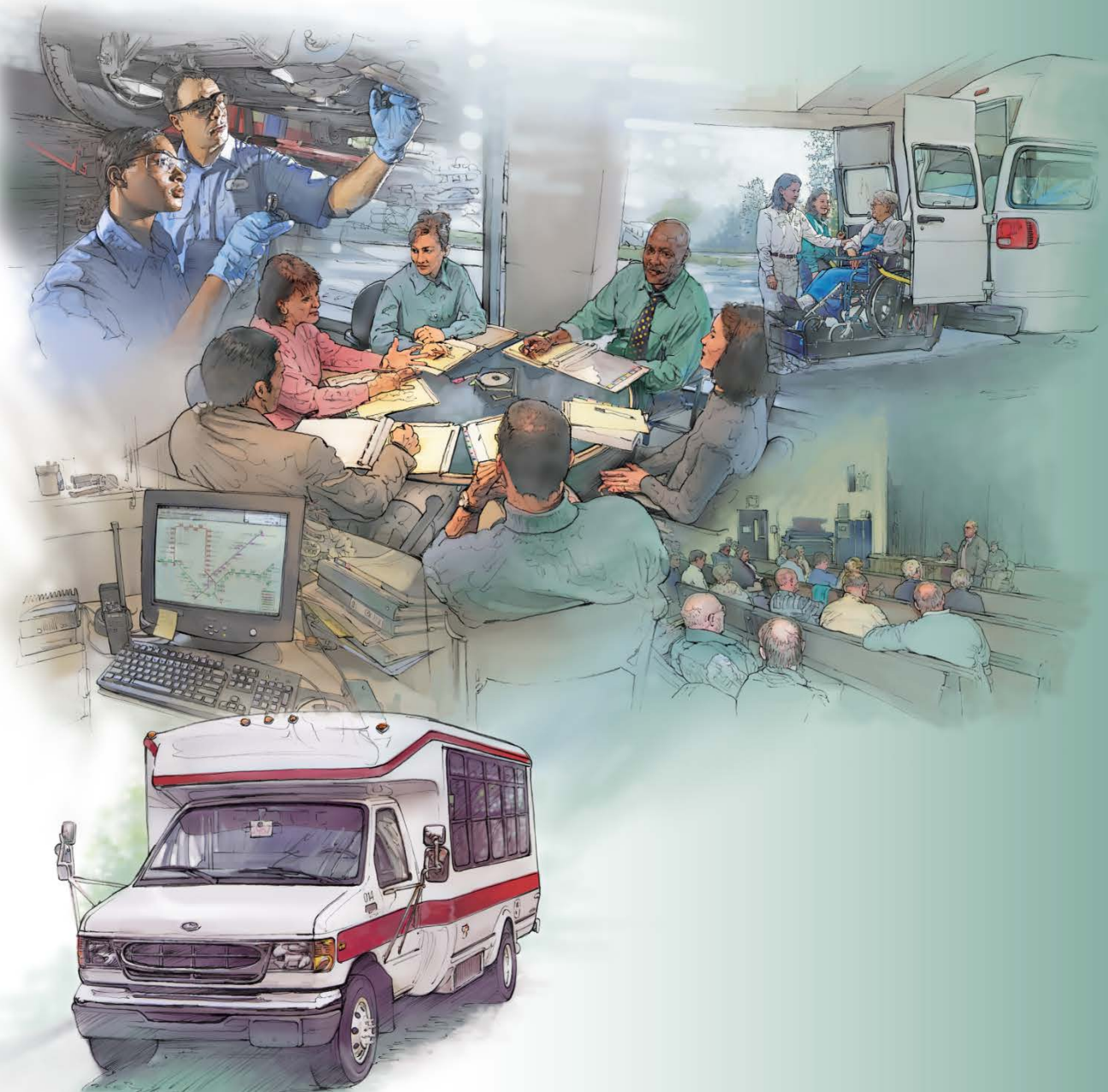




**Coordinated Public Transit-Human Services
Transportation Plan Update
Region 6**

Final Report

May 2017





Moving Public Transportation Into the Future

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Introduction

I. INTRODUCTION

OVERVIEW

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

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

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

Relevant FAST Act Programs

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

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

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

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

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

PLAN DEVELOPMENT METHODOLOGY

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

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

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

The coordination plan update incorporated the following planning elements:

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

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

GLOSSARY OF TERMS

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

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

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

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

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

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

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

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

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

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

II. EXISTING CONDITIONS

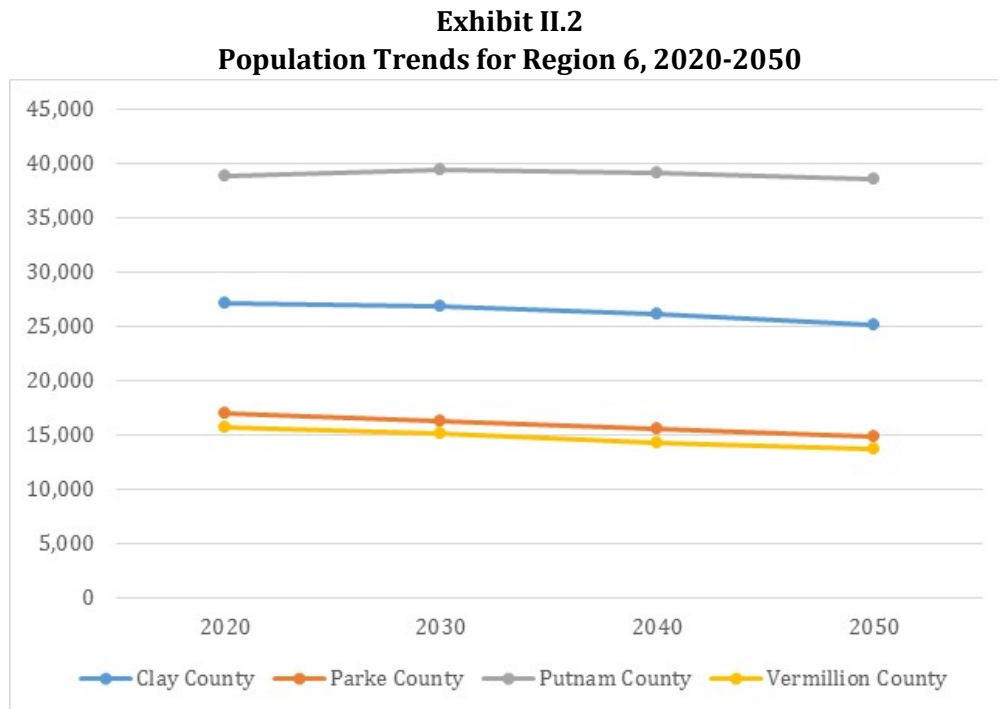
REGION OVERVIEW

Region 6 is in the central western part of Indiana along the Indiana-Illinois boundary and includes the counties of Clay, Parke, Putnam, and Vermillion in Indiana. The map in Exhibit II.1 provides a depiction of the area included in this study. The study area is served by the following major highways: Interstate 70 and 74 and U.S. Routes 36, 40, 41, 150 and 231.

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

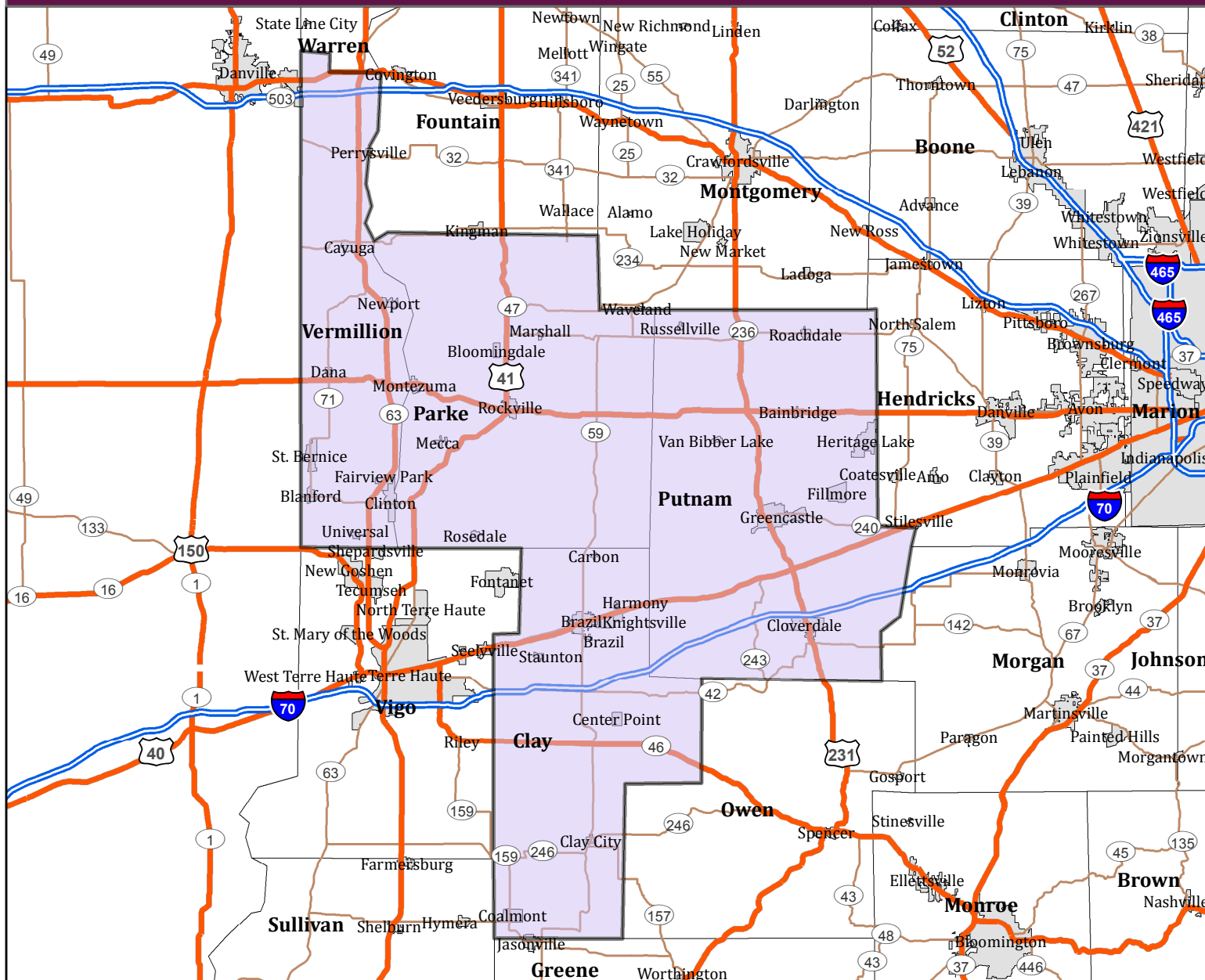
POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business projects the Region's population will decrease to 92,117 by 2050, an estimated loss of 6.6 percent from the year 2020 population projection. Exhibit II.2 shows population trends between 2020 and 2050 for each county in Region 6.



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

Exhibit II.1: Location Map Region 6



Region 6 Coordinated Public Transit- Human Services Transportation Plan Update

Legend

- Region 6
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns
- Counties

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



OLDER ADULT POPULATION

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

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

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

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

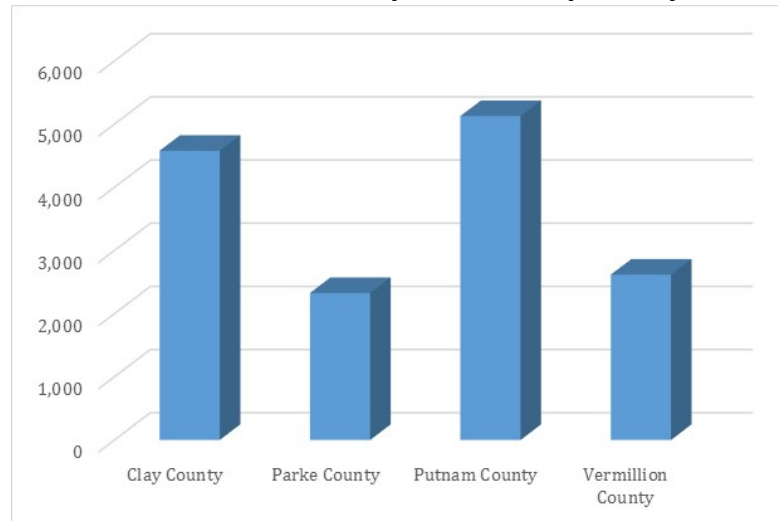
INDIVIDUALS WITH DISABILITIES

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

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region 6 is available through the 2014 ACS Five-Year Estimates of disability for the noninstitutionalized population. Exhibit II.3 is intended to provide a comparison of the disabled population in each county within the Region.

The chart identifies the highest population of individuals with a disability reside in Putnam County. The total disabled population estimate for Putnam County is 5,128. Clay County has an estimated 4,578 disabled people, while Vermillion County has 2,618 disabled people and Parke County has 2,327.

Exhibit II.3: Disability Incidence by County

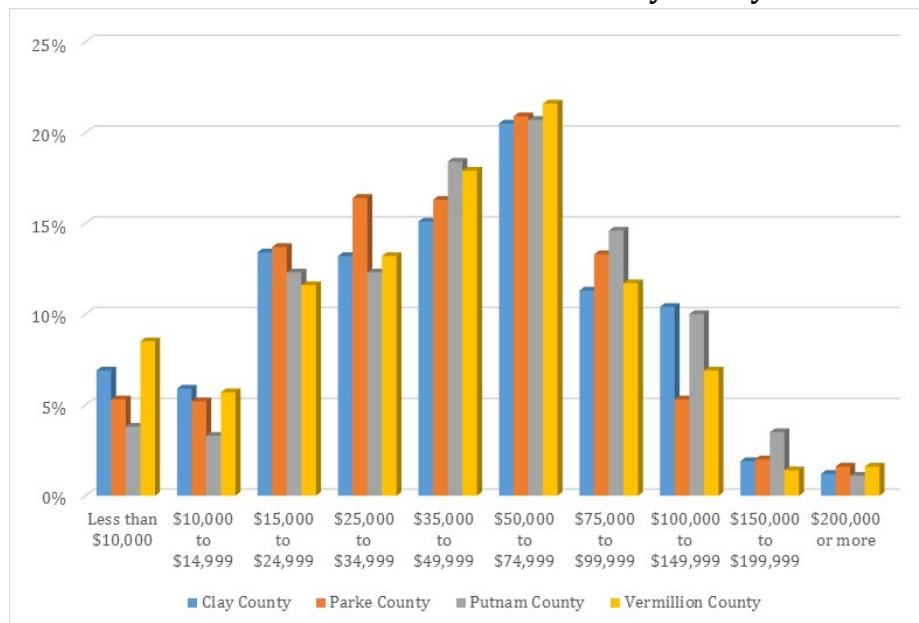


Source: 2014 ACS Five-Year Estimates

HOUSEHOLD INCOME

Exhibit II.4 illustrates the household incomes for the study area according to the 2014 ACS Five-Year Estimates. According to the survey, there are a total of 35,397 households in Region 6. Of those households, about 36.8 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 13.4 percent earned between \$25,000 and \$34,999. Another 17.6 percent earned between \$10,000 and \$24,999 and about 5.8 percent earned less than \$10,000 per year. The median household income for each area is shown in Exhibit II.5.

