessibility of Bus Stops	A. Ensure that fixed route bus stops are located near destinations that are important for older adults and people with disabilities, and improve infrastructure to allow easy mobility to these destinations.

2021 Goals and Strategies

Goal 4	Strategies
Improve Mobility for Older Adults and People With Disabilities Through Enhanced Input Opportunities and Conduct Outreach and Education to Raise Awareness of Funding Needs	A. Recruit older adults, individuals with disabilities, and people with low incomes as members of policy-making and planning bodies.
	B. Engage in outreach and education efforts to demonstrate the need for increased transportation funding.

Poll Everywhere

♦ Poll Everywhere Exercise #3 - pollev.com/ablewinds310

- Which goals and strategies have had the most progress?
- What goals/strategies are important to continue?
- What new goals and strategies are important for the next 4 years?
- What are the potential barriers to implementation?



What goals and strategies have had the most progress?



GOAL 1: PROVIDE A UNIFIED, REGIONAL TRANSPORTATION SCHEDULING, DISPATCHING AND TRIP PAYMENT NETWORK WITH A SINGLE PORTAL/ONE-STOP HUB FOR OBTAINING SYSTEM INFORMATION AND RESERVING RIDES

- Consolidate the scheduling and dispatching functions of multiple transportation providers under a single organization using robust, modern scheduling and dispatching technology.
- Provide a consistent, region-wide fare structure and trip payment system.
- Adopt a consistent transportation costing methodology based on providers' fully allocated costs and a procedure for billing and payment for coordinated trips.
- Increase awareness of Central Indiana's transportation options by making system information and travel training easily accessible to all.

GOAL 2: EXPAND MOBILITY THROUGH MAINTAINING OR BUILDING ON EXISTING TRANSPORTATION OPTIONS AND DEVELOPING NEW SERVICES, INCLUDING PROVIDING MORE OPPORTUNITIES FOR TRAVELING ACROSS COUNTY LINES FOR ALL PEOPLE REGARDLESS OF AGE, RACE, INCOME, OR DISABILITY STATUS.

- Expand the CICOA My Freedom cross-county transportation voucher program.
- Expand public transit and open-door human service transportation providers' service areas.
- Offer transportation seven days per week with longer and more consistent operating hours (i.e., provide the same hours weekdays, Saturdays, and Sundays), and with increased frequency on fixed routes.

GOAL 3: IMPROVE ACCESSIBILITY OF BUS STOPS

- Ensure that fixed route bus stops are located near destinations that are important for older adults and people with disabilities, and improve infrastructure to allow easy mobility to these destinations.

GOAL 4: IMPROVE MOBILITY FOR OLDER ADULTS AND PEOPLE WITH DISABILITIES THROUGH ENHANCED INPUT OPPORTUNITIES AND CONDUCT OUTREACH AND EDUCATION TO RAISE AWARENESS OF FUNDING NEEDS

- Recruit older adults, individuals with disabilities, and people with low incomes as members of policymaking and planning bodies.
- Engage in outreach and education efforts to demonstrate the need for increased transportation funding.

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What goals/strategies are important to continue?

0

GOAL 1: PROVIDE A UNIFIED, REGIONAL TRANSPORTATION SCHEDULING, DISPATCHING AND TRIP PAYMENT NETWORK WITH A SINGLE PORTAL/ONE-STOP HUB FOR OBTAINING SYSTEM INFORMATION AND RESERVING RIDES

- Consolidate the scheduling and dispatching functions of multiple transportation providers under a single organization using robust, modern scheduling and dispatching technology.
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Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

What new goals and strategies are important for the next 4 years?

0

Nobody has responded yet.

Hang tight! Responses are coming in.

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

What are the potential barriers to implementing the proposed goals?

0

Nobody has responded yet.

Hang tight! Responses are coming in.

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Surveys

◆ Rider/Client Survey

- A PDF copy can be mailed to you for printing and distributing
 - Return copies via scan/email or mail to Christy or Annie by June 27
- We will email a link and suggested text for email/social media as well

◆ Provider Survey

- We will send this to you via email
 - Public transit providers also providing human service transportation will be asked to complete 1 survey for each program

Timeline

Event	Timeframe
Agency Survey Deadline	Friday, June 20
Rider/Client Survey Deadline	Friday, June 27
Survey Results Summary Distributed	July
Virtual Meeting to Review Draft Goals/Strategies	Late July
Draft Final Plan Available for Review	August 29
Plan Adopted by IMPO	October



Contacts

- ♦ Christy Campoll, RLS
937-299-5007 ccampoll@rlsandassoc.com
- ♦ Annie Dixon, IMPO
317-327-5646 Annie.Dixon@indympo.gov

Thank you!

Coordinated Public Transit- Human Service Transportation Plan

Goals and Strategies

Presented by RLS & Associates

July 29, 2025

Today's Agenda

- Planning Requirements and Methods
- Highlights – Survey Findings
- Draft Goals and Strategies
- Prioritization of Strategies
- Next Steps

Please sign in

- Use the Zoom Poll to sign in for the meeting

Plan Purpose

- Identify Unmet Transportation Needs in the Region
- Adopt Goals and Strategies as a Region to Address Unmet Needs
- Maximize the Programs' Collective Coverage by Minimizing Duplication of Service
- Examine New Opportunities for Collaboration, including Technology
- Section 5310 projects must:
 - Be “included in a locally developed, coordinated public transit-human services transportation plan”

Section 5310 Program Purpose

- To improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options



**Federal Transit
Administration**

Plan Elements Required by FTA

1. Assessment of available services that identifies current transportation providers (public, private, and nonprofit)
2. Assessment of transportation needs for individuals with disabilities and seniors, and gaps in service
3. Strategies to address the identified gaps between current services and needs, and ways to achieve efficiencies in service delivery
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility

Activities

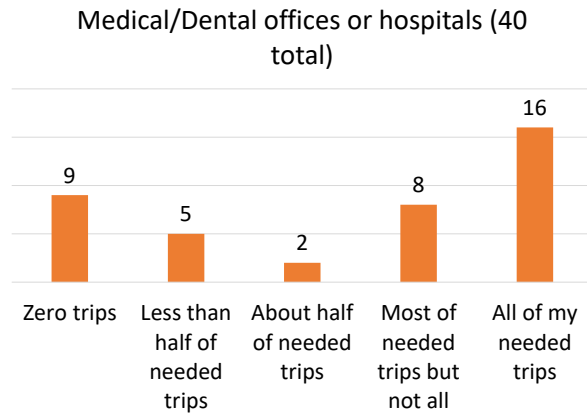
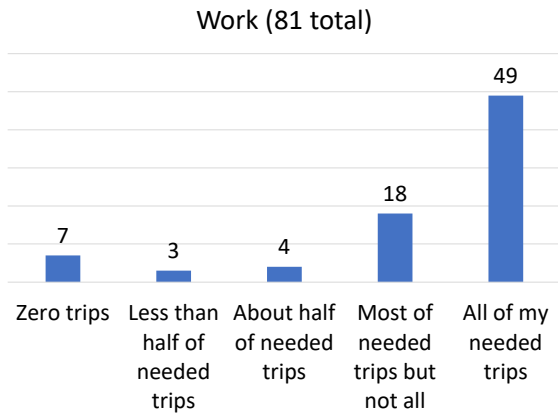
- Review of 2021 Plan
- May 19 Stakeholder Meeting
- Public Survey
- Provider Survey
- Public Input Meetings



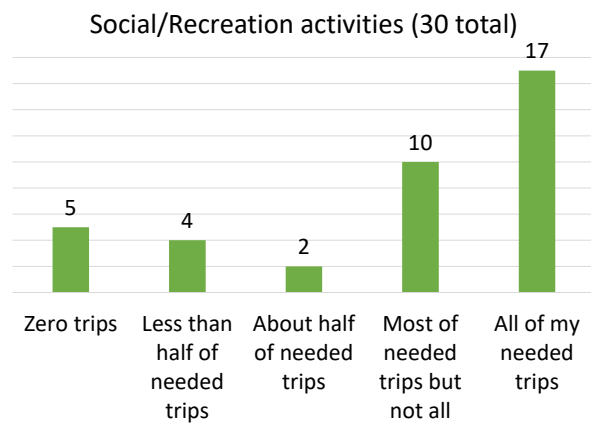
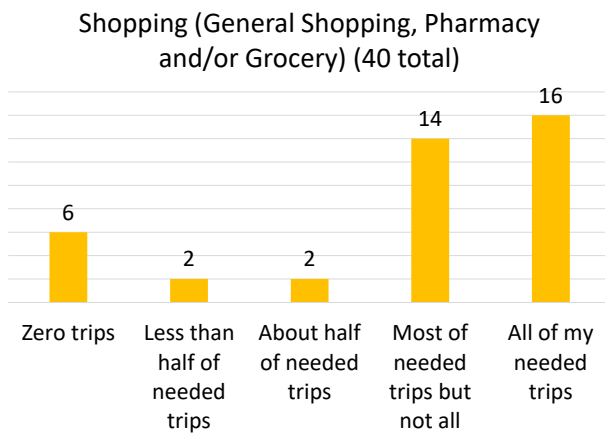
Public Survey

1. How many trips respondents needed in a week for
 - Work
 - School (K-12 or post-secondary)
 - Dialysis
 - Medical/Dental offices or hospitals
 - Shopping (General Shopping, Pharmacy and/or Grocery)
 - Social/Recreation activities
 - Faith-Based organizations and activities
 - Day services programs for older adults or people with disabilities
2. How many of these trips they actually complete; and,
3. How easy or difficult it is to get the trips they need.

Weekly Trips Completed

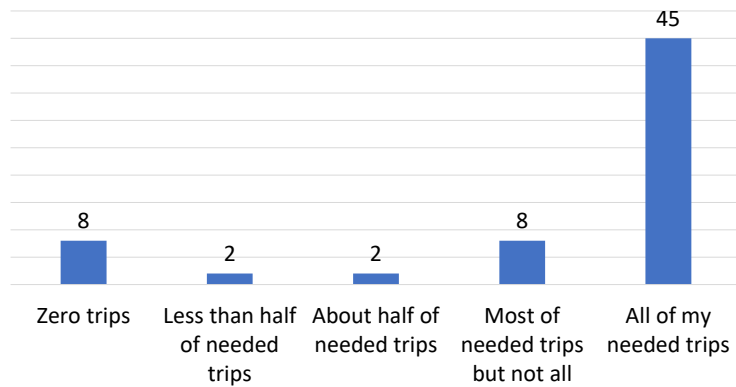


Weekly Trips Completed

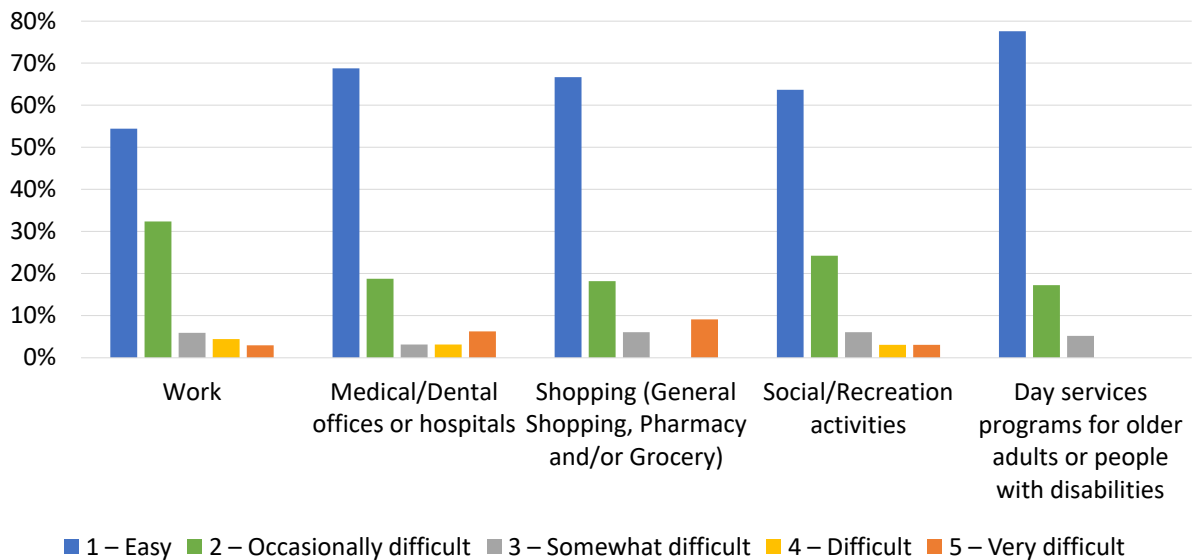


Weekly Trips Completed

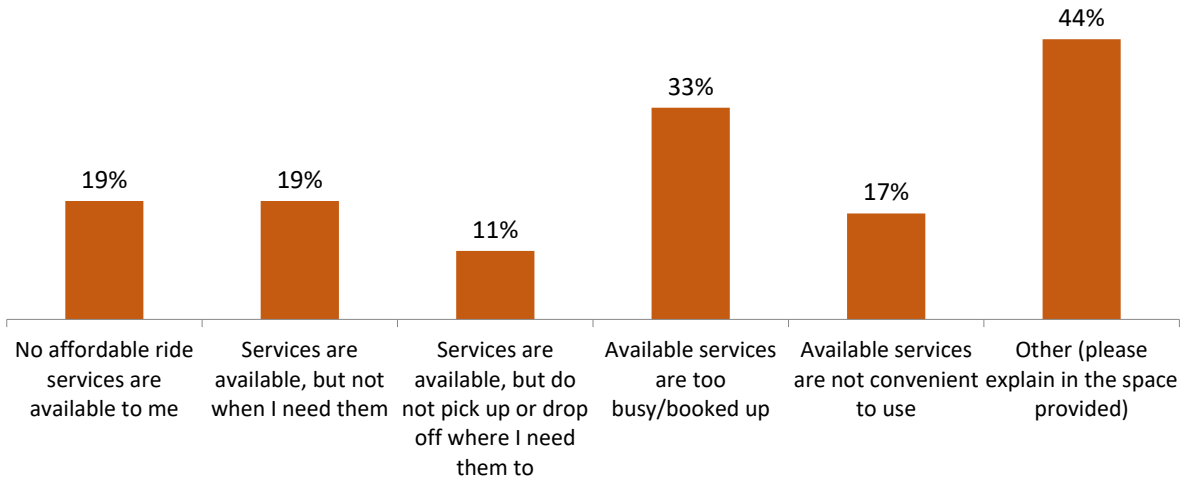
Day services programs for older adults or people with disabilities (65 total)



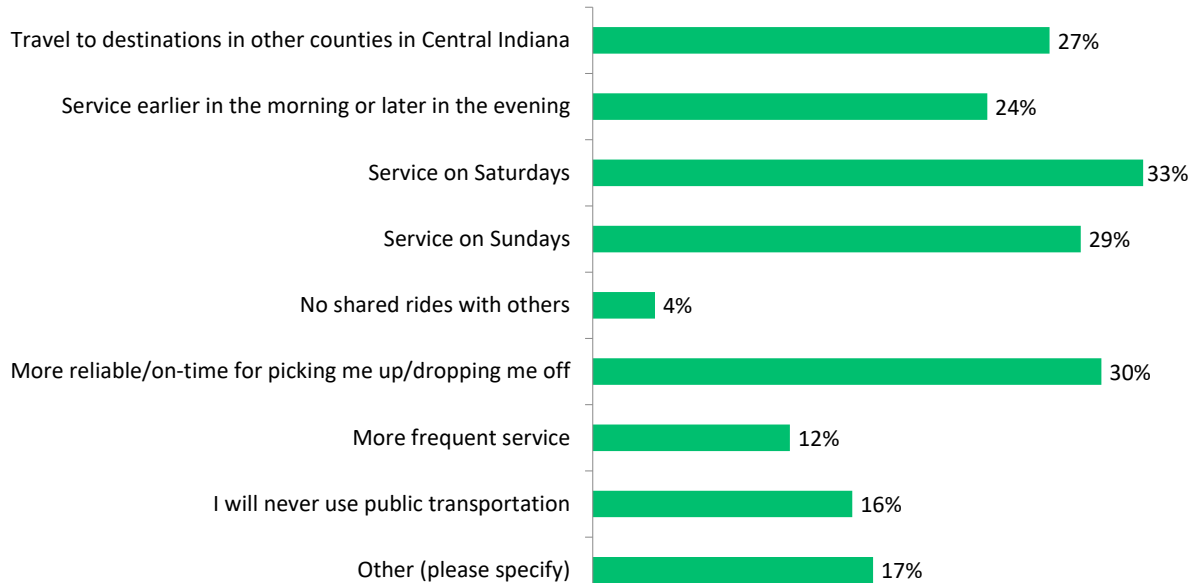
How difficult is it to get the rides you need for this purpose?



If you have difficulty with any of the types of trips in the previous question, please provide the source(s) of difficulty:



What would you change to make public transit options more appealing to you?



