

Coordinated Public Transit-Human Services Transportation Plan

Kokomo-Howard County Governmental Coordinating Council (KHCGCC)



Prepared for Kokomo-Howard
County Governmental
Coordinating Council (KHCGCC)

December, 2022

Prepared by:
RLS & Associates, Inc.

3131 S. Dixie Hwy, Suite 545
Dayton, OH 45429
(937) 299-5007
rls@rlsandassoc.com





RESOLUTION 2023-03

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

WHEREAS, the Kokomo/Howard County Governmental Coordinating Council (KHCGCC) is the designated Metropolitan Planning Organization, responsible for Transportation Planning 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 Federal Government,

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 Policy Board of 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 and Howard County Indiana, dated December 2022 is hereby accepted and adopted.

Adopted this 12th day of January, 2023



Presiding Officer, KHCGCC Policy Board



Attest Policy Board Member

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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 (SAFTEA-LU), and updated in 2018. The SAFTEA-LU was the Federal surface transportation authorization effective through September 30, 2012. These requirements continued under the Moving Ahead for Progress in the 21st Century (MAP-21) Act. The SAFTEA-LU and MAP-21 Acts were effective through September 30, 2015.

On December 4, 2015, the Fixing America’s Surface Transportation (FAST) Act was signed into law to reauthorize surface transportation programs through Fiscal Year 2020. The FAST Act applied new program rules to all FTA funds and authorized transit programs for five years. According to requirements of the FAST Act, locally developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act Federal legislation. The Coordinated Plan 2018 update met the new FAST Act requirements and reflected the changes in funding programs.

On November 15, 2021, the Infrastructure Investment and Jobs Act (IIJA) was enacted into law. The IIJA continues the policies set forth by the FAST Act and provides \$937 billion over five years from FY 2022 through 2026, including \$550 billion in new investments for all modes of transportation, including \$284 billion for the U.S. Department of Transportation, of which \$39 billion is dedicated to transit. The IIJA directs the U.S. Department of Transportation to apply the funding toward modernizing and making improvements.

Funding to update this locally-developed regional Coordinated 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.

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 Transportation Plan is one of the eligibility requirements for Section 5310 Program funding.

The Section 5310 Program provides formula funding to States and urbanized areas to assist public and private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meet those needs. The FTA apportions Section 5310 Program funds to direct recipients based on the population within the recipient service area. The Indiana Department of Transportation (INDOT) is the direct recipient for Indiana's rural and small urban areas. 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 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 percent Federal share if the 20 percent match is secured. Match may be derived from any combination of non-U.S. Department of Transportation Federal, State, or local resources. The FAST Act also allows advertisement and concessions revenue as local match. Passenger fare revenue is not eligible as a 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 increasing need and demand for shared-ride and non-motorized transportation and stable or declining revenue, organizational partnerships must be explored, and cost-saving measures must be made to serve the State's changing transportation demands. Interactive coordinated transportation planning provides the best opportunity to accomplish this objective.

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

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by receiving input from the stakeholders noted above through a public meeting, telephone interviews, email conversations, and completing a public survey available both online and on paper. Social distancing protocols led to changed public engagement and outreach methods.

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 each county;
3. Conduct of a survey of the general public. It must be noted that general public survey results are not statistically valid but are intended to provide insight into the opinions of the local community. The survey also includes distribution to agencies serving older adults, individuals with disabilities, and their consumers. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;
4. Conduct of two local meetings for stakeholders and the general public to solicit input on transportation needs, service gaps, goals, objectives, and implementation strategies to meet these deficiencies;
5. Update of the inventory of existing transportation services provided by public, private, and non-profit organizations;
6. Update of the assessment of unmet transportation needs and gaps in service obtained through meetings, interviews, and surveys; and
7. Development of an updated implementation plan, including current goals, strategies, responsible parties, and performance measures.

GLOSSARY OF TERMS

Bus and Bus Facilities Grants Program (Section 5339 Program) – The Grants for Buses and Bus Facilities program makes Federal resources available to States. It directs 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 services or allocate funding to fixed route bus operators; State or local governmental entities; and Federally recognized Indian tribes that operate fixed route bus services 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.

Coordinating Council on Access and Mobility (CCAM) – a Federal interagency council that works to coordinate funding and provide expertise on human service transportation for three targeted populations: people with disabilities, older adults, and individuals of low income. The CCAM works at the Federal level to improve Federal coordination of transportation resources and address barriers that states and local communities face when coordinating transportation. The CCAM’s mission is to issue policy recommendations and implement activities that improve the availability, accessibility, and efficiency of transportation for CCAM’s targeted populations, with the vision of equal access to coordinated transportation for all Americans. Additional information is available at <https://www.transit.dot.gov/coordinating-council-access-and-mobility>.

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

Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310 Program) – The program provides formula funding to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation 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. The Federal share is 80 percent for capital projects. In Indiana, the program has historically been utilized for capital program purchases. Additional information is available at <https://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.

Indiana Department of Transportation, Office of Transit (INDOT) administers the Section 5311 program in Indiana and the Section 5310 program for rural and small urban areas. The Federal share is 80 percent for capital projects. The Federal share is 50 percent for operating assistance under Section 5311.

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

Infrastructure Investment and Jobs Act - The Bipartisan Infrastructure Law, as enacted in the Infrastructure Investment and Jobs Act, represents the largest Federal investment in public transportation in the nation’s history. The legislation will advance public transportation in America’s communities through four key priorities: safety, modernization, climate, and equity.

<https://www.transit.dot.gov/BIL>

Local Matching Funds – The portion of project costs not paid with the Federal share. Non-Federal share or non-Federal funds include the following sources of funding, or in-kind property or services, used to match the Federal assistance awarded for the Grant or Cooperative Agreement: (a) Local funds; (b) Local-in-kind property or services; (c) State funds; (d) State in-kind property or services, and (e) Other Federal funds that are eligible, under Federal law, for use as cost-sharing or matching funds for the Underlying

Agreement. For the Section 5310 Program, local match can come from other Federal (non-DOT) funds. This can allow local communities to implement programs with 100 percent Federal funding. One example is Older Americans Act (OAA) Title III-B Support Services.

Public Mass Transportation Fund (PMTF) – The Indiana State Legislature established the Public Mass Transportation Fund (I.C. 8-23-3-8) to promote and develop transportation in Indiana. The funds are allocated to public transit systems on a performance-based formula. The actual funding level for 2021 was \$38.25 million. PMTF funds are restricted to a dollar-for-dollar match with Locally Derived Income and are used to support transit systems' operations or capital needs.

Rural Transit Program (Section 5311 Program) – 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.

Seniors – For the purposes of the Section 5310 Program, people 65 years of age and older are defined as seniors.

Subrecipient – A non-Federal entity that receives a sub-award (grant funding) from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. The direct or designated recipient monitors subrecipient programs for grant performance and compliance.

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

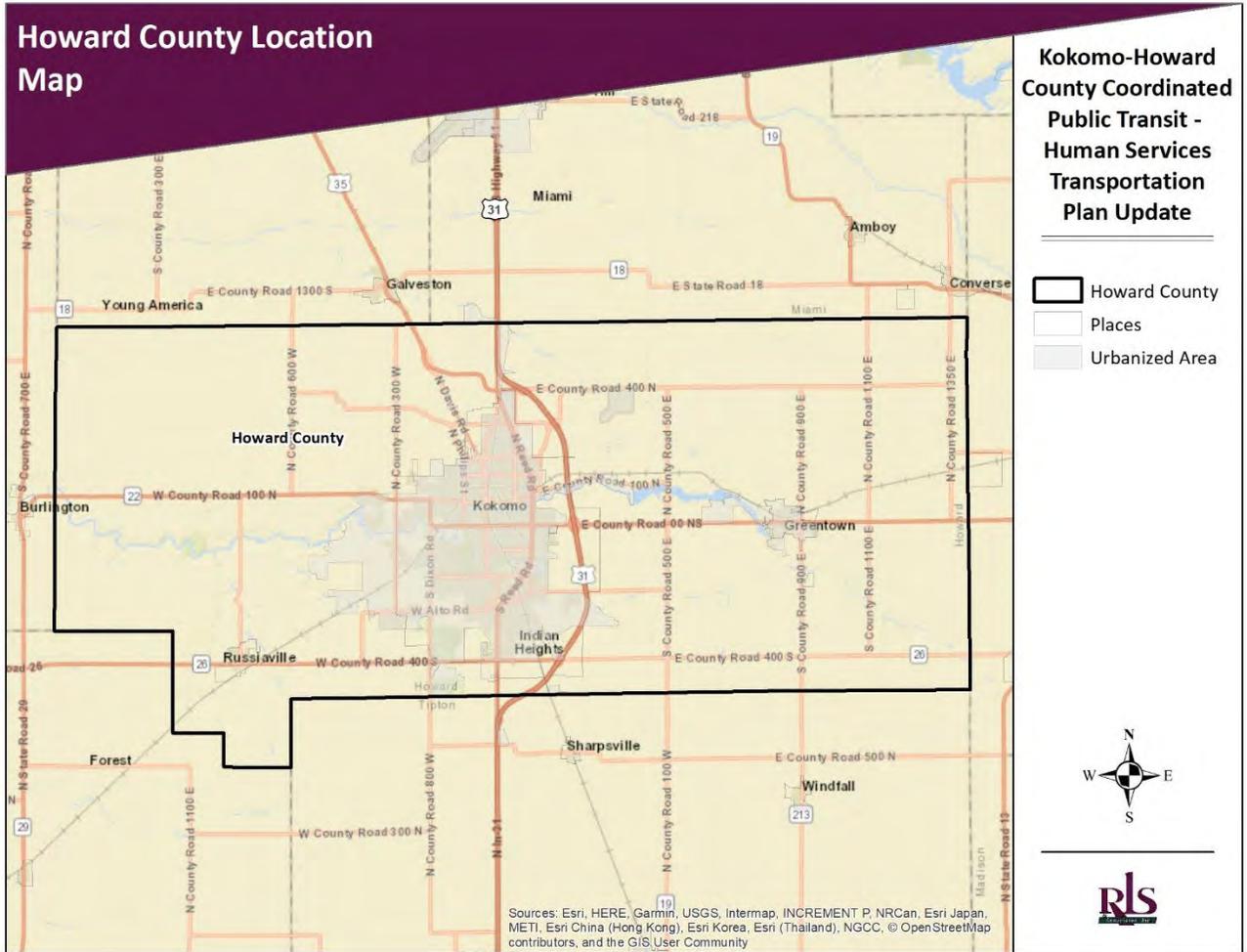
Urbanized Area Formula Grants Program (Section 5307 Program) - The Urbanized Area Formula Funding program makes Federal resources available to urbanized areas and governors for transit capital and operating assistance in urbanized areas. An urbanized area is incorporated with a population of 50,000 or more. Eligible expenses are typically limited to capital purchases and planning, but operating assistance can be provided under certain conditions, including systems operating fewer than 100 vehicles. Additional information is available at <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>

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

EXISTING CONDITIONS

The Kokomo and Howard County Governmental Coordinating Council (KHCGCC) planning area includes Howard County. This is an area bound by County Road 600 North to County Road 500 South, County Road 500 West, and County Road 500 East. The map in Figure 1 depicts the area included in this study.

Figure 1: Location Map

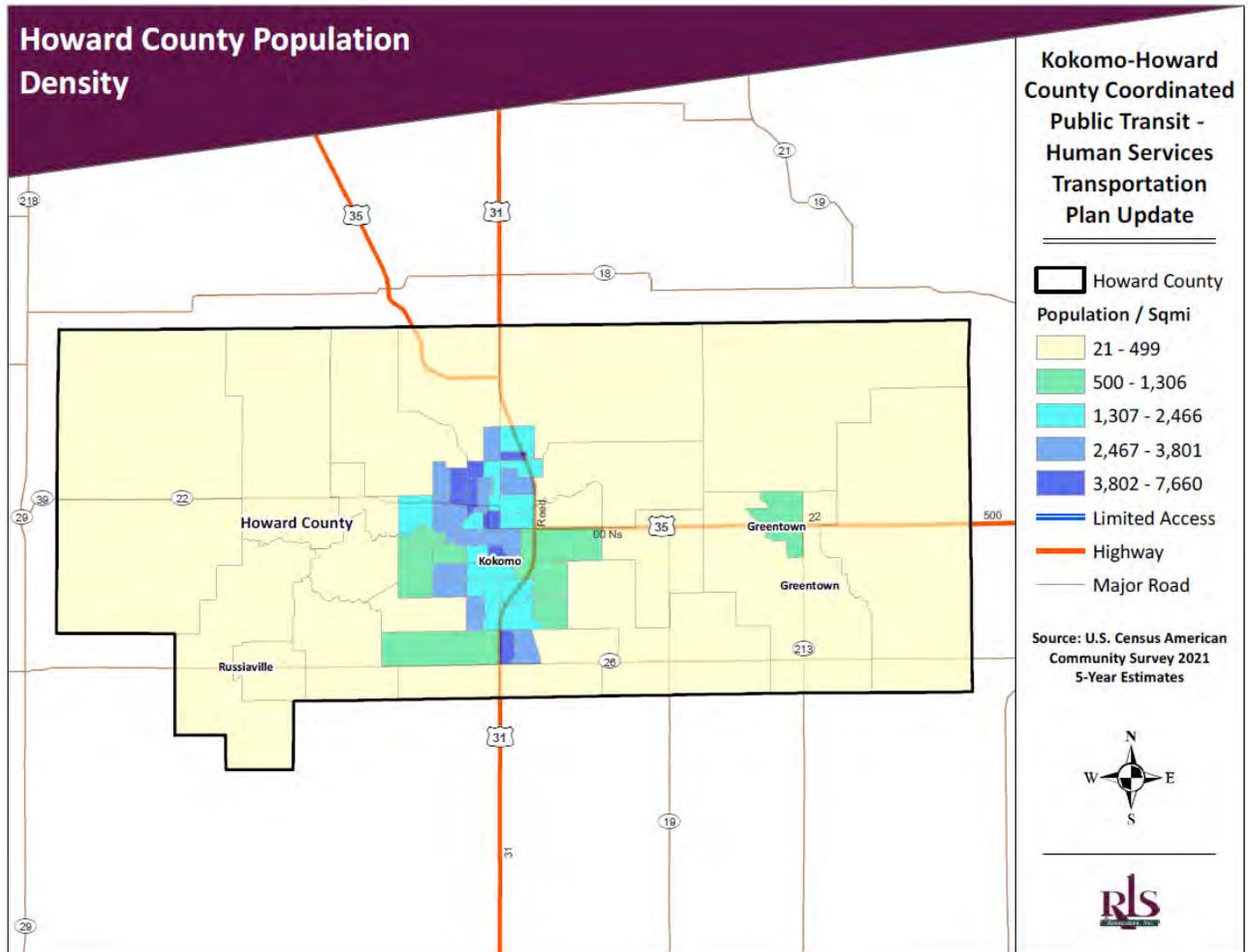


The demographics of an area are a strong indicator of demand for transportation services. Relevant demographic data was collected and is summarized in this section. The data provided in this chapter was gathered from multiple sources, including the U.S. Census Bureau’s 2021 American Community Survey (ACS) Five-Year Estimates and the State of Indiana. These data sources ensure that the most current and accurate information is presented. As a five-year estimate, the ACS data represents a percentage based on a national sample and does not represent a direct population count.

POPULATION DENSITY

Figure 2 displays the population density for Howard County by block group in the KHCGCC planning area. The highest densities of population per square mile are located in the City of Kokomo.

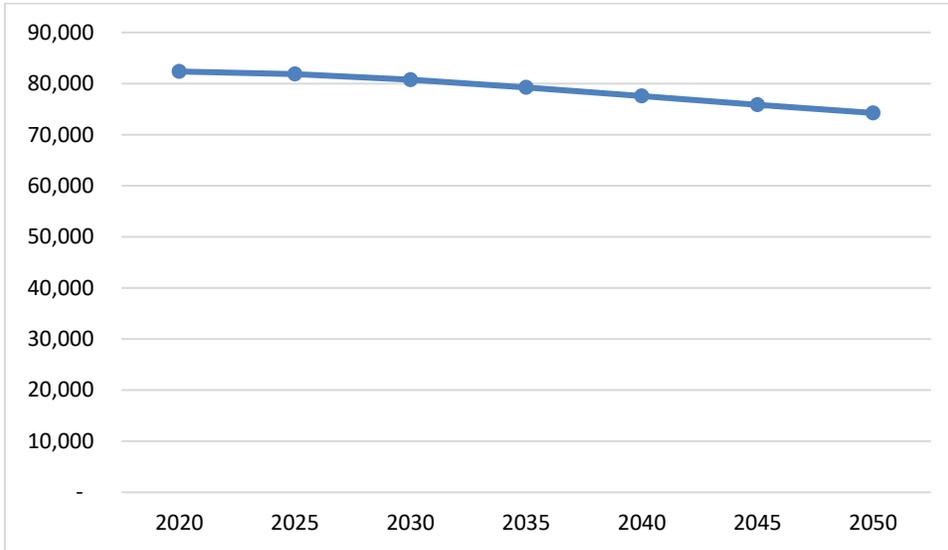
Figure 2: Population Density Map



POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business projects that the Howard County population will fall to 74,250 by 2050, an estimated decrease of 9.9 percent over the population projection for 2020. Figure 3 shows the county's population trend between 2020 and 2050.

Figure 3: Population Growth Projection for Howard County, 2020 – 2050



OLDER ADULT POPULATION

Older adults are most likely to use transportation services when they cannot drive themselves or choose not to drive. This may include self-imposed limitations, including driving at night and trips to more distant destinations. Older adults also tend to be on a limited retirement income, and therefore, public or agency-sponsored transportation services are a more economical alternative to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit demand.

There is a trend in the United States relating to the aging of the population. Increasing numbers of people born during the post-WWII “baby boom” era, defined by the Census Bureau as persons born from 1946 through 1964, are over the age of 65 and are more likely to need alternatives to driving personal vehicles. 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 individuals in this category are younger and healthier than in all previously measured times in our history. Quality of life issues and individuals’ desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need to provide public transit is greatly increased.

Figure 4 shows the population growth projections by age group for Howard County. The “senior” category, representing individuals aged 65 and older, will grow at a rate of 6.2 percent, compared to an average decrease rate of 10.2 percent for all age groups. Figure 5 displays the population percentage of persons over 65 by block group in the KHCGCC planning area.

Figure 4: Population Growth Projections by Age Group for Howard County, 2020 – 2050

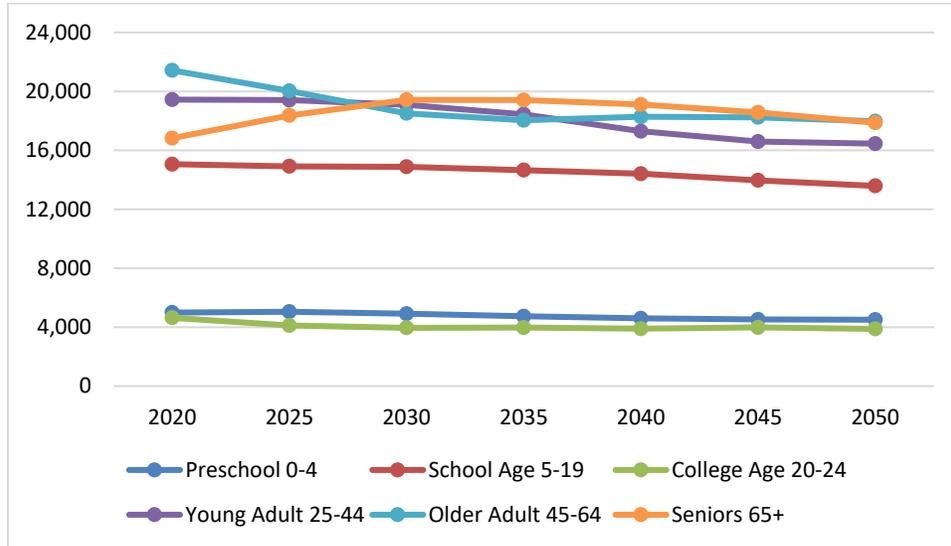
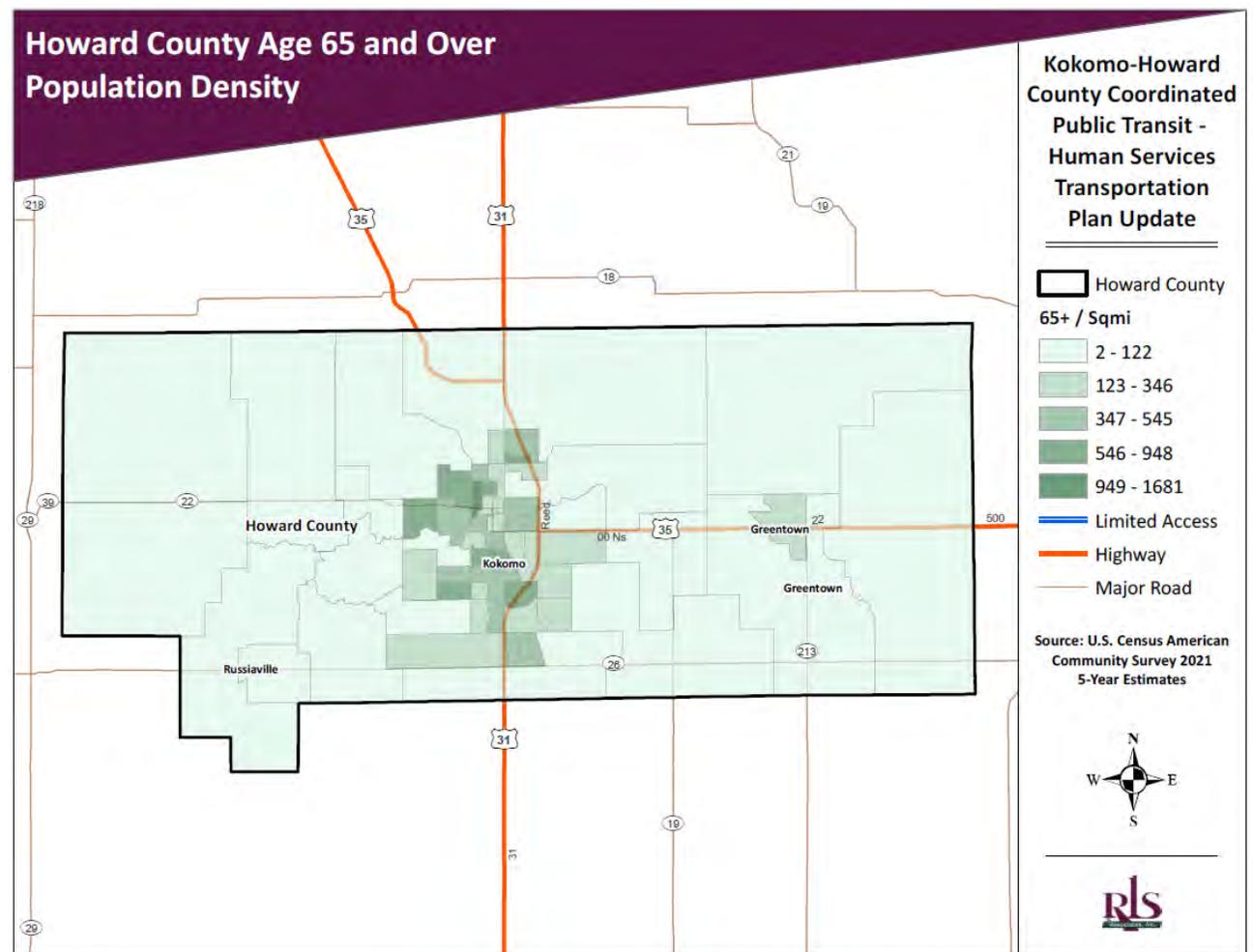


Figure 5: Older Adult Population Density



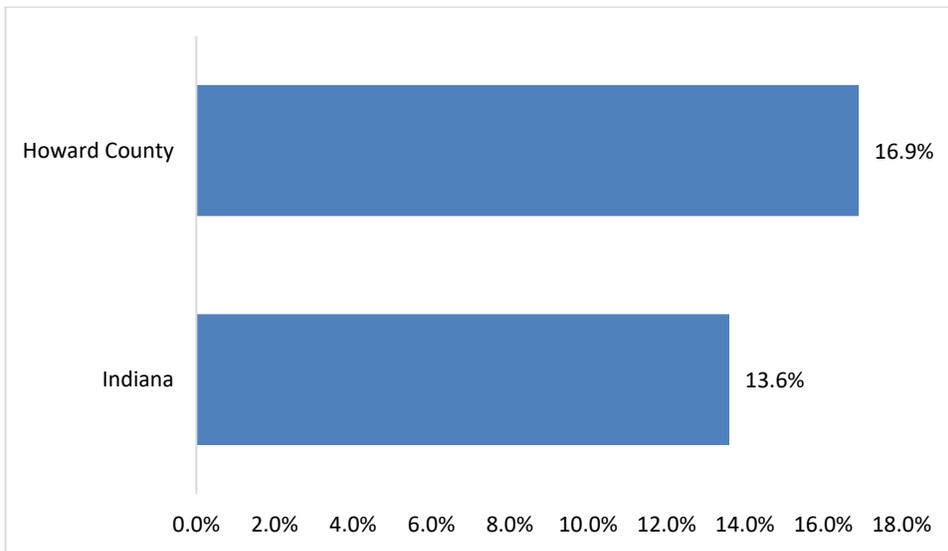
INDIVIDUALS WITH DISABILITIES

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, found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition 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 data for Howard County is available through the 2021 ACS Five-Year Estimates of disability for the non-institutionalized population.