Exhibit II.4: Household Income by County



Source: 2014 ACS Five-Year Estimates

**Exhibit II.5
Median Household income**

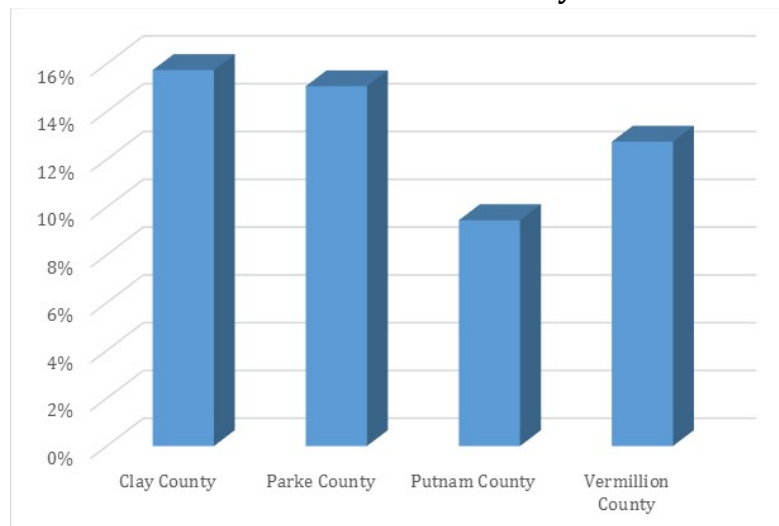
County	Median Income
Clay County	\$46,228
Parke County	\$43,214
Putnam County	\$49,914
Vermillion County	\$44,088

Source: 2014 ACS Five-Year Estimates

POVERTY STATUS

Exhibit II.6 illustrates the percentage of the population in each County that is living below the poverty level. Clay County has the highest percent of population living below the poverty level with 15.7 percent. Parke County had the second highest percentage of population living in poverty with 15.1 percent while Vermillion and Putnam Counties had 12.7 and 9.5 percent respectively.

**Exhibit II.6
Percent Below Poverty**

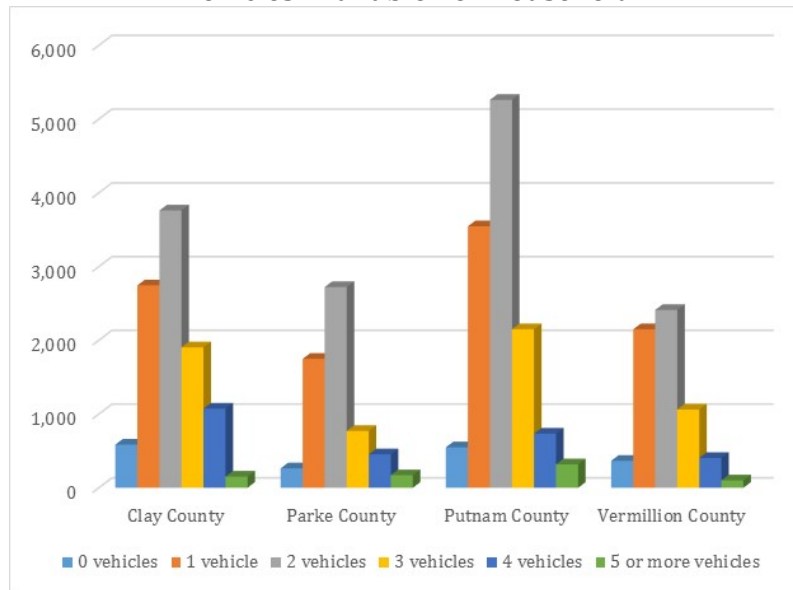


Source: 2014 ACS Five-Year Estimates

ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 1,764 households in the Region that have no available vehicle. This is five percent of all the households in the Region. An additional 10,189 or 28.8 percent of households in the Region have only one vehicle. Exhibit II.7 shows the total number of vehicle availability per household in each county.

**Exhibit II.7
Vehicles Available Per Household**



Source: 2014 ACS Five-Year Estimates

COUNTY PROFILES

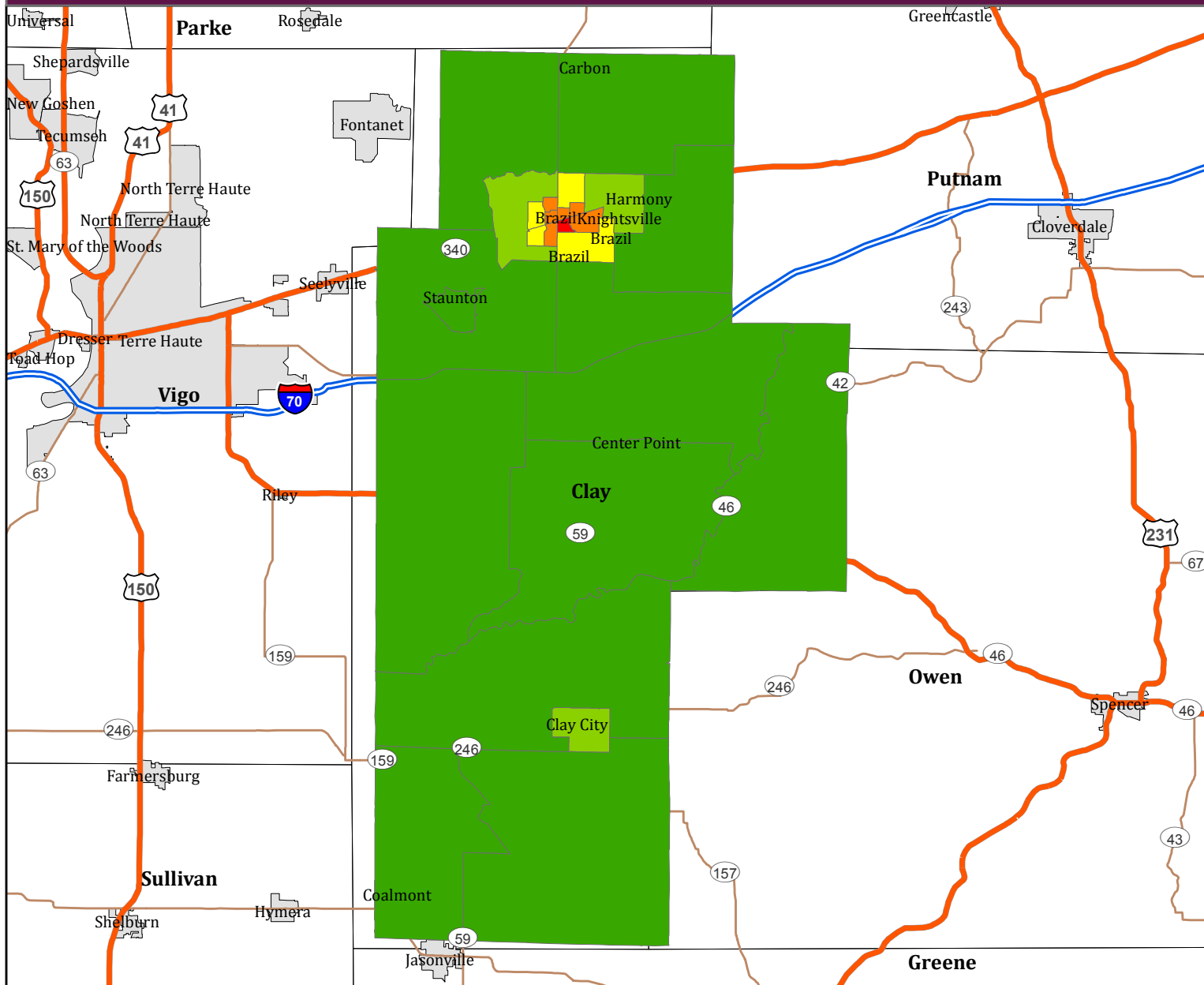
CLAY COUNTY

Older Adult Population

Exhibit II.8 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Clay County residents aged 65 and older are in Brazil. These block groups had densities of older adults between 469.8 and 1,125 persons per square mile. Moderately high densities of older adults are also in Brazil. The remainder of the County had low to very low densities of people age 65 and older.

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

Region 6 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 0.9622 - 27.91
- 27.92 - 69.32
- 69.33 - 177.6
- 177.7 - 469.7
- 469.8 - 1125
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns
- Counties

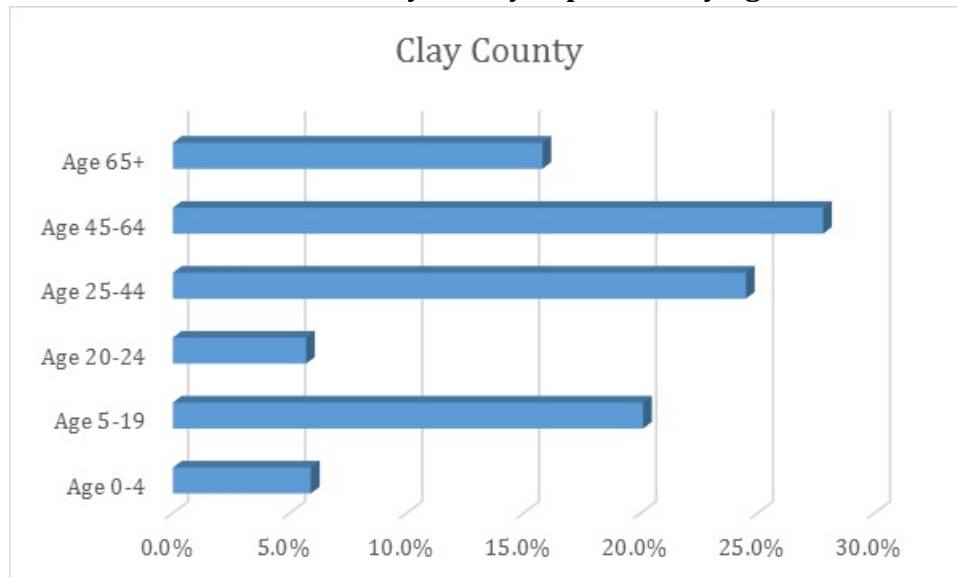
Source: U.S. Census American
Community Survey 2014
5-Year Estimates



Population by Age

The largest age cohort for Clay County was between the ages of 45 and 64 (27.8 percent). The second largest group was between ages 25 and 44, which constituted 24.5 percent of the county's population (see Exhibit II.9). The third largest age group was 5 to 19 years old (20.1 percent), while 15.8 percent were age 65 or older.

Exhibit II.9: Clay County Population by Age



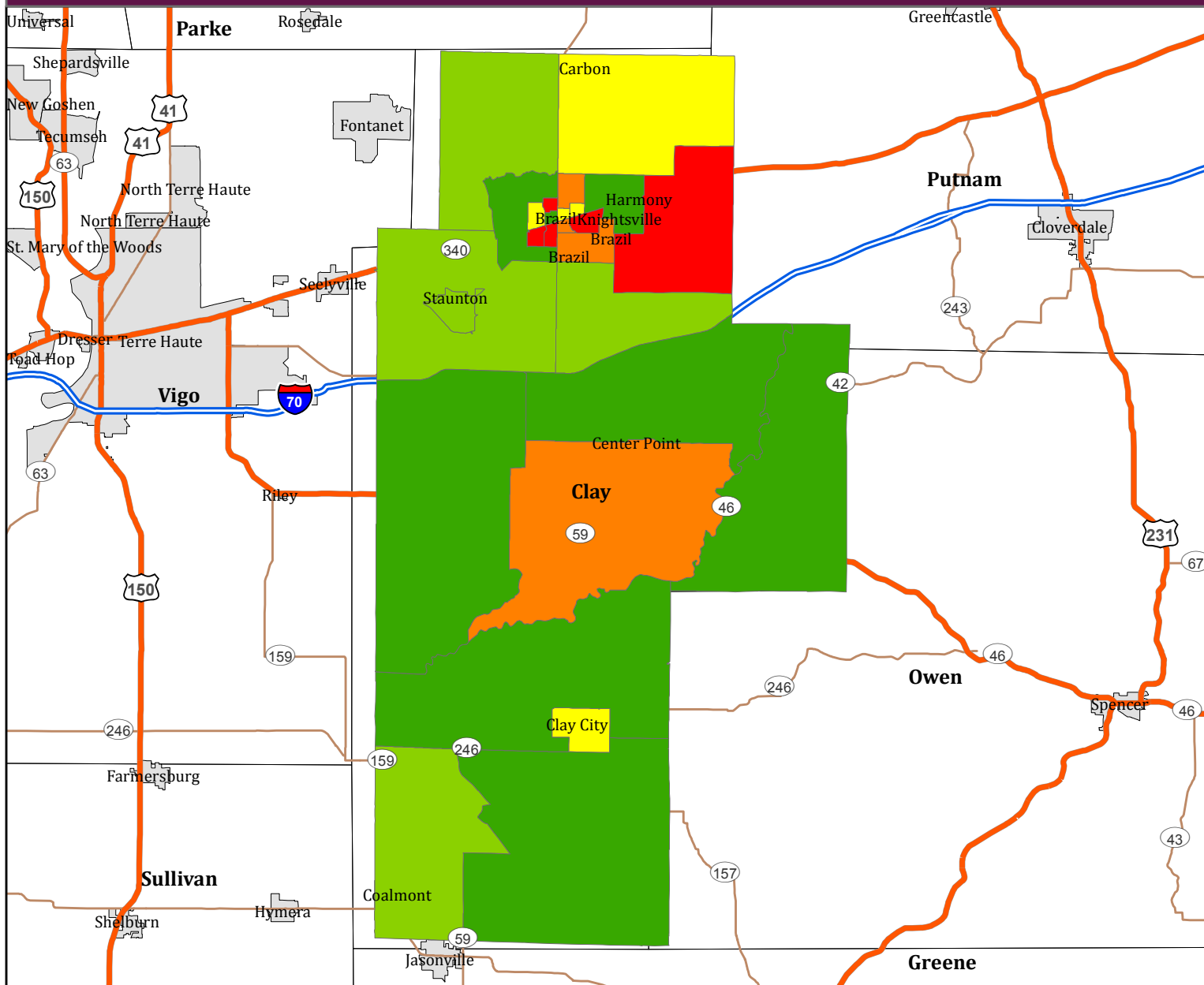
Source: 2014 ACS Five-Year Estimates

Economic Profile

Exhibit II.10 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in and around Brazil. Between 8 and 23.57 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 5.6 to 7.99 percent of zero vehicle households can also be found in Brazil and central Clay County. The remainder of the County had moderate (yellow shading) to very low (dark green shading) percentages of zero vehicle households.