Goals

1. Maintain and Improve Existing Service
2. Coordinate Programs and Services
3. Complement Public Transportation
4. Educate Decision-Makers



Goal 1 Maintain/Improve Existing Services

1. Maintain existing services
2. Increase days and hours of service
3. Expand capacity within existing hours of service
4. Make transportation more reliable and predictable (more accurate pick-up/drop off windows, improved communication between provider and rider, etc.)
5. Reduce travel times on demand response services
6. Increase workforce transportation services
7. Improve bus stop accessibility/waiting areas and pathways



Goal 2 Coordinate Programs and Services

1. Pilot a multi-provider scheduling/dispatching operation (1 entity schedules/dispatches)
2. Adopt a consistent region-wide fare structure and payment system
3. Pilot a trip coordination program
4. Provide regional travel training



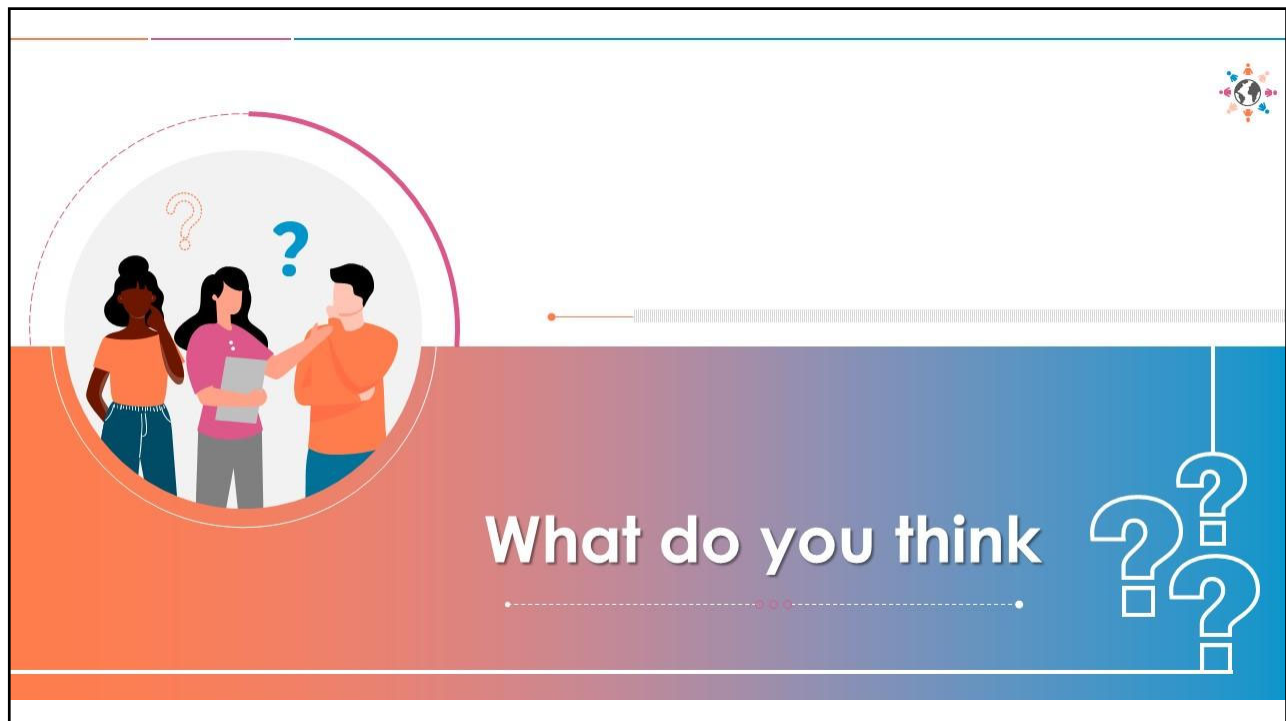
Goal 3: Complement Public Transportation

1. Increase access to out of county destinations
2. Support trips not served by public transportation (e.g. vouchers)
3. Provide demand response services for seniors or people with disabilities that are personalized to their needs



Goal 4: Educate Decision Makers

1. Conduct outreach and education to demonstrate the need for transportation funding
2. Increase the numbers of people with disabilities, older adults and individuals with low incomes on policy-making and planning bodies



- | | |
|--|---|
| A. Maintain existing services | I. Increase access to out of county destinations |
| B. Increase days and hours of service | J. Support trips not served by public transportation (e.g. vouchers) |
| C. Expand capacity within existing hours of service | K. Provide demand response services for seniors or people with disabilities that are personalized to their needs |
| D. Make transportation more reliable and predictable | L. Conduct outreach and education to demonstrate the need for transportation funding |
| E. Reduce travel times on demand response services | M. Increase the numbers of people with disabilities, older adults and individuals with low incomes on policy-making and planning bodies |
| F. Increase workforce transportation services | |
| G. Improve bus stop accessibility/waiting areas and pathways | |
| H. Pilot a multi-provider scheduling/dispatching operation (1 entity schedules/dispatches) | |

Thank You!

- Reach out to Christy or Annie with any questions or comments
 - Ccampoll@rlsandassoc.com
 - Annie.dixon@indympo.gov
- Look for the draft plan for review in September
- Public comment period will be 9/22 through 10/3
- Plan to be adopted by MPO Policy Committee in October

Public Engagement

Rider Survey

Transit providers distributed surveys to riders from 5/19/2025 until 6/27/2025. The survey was also made available on IMPO's website. Individuals could contact the IMPO project manager to request surveys in alternate languages.

IMPO worked with CICOA to distribute blank paper surveys and stamped envelopes addressed to IMPO to two programs assisting individuals with disabilities and seniors (CareAware and Bureau of Disability Services). IMPO provided 680 blank paper surveys and 480 stamped, pre-addressed envelopes. Because of potential delays in the postal service, IMPO accepted surveys after the June 27th deadline. IMPO received 20 surveys.

Open Houses

IMPO hosted several in-person and virtual open houses to provide opportunities for citizens to give comments on the draft goals. Draft goals were also available on the IMPO project website for review. Draft goals were available from 7/21/2025 – 8/1/2025.

IMPO published a notice of upcoming meetings in the Indy Star on June 17th and Indy Recorder on June 20th. IMPO also paid for additional advertising to promote the open houses from July 15 – July 20. The advertisements were targeted based on interest via Meta. Open houses are listed below.

In-Person Open Houses

- July 21: Johnson County Public Library – White River Branch
 - 1664 Library Blvd, Greenwood
 - 11-1pm
 - 0 attendees
- July 22: Indianapolis Public Library- East Washington Branch
 - 2822 E. Washington Street, Indianapolis 46201
 - 4- 6pm EST
 - 0 attendees
- July 24: Whitestown Library
 - 6310 Albert S. White Drive, Whitestown
 - 2- 4pm EST
 - 1 attendee
 - Attendee provided insight from when she was a caretaker for her husband who was in a wheelchair. Attendee noted the importance of adding evening and weekend service for doctor appointments that went long or for social/pleasure trips on weekends. Attendee noted her husband used a wheelchair that was larger than standard wheelchairs and therefore could only use the Boone County Arc bus, which had less availability than the low-floor minivans (wheelchair would not fit). Attendee noted how much the drivers cared for clients and that there needed to be better communication from the transit agency about trips. Attendee noted how difficult it was to use Medicaid transportation and that Medicaid did not show up or have trips booked/did not send confirmation information to the attendee. Attendee told a story of a doctor appointment that went

long and resulted in the pair being stranded because Boone County Arc had closed for the day.

Virtual Open House

- July 23: Virtual Public Meeting #1
 - Zoom: <https://us02web.zoom.us/j/8689...>
 - 10- 11am EST
 - 0 attendees
- July 24: Virtual Public Meeting #2
 - Zoom: <https://us02web.zoom.us/j/8603...>
 - 6 - 7pm EST
 - 0 attendees

Virtual Pre-Hearing Public Meetings

IMPO hosted virtual pre-hearings for the full Coordinated Plan document on October 13th. Attendees had the opportunity to provide comment on the plan virtually at 12pm and 6pm.

Public Comment Period

The draft plan was made available for review and comment on the IMPO website on September 18th until October 3rd, 2025. Individuals could submit comments by calling the project manager, visiting the IMPO office, or via email.

Public Hearing

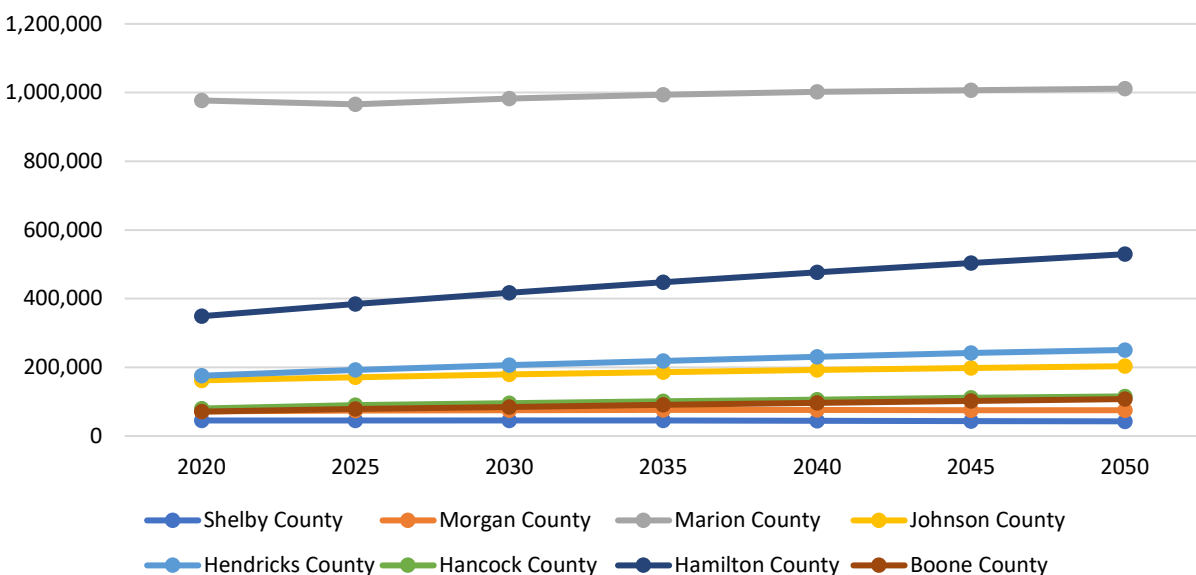
IMPO offered a public hearing at the Transportation Policy Committee meeting prior to adoption of the plan. The in-person public hearing took place on October 15th at MIBOR Realtor Association (1912 N. Meridian St., Indianapolis).

Appendix B: Demographic Analysis

The demographics of an area indicate demand for transportation service. Relevant demographic data were collected and are summarized in Appendix B. The data was gathered from multiple sources including the U.S. Census Bureau's 2023 American Community Survey (ACS) Five-Year Estimates and the State of Indiana. As five-year estimates, the ACS data are taken from national samples and do not represent direct population counts.

Figure B.1 displays the projected population growth for the region through 2050. Population growth is projected to be highest in Hamilton County. The highest total population resides in Marion County, projected to exceed 1 million residents in 2040.

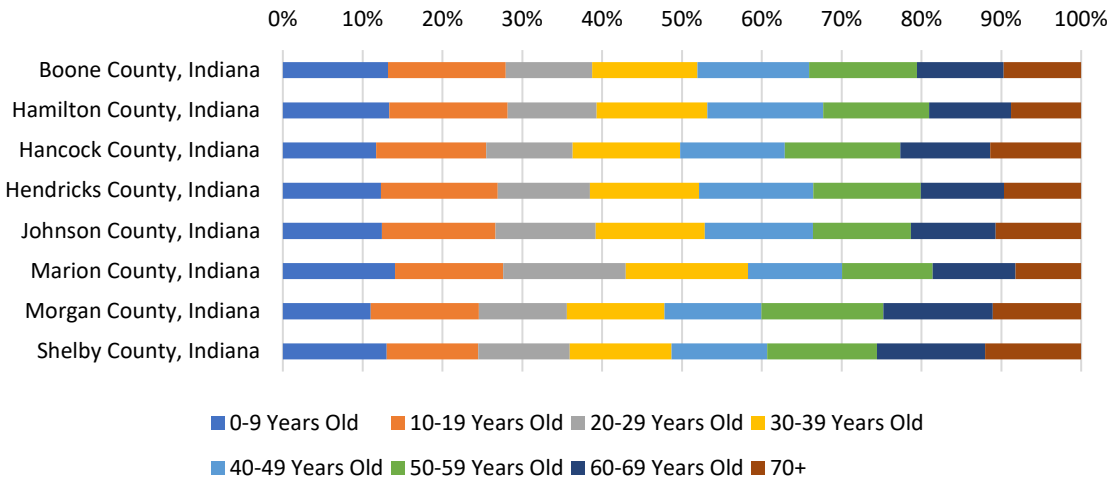
Figure B.1: Population Trends for Indianapolis Region



Source: STATS Indiana

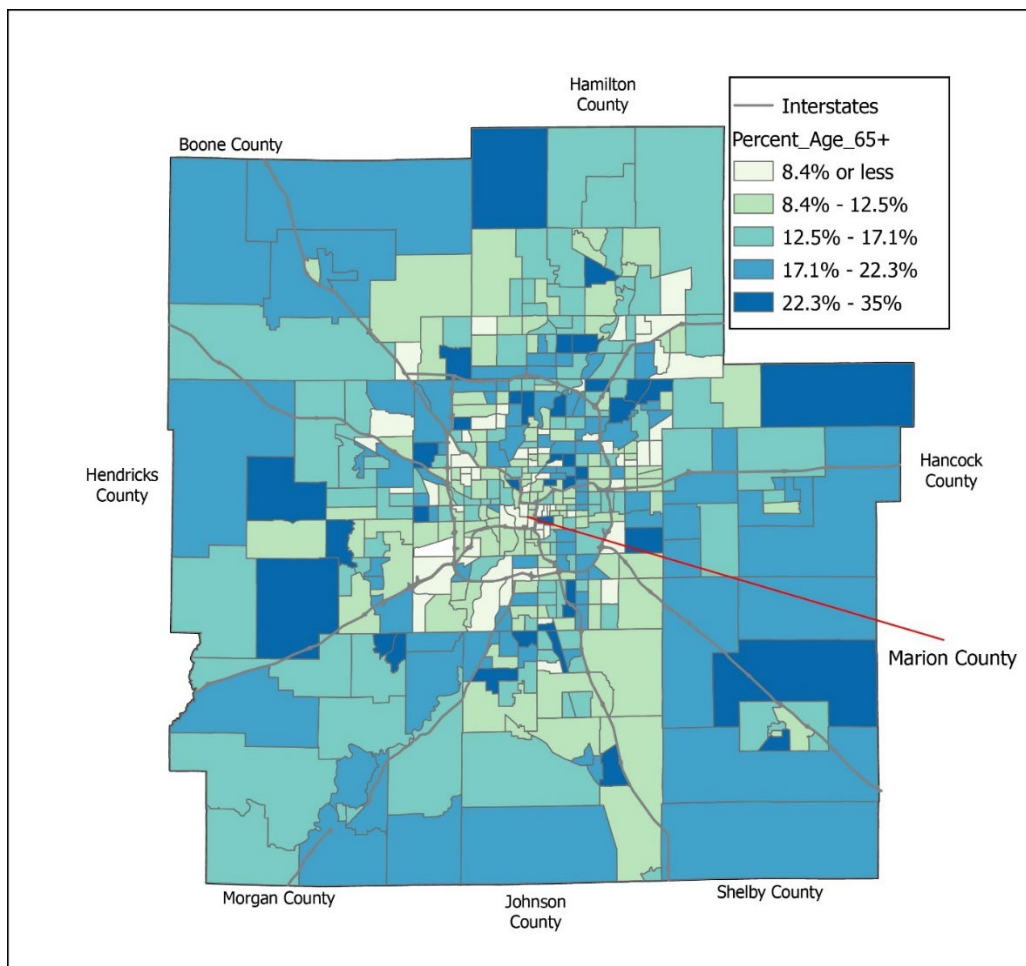
Figures B.2, B.3 and B.4 on the following pages depict information about the older adult population in the region. Higher percentages of older adults reside in Morgan and Shelby Counties.