Figure 6 compares the population percentage of individuals with disabilities in Howard County and the entire state. In Howard County, approximately 16.9 percent of the population has a disability.

Figure 6: Disability Incidence



HOUSEHOLD INCOME AND POVERTY STATUS

Figure 7 illustrates the household incomes for the study area according to the 2021 ACS Five-Year Estimates. According to the survey, there are 34,674 households in Howard County. Of those households, 28.1 percent earn less than \$35,000 per year. Of the households earning less than \$35,000, 9.7 percent earned between \$25,000 and \$34,999. Another 3.6 percent earned between \$10,000 and \$24,999, and

5.4 percent earned less than \$10,000 yearly. The median household income for Howard County is \$59,238, as compared to \$61,944 for the state of Indiana.

Figure 7: Distribution of Household Income

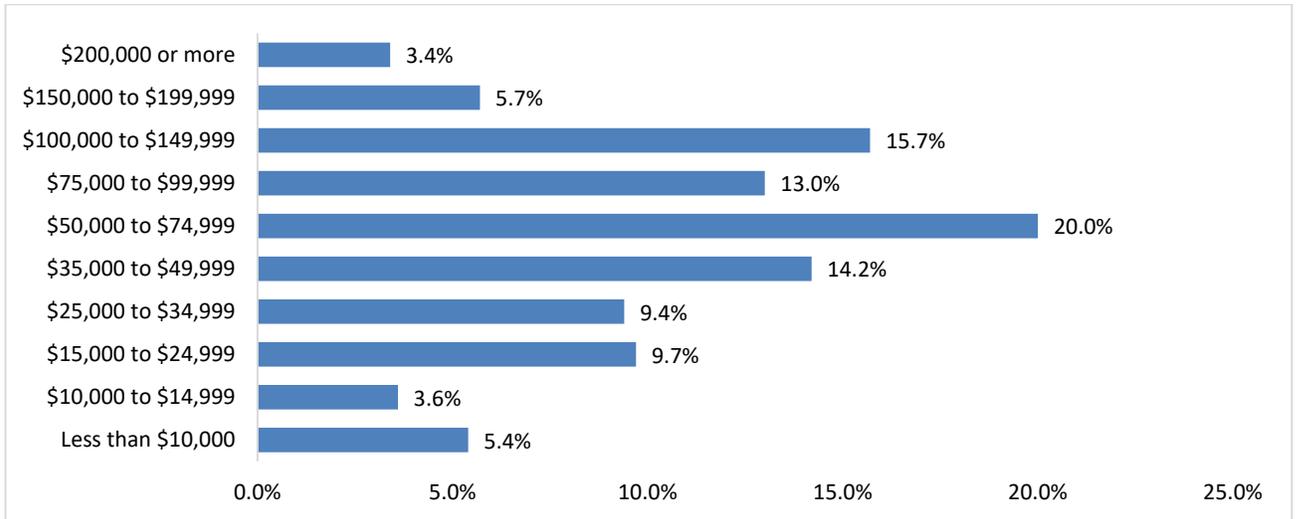


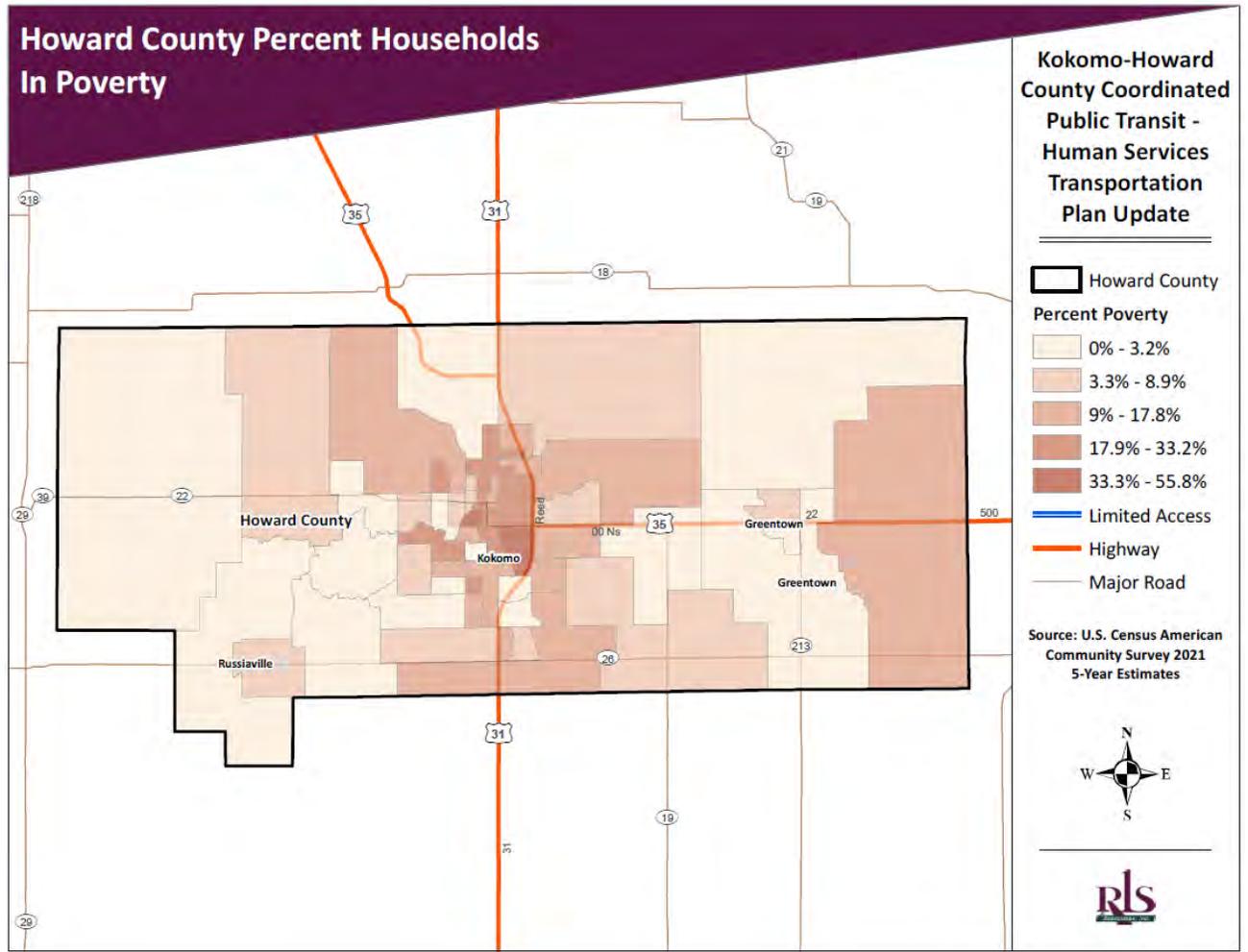
Table 1 illustrates the portion of the population in each area living below the poverty level. When the Census data was reported for 2021, the poverty guideline had been set at an annual income of \$26,500 for a family of four or \$12,880 for an individual. In the City of Kokomo, 8,593 individuals, or 14.5 percent, are in poverty. While Howard County has a slightly lower rate of 11.6 percent, the City of Kokomo has a higher incidence of poverty than 12.5 percent for the State of Indiana.

Table 1: Population Below Poverty

Geography	Population	Poverty	Percent Poverty
City of Kokomo	59,263	8,593	14.5%
Howard County	83,349	9,668	11.6%
Indiana	6,751,340	843,918	12.5%

Figure 8 illustrates the percentage of households living below the poverty level, according to the 2021 ACS Five-Year Estimates. The block groups with the darkest shading have the highest percentage of households living below the poverty level (33.3 to 55.8 percent). These block groups are concentrated in the City of Kokomo, with moderate percentages of households below the poverty level also located in the City of Kokomo.

Figure 8: Households Below the Poverty Level



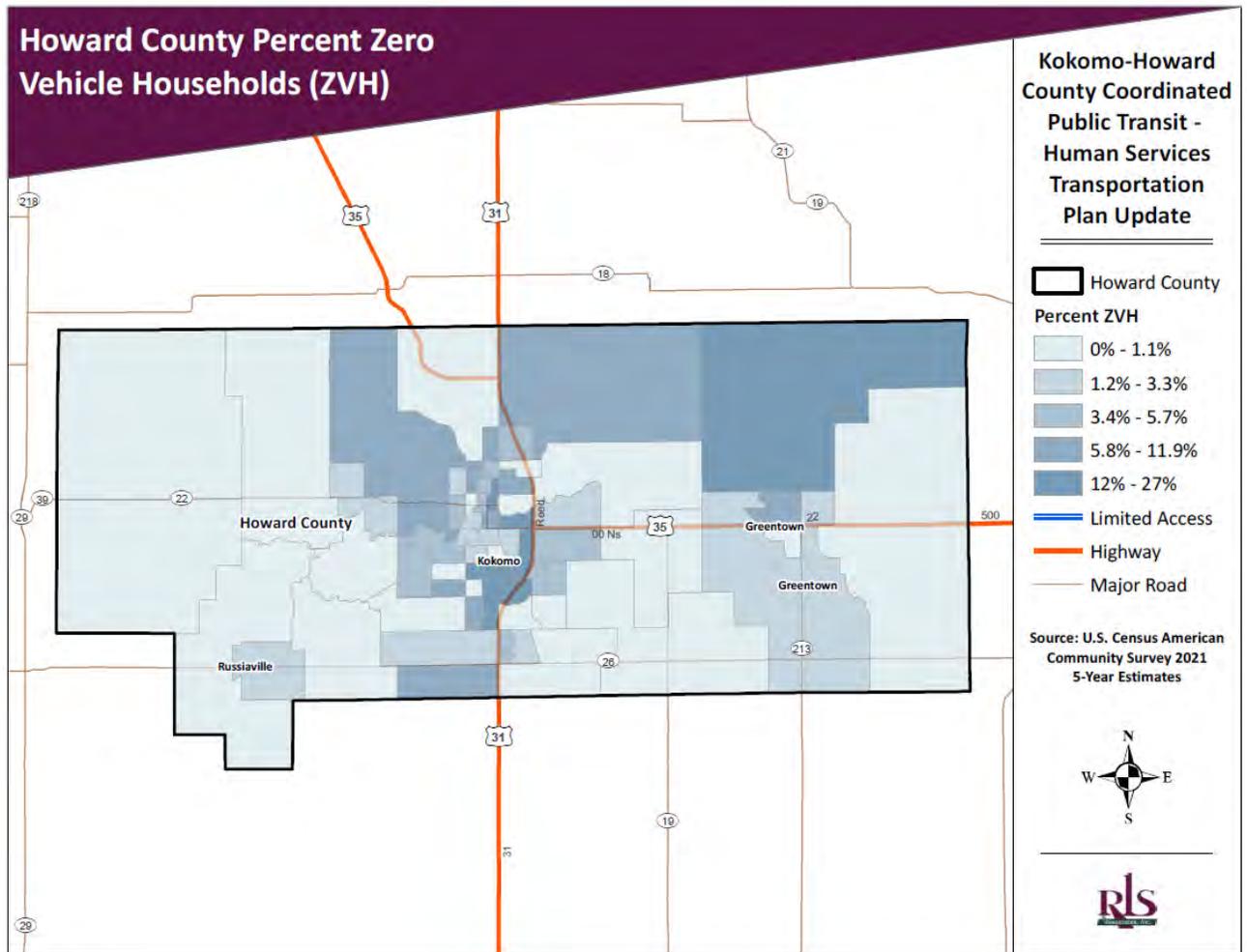
According to data from Stats Indiana, the largest percentage of jobs in Howard County is in the manufacturing sector, at 27.8 percent. Retail trade (12.9 percent), health care and social assistance (14.2 percent), accommodation and food service (11.3 percent), and educational services (5.9 percent) are the next largest employment sectors. Health care, social service, and retail jobs are typically lower-wage sectors. The non-seasonally adjusted unemployment rate for Howard County was 4.8 percent of the labor force in October 2022.

ZERO VEHICLE HOUSEHOLDS

Transportation is typically a household's second-largest expense after housing. The characteristics of the household's neighborhood or community will impact transportation costs. Locations close to services and employment will allow the household to spend less time, energy, and money on transportation, while more spread-out locations may involve higher costs and more time for transportation. The Center for Neighborhood Technology's Housing and Transportation (H+T) Index calculation for Howard County is \$12,748 for the typical household's annual transportation spending, an average of 29 percent of household income. Combining this with the average housing expenses in the county, at 24 percent of average household income, means that the typical household spends 53 percent of its income on housing and transportation. While housing alone is traditionally deemed affordable when consuming no more than 30 percent of income, the H+T Index incorporates transportation costs—usually a household's second-largest expense—to show that location-efficient places can be more livable and affordable. More information about the H+T Index can be found at <https://htaindex.cnt.org/map/>.

Figure 9 illustrates the percentage of housing units with no available vehicle, according to the 2021 ACS Five-Year Estimates. The block groups with the darkest shading have the highest percentage of housing units with no available vehicles. These block groups are in northeast Howard County and northwest in the City of Kokomo, with moderate percentages of zero-vehicle households concentrated in the City of Kokomo. In the block groups with the highest densities of zero-vehicle households, between 12 and 27 percent of households have no access to a vehicle.

Figure 9: Zero Vehicle Household Density



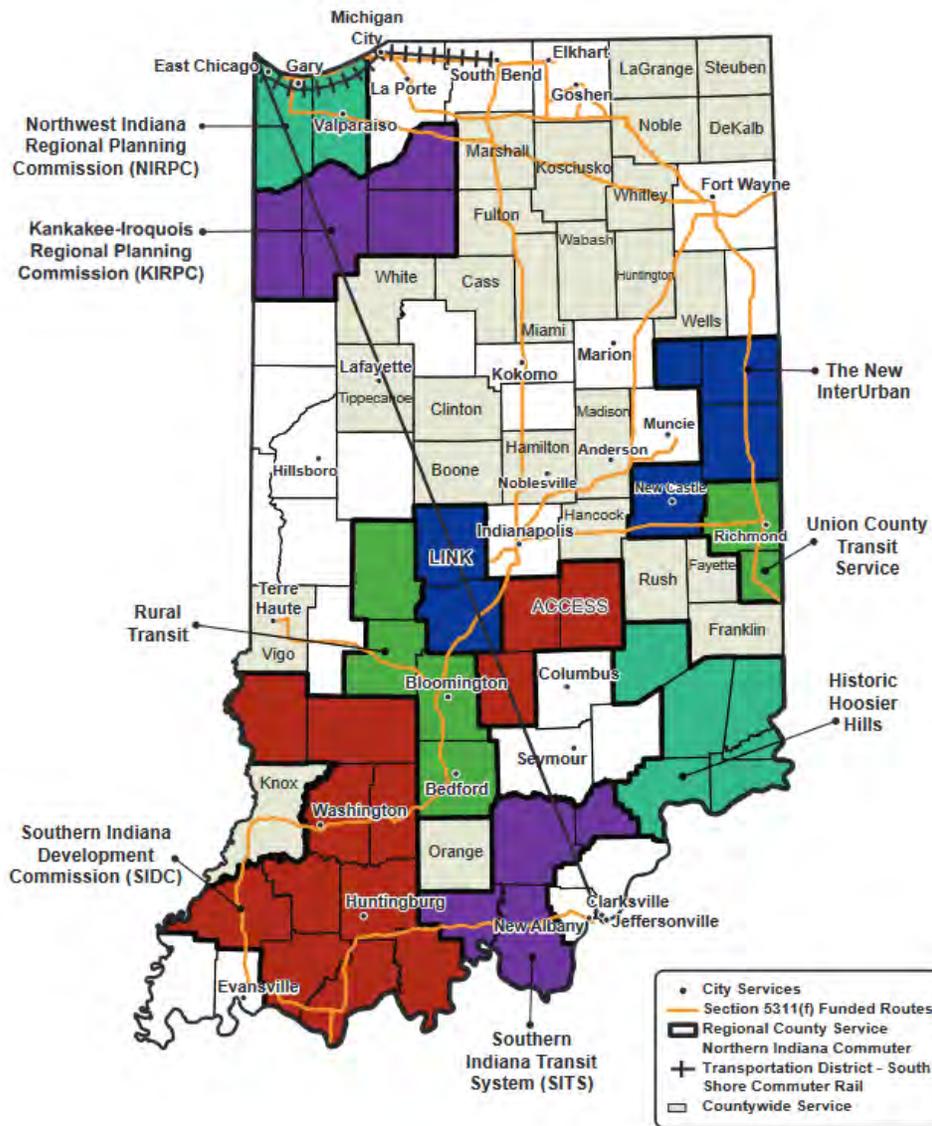
INVENTORY OF EXISTING TRANSPORTATION PROVIDERS

Providers of public and human service transportation were asked to participate in interviews and to share service and asset data to update the transportation provider inventory for the study area. Providers were also invited to participate in a stakeholder meeting to evaluate unmet human service transportation needs and service gaps. The meeting held on July 27, 2022, and described in a later section of this report, included a discussion of goals and strategies/projects to address unmet needs and service gaps, promoting coordination in the delivery of transportation services to maximize the use of resources.

An update of the inventory of provider services and vehicles was obtained through phone interviews and e-mail requests. A set of scripted questions was used for the interviews to ensure that similar information was gathered from all agencies. The provider summaries listed below include providers primarily serving older adults and individuals with disabilities. Some of these agencies primarily provide transportation to their agency consumers but may have the potential to share services with other providers in the future. Public transit agencies, like City-Line Trolley/Spirit of Kokomo, also serve these same populations of older adults and individuals with disabilities within the City of Kokomo.

The map in Figure 10 shows where public transit systems work across the state, including intercity bus connections between cities. Intercity buses in Indiana are operated by private companies but serve a general public purpose and receive public funding for critical route connections. These routes are marked as 5311(f)-funded routes on the map legend.

Figure 10: Public Transit Systems in Indiana



Source: CY 2021 Indiana Public Transit Annual Report

EXISTING TRANSPORTATION RESOURCES

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. In addition to the following human service transportation providers, the Kokomo area is served by the private taxi operators Kokomo Cab, Rite-Away Cab Company, and Kokomo Rides.

Bona Vista

Bona Vista provides 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.

Bridges Outreach

Bridges Outreach is a non-profit organization which provides after-school programs, youth mentoring, and housing support. The organization owns three vans which are used to transport children home from after-school programming.

CAM – Coordinated Assistance Ministries

CAM is a non-profit organization providing supportive services to Kokomo low-income individuals and families. 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. CAM accepts donations from clients who use the transportation program. In 2021, CAM partnered with the United Way of Howard and Tipton Counties to expand the service provided with a program called “Howard County Connect.” The service is offered after the City-Line Trolley service ends to transport riders Monday through Friday, 6:00 p.m. to 11:30 p.m., and Saturday and Sunday from 7:00 a.m. to 7:00 p.m.

Century Villa

Century Villa is a not-for-profit residential rehabilitative and skilled nursing facility in Greentown. It is the only human service agency in Greentown that offers transportation to its clients, utilizing two vans.

City-Line Trolley and Spirit of Kokomo

The City of Kokomo operates City-Line Trolley and the Spirit of Kokomo public transit services. City-Line Trolley is the system’s fixed route service. It operates five routes, Monday through Friday, from 6:30 a.m. to 7:00 p.m. Spirit of Kokomo provides demand response transportation to people eligible for complementary paratransit under the Americans with Disabilities Act as well as older adults. Spirit of Kokomo is available during the same hours as City-Line Trolley.

Community Health

Community Howard Regional Health offers transportation to participants in behavioral health programs. Rides are provided by staff who receive mileage reimbursement for use of their own vehicles.

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. Volunteer drivers provide rides. Residents of nursing homes that 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 hospital in Marion based on one week of advance notice.

Family Service Association of Howard County

Family Service Association provides 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 medical appointments at the VA hospital in Marion. No fare is charged for rides. Rides are provided Monday through Friday, 8:00 a.m. to 4:30 p.m. The agency funds its transportation program through its general operating budget.

Samaritan Caregivers

Samaritan Caregivers assists low-income senior citizens (aged 65 and over) in Howard County, including volunteer transportation. Volunteers use their personal vehicles to provide transportation. The agency prioritizes rides for seniors 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 a.m. to 4:30 p.m. Samaritan Caregivers receives funding for its transportation program from Center Township, the United Way, private foundations, fundraising, and donations.

Table 2: Public, Private, and Human Service Transportation Provider Inventory, 2022

Agency	Type	Eligible Population	Service Area	Description	Fleet Information
Bona Vista	Non-Profit Agency	Individuals with disabilities (agency consumers)	Howard & Cass Counties	Transportation for agency consumers	Fifteen vans
Bridges Outreach	Non-Profit Agency	Program participants	Howard County	Transportation for program participants	Three 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 the facility	Two vans

Agency	Type	Eligible Population	Service Area	Description	Fleet Information
Community Health	Non-Profit Agency	Program participants	Howard County and surrounding areas	Transportation for participants in behavioral health services	Not provided
Disabled American Veterans	Non-Profit Agency	Veterans	From Kokomo to VA Hospitals in Indianapolis, Peru, Fort Wayne, or Marion	Volunteers provide transportation to medical appointments at the VA Hospitals	Vehicles sent to Kokomo upon request
Family Service Association of Howard County	Non-Profit Agency	Agency 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
Kokomo, City of	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	Six trolley buses; 25 cutaway vans; One minivan
Kokomo Rides (Taxi)	Private, For-Profit Company	General Public	No designated area, can accommodate destinations based on request	Taxi service	Not provided
Rite-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
Southeastrans	Private, For-Profit Company	Medicaid beneficiaries	Indiana	Statewide Medicaid non-emergency transportation brokerage	Contracts with multiple providers

NEEDS ASSESSMENT

OVERVIEW

Local human service agencies, all transportation providers serving each county, and the general public were invited to participate in the coordinated transportation plan needs assessment process. A public survey, two community meetings for stakeholders, and the public were used to gather input. The provider interviews described in the previous chapter supplemented the needs assessment. The following paragraphs outline transportation needs identified through public surveys and stakeholder-coordinated transportation meetings.

PUBLIC AND STAKEHOLDER MEETINGS

RLS & Associates facilitated two meetings on July 27, 2022, to discuss unmet needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. The first meeting, held from 2:00 p.m. to 3:30 p.m., was for representatives of community organizations. A second meeting, conducted from 5:00 p.m. to 6:30 p.m., was offered for the public. Both meetings were held in the Louks Conference Room on the first floor of City Hall, 100 South Union Street, Kokomo. Local organizations serving older adults and people with disabilities and city and county government officials were invited to these meetings in a mailing to 118 individuals and organizations. Additionally, a press release was sent to the Kokomo Tribune, and a flyer was posted in the Transfer Center, local government offices, and other venues. The meeting sign-in sheets, mailing list, press release, flyer, and meeting presentation are provided in the appendix. Organizations that were represented at the meetings included:

- ◆ Carver Community Center
- ◆ Child Adult Resource Services
- ◆ City-Line Trolley/Spirit of Kokomo
- ◆ Community Howard Regional Health
- ◆ Community Foundation of Howard County
- ◆ Coordinated Assistance Ministries (CAM)
- ◆ Howard County Plan Commission
- ◆ Howard County Council
- ◆ KHCGCC
- ◆ Kokomo City Council
- ◆ Kokomo School Corporation
- ◆ Minority Health Alliance of Howard County
- ◆ State of Indiana House of Representatives
- ◆ State of Indiana Vocational Rehabilitation
- ◆ United Way of Howard & Tipton Counties

Stakeholder Input Meeting Summary

A community stakeholder meeting on the Coordinated Plan was held at Kokomo City Hall on July 27, 2022. The meeting was attended by fourteen stakeholders, including citizens representing non-profit and social service agencies, city and county government officials, the Kokomo school district transportation department, and an Indiana State Representative. Two RLS consultants facilitated the meeting.