Exhibit II.10: Percent Zero Vehicle Households Clay County

Region 6 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 1.2%
- 1.21% - 2.89%
- 2.9% - 5.59%
- 5.6% - 7.99%
- 8% - 23.57%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns
- Counties

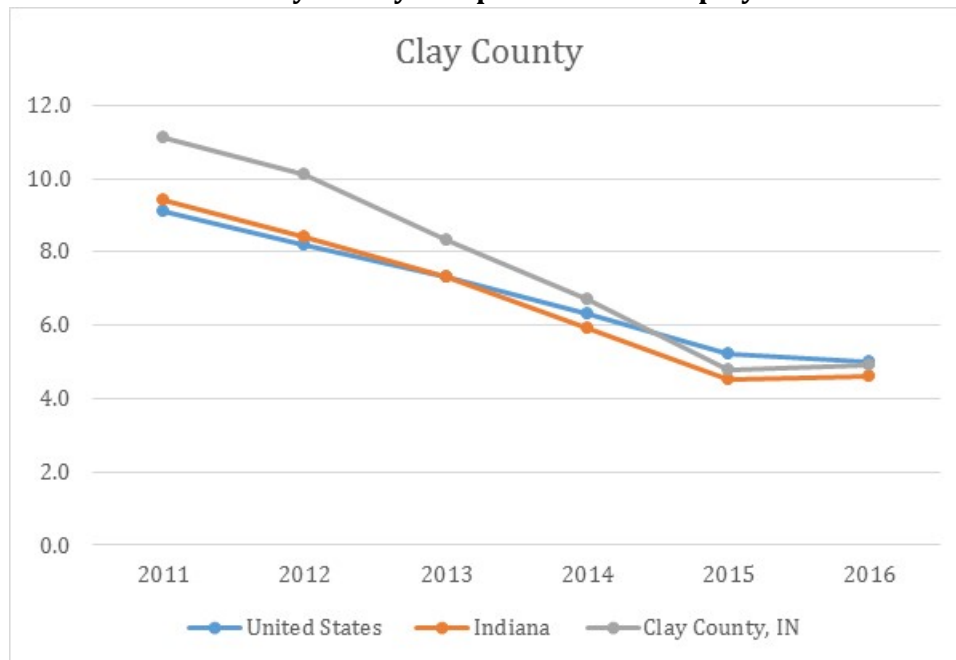
Source: U.S. Census American
Community Survey 2014
5-Year Estimates

Industry and Labor Force

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

From 2011 to 2014, the unemployment rate for Clay County stayed above the National and State unemployment averages. From 2015 to 2016, the unemployment rate was below the National average but above the State average. Exhibit II.11 illustrates a comparison of the unemployment rates in the county, State, and nation.

Exhibit II.11: Clay County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

PARKE COUNTY

Older Adult Population

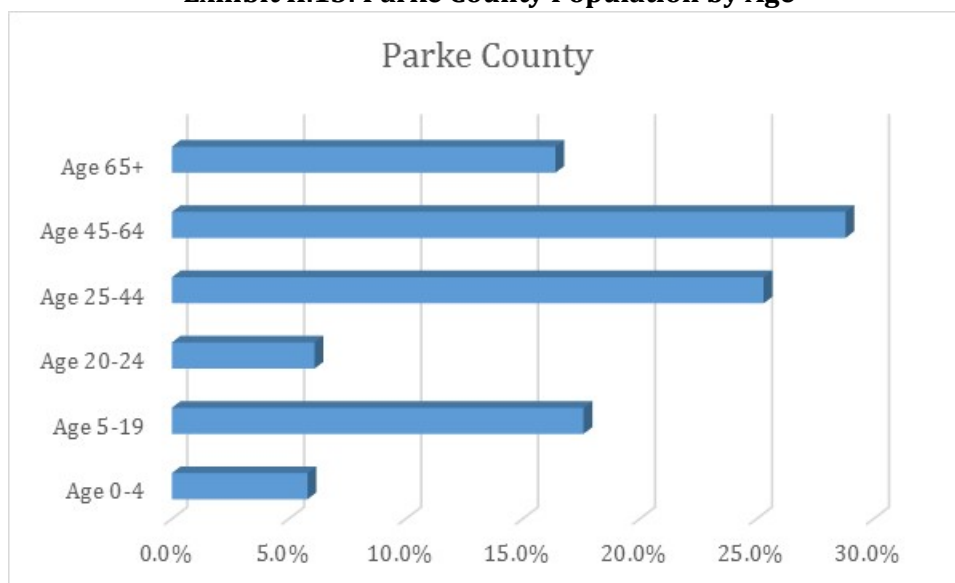
Exhibit II.12 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest densities (75.24 to 395.8) of Parke County residents aged 65 and older are in Rockville. Moderately high densities of older adults can also be found in Rockville. These block groups had densities between 30.62 and 75.23 persons aged 65 and older per square mile. The remainder of the county has older adult population densities below 30.62 persons per square mile.

Population by Age

The largest age cohort for Parke County was between the ages of 45 and 64 (28.8 percent). The second largest group was between ages 25 and 44, which constituted 25.3 percent of the county's

population (see Exhibit II.13). The third largest age group was 5 to 19 years old (17.6 percent), while 16.4 percent were age 65 or older.

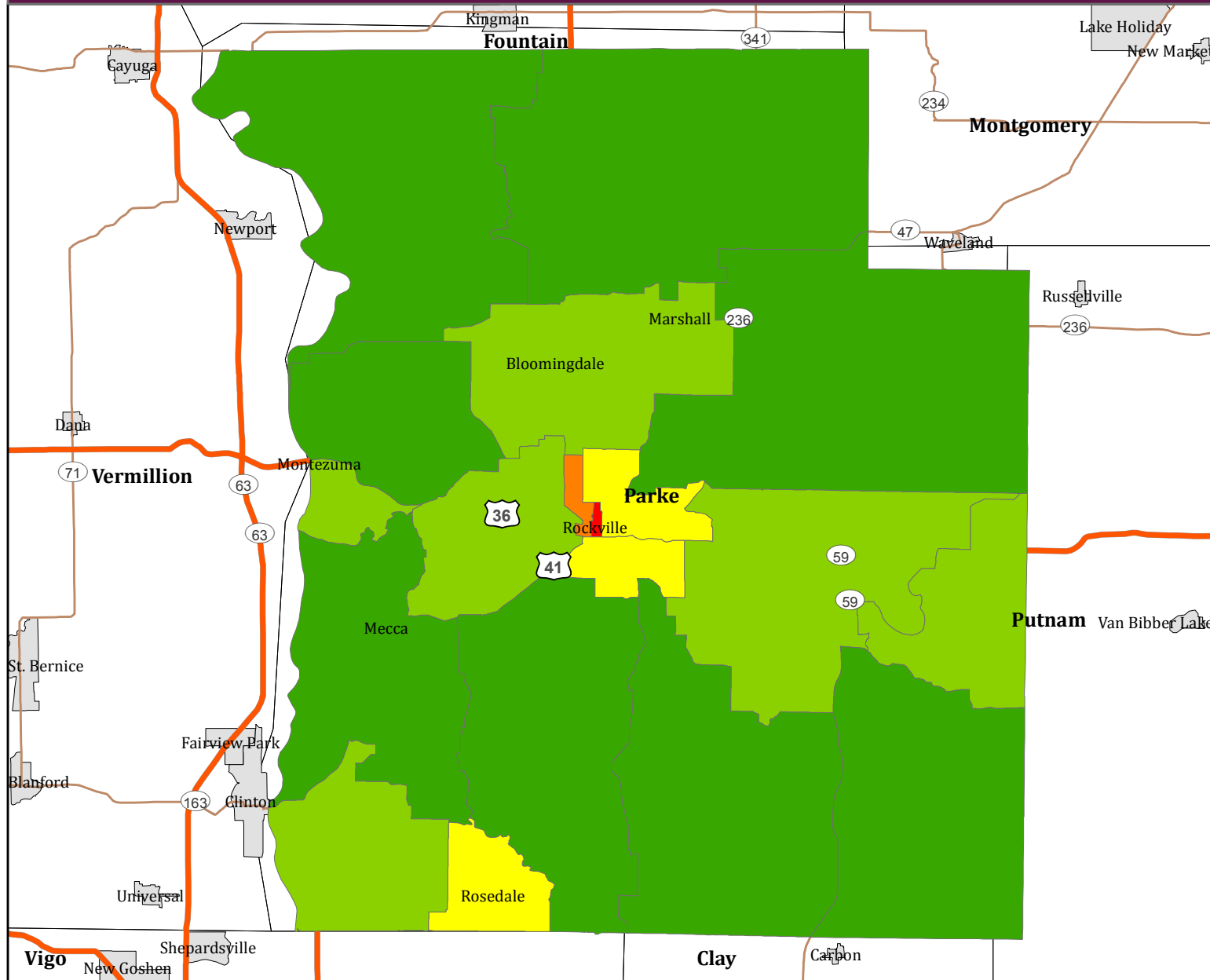
Exhibit II.13: Parke County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 6 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 1.521 - 6.919
- 6.920 - 14.89
- 14.90 - 30.61
- 30.62 - 75.23
- 75.24 - 395.8

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

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

Economic Profile

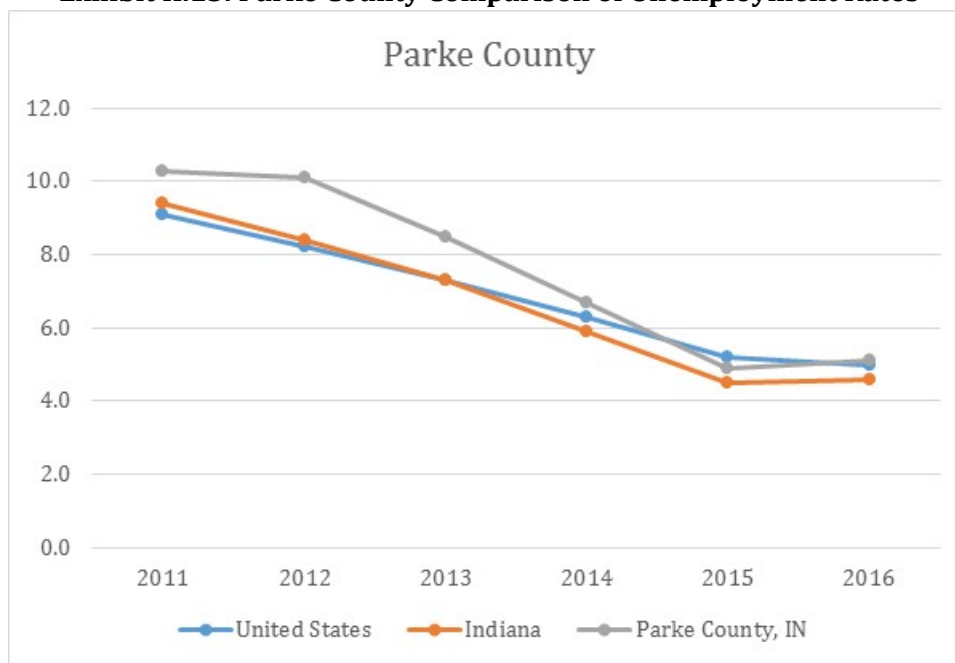
Exhibit II.14 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are in Rockville and northeast Parke County. Over 8.28 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 4.24 to 8.27 percent of zero vehicle households can be found in Mecca, northern Parke County, and east Parke County. The remainder of the County had low percentages of zero vehicle households.

Industry and Labor Force

Parke County's unemployment rate reached a high in 2011 of 10.3 percent. This was significantly higher than that of the United States (9.1) and slightly lower than the State of Indiana (9.4).

From 2011 to 2014, the unemployment rate for Parke County remained higher than the National and State averages. In 2015, the unemployment rate fell below the National average but stayed above the State average. Exhibit II.15 illustrates a comparison of the unemployment rates in the county, State, and nation.

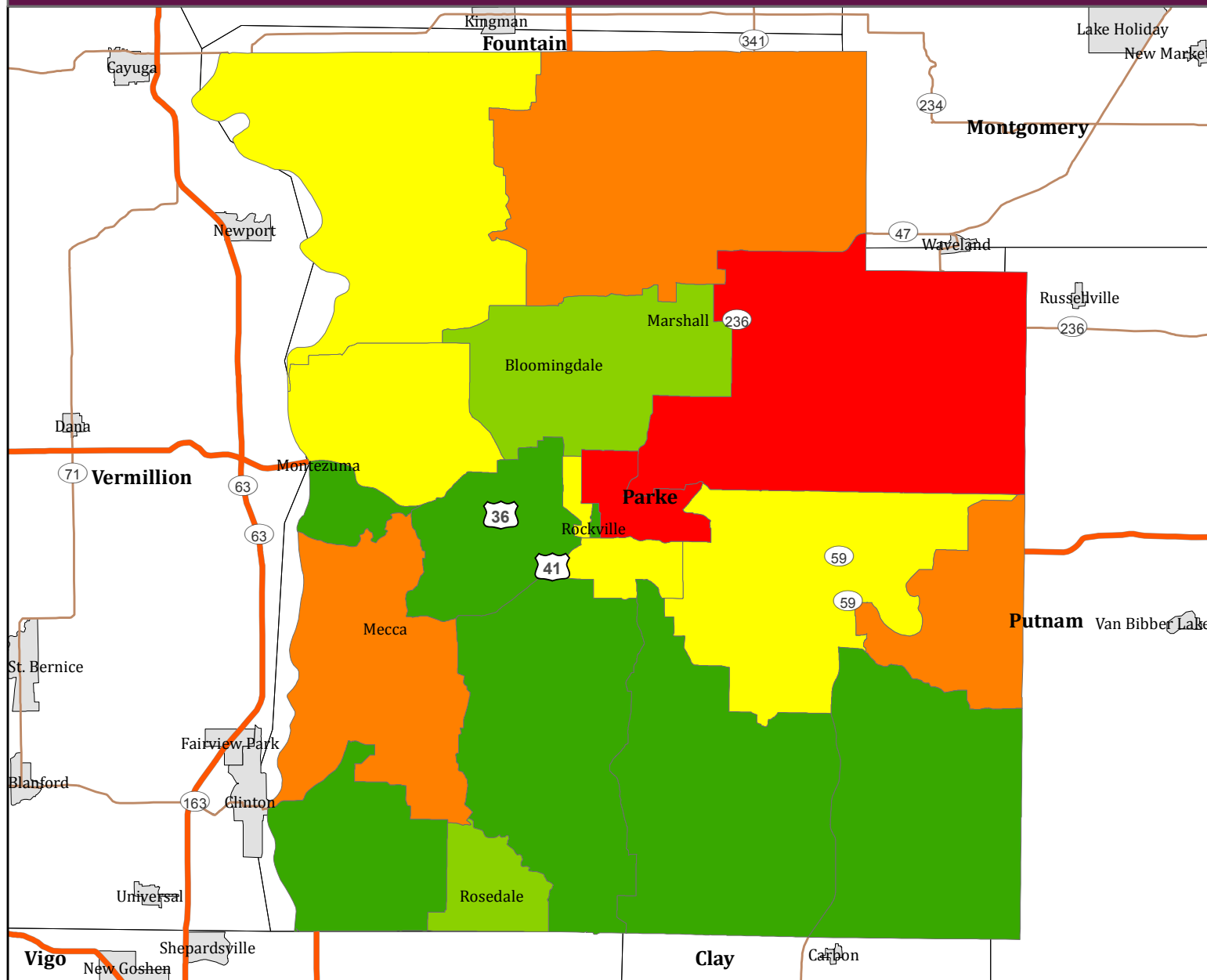
Exhibit II.15: Parke County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.14: Percent Zero Vehicle Households Parke County

Region 6 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0%
- 0.01% - 2.1%
- 2.11% - 4.23%
- 4.24% - 8.27%
- 8.28% - 16.67%

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

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

PUTNAM COUNTY

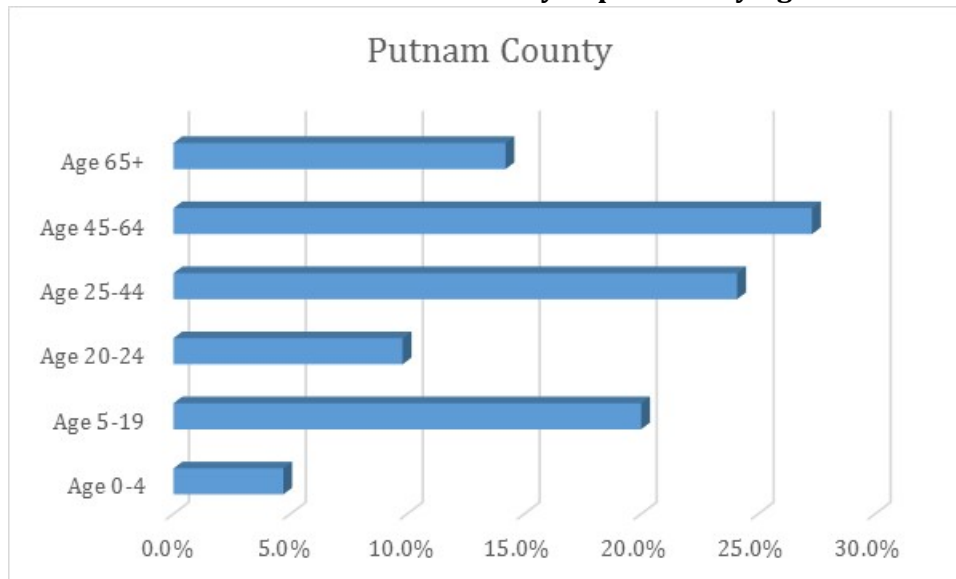
Older Adult Population

Exhibit II.16 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Putnam County residents aged 65 and older are in Greencastle. Areas of moderately high older adult densities can also be found in Greencastle. The remainder of the county has moderate to low densities of older adults.