Figure B.2: Population by Age Group



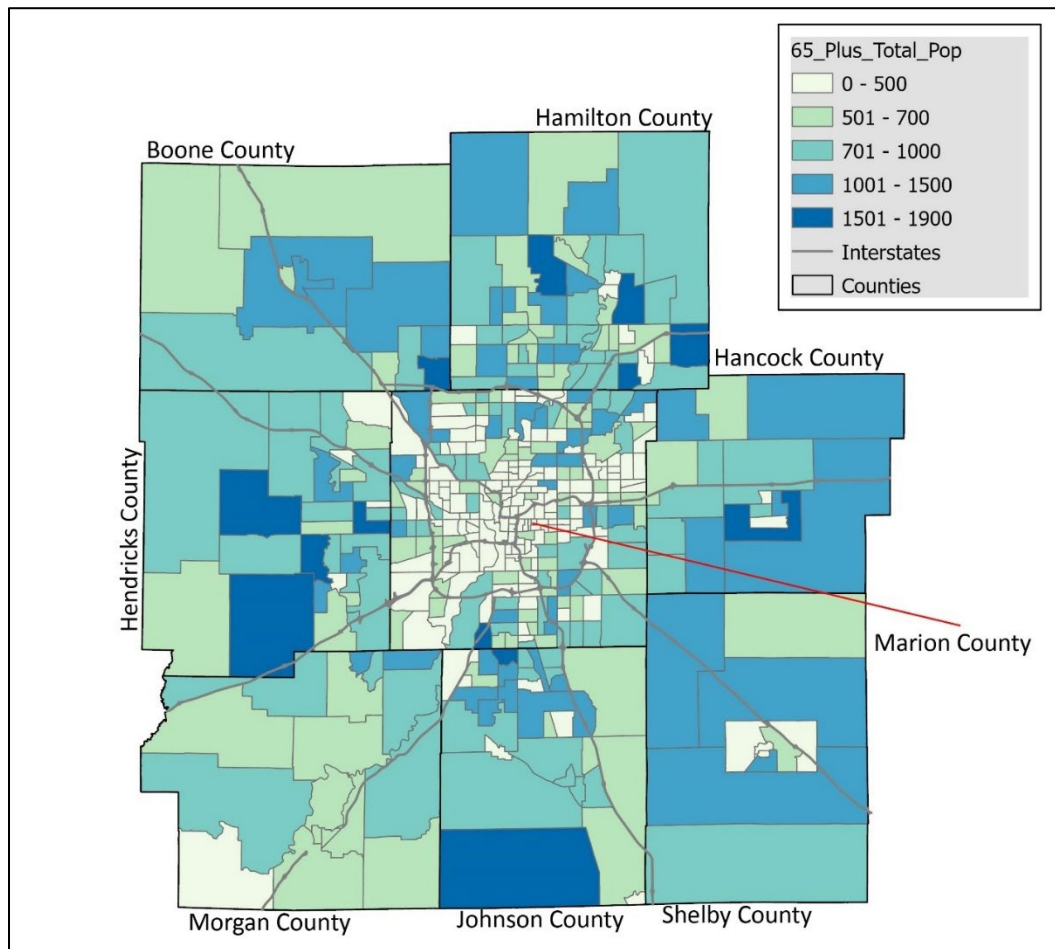
Source: 2023 ACS Five-Year Estimates, Table S0101

Figure B.3: Senior Population Percentage by Tract



Source: 2023 American Community Survey Five-Year Estimates, Table B01001

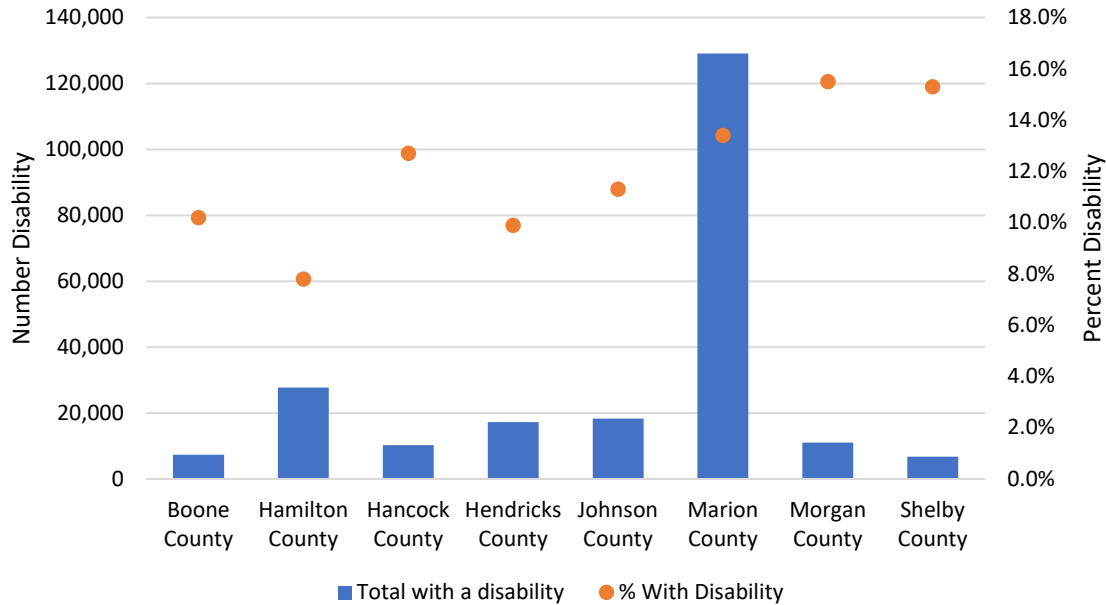
Figure B.4: Senior Population Total by Tract



Source: 2023 American Community Survey Five-Year Estimates, Table B01001

Individuals with disabilities represent eight to 16 percent of each county's population, as shown in Figure B.5. Marion County has the greatest number of residents with disabilities, while Morgan County has the highest incidence of disability.

Figure B.5: Disability Incidence by County



Source: 2023 ACS Five Year Estimates, Table DP02

Median household incomes for the region's counties are listed in Table B.1. The lowest-income county is Marion County, followed by Shelby County.

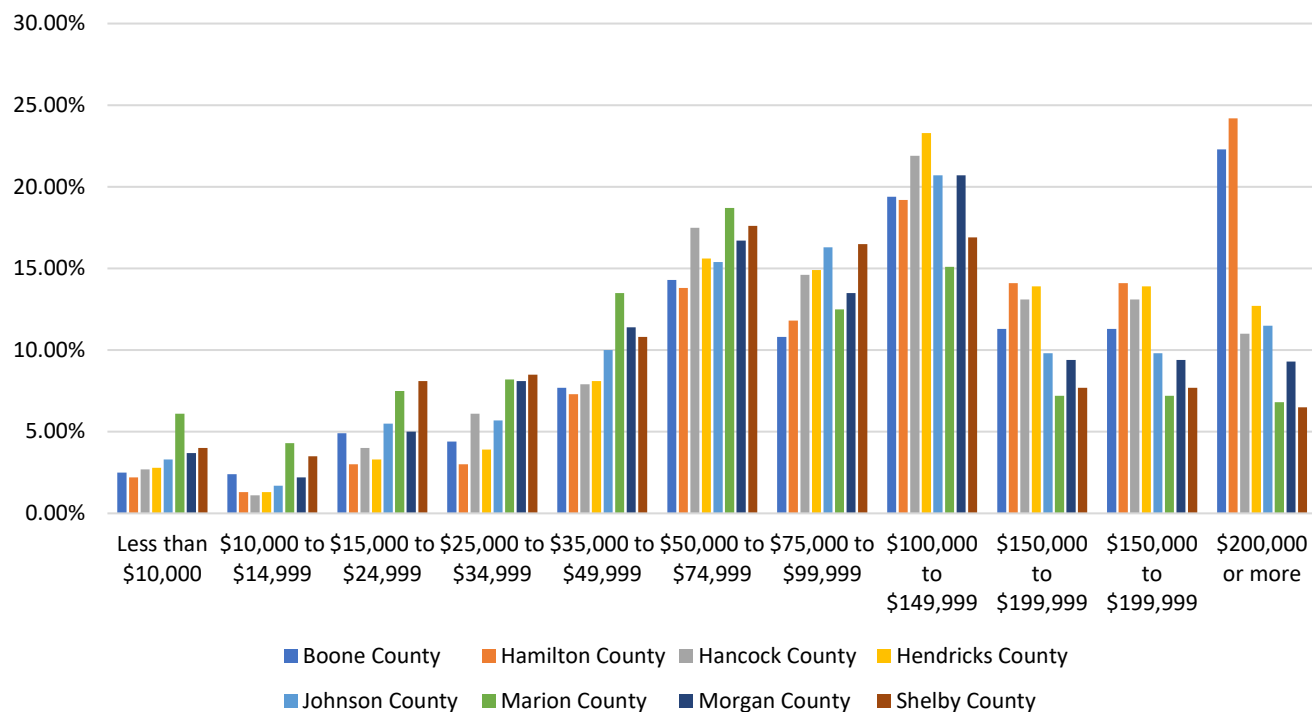
Table B.1: Median Household Income by County

Median household income (2023 inflation-adjusted dollars)	
Boone County	\$ 104,865
Hamilton County	\$ 117,957
Hancock County	\$ 91,326
Hendricks County	\$ 99,988
Johnson County	\$ 87,227
Marion County	\$ 63,450
Morgan County	\$ 79,088
Shelby County	\$ 71,301

Source: 2023 ACS Five-Year Estimates, Table DP03

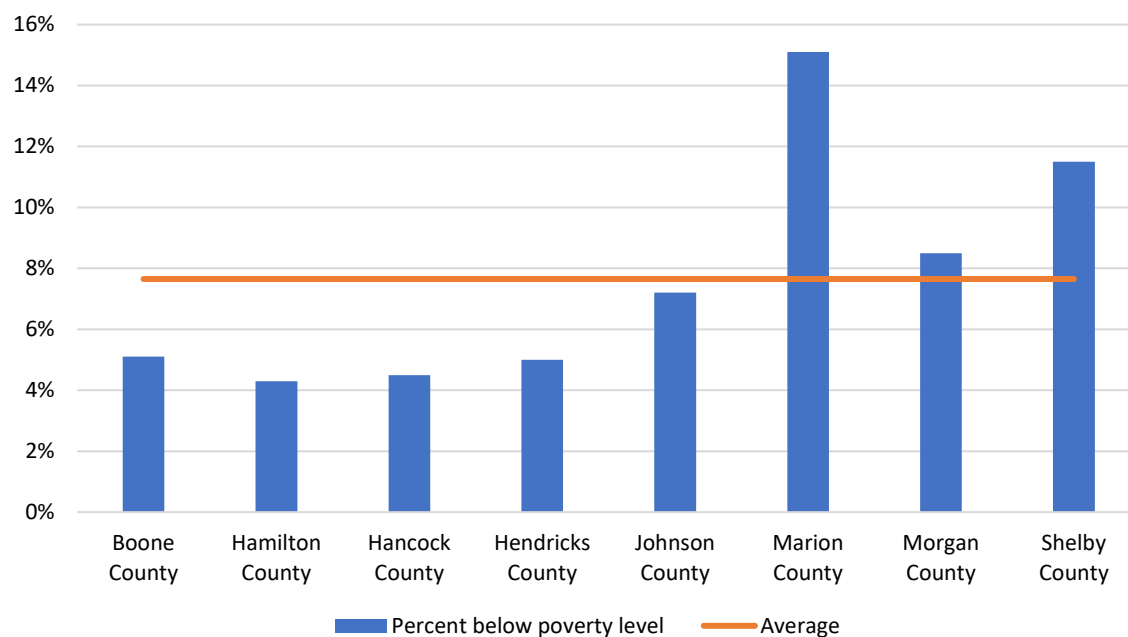
The following two charts provide additional income and poverty information. Figure B.6 provides household income ranges by county. The percentages of households with incomes under the Federal poverty level are shown in Figure B.7. The highest-poverty county in the region is Marion County, followed by Shelby County.

Figure B.6: Household Income by County



Source: 2023 ACS Five-year Estimates, Table DP03

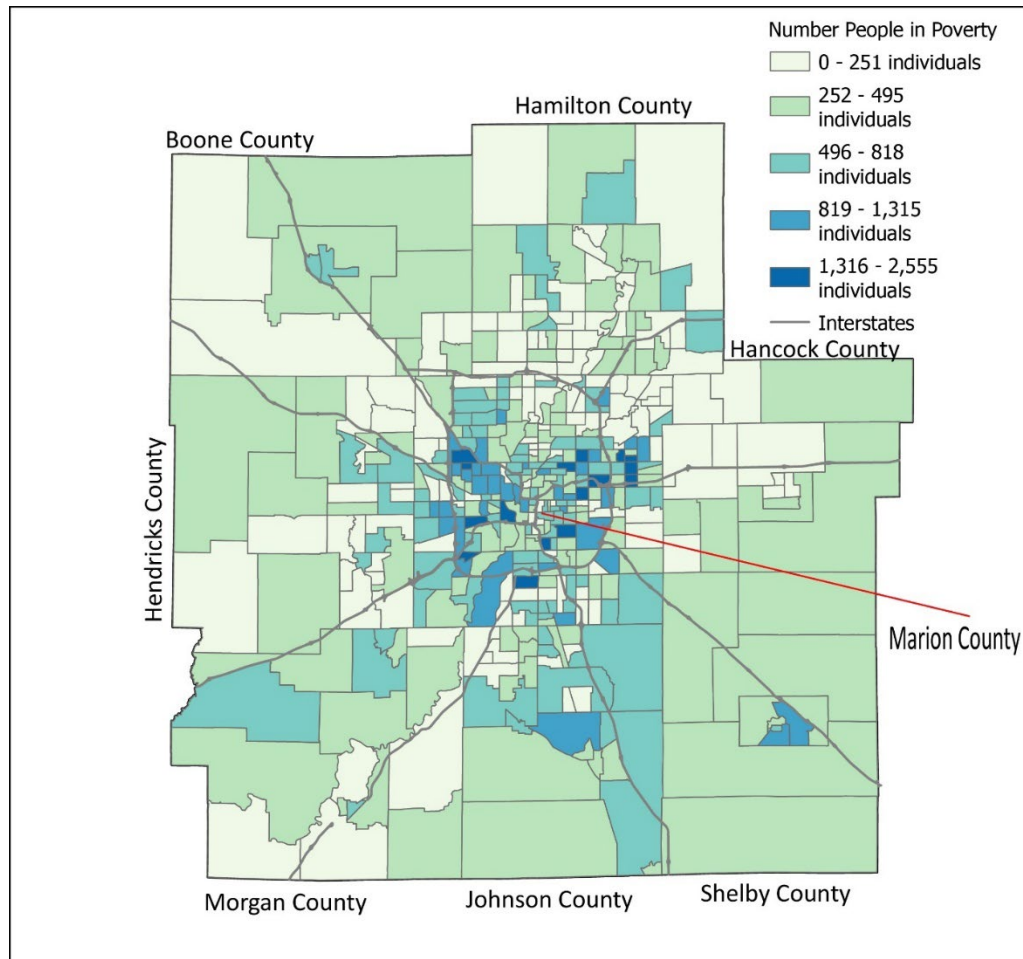
Figure B.7: Percentage of Households Below Poverty Level



Source: 2023 ACS Five-Year Estimates, Table S1701

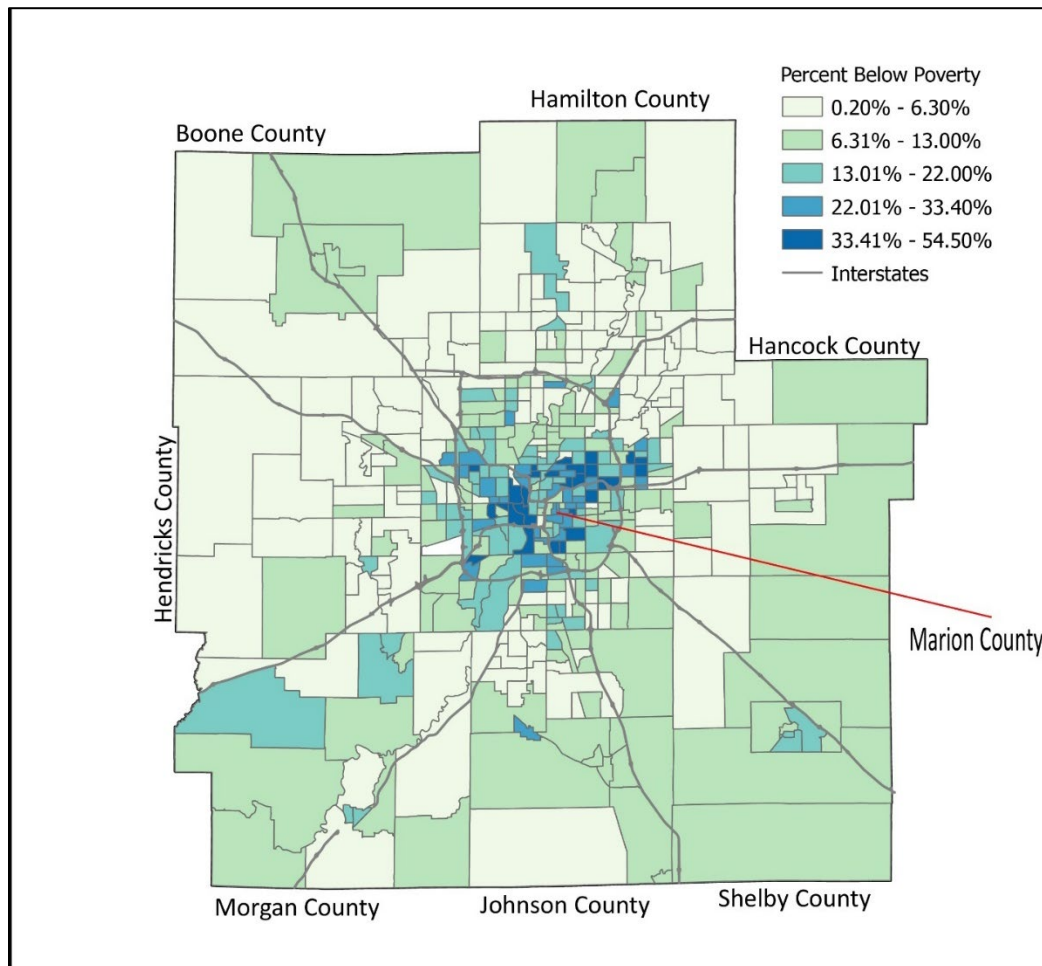
The maps provided in Figures B.8 and B.9 depict the numbers and percentages of people in poverty by Census tract. The tracts with more than 1,316 individuals, or greater than 33.41 percent of the population, in poverty are located in Marion County.

