



Coordinated Public Transit-Human Services Transportation Plan Update Kokomo/Howard County

Final Report

October 4, 2018





RESOLUTION 2018-17

**RESOLUTION TO ADOPT THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION PLAN FOR KOKOMO AND HOWARD COUNTY**

WHEREAS, the Kokomo/Howard County Governmental Coordinating Council (KHCGCC) is the designated Metropolitan Planning Organization, responsible for the Transportation Improvement Program (TIP) in the Kokomo and Howard County area, and

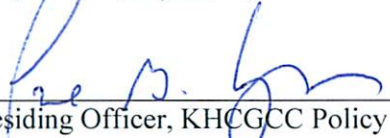
WHEREAS, development of a Coordinated Public Transit-Human Services Transportation Plan, which includes an inventory of current resources and anticipated needs, is required by the Federal Transit Administration,

WHEREAS, staff has developed, with the help of RLS and Associates, a Plan meeting the requirements of the FAST transportation act,

AND WHEREAS, the Plan has been developed in accordance with the adopted Public Participation Plan for the KHCGCC,

NOW, THEREFORE BE IT RESOLVED by the Kokomo/Howard County Governmental Coordinating Council, as the Metropolitan Planning Organization, that the presented Coordinated Public Transit-Human Services Transportation Plan for the City of Kokomo, Indiana and County of Howard, is hereby accepted and adopted.

Adopted this 4th day of October, 2018



Presiding Officer, KHCGCC Policy Board



Attest Policy Board Member



Moving Public Transportation Into the Future

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Introduction

INTRODUCTION

OVERVIEW

This plan updates the Coordinated Public Transit-Human Services Transportation Plan (hereafter referred to as the Coordinated Plan) for the City of Kokomo and Howard County that was initially developed in 2008 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). The SAFETEA-LU was the Federal surface transportation authorization effective through September 30, 2012.

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

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

The 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 funding.

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

In Indiana, eligible activities for Section 5310 Program funds include purchasing buses and vans, wheelchair lifts, ramps, and securement devices. Section 5310 Program projects are eligible to receive an 80% Federal funding share if the 20% local match is secured. Local match may be derived from any combination of non-U.S. Department of Transportation Federal, State, or local resources. The FAST Act also allows the use of advertisement and concessions revenue as local match. Passenger fare revenue is not eligible for use as local match.

PLAN DEVELOPMENT METHODOLOGY

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

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

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

The coordination plan update incorporated the following planning elements:

1. Review of the previous coordination plan to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in Kokomo and Howard County;
3. Analysis of a Kokomo area transit rider survey conducted in 2018;
4. Conducting two local meetings for stakeholders for the purpose of soliciting input on transportation needs, service gaps, and implementation strategies to resolve these deficiencies;
5. Conducting a public input meeting in order to provide the public with the opportunity to convey their transportation needs and requests of service providers directly to the planning team;

6. Update of the inventory of existing transportation services provided by public, private and non-profit organizations;
7. Update of the assessment of unmet transportation needs and gaps in service obtained through meetings, interviews, and surveys; and
8. Development of an updated implementation plan including current visions, strategies, responsible parties and performance measures.

GLOSSARY OF TERMS

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

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

Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) – The Section 5310 Program provides formula funding to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized, small urbanized, and rural. The Indiana Department of Transportation, Office of Transit (INDOT) administers the Section 5310 Program in Indiana for rural and small urban areas. The Federal share is 80% for capital projects. In Indiana, the program has historically been utilized for capital program purchases. Additional information is available at www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310.

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

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

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

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

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

Urbanized Area Formula Grants (Section 5307) – The Urbanized Area Formula Funding Program makes Federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. Funding is made available to designated recipients that are public bodies with the legal authority to receive and dispense Federal funds. Eligible activities include: planning, engineering, design and evaluation of transit projects and other technical transportation-related studies; capital investments in new and existing fixed guideway systems including rolling stock; overhaul and rebuilding of computer hardware, software, and vehicles; and more. Additional information is available at www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307.

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

Demographics

DEMOGRAPHICS AND EXISTING CONDITIONS

OVERVIEW

Relevant demographic data was collected and is summarized in this section. The demographics of an area are a strong indicator of demand for transportation service. The data provided in the following section has been gathered from the Indiana Business Research Center, the 2017 Kokomo Comprehensive Plan titled “Keep Kokomo Current” that was developed by the city, and the U.S. Census Bureau’s 2016 American Community Survey (ACS) Five-Year Estimates. The ACS is used to ensure that the most current and accurate information is presented. As a five-year estimate, the data represent a percentage based on a national sample and does not represent a direct population count.

TOTAL POPULATION

Howard County is located in north central Indiana, approximately 50 miles north of Indianapolis. At 293.07 square miles, it is relatively small in land area compared to a majority of Indiana’s counties. The county is bordered on the south by Tipton and Clinton Counties, on the east by Grant County, on the north by Cass and Miami Counties and on the west by Carroll County. The 2017 U.S. Census estimate of Howard County’s population was 82,363. Howard County’s cities and towns include the City of Kokomo and the towns of Greentown and Russiaville. The 2016 estimated population of Kokomo, the county seat, was 57,799. Greentown was inhabited by 2,375 residents in 2016, and Russiaville was inhabited by 1,097 residents.

Estimates calculated by the Indiana Business Research Center demonstrate that Howard County’s population is likely to decline. Table 1 displays population figures in five-year increments from 2010 through 2050.

Table 1: Historical and Projected Population Trends for Howard County, 2010 - 2050									
Year	2010	2015	2020	2025	2030	2035	2040	2045	2050
Pop.	82,752	82,581	82,388	81,883	80,786	79,266	77,595	75,883	74,275

Data Source: Indiana Business Research Center

The county’s population peaked during the 1980 decennial U.S. Census at 86,896 residents. The 2050 estimate of 74,275 represents a decline of 12,621 residents or 14.5 percent of the 1980 population.

Within Howard County, population is shifting to the City of Kokomo, whose population increased by 26 percent – from 46,113 to 57,995 – between 2000 and 2015, as noted in the 2017 Kokomo Comprehensive Plan. This increase is attributed to a combination of annexations and residents moving in. Projections for growth are not available for population growth at the city/town level. The Comprehensive Plan notes that Kokomo’s prime workforce age pool (20-49) is declining, while the

senior citizen population is on the rise. The population of individuals under the age of 20 declined slightly between 2000 and 2014, indicating that the population may not sustain its growth as the residents age.

POPULATION DENSITY

Exhibit 1 displays population density by block group in Howard County. The block groups with the highest population density are in Kokomo. These block groups had densities between 3,394 and 7,271 persons per square mile. Areas with moderately high densities could also be found in Kokomo. The remainder of the county had moderate to very low densities of total population. There are areas of moderate and low-moderate density in Greentown and Russiaville.

INDIVIDUALS WITH DISABILITIES

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

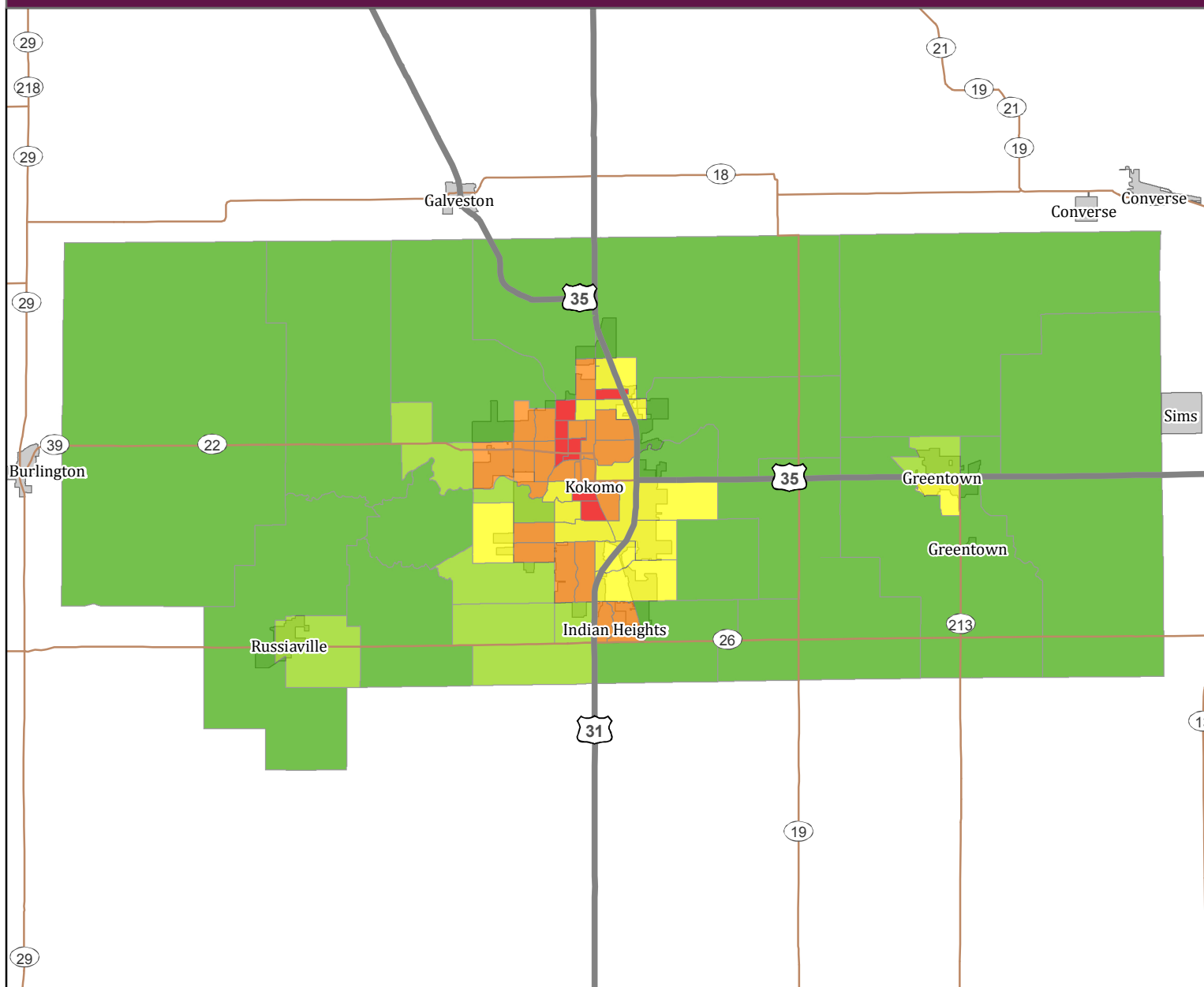
The U.S. Census offers no method of identifying individuals as having a transportation-related disability. The best available data for Howard County is available through the 2016 ACS Five-Year Estimates of disability for the population 16 to 64 years, which found that 15.4 percent of this age group, or 7,460 individuals, have a disability.

POVERTY STATUS

Exhibit 2 illustrates the percentage of the population by block group that is living below the poverty level. The area of highest percentages of population below poverty (36.95 to 56.69 percent) can be found in Kokomo. Areas of moderately high population percentages below poverty can be found in Kokomo and Greentown. Areas of moderate to very low poverty can be found throughout the county.

Exhibit I: Population Per Square Mile

Kokomo-Howard County Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Total Population / SQMI

- 31.35 - 285.0
- 285.1 - 890.2
- 890.3 - 1967
- 1968 - 3993
- 3994 - 7271

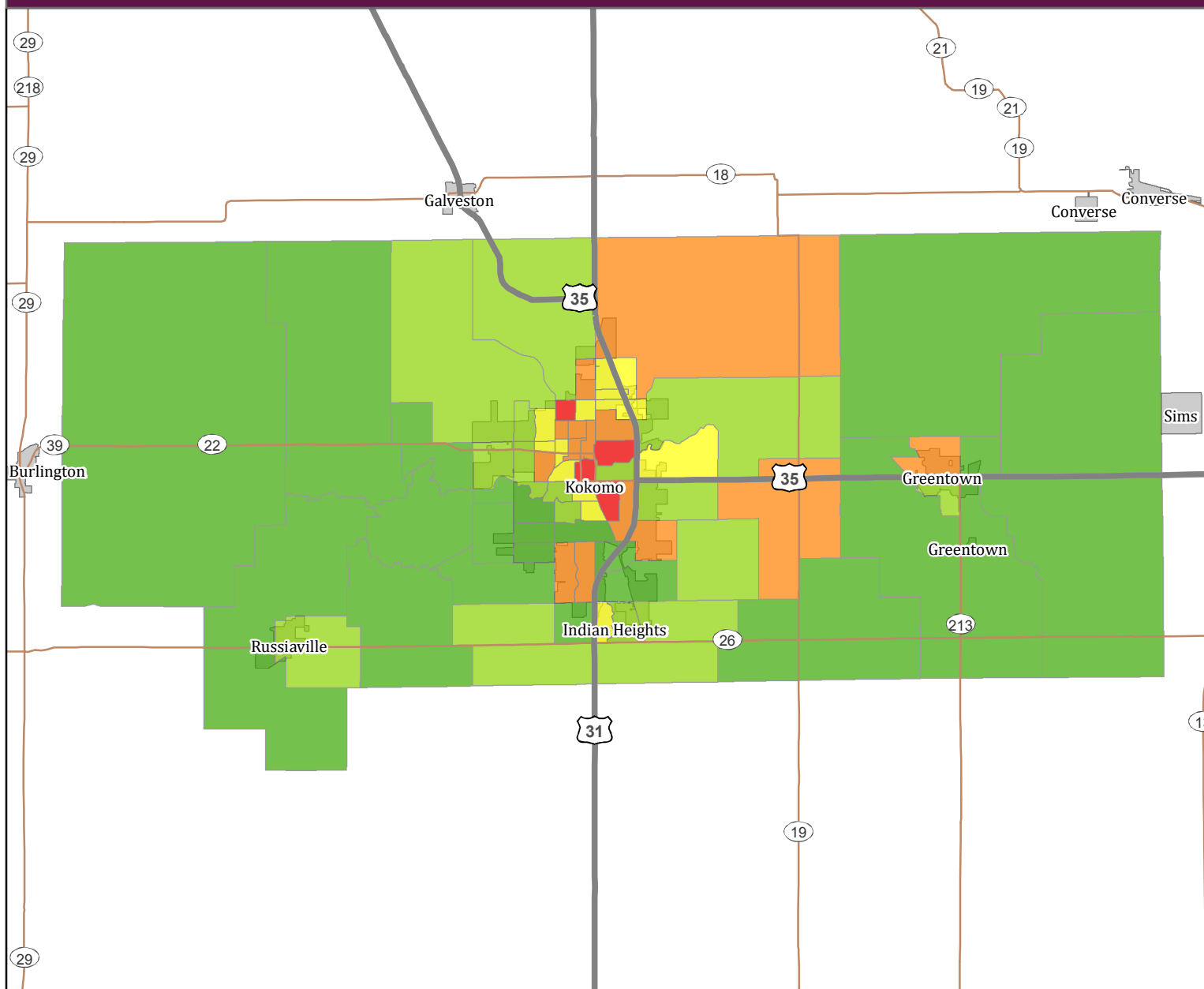
- Limited Access
- Highway
- Major Road
- Local Road
- Minor Road
- Other Road
- Cities/Towns

Source: U.S. Census American
Community Survey 2016
5-Year Estimates



Exhibit 2: Percent Population Below Poverty Level

Kokomo-Howard County Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Below Poverty / Population

- 0.96% - 7.49%
- 7.5% - 15.14%
- 15.15% - 24.09%
- 24.1% - 36.94%
- 36.95% - 56.69%

- Limited Access
- Highway
- Major Road
- Local Road
- Minor Road
- Other Road
- Cities/Towns

Source: U.S. Census American
Community Survey 2016
5-Year Estimates



OLDER ADULT POPULATION

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

The United States population is aging. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year-old cohort and the 45-49 year-old cohort. People in these two age groups at the decade's beginning were primarily born during the post-WWII "baby boom" era, defined by the Census Bureau as persons born from 1946 through 1964. These baby boomers have begun to reach the age of 65 and are becoming more likely to use transportation services if they are available.