The presentation provided by RLS gave an overview of the Coordinated Plan and expressed why community input is crucial to its success. RLS detailed the current results from the Transportation Public Survey, which is still in process. Stakeholders were encouraged to continue forwarding the survey link to their community members.

To identify gaps in public transportation, each attendee described mobility services provided by their organization (if applicable). Providers of transportation present at the meeting included the City of Kokomo, CAM (Coordinated Assistance Ministries), and Community Howard Regional Health. While the participants were excited to see new organizations filling in some of the gaps in service, they also identified some local organizations that had dissolved or stopped offering transportation, including Project Access and the Mental Health Association of Howard County. The group was unsure of the status of DAV transportation. CAM is one of the few providers offering weekend trips, and the group agreed that this is one of the community's greatest needs. However, CAM does not have nearly enough resources to meet demand.

The presentation reviewed the community's transportation needs identified in its 2018 Coordinated Plan and discussed progress toward those goals. Needs identified in 2018 included transportation to rural areas of the county, to medical appointments in Central and Northern Indiana, after-hours transportation, same-day transportation, improved bus stop infrastructure and connectivity for pedestrians and bicycles, transport for bulk/food pantry shopping, and K-12 Transportation. The group compared the 2018 results to the present needs. Most of the needs remain the same, particularly the capacity for evening and weekend trips; and trips outside of Kokomo (specifically to Russiaville and Greentown). The KHGCC Director noted significant improvement in connectivity, including new trails and paths. One new challenge many organizations identified was recruiting and keeping drivers. A representative from Ivy Tech exchanged contact information with some organizations to refer students who earn their CDLs directly to hiring organizations. The Ivy Tech representative also commented that without Kokomo's Trolley system, many of their students would be unable to attend classes.

The discussion turned to strategies for future coordination. Participants noted that while DAV has a fleet of ADA-accessible vehicles, they have likely ceased operations due to a lack of drivers. There may be an opportunity for collaboration between DAV and other organizations to get those vehicles back in service. KHGCC has a Citizen's Advisory Committee, and the director invited stakeholders to attend meetings. The RLS presenter encouraged participants to continue working together in the future in hopes of forming a committee to explore a test program to fill unmet mobility needs.

Public Input Meeting Summary

A public input meeting on the Coordinated Plan was held at Kokomo City Hall on July 27, 2022. Ten interested community members from various backgrounds attended the meeting, including a nurse, a union representative, a transit supervisor, a town council candidate, and employees of various public service organizations. Two RLS consultants facilitated the meeting.

The presentation from RLS began with an explanation of the purpose of a Coordinated Plan and a review of the current public survey data. RLS asked that attendees spread the word about participating in the survey, especially since most respondents to date were from Kokomo, and more responses were desired from those living in rural communities.

As the conversation turned to mobility needs, access to medical appointments became an apparent priority. Many people from Howard County must travel to Indianapolis and its suburbs to see specialists, and there are few transit options. There are fewer medical transportation options than there were in the past.

Attendees from the general public identified the same issues community stakeholders had regarding the lack of transit options for those in the villages of Greentown and Russiaville. The RLS facilitator explained the availability of Federal funds to help with rural transit and the difficulty in obtaining the necessary local matching funds. In these scenarios, non-profits can sometimes more easily provide solutions, as they are subject to fewer requirements than transit systems.

Other needs and issues identified by participants include the following: a desire for a bus tracking app to make riding local transit more predictable and easy; subsidies for Uber/Lyft rides to and from rural areas; concern for mothers with small children making long treks on public transit to shop for food (and then needing to cross major roads while carrying groceries and children); connecting to Miami and Tipton Counties; and the need to correct the public perception that the Spirit of Kokomo is only for the elderly. The group discussed strategies to address the identified needs. Increasing the number of vendors who accept BDDS (Bureau of Developmental Disability Services) waivers for transportation would be useful. Working directly with local healthcare providers and insurers could lead to additional partnerships to increase mobility to medical appointments. Local businesses, churches, and the YMCA may consider contributing resources to support current non-profit providers.

The group identified an exciting but challenging development in the county. A new EV battery factory is being planned for the Northeast corner of Howard County—the same area the Plan’s data shows has the highest percentage of zero-vehicle homes. The county expects 1,400 new jobs to be created, but there is no public transportation in that area. The facilitator explained Indiana’s Economic Improvement District (EID) funding mechanism and that forming such a partnership could provide funding for transportation to and from these new jobs.

The meeting concluded with a discussion of the next steps in the Coordinated Plan development process, including drafting the Plan and setting goals and strategies based on these conversations. Participants

agreed that interested parties should continue following up on these ideas and perhaps form a committee to take future action on their ideas.

This section provides unmet transportation needs and service gaps identified by meeting participants or during the public survey process. Coordinated transportation stakeholders will consider these unmet needs and gaps in service when developing transportation strategies and grant applications.

RESULTS OF THE GENERAL PUBLIC SURVEY

The following charts outline the results of an online survey of the general public in Howard County. The survey was available from May through August of 2022. The survey was promoted through social media, websites, and posted flyers that provided the survey link and a QR code. The survey instrument is provided in the appendix.

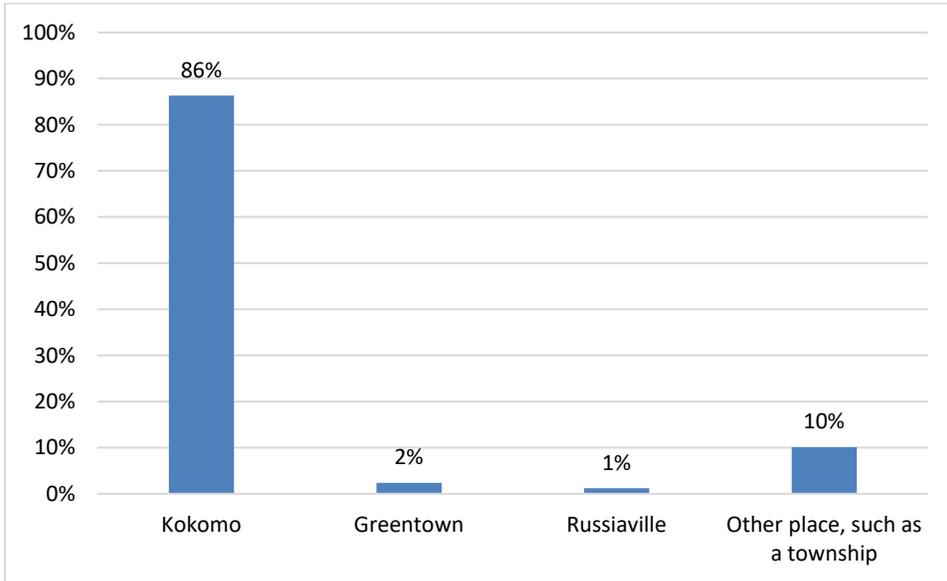
This section includes the information gained from 168 surveys from the general public. Each chart is based on the number of responses received for individual questions. If an individual skipped a question or did not provide an eligible answer, the distribution of responses for that particular question will be based on fewer than 168 surveys. Respondents could select more than one answer on multiple questions, resulting in percentages that add up to more or less than 100 percent for some questions. The survey results are not statistically valid but offer insight into the county's general public's unmet transportation needs and service gaps.

Respondent Demographics

Respondents indicated where they live, their age ranges, and the physical disability status of themselves or members of their households. Figure 11 displays the residential locations of the respondents. The majority resided in Kokomo. Ten percent resided in locations other than Kokomo, Greentown, and Russiaville. These included:

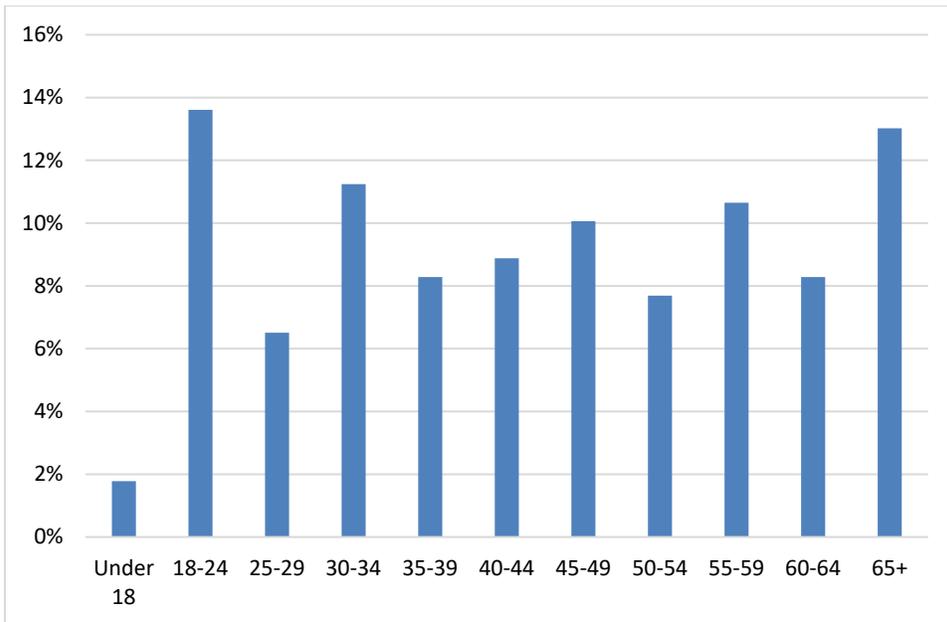
- ◆ Harrison township (3 respondents)
- ◆ Logansport (2 respondents)
- ◆ Wabash (2 respondents)
- ◆ Galveston / Irvin Township
- ◆ Converse
- ◆ Indianapolis
- ◆ 18 and 31
- ◆ Peru
- ◆ Eagle's point
- ◆ Brownsburg
- ◆ Cass County
- ◆ Sharpsville

Figure 11: Where Respondents Live



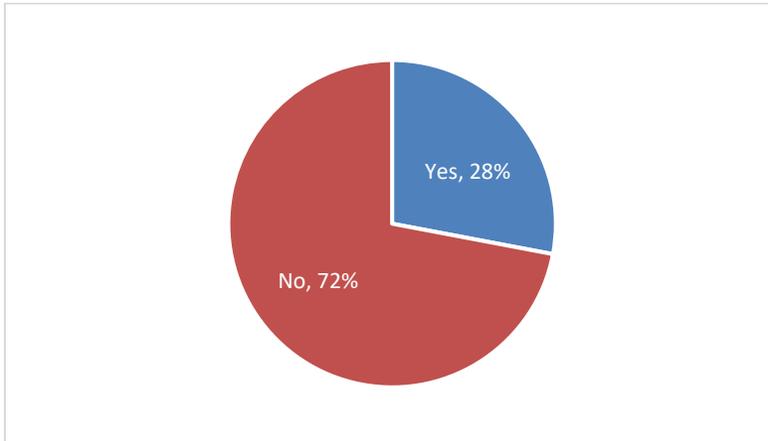
The age ranges of respondents are provided in Figure 12.

Figure 12: Age Ranges of Respondents



Respondents indicated whether they, or a member of their household, has a disability requiring a cane, walker, wheelchair, or another mobility device. Slightly more than one-quarter of respondents answered “yes.”

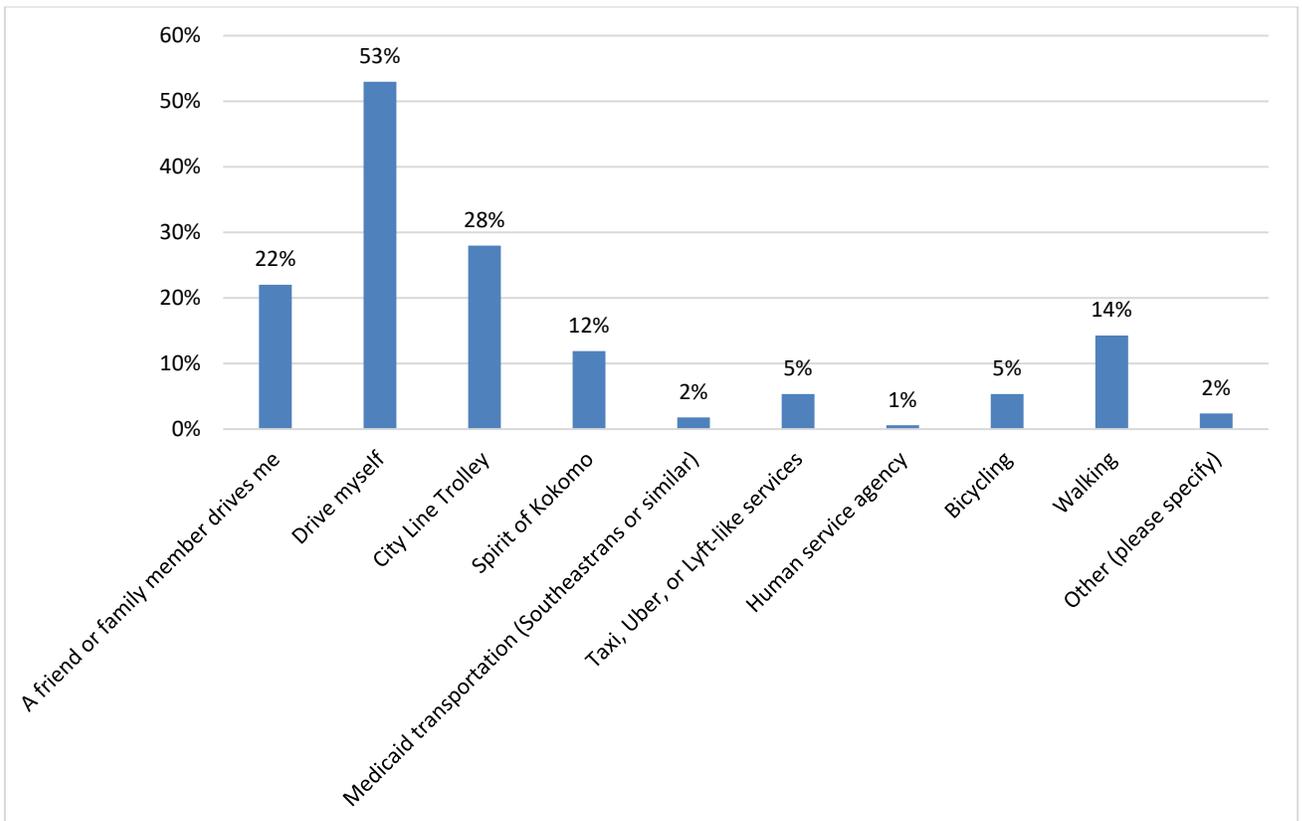
Figure 13: Disability Status (Physical Disability Requiring a Cane, Walker, Wheelchair, or other Device)



Modes of Transportation Used

Survey respondents were asked to report the primary way they travel in Howard County. As indicated in Figure 14, about half of the respondents (53 percent) indicated that they drove their own vehicle, and 28 percent indicated that they used City-Line Trolley. Also, twelve percent of respondents reported that they use Spirit of Kokomo.

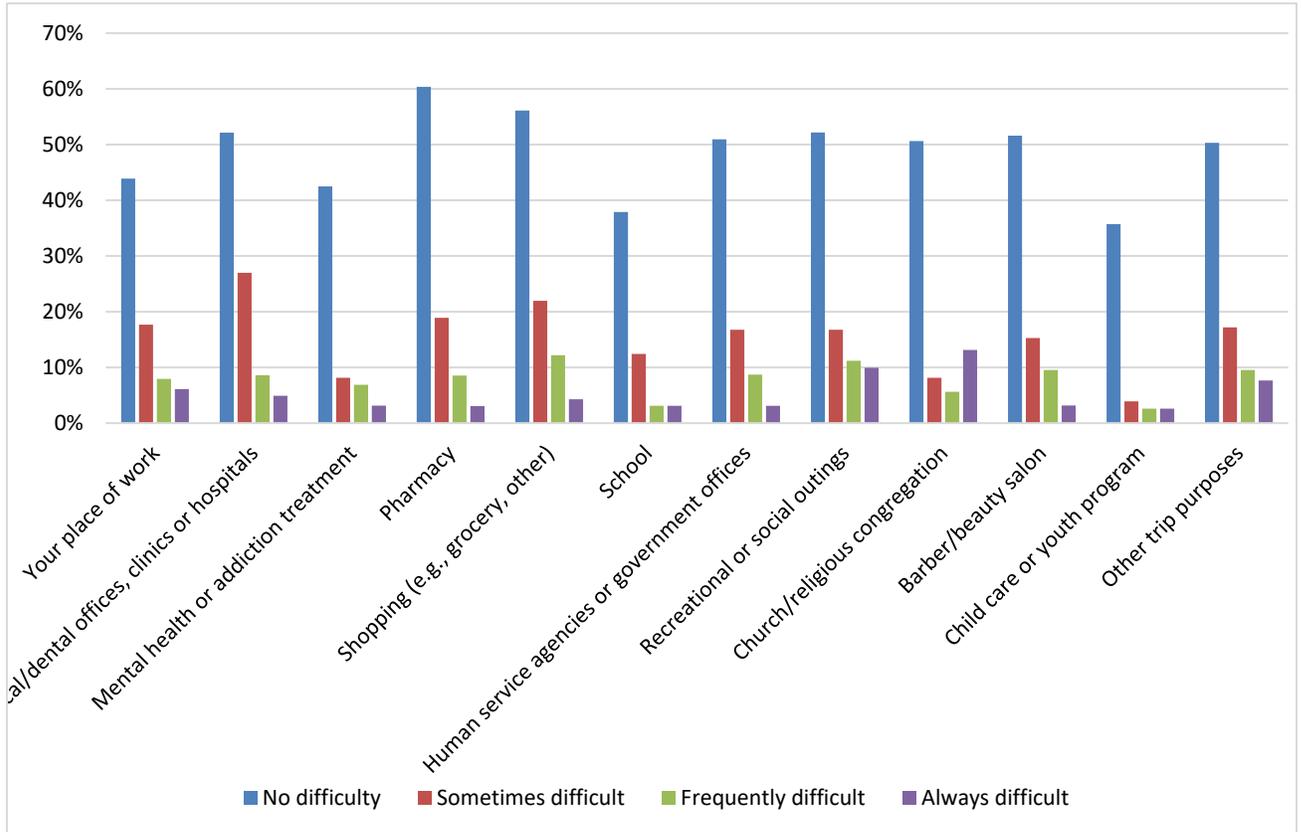
Figure 14: Modes of Transportation Used



Difficulty Getting Needed Transportation

Respondents were asked if they had difficulty getting the transportation they needed to various types of destinations. The results are provided in Figure 15. “Not applicable” responses are left off the chart. The most difficulty was indicated for medical/dental offices, clinics, or hospitals, with 41 percent of respondents selecting ‘sometimes,’ ‘frequently,’ or ‘always difficult.’

Figure 15: Difficulty with Transportation to Specific Destination Types



Days and Times When Transportation is Needed

Respondents were asked what hours of the day and days of the week they most often needed transportation but did not have a ride. Between 40 and 42 percent of respondents said these questions did not apply to them. As shown in Figure 16, most of those with difficulty getting transportation (35 percent) said that transportation was unavailable between 6:00 p.m. and 12:00 a.m. More respondents indicated that transportation was unavailable on Saturdays (39 percent) and Sundays (38 percent) than on weekdays, as shown in Figure 17.

Figure 16: Hours When Transportation is Needed but Unavailable

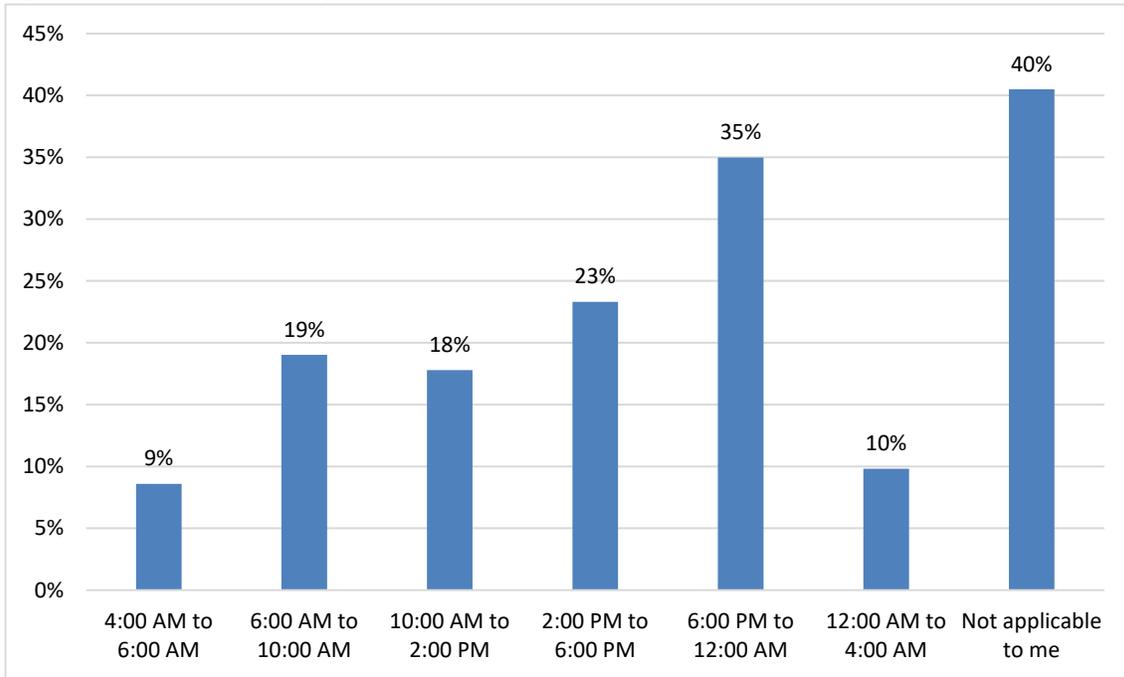
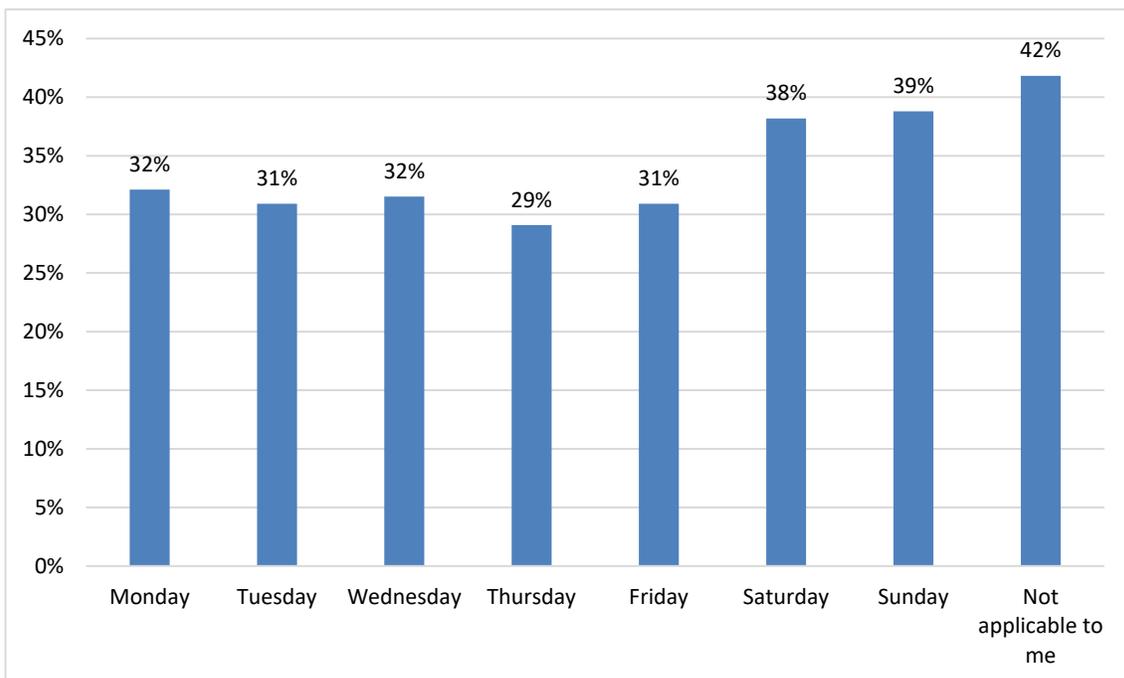


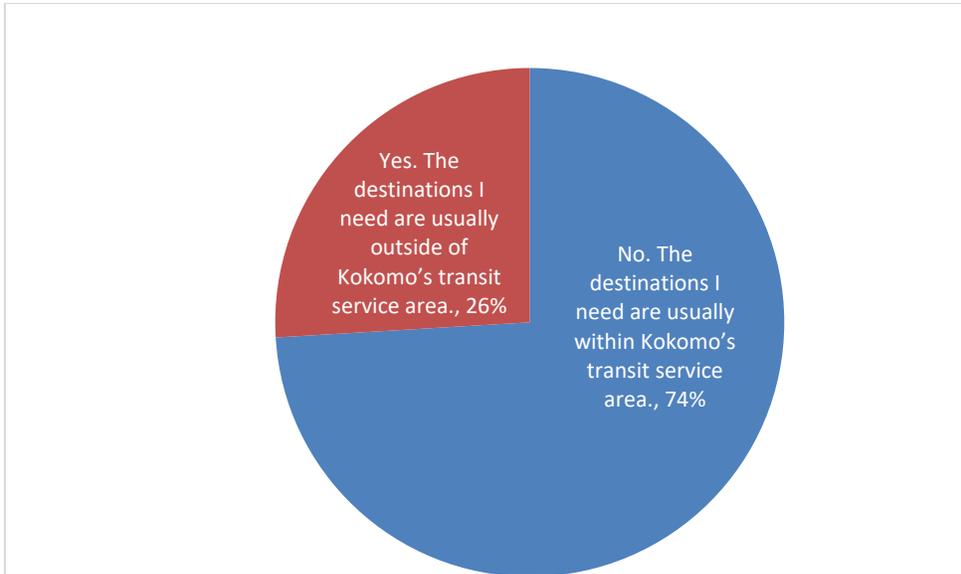
Figure 17: Days When Transportation is Needed but Unavailable



Out-of-City Destinations

Two questions concerned travel to destinations outside the Kokomo transit system’s service area. As shown in Figure 18, 26 percent of respondents have travel needs outside of the service area.