Figure B.8: Number of Individuals Living in Poverty



Source: 2023 ACS Five-Year Estimates, Table S1701

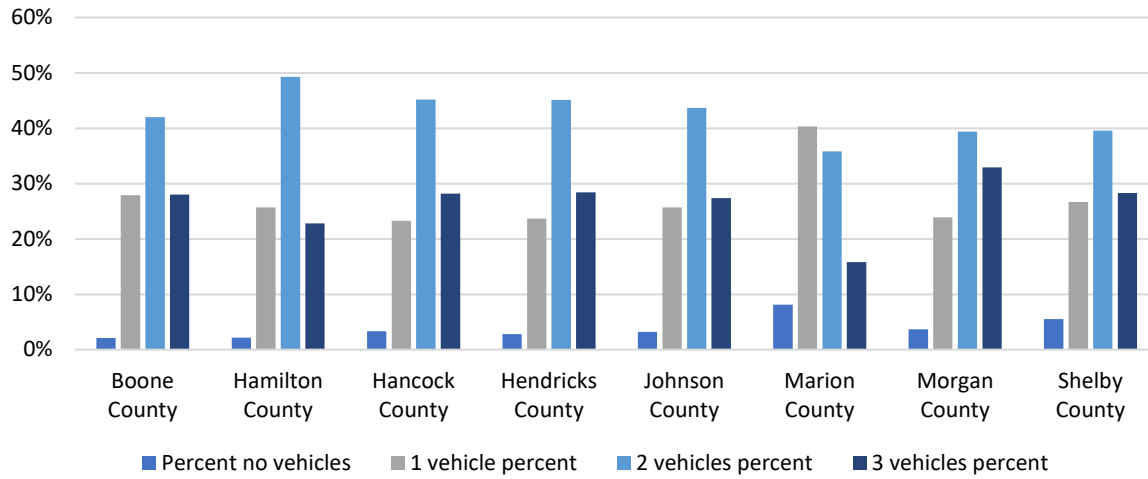
Figure B.9: Percent of Individuals in Poverty



Source: 2023 ACS Five-Year Estimates, Table S1701

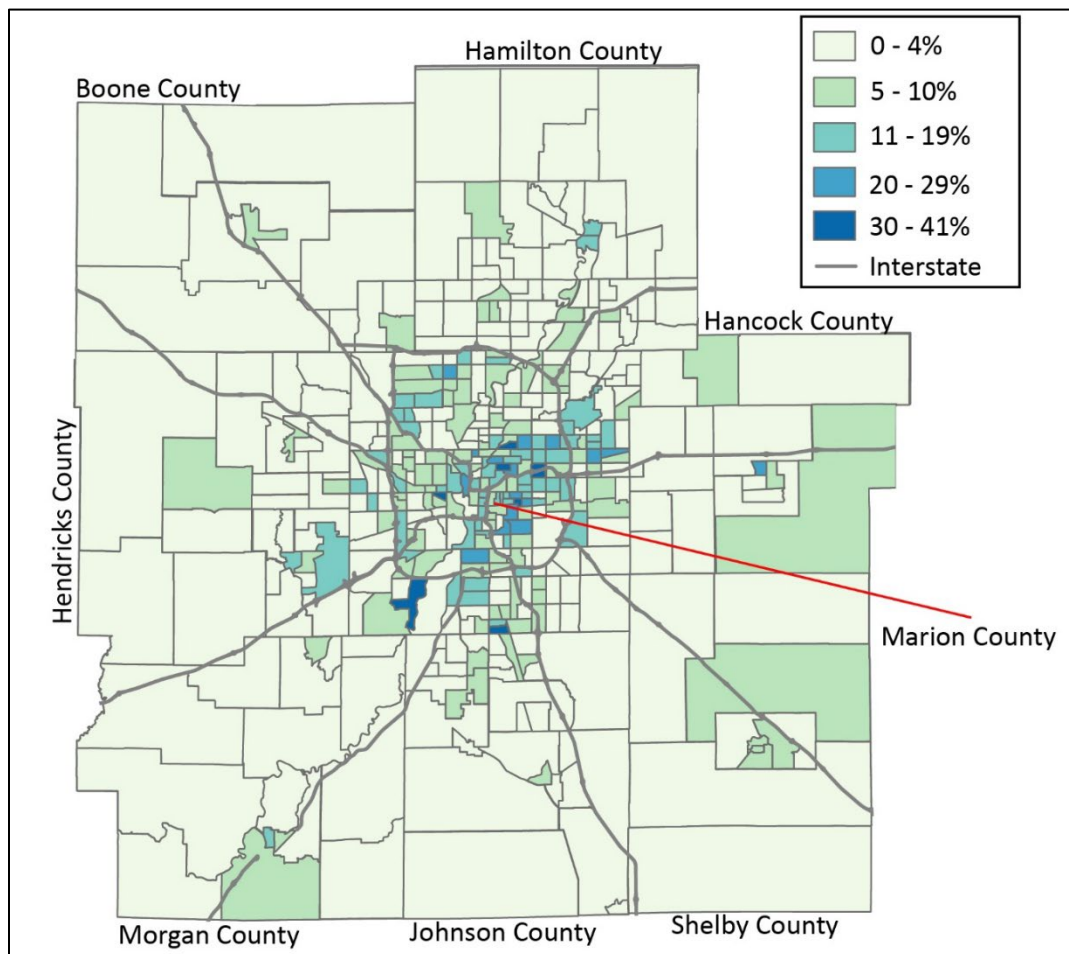
The remaining charts in this appendix provide information about the prevalence of zero-vehicle households in the region. Marion County has the highest percentage of households with zero vehicles available, followed by Shelby County. These two counties have the lowest household sizes, with about 2.4 persons per household, as shown in Table B.2.

Figure B.10: Vehicles Available Per Household



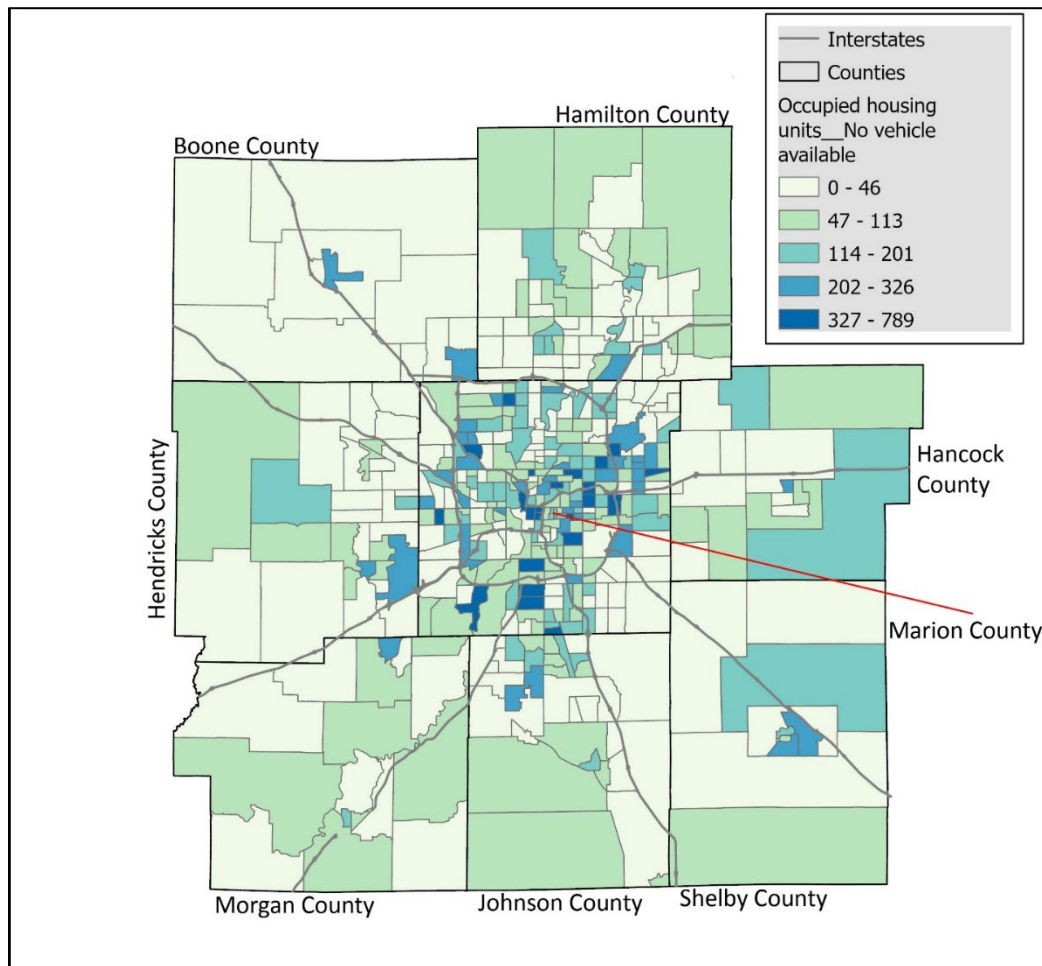
Source: 2023 ACS Five Year Estimates, Table DP04

Figure B.11: Percent Zero Vehicle Households by Census Tract



Source: 2023 ACS Five Year Estimates, Table DP04

Figure B.12: Number of Zero Vehicle Households by Census Tract



Source: 2023 ACS Five Year Estimates, Table DP04

Table B.2: Average Household Size by County

Average household size	
Boone County	2.58
Hamilton County	2.67
Hancock County	2.52
Hendricks County	2.67
Johnson County	2.62
Marion County	2.41
Morgan County	2.57
Shelby County	2.44

Source: 2023 ACS Five Year Estimates, Table DP02

Appendix C: Survey Results Analysis

Overview

Between May 19 and August 4, 2025, 283 surveys were submitted. The goal of the survey was to identify gaps in service experienced by customers of existing transportation services in the region. The survey was distributed by the participating transportation providers on-board to passengers; as emails or text messages to customers registered in the providers' trip reservation systems; and through a mass mailing. Additionally, on June 10, 480 printed surveys and envelopes with pre-paid postage that were addressed to IMPO were provided to CICOA Aging & In-Home Solutions for distribution to consumers.

The survey instrument is provided at the end of this appendix.

As shown in Figure C.1, slightly more than half of the surveys were completed on behalf of the respondents by others, such as caregivers or family members.

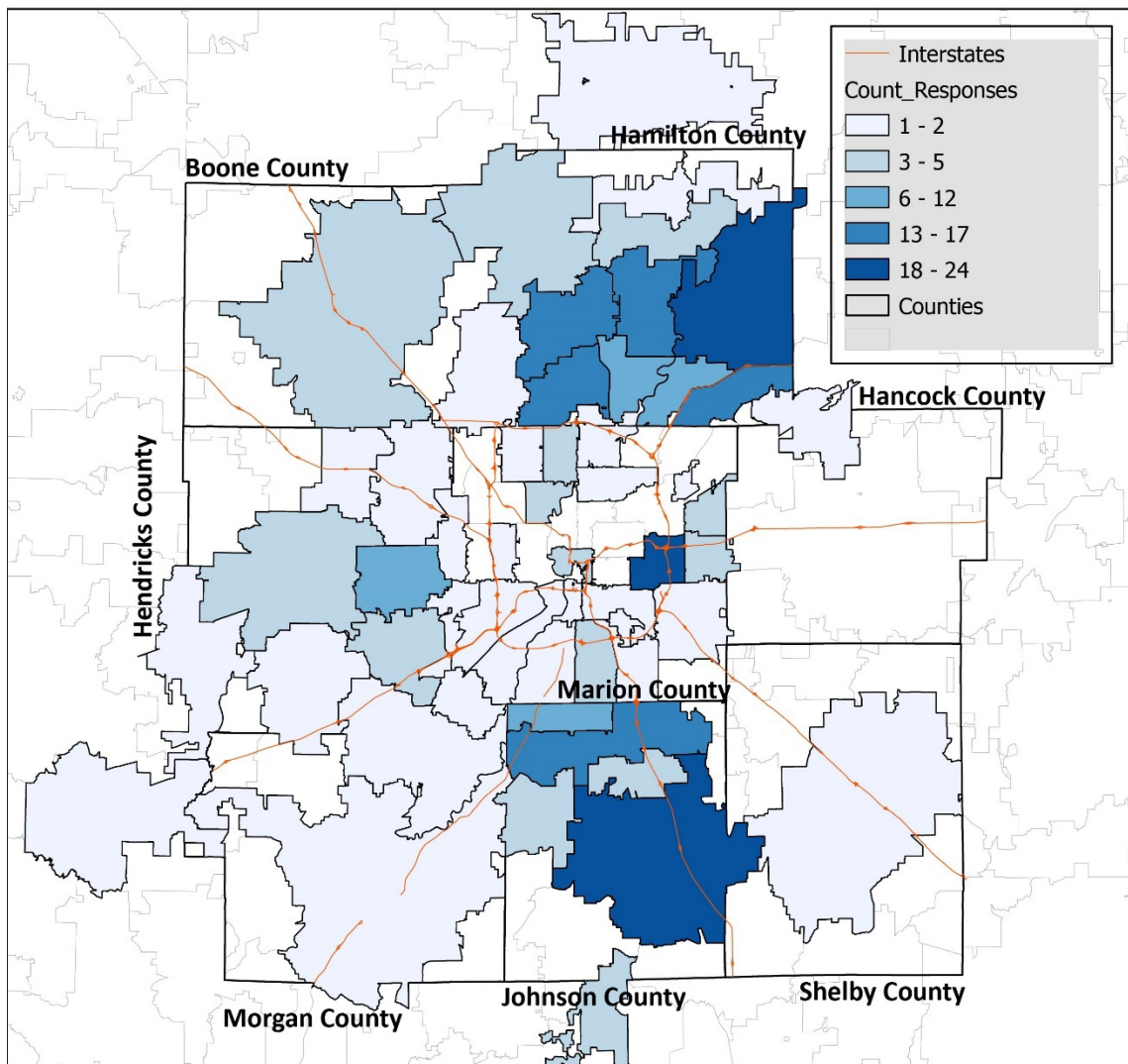
Figure C.1: Respondents Completing Survey (N=278)



Respondent Demographics

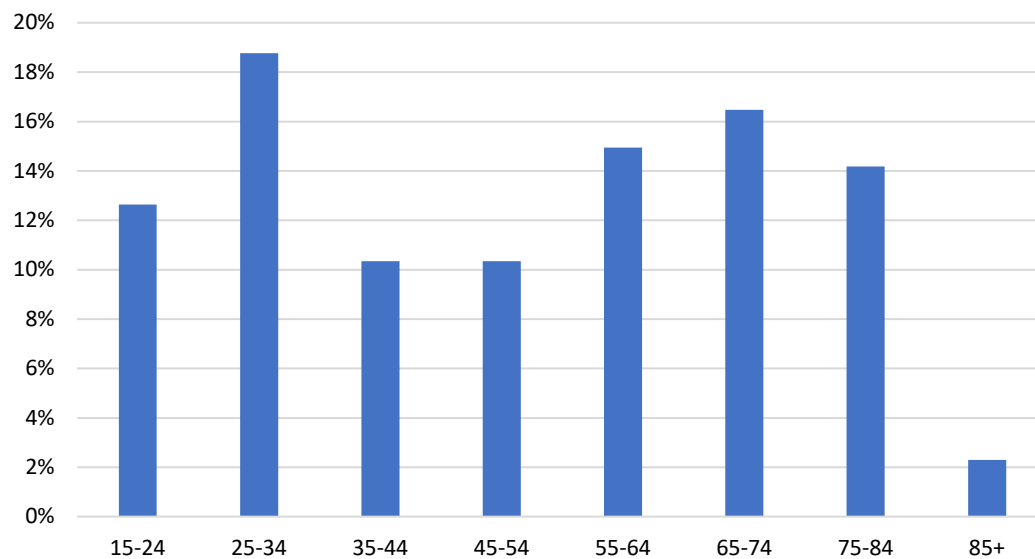
The responses by ZIP code are shown in Figure C.2. All of the study area's counties were represented in the responses, with the highest representation from Hamilton and Johnson Counties.

Figure C.2: Survey Results by ZIP Code (N=275)



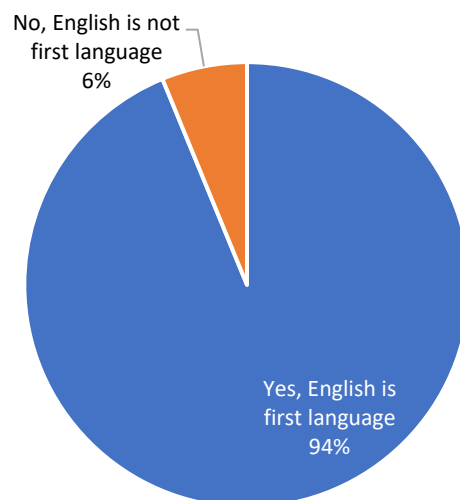
The survey respondents ranged in age, as shown in Figure C.3.