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

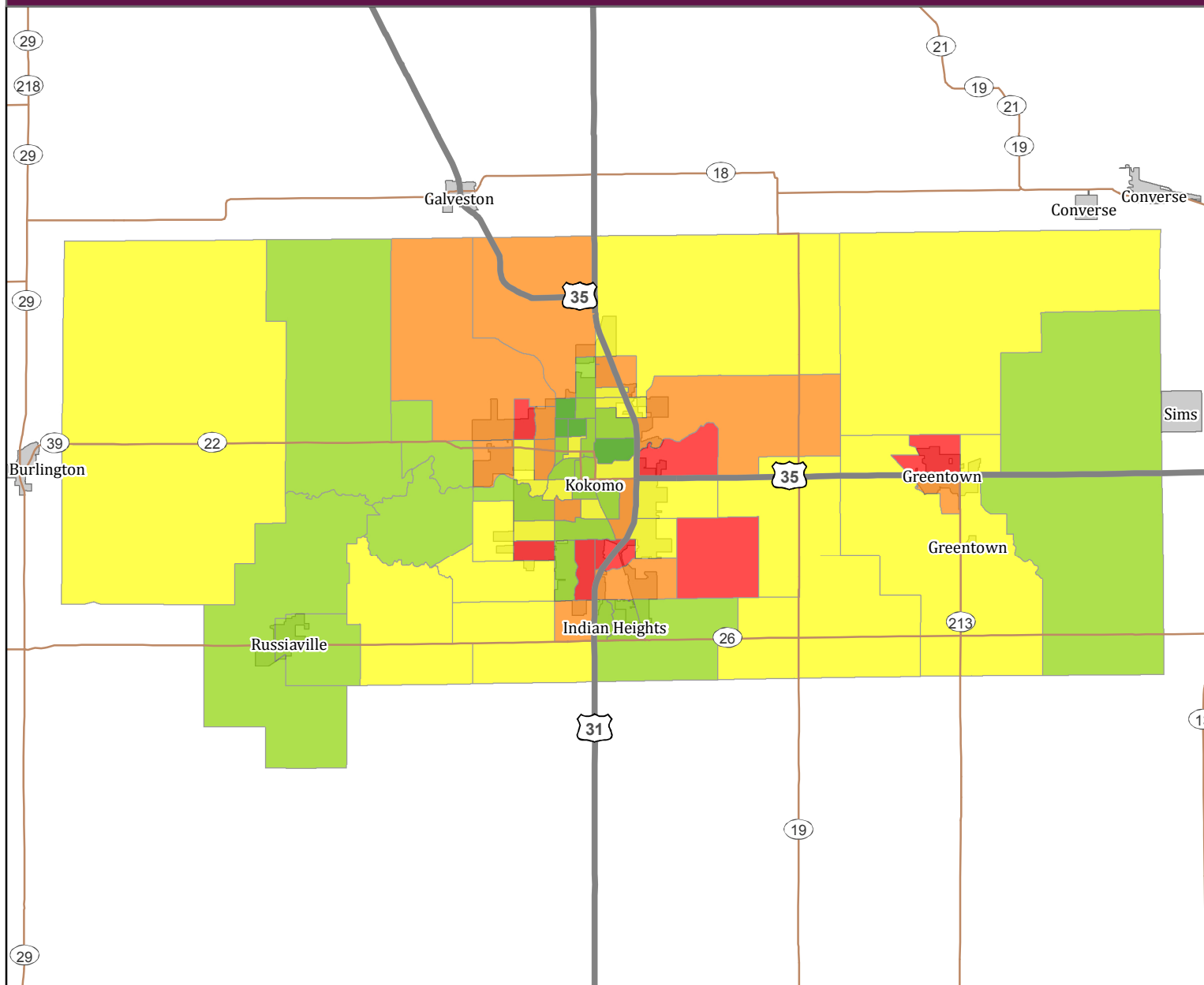
Exhibit 3 illustrates the population percentage of persons over 65 years of age by block group in Howard County. The block groups with the highest percentage of residents aged 65 and older are on the outskirts of Kokomo in central Howard County and in Greentown. These block groups had percentages of older adults between 26.44 and 44.99 percent. Areas with moderately high percentages of older adults could also be found in these areas.

ZERO-VEHICLE HOUSEHOLDS

Exhibit 4 illustrates the percentage of housing units that have no available vehicle, according to 2016 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentrations of these households are concentrated in the central portion of Kokomo. Between 25.41 and 37.74 percent of households within these block groups have no vehicle available. Areas with moderately high percentages, ranging from 13.57 to 25.4 percent, of zero vehicle households can be found in Kokomo. The remainder of the county had moderate to very low percentages of zero vehicle households.

Exhibit 3: Percent Population 65 and Older

Kokomo-Howard County Coordinated Public Transit- Human Services Transportation Plan Update



Legend

65 Plus / Total Population

- 4.44% - 7.89%
- 7.9% - 14.75%
- 14.76% - 20.19%
- 20.2% - 26.43%
- 26.44% - 44.99%

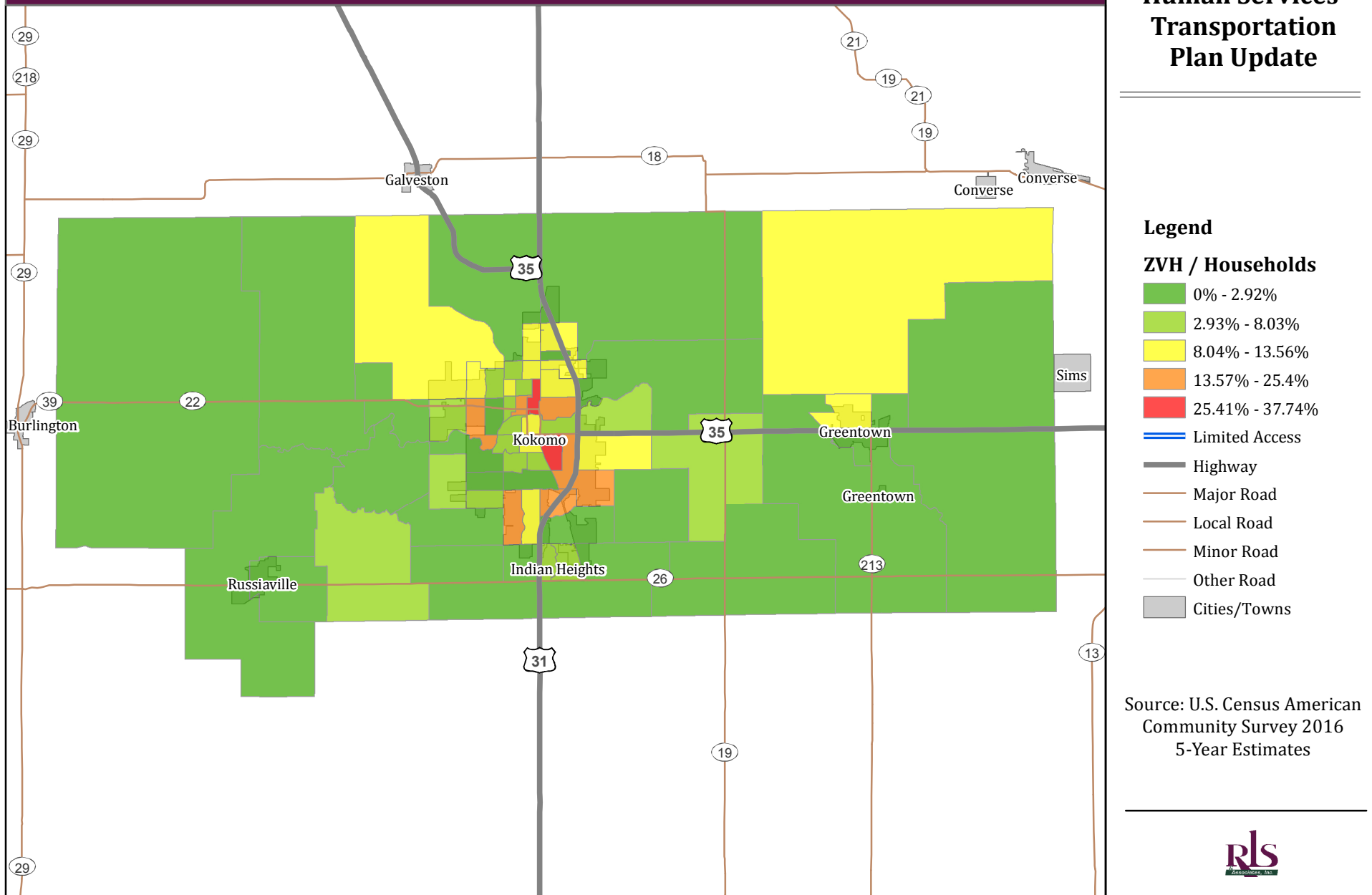
- Limited Access
- Highway
- Major Road
- Local Road
- Minor Road
- Other Road
- Cities/Towns

Source: U.S. Census American
Community Survey 2016
5-Year Estimates



Exhibit 4: Percent Households with Zero Vehicle Households (ZVH)

Kokomo-Howard County Coordinated Public Transit- Human Services Transportation Plan Update



EMPLOYMENT, COMMUNITY SERVICES AND TRIP GENERATORS

Commuting Patterns

As noted by the 2017 Comprehensive Plan, more workers travel into the City of Kokomo for work than travel outside of Kokomo for work, or who both reside and work within Kokomo. Census data indicates that 35,501 workers are employed in the city, 23,496 of whom reside outside of the city. Also, according to the Comprehensive Plan, 12,005 of Kokomo's workers live within the city; 11,780 workers reside in Kokomo and commute to places of employment outside of the city. Of the commuters who travel from other areas, the majority reside in Howard County outside of city limits (4,930), Miami County (2,085), Hamilton County (1,907), Marion County (1,485) and Cass County (1,342). Of commuters leaving Kokomo to work, most travel to Marion County (2,750) and Hamilton County (1,202). Kokomo's largest employers, whose locations are represented in the Comprehensive Plan's Major Employers map (Exhibit 5), are:

- ◆ Chrysler Indiana Transmission Plants 1 and 2 (3,360 employees)
- ◆ Kokomo School Corporation (1,497 employees)
- ◆ Haynes International, Inc. (1,070 employees)
- ◆ Community Howard Regional Health (1,058 employees)
- ◆ St. Vincent Hospital (formerly known as St. Joseph) (850 employees)

Howard County's single largest employer, Delphi Electronics & Safety, is located outside of Kokomo's boundaries.

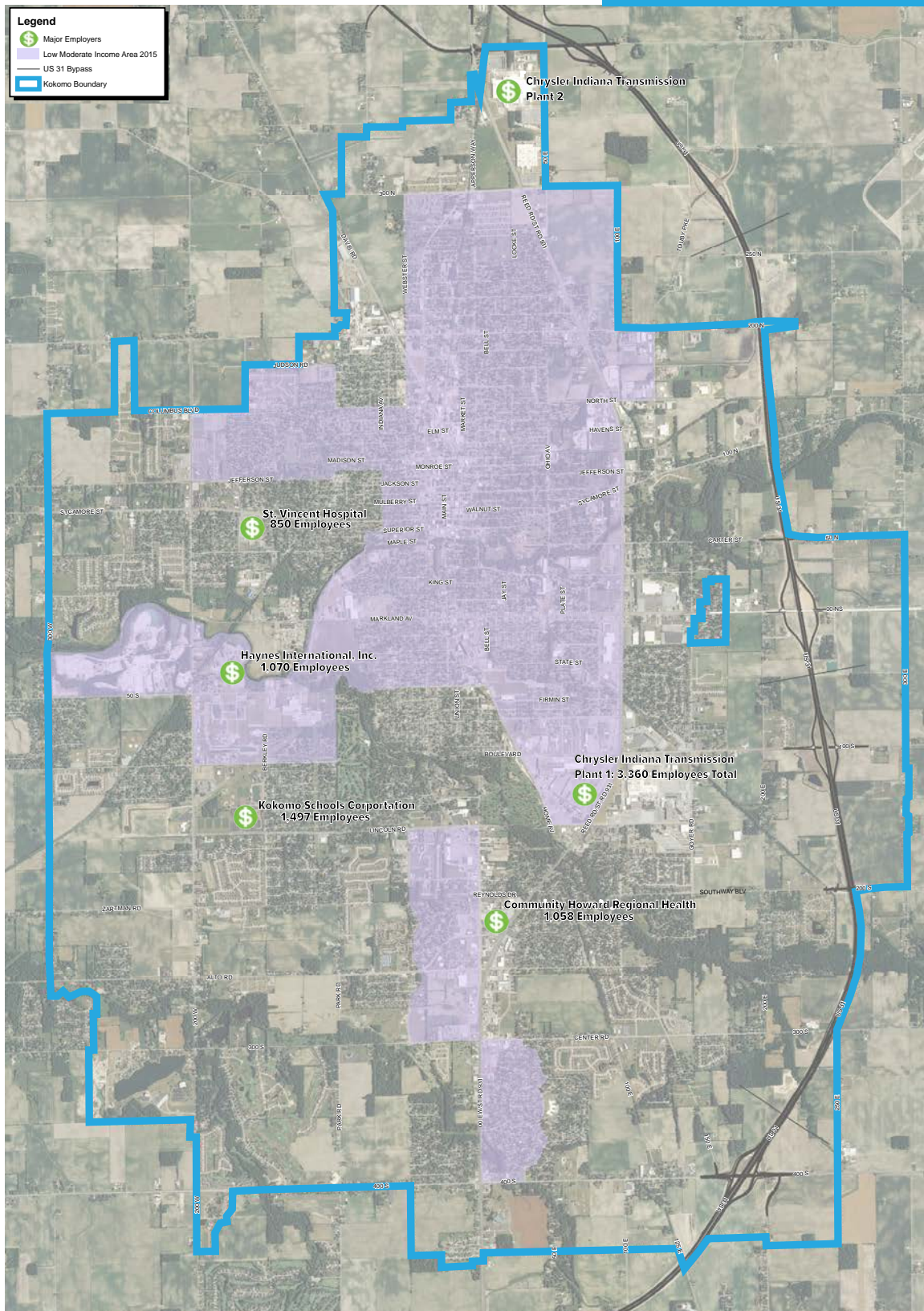
Community Services

The 2017 Comprehensive Plan documents the presence of a variety of primary schools and higher education institutions in Kokomo and Howard County. Indiana University and Purdue University share a Kokomo campus with programs for certificates and associate's, bachelor's and graduate degrees. Kokomo is also served by an Ivy Tech Community College campus. And, Indiana Wesleyan University and Ross Medical Education Center provide post-secondary instruction in Kokomo. Major healthcare facilities in Kokomo and Howard County include St. Vincent Hospital, Community Howard Regional Health, Indiana Health Center and the Community Surgery Center – Howard.

Exhibit 6 provides a map displaying the locations of major transit trip generators, including large employers, and the City of Kokomo's fixed route transit system, City Line Trolley; the Spirit of Kokomo is ADA complementary paratransit service. A trip generator is a land use from which trips are produced, for example, a major shopping area or an area of dense housing units. The Kokomo Howard County Governmental Coordinating Council (KHCGCC) provided a listing of major destinations for City Line Trolley and Spirit of Kokomo customers. These destinations include high-density housing areas (such as apartment complexes), medical facilities, shopping centers, social services locations and fitness facilities. Exhibit 5 includes the proposed location of the new transit center and the resultant proposed change to the City Line Trolley orange route.

Exhibit 5: Major Employers

MAJOR EMPLOYERS



Source: "Keeping Kokomo Current" 2017 Kokomo Comprehensive Plan

Exhibit 6: Fixed Route Transit and Major Destination Map

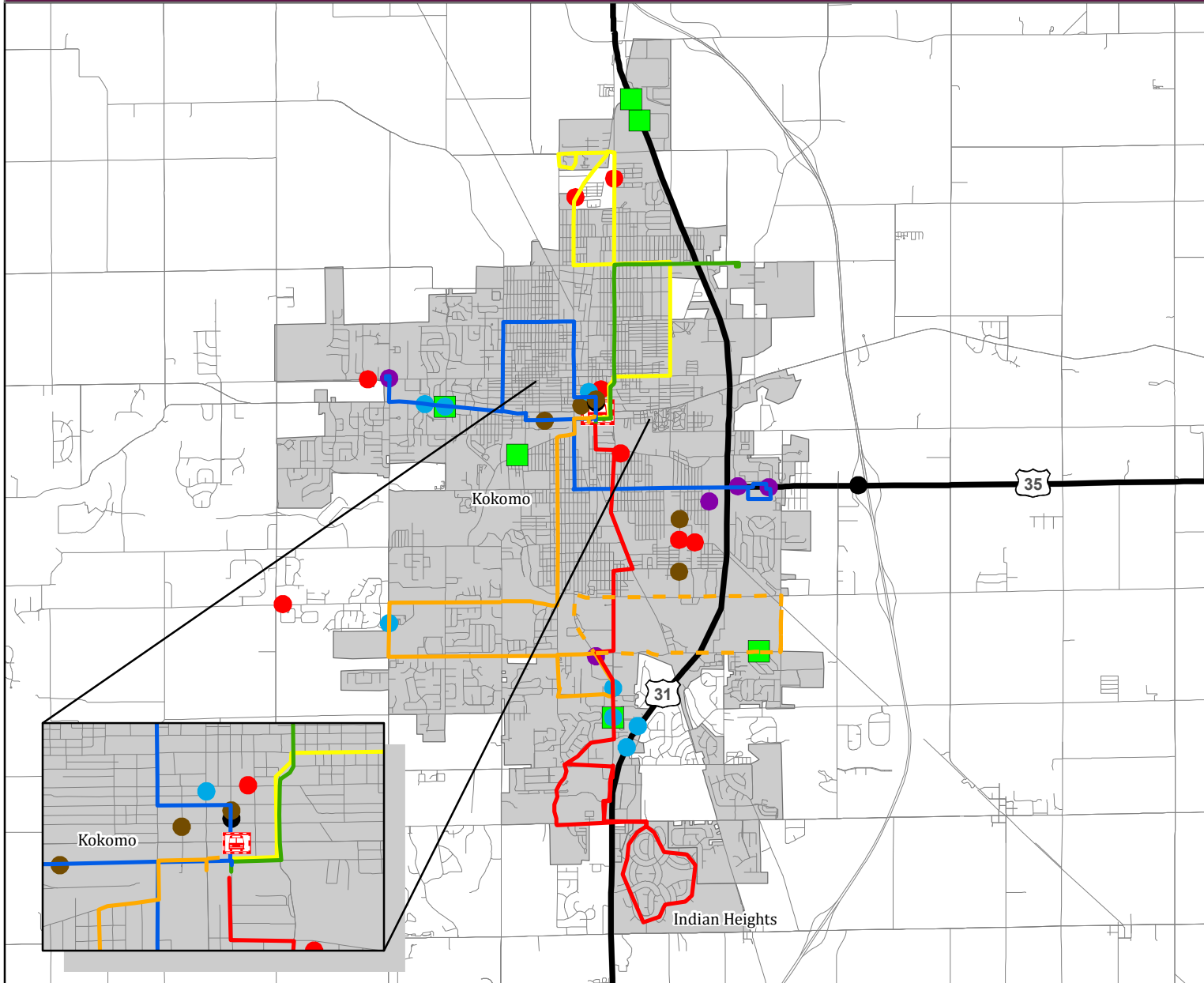
Kokomo-Howard County Coordinated Public Transit- Human Services Transportation Plan Update

Legend

- Red Route
- Orange Route
- - - Proposed Orange Route
- Blue Route
- Green Route
- Yellow Route

Major Destinations

- Fitness
- Housing
- Medical
- Shopping
- Social Service
- Transit Center
- Major Employer
- ▬▬▬ Limited Access
- Highway
- Roads
- County
- Cities/Towns



EXISTING TRANSPORTATION SERVICES

Table 2 lists the Kokomo and Howard County transportation providers identified during the 2008 Coordinated Public-Transit Human Services Transportation Plan.