Figure 18: Need for Travel to Destinations Outside of the Transit System’s Service Area



For those who answered “yes,” a follow-up question was included regarding the specific destinations.

The responses were:

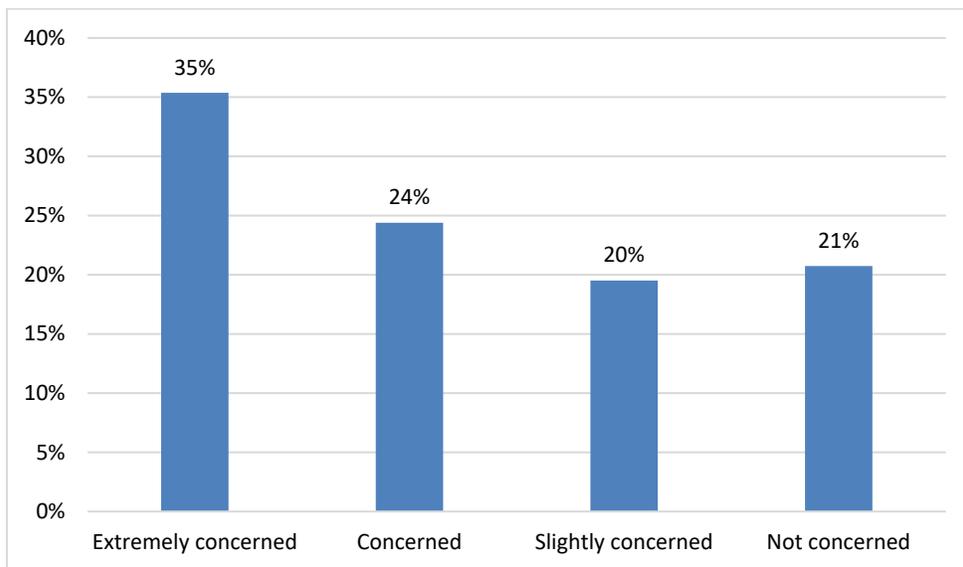
- ◆ Bona Vista’s buildings on Plate and Laguna.
- ◆ Carmel, Fishers, Indy
- ◆ Cass and Miami County
- ◆ Doctors
- ◆ Doctors in Fishers, Lafayette, and Logansport. Not all of us have medical transport. I had to pay a taxi \$300 to go to Indianapolis, but I would have paid a larger amount for a connecting service that could have connected with some of Indy's services. Several specialists are not in the Kokomo area for individuals, their aging loved ones, and children.
- ◆ Family recreational activities and shopping.
- ◆ Greentown, Tipton, Peru
- ◆ I don’t drive except in Howard County, so doctors in Indianapolis are hard to get to
- ◆ I need transportation from my house to doctors' offices in Kokomo, particularly if the weather is bad and unsafe for me to drive.
- ◆ Indianapolis (3 respondents)
- ◆ Indianapolis Airport
- ◆ Indianapolis and Noblesville
- ◆ Indianapolis for doctors and extended education
- ◆ Indianapolis St Vincent Hospital
- ◆ Indianapolis St Vincent Oncologist
- ◆ IU North Hospital
- ◆ Just certain jobs

- ◆ Kingston Green Apartments
- ◆ Lafayette (2 respondents)
- ◆ Local factory area, Industrial Park, and the surrounding area of Kokomo
- ◆ My doctor was supposed psychologist is an hour and 45-minute drive from here, and the buses don't do that
- ◆ My work areas in Muncie and Indianapolis
- ◆ Nursing home - Carmel
- ◆ Out of town Doctors & Hospitals
- ◆ Possible places of employment near malls or shopping complexes along Reed road.
- ◆ Riley Hospital (2 respondents)
- ◆ Russiaville
- ◆ Russiaville & Greentown
- ◆ Sometimes do need to go out of town for mental health appointments.
- ◆ The main trolley of Kokomo only services a few main roads. This is inconvenient for every person who relies on this form of transportation. I appreciate the effort, but it is not very helpful for those using the current system.
- ◆ Tipton
- ◆ To and from work; to Greentown and Kokomo.
- ◆ Travel to Indianapolis for doctor's appointments or to get to the airport
- ◆ Wabash county

Concern about the Availability of Affordable Public Transportation Options

Respondents answered, “Are you concerned that, in the future, you or a friend/family member in Howard County may not drive and will need affordable public transportation options?” The majority (79 percent) indicated some level of concern, as shown in Figure 19.

Figure 19: Concern about the Availability of Affordable Public Transportation Options



The Benefit of Additional Transportation Services

The final question on the survey was, “Would having more transportation services (such as public transit or senior transportation) where you live benefit you or someone you know in Howard County? If so, please tell us how it would help.” Eighty-two individuals answered this open-ended question. The full responses are provided in the appendix. Affordable transportation for the aging population was mentioned frequently as a need. Another common concern was transportation to employers outside of City-Line Trolley's days and hours of operation. Multiple comments reference Howard County Connect, which provides some rides in the evenings and on weekends when public transit is unavailable but has too little capacity to transport the number of people who call the program for rides. Multiple respondents also expressed that transportation is needed in rural areas of Howard County outside of the transit system's service area. The responses represent individuals with transportation needs and several human service organization representatives who work with clients such as seniors, people with developmental disabilities, individuals undergoing addiction treatment, and low-income individuals.

NEEDS IDENTIFIED IN THE 2018 COORDINATED PLAN

The 2018 Coordinated Public Transit Human Services Transportation Plan included a summary of unmet needs identified by local stakeholders and ascertained through surveying and demographic analysis. The identified unmet needs were:

- ◆ **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. There is no provider of affordable transportation to residents of the rural areas of Howard County.
- ◆ **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 throughout Central and Northern Indiana, including Hamilton County (Carmel, Westfield, Noblesville, Fishers), Marion County (Indianapolis), Tippecanoe County (Lafayette) and Allen County (Fort Wayne).
- ◆ **Early Morning, After-Hours, and Weekend Transportation in Kokomo and Rural Areas of Howard County:** Rides are needed on City-Line Trolley and Spirit of Kokomo in the later evening hours and on Saturdays and Sundays. Additionally, rides are needed to dialysis centers for treatment that begins as early as 6:00 a.m. and ends as late as 8:00 p.m.
- ◆ **Same-Day Transportation Service:** Spirit of Kokomo requires customers, at a minimum, to call the day before to schedule a ride. Medicaid non-emergency medical transportation (NEMT) brokerages require a two-day notice. Taxi services are available but are not affordable to people with low incomes.
- ◆ **Improved Bus Stop Infrastructure and Connectivity for Pedestrians and Bicyclists:** Some City-Line Trolley bus stops need additional infrastructure to improve safety and accessibility, including shelters, sidewalks, bus pull-outs, and bicycle racks.
- ◆ **Transportation for Bulk Shopping and Food Pantry Visits:** City-Line Trolley and Spirit of Kokomo customers are limited to boarding with the number of bags they can carry on their laps due to seating capacity constraints. Customers who visit food pantries or grocery stores for more items need alternatives to obtain the food they need within a single trip.

- ◆ **K-12 Student Transportation:** When a parent is unavailable to transport their children, the Kokomo and Howard County school districts’ pupil transportation does not meet the needs of families with children who attend school outside their home districts or participate in after-school activities.

UPDATED UNMET NEEDS AND GAPS IN SERVICE

The unmet transportation needs and service gaps listed in Table 3 were identified by reviewing the input received in the survey, stakeholder input meetings, demographic analysis, and the 2018 plan. Following the table, each need or gap identified in 2022 is explained in further detail. These needs were presented to the local stakeholders at a virtual meeting on the GoToMeeting platform on October 27, 2022, at 1:30 p.m. During the meeting, the attendees discussed how they would prioritize their needs and used the Poll Everywhere application to select their highest-priority needs. The presentation, notes, and polling results from this meeting are in the appendix. Table 3 also identifies the 2022 Coordinated Plan Update goal associated with each need. Goal descriptions are provided the Implementation Plan.

Table 3: Unmet Needs and Gaps in Service

2018 Need/Gap	2022 Need/Gap	Priority Level	Goal
Transportation service for rural areas of Howard County	Transportation service for rural areas of Howard County	High	2
Transportation service to medical facilities in Central and Northern Indiana	Transportation service to medical facilities in Kokomo and outside Howard County	Medium	2
Early morning, after-hours, and weekend transportation in Kokomo and rural areas of Howard County	Early morning, after-hours, and weekend transportation in Kokomo and rural areas of Howard County	Medium	2
Same-day transportation service	Same-day transportation service	Medium	2, 3
Improved bus stop infrastructure and connectivity for pedestrians and bicyclists	Improved bus stop infrastructure and connectivity for pedestrians and bicyclists	Medium	2
Transportation for bulk shopping and food pantry visits	Transportation for bulk shopping and food pantry visits that accommodates parents with children	Medium	2
K-12 student transportation	K-12 student transportation	Low	2
N/A	Scheduled ride transportation that is customized for people with developmental disabilities	Low	2, 3
N/A	Point-to-point rides, similar to Uber/Lyft, in lower-population areas of Kokomo/Howard County	Medium	2, 3

2018 Need/Gap	2022 Need/Gap	Priority Level	Goal
N/A	Transportation for workers commuting to the future electric vehicle battery plant in northeast Kokomo	Low	2

Transportation Service for Rural Areas of Howard County

City-Line Trolley and Spirit of Kokomo continue to serve only the City of Kokomo due to the restrictions of their local funding sources. While some human service agency clients in rural areas are served by agency-sponsored transportation, there is no provider of affordable transportation for residents of the rural areas of Howard County. Rural residents, particularly those residing in Greentown and Russiaville, need transportation to Kokomo and areas outside of Howard County. This need is acute for individuals with disabilities, senior citizens, and low-income people.

Transportation Service to Medical Facilities in Kokomo and Outside Howard County

Non-driving residents of Kokomo, rural Howard County, and Miami and Tipton Counties continue to need transportation to medical facilities in metropolitan areas throughout the state, including Kokomo and the Indianapolis/Carmel area. Rides provided by private transportation services, such as taxis, are cost-prohibitive. Some local medical transportation providers have gone out of business due to the COVID-19 pandemic and changes in Medicaid transportation funding practices.

Early Morning, After-hours, and Weekend Transportation in Kokomo and Rural Areas of Howard County

City-Line Trolley and Spirit of Kokomo operate on weekdays only from 6:30 a.m. to 7:00 p.m. KHCGCC has analyzed the cost of adding public transit service on weekends and found that it would be cost-prohibitive without significant increases in government funding. Coordinated Assistance Ministries (CAM) provides Howard County Connect, a service offered on weekdays from 6:00 p.m. to 11:30 p.m. and Saturday and Sunday from 7:00 a.m. to 7:00 p.m. However, the service’s capacity is limited to approximately 11 rides per weekday and 24 per weekend day (approximately 103 rides per week). CAM would need additional operating funds to expand its capacity.

Same-day Transportation Service

Same-day transportation continues to be a need in 2022. Spirit of Kokomo requires customers, at a minimum, to call the day before to schedule a ride. Uber and Lyft provide service in Kokomo, but it is not robust. Attendees at the public and stakeholder input meetings raised the idea of subsidizing Uber or Lyft so that more people have consistent access to on-demand transportation. The community has some taxi operators, but their rates are not affordable to many people with unmet transportation needs.

Improved Bus Stop Infrastructure, Security, and Connectivity for Pedestrians and Bicyclists

Some City-Line Trolley stops have been upgraded with new shelters since the 2018 plan. The 2022 needs assessment identified an interest in cameras and other security measures at major bus stops and connecting trails or sidewalks. Suggestions in the 2018 needs assessment 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 that Accommodates Parents with Children

City-Line Trolley and Spirit of Kokomo customers are limited to boarding with the number of bags they can carry on their laps. Customers who visit food pantries or grocery stores for larger amounts of items need an alternative to public transit to obtain the food they need within a single trip. This need was identified in 2018. At the 2022 meetings, multiple attendees said they were concerned about parents shopping alone with small children, navigating busy roadways on foot, sometimes with strollers, to carry home cumbersome amounts of groceries.

K-12 Student Transportation

Transportation for students attending school outside of their home district, or utilizing after-school programs, was a need in the 2018 plan that is still unmet in 2022. Although City-Line Trolley does not operate outside of the Kokomo school district, the system does serve students participating in many after-school programs and has expanded the Orange Line to the city's high school, supporting the transportation needs of students participating in after-school activities.

Demand Response Transportation that is Customized for People with Developmental Disabilities

Individuals with developmental disabilities who use public transit sometimes need more predictability and customization in their service. For example, they may only be able to use transportation if they have a consistent pick-up and drop-off time, a specially trained driver, or other service characteristics. In some cases, a service that is more specialized than public transit may be the most effective way to meet the needs of a person with a developmental disability. The transit system is investigating the requirements and cost of adding a smartphone app that informs customers of the vehicle's arrival time to assist customers waiting for their pick-up.

Point-to-Point Rides, Similar to Uber/Lyft, in Lower-Population Areas of Kokomo/Howard County

Where population density or trip generators are insufficient to justify the cost of operating fixed routes, demand response services can fill in the gaps. Spirit of Kokomo and for-profit taxi operators are used by local residents who meet Spirit of Kokomo's eligibility criteria or can afford a taxi. A convenient, affordable option is needed for the general public who do not live near City-Line Trolley routes.

Transportation for Workers Commuting to Future Electric Vehicle Battery Plant in Northeast Kokomo

The corporations Stellantis and Samsung SDI will open a lithium-ion battery production plant on the northeast side of Kokomo in 2025, adding 1,400 jobs. The site's location is not on a City-Line Trolley route. Adding a commuting option to serve the plant will open up new employment opportunities for low-income adults in Kokomo. Residents of rural Howard County and Miami and Tipton Counties would also benefit from a commuting option to this future employment center.

PROGRESS SINCE THE 2018 PLAN AND CONTINUING CHALLENGES TO COORDINATED TRANSPORTATION

There are numerous challenges to coordinating human service agencies and public transportation in any community or region. Some of the unmet transportation needs listed in Table 3 are unmet either because of the difficulty of implementing strategies that will address them, or funding to support the activity is unavailable. While these needs remain a top priority, some may take more time to implement because of the necessary steps and changes that must precede them. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed, and/or they are a step that will improve the likelihood of implementing a priority improvement.

During the stakeholder meetings, participants mentioned that inadequate funding and the real and perceived limitations on using available funding resources create challenges to achieving a higher level of service or service expansions. It is also critical for individuals to champion the cause of improved transportation actively. Change requires leadership with long-term commitment and the ability to generate buy-in and support from the right players.

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

IMPLEMENTATION PLAN

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 community's transportation needs 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 goals and strategies serve as inspiration and direction for future coordinated efforts of community stakeholders. Four coordinated transportation goals are provided to address the unmet needs. The coordinated transportation goals are as follows:

- ◆ Goal 1: Increase Communication Between Transportation Providers and Stakeholders
- ◆ Goal 2: Expand Transportation Services for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public
- ◆ Goal 3: Adopt New Technologies to Enhance Customer Service and Increase Efficiency
- ◆ Goal 4: Increase Participation in Initiatives to Enhance Mobility

STRATEGIES FOR IMPLEMENTATION

The following strategies are needed to make further progress on the accepted goals. These strategies were presented to the local stakeholders at the virtual meeting on October 27, 2022, at 1:30 p.m. on the GoToMeeting platform. During the meeting, the attendees discussed how they would prioritize the strategies and used the Poll Everywhere application to select their highest-priority strategies. The presentation, notes, and polling results from this meeting are in the appendix.

The following paragraphs outline the timeframe, responsible party, and performance measure(s) for implementation of each of the above-noted coordination goals and objectives. The implementation timeframes/milestones are defined as follows:

- ◆ Immediate – Activities to be addressed immediately
- ◆ Near-term – Activities to be achieved within 1 to 12 months
- ◆ Mid-term – Activities to be achieved within 13 to 24 months
- ◆ Long-term – Activities to be achieved within 2 to 4 years
- ◆ Ongoing – Activities that either have been implemented prior to this report, or will be implemented at the earliest feasible time and will require ongoing activity

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

GOAL 1: INCREASE COMMUNICATION BETWEEN TRANSPORTATION PROVIDERS AND STAKEHOLDERS

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

Strategy 1.1: Establish 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 participating in a committee to discuss the Coordinated Plan Update strategies regularly. 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, healthcare providers, and private transportation operators that serve the general public.

The Citizen’s Advisory Committee on Transit (CAC) is 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. KHCGCC convenes the Citizen’s Advisory Committee. KHCGCC has offered to expand the committee's scope to include countywide transportation coordination concerns.

The CAC would devote time to networking and discussion at its meetings to advance the higher-priority strategies outlined in this plan.

Implementation Timeframe	Immediate and ongoing
Staffing Implications	Staff time from all stakeholder agencies and leadership from at least one agency to provide meaningful participation in meetings.

Approximate Budget	Minimal expense for staff time to participate in meetings and contribute leadership to initiatives.
Potential Funding Sources	Not required
Responsible Parties	KHCGCC will invite Coordinated Plan participants to the 2023 meetings of the CAC.
Performance Measures	<ul style="list-style-type: none"> ◆ The committee includes representation from transportation providers and agencies serving older adults, people with disabilities, and people with low incomes. ◆ The committee implements at least one new coordination activity annually to support the Coordinated Plan’s updated high-priority strategies. Activities could range from shared information and grant writing to trip sharing and coordinated transfers. ◆ The committee shares information with and seeks input from the transit system’s Citizens Advisory Committee on its work to advance the Coordinated Plan Update’s high-priority strategies.
Priority Level	◆ Medium

GOAL 2: EXPAND TRANSPORTATION SERVICES FOR OLDER ADULTS, PEOPLE WITH DISABILITIES, LOW-INCOME INDIVIDUALS, AND THE GENERAL PUBLIC

Expanded transportation services could meet various unmet needs identified in this plan. Different types of service expansions could meet the needs for affordable transportation in rural areas of Howard County or during times when the City of Kokomo transit services are unavailable.

Strategy 2.1: Add Capacity to Howard County Connect

The two most critical gaps in transportation service in Howard County are the lack of service outside of Kokomo city limits and the unavailability of public transit in the city or the county during evenings and weekends. As noted in the section on updated unmet needs and gaps in service, Howard County Connect is offered on weekdays from 6:00 p.m. to 11:30 p.m. and Saturday and Sunday from 7:00 a.m. to 7:00 p.m. CAM would need additional operating and capital funds to expand its capacity. With only two vans, and a limited supply of operating funds, the service is unable to provide more than approximately 100 trips per week.

With additional resources, Howard County Connect could expand to serve rural areas during daytime hours on weekdays and provide additional rides during its existing hours on evenings and weekends to all areas of Howard County.

Implementation Timeframe	Mid-term (13 to 24 months)
Staffing Implications	Staff time from CAM would be necessary to pursue resources for expansion, such as meeting with potential funders, enrolling as a provider with various state human service programs, and writing grant applications. For ongoing transportation operations, CAM would have to hire additional drivers and, potentially, other staff (e.g., managers, dispatchers, or maintenance personnel).
Approximate Budget	The budget is scalable; greater funding will allow for more capacity.
Potential Funding Sources	INDOT Section 5310 grants for vehicles; human service transportation revenue (e.g., Medicaid non-emergency medical transportation; Medicaid Waiver programs; Older Americans Act); hospital systems; local government funds; charitable giving
Responsible Parties	Coordinated Assistance Ministries
Performance Measures	<ul style="list-style-type: none"> ◆ Number of vehicles added to the fleet ◆ Number of additional rides provided ◆ Number of customers served
Priority Level	◆ High

Strategy 2.2: Initiate Demand Response Public Transportation Service in Rural Areas Outside of the City Limits

Howard County is one of the Indiana counties that does not have countywide public transit service. Even a small transportation program to provide rides to the general public outside the city limits would benefit people who cannot drive or do not have a vehicle available to them. Early steps toward implementation could include forming a committee of interested community stakeholders, working with potential funders to identify operating and capital funds for the expansion, and initiating a service planning study.

Implementation Timeframe	Long-term (2 to 4 years)
Staffing Implications	No additional staff is required during the planning stages, but additional time by existing staff will be necessary for conducting preliminary research and holding meetings with interested stakeholders. A new or existing organization would have to hire drivers and other personnel to launch a new transportation program.
Approximate Budget	The budget is scalable; greater funding will allow for more capacity. A modest rural public transit service of approximately four vehicles running on weekdays would have

	operating costs of \$300,000 to \$500,000 per year, depending on the service hours for each vehicle.
Potential Funding Sources	INDOT Section 5311 grants for operating and capital expenses; local government funds or human service transportation revenue (e.g., Medicaid non-emergency medical transportation; Medicaid Waiver programs; Older Americans Act) for local match. Section 5311 operating funds require a 50% local match.
Responsible Parties	Howard County, KHCGCC, City of Kokomo, and Citizen’s Advisory Committee members would conduct initial meetings to discuss this strategy. A lead organization would need to be identified to carry the program forward by securing funding and creating a service plan.
Performance Measures	<ul style="list-style-type: none"> ◆ Number of vehicles added to public transit fleet ◆ Number of additional rides provided ◆ Number of customers served
Priority Level	◆ High

Strategy 2.3: Establish a City-Line Trolley Fixed Route to Serve Key Employment Locations

The public input process for this plan identified a need for bus service to industrial parks to provide access for the city’s low-income population to a large number of job opportunities. In particular, the Stellantis/Samsung SDI electric vehicle battery plant that will open in 2025 is not accessible on a current transit route.