Figure C.3: Age Ranges of Respondents (N=261)



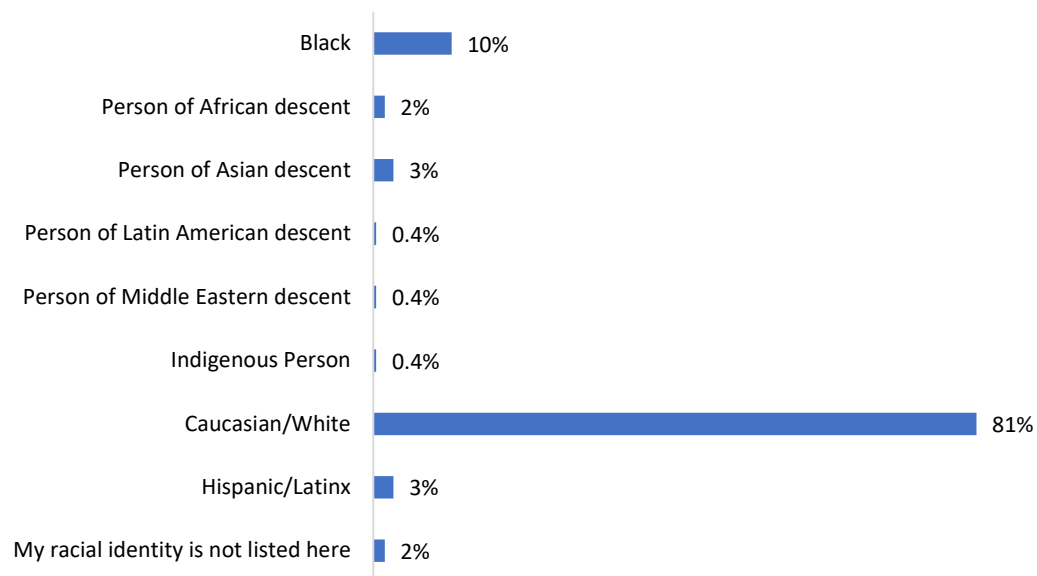
The majority of the respondents indicated that English is their first language, with six percent (17 total respondents) stating that their first language was not English, as shown in Figure C.4. In a follow-up question, seven of these respondents indicated that they do not speak English well.

Figure C.4: English as First Language (N=265)



The racial identities of the respondents are provided in Figure C.5.

Figure C.5: Respondent Racial Identity (N=258)



As shown in Figure C.6, about half of the respondents reported that they were either employed or attending school. Of the working respondents, most worked outside of their homes, with some working in remote or hybrid positions.

Figure C.6: Status as Working or Student (N=257)

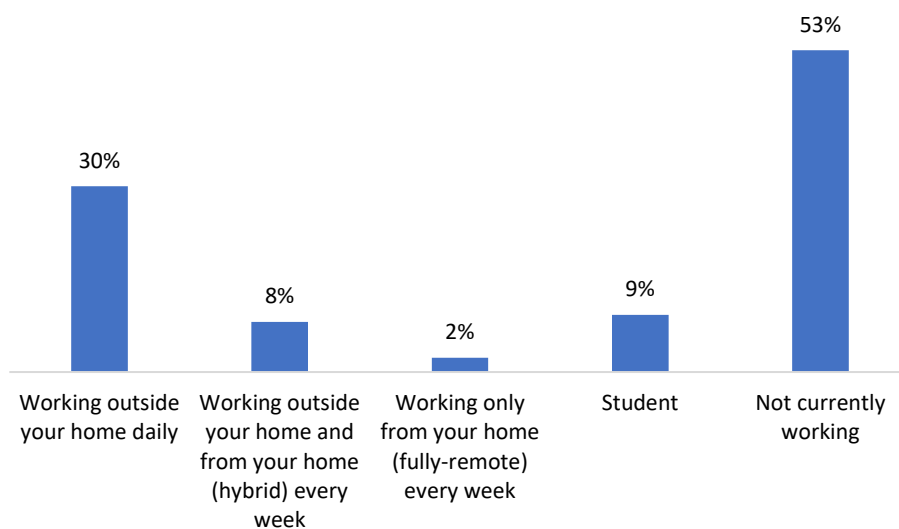
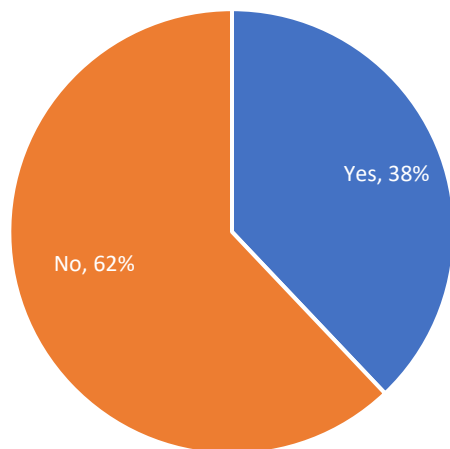


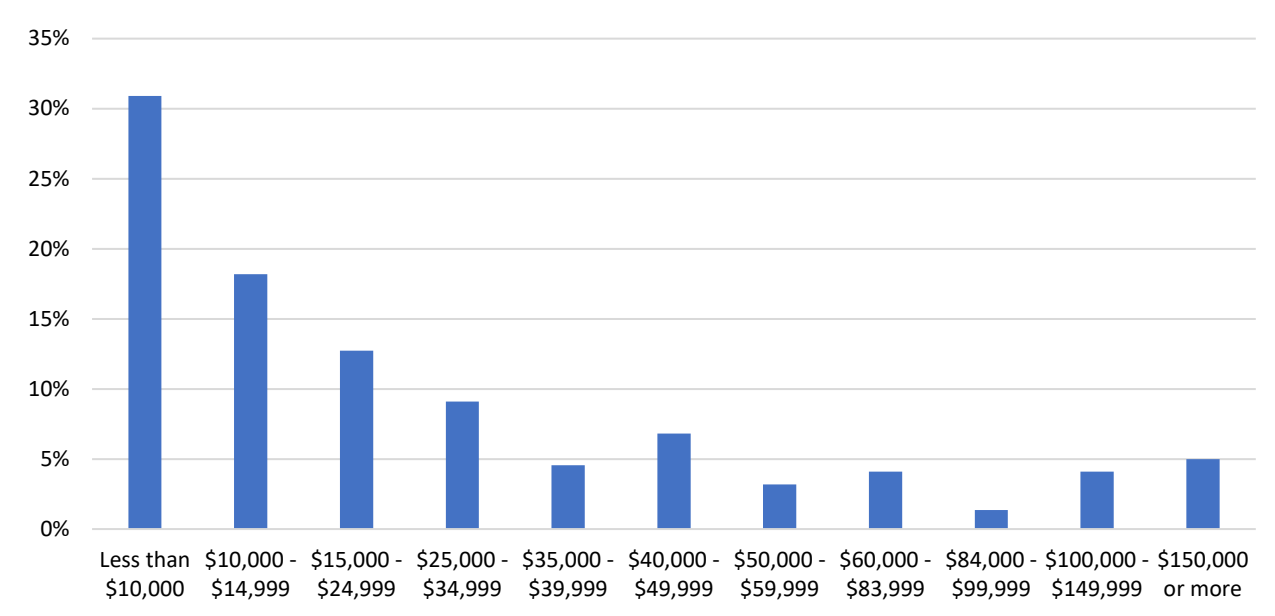
Figure C.7 displays the proportions of respondents with and without a disability requiring the use of an assistive device for mobility.

Figure C.7: Answers to “Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help you get around?” (N=261)



As shown in Figure C.8, the household incomes of the respondents trended toward low incomes.

Figure C.8: Household Incomes of Respondents (N=220)



















Respondents indicated whether they have difficulties with using the region’s existing services to meet their transportation needs for various trip purposes. Respondents provided the number of trips they need in a typical week for eight purposes. Then, for each purpose, they reported how many of the needed trips they actually take, and, separately, how easy or difficult it is to obtain transportation. The format of these questions is shown below.

Trip purpose	How many trips do you <u>need to take</u> in a typical week for this purpose?	How many trips do you <u>complete</u> in a typical week for this purpose?	How difficult is it to get the rides you need for this purpose?
Work	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult
School (K-12 or post-secondary)	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult

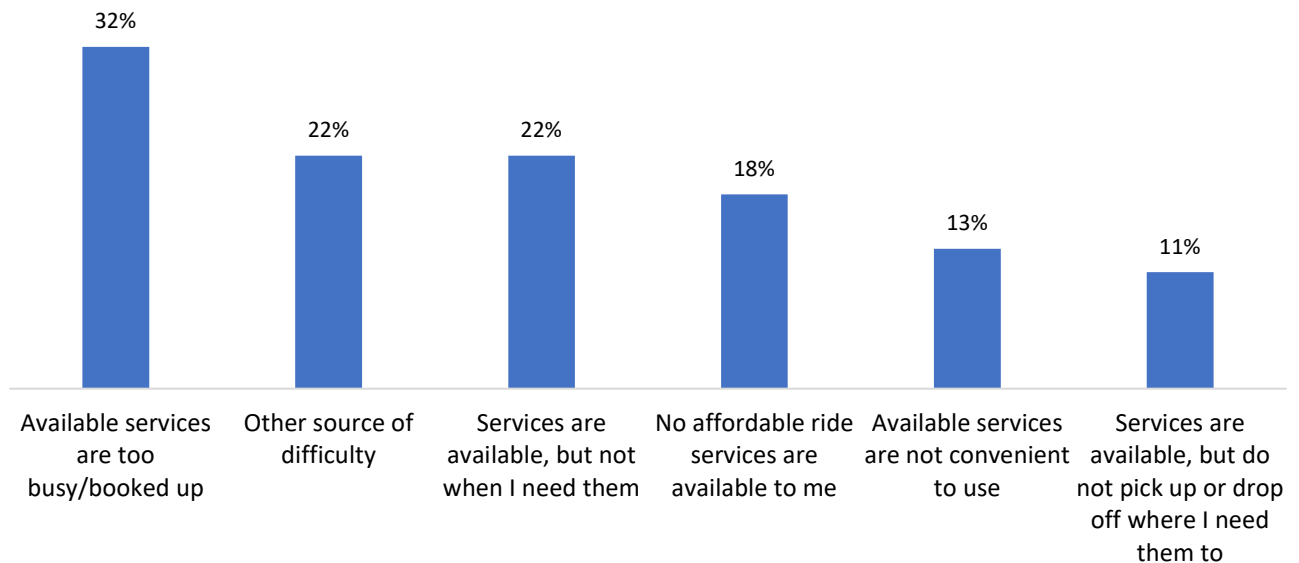
For all trip purposes, 22 to 47 percent of the respondents reported having trip needs for which they do not get all of their needed transportation. Respondents with day services trip needs reported having the least amount of difficulty (23 percent) with getting their needed trips. Those with work-related trip needs reporting having the most difficulty (44 percent). The results for all trip purposes are shown in Table C.1.

Table C.1: Difficulty with Trip Purposes

Trip Need	Frequency of Respondents' Trip Need	Percentages of Respondents with Transportation Barriers		
Work (N=110)	81% need 8 or fewer work trips per week	 31%	do not get all of their needed work trips	reported some level of difficulty getting trips for work
		 44%		
Medical (N=78)	86% need 4 or fewer medical trips per week	 41%	do not get all of their needed medical trips	reported some level of difficulty getting trips for medical
		 39%		
Day Services (N=78)	59% need 5 or more day services trips per week	 22%	do not get all of their needed day services trips	reported some level of difficulty getting trips for day services
		 23%		
Shopping (N=74)	93% need 8 or fewer shopping trips per week	 47%	do not get all of their needed shopping trips	reported some level of difficulty getting trips for shopping
		 38%		
Social (N=62)	97% need 8 or fewer social trips per week	 45%	do not get all of their needed social trips	reported some level of difficulty getting trips for social purposes
		 43%		
School (N=42)	60% need 8 or fewer school trips per week	 22%	do not get all of their needed school trips	reported some level of difficulty getting trips for school
		 26%		
Faith-Based Activities (N=34)	82% need 4 or fewer trips to faith activities per week	 36%	do not get all of their needed trips to faith activities	reported some level of difficulty getting trips to faith activities
		 32%		
Dialysis (N=18)	61% need 5-8 dialysis trips per week	 23%	do not get all of their needed dialysis trips	reported some level of difficulty getting trips for dialysis
		 40%		

Respondents provided the sources of difficulty with getting the trips they need. As shown in Figure C.9, the most common source of difficulty is that available services are too busy or booked up. The second most common concern is that the services are not available when they are needed.

Figure C.9: Sources of Difficulty for Getting Needed Transportation (N=138)



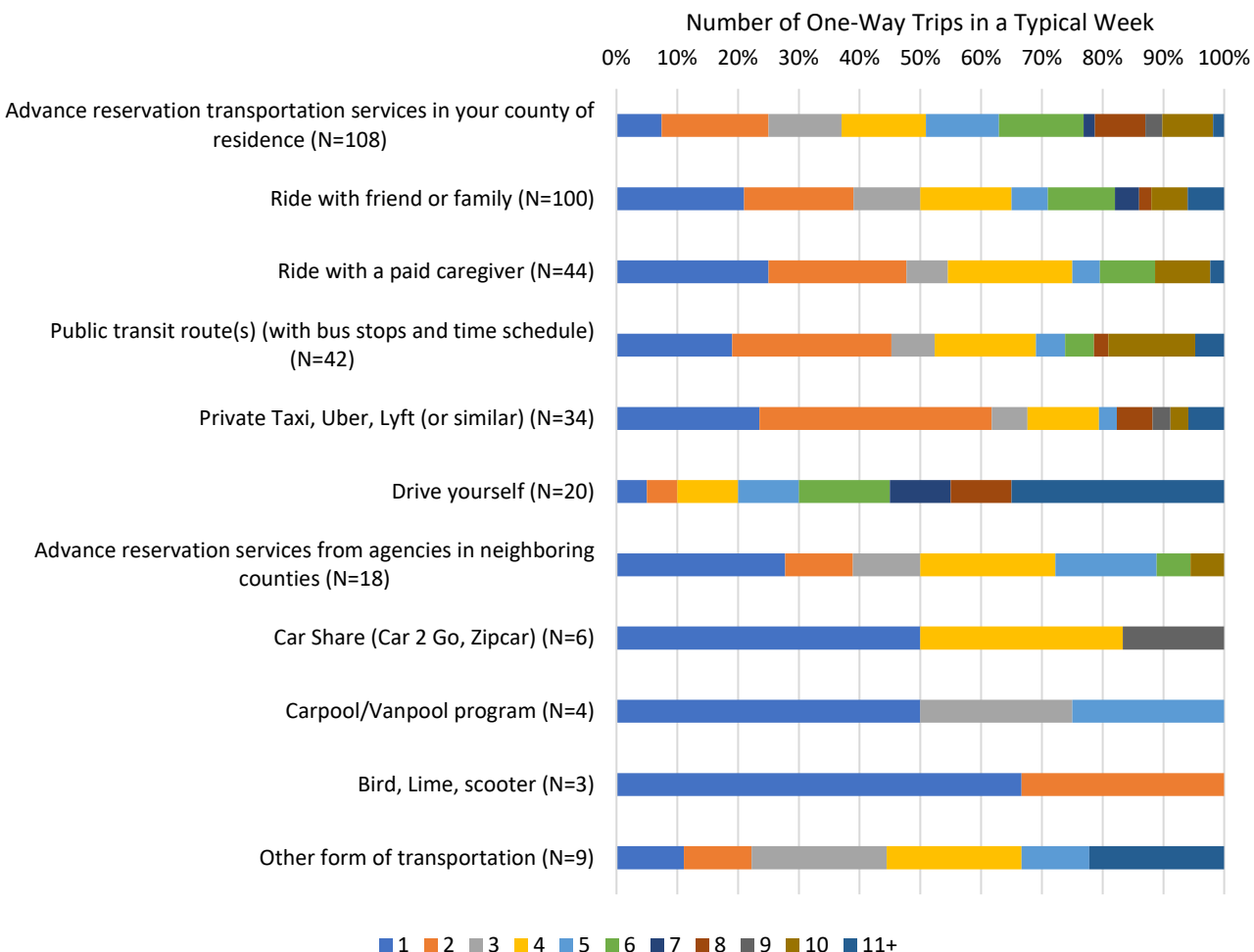
Of the 22 percent who selected “Other source of difficulty,” the following concerns were specified in open-ended comments.

Table C.2: Other Sources of Difficulty with Available Services (N=31)

Theme	Number of mentions
Not on time	5
Poor communication about schedule changes or availability	5
Not dependable	4
Rides take too long	4
Not always available when needed	3
No availability on evenings, weekends or holidays	2
Inconsistent pickup or dropoff times for recurring trips	2
Inconvenient	2
Unaffordable	2
Apprehensive about allowing dependent to ride unsupervised	1
Difficult to transfer between systems	1
Lack of service across county lines	1
Medical facility far from home/long drive time	1
Physically uncomfortable ride	1

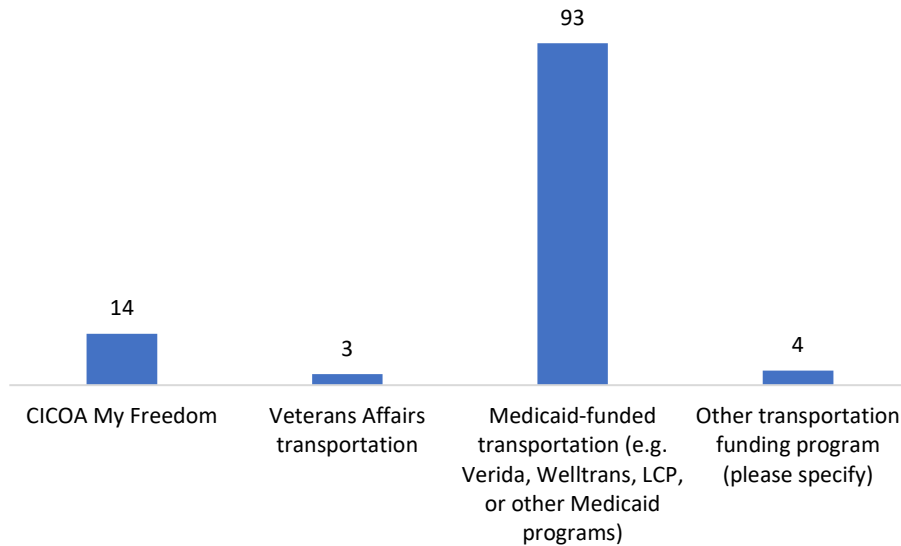
Respondents indicated the number of trips they take in typical week on a variety of modes of transportation. The results are shown in Figure C.10.