Population by Age

The largest age cohort for Putnam County was between the ages of 45 and 64 (27.3 percent). The second largest group was between ages 25 and 44, which constituted 24.1 percent of the county's population (see Exhibit II.17). The third largest age group was 5 to 19 years old (20 percent), while 14.2 percent were age 65 or older. Putnam County has the smallest percentage of population 65 and older in Region 6.

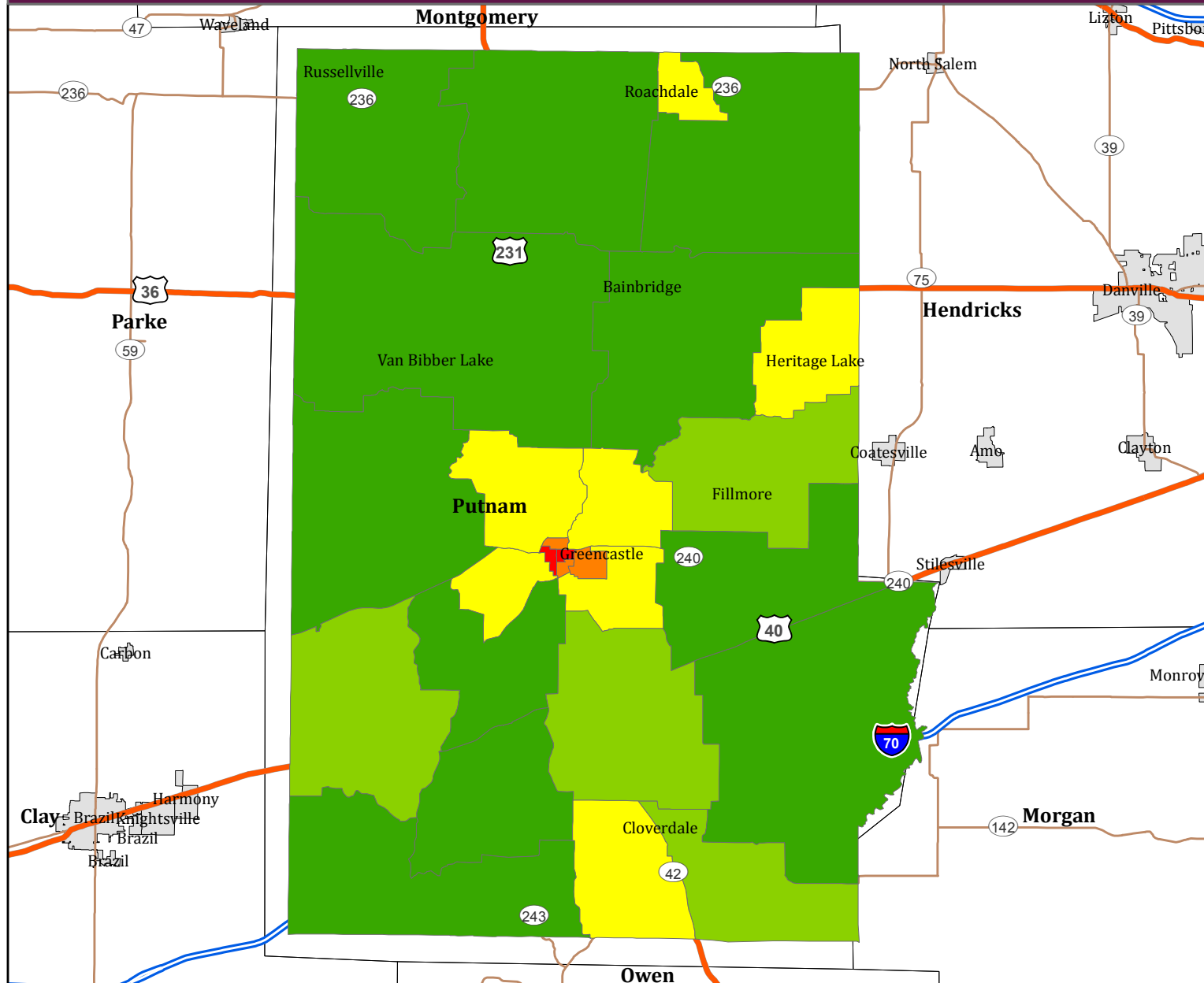
Exhibit II.17: Putnam County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 6 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 1.832 - 6.921
- 6.922 - 18.24
- 18.25 - 63.09
- 63.10 - 260.0
- 260.1 - 907.7

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

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

Economic Profile

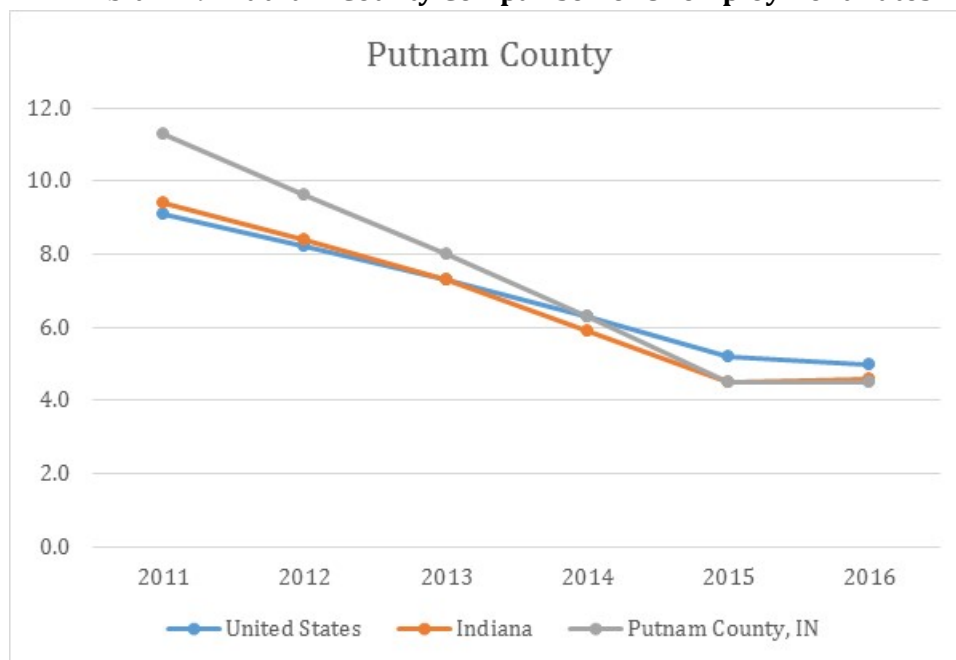
Exhibit II.18 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in Greencastle. Over 15.06 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 6.94 to 15.05 percent of zero vehicle households can be found in Greencastle and southwest Putnam County. The remainder of the county has low percentages of zero vehicle households.

Industry and Labor Force

Putnam County's unemployment rate reached a high in 2011 of 11.3 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2014, the unemployment rate for Putnam County remained higher than the State and National averages. From 2015 to 2016 the unemployment rate mimicked the State average. Exhibit II.19 illustrates a comparison of the unemployment rates in the county, State, and nation.

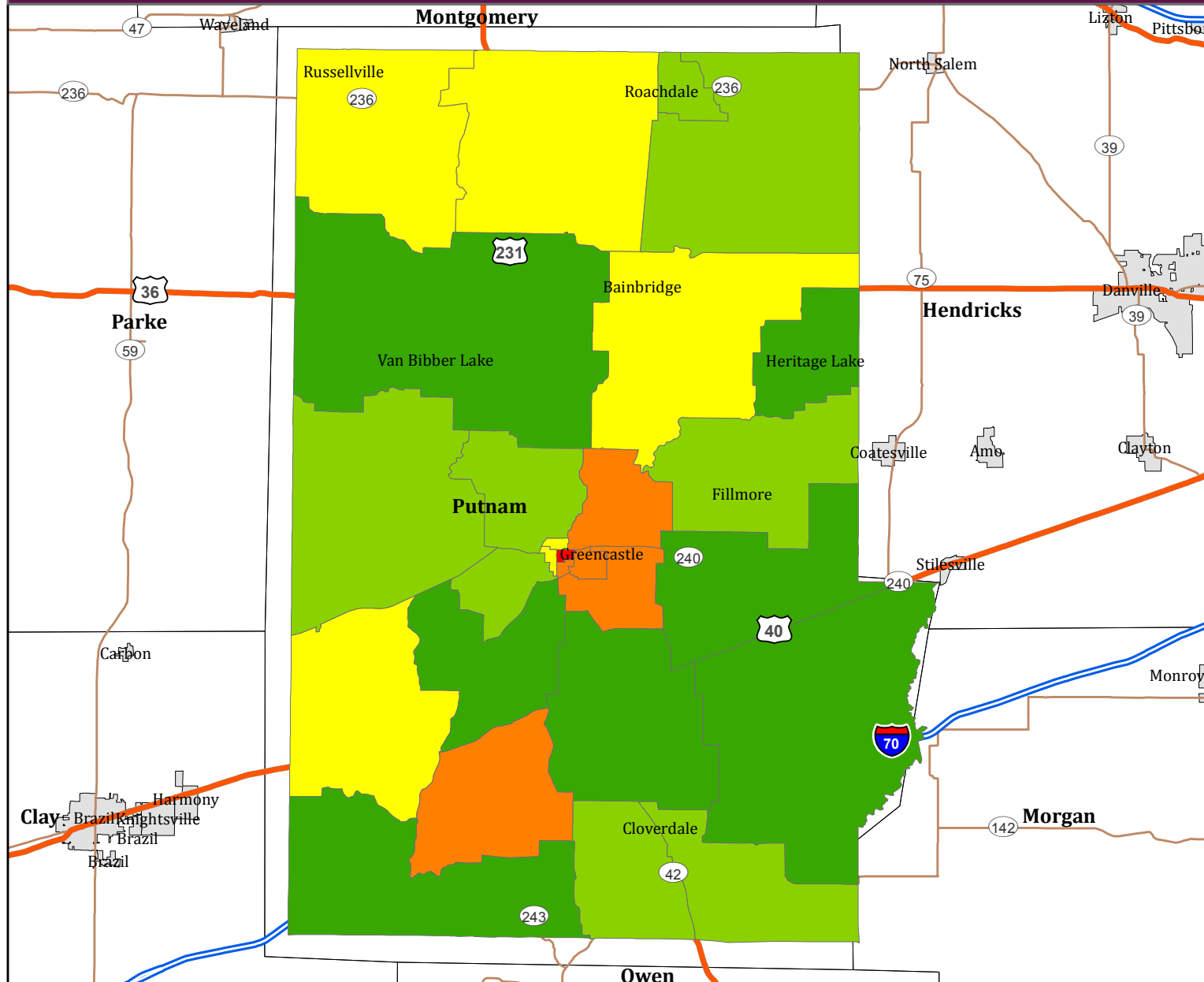
Exhibit II.19: Putnam County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.18: Percent Zero Vehicle Households Putnam County

Region 6 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

- ZVH / Households**
- 0% - 0.96%
 - 0.97% - 3.45%
 - 3.46% - 6.93%
 - 6.94% - 15.05%
 - 15.06% - 20.6%
- Interstate
 - Highway
 - Major Road
 - Local Road
 - Minor Road
 - Cities/Towns
 - Counties

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

VERMILLION COUNTY

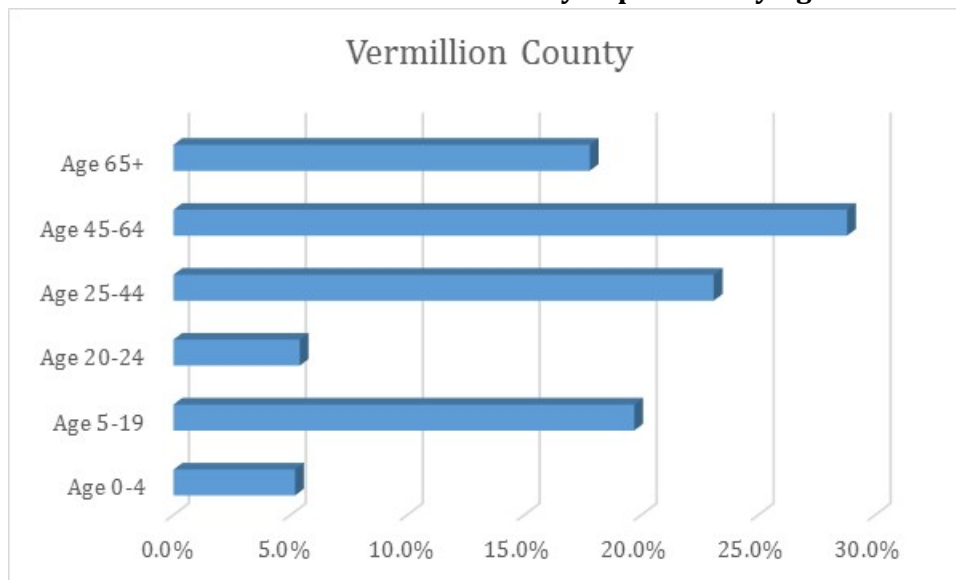
Older Adult Population

Exhibit II.20 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Vermillion County residents aged 65 and older are in Clinton. These block groups had older adult densities between 483.4 and 726.3 persons per square mile. Moderately high and moderate population densities of people age 65 and older were located in Clinton and Fairview Park. The remainder of the county had low older adult population densities.

Population by Age

The largest age cohort for Vermillion County was between the ages of 45 and 64 (28.8 percent). The second largest group was between ages 25 and 44, which constituted 23.1 percent of the county's population (see Exhibit II.21). The third largest age group was 5 to 19 years old (19.7 percent), while 17.8 percent were age 65 or older. Of all of the counties in Region 6, Vermillion County had the highest percentage of adults age 65 and older.