Table 2: Transportation Providers Identified in the 2008 Coordinated Plan					
Agency	Type	Eligible Population	Service Area	Description	Fleet Information
Bona Vista	Non-Profit Agency	Individuals with disabilities	Howard & Cass Counties	Transportation for agency consumers	12 15-passenger vans
City of Kokomo	Governmental Agency	Senior citizens or individuals with disabilities eligible for paratransit under the ADA	Kokomo	Spirit of Kokomo transportation service	14 12-seat/Two-wheelchair space cutaway vans
Eastern Howard School Corporation	School District	K-12 students	Eastern Howard School District	Pupil transportation	16 school buses
Family Service Association	Non-Profit Agency	Victims of violence	Howard, Cass, Miami & Tipton Counties	Trips provided by volunteers, also referrals to other transportation providers	Not applicable
Gilead House	Non-Profit Agency	Women with drug or alcohol addiction	Howard, Cass, Miami & Tipton Counties	Transportation for agency consumers	Two vehicles (unspecified)
Howard County Sheriff's Office	Governmental Agency	General Public	Howard County	Transportation provided on emergency basis for urgent needs	35 sedans; One 15-passenger van
Kokomo/Howard County Metropolitan Planning Commission	Governmental Agency	General Public	Central Howard County	First City Rider program, provided by Rhino Taxi under contract	Not applicable
Rhino Taxi	Private For-Profit Company	General Public	Not identified	Taxi	16 standard vans; Three large vans
Samaritan Caregivers	Non-Profit Agency	Senior citizens or individuals with disabilities	Howard County	Transportation provided by volunteers, also referrals to other transportation providers	Not applicable

Most of the 2008 providers continue to offer services, while others have ceased to operate. The following sections provide information about providers that currently offer transportation services in Kokomo and Howard County. Notably, City Line Trolley was initiated following the 2008 Coordinated Plan. The First City Rider program, which subsidized taxi rides for the general public in Kokomo, was discontinued.

Public Transit

City of Kokomo operates the City Line Trolley System and Spirit of Kokomo complementary paratransit service. The City Line Trolley System is Indiana's largest fare-free transit system. This fixed route service was initiated in 2010 with two routes and expanded in 2013 with three additional routes. The service operates Monday through Friday from 6:30 AM to 7:00 PM. The routes operate on 60-minute headways and converge at the Downtown Transit Center in a hub-and-spoke format, enabling transfers. Approximately 1,600 to 2,000 riders board City Line Trolley vehicles each day, all of which are accessible to riders using wheelchairs. All vehicles are also equipped with bicycle racks and Wi-Fi service.

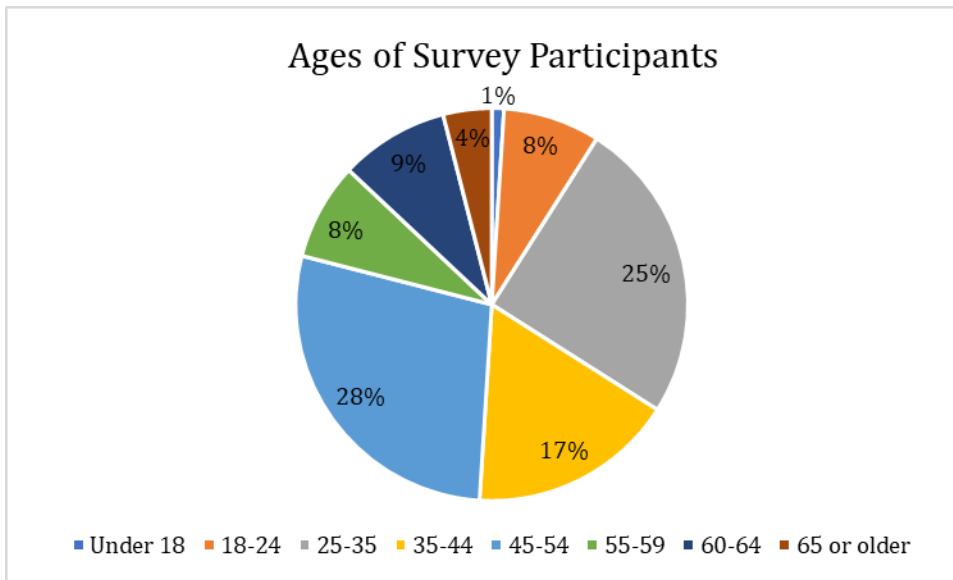
Spirit of Kokomo is a demand-responsive, complementary paratransit service that provides rides to ADA-eligible riders with disabilities and senior citizens aged 60 years or older. Riders are qualified for the service through an application-based eligibility determination process. Riders under the age of 60 must meet disability criteria defined by the Americans with Disabilities Act (ADA). Spirit of Kokomo operates throughout the City of Kokomo, beyond the ADA requirement for fixed route transit operators to provide paratransit service within $\frac{3}{4}$ mile of fixed routes. As with City Line Trolley, there is no charge to riders for the Spirit of Kokomo service. Vehicles are operated curb-to-curb, meaning that drivers stop at the curb in front of the origin or destination and wait for the passenger to board. Drivers provide reasonable assistance between the curb and the door/building entrance upon request. Spirit of Kokomo rides must be reserved by telephone at least one day and up to one week in advance. Same-day service is not provided. All Spirit of Kokomo vehicles are accessible to riders using wheelchairs.

City Line Trolley and Spirit of Kokomo (together) provided 474,288 one-way passenger trips in 2017. Fixed route operating expenses were \$614,563. Complementary paratransit operating expenses were \$1,244,554. The fleet of vehicles to operate both services includes 35 wheelchair-accessible buses, vans and MV-1 sedans. Seating capacity in the fleet ranges from three passenger seats and one wheelchair space to thirty passenger seats and two wheelchair spaces. Vehicles were purchased between 2002 to 2016. City Line Trolley and Spirit of Kokomo provided a combined total 43,184 hours of revenue service in 2017, running 566,726 total vehicle miles.

Rider Input Survey

KHCGCC conducted a survey of transit riders in November 2017. Of the 108 people who responded to the survey, 99 were public transportation users, or 91.7%. Of the 99 riders, 53% were male and 46% were female. The age breakdown of the riders is provided in Figure 1.

Figure 1: Survey Respondent Ages



The survey asked riders if they travel with children, and if so, how many at one time. Twenty-four of the 99 participants indicated that they travel with children. Figure 2 illustrates the number of children that these riders typically bring along on the vehicle.

Figure 2: Number of Children Accompanying Riders

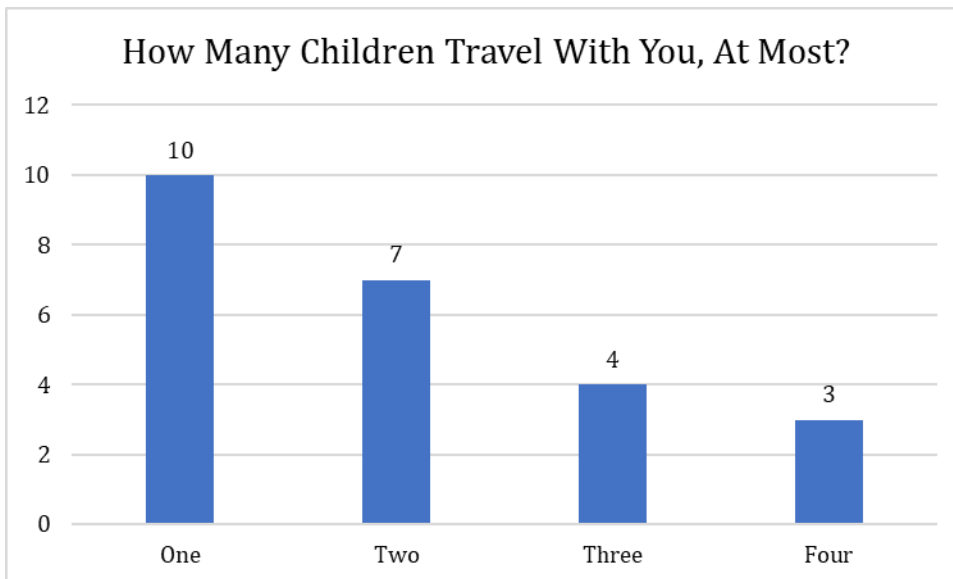


Figure 3 illustrates income levels of the surveyed riders. Ninety-two percent of participants indicated that they have no income or less than \$20,000 of annual income.

Figure 3: Yearly Income of Participants

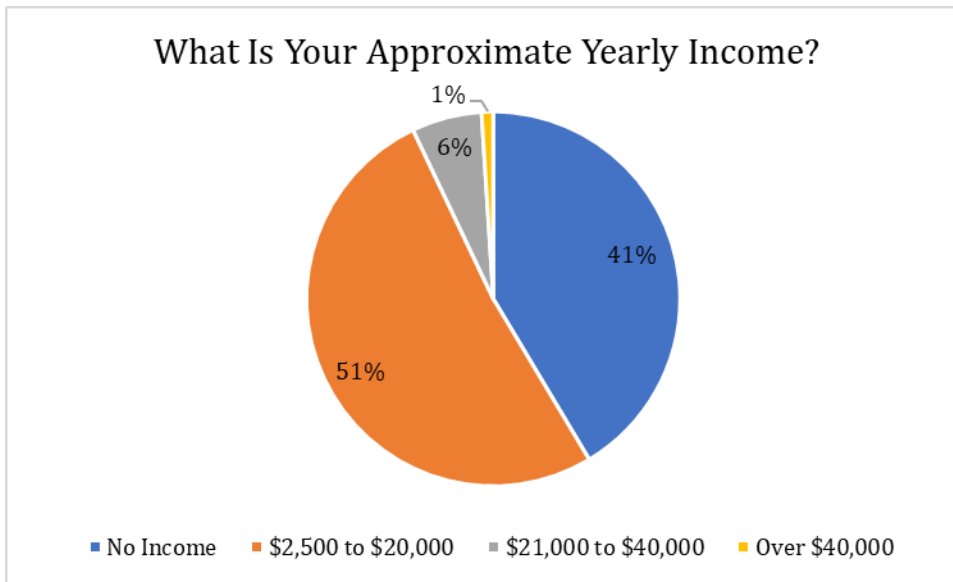


Figure 4 illustrates the racial identities of the participants. Zero percent reported that they were Hispanic.

Figure 4: Race of Participants

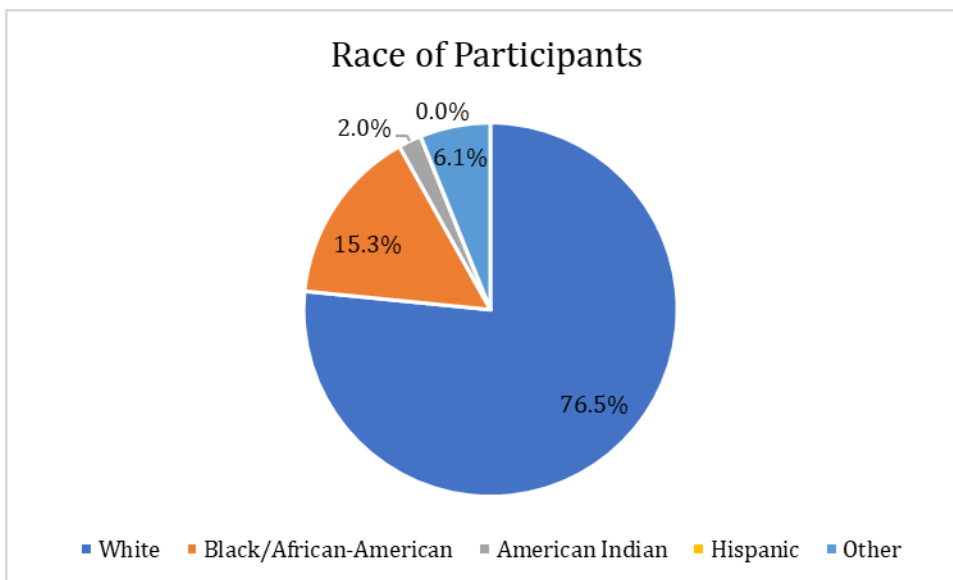


Figure 5 illustrates the employment status of the participants.

Figure 5: Employment Status of Participants

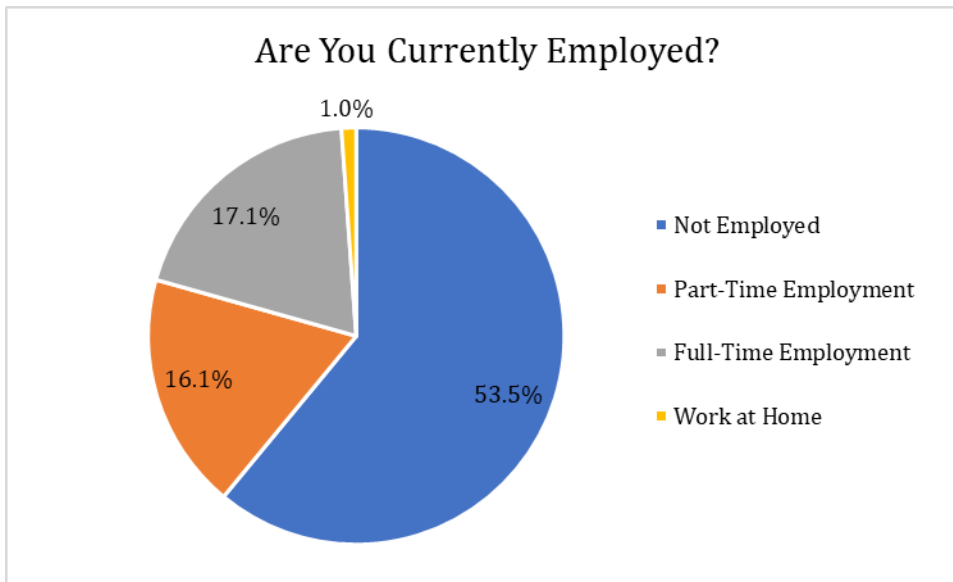
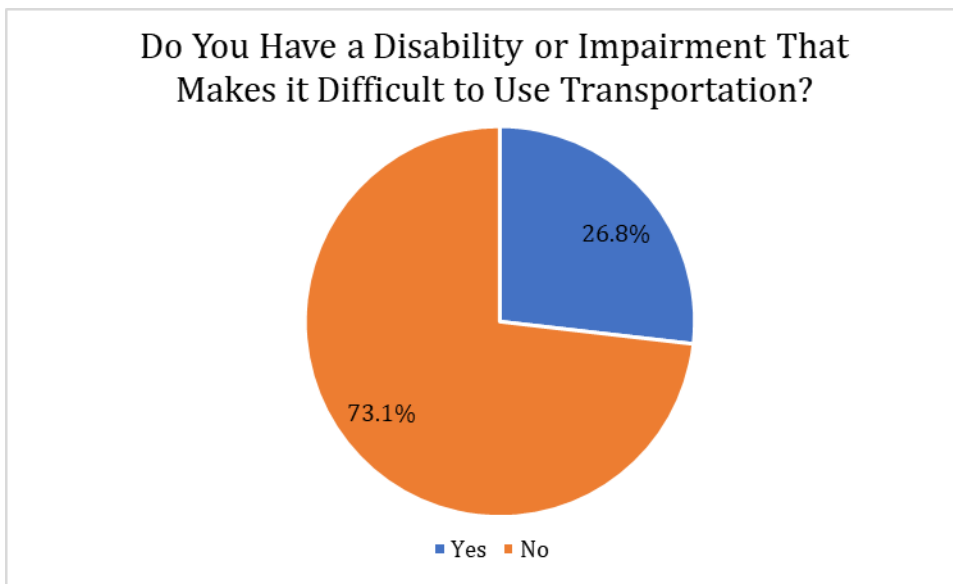


Figure 6 provides the percentages of participants who reported having a disability that makes it difficult for them to use transportation. The survey asked participants to write in their disability if they answered "Yes." The answers included:

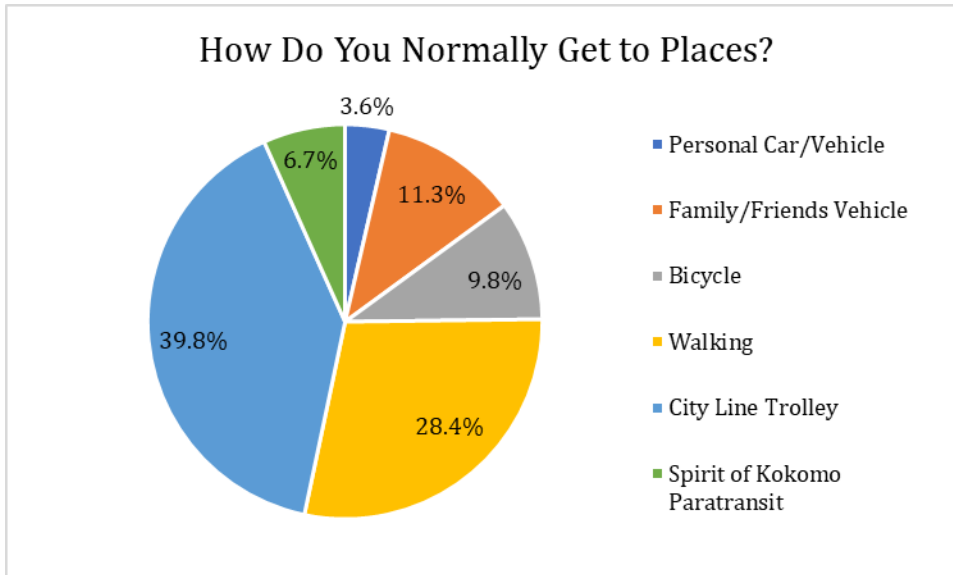
- ◆ Psychiatric
- ◆ Several
- ◆ Spinal Stenosis
- ◆ On oxygen
- ◆ Scoliosis of the spine
- ◆ Tourette's Syndrome
- ◆ Walking to the stops
- ◆ Panic anxiety disorder
- ◆ Injured back
- ◆ W/C bound
- ◆ Diabetic
- ◆ Lung issues makes it difficult to wait outside for trolley and standing

Figure 6: Disability Status of Participants



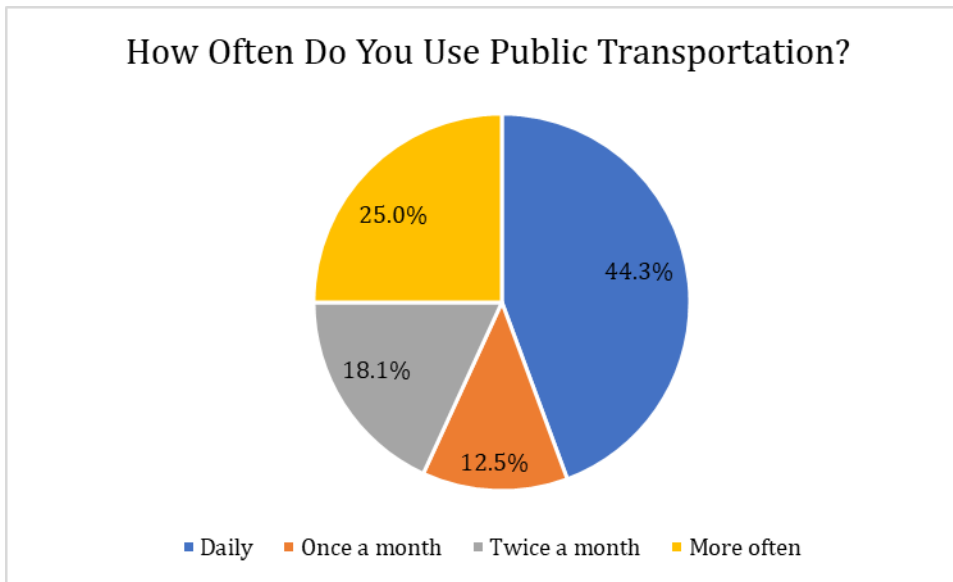
The remaining survey questions focused on the participants' use of available transportation services. The first transportation question asked about participants' regular modes of transportation.

Figure 7: Participants' Regular Modes of Transportation



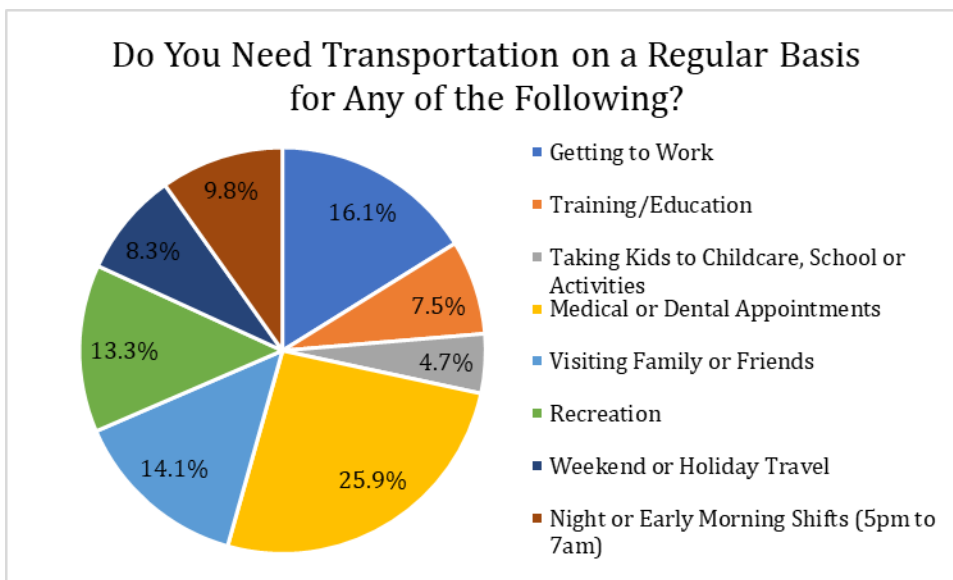
The next question asked participants how often they used the public transit system. Most participants use the service daily or more often than twice a month.

Figure 8: Frequency of Transit Use



Participants were asked about the trip purposes for which they need transportation. Trip purposes were diverse, with slightly more participants indicating a need for rides to medical appointments.

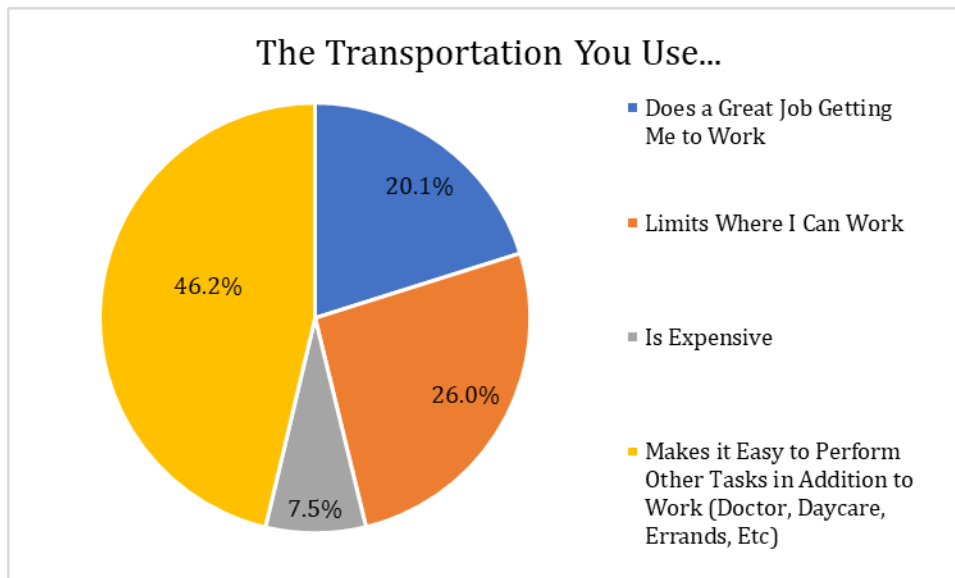
Figure 9: Trip Purposes



The following question asked whether the transportation used by the participant was useful for getting to work or limited where they can be employed. Almost half of the participants indicated that

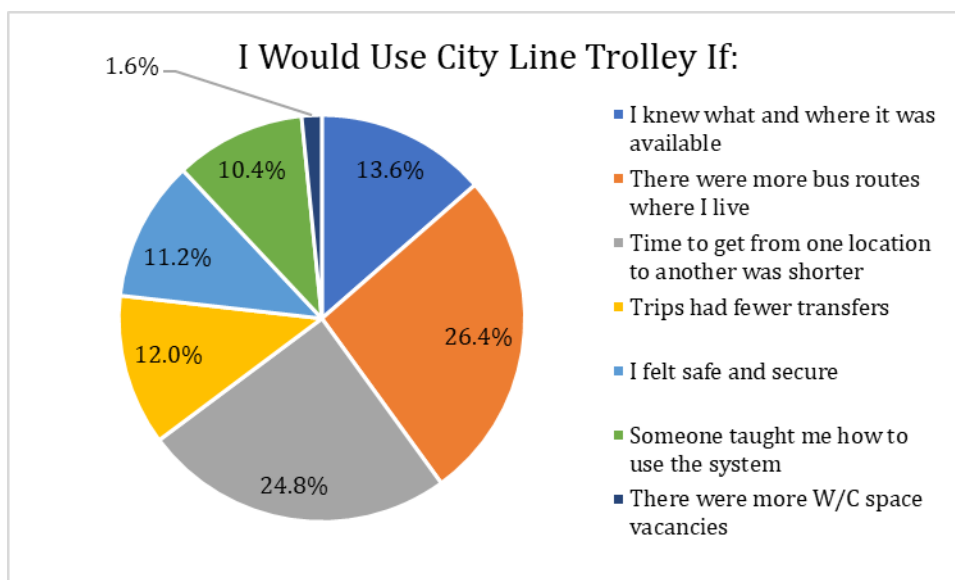
their transportation makes it easy to get to work *and* perform other additional tasks such as get to the doctor, take children to daycare, or run errands.

Figure 10: Transportation Usefulness for Working People



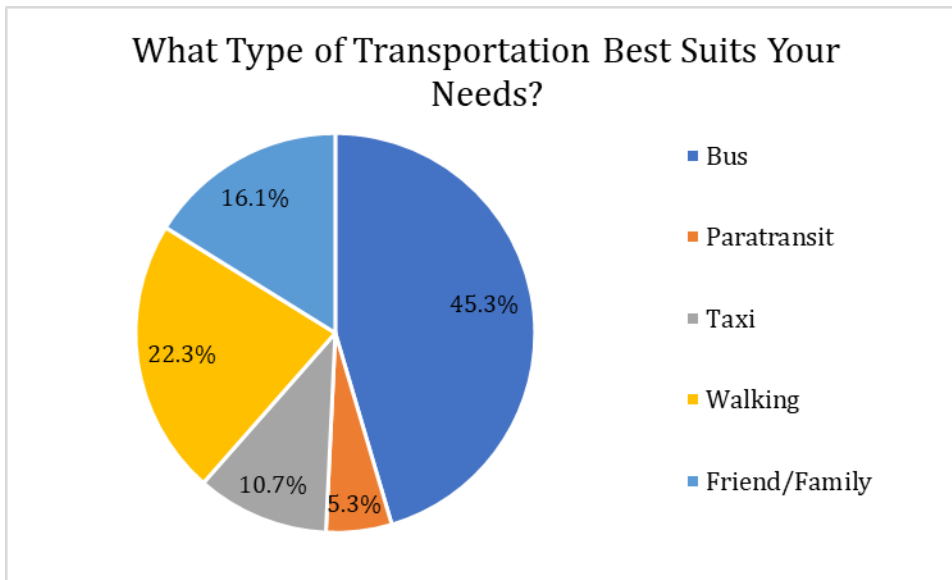
Participants were asked about barriers to using City Line Trolley. One-quarter of the participants indicated that they would prefer that City Line Trolley routes were closer to their homes. One quarter of the participants said that they felt that trips on the Trolley take too long.

Figure 11: Barriers to Using City Line Trolley



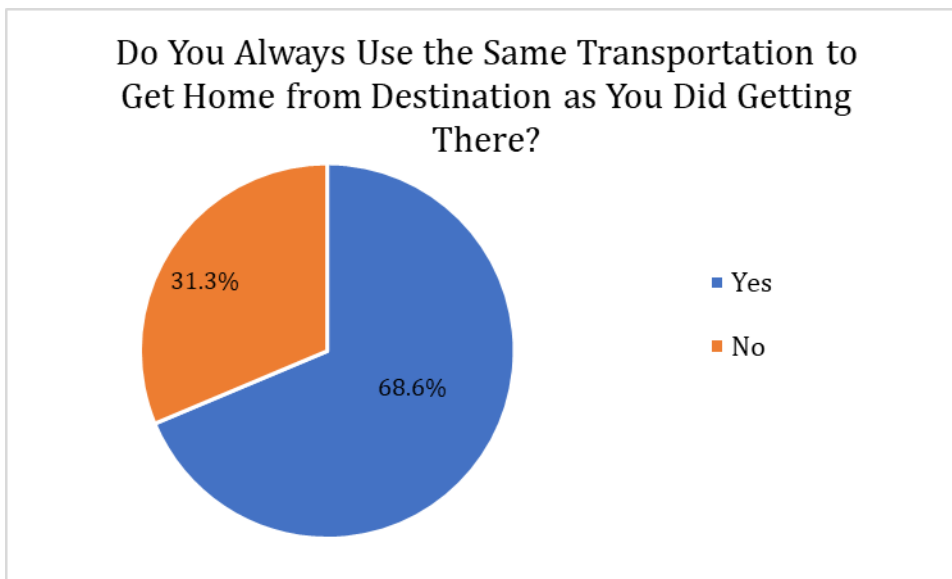
When asked what type of transportation best suits their needs, participants favored bus service, followed by walking.

Figure 12: Favored Types of Transportation



Just over two-thirds of participants stated that they always take the same transportation to get to their destination and back from their destination.

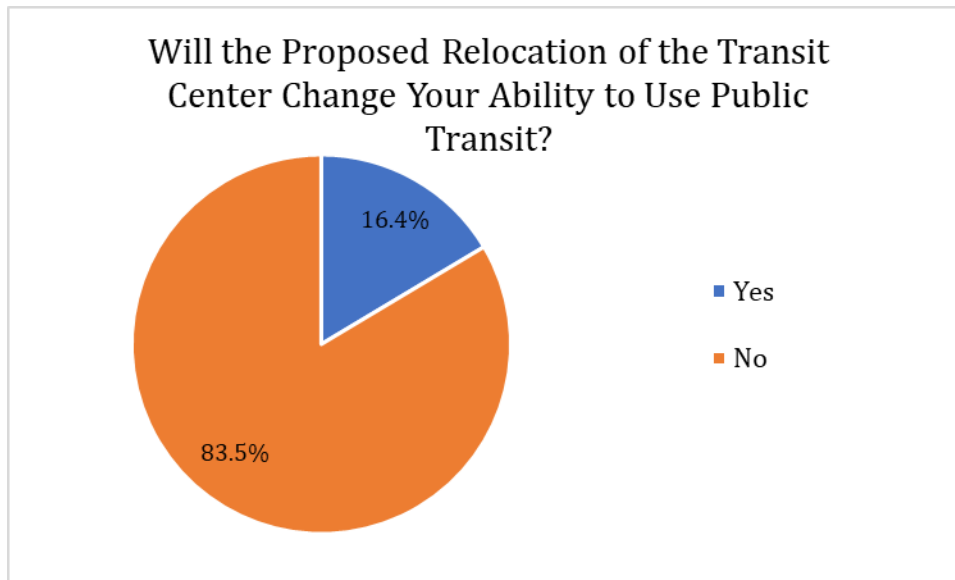
Figure 13: Use of Transportation To and From Destinations



The final multiple-choice question on the survey asked participants whether the proposed relocation of the Transit Center to the corner of Market and Sycamore Streets would change their ability to use

public transportation; 83.5 percent answered that the relocation would not affect their ability to use the system.

Figure 14: Effect of Transit Center Relocation



The survey asked participants to provide an explanation if they answered “Yes” to this question. The following comments were recorded:

- ◆ The trolley station is within walking distance from me now. If you move it, it will be more difficult for me to use.
- ◆ Only because I’m not sure where proposed relocation is at. Current location is close to where I’m located.
- ◆ This spot is much closer to my place of employment (St. Andrew Episcopal Church).
- ◆ Make sure it’s close so no one has to walk a long way to transit center.
- ◆ If it’s farther I might not make it.
- ◆ Would make it closer.
- ◆ It’s not far from the current location.

The survey also asked for participants’ open-ended comments about Kokomo’s public transportation; 48 comments were submitted and are listed in the Appendix to this report. The topics most represented in the comments were the “Addition of Saturday and Sunday Service” (17 comments) and the “Extension of Weekday Service Hours” (11 comments). Other topics included the following:

- ◆ General positive comments expressing appreciation for the service (16)
- ◆ Appreciation of the service’s lack of a passenger fare (4)
- ◆ Specific requests for new routing or bus stop locations (4)
- ◆ General interest in extension of the service/more bus stop locations (4)
- ◆ Improve on-time performance (3)

- ◆ Improve customer service (2)
- ◆ Improve bus cleanliness (2)
- ◆ Trips are too long (1)
- ◆ Stops are too far from where I need to go (1)
- ◆ Transit Center location (1)
- ◆ Add Wi-Fi to buses (1)

Human Services and Other Transportation Providers

Beyond City Line Trolley and Spirit of Kokomo, Kokomo and Howard County are served by several human service agencies that offer transportation. Human service agencies that provide transportation are listed below. Information was gathered through the following methods:

- ◆ RLS & Associates, Inc. conducted an online survey of transportation providers. One hundred sixty-nine community stakeholders, including transportation providers, received a letter in the mail dated May 17, 2018. This letter requested that transportation providers complete the online survey and attend a community stakeholder meeting on June 6, 2018.
- ◆ Community stakeholders met at KHCGCC on June 6, 2018 to identify unmet transportation needs and gaps in service. At this meeting, the stakeholders generated a list of local transportation providers.
- ◆ RLS & Associates, Inc. invited providers identified at the June 6, 2018 meeting to complete the online survey and conducted telephone interviews with the providers.