Figure C.10: Modes of Transportation Used by Respondents



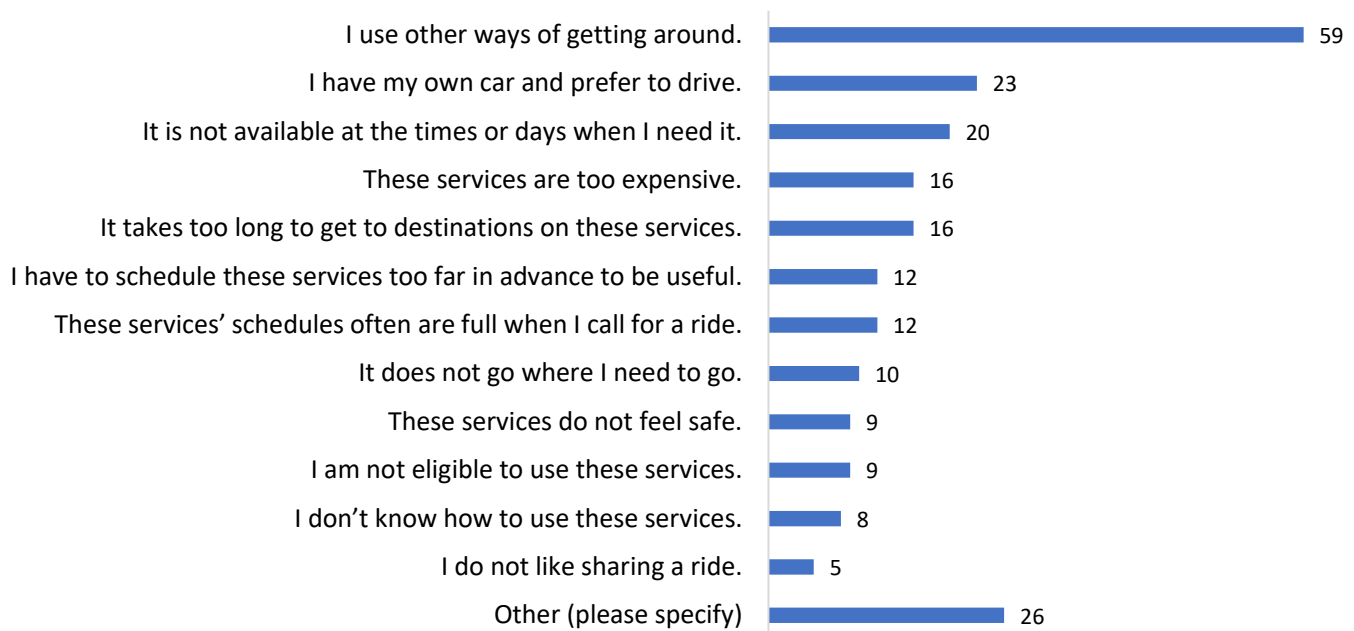
Respondents indicated whether they used specific transportation funding programs. The results are shown in Figure C.11. “Other” responses included insurance, PACC, CHI and Medicare.

Figure C.11: Funding Programs Used by Respondent (N=114)



Respondents who do not use advance transportation services indicated the reasons why. The responses are shown in C.12. Other than those who stated that they use other ways of getting around or prefer to drive, the most frequent comment was that the services are not available at needed times.

Figure C.12: Reasons that Respondents Do Not Use Available Advance Reservation Services (N=137)

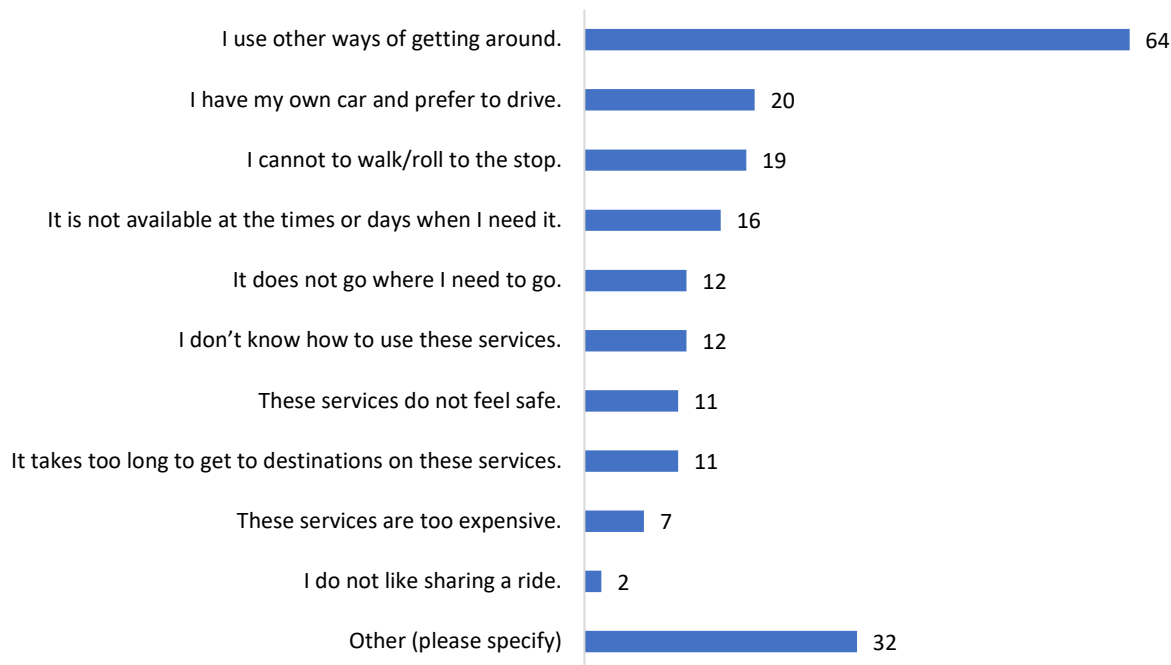


Of those who selected “Other (please specify),” some did not provide further comment, or they stated that they do use advance reservation services. Otherwise, the comments were:

- Brother takes me
- Difficult for wheelchair users (he is 5 yrs old)
- Even if I book early, I still arrive late.
- Family
- Family or friends provide transportation
- I (mom) takes him but there will be a time in the future that I will be no longer able to.
- I am never comfortable that I will get a ride home in a timely manner or if I have to stay for testing
- Interpretation isn't always provided to schedule
- No Volunteer Drivers picked up my ride reservation requests.
- Person is a minor
- Pick up too early

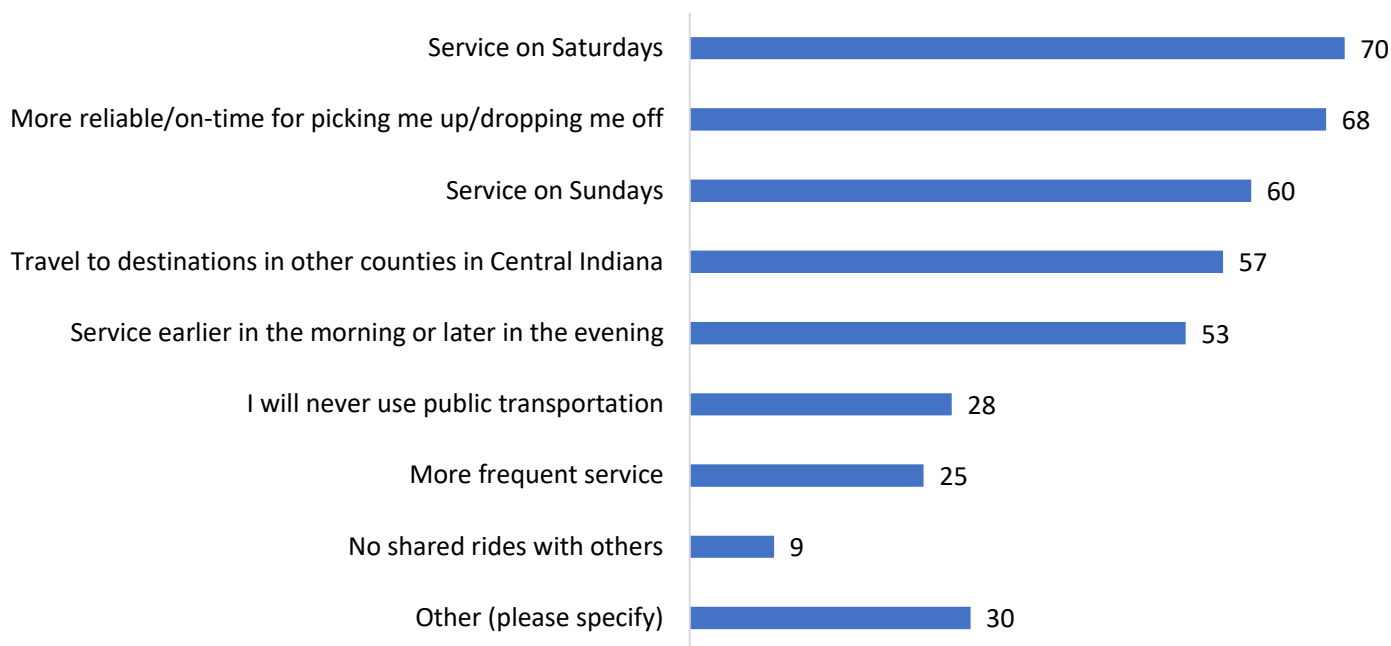
Respondents who do not use bus routes or bus rapid transit, if available in their communities, indicated the reasons why. The responses are shown in Figure C.13. Other than those who stated that they use other ways of getting around or prefer to drive, the most frequent comment was that they are unable to walk/roll to a stop.

Figure C.13: Reasons Why Respondents Do Not Use Bus Routes/Bus Rapid Transit (N=143)



Respondents indicated what they would change to make public transit options, including advance reservation and fixed route/bus rapid transit services, more appealing. The responses are shown in Figure C.14. Respondents could select more than one answer. The top responses were service on Saturdays and being more reliable/on-time.

Figure C.14: What Respondents Would Change to Make Public Transit More Appealing (N=199)

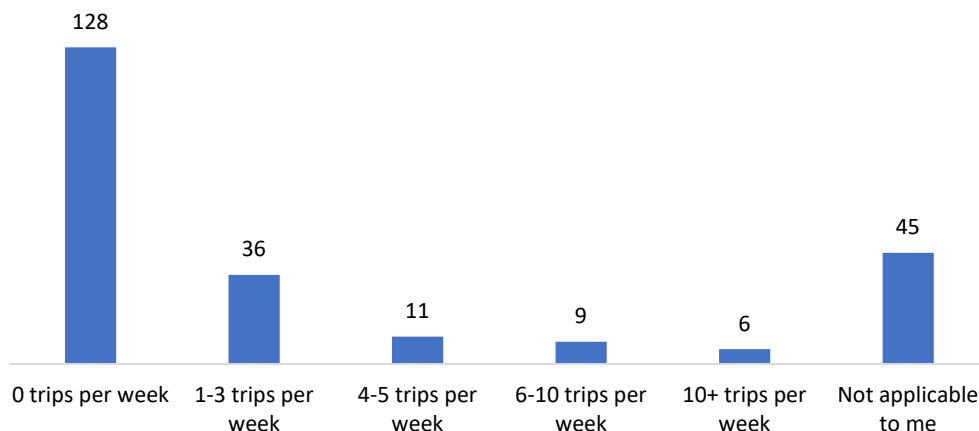


The “Other (please specify)” responses included:

- Ability to request rides online 1-2 weeks in advance vs day to day
- Consistency with routes.
- Easier ride scheduling
- Greater flexibility with ability to make multiple stops during trips
- I need a lift use walker
- Later in the evenings would be great
- Longer hours on Saturday
- More holidays open for business
- Safer, security
- Safety when using the service is main concern.
- The 30-minute pick up window is challenging for my daughter with Down syndrome.
- There aren't enough East-West routes.
- Trips to Indy medical care
- Tuesday, Wednesday and Thursday
- We want to ensure each vehicle is wheelchair accessible.

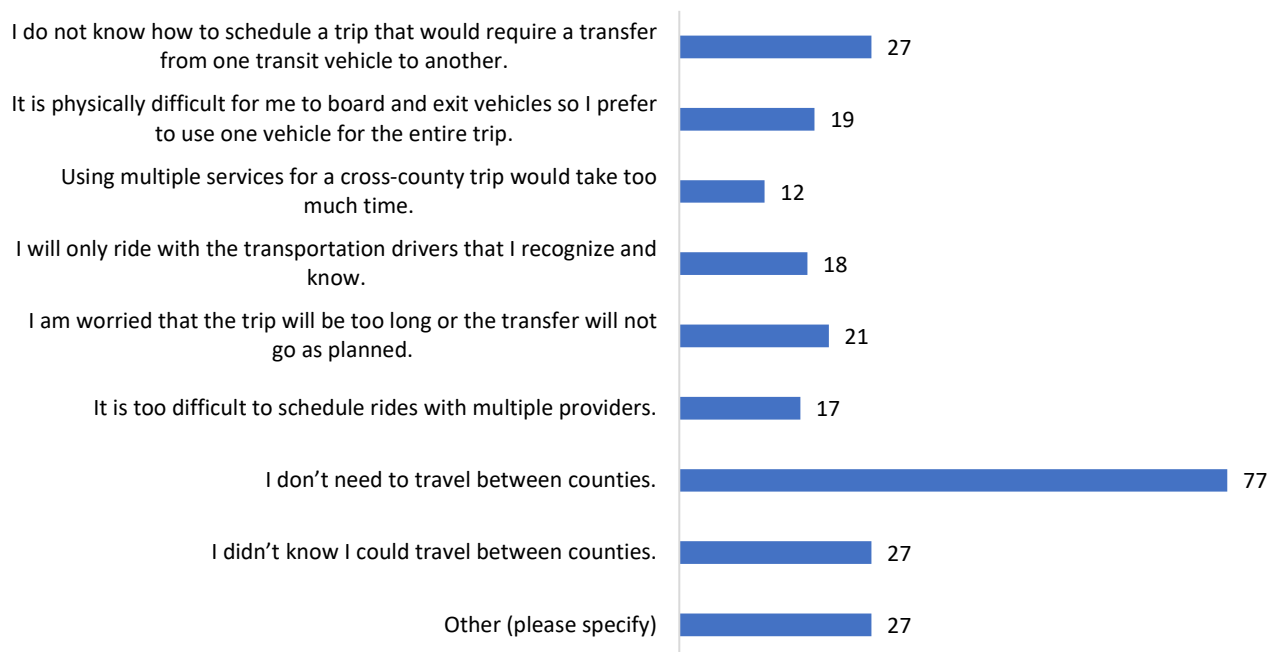
Respondents who use advance reservation services shared how many times they use them per week to cross county lines, as shown in Figure C.15. About 33 percent of users cross county lines once per week or more.

Figure C.15: Frequency Advance Transportation Users Cross County Lines (N=235)



Those who answered “0 trips per week” to the question about using advance transportation to cross county lines were asked why. The results are provided in Figure C.16. About half said they did not need to cross county lines.

Figure C.16: Why Advance Reservation Service Users Do Not Use It to Cross County Lines (N=158)



Other responses included:

- Don't know when appointments will be.
- Don't ride every week
- Dr appts usually
- Drive myself
- HCE can take me one bus stop in Marion County. That's very helpful when I need to get to St. Vincent hospital on 86th street in Indianapolis!
- I catch an Indy Go bus at the mall so don't leave Johnson Co. on the Johnson Co. bus
- I don't need to travel to other counties at this time, maybe I will in the future, I'm not sure.
- I drive myself
- I have a wheelchair van and use it for all my trips
- I just need to get to work and back
- I use HCE
- I'm disabled and overweight wheelchair
- It is not offered
- Link/Sycamore does not cross county lines. This would be a wonderful addition that our consumer would/could use!
- My dialysis is in my county. However, I would love to take a ride service to my doctor's appts.
- My family drives me
- Not needed (8 yrs old)
- Parents drive me
- Person is a special needs minor (10 yrs old)
- Rare trips to downtown would be good for me
- Ride with caregiver
- This typically would be for Dr appointments and he is not capable to understand these himself.
- Uber
- Way too expensive

Survey of Transportation Needs in Central Indiana

Tell us about your transportation needs! This survey will take approximately 10 minutes to complete. If you have any questions regarding the survey or would like to have the survey in an alternative format, please call Christy Campoll at (937) 299-5007 or email ccampoll@rlsandassoc.com. Surveys must be returned by June 27, 2025. **You can return the survey to who gave it to you, or mail the completed survey to Indianapolis MPO, 200 E Washington St, Ste 2322, Indianapolis, IN 46204.** You can also take this survey online at <https://bit.ly/4kep96N>, use the QR code, or leave a voicemail with your comments at 317-327-5646.



1. Select one:

- ☐ I am completing this survey for myself
- ☐ I am completing this survey on behalf of someone else (for example, a client or a family member)

2. What is your/their ZIP code? _____

3. Please provide the following information so we can learn more about how often you have difficulties with transportation. In this question, a round trip counts as 2 trips. Skip any entries that are not applicable to you.