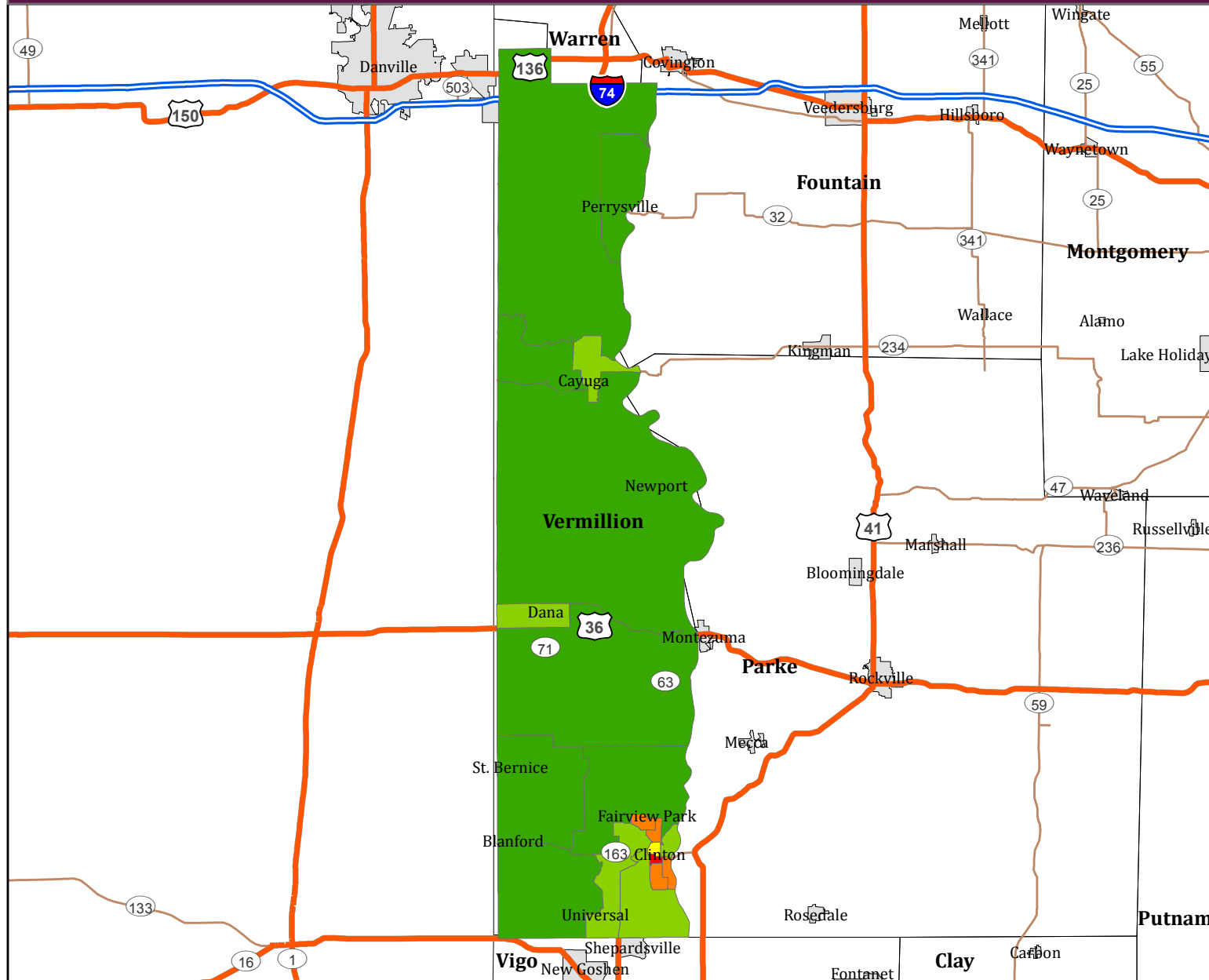
Exhibit II.21: Vermillion County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 6 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 3.416 - 19.14
- 19.15 - 52.44
- 52.45 - 146.4
- 146.5 - 483.3
- 483.4 - 726.3

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

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

Economic Profile

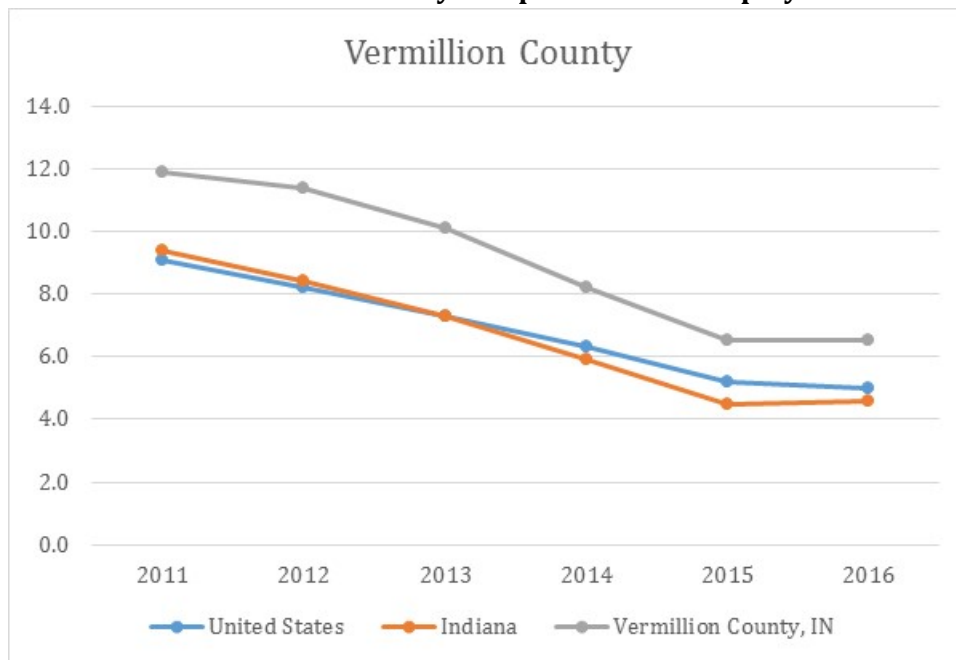
Exhibit II.22 illustrates the percentage of housing units that have no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Clinton and Fairview Park. Over 12.03 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 5.83 to 12.02 percent of zero vehicle households can be found in Clinton, Fairview Park, and Perrysville. The remainder of the county has overall low levels of zero vehicle households.

Industry and Labor Force

Vermillion County's unemployment rate reached a high in 2011 of 11.9 percent. This was significantly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Vermillion County stayed above the National and State averages. Exhibit II.23 illustrates a comparison of the unemployment rates in the county, State, and nation.

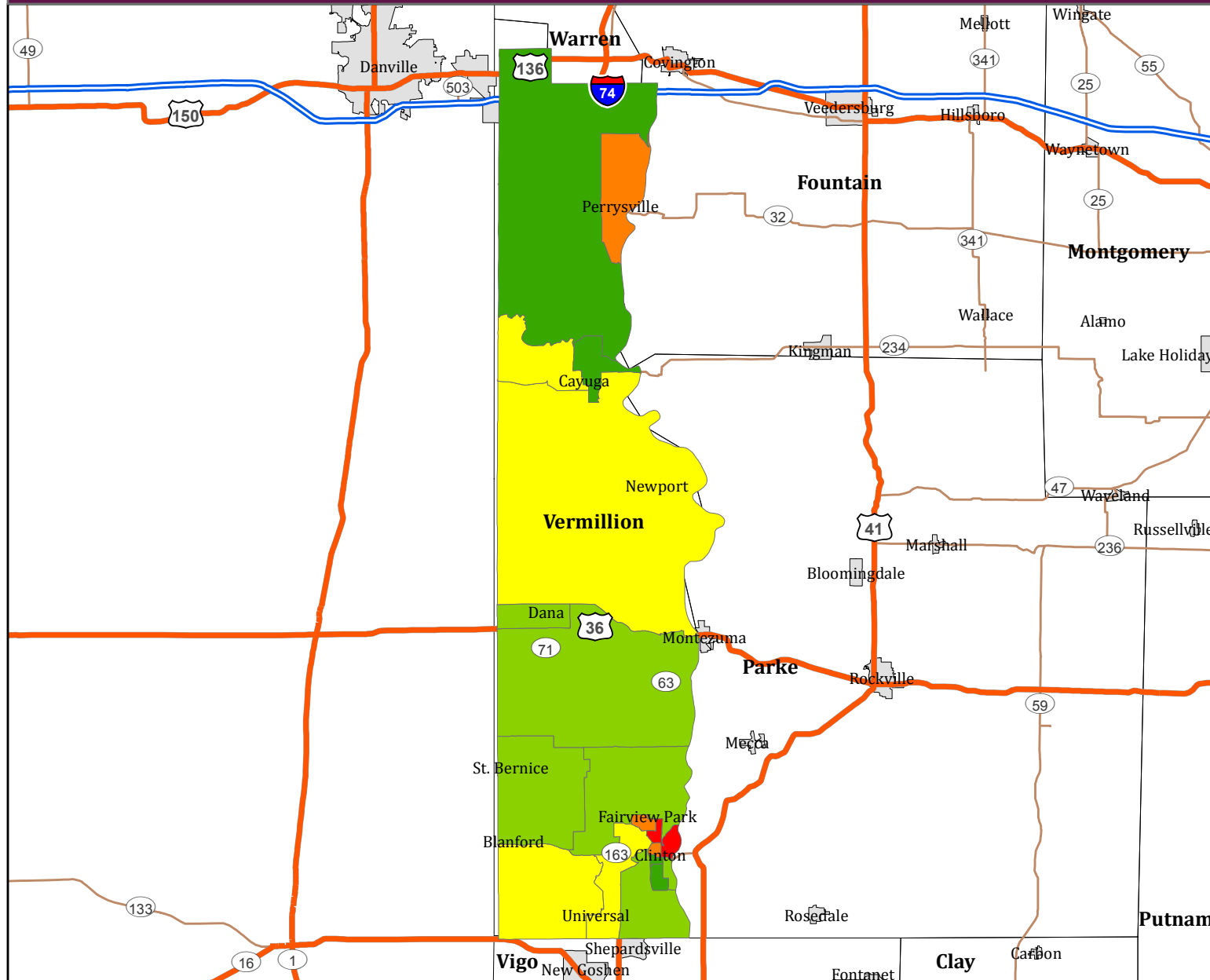
Exhibit II.23: Vermillion County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.22: Percent Zero Vehicle Households Vermillion County

Region 6 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households	
	0%
	0.01% - 3.64%
	3.65% - 5.82%
	5.83% - 12.02%
	12.03% - 26.76%
	Interstate
	Highway
	Major Road
	Local Road
	Minor Road
	Cities/Towns
	Counties

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



Existing Services

III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS

INTRODUCTION

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

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

The Region 6 Provider Stakeholder Summaries listed below include Section 5310 providers who serve primarily senior citizens and individuals with disabilities. These agencies, including the **Child Adult Resource Services and West Central Indiana Economic Development District**, provide transportation for senior citizens and individuals with disabilities but may have the potential for expanded shared services with other public providers in the future.

One rural public transit agency, funded with FTA Section 5311 funding, also serves older adults and individuals with disabilities as well as the general public in Putnam County. No other counties in the Region have countywide public transportation services. However, there are other providers in the area that serve populations that meet certain eligibility requirements such as Veterans (**Parke County Veterans Office**) and individuals eligible for non-emergency medical transportation provided through Medicaid (various private providers).

The list also includes agencies that are eligible for Section 5310 vehicle funding, but until now limited coordination with other providers, and whose services have been focused on providing services to their agency program consumers. **Hamilton Center** is focused on transportation services for its agency consumers, and their participation in the coordination process is essential to explore the most affordable and efficient transportation options.

EXISTING PUBLIC TRANSPORTATION RESOURCES

The following summaries are based on information provided by the participating agency and/or through research of the agency's website or the 2015 INDOT Public Transit Annual Report. Where information is incomplete, it was not provided or not available.

Child Adult Resource Services, Inc. (Section 5310)

Child Adult Resource Services, Inc. (C.A.R.S.) is a private non-profit organization that provides social services, day treatment, job training, employment, rehabilitation, job placement, and residential facilities. C.A.R.S. provides transportation for agency consumers to/from agency day programs to/from the consumer's home. There are a few trips provided to the agency for day services from nursing homes. The agency also provides some transportation during the mid-day for purposes that include community volunteering and consumer errands.

C.A.R.S. locations served by the vehicles are in Attica, Terre Haute, Brazil, and Muncie. In Muncie, C.A.R.S. consumers use public transportation because there is a bus stop in front of the agency. Routes to each location typically run as follows:

- ◆ To Attica from Lafayette, Attica and Kingsman.
- ◆ To Terre Haute from Marion, Parke and Vigo Counties.
- ◆ To Brazil from throughout Clay County.

In addition to the transportation service provided to the day program, C.A.R.S. also operates residential facilities at four (4) locations. Each of those locations has a van for the various needs of residents.

The agency's service area includes Parke, Clay, Vermillion, Warren, Fountain, and Vigo Counties.

Funding Sources: FTA Section 5310, Local Governments, Medicaid, and United Way.

Total Vehicles (Accessible): 27 (14 are wheelchair accessible).

Annual One-Way Passenger Trips: 36,573 in 2016.

Eligibility Requirements: Agency clients with developmental disabilities.

Hours of Operation: Transportation services are available Monday through Friday. Services to the day program operate between 6:30 AM and 8:00 AM and 4:00 PM to 5:30 PM for centers and 24-hours/7-days for group homes. Some mid-day trips are available upon request.

Fare Structure: Limited to Medicaid waiver payments or private pay from individuals with disabilities.

Clay County Indiana Council on Aged and Aging, Inc. (Section 5310)

Clay County Council on Aging is a private non-profit organization that provides services to older adults and individuals with disabilities in Clay County. Transportation services for older adults and

individuals with disabilities is available, but limited. The agency has, although rarely, received FTA Section 5310 funding for vehicle replacement. The most recent vehicle was in 2013.

Funding Sources: FTA Section 5310 and other.

Total Vehicles (Accessible): 1 wheelchair accessible.

Annual One-Way Passenger Trips: Not reported.

Eligibility Requirements: Individuals with disabilities and older adults.

Hours of Operation: Transportation services are available Monday through Friday, with an advance reservation.

Fare Structure: Not reported.

Hamilton Center

Hamilton Center is a community mental health facility serving Parke, Vermillion, Clay, and Putnam Counties. Transportation is among the most significant challenges for Hamilton Center consumers. Hamilton Center may be interested in either coordinating with an existing transportation provider or applying to INDOT for a vehicle(s) through the Section 5310 program in the future.

Funding Sources: Private, non-profit. Individual funding sources were not provided.

Total Vehicles (Accessible): The only vehicles are vans that are available for the agency's residential centers. Those vans are used only for residents at each center.

Annual One-Way Passenger Trips: Not a transportation provider.

Eligibility Requirements: None.

Hours of Operation: Not Applicable.

Fare Structure: None.

West Central Indiana Economic Development District (Section 5310)

West Central Indiana Economic Development District (also known as Area 7 Agency on Aging) is a nonprofit social service agency that provides transportation for older adults and individuals with disabilities in Parke, Vermillion, and Vigo counties. The majority of transportation is provided in Vigo County. Non-Medicaid trips for medical purposes are provided one day per week in each county. On all other days, transportation is available for any trip purpose.

Funding Sources: FTA Section 5310, United Way of the Wabash Valley, Vigo County, and a number of federally funded programs such as Social Services Block Grants, Title III-B of the Older Americans Act, and Veterans Programs.

Total Vehicles (Accessible): 8 (7 are wheelchair accessible).