In addition to the following human service transportation providers, the Kokomo area is served by two private taxi operators, Kokomo Cab and Right A Way Cab Company. The 2017 Comprehensive Plan documented recent growth in ride hailing services provided by companies such as Uber and Lyft, which operate in Kokomo. Attendees at the June 6, 2018 transportation stakeholder meeting indicated that there are currently seven or eight Uber drivers and two Lyft drivers in the Kokomo area.

American Cancer Society

American Cancer Society offers “Road to Recovery,” a volunteer transportation program offering rides for patients attending cancer treatment appointments. This national program is currently being re-established in the Kokomo area. At this time, the program is seeking volunteer drivers to provide rides in their personal vehicles. Volunteer drivers accept ride requests from clients in the local area through a ride-booking software application. Clients request rides through this application or by placing a phone call to the local office.

Bona Vista

Bona Vista is a provider of rehabilitative services to adults and children with disabilities in North Central Indiana, primarily in Howard and Miami Counties. Utilizing a fleet of 15 vehicles, Bona Vista provides transportation to its clients to support their participation in agency programs. Information was not provided regarding the cost of transportation, allowable trip purposes or days and hours of service.

CAM – Coordinated Assistance Ministries

CAM is a non-profit organization that provides supportive services to low-income individuals and families in Kokomo. The organization operates two vans to provide transportation for clients to jobs, medical appointments, housing-related appointments, laundromats, out-of-town child visitation, social security and court hearings, shopping and food pantry visits. In 2017, 591 one-way passenger trips were provided by CAM. CAM accepts donations from clients who use the transportation program. Funding for transportation is provided by Center Township, charitable foundations, passenger donations, fundraising and an Emergency Solutions Grant (ESG). Rides are provided Monday through Friday, 8:00 AM to 6:00 PM. CAM provides rides in the evenings, early mornings and on weekends as needed.

Century Villa

Century Villa is a not-for-profit residential rehabilitative and skilled nursing facility in Greentown. It is the only human service agency located in Greentown that offers transportation to its clients, utilizing two vans. Information was not provided regarding the cost of transportation, allowable trip purposes or days and hours of service.

Disabled American Veterans

Disabled American Veterans, headquartered in Marion (Grant County), Indiana, operates a volunteer transportation program to provide veterans with access to health care at Veterans Administration facilities. Three DAV vans are stationed in Kokomo to provide rides to medical appointments at VA locations in Indianapolis, Peru, Marion and Fort Wayne. Rides are provided by volunteer drivers. Residents of nursing homes which receive funding for veterans' transportation are not eligible for DAV transportation. The DAV's transportation program is supported through fundraising. No fare is charged to veterans for rides. Rides are scheduled through the VA office in Marion.

Family Service Association of Howard County

Family Service Association is a provider of services to vulnerable residents of Howard County, including disabled veterans and victims of domestic violence. A fleet of two minivans is used to provide transportation to residents of the agency's domestic violence shelter and Jackson Street Commons, a housing complex for disabled veterans. Rides are provided to medical and social services/court system appointments in Kokomo and to medical appointments at the VA hospital in Marion. During the previous year, 104 one-way passenger trips were provided. The agency reports that one ride is provided per week to domestic violence shelter clients, and one ride is provided per week to veterans residing in Jackson Street Commons. No fare is charged for rides. Rides are provided Monday through Friday, 8:00 AM to 4:30 PM. The agency funds its transportation program through its general operating budget.

Mental Health America of North Central Indiana

Mental Health America provides services that support the mental health of Howard County residents, including a weekly social club for clients with intellectual and mental disabilities. The organization operates one cutaway small transit vehicle to provide rides to and from the social club. Transportation provided on Monday nights from 5:00 PM to 7:00 PM. No fare is charged for rides. This program provided 144 one-way passenger trips over the previous year. Transportation costs are supported by funding from the United Way.

Personal Care Ambulance Transport LLC (PCAT)

PCAT is a private, for-profit company offering ambulance and non-emergency transportation (NEMT) operating a fleet of three vans and five ambulances. PCAT provides Medicaid NEMT in Howard, Tipton, Peru, and Miami Counties. Passengers pay the Medicaid co-pay for their rides. Reimbursements from Medicaid support the remaining cost of providing NEMT. Rides are scheduled through the State of Indiana's Medicaid NEMT brokerage, which assigns rides to PCAT.

Project Access

The mission of Project Access is to provide access to healthcare services for residents of Howard County. The agency provides low-cost and free medical and dental care to consumers. One cutaway small transit vehicle is used to occasionally provide rides to the clinic for consumers who do not have transportation. Project Access transports from the consumer's home or from the closest City Line Trolley bus stop, which is approximately one-half mile away. Two one-way passenger trips were provided in the previous year. Rides are offered on Tuesdays and Thursdays on an as-needed basis. No fare is charged for rides. The vehicle is also used to deliver medical supplies and equipment to clients' homes. Funding for transportation is provided by Center Township.

Samaritan Caregivers

Samaritan Caregivers provides assistance to low-income senior citizens (aged 65 and over) in Howard County, including volunteer transportation. Volunteers provided 2,433 one-way passenger trips in the previous year to seniors for grocery shopping, medical appointments and personal errands such as banking. Volunteers use their personal vehicles to provide transportation. The agency prioritizes rides for seniors who are aging in place (residing in their own homes). Rides are provided within Howard County; no fare is charged. Transportation program hours of operation are Monday through Friday, 8:00 AM to 4:30 PM. Samaritan Caregivers receives funding for its transportation program from Center Township, the United Way, private foundations, fundraising and donations.

Table 3 provides a summary listing of the current inventory of transportation providers in Kokomo and Howard County.

Table 3: Public, Private and Human Service Transportation Provider Inventory, 2018

Agency	Type	Eligible Population	Service Area	Description	Fleet Information
American Cancer Society	Non-Profit Agency	Cancer patients	Howard County	Volunteer drivers with the American Cancer Society Road to Recovery program provides rides in their personal vehicles to cancer treatment appointments	Not applicable
Bona Vista	Non-Profit Agency	Individuals with disabilities (agency consumers)	Howard & Cass Counties	Transportation for agency consumers	Fifteen vans
CAM (Coordinated Assisted Ministries)	Non-Profit Agency	Individuals with low incomes	Howard County	Transportation for individuals with low incomes	Two vans
Century Villa	Non-Profit Agency	Residents of skilled nursing facility	Not provided	Transportation for residents of facility	Two vans
Disabled American Veterans	Non-Profit Agency	Veterans	From Kokomo to VA Hospitals in Indianapolis, Peru, Fort Wayne or Marion	Transportation is provided by volunteers to medical appointments at the VA Hospitals	Three Kokomo-based vans
Family Service Association of Howard County	Non-Profit Agency	Social services consumers	Howard, Miami, Cass & Tipton Counties	Transportation for agency clients to medical appointments and other basic needs	Two minivans
Kokomo Cab	Private, For-Profit Company	General Public	Not provided	Taxi service	Not provided
City of Kokomo	Government Agency	General Public (City Line Trolley); Senior citizens (60+) or Individuals with disabilities (Spirit of Kokomo)	Kokomo	City Line Trolley fixed route bus system; Spirit of Kokomo paratransit service	Seven trolley buses; 21 cutaway vans; Five MV-1 sedans; Two minivans

Table 3: Public, Private and Human Service Transportation Provider Inventory, 2018					
Agency	Type	Eligible Population	Service Area	Description	Fleet Information
Mental Health America of North Central Indiana	Non-Profit Agency	Individuals with disabilities (agency consumers)	Howard County	Transportation provided by staff to Monday night Social Club	One cutaway van
Personal Care Ambulance Transport LLC (PCAT)	Private, For-Profit Company	Medicaid recipients	Howard, Tipton, Peru & Miami Counties	Ambulance and non-emergency medical transportation provided to Medicaid recipients	Three 15-passenger vans; Five ambulances
Project Access	Non-Profit Agency	Agency consumers seeking medical treatment at Project Access	Howard County	Transportation is provided to Project Access from patients' homes or from the nearest City Line Trolley stop	One cutaway van
Right-A-Way Cab	Private, For-Profit Company	General Public	Not provided	Taxi service	Not provided
Samaritan Caregivers	Non-Profit Agency	Senior citizens (aged 65 and over) living in their homes in Howard County	Howard County	Volunteer drivers provide rides in their personal vehicles	Not applicable

In addition to the providers listed in Table 3, transportation is provided by other organizations, including private nursing homes, churches, and school districts. The following entities were named in the June 6, 2018 stakeholder and public input meetings:

- ◆ Northwoods Village
- ◆ Waterford
- ◆ Sycamore Springs
- ◆ School districts
- ◆ Churches, including St. Joan and St. Patrick

Assessment

NEEDS ASSESSMENT AND TRANSPORTATION STRATEGIES

STAKEHOLDER AND PUBLIC INPUT

On June 6, 2018, the Kokomo Howard County Governmental Coordinating Council (KHCGCC) hosted two meetings at 209 S. Union St., Kokomo, to gather input on unmet transportation needs and gaps in service in Kokomo and Howard County. A community stakeholder meeting was held from 2:00 PM to 3:30 PM. Invitations to this meeting were mailed on May 17, 2018 to 169 community stakeholders. During this meeting, nonprofit agency representatives, transit agency staff, elected officials and others gathered to review the 2008 Coordinated Plan recommended strategies and discuss current unmet transportation needs and gaps in service. Additionally, a public input meeting was conducted at the same location from 4:00 PM to 5:30 PM. The public meeting was advertised through a newspaper advertisement and flyers posted at the City Line Trolley transfer facility and non-profit organizations. A follow-up meeting with stakeholders was held on July 19, 2018 to review the preliminary list of unmet needs and conduct a discussion of strategies for transportation coordination and service enhancements. Attendance lists for these meetings and documentation of meeting promotion are included in the Appendix.

UNMET TRANSPORTATION NEEDS

◆ Transportation Service for Rural Areas of Howard County

City Line Trolley and Spirit of Kokomo currently serve the City of Kokomo only, due to the restrictions of their funding programs. While some human service agency clients in rural areas are served by agency-sponsored transportation, there is no provider of affordable transportation to residents of the rural areas of Howard County. Rural residents, particularly those residing in the towns of Greentown and Russiaville and mobile home parks outside of the City of Kokomo boundaries, need transportation to rural destinations in Howard County, places within the City of Kokomo, and areas outside of Howard County. This need is acute for individuals with disabilities, senior citizens, and people with low incomes. Examples that were highlighted during the meetings were transportation for shopping, medical appointments, treatment for addiction, picking up prescriptions, and attending appointments for social services and educational purposes.

◆ Transportation Service to Medical Facilities in Central and Northern Indiana

Non-driving residents of both Kokomo and rural Howard County need transportation to medical facilities in metropolitan areas throughout Central and Northern Indiana. These regions are home to advanced and specialized medical services, including treatment for alcohol and drug addictions, that are not available in Howard County. Rides provided by private transportation services, such as taxis, are cost-prohibitive. The locations identified during the stakeholder and public meetings are Hamilton County (Carmel, Westfield, Noblesville, Fishers), Marion County (Indianapolis), Tippecanoe County (Lafayette) and Allen County (Fort Wayne).

◆ After-Hours and Weekend Transportation in Kokomo and Rural Areas of Howard County

Meeting attendees stated that rides are needed outside of the hours of operation of City Line Trolley and Spirit of Kokomo, which are Monday through Friday from 6:30 AM to 7:00 PM. Specifically, later evening hours and limited hours on Saturdays and Sundays were mentioned. Transit rider survey respondents also expressed high interest in the addition of Saturday and Sunday services and extension of weekday service hours.

Stakeholders present at these meetings discussed the need for additional transportation to and from dialysis centers. The need in the community for dialysis has grown, prompting Kokomo's two dialysis centers to extend the hours of treatment by moving to three shifts of treatment per weekday and adding shifts on Saturdays and holidays. The early dialysis shifts begin at 6:00 AM and the late shifts end at approximately 8:00 PM, which are outside of City Line and Spirit of Kokomo's hours of operation. The dialysis centers are Fresenius Renal Care, 2350 S. Dixon Road, Kokomo, and U.S. Renal Care, 3760 S. Reed Road, Kokomo.

◆ Same-Day Transportation Service

Spirit of Kokomo requires customers, at a minimum, to call the day before to schedule a ride. Lack of affordable same-day transportation for urgent needs is a gap in service. While private providers, such as taxis, offer this service, it is not affordable to people with low or moderate incomes, and is generally not accessible to people using mobility devices such as wheelchairs. Medicaid non-emergency medical transportation (NEMT) brokerages currently require a two-day notice for trip reservations.

◆ Improved Bus Stop Infrastructure and Connectivity for Pedestrians and Bicyclists

Meeting attendees discussed that some City Line Trolley bus stops need additional infrastructure to improve safety and accessibility, particularly for individuals with disabilities. Suggestions included the addition of shelters to more stops, improvements in sidewalk availability at stops, sidewalks that extend beyond stops to trip generators within walking distance of the stops (including the Project Access health clinic), and bus pull-out areas so that fixed route vehicles can make stops out of the way of traffic. In addition, bicycle infrastructure could be enhanced at various City Line Trolley stops, where customers might board or alight and use bicycles to complete their trips.

◆ Transportation for Bulk Shopping and Food Pantry Visits

City Line Trolley and Spirit of Kokomo observe a per-person limit on bags and parcels. Customers are limited to boarding with the number of bags that they can carry on their laps, due to seating capacity constraints. Customers who visit food pantries or grocery stores for larger amounts of items need an alternative to public transit in order to obtain the food they need within single trips.

◆ K-12 Student Transportation

Kokomo and Howard County school districts provide pupil transportation, but it is not available to students who attend school outside their home districts. Meeting attendees discussed the needs of students attending schools in other districts. Some students currently use City Line Trolley as an alternative, but there is no affordable option for students who live and/or attend

school outside of the City of Kokomo. Additionally, school-sponsored transportation is often unavailable for students who participate in after-school activities.

The following section of this plan discusses potential strategies for meeting the above identified transportation needs in Kokomo and Howard County.

COORDINATED STRATEGIES FOR MEETING TRANSPORTATION NEEDS

This section of the Coordinated Plan Update discusses potential strategies for stakeholders to collaborate to close gaps in transportation service and address unmet transportation needs in the City of Kokomo and Howard County. **This plan is not a promise of implementation, but a source of knowledge and shared vision for how the area's transportation providers and stakeholders may meet the transportation needs of the community in the future.** This plan discusses possible strategies, and provides background data and a planned focus for continued work in Howard County on improved use of transit and human service agency transportation resources. The following transportation visions and strategies serve as inspiration and direction for future coordinated efforts of community stakeholders.

Vision 1: Establish an Ongoing Transportation Coordination Effort for Howard County

Transportation stakeholders should continue to work collaboratively to address the community's transportation challenges. Coordination is not a single strategy, but a range of options from relatively simplistic actions to complex implementation strategies. This "coordination continuum" ranges from information sharing to the consolidation of services under the auspices of a single provider. However, any level of coordination requires the ongoing engagement of stakeholders such as transportation providers, human service agencies, government representatives, health care providers and others. The following list describes the coordination continuum in more detail:

- ◆ **Networking** – the simplest form of partnerships where participants share a common interest but with no significant action other than information exchange.
- ◆ **Cooperation** – involves low-level linkages, informal agreements, and some possible resource sharing.
- ◆ **Coordination** – more intense linkages that include resource sharing to pursue common goals.
- ◆ **Collaboration** – the most sophisticated partnership form with strong, formal linkages among partners and complex goals implemented over longer periods of time.
- ◆ **Consolidation** – one organization assumes responsibility for service delivery of other participant organizations.

The following strategies for Vision 1 are recommended as initial steps. These are near-term recommendations that should be implemented within three to six months of the adoption of this Coordinated Plan Update.

Strategy 1.1: Investigate the Development of a Coordination Committee

Howard County's many transportation stakeholders should continue to interact on a formal basis beyond the adoption of this Coordinated Plan Update. Stakeholders should consider forming a

committee with a standing list of participating agencies and a regular schedule that meets quarterly, at a minimum. Formal incorporation and establishment of by-laws is optional, but the committee should generally follow standard operating protocols akin to Robert's Rules of Order. Because of the identified need for transportation in rural areas throughout Howard County, county representatives should take a leading role in this effort. Agencies serving senior citizens, individuals with developmental and physical disabilities and people with low incomes should participate actively in the committee. The committee should also include KHCGCC and private transportation operators that serve the general public. After it forms, the Committee should consult INDOT for technical assistance.

A Citizen's Advisory Committee on Transit currently exists as an advisory body for City Line Trolley and Spirit of Kokomo. This Committee meets quarterly and focuses on the quality of these City of Kokomo services. Due to its focus on transportation within the City's boundaries, it would not be appropriate to task this Committee with addressing county-wide transportation issues.

Strategy 1.1: Investigate the Development of a Coordination Committee	
Cost of Implementation	None
Potential Funding Sources	Not Applicable
Responsible Parties	Howard County Commissioners, Council and Stakeholders
Estimated Timeframe	3 to 6 Months
Performance Measures	Establishment of Committee

Strategy 1.2: Commit to Transparency in Transportation Costs and Performance Measures

At the beginning of the coordination process, all participants need to document their current level of effort (i.e., resources involved in transportation). They also need to promise not to reduce that level of resources as other resources and transportation options become available to the community. Agencies involved in transportation must understand the full cost of providing transportation. Each transportation provider who participates in coordination should identify basic unit costs and performance measures, including transportation cost per rider, cost per vehicle mile, and cost per service hour. A template for providers for data sharing is included in the Appendix.