Trip purpose	How many trips do you <u>need to take</u> in a typical week for this purpose?	How many trips do you <u>complete</u> in a typical week for this purpose?	How difficult is it to get the rides you need for this purpose?
Work	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult
School (K-12 or post-secondary)	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult
Dialysis	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult

Trip purpose	How many trips do you need to take in a typical week for this purpose?	How many trips do you <u>complete</u> in a typical week for this purpose?	How difficult is it to get the rides you need for this purpose?
Medical/Dental offices or hospitals	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult
Shopping (General Shopping, Pharmacy and/or Grocery)	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult
Social/Recreation activities	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult
Faith-Based organizations and activities	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult
Day services programs for older adults or people with disabilities	<input type="checkbox"/> 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-8 <input type="checkbox"/> 9-10 <input type="checkbox"/> 11+	<input type="checkbox"/> 0 <input type="checkbox"/> Less than half of my needed trips <input type="checkbox"/> About half of my needed trips <input type="checkbox"/> Most of my needed trips, but not all <input type="checkbox"/> All of my needed trips	<input type="checkbox"/> 1 – Easy <input type="checkbox"/> 2 – Occasionally difficult <input type="checkbox"/> 3 – Somewhat difficult <input type="checkbox"/> 4 – Difficult <input type="checkbox"/> 5 – Very difficult

4. If you have difficulty with any of the types of trips in the previous question, please provide the source(s) of difficulty:

- ☐ No affordable ride services are available to me
- ☐ Services are available, but not when I need them
- ☐ Services are available, but do not pick up or drop off where I need them to
- ☐ Available services are too busy/booked up
- ☐ Available services are not convenient to use
- ☐ Other (please explain in space provided): _____
- _____
- _____
- _____

5. In the spaces provided, write in the number of one-way trips you take on each type of transportation in a typical week:

- _____ Public transit route(s) (with bus stops and time schedule)
- _____ Advance reservation transportation services in your county of residence
- _____ Advance reservation services from agencies in neighboring counties
- _____ Private Taxi, Uber, Lyft (or similar)
- _____ Bird, Lime, scooter
- _____ Car Share (Car 2 Go, Zipcar)
- _____ Carpool/Vanpool program
- _____ Drive yourself
- _____ Ride with friend or family
- _____ Ride with a paid caregiver
- _____ Other form of transportation

6. Mark ALL of the funding programs you have used during the past 12 months:

- ☐ CICOA My Freedom
- ☐ Veterans Affairs transportation
- ☐ Medicaid-funded transportation (e.g. Verida, Welltrans, LCP, or other Medicaid programs)
- ☐ Other transportation funding program: _____

7. If you have *advance reservation* transportation services available in your community, but do not use them, please indicate which of the following statements are true for you (select all that apply):

- ☐ I have my own car and prefer to drive.
- ☐ I use other ways of getting around.
- ☐ It does not go where I need to go.
- ☐ It is not available at the times or days when I need it.
- ☐ I do not like sharing a ride.
- ☐ I don't know how to use these services.
- ☐ These services do not feel safe.
- ☐ These services are too expensive.
- ☐ It takes too long to get to destinations on these services.
- ☐ I am not eligible to use these services.

- ☐ I have to schedule these services too far in advance to be useful.
- ☐ These services' schedules often are full when I call for a ride.
- ☐ Other: _____

8. If a bus route or BRT line is available but you do not use it, please select any of the following reasons that apply.

- ☐ I have my own car and prefer to drive.
- ☐ I use other ways of getting around.
- ☐ It does not go where I need to go.
- ☐ It is not available at the times or days when I need it.
- ☐ I do not like sharing a ride.
- ☐ I don't know how to use these services.
- ☐ These services do not feel safe.
- ☐ These services are too expensive.
- ☐ It takes too long to get to destinations on these services.
- ☐ I cannot walk / roll to the stop.
- ☐ Other: _____

9. What would you change to make public transit options (advance reservation and/or bus routes/BRT lines) more appealing to you? (select all that apply)

- ☐ Travel to destinations in other counties in Central Indiana
- ☐ Service earlier in the AM or later in PM
- ☐ Service on Saturdays
- ☐ Service on Sundays
- ☐ No shared rides with others
- ☐ More reliable/on-time for picking me up/dropping me off
- ☐ More frequent service
- ☐ I will never use public transportation.
- ☐ Other: _____

10. If you use advance reservation transportation, how many times per week do you use it to cross county lines? (Choose one)

- ☐ 0 trips per week
- ☐ 1-3 trips per week

- ☐ 4-5 trips per week
- ☐ 6-10 trips per week
- ☐ 10+ trips per week
- ☐ Not applicable to me

11. If you answered "0" to the previous question, why?

- ☐ I do not know how to schedule a trip that would require a transfer from one transit vehicle to another.
- ☐ It is physically difficult for me to board and exit vehicles so I prefer to use one vehicle for the entire trip.
- ☐ Using multiple services for a cross-county trip would take too much time.
- ☐ I will only ride with the transportation drivers that I recognize and know.
- ☐ I am worried that the trip will be too long or the transfer will not go as planned.
- ☐ It is too difficult to schedule rides with multiple providers.
- ☐ I don't need to travel between counties.
- ☐ I didn't know I could travel between counties.
- ☐ Other: _____

12. How old are you?

- ☐ 15-24 ☐ 55-64
- ☐ 25-34 ☐ 65-74
- ☐ 35-44 ☐ 75-84
- ☐ 45-54 ☐ 85+

13. Is English your first language?

- ☐ Yes ☐ No

14. If you answered "No" to the previous question, how well do you speak English?

- ☐ Very well
- ☐ Not well

- ☐ Other: _____

15. What is your racial identity?

- ☐ Black
- ☐ Person of African descent
- ☐ Person of Asian descent
- ☐ Person of Latin American descent
- ☐ Person of Middle Eastern descent
- ☐ Indigenous Person
- ☐ Caucasian/White
- ☐ Hispanic/Latinx
- ☐ My racial identity is not listed here

16. Which of the following applies to you (check all that apply)? Are you currently:

- ☐ Working outside your home daily
- ☐ Working outside your home and from your home (hybrid) every week
- ☐ Working only from your home (fully-remote) every week
- ☐ Student
- ☐ Not currently working

17. Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help you get around?

- ☐ Yes ☐ No

18. What is your annual household income?

- ☐ Less than \$10,000
- ☐ \$10,000 - \$14,999
- ☐ \$15,000 - \$24,999
- ☐ \$25,000 - \$34,999
- ☐ \$35,000 - \$39,999
- ☐ \$40,000 - \$49,999
- ☐ \$50,000 - \$59,999
- ☐ \$60,000 - \$83,999
- ☐ \$84,000 - \$99,999
- ☐ \$100,000 - \$149,999
- ☐ \$150,000 or more

Thank you for completing the survey!

Appendix D: Inventory of Existing Transportation Services

The following transportation provider inventory is based on data provided through surveys, correspondence, information available from program websites, and the INDOT 2024 Annual Report on Indiana public transit systems. The survey instruments distributed to public and human service transportation operators are provided following Tables D.1 through D.4.

Organization and Program Information

Table D.1 provides a summary of the organizational characteristics of the participating transportation providers and organizations that purchase transportation on behalf of clients or customers. Eligibility requirements for receiving services are typically based on funding or agency mission (i.e., older adults, individuals with disabilities, registered program participants, etc.).

Table D.1: Organizational Characteristics

Program/Agency Name	Direct Transportation Operator (Yes/No)	Legal Authority	Eligibility: General Public	Eligibility: Program Clients Only	Eligibility: Persons with Disabilities	Eligibility: Older Adults	Eligibility: Other
A Caring Place/Catholic Charities Indianapolis	Y	Private Non-Profit		X			
Access Johnson County/Gateway Services	Y	Private Non-Profit	X				
Boone Area Transit Service/Boone County Senior Services	Y	Private Non-Profit	X				
Bosma Industries for the Blind	Y	Private Non-Profit		X			
Central Indiana Regional Transportation Authority (CIRTA)	N	Regional Transp. Authority	X				
CICOA Aging & In-Home Solutions	Y	Private Non-Profit			X	X	

Program/Agency Name	Direct Transportation Operator (Yes/No)	Legal Authority	Eligibility: General Public	Eligibility: Program Clients Only	Eligibility: Persons with Disabilities	Eligibility: Older Adults	Eligibility: Other
Driven2Success/Pathway Learning Center	Y	Private Non-Profit					Residents of Agency Service Area
Eskenazi Health	Y	Municipal Corporation		X			
Hamilton County Express/Janus Developmental Services	Y	Private Non-Profit	X				
RIDE Hancock/Hancock Senior Services	Y	Private Non-Profit	X				
HendricksGO!/Hendricks County Senior Services	Y	Private Non-Profit		X			
IndyGo – Fixed Route and Bus Rapid Transit	Y	Municipal Corporation	X				
IndyGo – Access	Y	Municipal Corporation			X		
John H. Boner Neighborhood Centers	Y	Private Non-Profit		X			
Johnson County Senior Services	Y	Private Non-Profit				X	
LINK Hendricks County and Morgan County CONNECT/Hendricks County Senior Services & Sycamore Services	Y	Private Non-Profit	X				
Midtown Get Around/MLK Center	Y	Private Non-Profit					Residents of Agency Service Area

Program/Agency Name	Direct Transportation Operator (Yes/No)	Legal Authority	Eligibility: General Public	Eligibility: Program Clients Only	Eligibility: Persons with Disabilities	Eligibility: Older Adults	Eligibility: Other
Noble Inc.	Y	Private Non-Profit		X			
PrimeLife Enrichment	Y	Private Non-Profit				X	
Richard L. Roudebush VA Medical Center	Y	Federal Agency		X			
Shares, Inc.	F	Private Non-Profit		X			
ShelbyGo/Shelby Senior Services	Y	Private Non-Profit	X				
Tangram	Y	Private Non-Profit		X			
Use What You've Got Prison Ministry	Y	Private Non-Profit		X			

Services, Ridership and Fleet

Table D.2 describes services and ridership. For public transit operators providing demand responsive service to the general public and CICOA Aging & In-Home Services, trip denials are included. A trip denial occurs when a transit provider must decline a trip due to capacity constraints. A large majority of the providers operate on Monday through Friday only. “WC accessible” refers to vehicles that have wheelchair lifts or ramps for accessibility.

Table D.2: Services, Ridership and Fleet

Program/Agency Name	Service Area	One-Way Passenger Trips, 2024	Mode(s) of Service	Days & Hours of Service	Number of Vehicles
A Caring Place/Catholic Charities Indianapolis	Indianapolis (inside I-465)	Not reported	Demand Response	Not reported	Not reported

Program/Agency Name	Service Area	One-Way Passenger Trips, 2024	Mode(s) of Service	Days & Hours of Service	Number of Vehicles
Access Johnson County/Gateway Services	Johnson County and southern Marion County as far north as Stop 11 Road	54,895 (Trip denials: 437)	Flexible Fixed Route and Demand Response	M-F: 6:15A to 7:00P	22 (All WC accessible)
Boone Area Transit Service/Boone County Senior Services	Boone County origination with destinations within the region	22,803 (Trip denials: approximately 150)	Demand Response	M-F: 7:30A to 4:30P	18 (16 WC accessible)
Bosma Industries for the Blind	Not reported	Not reported	Demand Response	Not reported	Not reported
Central Indiana Regional Transportation Authority (CIRTA)	Boone, Delaware, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan, and Shelby Counties	Workforce Connectors: 20,145 Vanpool: 61,589	Fixed Route, Vanpools, Carpool Matching, Guaranteed Ride Home	M-Sa: 5:10A to 10A & 1P to 7P	0 (CIRTA uses contracted turnkey services; in 2024, 17 vehicles in use for programs)
CICOA Aging & In-Home Solutions	Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby Counties	18,137 (Trip denials: 2,865)	Demand Response and Vouchers	M-F: 8A to 6P	10 (All WC accessible)
Driven2Success/Pathway Learning Center	Indianapolis (riders must reside in 46205, 46201, 46216, 46218, 46219, 46226, 46229, 46235, or 46236)	Not reported	Demand Response	M-F: 7:30A to 5P	6 (5 WC accessible)
Eskenazi Health	North – 56th street, East – German Church Road, West – 465,	3,362	Demand Response	M-F: 10A to 4P	5 (All WC Accessible)

Program/Agency Name	Service Area	One-Way Passenger Trips, 2024	Mode(s) of Service	Days & Hours of Service	Number of Vehicles
	South – 465. Service is provided to 10 clinics.				
Hamilton County Express/Janus Developmental Services	Hamilton County and transfer points in Boone, Madison and Marion Counties	58,457 (Trip denials: 9,998)	Demand Response	M-F: 6A to 6P Sa: 7A to 3P	26 (All WC accessible)
RIDE Hancock/Hancock Senior Services	Hancock County, with service to medical facilities in Marion, Hamilton, Madison, Henry, and Shelby Counties	17,651	Demand Response	M-F: 7A to 5P	13 (All WC accessible)
HendricksGO!/Hendricks County Senior Services	Hendricks County, occasional trips to west side of Indianapolis and Putnam County	1,163	Demand Response	M-F: 6A to 6P	1 (WC Accessible)
IndyGo – Fixed Route and Bus Rapid Transit	Marion County	5,561,899 (Fixed Route) 1,402,365 (Bus Rapid Transit)	Fixed Route and Bus Rapid Transit	M-F: 4:30A to 1A Sa: 5:45A to 1A Su: 6:15 AM - 10 PM	215 (All WC accessible)
IndyGo – Access	Marion County	169,024	Demand Response	M-F: 4:30A to 1A Sa: 5:45A to 1A Su: 6:15 AM - 10 PM	78 (74 WC accessible)
John H. Boner Neighborhood Centers	Near east side of Indianapolis	1,720	Demand Response	M-F: 8A to 5P and after-hours if arranged	5 (2 WC Accessible)
Johnson County Senior Services	Johnson County and southern Marion	Not reported	Demand Response	Not reported	Not reported

Program/Agency Name	Service Area	One-Way Passenger Trips, 2024	Mode(s) of Service	Days & Hours of Service	Number of Vehicles
	County as far north as Southport Road				
LINK Hendricks County and Morgan County CONNECT/Hendricks County Senior Services & Sycamore Services	Hendricks and Morgan Counties	48,631 (2024 trip denials: 410)	Demand Response	M-F: 6A to 6P (Morgan County CONNECT is 8A to 5P)	31 (30 WC accessible)
Midtown Get Around/MLK Center	Crown Hill, Butler Tarkington, Mapleton Fall-Creek and Meridian Kessler neighborhoods of Indianapolis	Not reported	Demand Response	M-F 7A to 5P	Not reported
Noble Inc.	Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby and Wayne Counties	17,317	Demand Response	24/7	25 (15 WC Accessible)
PrimeLife Enrichment	Hamilton County, medical facilities close to Hamilton County line, and Indianapolis VA Hospital	10,544	Demand Response	M-F: 8A to 3:30P	9 (8 WC Accessible)
Richard L. Roudebush VA Medical Center	Central Indiana (middle third of Indiana)	85,000	Demand Response	24/7	N/A (VA uses contracted on- demand services)
Shares, Inc.	Shelby and Rush Counties	Not Reported	Demand Response	Not Reported	Not Reported
ShelbyGo/Shelby Senior Services	Shelby County	9,705	Demand Response	M-F: 8A to 4:30P	8 (All WC Accessible)

Program/Agency Name	Service Area	One-Way Passenger Trips, 2024	Mode(s) of Service	Days & Hours of Service	Number of Vehicles
Tangram	Indianapolis, Greenfield, Greenwood, Fishers, Lafayette	7,359	Demand Response	24/7	18 (15 WC accessible)
Use What You've Got Prison Ministry	Statewide	160	Demand Response	Tue: 10A to 7P Wed: 8A to 7P Thu: 9A to 7P Fri: 8A to 8P	2 (All WC Accessible)

Budget Information

Transportation-related expenses and revenues vary by organization. Table D.3 provides a summary of transportation operations expenses for public and non-profit transportation programs. Revenue source information is for major sources and may not be exhaustive. PMTF refers to the State of Indiana Public Mass Transportation Fund.