Annual One-Way Passenger Trips: 15,277 in 2016.

Eligibility Requirements: Within City Limits: Individuals age 60 and older and individuals with disabilities for the purpose of medical needs, nutrition, or business. Outside of City Limits in Vigo County: Open to the General Public.

Hours of Operation: Monday through Friday 8:00 AM to 4:30 PM.

Fare Structure: Free within the City Limits. Trips originating in Vigo County (outside of the City Limits) require a \$2.00 fare.

Area 10 Agency on Aging (Rural Transit) (Section 5311)

Rural Transit is a private non-profit corporation providing transportation to older adults in Monroe, Owen, Lawrence, and Putnam Counties. Rural Transit provides deviated fixed route and demand-response transportation.

Funding Sources: FTA Section 5311, Local Assistance, State Assistance, and Passenger Fares.

Total Vehicles (Accessible): 30 (27 are wheelchair accessible).

Annual One-Way Passenger Trips: 88,194 in 2016.

Eligibility Requirements: General Public.

Hours of Operation: Monday through Friday 6:00 AM to 10:30 PM.

Fare Structure: \$3.00 for all passengers.

Parke County Veterans Office

The Parke County Veterans Office is a facility of the Veterans Administration. Transportation services are provided for veterans to the Veterans Administration (VA) in Danville, Terre Haute, and Indianapolis. Trip purposes at the VA must include doctor appointments, scheduled treatments, or surgery. Transportation service is provided by seven (7) volunteer drivers. The Parke County office employs one part-time program coordinator.

The office currently operates two (2) vehicles, but it is planning to reduce the fleet to one (1) vehicle because of mileage. The program coordinator is interested in participating in coordinated transportation efforts, but the possibilities for coordinating trips would be limited due to restrictions in the use of the program funding only for veterans and for specific purposes.

Funding Sources: Veterans Administration and County Grant.

Total Vehicles (Accessible): 2 (None are wheelchair accessible).

Annual One-Way Passenger Trips: 88,194 in 2016.

Eligibility Requirements: Limited to Veterans and their spouses. The trip must be for a VA sanctioned appointment.

Hours of Operation: Monday through Friday, as needed.

Fare Structure: Donations are accepted but not required.

VEHICLE INVENTORY AND UTILIZATION

Vehicle inventories were obtained by e-mail from transportation providers who reported a total of 32 vehicles serving the counties in Region 6 plus access to an additional 30 vehicles available to alternate service in Putnam County and connect to Region 3 counties, and two (2) Parke County Veterans Office vehicles. Approximately 71 percent of the vehicles available in all or a portion of the Region were accessible for wheelchairs and other mobility devices. All agencies operating vehicles were contacted to provide an updated vehicle inventory. If the agency did not provide the updated inventory, alternative fleet information was derived from the 2016 INDOT Annual Report. If an agency listed above is not included in the table, the detailed vehicle utilization information was not available for the report. The Vehicle Inventory table is provided at the end of this chapter.

All of the transportation operators operate with fleets that include a large percentage of wheelchair accessible vehicles. However, given the demand for wheelchair accessible service, the absence of public transportation options, and the growing aging population and individuals with physical challenges living independently in the community, agencies should as a rule continue to have a wheelchair accessible fleet of vehicles that are in good condition.

Exhibit III.1 Vehicle Inventory and Utilization Table

Veh #	Make	Model	Year	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
C.A.R.S.										
3	Ford	Elkhart Coach	2015	10	N	M-F	6:30 AM-5:00 PM	Poor	C.A.R.S.	Vigo, Parke, Vermillion, Clay
4	Ford	Elkhart Coach	2015	12	Y	M-R	6:30 AM-5:00 PM	Poor	C.A.R.S.	Vigo, Parke, Vermillion, Clay
5	Ford	Elkhart Coach	2015	9	Y	M-F	6:30 AM-5:00 PM	Good	C.A.R.S.	Vigo, Parke, Vermillion, Clay
6	Ford	Elkhart Coach	2016	9	Y	M-F	6:30 AM-5:00 PM	Good	C.A.R.S.	Vigo, Parke, Vermillion, Clay
7	Ford	Elkhart Coach	2016	9	Y	M-F	6:30 AM-5:00 PM	Good	C.A.R.S.	Vigo, Parke, Vermillion, Clay
8	Ford	450	2007	12	Y	M-F	6:30 AM-5:00 PM	Poor	C.A.R.S.	Vigo, Parke, Vermillion
9	Dodge	Caravan	2011	6	Y	M-F	6:30 AM-5:00 PM	Fair	C.A.R.S.	Vigo, Parke, Clay
10	Ford	E-250	2011	10	N	M-R	6:30 AM-5:00 PM	Poor	C.A.R.S.	Fountain, Tippecanoe, Warren
11	Ford	E-250	2011	10	N	M-F	6:30 AM-5:00 PM	Poor	C.A.R.S.	Fountain, Vermillion
12	Dodge	Caravan	2015	6	Y	M-F	6:30 AM-5:00 PM	Fair	C.A.R.S.	Fountain, Vermillion
13	Chevy	Uplander	2008	6	N	M-F	6:30 AM-5:00 PM	Poor	C.A.R.S.	Fountain
14	Ford	E-250	2011	10	N	M-F	6:30 AM-5:00 PM	Poor	C.A.R.S.	Clay, Vigo

Veh #	Make	Model	Year	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
15	Dodge	Sprinter	2006	10	N	M-F	6:30 AM-5:00 PM	Poor	C.A.R.S.	Clay, Parke
16	Dodge	Caravan	2014	6	Y	M-F	6:30 AM-5:00 PM	Fair	C.A.R.S.	Clay
17	Ford	Elkhart Coach	2016	9	Y	M-F	6:30 AM-5:00 PM	Good	C.A.R.S.	Clay, Parke
18	Chevy	Venture	2005	6	Y	M-F	6:30 AM-5:00 PM	Bad	C.A.R.S.	Clay
19	Ford	E-350	2003	12	N	M-F	6:30 AM-5:00 PM	Poor	C.A.R.S.	Clay
20	Chevy	Uplander	2008	6	Y	M-F	6:30 AM-5:00 PM	Poor	C.A.R.S.	Clay, Vigo
21	Ford	T350	2016	12	N	M-F	6:30 AM-5:00 PM	Good	C.A.R.S.	Fountain, Parke, Warren
22	Ford	T350	2016	12	N	M-F	6:30 AM-5:00 PM	Good	C.A.R.S.	Clay, Parke
23	Ford	T350	2016	12	N	M-F	6:30 AM-5:00 PM	Good	C.A.R.S.	Vermillion, Vigo
24	Ford	T350	2016	12	N	M-F	6:30 AM-5:00 PM	Good	C.A.R.S.	Parke, Fountain, Warren
25	Ford	Fusion	2014	5	N	M-F	6:30 AM-5:00 PM	Good	C.A.R.S.	Parke, Fountain, Clay
Clay County Indiana Council on Aged and Aging										
-	Ford	E-350	2013	8	2	M-F	Not Reported	-	5310	Clay

Veh #	Make	Model	Year	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
West Central Indiana Economic Development District										
-	Ford	E-350		8	2	M-F	8:00 AM-4:30 PM	-	5310	Vigo County
-	Ford	E-350		8	2	M-F	8:00 AM-4:30 PM	-	5310	
-	Ford	E-350		8	2	M-F	8:00 AM-4:30 PM	-	5310	
-	Ford	E-350		8	2	M-F	8:00 AM-4:30 PM	-	5310	
-	Ford	E-350		8	2	M-F	8:00 AM-4:30 PM	-	5310	
-	Ford	E-350		8	2	M-F	8:00 AM-4:30 PM	-	5310	
-	Ford	E-350		8	2	M-F	8:00 AM-4:30 PM	-	5310	
-	Ford	E-350		13	0	M-F	8:00 AM-4:30 PM	-	5310	
Area 10 Agency on Aging (Rural Transit)										
-	Ford	Cut Away	2008	16	2	M-F	6:00 AM-10:30 PM	-	5311	Putnam, Monroe, Owen, Lawrence,
-	Ford	Cut Away	2008	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2009	12	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Dodge	Cut Away	209	12	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2009	12	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2009	16	2	M-F	6:00 AM-10:30 PM	-	5311	

Veh #	Make	Model	Year	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
-	Ford	Cut Away	2009	16	2	M-F	6:00 AM-10:30 PM	-	5311	Putnam, Monroe, Owen, Lawrence
-	Ford	Cut Away	2009	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2009	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2009	24	0	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2009	24	0	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2009	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Dodge	Mini-Van	2010	5	1	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2010	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2010	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2010	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2010	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2010	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2010	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2010	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2010	24	0	M-F	6:00 AM-10:30 PM	-	5311	

Veh #	Make	Model	Year	Capacity	WC	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned	Service Area
-	Dodge	Mini-Van	2014	5	1	M-F	6:00 AM-10:30 PM	-	5311	Putnam, Monroe, Owen, Lawrence
-	Dodge	Mini-Van	2014	5	1	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2014	8	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2014	8	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2014	8	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2014	8	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2016	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2016	16	2	M-F	6:00 AM-10:30 PM	-	5311	
-	Ford	Cut Away	2016	16	2	M-F	6:00 AM-10:30 PM	-	5311	

. Not all Rural Transit vehicles are available in Putnam County. This table includes the entire Rural Transit fleet which could be used anywhere in its service area.

. Parke County Veterans Office vehicles are not included in the Vehicle Utilization Table. Veterans Office vehicles are used for Veterans only.

IV. NEEDS ASSESSMENT

OVERVIEW

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

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

Child Adult Resource Services (C.A.R.S.) hosted, and RLS & Associates, Inc. facilitated, the local public meeting to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. The meeting schedule is provided in the following table:

Date & Time	October 27, 2016 10:00 AM – 12:00 PM
Place	Child Adult Resource Services
Address	Parke Center 201 N. Dormeyer Ave. Rockville, IN 47872

Invitations to the meeting were distributed via the U.S. Postal Service to 53 organizations that represent transportation providers, older adults, individuals with disabilities, and/or people with low incomes. The general public was invited and notified of the meeting through a variety of public announcements through the following websites and newspapers:

- ◆ Brazil Times
- ◆ Hoosier Topics
- ◆ Greencastle Banner-Graphic
- ◆ Indiana RTAP

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix. In total, five (5) individuals representing the general public and agencies attended the local meeting. Organizations that were represented at the meetings are listed below:

- ◆ WCIE DD, Area 7 Agency on Aging
- ◆ Parke County Veterans Office
- ◆ Hamilton Center

- ◆ INDOT, Public Transit
- ◆ Child Adult Resource Services (C.A.R.S.)

During the meeting, the facilitator presented highlights of historical coordinated transportation in the Region as well as the activities and results from the 2014 Coordinated Public Transit Human Services Transportation Plan. Most of the participants in the meetings were not involved in the 2008 and 2014 planning process. Following the presentation, attendees were asked to identify the unmet transportation and mobility needs of the individual counties, and gaps in service. There were no individuals with disabilities at the meeting, however, all of the agencies represented serve individuals with disabilities. Therefore, each agency made a special effort to distribute the survey to their consumers with disabilities, as well as to older adults, to ensure that those individuals had an opportunity to participate.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the 2013-2014 plan and to identify any gaps that were no longer valid and to identify any new needs/gaps which the facilitator deleted/added from a flip chart list. The focus of the discussions was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also impact mobility options for the general public. After the changes to the needs/gaps list were completed, each participant was asked to rank the needs/gaps, using colored dots representing a high, medium or low priority or that the remaining gap/need should be deleted.

Following the public and stakeholder meeting, public surveys were distributed by each participating agency at their facilities as well as at senior living facilities. Survey announcements were posted on vehicles and an announcement for the survey was distributed through local newspapers and the Indiana RTAP website. Surveys were available for approximately five (5) months. The purpose of the survey was to gather additional input about transportation from the general public, individuals with disabilities, older adults, people with low incomes, and those individuals who may or may not be clients of the participating agencies about the gaps and unmet needs in the local and regional transportation network. In addition to printed surveys, the public survey was also available online, and advertised in the newspaper. In this Region, more than most in the State, the majority of the completed surveys were returned on paper, and very few were completed online. This may, in part, be due to the fact that most of the Region does not currently have local public transportation services and, therefore, people are more likely to assume that the survey does not apply to them.

Stakeholder participants were asked to take both paper copies and the link for the electronic survey to help further promote participation of the public in the survey process. Their assistance was vital to collecting surveys.

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

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

2016-2017 Need/Gap	2016-2017 Priority Level	Corresponding Goal (Chapter V)
Lack of transportation is one of the most common challenges for the Community Mental Health to serve its consumers.	High	#1, #4, #6
Parke County needs public transportation services for the general public.	High	#1, #4
The Amish community needs transportation options. Currently, individuals transport the Amish, but the fee for a ride is high.	Moderate	#1, #2
Vermillion County may need more transportation, but the geography and lack of trip generators makes it difficult to provide affordable and productive service.	Moderate to Low	#1
Burnett Manor is an apartment complex in Parke County. It is likely that WEIDC and the complex could coordinate efforts to improve transportation options there. But, to date, there has been no response from Manor staff or residents when WEIDC attempts to assess trip demand.	Moderate to Low	#3, #5

PROGRESS SINCE THE 2013-2014 COORDINATED PLAN

Over the past four years in Region 6 there has been little change in the provision of coordinated transportation services, with one very significant exception. Since the previous coordinated plan, Rural Transit (Area 10 Agency on Aging) has expanded its public transportation services into Putnam County. The Rural Transit service area includes Lawrence, Monroe, Owen Counties (Region 3) and Putnam County (Region 6). The other needs and gaps identified in 2013-2014 that have been partially or not addressed at all continue to exist. Those identified needs and gaps include:

2013-2014 Need/Gap	2016-2017 Priority Level	Corresponding Goal (Chapter V)
General public out-of-county trips to and from all counties in the Region.	High	#1, #3, #4
Parke County needs general public transportation services.	High	#1
Additional funding is needed to sustain and expand transportation in the local area.	High to Moderate	#1, #4
Educating the public by getting more information out to the public about transportation options.	Moderate	#2
One-stop call center for transportation needs.	Low	#2, #6
On-demand medical transportation options	Low	#3, #5
Sunday service.	Moderate to Low	#3, #5

2013-2014 Need/Gap	2016-2017 Priority Level	Corresponding Goal (Chapter V)
Public transportation in Brazil, Harmony and Knightsville (in Clay County).	Moderate to Low	#3, #6

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

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

CONTINUING CHALLENGES TO COORDINATED TRANSPORTATION

There are numerous challenges to the coordination of human service agency and public transportation in any community or Region. Some of the unmet transportation needs listed in Exhibit IV.1 are unmet because of the level of difficulty to provide transportation services in a rural area such as that of Region 6. While the identified needs remain top priority, some may take more time to implement because of the necessary steps and changes that must precede them or the lack of a regional leader to coordinate the providers and lead them through those steps. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are a step that will improve the likelihood of implementing a priority improvement.

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

RESULTS OF THE GENERAL PUBLIC SURVEY

The following charts outline the public survey results received from individuals living in the Region. Surveys were available on-line, on public transit vehicles, at various non-profits, and distributed by volunteers through organizations that serve seniors and individuals with disabilities. The on-line and paper versions of the survey were also advertised in local newspapers. The survey period was November 2016 through February 2017.