Strategy 1.2: Commit to Transparency in Transportation Costs and Performance Measures	
Cost of Implementation	None
Potential Funding Sources	Not Applicable
Responsible Parties	Coordination Committee Members
Estimated Timeframe	3 to 6 Months
Performance Measures	Documented Sharing of Information between Committee Members

Vision 2: Expand Transportation Options in Rural Howard County

Rural Howard County currently does not have affordable transportation service, outside of transportation provided by private agencies to clients and Medicaid-funded NEMT rides to medical

appointments. Any strategies will require identification of new ongoing operational funding support, in addition to capital costs to acquire vehicles, if necessary.

Strategy 2.1: Implement Feeder Routes Connecting Key Rural Areas with City Line Trolley

Rural residents would benefit from new feeder transit routes that would take people from Greentown, Russiaville, and other rural areas to connection points where they could transfer to Kokomo's transit system. The routes would originate at established pick-up points in the rural communities where riders could wait safely and board the feeder route vehicles. The routes would drop people off at one or more key City Line Trolley stops. Route planning should include identification of safe, accessible locations for transferring between feeder routes and City Line Trolley. The routes would be operated using small wheelchair-accessible transit vehicles (likely eight to twelve passenger seats with two wheelchair spaces).

Strategy 2.1: Implement Feeder Routes Connecting Key Rural Areas with City Line Trolley	
Cost of Implementation	Costs are variable, based on the amount of service provided and initial start-up costs such as feasibility studies and vehicle acquisition. The fully allocated hourly cost to provide rural transportation typically ranges from \$40 to \$60 per revenue hour of service
Potential Funding Sources	Federal Transit Administration; Indiana Department of Transportation; Howard County; Greentown; Russiaville; grants from nonprofit funders such as private foundations or United Way; revenue generated by agency contracts for client transportation; passenger fares
Responsible Parties	Coordination Committee; Howard County; Greentown; Russiaville
Estimated Timeframe	18 to 24 Months
Performance Measures	Amount of Transportation Service Provided: Ridership; Vehicle Revenue Hours; Vehicle Revenue Miles

Strategy 2.2: Implement Rural Origin-to-Destination Service

A demand-response transportation service, offering shared-ride, advanced-reservation origin-to-destination rides, offered in the rural areas of Howard County, but outside the Spirit of Kokomo service area, would provide affordable mobility for rural residents. A rural demand-response service could provide residents with access to local destinations for shopping, medical care and other services available within the rural areas, to pick-up points for the rural feeder routes described in Strategy 2.1, or directly to destinations in the City of Kokomo.

Strategy 2.2: Implement Rural Origin-to-Destination Service	
Cost of Implementation	Costs are variable, based on the amount of service provided and initial costs such as feasibility studies and vehicle acquisition. The fully allocated hourly cost to provide rural transportation typically ranges from \$40 to \$60 per revenue hour of service
Potential Funding Sources	Federal Transit Administration, Indiana Department of Transportation; Howard County; Greentown; Russiaville; grants from nonprofit funders such as private foundations or United Way; revenue generated by agency contracts for client transportation; passenger fares
Responsible Parties	Coordination Committee, Howard County, Greentown, Russiaville
Estimated Timeframe	18 to 24 Months
Performance Measures	Amount of Transportation Service Provided: Ridership; Vehicle Revenue Hours; Vehicle Revenue Miles

Vision 3: Improve Infrastructure and Amenities at City Line Trolley Bus Stops

Some City Line Trolley bus stops have infrastructure and amenities such as concrete pads for standing and boarding with a wheelchair, shelters, benches, garbage cans and sidewalks providing pedestrian connectivity to nearby destinations. However, the majority of stops have only a sign. In some locations, there is no sidewalk. When making decisions about adding bus stop infrastructure or amenities, the City of Kokomo must balance the need for bus service with the need for amenities at bus stops. Increased financial investment in bus stop infrastructure, within a constrained budget, typically would cause a decrease in investment in bus service, because fewer dollars would be available to funding operating expenses such as labor, fuel and maintenance.

Strategy 3.1: Add Bus Shelters to More Stops

At the June 6, 2018 meetings, KHCGCC staff indicated that there are some bus shelters in storage and that they could be installed after identifying the best locations for them. Additional funding would be needed to purchase, install, and maintain a greater number of bus shelters than are currently owned and maintained by the city.

Strategy 3.1: Add Bus Shelters to More City Line Trolley Stops	
Cost of Implementation	Shelter installation is provided in-kind to the transit program within the existing City of Kokomo operating budget
Potential Funding Sources	Federal Transit Administration; Indiana Department of Transportation; City of Kokomo
Responsible Parties	City of Kokomo
Estimated Timeframe	6 to 12 Months
Performance Measures	Number of Bus Shelters Installed; Increased Ridership at Bus Stops with New Shelters

Strategy 3.2: Improve Pedestrian and Bicycle Amenities at Key Bus Stops

The 2017 Comprehensive Plan for Kokomo documents a recent increase in bicycle and pedestrian infrastructure for residents, including the construction of 44 pedestrian bump-outs at intersections to calm traffic and the addition of six miles of bicycle lanes and signage for 27.5 miles of bicycle routes. The Comprehensive Plan calls for continued development of a transportation network that improves safety and connectivity for bicyclists and pedestrians, with the overall stated transportation and circulation goal to “enhance connections throughout the city for improved safety, function, and efficiency for all modes of transportation including vehicular, bicycle, and pedestrian networks.”

The City of Kokomo seeks to ensure that its transit services coordinate seamlessly with walking and biking infrastructure in Kokomo. Ideally, residents could easily use bicycle lanes, trails, or sidewalks to begin or complete a trip involving a bus ride. To achieve this, City Line Trolley stops should be connected to bicycle and pedestrian infrastructure that provides a safe and accessible starting or ending leg of a trip. Major destinations that are within walking distance of bus stops, such as shopping centers and health clinics, should be safely accessible via sidewalk, side path or trail.

Strategy 3.2: Improve Pedestrian and Bicycle Amenities at Key Bus Stops	
Cost of Implementation	The approximate costs to the City of Kokomo for adding sidewalks are \$50 per foot; for adding curb cuts, \$30 per foot; for adding side paths, \$50 per foot.
Potential Funding Sources	City of Kokomo; US Department of Transportation grant programs; Indiana Department of Transportation
Responsible Parties	City of Kokomo
Estimated Timeframe	Ongoing
Performance Measures	Quantity of New Bicycle/Pedestrian Infrastructure; Increased Ridership at Bus Stop with New Amenities

Vision 4: Expand Days and Hours of City Line Trolley and Spirit of Kokomo

Expansion of City Line Trolley and Spirit of Kokomo days and hours of service would require an increase in funding for operations. Any expansion of service should be based on data collected from

current transit system users and the community at large. This data could be collected through a survey to solicit detailed input from respondents about what additional hours and days of transit service would be the most useful. The City of Kokomo would need to calculate all costs involved in putting additional service on the road.

Strategy 4.1: Conduct a Pilot Demonstration of Limited Later Evening and/or Weekend Service

After surveying the community and determining the budget, the City of Kokomo could offer expanded transit service for a limited period of time, such as six months. Marketing and community outreach are key factors in a pilot demonstration of a new transit service. The public should be educated about the expansion of service, including that the pilot is temporary and will be evaluated for continuation at the end of the pilot period. A permanent source of funding to support the expanded hours of service would be necessary to continue beyond the term of the pilot. Continuation beyond the pilot should be pursued only if specific performance targets are reached.

Strategy 4.1: Conduct a Pilot Demonstration of Limited Later Evening and/or Weekend Service	
Cost of Implementation	Costs are variable, based on the number of additional hours of service provided. The National Transit Database 2016 Annual Agency Profile for the City of Kokomo lists Operating Expenses per Vehicle Revenue Hour at \$37.49 for Spirit of Kokomo and \$36.10 for City Line Trolley
Potential Funding Sources	Federal Transit Administration; Indiana Department of Transportation; City of Kokomo; grants from nonprofit funders such as private foundations or United Way; revenue produced through agency contracts for client transportation; passenger fares; advertising revenue
Responsible Parties	City of Kokomo
Estimated Timeframe	18 to 24 Months
Performance Measures	Amount of Transportation Service Provided: Ridership; Vehicle Revenue Hours; Vehicle Revenue Miles

Vision 5: Provide Same-Day Origin-to-Destination Service

Spirit of Kokomo currently requires customers to call no later than the day before to reserve a ride. Many customers who depend on the service have unplanned or urgent needs for same-day transportation. Spirit of Kokomo's busy ride schedules are unlikely to contain adequate capacity to offer same-day service, even at a premium cost. Therefore, any same-day service strategy would involve a provider other than the City of Kokomo, or a significant increase in public transportation resources for a new, separate same-day program. Same-day service should be accessible to customers with disabilities.

Strategy 5.1: Conduct a Pilot Demonstration of a Same-Day Service Voucher Program

A lead agency would launch a pilot program involving the sale of vouchers for same-day rides, likely to a limited pool of eligible residents, such as senior citizens and individuals with disabilities who have already been qualified for Spirit of Kokomo. Vouchers would be accepted by one or more transportation providers in the community. Providers would redeem the vouchers by invoicing the lead agency for the cost of providing the trip at a pre-determined rate based on a formal contract. Potentially, Uber or Lyft drivers could provide same-day rides. Local private providers such as PCAT could provide rides to non-ambulatory customers. As stated in Strategy 4.1, marketing and community outreach would be critical in educating potential riders about the pilot service. The voucher program should be evaluated at the end of the pilot period and continued only if performance targets are met.

Strategy 5.1: Conduct a Pilot Demonstration of a Same-Day Service Voucher Program	
Cost of Implementation	Costs are variable, based on the number trips provided through a voucher system. Providers who accept vouchers will charge the program per ride. In other markets, rides have been provided for \$20 to \$30 per ride, depending on the length of the trip and other factors. Program administration and marketing are additional costs
Potential Funding Sources	Federal Transit Administration; Indiana Department of Transportation; City of Kokomo; grants from nonprofit funders such as private foundations or United Way
Responsible Parties	City of Kokomo and Participating Transportation Providers
Estimated Timeframe	18 to 24 Months
Performance Measures	Amount of Transportation Service Provided: Ridership; Vehicle Revenue Hours; Vehicle Revenue Miles

Vision 6: Provide a Shopper/Food Pantry Shuttle

To meet the needs of people who are shopping for larger amounts of groceries, or who are obtaining food from food pantries, a specialized shuttle service could provide customers with extra space to accommodate their items and additional time for boarding. The shuttle could be offered once or twice a week in a limited service area, such as within a certain radius of the grocery store or food pantry.

Strategy 6.1: Conduct a Pilot Demonstration of a Shopper/Food Pantry Shuttle

A lead agency would coordinate a pilot project with a grocery store or food pantry. This strategy would benefit from the involvement of a lead social service agency, such as an agency that serves low-income individuals or senior citizens. These agencies would be able to promote the pilot service

to likely users of the service. As stated in Strategy 4.1, marketing and community outreach would be critical in educating potential riders about the pilot service. The shuttle program should be evaluated at the end of the pilot period and continued only if performance targets are met.

Potentially, a non-profit agency could contribute the use of a vehicle from their existing fleet to operate the pilot service. The utilization of volunteer drivers would also offset the cost of operation. Existing non-profit organizations, in collaboration with the Coordination Committee, may be able to allocate their existing resources to this strategy, so that the costs involved in operation are limited to items such as fuel and vehicle maintenance.

Currently, two non-profit organizations provide transportation that assists low-income residents with acquiring food. CAM (Coordinated Assistance Ministries), an organization that assists people with moving out of homelessness, provides transportation to food pantries for its clients. Samaritan Caregivers operates a volunteer-based program delivering food from pantries and grocery stores to senior citizens (aged 65 and over) living independently in their homes.

Strategy 6.1: Conduct a Pilot Demonstration of a Shopper/Food Pantry Shuttle	
Cost of Implementation	Costs are variable, based on the amount of service provided. Costs can be offset by in-kind contributions of resources like vehicles or volunteer drivers
Potential Funding Sources	Grants from non-profit funders such as private foundations or United Way; in-kind contributions of vehicle use, volunteer driving and/or other elements of operation
Responsible Parties	Coordination Committee; Non-profit Agencies
Estimated Timeframe	18 to 24 Months
Performance Measures	Amount of Transportation Service Provided: Ridership; Vehicle Revenue Hours; Vehicle Revenue Miles

Vision 7: Long-Distance Transportation for Medical Needs

Transportation beyond the City of Kokomo limits, and even the Howard County line, is necessary for non-driving individuals who need health care that is not available locally. Kokomo and Howard County residents often obtain medical care in Indianapolis/Marion County and Hamilton County. These destinations are 30 to 50 miles away from Kokomo. Unless they are able to utilize Medicaid-funded non-emergency medical transportation, veterans' transportation, a private taxi or Uber/Lyft, non-driving residents have no option for a ride unless family or friends are able to assist them. A new service to provide such rides would meet this need but would require a significant investment of resources.

Strategy 7.1: Form an Access to Care Sub-Committee of the Coordination Committee

The distance between Kokomo/Howard County and Indianapolis/Marion County, and Hamilton County presents a significant challenge in providing transportation. Meeting this need will require a

focused sub-committee of healthcare and transportation stakeholders to create potential strategies to provide long-distance medical transportation. These stakeholders should include entities that are already providing medical transportation to Indianapolis or Hamilton County, such as the Veterans Administration and Medicaid transportation providers including PCAT. Potential funders, such as the community foundation or local United Way, should also be invited to participate in this effort. As described in Strategy 1.1, any new committee should maintain a formal membership list, meeting schedule, and a statement of goals and objectives.

Strategy 7.1: Form an Access to Care Sub-Committee of the Coordination Committee	
Cost of Implementation	None
Potential Funding Sources	Not Applicable
Responsible Parties	Coordination Committee
Estimated Timeframe	3 to 6 Months
Performance Measures	Establishment of Sub-Committee to Create Strategies for Long-Distance Medical Transportation

Strategy 7.2: Research Innovative Long-Distance Non-Emergency Medical Transportation (NEMT) Services and Evaluate for Potential Replicability

Long distance medical transportation needs are not unique to Kokomo/Howard County or to Indiana. In fact, rural and small urban communities nationwide struggle to meet this need. The Access to Care Sub-Committee should investigate the types of programs and partnerships that have succeeded in other communities, and work with stakeholders to identify the most feasible options for Kokomo/Howard County.

The Federal Transit Administration (FTA) and the Community Transportation Association of America (CTAA) have, in the past, offered research grant funding to communities and organizations that are planning new transportation options to address mobility challenges such as non-emergency medical transportation. The sub-committee should consult these organizations about existing and upcoming funding opportunities. FTA funding is typically granted to existing funding recipients. City of Kokomo and INDOT are the two local FTA funding recipients.

Strategy 7.2: Research Innovative Long-Distance Non-Emergency Medical Transportation Services and Evaluate for Potential Replicability	
Cost of Implementation	Staff Time
Potential Funding Sources	Federal Transit Administration (FTA); Community Transportation Association of America (CTAA)
Responsible Parties	Coordination Committee
Estimated Timeframe	6 to 12 months
Performance Measures	Written Documentation of Research or Planning Activities, such as a Report with Recommendations or Feasibility Study

Next Steps

SUMMARY AND NEXT STEPS

The following list provides a summary of the challenges that transportation providers and human service agencies in Howard County have experienced. This list is followed by a summary timeline for recommended strategies.

- ◆ While the City of Kokomo has developed a successful public transportation service in the form of City Line Trolley and Spirit of Kokomo, transportation remains unavailable to the majority of residents of rural Howard County. A small number of human service agency clients have access to transportation for specific purposes designated by agencies, but there is no general-purpose transportation option for senior citizens, individuals with disabilities, low-income residents or the general public in rural Howard County.
- ◆ City of Kokomo residents have access to public transportation within city limits, but struggle with access to out-of-town destinations, especially healthcare facilities.
- ◆ Transportation providers in Kokomo and Howard County do not have a history of coordination. Several human service agencies own small fleets of vehicles or rely on volunteers to offer transportation in their personal vehicles. Coordination between these providers would likely result in a more efficient use of transportation resources, with the end result of more rides provided to residents with need. Some vehicles currently sit idle and are only used sporadically to provide trips. Funders who support the transportation operations of multiple agencies, including the United Way and Center Township, should be involved in this coordination effort.

The timeline depicted in Table 4 provides an overview of the recommended schedule of coordination strategies following plan adoption, beginning with the formation of a committee of Howard County transportation stakeholders. The timelines for strategies that depend on additional transportation funding, such as the extension of City Line Trolley operating hours or implementation of feeder routes, will require adjustment based on the availability of funding.

Table 4: Implementation Timeline				
Strategies	3 to 6 Months	6 to 12 Months	12 to 18 Months	18 to 24 Months
1.1: Investigate the Development of a Coordination Committee	X			
1.2: Commit to Transparency in Transportation Costs and Performance Measures	X			
2.1: Implement Feeder Routes Connecting Key Rural Areas with City Line Trolley				X
2.2: Implement Rural Origin-to-Destination Service				X
3.1: Add Bus Shelters to City Line Trolley Stops		X		
3.2: Improve Pedestrian and Bicycle Amenities at Key Bus Stops	X	X	X	X
4.1: Conduct a Pilot Demonstration of Limited Later Evening and/or Weekend Service				X
5.1: Conduct a Pilot Demonstration of a Same-Day Service Voucher Program				X

Table 4: Implementation Timeline				
Strategies	3 to 6 Months	6 to 12 Months	12 to 18 Months	18 to 24 Months
6.1: Conduct a Pilot Demonstration of a Shopper/Food Pantry Shuttle				X
7.1: Form an Access to Care Sub-Committee of the Coordination Committee		X		
7.2: Research Innovative Long-Distance Non-Emergency Medical Transportation Services and Evaluate for Potential Replicability			X	

APPENDIX

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Kokomo Howard County Governmental Coordinating Council

May 17, 2018

Dear Valued Transportation Stakeholder,

The Kokomo and Howard County Governmental Coordinating Council invites you to participate in the 2018 update to the Coordinated Public Transit-Human Services Transportation Plan for Kokomo and Howard County. The Coordinated Plan is a requirement for agencies receiving funding through the Federal Transit Administration (FTA) and is an opportunity for KHC GCC to reach out to agencies who serve the transportation needs of individuals with disabilities, senior citizens and the general public. **You are invited to attend a stakeholder meeting on Wednesday, June 6, 2018 from 2:00 p.m. to 3:30 p.m. at the KHC GCC Transit Center Conference Room, 209 S. Union St, Kokomo, IN.** During this meeting, we will discuss unmet transportation needs and gaps in existing service, as well as new ideas and strategies for meeting transportation needs.