The Central Indiana Regional Transportation Authority (CIRTA) and its municipal partners have been able to establish Workforce Connector bus routes that operate similarly. These bus routes connect Indianapolis with suburban industrial parks in Plainfield and Whitestown. CIRTA’s first Workforce Connector was established in 2012 with pilot demonstration grant funding. When this funding source was exhausted, landowners established an Economic Improvement District (EID) to raise funding to continue the service. Since then, two additional EIDs have been formed to fund CIRTA bus routes. EIDs involve special assessments for parcels within designated boundaries selected by participating landowners. The districts are created by petitioning a local municipality with a petition signed by 60 percent of landowners representing 60 percent of the assessed value. An EID must be contiguous but may exclude parcels.

The industrial park landowners could potentially form an EID to generate enough funding for City-Line Trolley to offer a fixed route to the area. The budget for this route would depend on its hours and the costs associated with launching and marketing the route.

Implementation Timeframe	Long-term (2 to 4 years)
Staffing Implications	No additional staff is required during the planning stages, but additional time by existing staff will be necessary for conducting preliminary research and holding meetings with interested stakeholders. A new or existing organization would have to hire drivers and other personnel to launch a new transportation program.
Approximate Budget	The budget would be scalable based on the amount of capacity provided to rural areas of the county. Running additional City-Line Trolley service would cost approximately \$61 per vehicle service hour. This is City-Line Trolley’s 2021 operating cost per hour; it would be subject to inflation.
Potential Funding Sources	FTA Section 5307 funding for operating and capital expenses, provided that the FTA allocation of this funding to the Kokomo Urbanized Area increases in future years; local government funds; EID funds. Section 5307 operating funds require a 50% local match.
Responsible Parties	City of Kokomo and KHCGCC
Performance Measures	<ul style="list-style-type: none"> ◆ Number of route miles and hours added to City-Line Trolley system ◆ Number of additional rides provided ◆ Number of customers served
Priority Level	◆ Low

Strategy 2.4: Add Infrastructure to Bus Stops to Improve Accessibility

Some City-Line Trolley stops have been upgraded with new shelters since the 2018 plan. The 2022 needs assessment identified an interest in shelters, seating, cameras, and other security measures at major bus stops and connecting trails or sidewalks. Suggestions in the 2018 needs assessment 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, 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.

Implementation Timeframe	Long-term (2 to 4 years)
Staffing Implications	No additional staff is required during the planning stages, but additional time by existing staff will be necessary to coordinate and construct bus stop enhancements.

Approximate Budget	The budget would be scalable based on the nature and amount of bus stop enhancements.
Potential Funding Sources	FTA Section 5307 or FTA Section 5310 funding for capital expenses, provided that the FTA allocation of this funding to the Kokomo Urbanized Area increases in future years; local government funds. FTA capital funds require a 20% local match. FTA Section 5310 funds must be expended on improvements to enhance bus stops in a manner consistent with the objectives of the Section 5310 program (enhance transportation for older adults and people with disabilities), such as improvements to bus stop accessibility.
Responsible Parties	City of Kokomo and KHCGCC
Performance Measures	◆ The number of bus stops improved
Priority Level	◆ Medium

GOAL 3: ADOPT NEW TECHNOLOGIES TO ENHANCE CUSTOMER SERVICE AND INCREASE EFFICIENCY

Strategy 3.1: Add Customer-Facing Technology for Tracking Transit Vehicles

Customer-facing transit smartphone apps can provide transit riders with greater independence and flexibility. Real-time information shows where buses are on the map and estimates when they will arrive at the customer’s stop. These apps are convenient for customers and provide efficiency to transit systems because inbound phone inquiries are reduced.

Implementation Timeframe	Mid-term (13-24 months)
Staffing Implications	Staff time to evaluate technology alternatives and participate in training.
Approximate Budget	The cost would depend on how much the app could be added to the transit system’s existing technology or if a larger-scale technology upgrade was required to add this functionality.
Potential Funding Sources	FTA Section 5307 or 5339 funding for capital expenses, local government funds for match (capital FTA grants require 20% local match).
Responsible Parties	City of Kokomo and KHCGCC
Performance Measures	◆ Number of customers who download and use the app
Priority Level	◆ High

Strategy 3.2 Scheduling and Dispatching Technology for Howard County Connect

Howard County Connect currently schedules rides without transportation scheduling/dispatching software. Because the program is growing, the software must operate efficiently and provide reliable customer service.

Implementation Timeframe	Mid-term (13-24 months)
Staffing Implications	Staff time to evaluate technology alternatives and participate in training.
Approximate Budget	The cost would depend on the nature of the software purchased. Simple software programs are available for small transportation operations. Pricing can be obtained by contacting software vendors.
Potential Funding Sources	Human service transportation revenue (e.g., Medicaid non-emergency medical transportation; Medicaid Waiver programs; Older Americans Act); hospital systems; local government funds; charitable giving
Responsible Parties	Coordinated Assistance Ministries
Performance Measures	◆ Implementation of software by CAM
Priority Level	◆ Medium

GOAL 4: INCREASE PARTICIPATION IN INITIATIVES TO ENHANCE MOBILITY

Strategy 4.1: Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations

INCOST is the most active statewide association for rural and specialized transportation providers. Participation is not limited to public transit systems; human service agencies may also participate. INCOST meets regularly to discuss statewide policy issues and networks to find solutions to common problems. The organization holds an annual conference. The Indiana Transportation Association (ITA) and the Public Transportation Council of Indiana also focus on transportation issues.

Many other interest groups and advocacy organizations discuss transportation issues and advocate for improvements. For example, the Governor’s Council for People with Disabilities conducted a statewide study revealing that transportation is one of the top needs for their constituents, prompting new policy and program discussion. The National Federation for the Blind has similar state and local chapters. The American Planning Association organizes professionals that care deeply about filling infrastructure gaps. Health by Design advocates for increased transportation funding and built environment changes that increase accessibility and quality of life. Participation in these and other statewide networks may lead to opportunities for new grants, pilot projects, and funding partnerships.

Implementation Timeframe	Immediate and Ongoing
Staffing Implications	Staff time to provide meaningful participation in meetings.
Approximate Budget	Minimal expense for staff time to participate in meetings and contribute leadership to initiatives.
Potential Funding Sources	Not required
Responsible Parties	Public and human service transportation providers and local transportation advocates
Performance Measures	<ul style="list-style-type: none"> ◆ Number of representatives from Howard County organizations who attend meetings of INCOST and other statewide organizations ◆ Number of contacts with state-level policymakers about transportation needs and funding concerns
Priority Level	◆ Low

Strategy 4.2: Educate Local Elected Officials About Transportation Needs

Transportation providers and stakeholders must educate County Commissioners, City Council members, and other local elected officials about the value of public transit and human service transportation. The disconnect between transit and other transportation programs (roads and bridges) can be resolved by bringing transit conversations and trainings to the notice of elected officials.

Implementation Timeframe	Immediate and Ongoing
Staffing Implications	Staff time to provide meaningful participation in meetings.
Approximate Budget	Minimal expense for staff time to participate in meetings and contribute leadership to initiatives.
Potential Funding Sources	Not required
Responsible Parties	Public and human service transportation providers and local transportation advocates
Performance Measures	◆ Number of networking and outreach activities that are used to educate local policymakers about transportation needs
Priority Level	◆ Medium

POTENTIAL GRANT APPLICATIONS

The following table outlines the strategies and objectives designated to achieve the locally identified transportation goals intended to meet local unmet transportation needs, reduce duplication, and improve coordination of human service agency and transportation provider resources. The table includes strategies eligible for implementation with the assistance of a grant from the Transportation for Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310) and the Urbanized Area Formula Grants Program (Section 5307)/Formula Grants for Rural Areas (Section 5311) programs for public transportation providers. Page numbers are provided in Table 4 for quick reference to detailed information for each objective.

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

The implementation timeframe for each strategy ranges from the date of this report through 2026. It is noted that a coordinated transportation working group (such as a regional coordination committee) should update this plan annually and as new coordinated transportation strategies and objectives are developed.

Table 4: Implementation Key

Goal 1: Increase Communication Between Transportation Providers and Stakeholders			
Page Number	Strategy Number	Objective/Strategy Description	Priority
36	1.1	Establish a Coordination Committee	Medium
Goal 2: Expand Transportation Services for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public			
Page Number	Strategy Number	Objective/Strategy Description	Priority
37	2.1	Add Capacity to Howard County Connect	High
38	2.2	Initiate Demand Response Public Transportation Service in Rural Areas Outside of the City of Kokomo Limits	High
39	2.3	Establish a City-Line Trolley Route to Key Employment Locations	Low
40	2.4	Add Infrastructure to Bus Stops to Improve Accessibility	Medium
Goal 3: Adopt New Technologies to Enhance Customer Service and Increase Efficiency			
Page Number	Strategy Number	Objective/Strategy Description	Priority
41	3.1	Add Customer-Facing Technology for Tracking Transit Vehicles	High
42	3.2	Scheduling and Dispatching Technology for Howard County Connect	Medium

Goal 4: Increase Participation in Initiatives to Enhance Mobility			
Page Number	Strategy Number	Objective/Strategy Description	Priority
42	4.1	Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations	Low
43	4.2	Educate Local Elected Officials About Transportation Needs	Medium

APPENDIX: SURVEY INSTRUMENT, OPEN-ENDED RESPONSES, AND OUTREACH DOCUMENTATION

City of Kokomo/Howard County Transportation Survey

Kokomo-Howard County Governmental Coordinating Council is conducting this survey in an effort to identify the transportation needs of people living in Kokomo and rural areas of Howard County.

Thank you in advance for your time. **We will not ask for your name or address and individual survey responses will not be made public.** For more information, please contact Bethany Renner at RLS & Associates at (937) 299-5007.

1. Where do you live?

- Kokomo
- Greentown
- Russiaville
- Other place, such as a township:

2. What is your age group?

- Under 18
- 18-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65+

3. Do you or a member of your household have a disability that requires you/them to use a cane, walker, wheelchair, and/or other device to help you get around?

- Yes
- No

4. What is the primary way you travel in Howard County?

- A friend or family member drives me
- Drive myself
- City-Line Trolley
- Spirit of Kokomo
- Medicaid transportation (Southeastrans or similar)
- Taxi, Uber, or Lyft-like services
- Human service agency
- Bicycling
- Walking

Other (please specify)

5. Do you have difficulty getting the transportation you need to any of the following types of destinations?

	No difficulty	Sometimes difficult	Frequently difficult	Always difficult	Not applicable to me
Your place of work	<input type="checkbox"/>				
Medical/dental offices, clinics or hospitals	<input type="checkbox"/>				
Mental health or addiction treatment	<input type="checkbox"/>				
Pharmacy	<input type="checkbox"/>				
Shopping (e.g., grocery, other)	<input type="checkbox"/>				
School	<input type="checkbox"/>				
Human service agencies or government offices	<input type="checkbox"/>				
Recreational or social outings	<input type="checkbox"/>				
Church/religious congregation	<input type="checkbox"/>				
Other trip purposes	<input type="checkbox"/>				

6. During what hours of the day do you most often need transportation but do not have a ride? (Please select all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> 4:00 AM to 6:00 AM | <input type="checkbox"/> 6:00 PM to 12:00 AM |
| <input type="checkbox"/> 6:00 AM to 10:00 AM | <input type="checkbox"/> 12:00 AM to 4:00 AM |
| <input type="checkbox"/> 10:00 AM to 2:00 PM | <input type="checkbox"/> Not applicable to me |
| <input type="checkbox"/> 2:00 PM to 6:00 PM | |
| <input type="checkbox"/> Other (please specify) | |
-

7. What days of the week do you most often need transportation but do not have a ride? (Please select all that apply.)

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- Not applicable to me

8. Do you need to travel to destinations outside of the area served by the City of Kokomo's transit system for work, medical care, shopping, or other reasons?

- No. The destinations I need are usually within Kokomo's transit service area.
- Yes. The destinations I need are usually outside of Kokomo's transit service area.

9. If applicable, to what destinations outside of the area currently served by the City of Kokomo's transit system do you most often need to travel?

10. Are you concerned that, in the future, you or a friend/family member in Howard County may not drive and will need affordable public transportation options?

- Extremely concerned
- Concerned
- Slightly concerned
- Not concerned

11. Would having more transportation services (such as public transit or senior transportation) where you live benefit you or someone you know in Howard County? If so, please tell us how it would help.

If returning this survey by mail, please send to:

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

Thank you for your time!

Responses to “Would having more transportation services (such as public transit or senior transportation) where you live benefit you or someone you know in Howard County? If so, please tell us how it would help.”

- ◆ A trolley stop on Plate Street between Markland and Hoffer.
- ◆ Ability to go to work when the trolleys don't run
- ◆ Adding a bus that travels from Greentown to Kokomo and vice versa, including Russiaville
- ◆ Affordable senior transportation that is wheelchair accessible needs to be available throughout Howard County and to the Westfield/Carmel area for medical appointments.
- ◆ As I become less and less confident of driving, I will need another option.
- ◆ As we age, services are needed.
- ◆ Being able to find employment that doesn't hinge on the trolley map and schedule would be helpful.
- ◆ Could pursue wider opportunities.
- ◆ Greatly benefit to have more transportation services and would increase options for employment hours in the evenings/weekends. Many larger employers have evening and weekend hours and need employees, some of whom do not have reliable transportation during those time periods.
- ◆ Having more transportation services, signage on trolley and stations, and benches at every single stop would help extremely helpful with my worries for friends and family who will be using our public transportation systems. When my fiance was attending freshman year of college at ivy tech, he would use the trolley to get to work and college. On seemingly random days he would have to call for a ride because lines had been closed, and there were no signs posted about these closures at pick up/drop off sites. This information could be made more readily available so other people do not have to struggle with finding a ride.
- ◆ Having public transport like the trolley run later than 6 p.m. and at least Saturday if not the whole weekend would be very helpful
- ◆ Having these services can help reduce health barriers and economic barriers by letting individuals who cannot drive continue to be caregivers and keep loved ones out of assisted living, therefore reducing an economic strain on the family and the system. As a blind caretaker, I have traveled frequently and struggled with the local taxis when the Spirit was not available. Additionally, more sidewalks would help put more people on the city transport if the Spirit is not available due to a shortage of drivers, leaving it to individuals who specifically need it.
- ◆ Howard county is public transportation desert. How do we get to and from the airport in Indy or the train station? Or to medical care? The only way is to drive. Why do we have absolutely no public transportation to the biggest city on our state?
- ◆ I am a state social worker in Howard County. The Howard County Connect was great at first but now is over utilized and you can't get a ride when needed. The application for the Spirit Bus is too complicated. Medical Providers assume the Spirit Bus is only for those with dementia and are elderly. Specifically, Community Behavioral Health staff are refusing to signed the Spirt Bus applications for individuals with mental health issues who due to prescriptions shouldn't be taking driving and have difficulty navigating the current trolly system. I have one client that lost his job as the trolly ride was vary from 1-3hrs to get to work.
- ◆ I am an employment specialist supporting adults in Howard County. The main barrier the people I support face is transportation. It is upsetting and frustrating for the people I support and myself as we try to navigate this barrier with the current transportation options Kokomo offers. The trolley does not take the people I support to a close enough bus stop to make it worth the hassle of using public transportation to begin with. Then, they do not meet the qualifications for the Spirit Bus

which is supposed to support elderly citizens and those with various disabilities. It doesn't make sense why the people I support are not approved and it is only adding to the barrier the people I support face. I appreciate Howard County looking into this as it has been quite challenging. Additional stops, a consistent schedule, and expanding who is considered "disabled" in order to use the Spirit bus would be helpful for the people I support. Thank you.

- ◆ I am unable to attend all family functions such as my children's, grandchildren and great grandchildren birthdays or holiday gatherings that happen on the weekends. There is no wheelchair accessible transportation available for social gatherings after 6 p.m. and nothing on the weekends or holidays.
- ◆ I don't believe so, it should be sufficient with the amount of transportation we have
- ◆ I live just outside the city limits, where I do not have public transportation.
- ◆ I think it would definitely benefit others
- ◆ I work with people who have disabilities. Most of my clients do not drive. Most people that I work with are very thankful for the Spirit Bus and Trolley. The largest issue my clients run up against though, is their need to get transportation to and from work outside of the Spirit Bus hours. Several of my clients have had to reject a job offer because they would not have transportation to get to and from work on weeknights or weekends. While the addition of Howard County Connect has been very helpful for several of my clients, it is hard to rely on it for transportation to and from work shifts, due to the sheer demand for evening and weekend transportation (when the Spirit Bus is not running). This is not a complaint against Howard County Connect. Quite the opposite, in fact. It is stated to show how much additional need there is for more public transportation in the evening hours and on weekends. Because of this, many of my clients and I would encourage you to consider adding more vehicles to the Howard County Connect fleet, or consider using already-owned Spirit Bus vehicles during these times. Thank you so much for the opportunity to share these thoughts.
- ◆ I would like to see it extended to outside of kokomo and later times like until 9 p.m.
- ◆ If it were more available on Saturday and Sunday would be great and after 6 p.m.
- ◆ If the trolley got closer than a half mile to me, I wouldn't need the Spirit bus so often.
- ◆ It will help me because I'm a full-time student doing clinicals and I get off after trolley stops running and on weekends.
- ◆ It would be beneficial to have more transportation options that is reliable and convenient to obtain and maintain employment (the day to day).
- ◆ It would help if the services were ran more often. I know staffing is thin but every hour is not enough. Also weekend services would be great.
- ◆ Less stress about getting to dr appt,s and such
- ◆ Many citizens without vehicles are taken advantage of by drivers, taxi, Uber ect.
- ◆ Medical appts; groceries
- ◆ More and more seniors are becoming dependent upon assisted transportation. Also, there is safety concerns as well from panhandlers and homeless.
- ◆ more rude service and more locations for the trolley and advertising to convince people it's a safe and economical source of transportation and not just the poor
- ◆ N/A
- ◆ No
- ◆ no
- ◆ None.
- ◆ Not familiar enough with the program resources.

- ◆ Public transportation in Russiaville does not currently exist. If my car broke down, I would not have a way to get to work other than a taxi service.
- ◆ Senior transport for people in nursing homes to get to activities or their family.
- ◆ Senior transportation would allow me to get out and improve my mental and physical well-being. Thank you for looking in this.
- ◆ Sure, but I live out in the country by Young America. Public transportation isn't really a viable option for me, and not economic for companies to undergo a public transportation option out in the country.
- ◆ The buses don't run after I get off work. I can't shop or run errands. I can't shop on weekends because the buses don't run on weekends.
- ◆ Very much so.
- ◆ With aging parents, I can see the potential benefits of senior transportation, if they would not be too stubborn to use it.
- ◆ Working in the health care profession, I absolutely believe our city would benefit from having more resources for transportation to aid our elderly. Many miss appointments due to lack of transportation and the end result is caring for them in the hospital. At times it is difficult to discharge people from the hospital because they do not have a ride home. A good resource to speak with would maybe be the case managers at St. Jo hospital. I know they could probably speak towards its benefit to the community.
- ◆ Would benefit me if I was able to get transport at my home reliably when I'm not able to get out by myself.
- ◆ Would love extended hours for senior transportation
- ◆ Yes
- ◆ Yes
- ◆ Yes
- ◆ yes
- ◆ Yes because sometimes I can't get to where I am going
- ◆ Yes having a complex network of transportation services would and currently does help me, while I could get a ride it is easier in most cases for me to just get on the trolley as I once I get downtown most things are within decent walking distance if I need to do something downtown.
- ◆ Yes I work in the child care industry and so many parents need help with transportation to and from their day care. Please keep the local transit system because it helps people get to work and school.
- ◆ Yes it definitely would. Sometimes I'm not available to take family to their destination or pick family up. Need transportation for people who don't work days. We need transportation availability after 6 p.m.
- ◆ Yes putting some public bus may help people and reduce the traffics load
- ◆ Yes they need a trolley stop out at Vinton Woods cause in wintertime you have to walk through parking lot and it's always slick.
- ◆ Yes! I have trouble getting to the grocery store and Doctor appointments.
- ◆ Yes! I need transportation to my work and childcare at Bona Vista.
- ◆ Yes, because of vision, and health it's hard to travel outside kokomo
- ◆ Yes, definitely
- ◆ Yes, expanding weekend and evening service (adding vehicles and increasing funding to Howard County Connect would be extremely helpful especially to individuals who work evenings.
- ◆ Yes, having more available transportation options would benefit many people who either don't, can't or won't drive themselves or other people, having access to (free) transportation helps them

live their lives). Instead of being bound to walking distances. Having more public transportations will help many sorts of people ranging from small kids to elderly people even more so for disabled or bound people who don't have access for themselves ((little movement, like canes, wheelchairs, walkers)).

- ◆ Yes, I have a son with mental disabilities and having a provider that can transport him to and from work from his home in Greentown would be greatly helpful!
- ◆ Yes, I think there are very limited transportation options for someone who does not have a vehicle. If I had car trouble, I don't feel like there are any options for me outside of asking family members or friends.
- ◆ Yes, it would at least be great if the trolley ran under extended hours
- ◆ Yes, it would benefit me, because my main methods of transportation will soon become bicycle and public transit. If I had a bus stop closer to my apartment complex, it would make it easier for me to commute to work or to the grocery store. Public transit is extremely important for reducing road congestion and helping to combat the profound effect of combustion-engine vehicles on the environment by reducing the quantity and frequency of vehicles on the road.
- ◆ Yes, it would make things much easier on everyone.
- ◆ Yes, my niece has to walk home from work at 8 p.m. to 9 p.m. and cannot catch a trolley since they stop around 5 p.m. She has to work within a few blocks from home due to unable to catch a trolley in the evenings. Transportation in the evening may not only give her more options for work, but also keep her safe.
- ◆ Yes, public transport benefits everyone
- ◆ Yes, public transportation is a must! There are so many people walking, specifically on Berkley (work release).
- ◆ Public transportation is essential to every successful municipal.
- ◆ Yes, the transportation options available do not cover all people that need it currently. There are more people who need transportation to and from work during the evening and overnight hours and those people are extremely under served. Rural communities are also underserved as many of our current transportation options will not travel to those areas.
- ◆ Yes, would provide transportation for jobs in the industrial areas.
- ◆ Yes. Honestly there are too many lights and too many drivers. If you made public transportation more appealing and available, maybe we could cut down on so many cars. Of course, being a car industry town doesn't help.
- ◆ Yes. I would like a service that I can call same day. I would like a service I can be dropped off and then picked up when I am ready and not have to wait until it falls in the schedule to pick me up. I am partially blind and do not hear well (even with aids) and need some assistance. The Senior Bus is nice, but I haven't really wanted to use it with the way it operates. I'd like something more personal but free of charge as I'm 88 years old.
- ◆ Yes. Transportation WHEN I need it (unlike having to wait on the trolley's hours for stops) to exactly WHERE I need it (not arriving at a stop blocks from where I need to go, especially in bad weather). Definitely must be no cost as I currently have no income.
- ◆ Yes. Difficult to get to work often and church always.
- ◆ Yes. Help reduce emissions, save on car/gas costs. Help when I don't have access to a car. There isn't a bus stop near enough to me to walk to with my child.
- ◆ Yes. I work with mental health patients and they greatly depend on the trolley system and or cabs. Most of the time they end up walking because of shortages of cabs or unreliable, late trolleys. If we

could extend the sister farther, they wouldn't walk so far. If we could have more trolleys, they would be more reliable.

- ◆ Yes. My Mom is 75 years old and isn't driving currently. She needs work done on her car. Going to the grocery or a store is always an issue.
- ◆ Yes. When someone that doesn't have a vehicle or can't drive, it will help them get a ride to a Doctor's appointment, pick up their prescriptions, etc.
- ◆ Yes.... when a person or persons have better access to the means to get them to point A to point B they are more likely to get more things done hence helping out
- ◆ You need more stops run later and on weekends.

Public Input Meeting on Transportation - News Release

Release date: Immediate

Contact: Tammy Corn, Executive Director, Kokomo and Howard County Governmental Coordinating Council, 765-456-2336

Meeting planned to gather community input about the transportation needs of residents of Howard County

In cooperation with the INDOT Office of Transit, the Kokomo and Howard County Governmental Coordinating Council (KHCGCC) is updating the Coordinated Public Transit-Human Service Transportation Plan, a plan that proposes strategies for addressing the unmet transportation needs of older adults and people with disabilities, as well as other vulnerable populations. The consultant for the plan, RLS & Associates, will facilitate a public meeting for residents to share their thoughts and concerns about transportation needs.