The following survey summary includes the information gained from 46 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 40 surveys. The survey results are not statistically valid, but do offer insight into the unmet transportation needs and gaps in services for the general public in each county. The distribution of survey results is listed below:

- ◆ Clay County: 2 respondents
- ◆ Parke County: 14 respondents
- ◆ Putnam County: 11 respondents
- ◆ Vermillion County: 13 respondents

Survey respondents were asked to report all of the transportation they or their family have used in the past 12 months. Choices ranged from bicycles and walking to using public or agency services. As indicated in Exhibit IV.2, approximately 79 percent indicated that they used a personal vehicle or rode with a friend/family member. Approximately 41 percent of respondents indicated that they bicycle or walk. Another 26 percent used demand response public or agency-sponsored transportation services. Approximately 15 percent of respondents used a public transportation system or human service agency in a neighboring county. And, 28 percent use agency-provided transportation. Exhibit IV.2 outlines the variety of transportation modes used in this Region.

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

Mode of Transportation Used	Response Percent	Response Count
Personal vehicle or ride with a friend/family member	79.5%	31
Bicycle or Walk (other than for exercise)	41.0%	16
Demand response public or agency/program-sponsored transportation services (requires an advance reservation and the vehicle comes to your house for pick-up and drop-off)	25.6%	10
Public transportation systems or human service/senior agencies in neighboring counties	15.4%	6
Agency-provided transportation (such as COA, AAA or Rehabilitation Center Services)	28.2%	11

Mode of Transportation Used	Response Percent	Response Count
Flexible public transit routes (vehicles operate on a fixed route and time schedule but can make deviations off the route)	23.1%	9
Carpool or vanpool	12.8%	5
Faith-based organization (such as a church bus or van to go to services or activities)	15.4%	6
Fixed route public transit (with bus stops and time schedule)	12.8%	5
Private taxi, Uber, Lyft (or similar)	10.3%	4
Volunteer transportation	7.6%	3
Other (please specify)	7.7%	3
Ambulette Service (non-emergency medical transportation provided by a medical transportation company)	5.1%	2
Car share (Car 2 Go)	5.1%	2
Private inter-city bus (such as Greyhound or Megabus)	5.1%	2
Amtrak (to/from an origin or destination in Indiana)	2.6%	1

Survey responses listed in Exhibit IV.2 indicate that the majority of respondents are not currently using public or agency transportation services in the Region. Exhibit IV.3, below, outlines the reasons why some of the respondents are not using public or agency-sponsored transportation. This question provides an indication of the gaps in the existing network of services that may be causing people to use different transportation options. The primary reason for not using transportation services was that transportation service is not available where the respondent lives (54.8%). The second most common reason was that the respondent's friend or family drove him or her (48.4%). Other reasons included having a car and preferring to drive (38.7%) or services not being available when the respondent needs it (16.1%). Others indicated it is unaffordable or it takes too much time compared to other options.

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

Answer Options	Response Percent	Response Count
It is not available where I live	54.8%	17
My friend or family drive me where I need to go	48.4%	15
I have my own car and prefer to drive	38.7%	12
It is not available at the times or days when I need it	16.1%	5
It does not go where I need to go	9.7%	3
It is unaffordable	6.5%	2
I don't know how to use it	3.3%	1
It takes too much time compared to my other options	3.3%	1
The vehicles are not wheelchair accessible	3.3%	1
Answered Question		31
Skipped Question		9

Next, respondents were asked, if transportation were easy to use and available, which reason would cause you to use it? As indicated in Exhibit IV.4, below, the majority of people would use it if there were no other transportation option available to them (64.1%), and nearly as many (61.5%) would use transportation options if they saved money. All of the potential reasons are listed in the following exhibit.

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

Answer Options	Response Percent	Response Count
If it would save money (ex. save on gas or car maintenance)	61.5%	24
If it is better for the environment	23.1%	9
If it is provided with wheelchair accessible vehicles	15.4%	6
If I do not have another transportation option	64.1%	25
I would not use public transportation under any circumstance	2.6%	1
Other (please specify)		0
Answered Question		39
Skipped Question		1

When asked what changes could be made to the local transportation options to make using them more appealing, the most common responses included the option to ride to other parts of the State (54.8%), operating on Saturdays (45.1%), operating on Sundays (38.7%), pick me up and take me directly to my destination (41.9%), and more reliable and on-time picking me up/dropping me off (35.5%).

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

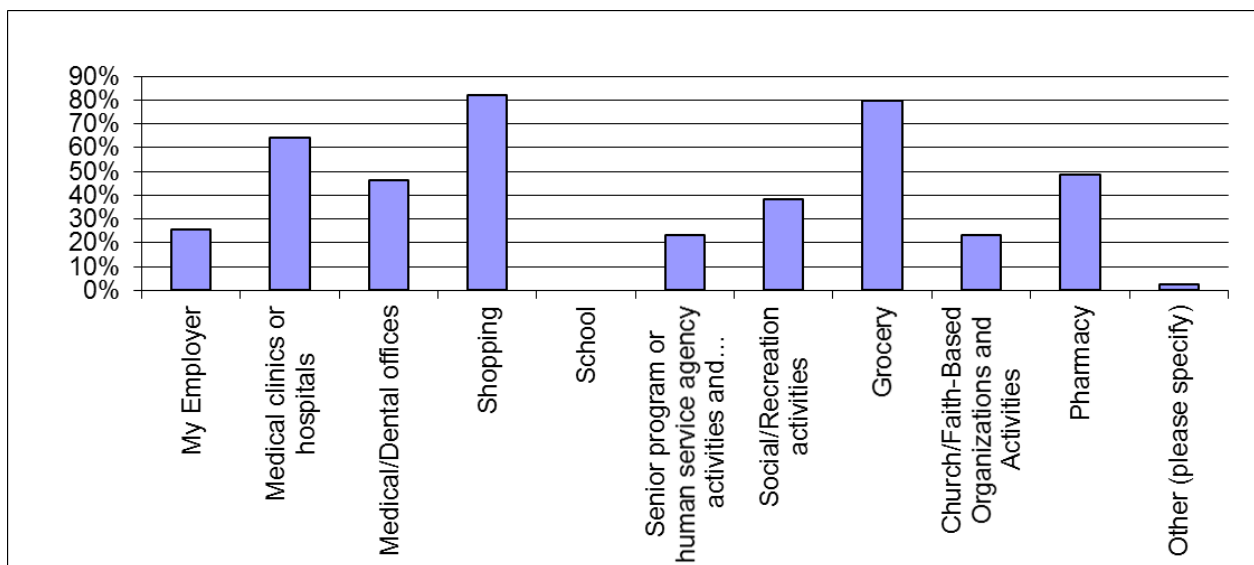
Answer Options	Response Percent	Response Count
If I could ride to other parts of the State (such as Indianapolis or other cities and towns)	54.8%	17
Lower the cost to ride	29.0%	9
Start earlier in the morning	12.9%	4
End later at night	32.1%	10
Operate on Saturdays	45.1%	14
Operate on Sundays	38.7%	12
Pick me up at my house and take me directly to where I am going/no shared rides with others	41.9%	13
Operate on a fixed route and schedule with bus stops	16.1%	5
Smaller vehicles	12.9%	4
Larger vehicles	3.2%	1
Wheelchair accessible vehicles	9.7%	3
More reliable/On-Time for picking me up/dropping me off	35.5%	11

Answer Options	Response Percent	Response Count
Other (please specify)	12.9%	4
Answered Question		31
Skipped Question		9

When asked if he or she would use a fixed route bus service if it were available, 58.8% of respondents said yes.

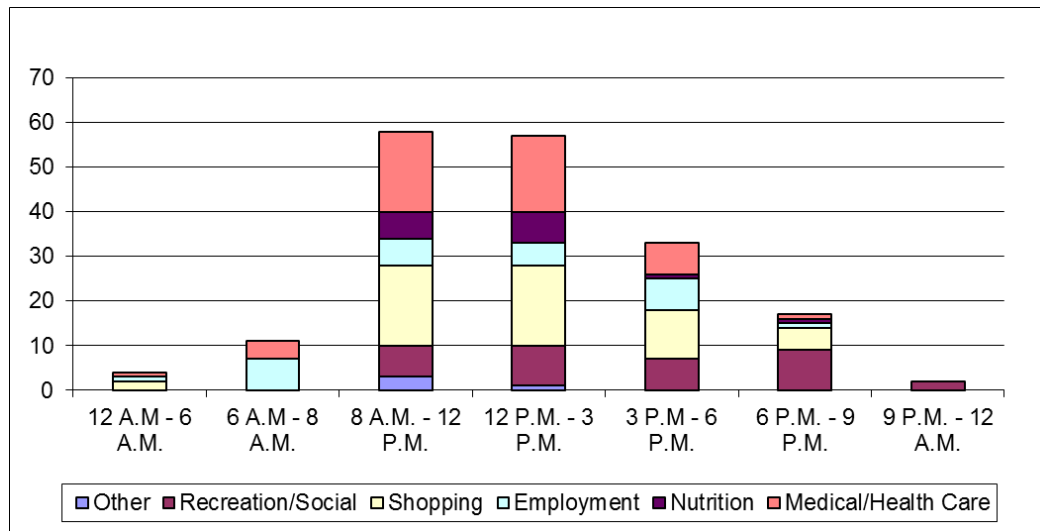
The most commonly visited destinations when transportation is available to the survey respondents are shopping (82.1%); grocery (79.5%); medical clinics or hospitals (64.1%); and pharmacy (48.1%). Exhibit IV.6 provides the distribution of responses.

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



Transportation demand by time of day is a tool used to understand when the most vehicles and drivers are likely to be needed. Exhibit IV.7 indicates that the highest demand is between 8:00 AM and 3:00 PM and the most common trip purpose during those hours is for shopping or medical and health care. The remainder of the peak period is 3:00 PM through 6:00 PM when medical and health care remain the most common trip purpose, with growing demand for shopping and nutrition trip purposes. Demand for all trip purposes is lower earlier and later in the day.

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



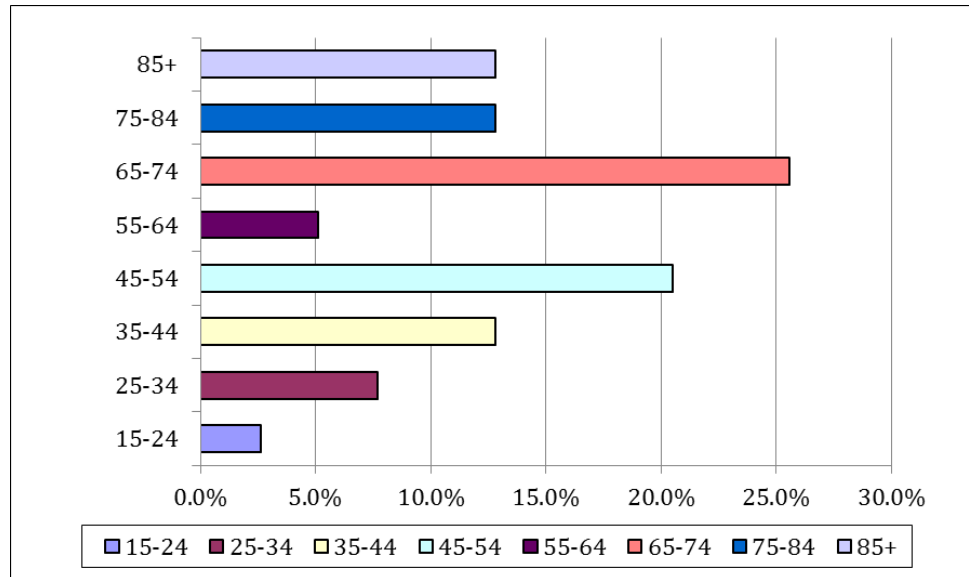
The majority of survey respondents do have available transportation to destinations outside of the county of residence when they need it (34 percent). The remaining respondents sometimes do not have transportation to destinations in other counties when needed. Trip requests to out-of-county destinations were needed anywhere from once a month to once or twice a week to Indianapolis, Terre Haute, Paris, IL, and Vigo County.

Demographic and Socio-Economic Data

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

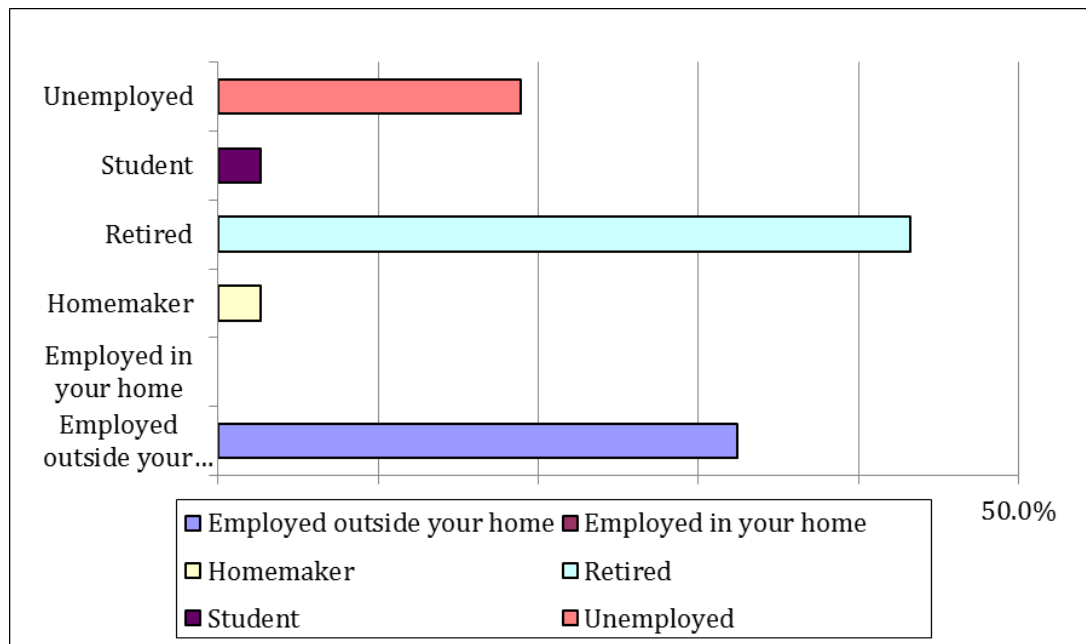
The age distribution of survey respondents is outlined in Exhibit IV. 8, below. Approximately fifty-two (52) percent of respondents were age 65 or older. Thirty-six (36) percent of respondents reported having a disability which requires them to use a cane, walker, wheelchair, and/or another device.

Exhibit IV.8: Age of Survey Respondents



Approximately forty-three (43) percent of survey respondents were retired and thirty-two (32) percent were employed outside the home. Nearly twenty (20) percent were unemployed.

Exhibit IV.9: Employment Status



V. IMPLEMENTATION PLAN

The coordinated transportation goals are prioritized based on the feedback received from stakeholders and the stakeholders resolved that the key to successful coordination is to enhance the understanding of the general public and local officials regarding the availability and benefits of coordinated transportation. Stakeholders indicated the need to enhance their coordination efforts and work together to meet the demand and fill the service gaps for public and human service transportation across the Region.

The participating stakeholders meeting held on October 27, 2016 included a review of the goals that were established during the 2013-2014 plan process. The discussion achieved consensus on retaining the existing goals, the process identified a number of new implementation strategies which reflected changes in the tools and approaches to meeting the selected goals. The following goals were proposed for the 2016-2017 Plan:

Goal #1: Increase the Amount of Funds Available for Coordinated General Public Human Services Transportation in the Region while Also Working Cooperatively to Control Costs.