Table D.3: Transportation-Related Expenses and Revenue

Program/Agency Name	Fare/Donation Structure	Revenue Sources	2024 Operating Expenses
A Caring Place/Catholic Charities Indianapolis	Not applicable	Medicaid, VA, Private Pay, Catholic Charities, Grants	Not Reported
Access Johnson County/Gateway Services)	Flexible Fixed Route: \$1-\$2 Demand Response: \$4-\$6	FTA Section 5307, PMTF, Cities/Towns, Johnson County, Medicaid Waiver, United Way, Fares	\$742,046
Boone Area Transit Service/Boone County Senior Services)	\$4/boarding within city or \$6 outside of the city. Age 60+ suggested donation of \$5/unlimited stops in city limits; \$10/unlimited stops within the county. Out-of-county age 60+ - either \$15 or \$20 for round trip depending on origination point. Public	FTA Section 5311, PMTF, Boone County, Fundraising, Donations, Grants, Fares	\$748,889

Program/Agency Name	Fare/Donation Structure	Revenue Sources	2024 Operating Expenses
	Special fee for school runs of \$2/boarding. No charge for lunches at BCSSI, food pantries, vaccines.		
Bosma Industries for the Blind	Not applicable	FTA Section 5310, United Way of Central Indiana	Not Reported
Central Indiana Regional Transportation Authority (CIRTA)	Workforce Connector: \$1.00 Vanpools: Monthly per-person cost of \$91.67-\$210.71 + sales tax; CIRTA subsidizes this cost at \$50 per person	FTA Section 5307, Congestion Mitigation Air Quality (CMAQ) grant, Economic Improvement Districts, American Rescue Plan Act, PMTF, Fares	\$814,081 (Fixed Route and Vanpool Services)
CICOA Aging & In-Home Solutions	My Freedom Program: Clients pay 25% of the cost of a round trip provided through a contracted provider; costs vary by pickup location Essential Needs Program: \$10 per round trip Shuttle Program: Offered at established senior apartment complexes or contracted for special events	Older Americans Act Title III-B, FTA Section 5307, SSBG, PACE, Medicaid, Project Income	\$1,153,569
Driven2Success/Pathway Learning Center	\$2 per trip	Not reported	Not reported
Eskenazi Health	Not applicable	Eskenazi Health and FTA Section 5310	\$239,549
Hamilton County Express/Janus Developmental Services	\$3 per trip	FTA Section 5307, PMTF, Hamilton County, Medicaid Waiver, Fares	\$2,413,316
RIDE Hancock/Hancock Senior Services	\$4 per stop; Age 60+ trips are donation only to essential destinations such as medical appointments and grocery visits; Premium fares for out-of-county trips	FTA Section 5307, Older Americans Act Title III-B, Local Government, Donations, Medicaid, Fares	\$640,262

Program/Agency Name	Fare/Donation Structure	Revenue Sources	2024 Operating Expenses
HendricksGO!/Hendricks County Senior Services	\$5 per round trip or \$20 per month	Hendricks Regional Health general operating fund and HRH Foundation	Not reported
IndyGo – Fixed Route and Bus Rapid Transit	\$1.75 base fare/\$0.85 half fare; \$4 daily fare capping	Various FTA grants, PMTF, Marion County income and property taxes, Fares, Advertising	\$113,625,708
IndyGo – Access	\$3.50 per trip	Various FTA grants, PMTF, Marion County income and property taxes, Fares, Advertising	\$20,354,956
John H. Boner Neighborhood Centers	Program participants do not pay	CICF Senior Fund, Lilly Endowment Operating Grant, Contracts	\$100,515.17
Johnson County Senior Services	Free	Not Reported	Not Reported
LINK Hendricks County and Morgan County CONNECT/Hendricks County Senior Services & Sycamore Services	Hendricks: \$3 in-town /\$4 in-county; Morgan: \$4 in-town/\$5 in-county Suggested donation for older adults	FTA Sections 5311 and 5307, Medicaid Waiver, Private Donations, Fares	\$1,214,291
Midtown Get Around/MLK Center	\$2 suggested donation	Not Reported	Not Reported
Noble Inc.	Not applicable	Medicaid Waiver, United Way, Grants, Fundraising	\$119,000 (does not include labor)
PrimeLife Enrichment	Age 50-60: \$10 per round trip Age 60+: Suggested donation of \$10 per round trip; trips more than 8 miles from client's home require \$10 per round trip	Not Reported	Not Reported
Richard L. Roudebush VA Medical Center	No cost for eligible veterans	U.S. Department of Veterans Affairs	Not Reported
Shares, Inc.	Not applicable	Not Reported	Not Reported

Program/Agency Name	Fare/Donation Structure	Revenue Sources	2024 Operating Expenses
ShelbyGo/Shelby Senior Services	\$4 within Shelbyville; outside a 4-mile radius from downtown \$7 per boarding; Suggested donation for older adults	FTA Section 5311, Older Americans Act Title III-B, Shelby County, City of Shelbyville, Donations, Fares	\$381,329
Tangram	Not applicable	Medicaid Waiver, United Way, Grants, Fundraising	\$95,700
Use What You've Got Prison Ministry	Not reported	Grants and fundraising	\$100,000

Private, For-Profit Providers

Table D.4 lists private, for-profit providers and brokers of transportation in Central Indiana. Four taxi companies participate in the Indianapolis Business & Neighborhood Services' \$5 Regional Fare program; information is provided following the table.

Table D.4: Private, For-Profit Providers

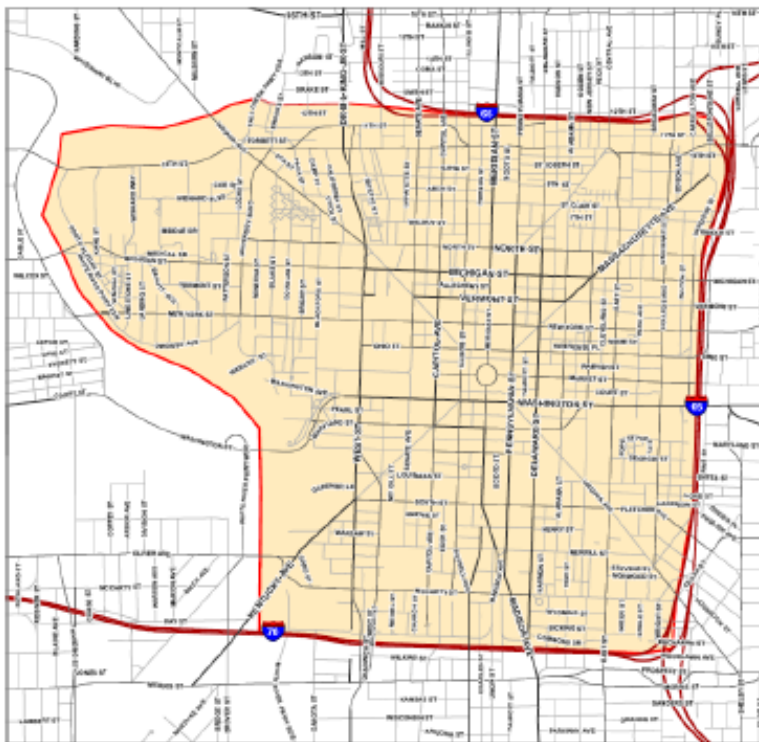
Provider	Source	Provider	Source
A+ Taxi	City of Indianapolis Taxi License List	Yellow Cab	City of Indianapolis Taxi License List
AAA Ambassador	City of Indianapolis Taxi License List	zTrip	City of Indianapolis Taxi License List
AAA Hoosier	City of Indianapolis Taxi License List	Ope! Need A Taxi	Yelp (provides service in Boone County)
A Best Taxi	City of Indianapolis Taxi License List	Uber	www.uber.com
Airport Express	City of Indianapolis Taxi License List	Lyft	www.lyft.com
Airport Taxi	City of Indianapolis Taxi License List	GoGoGrandparent (Broker)	www.gogograndparent.com
A-Star Taxi	City of Indianapolis Taxi License List	Verida (Broker)	verida.com/indiana-providers-2
Atlas Taxi	City of Indianapolis Taxi License List	WellTrans (Broker)	www.welltransnemt.com
Awsome Taxi	City of Indianapolis Taxi License List	LCP (Broker)	www.lcptransportation.com
Baba Cab	City of Indianapolis Taxi License List		
Checker Cab	City of Indianapolis Taxi License List		
Crown Cab	City of Indianapolis Taxi License List		
Eagle Plus Cab	City of Indianapolis Taxi License List		

Provider	Source	Provider	Source
Green Cab	City of Indianapolis Taxi License List		
Indy Taxi	City of Indianapolis Taxi License List		
Millenium Taxi	City of Indianapolis Taxi License List		
Relax Cab	City of Indianapolis Taxi License List		
Simon Taxi	City of Indianapolis Taxi License List		



Taxi Companies Participating in the \$5 Regional Fare

All of the taxi companies listed in the table below have elected to enter into the City's \$5 regional fare. The \$5 rate applies to any ride that begins and ends in the regional center. Any additional passenger charges are still applicable. The regional center for taxis contains the area lying east of the White River, South of 12th Street, west of I-65, and north of I-70. The map below shows these boundaries. If one cab from a particular company has decided to charge this fare all that company's cabs must honor this fee arrangement. All companies not listed in the table have not opted in and will use the taxi meter to assess the charge for a ride regardless of starting or ending location.



Taxi Company
A & T Cab - 897-2122
AAA Hoosier - 683-3333
Airport Express - 701-5933
Green Cab - 298-9999
Simon Taxi - 414-8887

Map of Downtown Indianapolis Regional Center for Taxi Fares



Central Indiana Coordinated Public Transit-Human Services Transportation Plan

Public Transit Provider Questionnaire

Part 1: Provider Inventory Information

This information will be published in the Provider Inventory within the Coordinated Plan (excluding your name and email address).

1. Contact Information

Name:

Organization:

Address:

City/town:

ZIP:

Email address:

Organization website:

2. Type of organization?

- ☐ 501c3 nonprofit
- ☐ Governmental organization
- ☐ For-profit company

3. Which services does your agency provide (please check all that apply)?

- ☐ Fixed route
- ☐ Flexible fixed route
- ☐ Demand-response
- ☐ Paratransit

4. What kinds of fare payment do you currently accept?

- ☐ Cash
- ☐ Physical bus pass
- ☐ Electronic payment through an online portal or app
- ☐ Credit card payment over the phone or on the vehicle
- ☐ Direct bill the passenger fare (**not a higher amount**) to a third party
- ☐ Other (please specify)

5. For which programs/agencies do you provide service through contracts?

- ☐ Medicaid Waiver
- ☐ Medicaid Non-Emergency Transportation
- ☐ Nursing home/assisted living
- ☐ Preschool or childcare
- ☐ Other (please specify)

6. What geographic area does your transportation program serve? (e.g., a county (specify), a city (specify), the entire Indianapolis region, etc.)

7. What are your transportation program's days and hours of service (list hours next to each day)?

- ☐ Monday:
- ☐ Tuesday:
- ☐ Wednesday:
- ☐ Thursday:
- ☐ Friday:
- ☐ Saturday:
- ☐ Sunday:

8. How do clients/customers schedule trips?

9. What software do you use for scheduling and dispatching (if any)?

10. How many one-way passenger trips did you provide in 2024?

11. Is ridership going up, down, or staying about the same in 2025?

- ☐ Going up
- ☐ Going down
- ☐ Staying the same

Comments:

12. How many trips did you deny (turn down) in 2024?

13. Are denials going up, down, or staying about the same in 2025?

- ☐ Going up
- ☐ Going down
- ☐ Staying the same

Comments:

14. How many no-shows are you experiencing on a monthly basis?

15. How many trips are provided across county lines on a monthly basis?

16. How many one-way passenger trips involve transferring clients/customers to/from another provider on a monthly basis?

17. What percentage of your clients/customers need a vehicle with a lift or ramp?

- ☐ 1–25%
- ☐ 25–50%
- ☐ 50–75%
- ☐ 75–100%
- ☐ None
- ☐ Other (please specify):

18. How many vehicles does your agency have in its fleet?
19. How many wheelchair-accessible vehicles are in the fleet?
20. What was the amount of your transportation program's total operating costs in 2024?
21. What were the sources of funding for your transportation program in 2024?
22. What is your estimated per one-way trip cost for transportation?
23. How many clients/customers (unduplicated) does your transportation program serve in a year?

Part 2: Provider Feedback Questions

Your responses will help inform the development of goals and strategies, but will not be published in the Coordinated Plan.

24. What do you feel are the strengths of Central Indiana's existing transportation network of services in terms of meeting the needs of older adults, people with disabilities and people with low incomes? What is working well?
25. What is not working well?
26. What are the most important unmet transportation needs for individuals throughout Central Indiana that are currently riding **public transit**?
27. What are the most important unmet transportation needs for individuals throughout Central Indiana that are currently using **human services or senior services transportation**?
28. How do you define coordination and what does successful coordination look like from your perspective?
29. What are the most common questions or misconceptions you hear from clients or partners regarding transportation or transportation coordination?
30. In what areas should Central Indiana focus on improving coordination?
31. What organizations should pursue Section 5310 funds for transportation for seniors and individuals with disabilities that currently may not participate in the program?
32. Currently IndyGo makes 5310 funding available for vehicles, equipment, mobility management, and new operations. What kinds of projects would you like to see made eligible for 5310 funding?

Central Indiana Coordinated Public Transit-Human Services Transportation Plan

Social Services Provider Questionnaire

Part 1: Provider Inventory Information

This information will be published in the Provider Inventory within the Coordinated Plan (excluding your name and email address).

1. Contact Information

Name:

Organization:

Address:

City/town:

ZIP:

Email address:

Organization website:

2. Type of organization?

- ☐ 501c3 nonprofit
- ☐ Governmental organization
- ☐ For-profit company

3. What transportation services does your organization offer (check all that apply)?

- ☐ Call ahead scheduled service open to the general public
- ☐ Call ahead scheduled service to clients that meet eligibility requirements
- ☐ Taxi vouchers
- ☐ Uber/Lyft vouchers
- ☐ Transportation provided to people with disabilities or older adults through a Medicaid waiver
- ☐ Medicaid non-emergency transportation
- ☐ Shuttle service with fixed stop locations and times
- ☐ Service under contract to other organization(s)
- ☐ Other (please specify)

4. Which additional services does your agency provide (please check all that apply)?

- | | | |
|---|--|---|
| <input type="checkbox"/> Adult day care | <input type="checkbox"/> Volunteer opportunities | <input type="checkbox"/> Education/training |
| <input type="checkbox"/> Job placement | <input type="checkbox"/> Congregate nutrition | <input type="checkbox"/> Rehabilitation |
| <input type="checkbox"/> Senior center | <input type="checkbox"/> Mental health | <input type="checkbox"/> Head Start |
| <input type="checkbox"/> Child day care | <input type="checkbox"/> Public assistance/Food stamps | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Supported employment | <input type="checkbox"/> Counseling | <input type="checkbox"/> Home-delivered meals |
| <input type="checkbox"/> Chore services | <input type="checkbox"/> Recreational/social | <input type="checkbox"/> Residential care |
| <input type="checkbox"/> Medical/dental | | <input type="checkbox"/> Other (please specify) |

5. How are your program's rides funded? (Check all that apply)

- ☐ Direct payment by the client (private pay)
- ☐ Medicaid Non-Emergency Transportation
- ☐ Medicaid Waiver
- ☐ Veteran's Affairs
- ☐ Grants/fundraising (United Way, foundations, grants, etc.)
- ☐ Clients' health insurance (non-Medicaid)
- ☐ Other (please specify): _____

6. What geographic area does your transportation program serve? (e.g., a county (specify), a city (specify), the entire Indianapolis region, etc.)

7. What are your transportation program's days and hours of service (list hours next to each day)?

- ☐ Monday:
- ☐ Tuesday:
- ☐ Wednesday:
- ☐ Thursday:
- ☐ Friday:
- ☐ Saturday:
- ☐ Sunday:

8. How do clients/customers schedule trips?

9. What software do you use for scheduling and dispatching (if any)?

10. How many one-way passenger trips did you provide in 2024?

11. Is ridership going up, down, or staying about the same in 2025?

- ☐ Going up
- ☐ Going down
- ☐ Staying the same

Comments:

12. How many trips did you deny (turn down) in 2024?

13. Are denials going up, down, or staying about the same in 2025?

- ☐ Going up
- ☐ Going down
- ☐ Staying the same

Comments:

14. How many no-shows are you experiencing on a monthly basis?

15. How many trips are provided across county lines on a monthly basis?

16. How many one-way passenger trips involve transferring clients/customers to/from another provider on a monthly basis?

17. What percentage of your clients/customers need a vehicle with a lift or ramp?

- ☐ 1–25%
- ☐ 25–50%
- ☐ 50–75%
- ☐ 75–100%
- ☐ None
- ☐ Other (please specify):

18. How many vehicles does your agency have in its fleet?

19. How many wheelchair-accessible vehicles are in the fleet?

20. What was the amount of your transportation program's total operating costs in 2024?

21. What were the sources of funding for your transportation program in 2024?

22. What is your estimated per one-way trip cost for transportation?

23. How many clients/customers (unduplicated) does your transportation program serve in a year?

24. Does your agency have eligibility requirements for transportation?

- ☐ Yes
- ☐ No

25. If YES to the previous question, please describe the eligibility requirement:

- ☐ Age (please specify):
- ☐ Disability please specify):
- ☐ Income (please specify):
- ☐ Other please specify):

Part 2: Provider Feedback Questions

Your responses will help inform the development of goals and strategies, but will not be published in the Coordinated Plan.

26. What plans does your agency have during the next five years to expand (or reduce) programs or services (overall, not just transportation)? What impacts will these changes have on your client transportation needs?

27. What do you feel are the strengths of Central Indiana's existing transportation network of services in terms of meeting the needs of older adults, people with disabilities and people with low incomes? What is working well?

28. What is not working well?

29. What are the most important unmet transportation needs for individuals throughout Central Indiana that are currently **riding public transit**?

30. What are the most important unmet transportation needs for individuals throughout Central Indiana that are currently using **human services or senior services transportation**?
31. Do you coordinate with other providers to provide service?
32. How do you define coordination and what does successful coordination look like from your perspective?
33. In what areas should Central Indiana focus on improving coordination?
34. What organizations should pursue Section 5310 funds for transportation for seniors and individuals with disabilities that currently may not participate in the program?
35. Currently IndyGo makes 5310 funding available for vehicles, equipment, mobility management, and new operations. What kinds of projects would you like to see made eligible for 5310 funding?