Human service, governmental and nonprofit organizations planning to apply for transportation grants under the Federal Transit Administration Section 5310 program must participate in coordinated transportation planning in order to be eligible for funding. **An online survey for transportation providers is available at https://www.surveymonkey.com/r/KHC GCC_Transportation. If your agency provides funding for client transportation or provides any type of passenger transportation, we ask that you complete the survey.**

Also on June 6, KHC GCC will hold a public meeting regarding the Coordinated Plan and the community's transportation needs. This meeting will be held from 4:00 p.m. to 5:30 p.m. A flyer for the public meeting is enclosed. We would be grateful if you posted this flyer at your location. The agenda includes a discussion about unmet transportation needs for seniors, individuals with disabilities, and the general public, and potential strategies to address those needs. This public meeting will provide a unique opportunity for the public to share transportation needs and their vision for transportation services in the community. Transportation providers, human service agencies, and other advocates will also want to attend to discuss this important topic.

If you have questions or comments about the Coordinated Plan, the stakeholder or public meeting, please contact Christy Campoll at RLS & Associates, Inc., (317) 439-1475 or ccampoll@rlsandassoc.com. Please RSVP for the stakeholder meeting by contacting Christy.

Sincerely,

A handwritten signature in black ink that reads 'Tammy Corn'.

Tammy Corn
Executive Director

FIRST NAME	LAST NAME	TITLE	COMPANY	ADDRESS	CITY	STATE	ZIP
			306 Riverfront District	306 S. Main St.	Kokomo	IN	46901
			Advanced Medical Imaging	2008 W. Boulevard St.	Kokomo	IN	46902
			Amberwood Place	2864 Amberwood Place	Kokomo	IN	46901
		Commander	American Legion Post 6	2604 S. Lafountain St.	Kokomo	IN	46902
		Executive Director	American Red Cross	210 W Walnut St	Kokomo	IN	46901
			Annex of Kokomo	2205 S. Washington St.	Kokomo	IN	46902
		Director	Area 5 Agency on Aging	107 W. Taylor St.	Kokomo	IN	46901
			Ashbury Apartments	1901 S. Goyer Rd.	Kokomo	IN	46902
			Autumn Trace	800 Harvest Dr.	Kokomo	IN	46901
			BioLife Plasma Services	111 E. Alto Rd.	Kokomo	IN	46902
Jill	Dunn	CEO	Bona Vista	1220 E. Laguna St.	Kokomo	IN	46902
			Bradford Run Apartments	3604 Briarwick Dr.	Kokomo	IN	46902
Ryan	Rossiter	President	Breakaway Bicycle Club	P.O. Box 954	Kokomo	IN	46903
			Brentwood Greene Senior Living	1534 Dodge St.	Kokomo	IN	46902
			Briarwick Apartments	536 Southlea Dr.	Kokomo	IN	46902
		Director	Bridges Outreach	P.O. Box 1186	Kokomo	IN	46903-1186
			Cambridge Place	711 Boston Dr.	Kokomo	IN	46902
			Carter West Apartments & Townhouses	1809 W. Carter St.	Kokomo	IN	46901
Donta	Rogers	Director	Carver Comminty Center, Inc.	1030 N Purdum St	Kokomo	IN	46901
Robert	Lee	Trustee	Center Township	P.O. Box 905	Kokomo	IN	46903-0905
			Central Indiana Gastroenterology	615 St. Joseph Dr.	Kokomo	In	46901
Michelle	Kanable	Director	Child Care Solutions	123 N Buckeye	Kokomo	IN	46904
Jason	Lewis	Human Resources Director	Chrysler ITP	3360 N. 50 E.	Kokomo	IN	46901
Greg	Goodnight	Mayor	City of Kokomo	100 S. Union St.	Kokomo	IN	46901
Rob	Baszner, Jr.	Trustee	Clay Township	514 Rudgate Ln.	Kokomo	IN	46901

		Director	Clinic of Hope	313 S. Berkley Rd.	Kokomo	IN	46901
Steve	Oakley		Comfort Keepers	2012 W Sycamore St	Kokomo	IN	46901
			Community Family Health Center	3508 S. Lafountain	Kokomo	In	46902
			Community Family Health Center	118 S. Meridian St.	Greentown	In	46936
Greg	Aaron	President	Community Foundation of Howard County	202 N. Main St.	Kokomo	IN	46901
		Director	Community Heart and Vascular	208 Corwin Ln.	Kokomo	IN	46902
		CEO	Community Howard Behavioral Health Services	322 N. Main St.	Kokomo	IN	46901
Joseph	Hooper	CEO	Community Howard Regional Health System	2312 S. Dixon Rd	Kokomo	IN	46901
		Director	Community Howard Speciality Hospital	829 N. Dixon Rd.	Kokomo	IN	46901
			Community OB/GYN Center	3510 S. Lafountain	Kokomo	In	46902
		Director	Community Physician Network	2401 Columbus Blvd.	Kokomo	IN	46901
		Director	Community Physician Network	3509 S. Reed Rd.	Kokomo	IN	46901
		Director	Community Surgery Center Howard	3503 S. Reed Rd.	Kokomo	IN	46902
			Community Wound Care Clinic	408 Southway Blvd. E.	Kokomo	In	46902
			Concorde Square Apartments	555 Salem Dr.	Kokomo	IN	46902
Ruth	Lawson	Executive Director	Coordinated Assistance Ministry	210 N. Market-P.O. Box 523	Kokomo	IN	46903
		Director	Crossroads Community Childcare	4254 S 00 EW	Kokomo	IN	46902
		Plant Manager	Delphi Corporation	2151 E. Lincoln Rd.	Kokomo	IN	46902
Jennifer	Jordan	Director	Department of Development	100 S. Union St.	Kokomo	IN	46901
Bailey	Maxwell	Director	Early Head Start	1220 E. Laguna Street	Kokomo	IN	46902
Keith	Richie	Superintendent	Eastern Howard School Corporation	221 W. Main St.	Greentown	IN	46936
Andrew	Cook	Trustee	Ervin Township	1233 N. 1050 W.	Kokomo	IN	46901
Tracy	Martino	Executive Director	Family Service Association	618 S Main St	Kokomo	IN	46901
		Director	First Baptist Daycare	310 W Taylor St	Kokomo	IN	46901
			Fox Acres	5038 S. Webster	Kokomo	IN	46902

Reba	Harris		Gilead House	406 E. Sycamore St.	Kokomo	IN	46901
Steve	Hartwig	Plant Manager	GM Holding Corp.	2100 E. Lincoln Rd.	Kokomo	IN	46902
		Director	Grandma's House	1210 E Jefferson St	Kokomo	IN	46901
		President	Greater Kokomo Chamber of Commerce	700 E. Firmin St., Suite 200	Kokomo	IN	46901
		President	Greater Kokomo Downtown Association	700 E. Firmin St., Suite 200	Kokomo	IN	46901
		Executive Director	Greater Kokomo Visitors Bureau	700 E. Firmin St., Suite 200	Kokomo	IN	46901
Charles	Johnson	Commander	Greentown American Legion Post 317	111 N. Meridian St.	Greentown	IN	46936
		President	Greentown Glass Museum	P.O. Box 161	Greentown	IN	46936-0161
Joyce	Yager	President	Greentown Historical Society	103 E. Main St.	Greentown	IN	46936
Dave	Mohring	President	Greentown Lions Club	P.O. Box 18	Greentown	IN	46936
Jolene	Rule	President	Greentown Main Street Association	1014 Eastcrest Dr.	Greentown	IN	46936
		President	Greentown Ministerial Association	P.O. Box 214	Greentown	IN	46936
		Superintendent	Greentown Street and Water	112 N. Meridian St.	Greentown	IN	46936
Scott	Deyoe	President	Greentown Town Council	1429 Meadows Ct.	Greentown	IN	46936
Todd	Everling	Member	Greentown Town Council	314 High St.	Greentown	IN	46936
Mark	Lantz	Member	Greentown Town Council	228 S. Mill St.	Greentown	IN	46936
Ray	Mumaw	Member	Greentown Town Council	112 N. Meridian St.	Greentown	IN	46936
Kim	Patton	Member	Greentown Town Council	112 N. Meridian St.	Greentown	IN	46936
			Greentree At Kokomo	2800 S. Dixon Rd	Kokomo	IN	46901
Joyce	Ancil	Trustee	Harrison Township	4057 S. Webster St.	Kokomo	IN	46901
Mark	Comerford	CEO	Haynes International	1020 W. Park Ave.	Kokomo	IN	46901
			Healthy Children Healthy Teens & Family Planning	119 W. Sycamore St.	Kokomo	In	46902
		President	Home Builders Association of Howard County	P.O. Box 1187	Kokomo	IN	46903-1187
Kirk	Smith	Trustee	Honey Creek Township	4940 S. 920 W.	Russiaville	IN	46979
Todd	Rokita	Representative	House of Representatives	355 S. Washington St.	Danville	IN	46122
Paul	Wyman	Commissioner	Howard County Commissioners	211 Sandy Ct.	Kokomo	IN	46901

Brad	Bray	Commissioner	Howard County Commissioners	4807 Ridge Rd.	Kokomo	IN	46901
Tyler	Moore	Commissioner	Howard County Commissioners	517 Tumbleweed Dr.	Kokomo	IN	46901
Les	Ellison	Councilman	Howard County Council	1507 E. Jefferson St.	Kokomo	IN	46901
Richard	Miller	Councilman	Howard County Council	1237 N. 400 W.	Kokomo	IN	46901
James	Papacek	Councilman	Howard County Council	6792 E. 100 S.	Greentown	IN	46936
Dwight	Singer	Councilman	Howard County Council	3156 Timber Valley Dr.	Kokomo	IN	46902
Stan	Ortman	Councilman	Howard County Council	3435 W. 450 N.	Kokomo	IN	46901
Jeff	Stout	Councilman	Howard County Council	230 E. Main St.	Russiaville	IN	46979
John	Roberts	Councilman	Howard County Council	5813 Peshewa Ct.	Kokomo	IN	46902
Steve	Rogers	Sheriff	Howard County Sheriff's Department	701 S. Berkley Rd.	Kokomo	IN	46901
Ross	Waltemath	Director	Howard County Veterans	220 N. Main St., Room 101	Kokomo	IN	46901
			Howard Regional Health System Downtown Campus	322 N. Main St.	Kokomo	In	46901
			Howard Regional Health System Main Campus	3500 S. Lafountain	Kokomo	In	46902
Cassie	Bausom	Trustee	Howard Township	3243 N. 500 E.	Kokomo	IN	46901
			Imaging Center of North Central Indiana	2201 W. Boulevard	Kokomo	In	46902
Mike	Karickhoff	Representative	Indiana House of Representatives	2504 Greentree Ln.	Kokomo	IN	46902
Heath	VanNatter	Representative	Indiana House of Representatives	2709 Seattle Slew Ln.	Kokomo	IN	46901
James	Buck	Senator	Indiana State Senate	4407 McKibben	Kokomo	IN	46901
Susan	Sciame-Giesecke	Chancellor	Indiana University Kokomo	2300 S. Washington	Kokomo	IN	46903
Dean	McCurdy	Chancellor	Ivy Tech Community College	1815 E Morgan St	Kokomo	IN	46901
Greg	Kingseed	Trustee	Jackson Township	10344 E. 300 S.	Greentown	IN	46936
			JCF Residences at Wildcat Creek	1500 W. Markland Ave.	Kokomo	IN	46901
			Jefferson Crossing Apartments	800 N. Dixon Rd.	Kokomo	IN	46901
		Director	Kelly Services	2727 Albright Rd	Kokomo	IN	46902
		Director	Kings Kids Daycare	1407 Belmont Ave.	Kokomo	IN	46902
			Kingston Square Apartments	1495 N. Webster St.	Kokomo	IN	46901

		Director	Ko-Ko-Mah Reinactment	9912 Co. Rd. 100 S.	Russiaville	IN	46979
		President	Kokomo City Plan Commission	120 E. Mulberry St., Room 114	Kokomo	IN	46901
Donnie	Haworth	Councilman	Kokomo Common Council	1717 S. Bell St.	Kokomo	IN	46902
Tom	Miklik	Councilman	Kokomo Common Council	2300 W. Maple	Kokomo	IN	46901
Bob	Cameron	Councilman	Kokomo Common Council	114 Kingston Rd	Kokomo	IN	46901
Steve	Whikehart	Councilman	Kokomo Common Council	215 Ruddell Dr.	Kokomo	IN	46901
Mike	Kennedy	Councilman	Kokomo Common Council	1911 S. Washington St.	Kokomo	IN	46902
Cindy	Sanders	Councilman	Kokomo Common Council	3262 Almquist Ln.	Kokomo	IN	46902
Robert	Hayes	Councilman	Kokomo Common Council	708 N. Wabash Ave.	Kokomo	IN	46901
Mike	Wyant	Councilman	Kokomo Common Council	2317 N. Lafountain	Kokomo	IN	46901
Janie	Young	Councilman	Kokomo Common Council	2106 Olds Dr.	Kokomo	IN	46902
			Kokomo Dialysis	3760 S. Reed Rd.	Kokomo	In	46902
Nick	Glover	Chief	Kokomo Fire Department	215 W. Superior St.	Kokomo	IN	46901
		President	Kokomo Howard Co. Development Corporation	700 E. Firmin St., Suite 200	Kokomo	IN	46902
			Kokomo Manor Apartments	510 Elk Dr.	Kokomo	IN	46902
Rob	Baker	Chief	Kokomo Police Department	100 S. Union St.	Kokomo	IN	46901
Van	Taylor	Executive Director	Kokomo Rescue Mission	321 W. Mulberry St.	Kokomo	IN	46901
Tammy	Corn		Kokomo/Howard County Area Metropolitan Planning Org.	209 S. Union St.	Kokomo	IN	46901
Greg	Sheline	Executive Director	Kokomo/Howard County Plan Commission	120 E. Mulberry St., Room 114	Kokomo	IN	46901
Jeff	Hauswald	Superintendent	Kokomo-Center Twp Consolidated School Corp.	1500 S. Washington St.	Kokomo	IN	46902
			Legends of Wildcat Creek	1762 Hogan Dr.	Kokomo	IN	46902
Troy	Beachy	Trustee	Liberty Township	4870 N. 600 E.	Kokomo	IN	46901
			Lincolnwood Apartment	2101 Mark Ln.	Kokomo	IN	46902
		Director	Manorcare Health Services	3518 S Lafountain St	Kokomo	IN	46902
		Director	Manpower	2000 S Goyer Rd	Kokomo	IN	46902
			Maplecrest Apartments	419 W. Lincoln Rd.	Kokomo	IN	46902
Brandi	Christianse n	Executive Director	Mental Health America	700 E. Firmin St., Suite 263	Kokomo	IN	46902

Rick	Bartly	Trustee	Monroe Township	2731 S. 1050 W.	Russiaville	IN	46979
			North Central Indiana Pediatric Center	3506 S. Lafountain St.	Kokomo	In	46902
		Director	North Woods Commons	2501 Friendship Blvd	Kokomo	IN	46901
		Director	North Woods Village	2233 W Jefferson St	Kokomo	IN	46901
Steve	Jones	School Board President	Northwestern School Corporation	3075 N. Washington St.	Kokomo	IN	46901
Ryan	Snoddy	Superintendent	Northwestern School Corporation	3075 N. Washington St.	Kokomo	IN	46901
Alisha	Davenport	President	Project Access of Howard County	829 N. Dixon Rd., Suite 100	Kokomo	IN	46901
Dee Dee	Richards	President	Realtors Association of Central Indiana	1620 E. Hoffer St.	Kokomo	IN	46902
		President	Russiaville Historical Society	483 E. Main St.	Russiaville	IN	46979
		President	Russiaville Lions Club	555 N. Liberty St.	Russiaville	IN	46979
Jeff	Lipinski	President	Russiaville Town Council	100 N. East St.	Russiaville	IN	46979
		Director	Salvation Army	1105 S Waugh St	Kokomo	IN	46902
Jamey	Henderson	Director	Samaritan Caregivers, Inc.	2705 S Berkley Rd	Kokomo	IN	46902
		Director	Senior Citizens Center	721 W. Superior St.	Kokomo	IN	46901
		Director	Shepherd's Lamb Daycare	121 Santa Fe Blvd	Kokomo	IN	46901
		Director	Sonlight Station Christian School, Inc.	899 W 300 S	Kokomo	IN	46902
		CEO	St. Vincent Hospital Kokomo	1907 W. Sycamore St.	Kokomo	IN	46901
		Director	St. Vincent Hospital Trinity	1907 S. Sycamore St.	Kokomo	IN	46901
		Director	St. Vincent Intermediate Care	138 N. Dixon Rd.	Kokomo	IN	46901
			St. Vincent Physical & Sports Therapy	217 E. Southway Blvd., #106	Kokomo	In	46902
			St. Vincent Physical & Sports Therapy	2130 W. Sycamore St., #140	Kokomo	IN	46901
Christophe r	Smith	Superintendent	Taylor Community School Corporation	3750 E. 300 S.	Kokomo	IN	46902
Paul	Munoz	Trustee	Taylor Township	3885 E. 300 S.	Kokomo	IN	46902
			Terrace Meadows Apartments	600 Marsha Ct.	Kokomo	IN	46902
		Director	Texas Migrant Head Start	513 W. Lincoln Rd.	Kokomo	IN	46902

			The Residences at Washington Street	400 N. Washington St.	Kokomo	IN	46901
Teresa	Duke	Clerk/Treasurer	Town of Greentown	112 N. Meridian St.	Greentown	IN	46936
			Turtlecreek Apartments	2241 W. Jefferson	Kokomo	IN	46901
Steve	Carpenter	Trustee	Union Township	3502 S. 1100 E.	Greentown	IN	46936
Abbie	Smith		United Way of Howard County	210 W. Walnut St.	Kokomo	IN	46901
		Owner	Victory Bike Shop	509 N. Washington St.	Kokomo	IN	46901
			Villas de Fontenelle	110 W. Rainbow Circle	Kokomo	IN	46902
			Vinton Woods Apartments	3150 Vinton Circle	Kokomo	IN	46902
		Director	Waterford Place Health Campus	800 Saint Joseph Dr	Kokomo	IN	46901
			Westbrook Apartments	3334 S. Dixon Ln.	Kokomo	IN	46902
Randy	McCracken	Superintendent	Western School Corporation	2600 S. 600 W.	Russiaville	IN	46979
Rick	Parsons	President	Wildcat Guardians	2815 W. Jefferson St.	Kokomo	IN	46901
			Winding Brook Apartments	3071 Matthew Drive	Kokomo	IN	46901
		Director	Windsor Estates Health & Rehab Center	429 W. Lincoln Rd	Kokomo	IN	46902
		Director	Work One Kokomo	700 E. Firmin St., Suite 150	Kokomo	IN	46901
Gene	Lawman		Kokomo Cab	1015 S Washington St	Kokomo	IN	46902
Ralph	Jackson		Right A Way Cab	1234 S Jay St	Kokomo	IN	46902

PUBLIC MEETING

on Transportation Needs in Kokomo & Howard County

Transit Center - Conference Room
(enter building through transit side waiting room)
209 S. Union St.
Kokomo, IN 46901

Wednesday, June 6, 2018
4:00 p.m. to 5:30 p.m.