Wednesday, July 27, 2022, 5:00 p.m. to 6:30 p.m.
Louks Conference Room, Kokomo City Hall
100 South Union Street, 1st Floor

The public is invited to attend this meeting. Residents is also encouraged to take the survey online by visiting surveymonkey.com/r/KokomoHowardTransit. Alternatively, a paper or telephone survey can be requested by calling (937) 299-5007 and referencing the Kokomo Coordinated Plan.

For questions about accessibility or to request an accommodation, please call (937) 299-5007 or email ccampoll@rlsandassoc.com.

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Kokomo-Howard County Governmental Coordinating Council

July 13, 2022

Dear Transportation Stakeholder,

The Kokomo and Howard County Governmental Coordinating Council invites you to participate in the 2022 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 KHCGCC 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, July 27, 2022 from 2:00 p.m. to 3:30 p.m. in the Louks Conference Room on the first floor of City Hall, 100 South Union Street, Kokomo.** 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. **If your agency provides funding for client transportation or provides any type of passenger transportation, we strongly encourage your participation in the meeting.**

Also on July 27, KHCGCC will hold a public meeting regarding the Coordinated Plan and the community's transportation needs. This meeting will be held from 5:00 p.m. to 6:30 p.m., also in the Louks Conference Room of City Hall. 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. Please note that the flyer advertises a community input survey on transportation needs. We encourage all local residents to complete the survey.

Please RSVP for the July 27, 2:00 p.m. stakeholder meeting by calling or emailing Ms. Christy Campoll at RLS & Associates, Inc., (937) 299-5007 or ccampoll@rlsandassoc.com.

Sincerely,

A handwritten signature in black ink that reads 'Tammy Corn'. The signature is written in a cursive, flowing style.

Tammy Corn
Executive Director

Mailing List for Meeting Invitation Letter

FIRST	LAST	TITLE	COMPANY	ADDRESS	CITY	ST	ZIP
		Commander	American Legion Post 6	2604 S. Lafountain St.	Kokomo	IN	46902
		Executive Director	American Red Cross	210 W Walnut St	Kokomo	IN	46901
Chuck	LaDow	Executive Director	Area 5 Agency on Aging	107 W. Taylor St.	Kokomo	IN	46901
Brianne	Boles	CEO	Bona Vista	1220 E. Laguna St.	Kokomo	IN	46902
		President	Breakaway Bicycle Club	P.O. Box 954	Kokomo	IN	46903
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
		Director	Child Care Solutions	123 N Buckeye	Kokomo	IN	46904
		Human Resources Director	Stellantis Indiana Transmission Plant	3360 N. 50 E.	Kokomo	IN	46901
Tyler	Moore	Mayor	City of Kokomo	100 S. Union St.	Kokomo	IN	46901
Nicole	Cothorn	Trustee	Clay Township	1233 N. Co. Rd. 1050 W	Kokomo	IN	46901
		Director	Comfort Keepers	1819 S Plate St.	Kokomo	IN	46902
Greg	Aaron	President	Community Foundation of Howard County	215 W. Sycamore St.	Kokomo	IN	46901
Dennine	Smith	Executive Director	Coordinated Assistance Ministry	P.O. Box 523	Kokomo	IN	46903-0523
		Director	Crossroads Community Childcare	4254 S 00 EW	Kokomo	IN	46902
Jennifer	Jordan	Director	Department of Development	100 S. Union St.	Kokomo	IN	46901
Dean	Hockney	Director	Howard County Veterans	220 N. Main St., Room 101	Kokomo	IN	46901
		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

FIRST	LAST	TITLE	COMPANY	ADDRESS	CITY	ST	ZIP
		Director	First Baptist Daycare	310 W Taylor St	Kokomo	IN	46901
		Plant Manager	GM Components Holdings LLC	2603 S. Goyer Rd.	Kokomo	IN	46902
Reba	Harris	CEO	Gilead House	406 E. Sycamore St.	Kokomo	IN	46901
		Director	Grandma's House	1210 E Jefferson St	Kokomo	IN	46901
Charlie	Sparks	CEO	Greater Kokomo Economic Development Alliance	700 E. Firmin St.	Kokomo	IN	46902
		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
Bill	Holt	President	Greentown Lions Club	P.O. Box 18	Greentown	IN	46936
Mark	Lantz	President	Greentown Main Street Association	228 S. Mill St.	Greentown	IN	46936
		President	Greentown Ministerial Association	P.O. Box 214	Greentown	IN	46936
Debra	Everling	Member	Greentown Park Advisory Board	314 W. High St.	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
Joyce	Ancil	Trustee	Harrison Township	4057 S. Webster St.	Kokomo	IN	46901

FIRST	LAST	TITLE	COMPANY	ADDRESS	CITY	ST	ZIP
Michael	Shor	CEO	Haynes International	1020 W. Park Ave.	Kokomo	IN	46901
		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
James	Buck	Senator	Indiana State Senate District 21	4407 McKibben	Kokomo	IN	46901
		CEO	Community Howard Behavioral Health Services	322 N. Main St.	Kokomo	IN	46901
		Director	Howard County Child Services Dept.	1928 S. Dixon Rd.	Kokomo	IN	46902
Paul	Wyman	Commissioner	Howard County Commissioners	211 Sandy Ct.	Kokomo	IN	46901
Brad	Bray	Commissioner	Howard County Commissioners	610 Holiday Dr.	Greentown	IN	46936
Jack	Dodd	Commissioner	Howard County Commissioners	2215 Westdale Ct.	Kokomo	IN	46901
Martha	Lake	Councilwoman	Howard County Council	1040 S. Webster St.	Kokomo	IN	46902
Daryl	Maple	Councilman	Howard County Council	3593 E 400 S	Kokomo	IN	46902
James	Papacek	Councilman	Howard County Council	6792 E. 100 S.	Greentown	IN	46936
Jamie	Bolser	Councilwoman	Howard County Council	4012 Gettysburg Dr.	Kokomo	IN	46902
Bryan	Alexander	Councilman	Howard County Council	3601 W 500 N	Kokomo	IN	46901
John	Roberts	Councilman	Howard County Council	5813 Peshewa Ct.	Kokomo	IN	46902
Cathy	Stover	Executive Director	Howard County Project Access	700 E. Firmin St., Suite 253	Kokomo	IN	46902
Jerry	Asher	Sheriff	Howard County Sheriff's Department	701 S. Berkley Rd.	Kokomo	IN	46901
		CEO	Community Howard Regional Health System	2312 S. Dixon Rd	Kokomo	IN	46901
Rochelle	Tryling	Trustee	Howard Township	3296 E 50 N	Kokomo	IN	46901
Michael	Karickhoff	Representative	Indiana House of Representatives District 30	2504 Greentree Ln.	Kokomo	IN	46902
		Director	Indiana Migrant Head Start	900 S. Purdum St.	Kokomo	IN	46901
Susan	Sciame-Giesecke	Chancellor	Indiana University Kokomo	2300 S. Washington	Kokomo	IN	46903

FIRST	LAST	TITLE	COMPANY	ADDRESS	CITY	ST	ZIP
Ethan	Heicher	Interim Chancellor	Ivy Tech Community College	1815 E Morgan St	Kokomo	IN	46901
Greg	Kingseed	Trustee	Jackson Township	10344 E. 300 S.	Greentown	IN	46936
		Director	Kids Construction Zone	1220 Laguna St	Kokomo	IN	46902
		Director	Kings Kids Daycare	1407 Belmont Ave.	Kokomo	IN	46902
Mike	Besser	President	Kokomo City Plan Commission	2507 Bradford Ave.	Kokomo	IN	46902
Kara	Kitts-McKibben	Councilwoman	Kokomo Common Council	3511 Melody Ln. E.	Kokomo	IN	46902
Tom	Miklik	Councilman	Kokomo Common Council	2300 W. Maple	Kokomo	IN	46901
David	Capshaw	Councilman	Kokomo Common Council	2203 N. Purdum St.	Kokomo	IN	46901
Lynn	Rudolph	Councilman	Kokomo Common Council	2358 Westdale Ct.	Kokomo	IN	46901
Ray	Collins	Councilman	Kokomo Common Council	100 S. Union St.	Kokomo	IN	46901
Roger	Stewart	Councilman	Kokomo Common Council	1311 E. Virginia Ave.	Kokomo	IN	46902
Greg	Davis	Councilman	Kokomo Common Council	3280 Frances Ln.	Kokomo	IN	46902
Tony	Stewart	Councilman	Kokomo Common Council	100 S. Union St.	Kokomo	IN	46901
Matt	Greco	Councilman	Kokomo Common Council	3139 Timber Valley Dr.	Kokomo	IN	46902
Chris	Frazier	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
		President	Cross America	840 Daniel Dr.	Kokomo	IN	46901
Doug	Stout	Chief	Kokomo Police Department	100 S. Union St.	Kokomo	IN	46901
Van	Taylor		Kokomo Rescue Mission	321 W. Mulberry St.	Kokomo	IN	46901
David	Trine	Director	Kokomo Transit Center	219 E. Sycamore St.	Kokomo	IN	46901
Tammy	Corn	Executive Director	Kokomo/Howard County Metropolitan Planning Org.	219 E. Sycamore St.	Kokomo	IN	46901
Mike	Sargent	Superintendent	Kokomo-Center Twp Consolidated School Corp.	1500 S. Washington St.	Kokomo	IN	46902
Troy	Beachy	Trustee	Liberty Township	4870 N. 600 E.	Kokomo	IN	46901
		Director	Manorcare Health Services	3518 S Lafountain St	Kokomo	IN	46902

FIRST	LAST	TITLE	COMPANY	ADDRESS	CITY	ST	ZIP
		Director	Manpower	2000 S Goyer Rd	Kokomo	IN	46902
		Director	Mental Health America	700 E. Firmin St., Suite 263	Kokomo	IN	46902
Paul	Dorisse	Trustee	Monroe Township	7754 W 220 S	Russiaville	IN	46979
		Director	Northwoods Commons	2501 Northwoods Dr.	Kokomo	IN	46901
		Director	North Woods Village	2233 W Jefferson St	Kokomo	IN	46901
Ted	Merrell	President, School Board	Northwestern School Corporation	3075 N. Washington St.	Kokomo	IN	46901
Kristen	Bilkey	Superintendent	Northwestern School Corporation	3075 N. Washington St.	Kokomo	IN	46901
Greg	Sheline	Executive Director	Kokomo & Howard County Plan Commission	224 N. Main St.	Kokomo	IN	46901
		President	Realtors Association of Central Indiana	1620 E. Hoffer St.	Kokomo	IN	46901
		Owner	Kokomo Rides	132 W. Morgan St.	Kokomo	IN	46901
		President	Russiaville Lions Club	555 N. Liberty St.	Russiaville	IN	46979
Jeff	Lipinski	President	Russiaville Town Council	100 N. First St.	Russiaville	IN	46979
Joseph	Gates	Corps Officer	Salvation Army	1105 S Waugh St	Kokomo	IN	46902
Jamey	Henderson	Executive Director	Samaritan Caregivers, Inc.	2705 S Berkley Rd, #3C	Kokomo	IN	46902
			Senior Citizens Center	721 W. Superior St.	Kokomo	IN	46901
		Director	Shepherd's Lamb Daycare	121 Santa Fe Blvd	Kokomo	IN	46901
			St. Joseph at Home	311 S. Berkley Rd.	Kokomo	IN	46901
		CEO	Ascension St. Vincent Kokomo	1907 W. Sycamore St.	Kokomo	IN	46901
			Ascension St. Vincent Kokomo Clinic of Hope	313 S. Berkley Rd.	Kokomo	IN	46901
		Director	Staffing Resources	105 E. Walnut St.	Kokomo	IN	46901
Christopher	Smith	Superintendent	Taylor Community School Corporation	3750 E. 300 S.	Kokomo	IN	46902
Paul	Munoz	Trustee	Taylor Township	3405 Tally Ho Dr.	Kokomo	IN	46902

FIRST	LAST	TITLE	COMPANY	ADDRESS	CITY	ST	ZIP
Keith	Waddelow	Trustee	Union Township	59 S 1100 E	Greentown	IN	46936
Abbie	Smith	President	United Way of Howard County	210 W Walnut St	Kokomo	IN	46901
		Owner	Victory Bike Shop	301 E. Morgan St.	Kokomo	IN	46901
		Director	Waterford Place Health Campus	800 Saint Joseph Dr	Kokomo	IN	46901
Kathryn	Reckard	Superintendent	Western School Corporation	2600 S. 600 W.	Russiaville	IN	46979
Mike	Laughner	President	Wildcat Guardians	5513 W 80 S	Kokomo	IN	46901
		Director	Windsor Estates Health & Rehab Center	429 W. Lincoln Rd.	Kokomo	IN	46902
		Director	Work One Kokomo	700 E. Firmin St., #150	Kokomo	IN	46902
		Director	YMCA Early Learning Center	701 St. Joseph Dr.	Kokomo	IN	46901
		Clerk/Treasurer	Greentown	112 N. Meridian St.	Greentown	IN	46936

Transportation Public Meeting



**Please attend our public input meeting and tell us
what you think!**

We are seeking input from people who live in Kokomo
and Howard County about local transportation options.

Wednesday, July 27, 2022, 5:00 p.m. to 6:30 p.m.

***Louks Conference Room, Kokomo City Hall
100 South Union Street, 1st Floor***

Take our brief survey online by using the QR code:



Or visit [surveymonkey.com/r/KokomoHowardTransit](https://www.surveymonkey.com/r/KokomoHowardTransit)

This meeting and survey are part of the 2022 Kokomo Howard County
Coordinated Public and Human Services Transportation Plan Update.

Please contact RLS & Associates, Inc. with any questions about this
survey: (937) 299-5007



Moving Public Transportation
Into the Future

Coordinated Public Transit – Human Service Transportation Plan 2022 Update

**TRANSPORTATION FOR OLDER ADULTS,
INDIVIDUALS WITH DISABILITIES, PEOPLE WITH
LOW INCOMES, & GENERAL PUBLIC**

www.rlsandassoc.com

Agenda

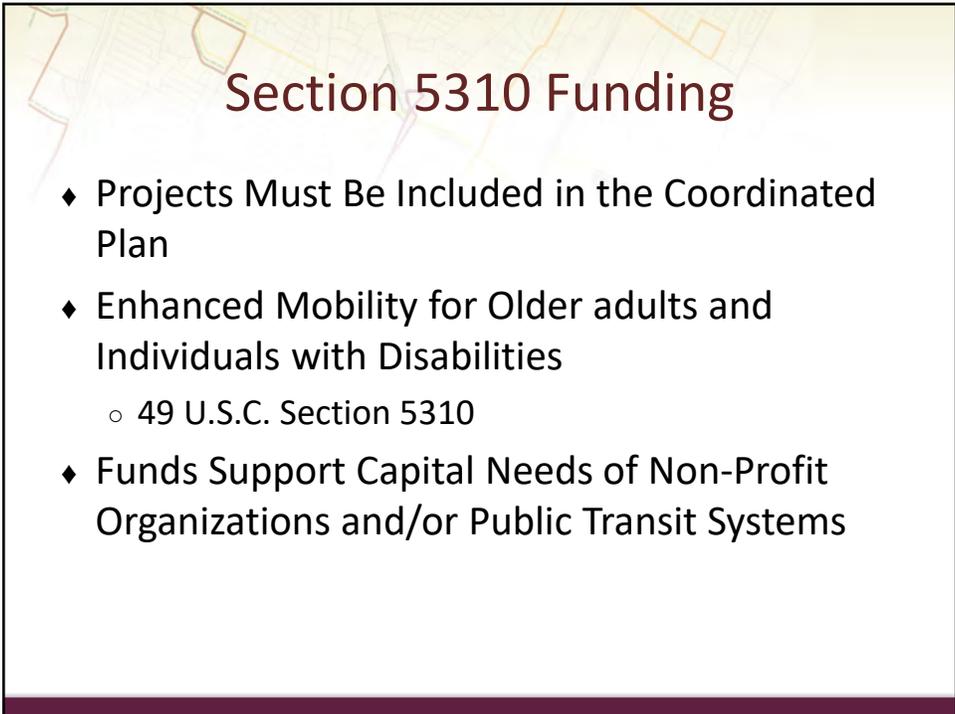
- ◆ Project Overview/Section 5310 Program
- ◆ Needs Assessment Information
- ◆ 2018 Coordinated Plan
- ◆ Discussion
 - Unmet Needs and Gaps in Service
 - Potential Solutions
- ◆ Kokomo Transit Updates
- ◆ Next Steps



A background image of a street map with various colored lines representing roads and boundaries. The map is partially obscured by a white text box.

What Is A Coordinated Plan?

- ◆ Identifies Unmet Transportation Needs and Gaps in Service in the Community
- ◆ Prioritizes Goals and Strategies to address Unmet Needs
- ◆ Identifies Opportunities for Collaboration and Coordination of Services
- ◆ Must be Locally Developed and Adopted

A background image of a street map with various colored lines representing roads and boundaries. The map is partially obscured by a white text box.

Section 5310 Funding

- ◆ Projects Must Be Included in the Coordinated Plan
- ◆ Enhanced Mobility for Older adults and Individuals with Disabilities
 - 49 U.S.C. Section 5310
- ◆ Funds Support Capital Needs of Non-Profit Organizations and/or Public Transit Systems

5310 Small Urban Funding

- ◆ Non-Profit Organizations (first priority)
 - Vehicles to Meet Needs of Older Adults and People with Disabilities
- ◆ Public Transit Systems
 - Vehicles for ADA Complementary Paratransit or New Public Transportation Services and Alternatives Beyond Those Required by the ADA, Designed to Assist Older Adults and People with Disabilities

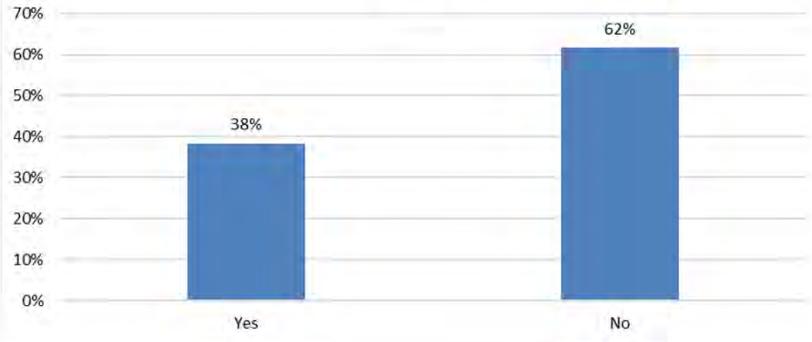
Transportation Public Survey

AVAILABLE NOW

- ◆ We Need to Hear from You and Your Neighbors, Clients, and Friends
 - We especially need input from rural areas of Howard County!
- ◆ Paper Copies Available
- ◆ [surveymonkey.com/r/KokomoHowardTransit](https://www.surveymonkey.com/r/KokomoHowardTransit)

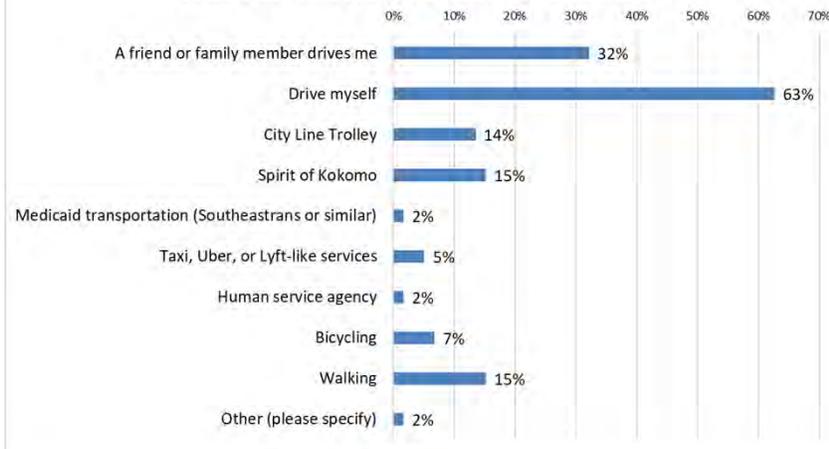
Survey Feedback

Do you or a member of your household have a disability that requires you to use a cane, walker, wheelchair, and/or another device to help you get around?



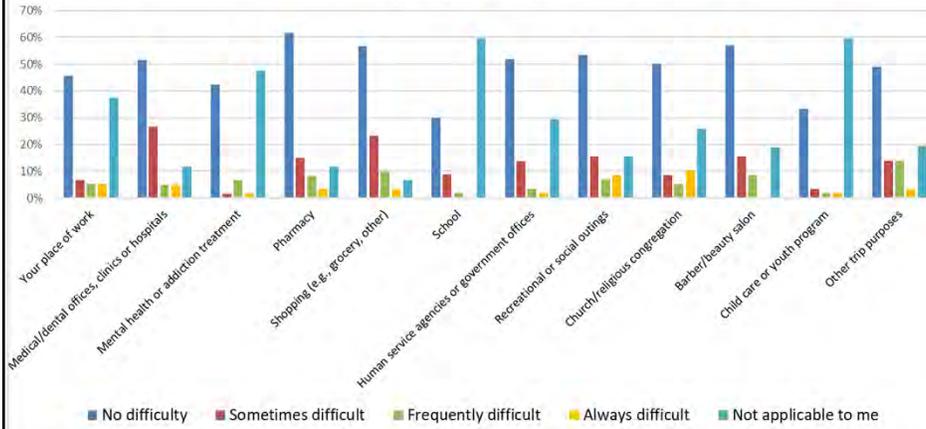
Survey Feedback

What is the primary way you travel in Howard County?

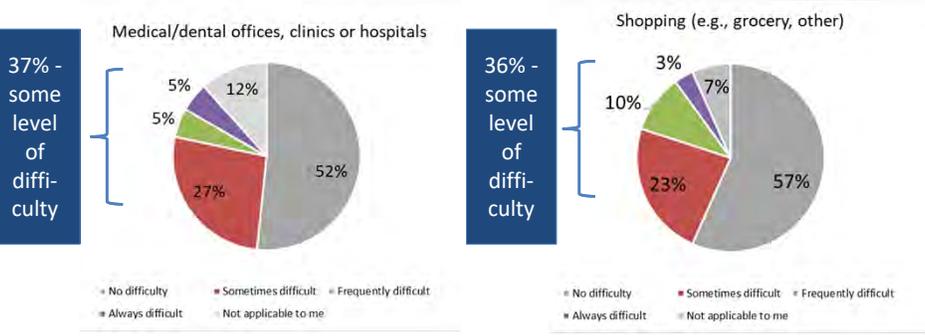


Survey Feedback

Do you have difficulty getting the transportation you need to any of the following types of destinations?

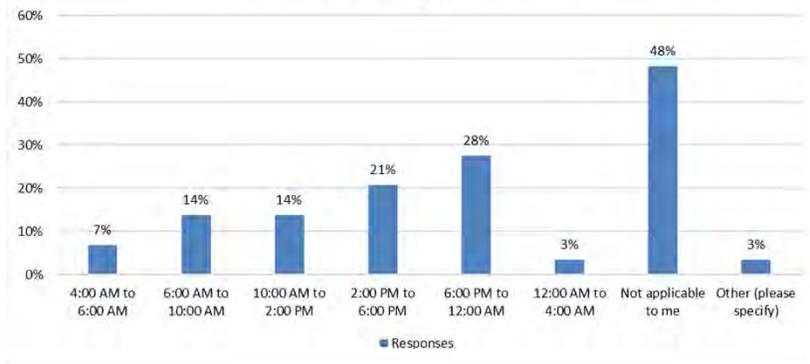


Survey Feedback



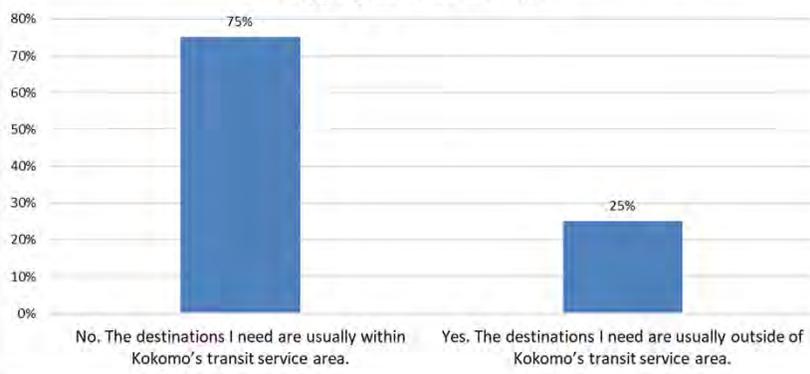
Survey Feedback

During what hours of the day do you most often need transportation but do not have a ride? (Please select all that apply.)