Tell us what you think! We are seeking input from the community about plans for transportation services. Your input will help local agencies understand the mobility needs of residents of Kokomo & Howard County.



We welcome people with disabilities. For questions about accessibility or to request an accommodation, please call Tammy Corn at (765) 456-2336.

APPENDIX D

Public Notice in Kokomo Tribune of June 16, 2018 Public Input Meeting

D2 WEEKEND, MAY 18-20, 2018 • KOKOMO TRIBUNE

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Public Notices

**NOTICE OF SUPERVISED
ADMINISTRATION**
Estate No. 34C01-1710-ESJ-00088
IN THE SUPERIOR COURT OF
HOWARD COUNTY, INDIANA
IN THE MATTER OF THE
ESTATE OF
THEODORE W. HALL,
DECEASED.

Notice is hereby given that KIM-
BERLY M. FUCHS was on the 29th
day of October, 2017, appointed
Personal Representative of the Es-
tate of THEODORE W. HALL,
deceased, who died on the 15th
day of September, 2017, to admin-
ister said estate without court
supervision.

All persons having claims against
this estate, whether or not now due,
must file the claim in the office of
the Clerk of this Court within three
20 months from the date of the first
publication of this notice, or within
five (5) months after the decedent's
death, whichever is earlier, or the
claim will be forever barred.

Dated at Kokomo, Indiana, this
1st day of November, 2017.

Kim Wilson, Clerk of the
Court/Superior Court for
Howard County, Indiana.
Beth A. MacDonald, Esq.
DAVIS & McDONALD
LAW FIRM
110 North Buckeye Street
P.O. Box 668
Kokomo, Indiana 46903-0668
Telephone: (765) 894-1152
 attorney for the Estate
K-491 May 20, 27 Hspksp

Newspaper Announcement
A public meeting will be held at
the Kokomo Howard County Gov-
ernmental Coordinating Council
(KHOCCC) Transit Center Con-
ference Room, 226 S. Union St.,
Kokomo, IN on Wednesday, June 2,
2018 from 4:00 p.m. to 5:30 p.m., to
discuss the updating of the Coordi-
nated Public Transit-Human
Services Transportation Plan for
Kokomo and Howard County. The
agenda includes a discussion about
current transportation needs for se-
niors, individuals with disabilities,
and the general public, and poten-
tial strategies to address those
needs. This public meeting will pro-
vide a unique opportunity for the
public to share their transit needs
and vision for their community.
Transportation providers, human
services agencies, and other advo-
cates will also want to attend to
discuss this important topic.

Human services, governmental,
and nonprofit organizations plan-
ning to apply for funding under the
Federal Transit Administration Sec-
tion 5310 program must participate
in coordinated transportation plan-
ning in order to be eligible for
funding. An online survey for trans-
portation providers is available at:

Attendees at Public/Stakeholder Input Meetings

June 6, 2018 Stakeholder Meeting

Rachel Jenkins, Private Citizen
Regina Poe, Century Villa
Jolene Rule, Greentown Main Street
Kristi Upchurch, Project Access
Marci McKinney, United Way Howard County
Jim Papacek, Howard County
Richard Miller, Howard County
Claire Oswald, RLS & Associates, Inc.
Brandi Christiansen, Mental Health America of North Central Indiana
John J. Roberts, County Council District 1
Doug Eytcheson, KHCGCC
Bailey Maxwell, Bona Vista Early Head Start
Kelly Paul, Bona Vista Early Head Start
Mike Karickhoff, Ivy Tech
Cindy Sanders, City Council
Tom Miklik, City Council
Rose Williams, Indiana Health Center
Brandi Vawter, Bona Vista Programs
Jennifer Sexton, RN, BSN, Howard County Health Department
Sherry Matlock, Kokomo Visitors Bureau
Jamey Henderson, Samaritan Caregivers
Tammy Corn, KHCGCC
Leigha Buscher, KHCGCC
Lane Edwards, KHCGCC
Christy Campoll, RLS & Associates, Inc.

June 6, 2018 Public Meeting

Linda M. Butler, Private Citizen
Brian Rody, St. Vincent Kokomo Hospital
Jolene Rule, Greentown Main street
Rachel Jenkins, Private Citizen
Greg Sheline, Plan Commission
Ross Pierce, Engineering Department
Joyce Ancil, Harrison Township Trustee
Sandra Grant, League of Women Voters
Trisha Riggleman, Private Citizen
Debbie Bronson, Wise Owls Tammy Corn, KHCGCC
Tammy Corn, KHCGCC
Leigha Buscher, KHCGCC
Lane Edwards, KHCGCC
Christy Campoll, RLS & Associates, Inc.

Claire Oswald, RLS @ Associates, Inc.

July 19, 2018 Stakeholder Meeting

Tyson Whitfield, United Way of Howard County
Ned Sutherland, Russiaville Community Outreach
Jennifer Johnson, System of Care Coordinator
Brian Rody, St. Vincent Kokomo Hospital
Diana Lowery, Private Citizen
Tracy Martino, Family Service Association
Greg Sheline, Plan Commission
John Martino, Ivy Tech
Rev. Ruth Lawson, CAM Inc.
Regina Poe, Century Villa
Mike Gering, Century Villa
Marci McKinney, United Way Howard County
Sherry Matlock, Kokomo Visitors' Bureau
Kristi Upchurch, Project Access
Jamey Henderson, Samaritan Caregivers
Coley Bevington, Personal Care Ambulance Trans.
Brandi Christiansen, Mental Health America of North Central Indiana
Sarah Bevington, PCAT
Andrew Wright, PCAT
Tammy Corn, KHCGCC
Leigha Buscher, KHCGCC
Lane Edwards, KHCGCC
Christy Campoll, RLS & Associates, Inc.
Claire Oswald, RLS @ Associates, Inc.

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

STAKEHOLDER MEETING - JUNE 6, 2018

Name	Business	Address	Phone	Email
Rachel Jenkins		9209 E OONS, Greentown	860-3746	rjenkins_operations@gmail.com
Regina Pe	Century Villa	705 N Meridian Greentown	860-5451	Regina.Pe@centuryvilla.com
Jolene Rule	Greentown Main St.	1014 Eastcrest Greentown	628-3460	jolenerule@mac.com
Kristi Upchurch	Project Area	929 N. Dixon Rd Suite 100 Kokomo	854-0544	pa.directorhoco@gmail.com
Marc McKinn	United Way Hoco	210 W Walnut		mmckinn@unitedwayhoco.org
Jim Papacek	Howard County			jbpapacek@aol.com
RICHARD MILLER	Howard County		765-4595347	MILLERRICHARD@aol.com
Claire Oswald	RLS & Associates		931-291-5007	caswald@rlsandassoc.com
Brandi Christiansen	Mental Health America	700 E. Firmin St STE 263 Kokomo, IN	765-457-0309	directa@mh.kokomohoward.co.org
JOHN J. ROBERTS	County Council DIST 1	5813 PESHAWA CT. Kokomo, IN 46902	765-455-1440	ROBERTSJ@AOL.COM
DAVID EYCHESON	KHCBCC	1627 EXECUTIVE DR. Kokomo	462-4273	david@khcbcc.com
William Maxwell	BV Early Head Start	1220 E. Laguna St 46902	457-8273	bnmaxwell@bonavista.org
Kelly Paul	BV Early Head Start	1220 E. Laguna St. 46902	457-8273	kpaul@bonavista.org
MIKE KARICKHOFF	IVY TECH	1815 EAST Main Ave 46901	459-0561	MKARICKHOFF@IVYTECH.EDU
Pauli Sanders	City Council	3262 Almond St Kokomo	434-3128	psanders@cityofkokomo.org
Tom McKel	City Council	2380 W Maple Kok	438-7308	bmckel@netnet.net
Rose Williams	Indiana Health Center	3118 S. LaFontaine	864-4160	rwilliams@ihcinc.org
Branch Vawter	Bona Vista Programs	1221 S. Plate St.	454-5344	bvawter@bonavista.org
Jennifer Sexton RN, BSN	Howard County Health Dept	120 E. Mulberry St. Rm 206 Kokomo 46901	456-2401	jennifer.sexton@howardcounty.in.gov
Sherry Matlock	Kokomo Visitors Bureau	700 E. Firmin St Kokomo	457-6802	smatlock@visitkokomo.org
Jamey Henderson	Samaritan Caregivers	2705 S. Berkley Rd. 46902	453-7611	samaritan@yahoo.com

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN PUBLIC
MEETING - JUNE 6, 2018

[illegible]

COORDINATED HUMAN SERVICES TRANSIT PLAN Date: July 19, 2018

Date: July 19, 2018

[illegible]

Coordinated Plan Meeting 7/19/2018

Name	Agency	Email
Tyson Whitfield	United Way of Howard Co	TWhitfield@UnitedWay
Ned Sutherland	Russiaville Community Outreach	nmsutherland709@gmail.com
Diana Lowery	Carson's - citizen	dhlavery1@att.net or basketdoggie@att.net
Tracy Martino	Family Service Association	martinotefsa@att.net
Jennifer Johnson	System of Care	jejohnson@fourcounty.org
Jolene Rule	Greentown Main Street	jolenerule@mac.com
Brian Rody	St. Vincent - Kokomo	Brian.Rody@ascension.org
Marci McKinney	United Way of Howard County	mmckinney@UnitedWayHoco.org
Brandi Christiansen	Mental Health America of North Central Indiana	directorg@mhakokomohowardia.org
SARAH BEVINGTON	PCAT	sarah@pcat-ems.com
Andrea Wright	PCAT	awright@pcat-ems.com

Comments submitted on November 2017 Transit Survey

DISABILITY OR IMPAIRMENT THAT MAKES IT DIFFICULT FOR YOU TO USE TRANSPORTATION

Psychiatric

Several

Spinal Stenosis

On oxygen

Scoliosis of the spine

Tourette's Syndrome

Sick

Walking to the stops

Panic anxiety disorder

Injured back

W/C bound

Diabetic

Lung issues makes difficult to wait outside for trolley and standing

COMMENTS ON SURVEYS WHO ANSWERED "NO" ON THE FIRST QUESTION

Not able to walk from drop off locations.

Too hard, can't get around.

COMMENTS ON RELOCATION OF TRANSIT CENTER

The trolley station is within walking distance from me now. If you move it, it will be more difficult for me to use.

Only because I'm not sure where proposed relocation is at. Current location is close to where I'm located.

This spot is much closer to my place of employment (St. Andrew Episcopal Church.)

Make sure it's close so know one has to walk long way to transit center.

If its farther I might not make it.

Would make it closer.

Sat, Sun need bus or trolley to run 7am to 1:30 or 2.

It is cost effective.

Its not far from the current location.

DO YOU HAVE ANY COMMENTS ABOUT KOKOMO'S TRANSPORTATION?

Keep the trolley station where it is please!

I am thankful that it's there when I need help.

I enjoy the friendly atmosphere.

I think it's a very helpful system.

I really wish the transit system ran on weekends not all events run during the week and I can't participate because I can't get there.

I have been riding the trolley since it first started up in 2011 and I love how its free for everyone and I hope you all keep it going and expand it for more people to enjoy.

It helps out.

Bus need to be more clean. Need to run later and weekends.

We need weekend service and longer hours during the weekdays.

There needs to be a stop closer to the jail. At least a stop that way on Markland.

I think it is very good for Kokomo or any state. Thank you.

W/C slow down the route for the working people to get to work.

Need WiFi.

Need 2 be on weekends 2.

I love the trolley. It is very helpful for me and I would like to thank all those working and helping w/ that.

Need transportation for nights and weekends.

Awesome job.

Need more extensive routes-there are many important places it does not go to.

Need to run later-ex: 11pm! Need to run on weekends! Otherwise, great job!

Need it for weekends.

Not always on time. Some drivers are not very nice.

I wish there were more trolleys to get to more places like Boulevard and 31 or the apartments and churches on Goyer. (And south branch library). Other than that, I appreciate the free service.

Need to run on the weekends and longer on the weekdays.

It is too rancid by noon due to body odor – need to Lysol at least once and hour. Trolley needs to operate 7 days a week and be running until at least 10pm.

The trolley needs to stop in front of the civic center.

I am grateful for the transportation and that it is free. If the schedules were maintained better it would help a lot. I have been late getting to work because of schedule delays. The personnel at the trolley station can be rude about producing backups for the trolleys. They like to remind riders "Well at least it's free." When I am late I get in trouble with my managers. It needs to get better in this one area.

I wish that the trolley ran on the weekends and late at night also holidays.

Takes all day just to go one place.

Run earlier (4-5 am) and on weekends.

They do an excellent job.

I think it is a very effective and appreciated transportation system. Thank you.

It's a great blessing in Kokomo.

I wish the trolley would be on Sat. & Sun.

It's good to have.

Saturday rides.

It needs to have more buses and longer hours of service, more routes.

It is a great thing to have.

Very thankful for the trolley. Just would like for it to run over the weekend. Thank you so much for being there for us. God bless.

Doesn't run long enough. Some low income church suppers but trolleys shut down at 7. Can trolleys stop at 7:30? Need on Sat., Sundays. Thanks and God bless for having it for us!

Thanks.

To be able to run 2-3 hours later than normal.

We need more buses to help get more people to where they need to go.

Need more buses for closer time to catch and get around.

The trolley system is efficient, but I wish it'd run on Saturdays and Sundays.

Need one more trolley that goes down 31.

Sometimes the bus stop is too far from different locations and I still have to walk too far. Hard to get around.

Information

SAMPLE INFORMATION SHARING TEMPLATE FOR COORDINATION

This sample template is designed for use by transportation providers engaged in a coordination effort. Coordinating partners may include public transit systems, human service agencies that provide transportation directly or through the purchase of service, volunteer transportation programs, entities that fund transportation such as a municipality or a foundation, taxi services and others.

Coordinating partners may wish to report data on a monthly or quarterly basis. Some of the following data may not be easily available to each provider. In order to share equivalent information about the amount of transportation service provided, providers may need to develop new procedures and forms for the collection of service data.

Provider: (Example: Marion County Senior Services)

Program or service: (Example: Senior Transportation)

Time period: (Example: January 1 – March 31, 2019)

Data	Description
Ridership	Ridership is measured in one-way passenger trips. For example, taking a passenger to a medical appointment typically involves two one-way passenger trips: from home to doctor and from doctor to home.
Revenue hours of service	The time when a vehicle is in operation and there is an expectation of carrying passengers. A service that provides rides between 8:00 AM and 4:00 PM will typically provide up to eight hours of revenue service on each vehicle per day. Hours used for purposes other than carrying passengers – for example, a driver break or the time in transit from the vehicle's base to the first passenger pick-up – is not counted as revenue time.
Revenue service miles	The miles when a vehicle is in operation and there is an expectation of carrying passengers.
Transportation operating expenses	The expenses associated with the operation of the transportation service. Operating expenses include wages, fringe benefits, fuel, vehicle maintenance, insurance, administration and others.
Transportation operating revenue by source	Providers should detail funding sources including funding provided by grants, government funding, fundraising, passenger fares or donations received, and other sources.