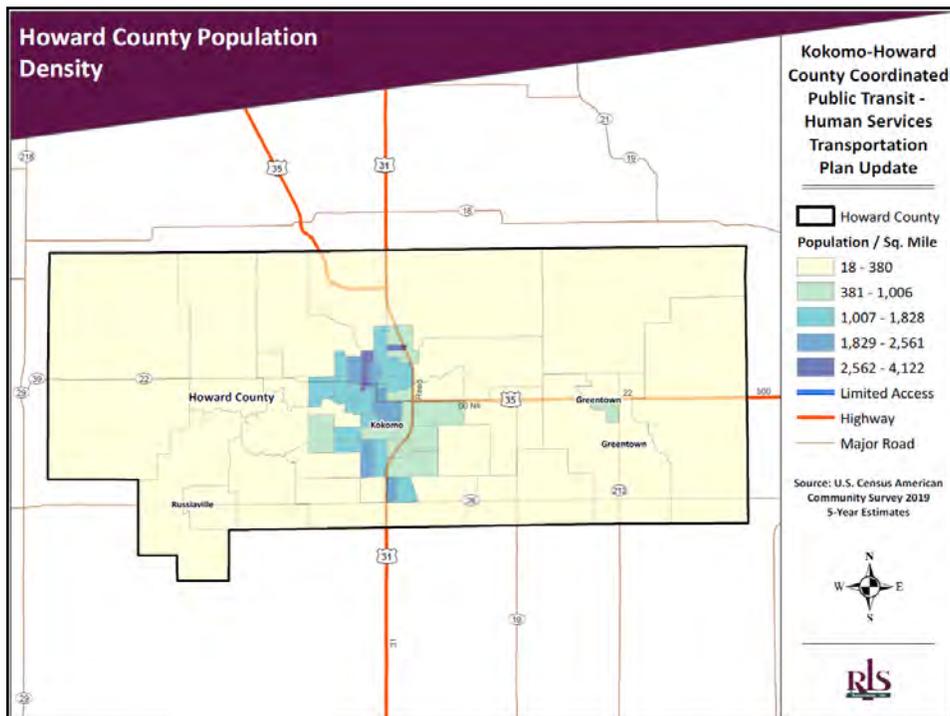
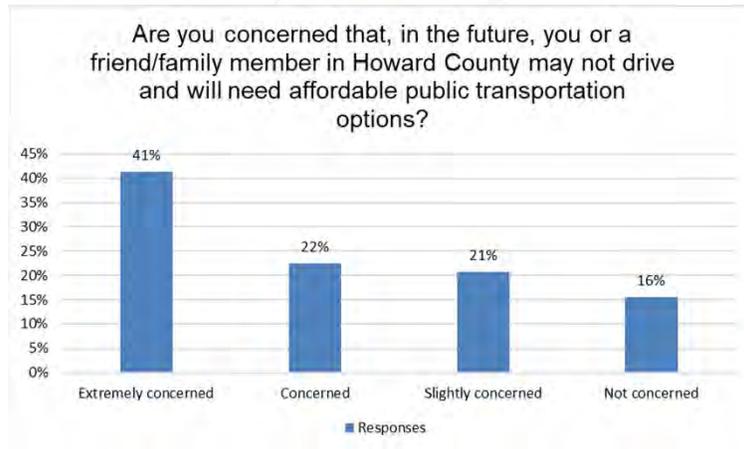


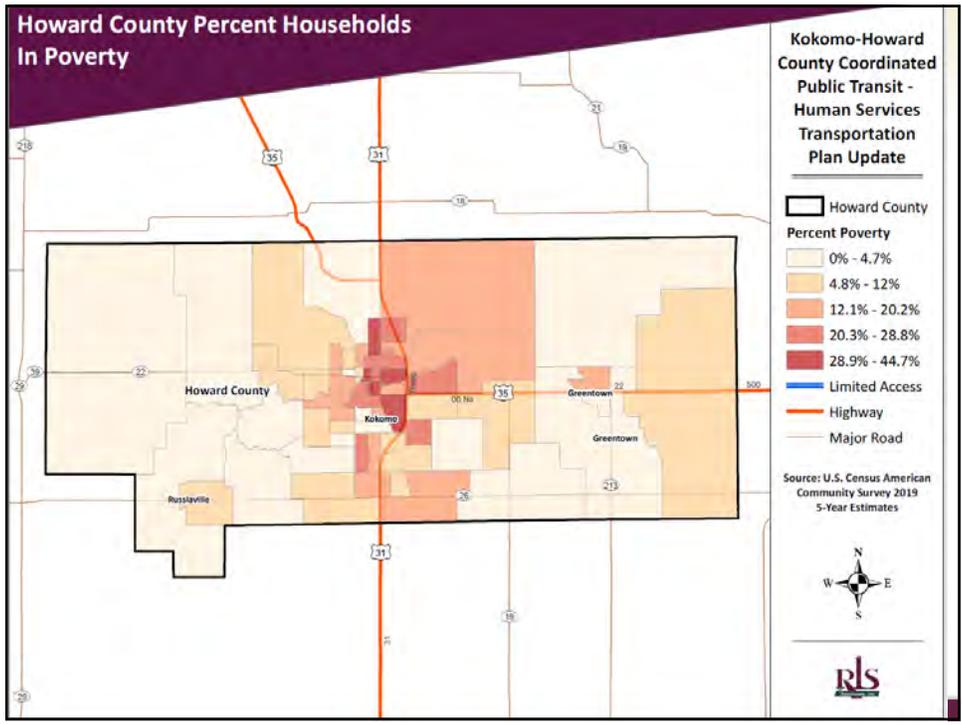
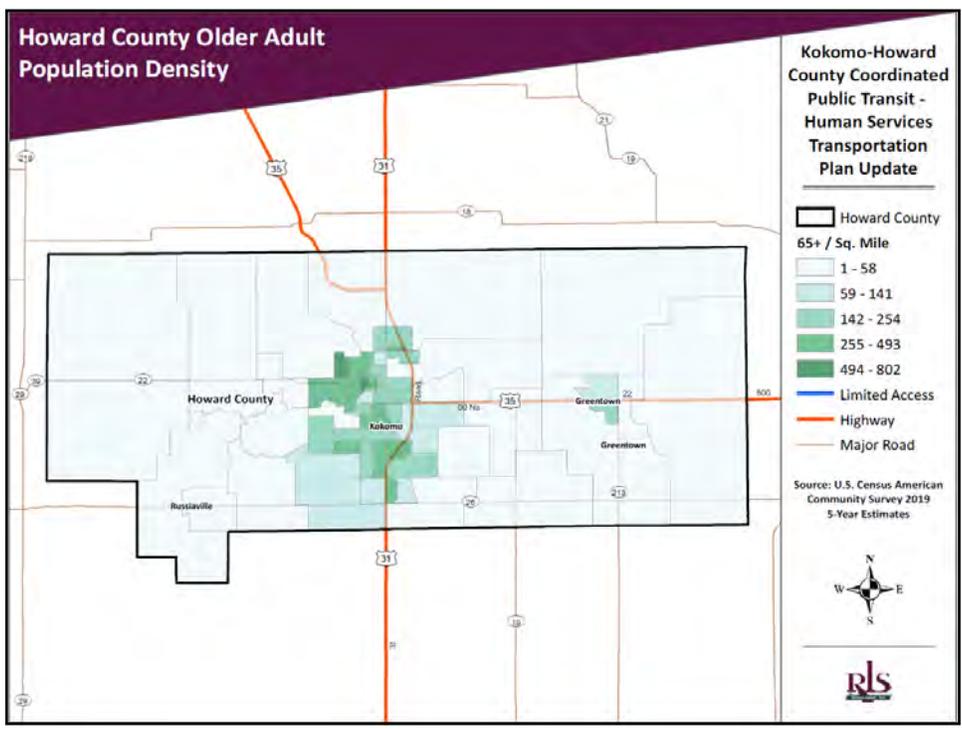
Survey Feedback

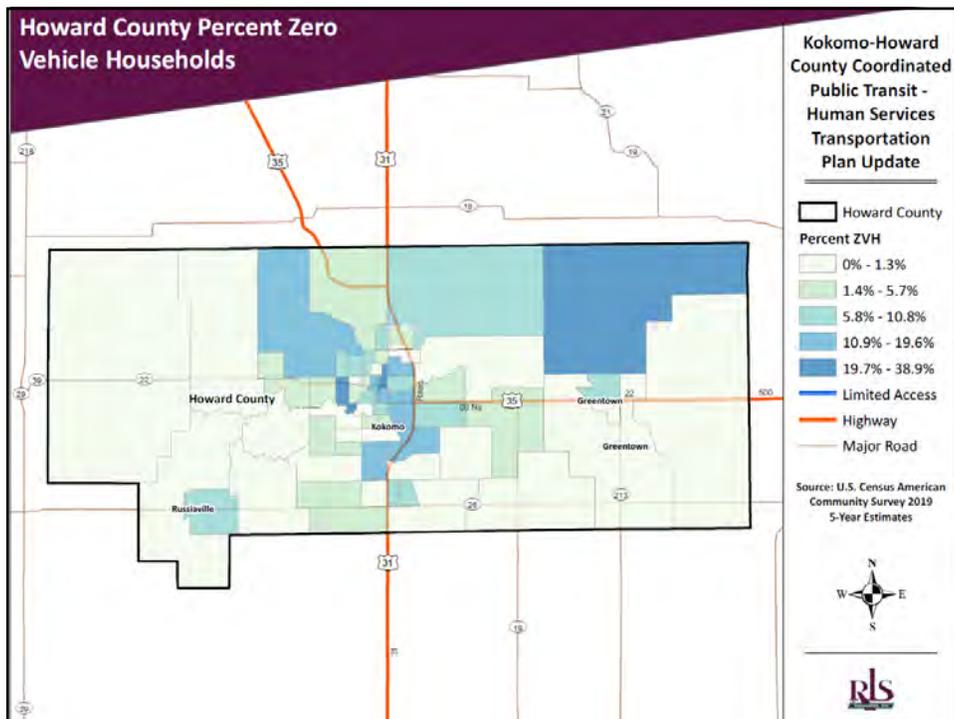
Do you need to travel to destinations outside of the area served by the City of Kokomo's transit system for work, medical care, shopping, or other reasons?



Survey Feedback







Transportation Providers

- ◆ Providers include ALL Public, Private, Non-Profit, Volunteer, Government, and Human Service Agency Programs
 - Participation is Not Limited to Organizations that Serve Older Adults and Individuals with Disabilities
 - Every Part of the Network of Services is Important



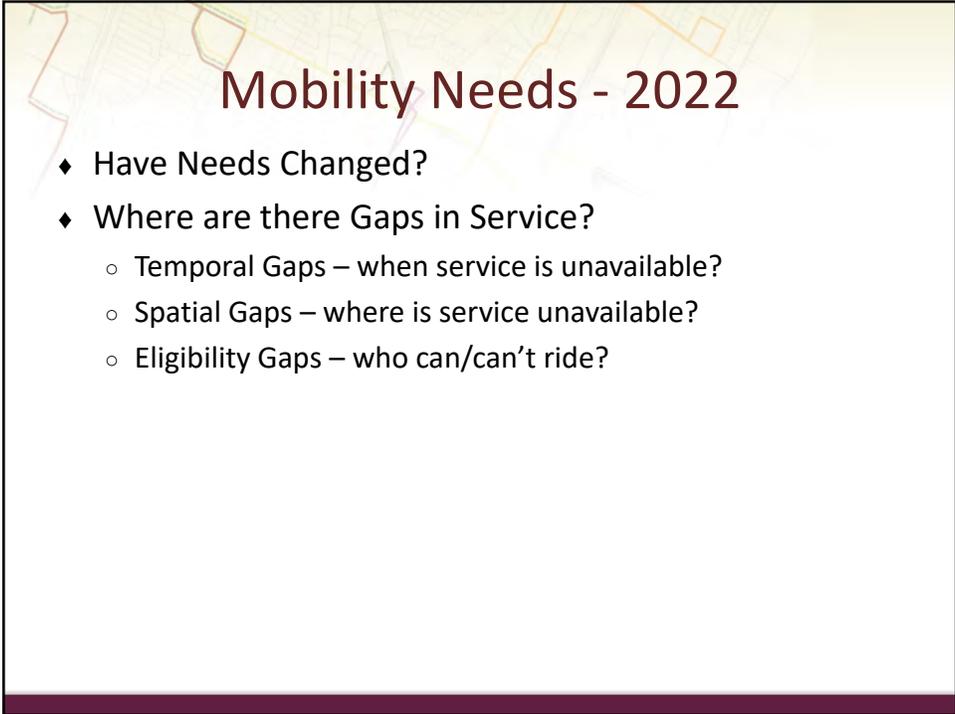
Transportation Providers

Public	Human Service Agency	Private
City Line Trolley Spirit of Kokomo	Bona Vista CAM – Coordinated Assistance Ministries DAV Family Service Association of Howard County Project Access Samaritan Caregivers	Kokomo Rides Personal Care Ambulance Transport LLC (PCAT)

Who are we missing?

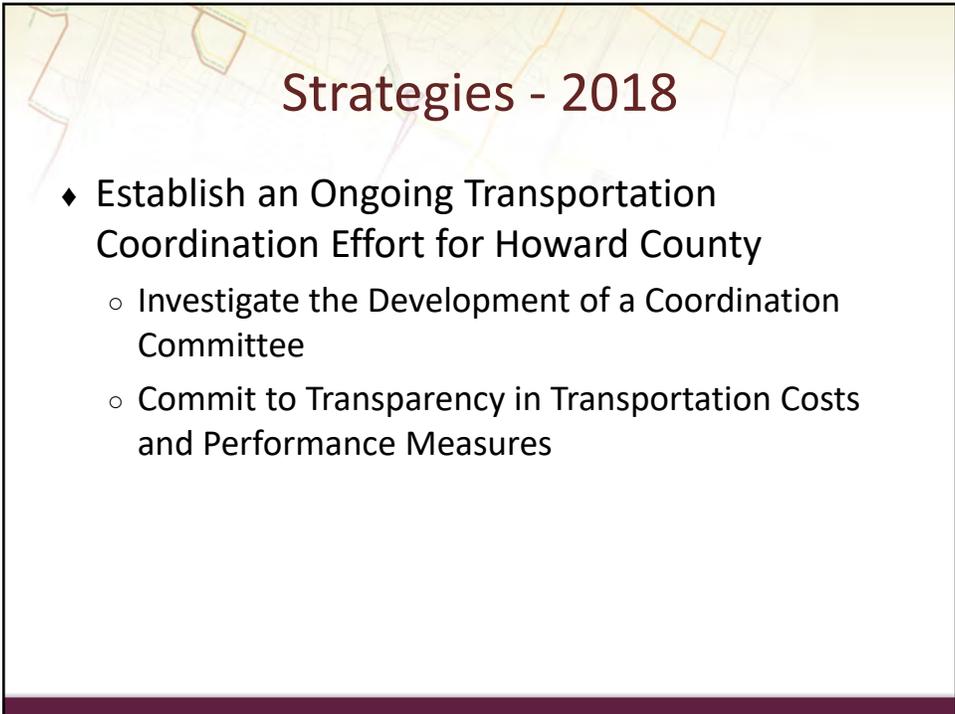
Mobility Needs - 2018

- ◆ Transportation Service for Rural Areas of Howard County
- ◆ Transportation Service to Medical Facilities in Central and Northern Indiana
- ◆ After-Hours and Weekend Transportation in Kokomo and Rural Areas of Howard County
- ◆ Same-Day Transportation Service
- ◆ Improved Bus Stop Infrastructure and Connectivity for Pedestrians and Bicyclists
- ◆ Transportation for Bulk Shopping / Food Pantry
- ◆ K-12 Student Transportation

A faint map of a city street grid is visible in the background of the slide. The title 'Mobility Needs - 2022' is centered at the top in a dark red font.

Mobility Needs - 2022

- ◆ Have Needs Changed?
- ◆ Where are there Gaps in Service?
 - Temporal Gaps – when service is unavailable?
 - Spatial Gaps – where is service unavailable?
 - Eligibility Gaps – who can/can't ride?

A faint map of a city street grid is visible in the background of the slide. The title 'Strategies - 2018' is centered at the top in a dark red font.

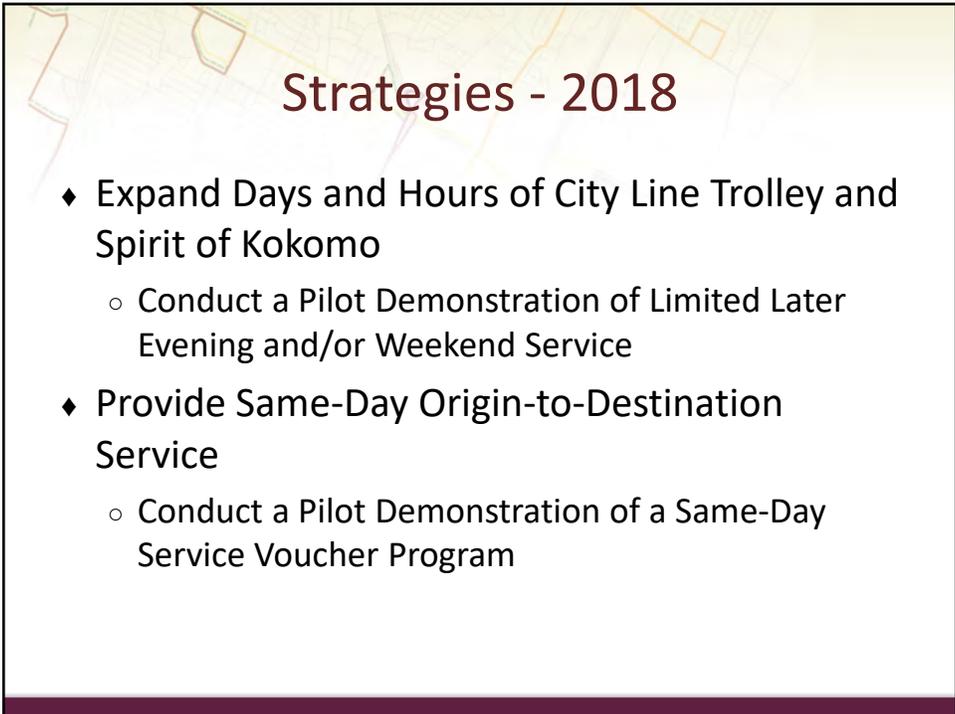
Strategies - 2018

- ◆ Establish an Ongoing Transportation Coordination Effort for Howard County
 - Investigate the Development of a Coordination Committee
 - Commit to Transparency in Transportation Costs and Performance Measures

A faint map of a city street grid is visible in the background of the slide. The title 'Strategies - 2018' is centered in a dark red font.

Strategies - 2018

- ◆ Expand Transportation Options in Rural Howard County
 - Implement Feeder Routes Connecting Key Rural Areas with City Line Trolley
 - Implement Rural Origin-to-Destination Service
- ◆ Improve Infrastructure and Amenities at City Line Trolley Bus Stops
 - Add Bus Shelters to More Stops
 - Improve Pedestrian and Bicycle Amenities at Key Bus Stops

A faint map of a city street grid is visible in the background of the slide. The title 'Strategies - 2018' is centered in a dark red font.

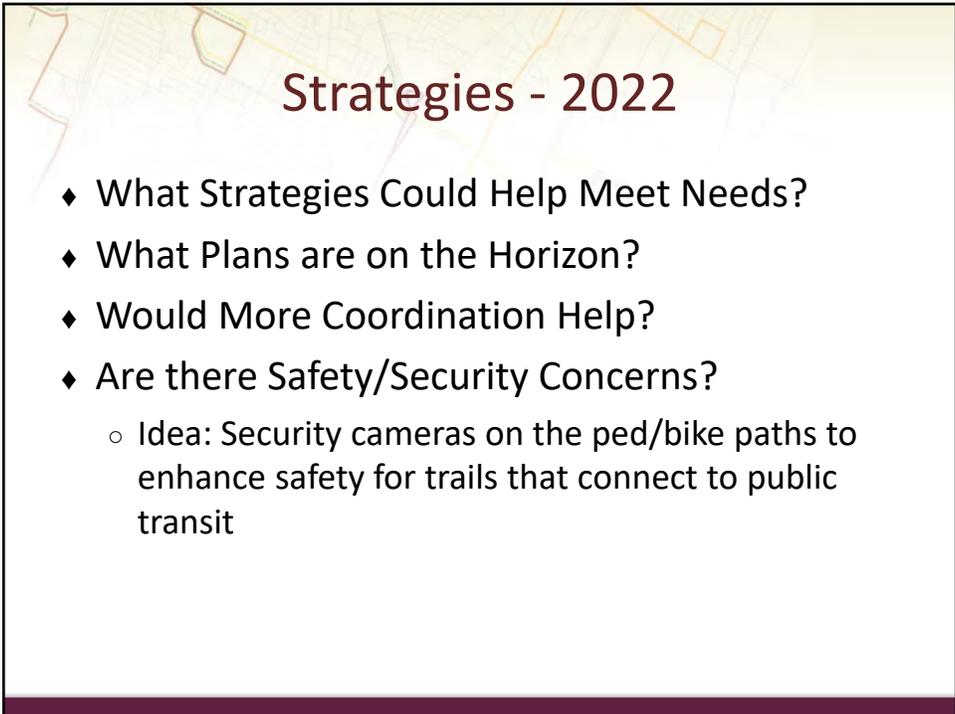
Strategies - 2018

- ◆ Expand Days and Hours of City Line Trolley and Spirit of Kokomo
 - Conduct a Pilot Demonstration of Limited Later Evening and/or Weekend Service
- ◆ Provide Same-Day Origin-to-Destination Service
 - Conduct a Pilot Demonstration of a Same-Day Service Voucher Program

A background map showing a street grid with some areas highlighted in orange and yellow. The title 'Strategies - 2018' is centered over the map.

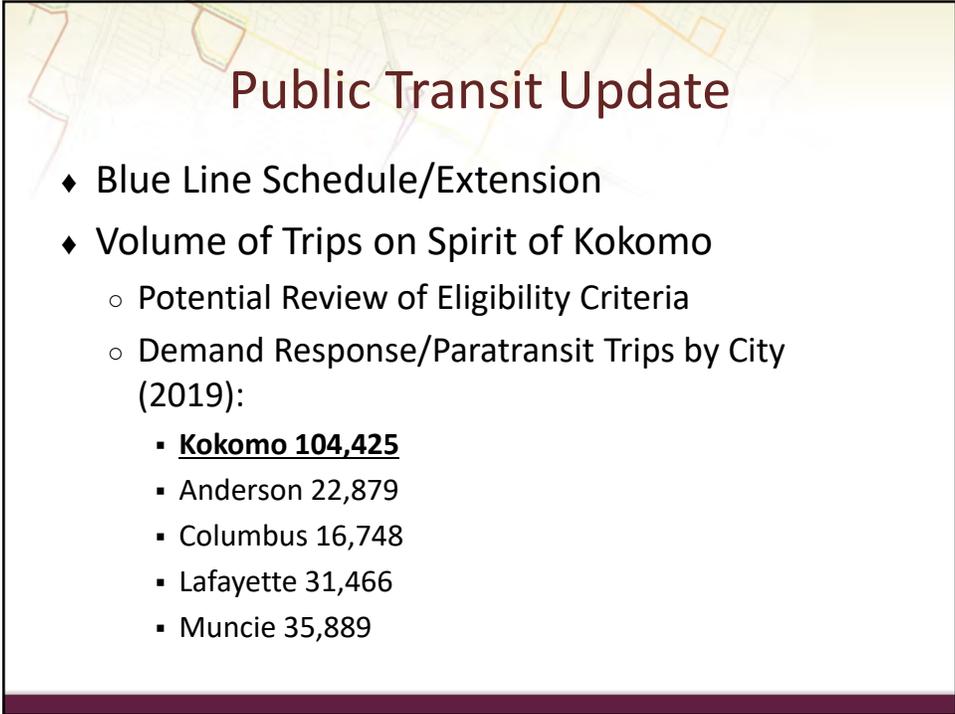
Strategies - 2018

- ◆ Provide a Shopper/Food Pantry Shuttle
 - Conduct a Pilot Demonstration of a Shopper/Food Pantry Shuttle
- ◆ Long-Distance Transportation for Medical Needs
 - Form an Access to Care Sub-Committee of the Coordination Committee
 - Research Innovative Long-Distance Non-Emergency Medical Transportation (NEMT) Services and Evaluate for Potential Replicability

A background map showing a street grid with some areas highlighted in orange and yellow. The title 'Strategies - 2022' is centered over the map.

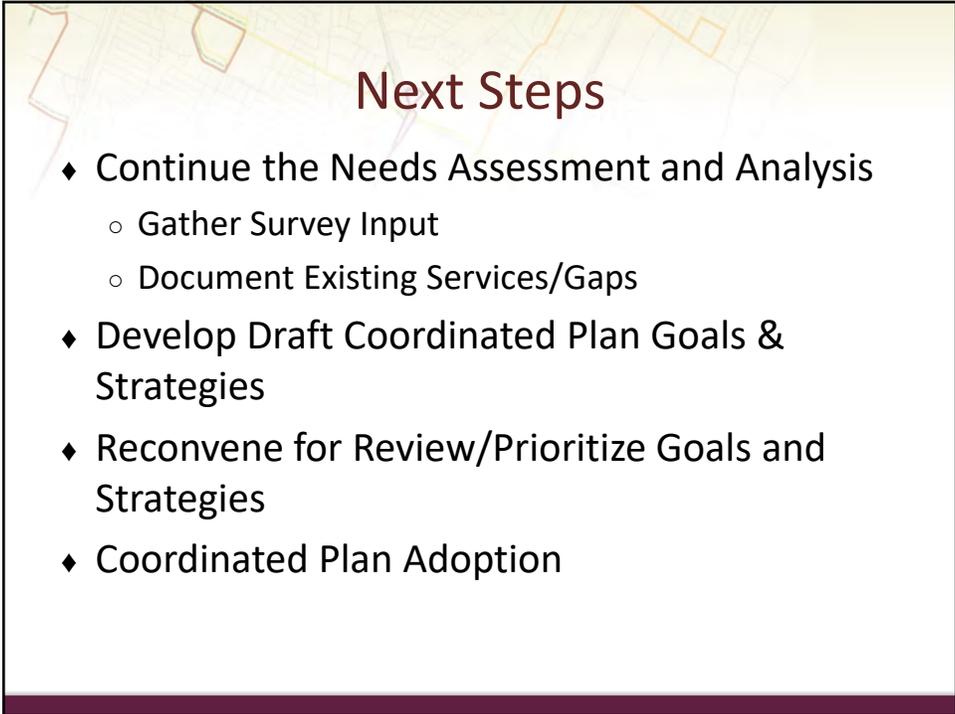
Strategies - 2022

- ◆ What Strategies Could Help Meet Needs?
- ◆ What Plans are on the Horizon?
- ◆ Would More Coordination Help?
- ◆ Are there Safety/Security Concerns?
 - Idea: Security cameras on the ped/bike paths to enhance safety for trails that connect to public transit

A faint map of a city street grid is visible in the background of the slide. The title "Public Transit Update" is centered at the top in a dark red font.

Public Transit Update

- ◆ Blue Line Schedule/Extension
- ◆ Volume of Trips on Spirit of Kokomo
 - Potential Review of Eligibility Criteria
 - Demand Response/Paratransit Trips by City (2019):
 - **Kokomo 104,425**
 - Anderson 22,879
 - Columbus 16,748
 - Lafayette 31,466
 - Muncie 35,889

A faint map of a city street grid is visible in the background of the slide. The title "Next Steps" is centered at the top in a dark red font.

Next Steps

- ◆ Continue the Needs Assessment and Analysis
 - Gather Survey Input
 - Document Existing Services/Gaps
- ◆ Develop Draft Coordinated Plan Goals & Strategies
- ◆ Reconvene for Review/Prioritize Goals and Strategies
- ◆ Coordinated Plan Adoption

Grant Program Contact

Brian Jones

Section 5310 Program Manager

INDOT Office of Transit

100 North Senate, Room 758-MM

Indianapolis, IN 46204

317-426-8541

bjones@indot.in.gov



**Grant applications are currently available; due
9/30/22**

We appreciate your participation!

THANK YOU FOR YOUR TIME!

Meeting Sign-In Sheet

Date and Time: 7/27/2022 2pm

Location: Kokomo, Indiana

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail	Contact me about future meetings
Josh Rossetot	Community Howard 322 N. Main	317-771-7918	jrossetot@community.com	Yes No
Lynne M. Rudolph	Council	765-438-6199	lrudolph@CityofKokomo	Yes No
GREG ANTON	COMMUNITY FOUNDATION	765-454-7298	greg@cfhoward.org	Yes No
Lane Edwards	KHCGCC			Yes No
GREG SHILINE	PLAN COMMISSION	456-2330	GSHILINE@CITYOFKOKOMO.ORG	Yes No
Dante Rogers	Carver Comm. Center	457-9318	drogers@kokomocarver.org	Yes No
DEAN HOCKNEY	KOKOMO SCHOOL CORP	765-454-7105	DHOCKNEY@KOKOMO.K12.IN.US	Yes No
JOHN J. ROBERTS	HOWARD COUNTY COUNTY COUNCIL DIST 1	765-753-9495	JOHN.ROBERTS@HOWARD COUNTY, IN. GOV.	Yes No
Jan Basil	Transit	765-271-5715	jbasil@cityofkokomo.org	Yes No
Dennine Smith	Coordinated Assistance Ministries	(665) 452-8963 opt #5	dennine@camhope.org	Yes No

Meeting Sign-In Sheet

Date and Time:  7/27/2022

Location: Kokomo, Indiana

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail	Contact me about future meetings
Leigha Hedrick	KHCCG.CC			Yes No
Daryl Maple	Howard County Council	765-513-6120	darylmaple@gmail.com	<input checked="" type="radio"/> Yes No
Mike Karickhoff	State of Indiana House of Reps	(765)860-7160	H30@in.gov	Yes No
Jack Dodd	Howard County	765 860-1999	jdodd2215@aol.com	Yes No
				Yes No

Meeting Sign-In Sheet

Date and Time: 7/27/2022 5pm

Location: Kokomo, Indiana

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail	Contact me about future meetings
Matthew Sedam	Child Adult Resource Services	765-860-3728	msedam@cars-services.org	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Hattie Bouyer	state of IN Voc Rehab	705 437 3915	Katherine.Bouyer@ssa.in.gov	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Tammy Coen	KHCGCC MPO	765.438.4683	tcoenkokomompo.com	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Cheryl Graham	UW	765-437-3537	cgraham@uw.edu	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Christie Winger	Transit	765-456-7556	cwinger@cityofkokomo.org	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Rachel Jenkins		765-860-3746	rjenkins.grapevine@gmail.com	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Bryan Bertoline		765-454-9054	bryanbertoline@gmcil.com	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Leigha Hedrick				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Lane Edwards				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Lisa Washington	Minority Health Alliance of Howard County	765-271-8082	(L) Washington1288@att.net	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



Moving Public Transportation
Into the Future

Coordinated Public Transit – Human Service Transportation Plan 2022 Update

**TRANSPORTATION FOR OLDER ADULTS,
INDIVIDUALS WITH DISABILITIES, PEOPLE WITH
LOW INCOMES, & GENERAL PUBLIC**

www.rlsandassoc.com

Agenda

- ◆ Practice Interactive Question
- ◆ Review Plan Purpose
- ◆ Practice Poll Everywhere
- ◆ Review Needs Assessment
- ◆ Prioritize Needs
- ◆ Review Goals and Strategies
- ◆ Prioritize Strategies
- ◆ Next Steps





Poll Everywhere

<http://pollev.com/ablewinds310>



www.rlsandassoc.com

When poll is active, respond at pollev.com/ablewinds310

Text **ABLEWINDS310** to **22333** once to join

What is your favorite form of transportation?

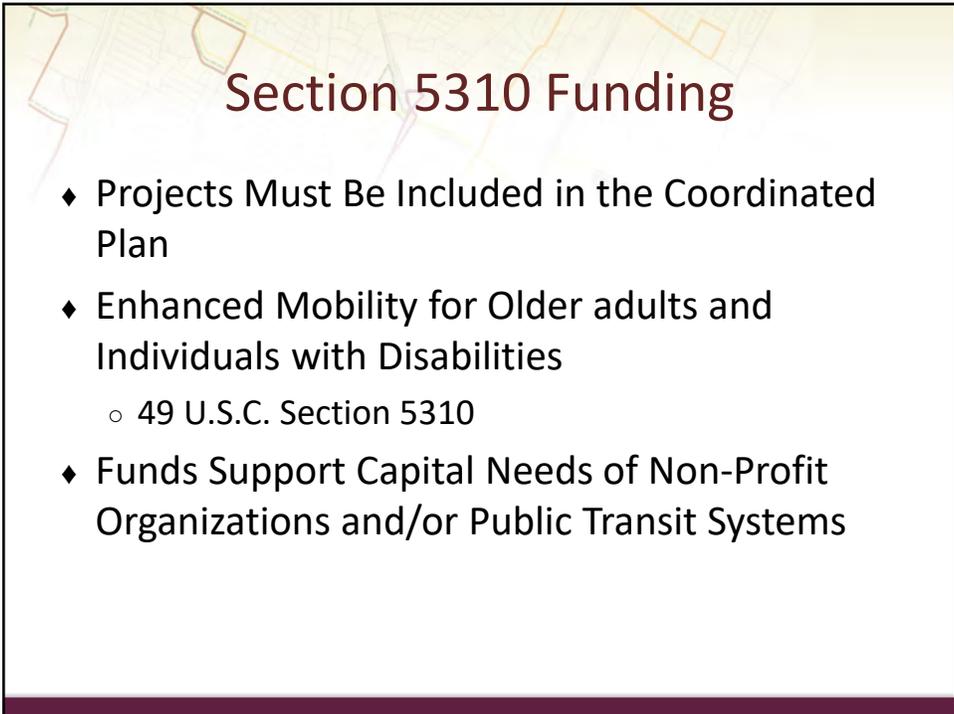
- Train
- Bus
- Personal vehicle
- Horse and buggy
- Walking
- Bicycling
- Airplane
- Something else

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

A background image of a street map with various colored lines representing roads and boundaries. The map is partially obscured by text and bullet points.

What Is A Coordinated Plan?

- ◆ Identifies Unmet Transportation Needs and Gaps in Service in the Community
- ◆ Prioritizes Goals and Strategies to address Unmet Needs
- ◆ Identifies Opportunities for Collaboration and Coordination of Services
- ◆ Must be Locally Developed and Adopted

A background image of a street map with various colored lines representing roads and boundaries. The map is partially obscured by text and bullet points.

Section 5310 Funding

- ◆ Projects Must Be Included in the Coordinated Plan
- ◆ Enhanced Mobility for Older adults and Individuals with Disabilities
 - 49 U.S.C. Section 5310
- ◆ Funds Support Capital Needs of Non-Profit Organizations and/or Public Transit Systems

Transportation Programs



Transportation Providers

- ◆ Providers include ALL Public, Private, Non-Profit, Volunteer, Government, and Human Service Agency Programs
 - Participation is Not Limited to Organizations that Serve Older Adults and Individuals with Disabilities
 - Every Part of the Network of Services is Important



Transportation Providers

Public	Human Service Agency	Private For-Profit
City Line	Bona Vista	Kokomo Cab
Trolley	Bridges Outreach	Kokomo Rides
Spirit of Kokomo	CAM – Coordinated Assistance Ministries	Rite-A-Way Cab
	Century Villa	
	Community Health	
	DAV	
	Family Service Association of Howard Co.	
	Samaritan Caregivers	
	Southeastrans	
	Turning Point	

PCAT, Project Access & Mental Health America no longer provide transportation (in Howard County)

Mobility Needs

- ◆ Transportation Service for Rural Areas of Howard County
- ◆ Transportation Service to Medical Facilities in Kokomo and Outside Howard County
- ◆ Early Morning, After-hours and Weekend Transportation in Kokomo and Rural Areas of Howard County
- ◆ Same-day Transportation Service
- ◆ Improved Bus Stop Infrastructure, Security, and Connectivity for Pedestrians and Bicyclists

Mobility Needs

- ◆ Transportation for Bulk Shopping/Food Pantry that Accommodates Parents with Children
- ◆ K-12 Student Transportation
- ◆ Demand Response Transportation that is Customized for People with Developmental Disabilities
- ◆ Point to Point Rides in Lower-Population Areas of Kokomo/Howard County
- ◆ Rides to Future EV Battery Plant in NE Kokomo

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What is the Most Critical Need?

- Transportation Service for Rural Areas of Howard County
- Transportation Service to Medical Facilities
- Early Morning, After-hours and Weekend Transportation
- Same-day Service
- Improved Bus Stops for Pedestrians and Bicyclists
- Transportation for Bulk Shopping and Food Pantry
- K-12 Student Transportation
- Transportation Customized for People with Developmental Disabilities
- Point to Point Rides in Lower-Population Areas
- Transportation to Electric Vehicle Battery Plant

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What is the 2nd Most Critical Need?

- Transportation Service for Rural Areas of Howard County
- Transportation Service to Medical Facilities
- Early Morning, After-hours and Weekend Transportation
- Same-day Service
- Improved Bus Stops for Pedestrians and Bicyclists
- Transportation for Bulk Shopping and Food Pantry
- K-12 Student Transportation
- Transportation Customized for People with Developmental Disabilities
- Point to Point Rides in Lower-Population Areas
- Transportation to Electric Vehicle Battery Plant

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What is the 3rd Most Critical Need?

- Transportation Service for Rural Areas of Howard County
- Transportation Service to Medical Facilities
- Early Morning, After-hours and Weekend Transportation
- Same-day Service
- Improved Bus Stops for Pedestrians and Bicyclists
- Transportation for Bulk Shopping and Food Pantry
- K-12 Student Transportation
- Transportation Customized for People with Developmental Disabilities
- Point to Point Rides in Lower-Population Areas
- Transportation to Electric Vehicle Battery Plant

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

A faint map of a city street grid is visible in the background of the slide. The title 'Goals and Strategies' is centered at the top in a dark red font.

Goals and Strategies

- ◆ **Goal 1:** Increase Communication between Transportation Providers and Stakeholders
 - 1.1 Establish a Coordination Committee

A faint map of a city street grid is visible in the background of the slide. The title 'Goals and Strategies' is centered at the top in a dark red font.

Goals and Strategies

- ◆ **Goal 2:** Expand Transportation Service for Older Adults, People with Disabilities, Low-income Individuals, and the General Public
 - 2.1 Add Capacity to Howard County Connect
 - 2.2 Initiate Demand Response Public Transportation Service in Rural Areas Outside of the City of Kokomo Limits
 - 2.3: Establish a City Line Trolley Fixed Route to Serve Key Employment Locations

A background image of a street map with various colored lines representing roads and boundaries. The map is partially obscured by a white text box.

Goals and Strategies

- ◆ **Goal 3:** Adopt New Technologies to Enhance Customer Service and Increase Efficiency
 - 3.1 Add Customer-Facing Technology for Tracking Transit Vehicles
 - 3.2 Add Scheduling and Dispatching Technology for CAM

A background image of a street map with various colored lines representing roads and boundaries. The map is partially obscured by a white text box.

Goals and Strategies

- ◆ **Goal 4:** Increase Participation in Initiatives to Enhance Mobility
 - 4.1 Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations
 - ITA
 - Health by Design Mobility Management Network
 - 4.2 Educate Local Elected Officials About Transportation Needs

When poll is active, respond at pollev.com/ablewinds310

Text **ABLEWINDS310** to **22333** once to join

What is your Top Priority Strategy?

- 1.1 Establish a Coordination Committee
- 2.1 Add Capacity to Howard County Connect
- 2.2 Transportation Service in Rural Areas
- 2.3: City Line Trolley Route to Key Employment Locations
- 3.1 Add Technology for Tracking Transit Vehicles
- 3.2 Add Scheduling and Dispatching Technology for CAM
- 4.1 Participate Actively in Statewide Transportation Organizations
- 4.2 Educate Local Elected Officials About Transportation Needs

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When poll is active, respond at pollev.com/ablewinds310

Text **ABLEWINDS310** to **22333** once to join

What is your 2nd Priority Strategy?

- 1.1 Establish a Coordination Committee
- 2.1 Add Capacity to Howard County Connect
- 2.2 Transportation Service in Rural Areas
- 2.3: City Line Trolley Route to Key Employment Locations
- 3.1 Add Technology for Tracking Transit Vehicles
- 3.2 Add Scheduling and Dispatching Technology for CAM
- 4.1 Participate Actively in Statewide Transportation Organizations
- 4.2 Educate Local Elected Officials About Transportation Needs

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

Next Steps

- ◆ Complete Coordinated Plan Report
- ◆ Coordinated Plan Adoption
- ◆ Section 5310 Grant Cycle
- ◆ Implementation

Program Contacts

Brian Jones
Section 5310 Program Manager
INDOT Office of Transit
100 North Senate, Room 758-MM
Indianapolis, IN 46204
317-426-8541

bjones@indot.in.gov

Coordinated Plan Consultant: Christy Campoll

ccampoll@rlsandassoc.com





We appreciate your participation!

THANK YOU FOR YOUR TIME!

Meeting Notes

Kokomo-Howard County Coordinated Plan Update

Follow-up Public and Stakeholder Meeting

October 27, 2022

1:30 p.m. to 3:00 p.m.

Attendees: Rachel Jenkins (via phone) (resident of Greentown), Emily Hemersbach (Community Foundation), Tammy Corn (KHCGCC), Leigha Hedrick (KHCGCC), Lisa Washington (Minority Health Alliance of Howard County), Dennine Smith (CAM), Cheryl Graham (United Way)

Comments from Participants:

- Rachel Jenkins said that she had received a flyer for Howard County Connect and wanted more information about the service. It is operated by CAM – Coordinated Assistance Ministries.
 - Dennine Smith with CAM said that Howard County Connect is operated with 1 vehicle and offers rides to individuals that are scheduled up to a week in advance. It is available on weekends and evenings. They help people get to groceries, work and essential destinations. The weekends are busiest and they are looking into funding that can ensure that the service continues.
- The group used Poll Everywhere to prioritize transportation needs. The group discussed why they selected the priorities they did.
 - Cheryl Graham said that in rural areas there is no service, and she felt a critical need should be the need that is felt by the largest groups of people that could be served. Her 2nd priority need is transportation for grocery shopping and food pantries because the United Way hears frequently from families in need of food, which is an absolutely critical need.
 - Tammy Corn said that rural areas have needed service as long as she has been involved in transportation, including in her director of operations experience (16 years prior). In the area it has been a long time need in the area, and the transit system's funding formula that does not serve those outside city limits.
 - Rachel Jenkins said she is dependent on family members and friends for transportation, and many of her friends and neighbors are aging and cannot drive at night or should not drive at night. The aging populations needs transportation, especially in rural areas.
- The group used Poll Everywhere to prioritize eight transportation strategies. Comments during the discussion on the strategies are provided below.
 - Tammy Corn said that the Citizens Advisory Committee is an already-existing meeting with transportation stakeholders and is also open to the public. This committee and serve as the committee for Strategy 1.1. She will send information on the meetings for the Coordinated Plan meeting attendees.
 - Dennine Smith said that technology for scheduling and dispatching is absolutely needed for Howard County Connect because once you get to a certain operational level in terms of the number of rides, the operation needs a better way to meet customer service satisfaction needs. They need a method for riders to make rides requests or contact dispatch to check on their ride times.
 - Lisa Washington said that we do need to talk about elected officials; they need to be involved because they control the funding and policy that governs transportation. She lives out in a rural area and sees a lot of people walking on the sides of Alto and Malfalfa Roads, she assumes it's because they do not have transportation. The area is a food desert, so

people walk to convenience stores because they do not have a nearby grocery store or the means to get to grocery stores in town.

The group discussed the Section 5310 grant cycle. Tammy Corn reported that the transit system recently received grant awards for FTA-funded vehicles, but it will take about three years to receive vehicles due to supply chain difficulties.

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Current run (last updated Oct 27, 2022 3:03pm)

6

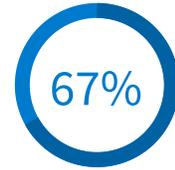
Activities

7

Participants

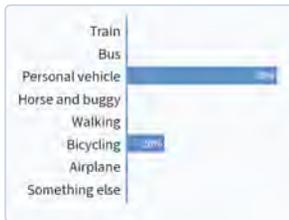
5

Average responses



Average engagement

What is your favorite form of transportation?



Response options

Count Percentage

Train

0 0%

Bus

0 0%

Personal vehicle

4 80%

Horse and buggy

0 0%

Walking

0 0%

Bicycling

1 20%

Airplane

0 0%

Something else

0 0%



Engagement

5

Responses

What is the Most Critical Need?



Response options	Count	Percentage
Transportation Service for Rural Areas of Howard County	1	25%
Transportation Service to Medical Facilities	1	25%
Early Morning, After-hours and Weekend Transportation	0	0%
Same-day Service	1	25%
Improved Bus Stops for Pedestrians and Bicyclists	0	0%
Transportation for Bulk Shopping and Food Pantry	1	25%
K-12 Student Transportation	0	0%
Transportation Customized for People with Developmental Disabilities	0	0%
Point to Point Rides in Lower-Population Areas	0	0%
Transportation to Electric Vehicle Battery Plant	0	0%



Engagement

4

Responses

What is the 2nd Most Critical Need?



Response options	Count	Percentage
Transportation Service for Rural Areas of Howard County	2	50%
Transportation Service to Medical Facilities	0	0%
Early Morning, After-hours and Weekend Transportation	0	0%
Same-day Service	0	0%
Improved Bus Stops for Pedestrians and Bicyclists	1	25%
Transportation for Bulk Shopping and Food Pantry	1	25%
K-12 Student Transportation	0	0%
Transportation Customized for People with Developmental Disabilities	0	0%
Point to Point Rides in Lower-Population Areas	0	0%
Transportation to Electric Vehicle Battery Plant	0	0%



Engagement

4

Responses

What is the 3rd Most Critical Need?



Response options	Count	Percentage
Transportation Service for Rural Areas of Howard County	2	40%
Transportation Service to Medical Facilities	1	20%
Early Morning, After-hours and Weekend Transportation	1	20%
Same-day Service	0	0%
Improved Bus Stops for Pedestrians and Bicyclists	0	0%
Transportation for Bulk Shopping and Food Pantry	0	0%
K-12 Student Transportation	0	0%
Transportation Customized for People with Developmental Disabilities	0	0%
Point to Point Rides in Lower-Population Areas	1	20%
Transportation to Electric Vehicle Battery Plant	0	0%



Engagement

5

Responses

What is your Top Priority Strategy?



Response options	Count	Percentage
1.1 Establish a Coordination Committee	1	20%
2.1 Add Capacity to Howard County Connect	2	40%
2.2 Transportation Service in Rural Areas	0	0%
2.3: City Line Trolley Route to Key Employment Locations	0	0%
3.1 Add Technology for Tracking Transit Vehicles	2	40%
3.2 Add Scheduling and Dispatching Technology for CAM	0	0%
4.1 Participate Actively in Statewide Transportation Organizations	0	0%
4.2 Educate Local Elected Officials About Transportation Needs	0	0%

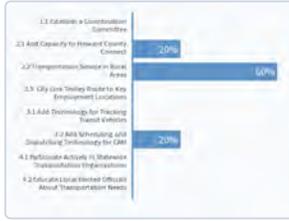


Engagement

5

Responses

What is your 2nd Priority Strategy?



Response options	Count	Percentage
1.1 Establish a Coordination Committee	0	0%
2.1 Add Capacity to Howard County Connect	1	20%
2.2 Transportation Service in Rural Areas	3	60%
2.3: City Line Trolley Route to Key Employment Locations	0	0%
3.1 Add Technology for Tracking Transit Vehicles	0	0%
3.2 Add Scheduling and Dispatching Technology for CAM	1	20%
4.1 Participate Actively in Statewide Transportation Organizations	0	0%
4.2 Educate Local Elected Officials About Transportation Needs	0	0%

71%
Engagement

5
Responses