It was a consensus of the stakeholders that the lack of adequate funding was the major impediment to the provision or expansion of public transportation services. This includes funding limitations from the Federal, State and local levels.

Implementation of many of the goals and strategies included in this plan are dependent on additional funding. It is important for transportation providers, human service agency representatives and the general public to convey to the appropriate agencies the absolute importance of their transportation services, and the need for sustained and, in some cases increased, funding for operations and capital. Transportation is a vital link between transit disadvantaged individuals and health care, nutrition, employment, and generally acceptable standard for quality of life in each county and community.

Goal #2: Enhance the Knowledge and Understanding of the General Public and Local Officials Regarding the Availability and Benefits of Public and Coordinated Human Service Transportation.

The consensus opinion of the stakeholders that, across the Region, there is a lack of knowledge and understanding of the available transportation resources was supported by survey results in 2013 and again in 2017. Human service agency clients and the general public often indicate that they are unaware of public transportation services in their area. Stakeholders indicated that the same is often true for local officials who may provide support for the services now, or would consider providing support if they understood the impact that lack of transportation has on local residents. It is important that local officials and the general public are knowledgeable of the services available and of the benefits that would come from enhancing the availability of rural and coordinated transportation services.

GOAL #3: Improve the Inter-County Connectivity of Transportation in the Region, Thereby Increasing the Availability of Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and Other Transportation Disadvantaged Individuals for Employment and Medical Appointments.

Throughout the Region there is limited service for non-Medicaid or Veterans Office eligible trips across county lines which results in people being isolated from services they may need, such as trips to medical appointments or employment/training. There are areas within the Region that have only minimal service. There is also the need to increase the frequency of service in certain areas so that public transportation becomes a viable alternative for commuters, including those who need to stop at a childcare facility and make appointments in addition to their normal workday.

Goal #4: Obtain the Necessary Capital Assistance, Including Vehicles and Related Equipment and New Technology, to Improve Existing Mobility Options and Serve More People.

It is important that transit providers continue to obtain the capital assistance that is needed to meet their service requirements and to enhance the traveling experience for their passengers. However, coordination among human service agency transportation providers of existing capital resources should be evaluated prior to making the decision to expand fleets. For example, Hamilton Center has unmet transportation needs. If there is not a transportation provider available to serve those needs, Hamilton Center will consider moving forward with purchasing its own fleet of vehicles and operating new services. While there may be funds available to acquire and operate new vehicles, opportunities to coordinate with existing providers should be the first step in the process, before investing additional funds.

When expanding the fleet, various types of vehicles should be considered that together would meet the needs of seniors, persons with disabilities and low-income individuals.

Finally, technology is more economical than it has been in previous years, and there are enhancements that improve transit for the provider and the rider. Improved technology can result in new levels of efficiency in terms of communicating with passengers, scheduling trips, billing, and managing a safe transportation program. Additional capital resources, along with technology, will create efficiencies and improve communication with passengers, the public, internally and between coordinating agencies.

Goal #5: Extend Service Days to Enhance Public Transportation Services in the Most Rural Portions of the Area, Thereby Increasing the Availability of Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and Other Transportation Disadvantaged Individuals.

There is no weekend transit service in the Region. This creates a challenging quality of life situation for people who do not have access to a vehicle or choose not to drive. Transit services that only operate from early morning to late afternoon meet the basic needs of most people who need access to medical appointments, shopping, or agency programs, but make weekend work shifts, and

recreational activities out of reach for the transit dependent population. Transportation providers are encouraged to carefully consider expanding their days of service to facilitate access to weekend employment opportunities with non-traditional work hours for older adults, people with disabilities, and individuals with low incomes.

Goal #6: Create a Transportation Structure that Promotes More Efficient Use of Resources at the Local and Regional Level.

In order for opportunities to coordinate to be discussed and realized, there must be a leader in the Region for such an effort. The strongest leader is most likely one of the existing human service agency or public transportation operators in the rural areas. Guidance from committees and transit systems in Terre Haute will also be very beneficial. However, initiatives from the trusted local, rural operators may be the key to taking the first step.

The inventory of resources reveals that there are opportunities to coordinate the use of vehicles between agencies so that those vehicles are more active during down time (i.e., when they are parked between busy hours), and/or the vehicles could be used to provide Sunday service, where demand warrants it. In addition to the coordination of vehicles, other advantages such as shared grant writing, or guidance about how to write grants, can be shared among the providers for the benefit of all. The lack of effective communication among providers was viewed as a major obstacle to improving coordination. All stakeholder organizations that participated at the meeting indicated unmet transportation needs and gaps in service along with a desire to work together to address these issues. The hurdle is taking the first step to address those needs and gaps as a network of services, where coordination of resources, trips, and information is appropriate.

GOALS AND STRATEGIES

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

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

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

HIGH PRIORITY UNMET NEEDS: ADDRESS THE LACK OF TRANSPORTATION FOR HUMAN SERVICE AGENCIES AND THE GENERAL PUBLIC.

Goal #1: Increase the Amount of Funds Available for Coordinated General Public Human Services Transportation in the Region while Also Working Cooperatively to Control Costs.

Strategy 1.1: Public transportation providers and other transit advocates should meet with their respective local elected officials in an effort to explain the identified unmet transportation needs and the potential benefits of sustaining and/or enhancing the local transportation network.

Counties Included: Clay, Parke, Putnam and Vermillion

Implementation Time Frame:

Ongoing

Staffing Implications:

Minimal additional time from existing staff to meet with local elected officials.

Implementation Budget: No additional expenses.

Potential Grant Funding Sources: N/A

Responsible Parties: Public transportation providers, human service agencies, and all participating transportation agencies in the Region.

Performance Measures:

- ◆ Local presentations for funding advocacy are prepared by transportation providers and conducted with elected officials once per year, at minimum.
- ◆ Amount of local funding secured each year to support existing and new transportation services.
- ◆ Number of new communities, counties, or other organizations providing funds (actual funding or in-kind match) to support transportation programs each year.

Strategy 1.2: Before planning to purchase a new, expansion vehicle, transportation providers should maximize the coordination of existing fleets, including Section 5310 funded vehicles. Analyzing schedules of all participating transportation providers and exploring contract opportunities between the existing services to either (1) fill empty seats, (2) increase utilization of vehicles during otherwise 'downtimes,' and (3) initiate connections or transfers for passengers between transportation providers when appropriate.

Counties Included: Clay, Parke, Putnam and Vermillion

Implementation Time Frame: Ongoing
Staffing Implications: N/A

Implementation Budget: Cost of purchasing new and replacement vehicles and equipment.

Potential Grant Funding Sources: Section 5311 for public transportation providers; Section 5310 for human service agencies and public transportation providers (20% local match required for capital purchases from both Programs). Local match may be derived from non-profit, local government sources, or Federal (non-U.S. Department of Transportation) programs that allow for

Responsible Parties: Public transportation providers, human service agencies, and all participating transportation agencies in the Region.

Performance Measures:

- ◆ The number of vehicles purchased with the intent of using them in coordinated services.
- ◆ Downtime or unproductive time for vehicles is reduced through agencies sharing the use of a vehicle, as appropriate.
- ◆ Financial impact on capital purchases in the Region for transportation measured through the amount spent on vehicle purchases and maintenance compared to the number of trips provided with safe vehicles.

Strategy 1.3: Providers should explore opportunities for joint purchasing of vehicle parts, drug testing, driver training, bloodborne pathogen training, vehicle maintenance, and other services in an effort to lower expenses.

Counties Included: Clay, Parke, Putnam and Vermillion

Implementation Time Frame: Ongoing
Staffing Implications: N/A

Implementation Budget: Cost of items purchased.

Potential Grant Funding Sources: Section 5311 for public transportation providers (50% local match required) and Section 5310 for public providers and eligible non-profit agencies (20% local match required). Local match may be derived from non-profit, local government sources, or Federal (non-U.S. Department of Transportation) programs that allow for transportation of eligible consumers.

Responsible Parties: Public transportation providers, human service agencies, and all participating transportation agencies in the Region.

Performance Measures:

- ◆ Number of joint purchasing arrangements.

- ◆ Amount of funds saved by each agency, when compared to the cost before the joint purchasing arrangements.
- ◆ Cost and number of drivers trained for all participating organizations in the Region, compared to the cost and number prior to joint purchasing arrangements.

Strategy 1.4: Local transportation providers should be active members of the Indiana Council on Specialized Transportation (INCOST) and the Indiana Citizens Alliance for Transit (ICAT) to support transit services across the State and additional funds to meet the growing transportation needs.

Counties Included: Clay, Parke, Putnam and Vermillion

<u>Implementation Time Frame:</u>	<u>Staffing Implications:</u>
Ongoing	Staff time to gather supporting documentation/ information as requested by State legislators.
<u>Implementation Budget:</u> N/A	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: Public transportation providers, human service agencies, and all participating transportation agencies in the Region.

Performance Measures:

- ◆ Number of transportation providers in the Region that become members of these organizations.
- ◆ Amount of additional funds secured through efforts discovered through connections with these organizations.
- ◆ Local transportation providers become more aware of cost allocation methodologies and work to apply those methodologies to the local coordinated network in Region 6.

HIGH AND MODERATE PRIORITY UNMET NEEDS: WORK TO EDUCATE LOCAL OFFICIALS, ORGANIZATIONS, AND PEOPLE ABOUT AVAILABLE TRANSPORTATION RESOURCES.

Goal #2: Enhance the Knowledge and Understanding of the General Public and Local Officials Regarding the Availability and Benefits of Public and Human Service Transportation.

Strategy 2.1: Create a regional information and referral system for use by human service agency clients and the general public that provides information about schedules, service hours, fares, passenger eligibility and reservation procedures and refers callers to the transportation provider that can address the customer's needs. Develop a central call number (toll-free) for information and referral purposes for anyone in the area who needs transportation. Use an existing agency's website, and include links on all participating agency websites as well as on County and/or community websites.

Counties Included: Clay, Parke, Putnam and Vermillion

Implementation Time Frame:

Long-Term (2 - 4 years)

Staffing Implications:

One individual should take the lead on this effort to gather, post, and maintain information.

Implementation Budget:

Minimal expense for labor to update information as needed.

Potential Grant Funding Sources:

Mobility management activities are eligible for funding under the Section 5310 Program. Local match of up to 20% is necessary. Local match may be derived from a variety of local sources or other Federal (non-U.S. DOT) funding programs.

Responsible Parties: Public transportation providers, human service agencies, and all participating transportation agencies in the Region.

Performance Measures:

- ◆ Regional information and referral system established.
- ◆ Website is created or information is added to an existing website. Links to the website are added and updated as necessary to local government and human service agency pages.
- ◆ Information availability is announced to clients of existing agencies and promoted with new client information packages.

Strategy 2.2: Increase community outreach by taking the opportunity to speak to civic organizations, human service agencies, and community groups about available transportation resources as well as gathering additional information about unmet transportation needs.

Counties Included: Clay, Parke, Putnam and Vermillion

Implementation Time Frame:

Ongoing

Staffing Implications:

No additional staff required.

Implementation Budget: N/A

Potential Grant Funding Sources: N/A

Responsible Parties: Public transportation providers, human service agencies, and all participating transportation agencies in the Region.

Performance Measures:

- ◆ Number of presentations made to area organizations, senior housing facilities, and agencies.
- ◆ Number of new riders who are associated with the locations where outreach was conducted that are served by participating transportation providers.
- ◆ Transportation providers gain a greater awareness of unmet transportation needs and use that information to plan for services, solicit additional local funding, and apply for grants.

Strategy 2.3: Establish email, text, and telephone alerts for each rural county public or specialized transportation provider to improve communications with drivers and passengers about service delays due to inclement weather, road construction, detours, or accidents that can be relayed in real time.

Counties Included: Clay, Parke, Putnam and Vermillion

Implementation Time Frame:

Near-term (1-12 months)

Staffing Implications:

Minimal

Implementation Budget: Minimal unless purchase of telephone alert system.

Potential Grant Funding Sources: Potential for Section 5311 (rural) public transportation grants (20% local match required) and/or local grants or agency funds.

Responsible Parties: Public transportation providers, human service agencies, and all participating transportation agencies in the Region.

Performance Measures:

- ◆ Email, text, and telephone alerts established in each county.
- ◆ Increase in ridership as transportation services updates reach current passengers.
- ◆ Increase in service satisfaction as information regarding delays, etc. is more readily available.
- ◆ Reduction in calls received by transportation providers asking about service delays.

Strategy 2.4: Submit positive informational articles on public and/or coordinated transportation to the local newspaper and to agency newsletters. Encourage riders/consumers to write positive letters to the editor regarding their transportation service experience.

Counties Included: Clay, Parke, Putnam and Vermillion

Implementation Time Frame: Ongoing
Staffing Implications: N/A

Implementation Budget: N/A

Potential Grant Funding Sources: N/A

Responsible Parties: Public transportation providers, human service agencies, and all participating transportation agencies in the Region.

Performance Measures:

- ◆ Number of articles submitted to newspapers.
- ◆ Increase in ridership on existing services.
- ◆ Public survey results indicate an improvement in access to transportation services.

HIGH PRIORITY UNMET NEEDS: EXPAND TRANSPORTATION SERVICES FOR HUMAN SERVICE AGENCIES AND THE GENERAL PUBLIC.

Goal #3: Improve the Level of Service Provided in the Region. Thereby Increasing the Availability of Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and Other Transportation Disadvantaged Individuals for Employment and Medical Appointments.

Strategy 3.1: Evaluate the feasibility of providing general public transportation services in Clay, Parke and Vermillion Counties through a combination of expansion of Child Adult Resource Services (C.A.R.S.) and/or the West Central Economic Development District. A cost-benefit analysis may be necessary to provide project justification. Human service agencies and county officials in this three-county area should meet with these two agencies to discuss the provision of general public service in their respective counties.

Counties Included: Clay, Parke and Vermillion

Implementation Time Frame: Long-Term (2 to 4 years)
Staffing Implications: N/A

Implementation Budget:
To be determined based on chosen alternative(s).

Potential Grant Funding Sources: Section 5311 for public transportation providers (up to 50% local match required). Local match should be sustainable for multiple years.

Responsible Parties: C.A.R.S. and WCIEDD transportation managers and agency administration.

Performance Measures:

- ◆ Service evaluation completed.
- ◆ Funding is secured through sustainable grants and contributions.
- ◆ General public service initiated Clay, Parke and Vermillion Counties.
- ◆ Ridership on the new service.

Strategy 3.2: Consider the provision of cross-county service between the respective counties. If providing service into adjoining counties is not considered feasible, the providers should meet to discuss the possibility of establishing transfer points to coordinate passenger travel among the providers. This would be a step forward in the effort to meet the demand for employment and out-of-county medical trips.

Counties Included: Clay, Parke, Putnam and Vermillion

<u>Implementation Time Frame:</u> Mid-Term (13-24 months)	<u>Staffing Implications:</u> N/A
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Implementation Budget: To be determined based on chosen alternative(s).

Potential Grant Funding Sources: Contracts between partnering agencies if sharing services across jurisdictional boundaries. Additional funding for transfer points may not be needed if an existing facility (i.e., store, church, etc.) will allow shared use of its location. Permission from the existing facility owner must be requested and secured in advance. Always consider passenger safety when planning a transfer location.

Responsible Parties: Public transportation providers, human service agencies, and all participating transportation agencies in the Region.

Performance Measures:

- ◆ Service evaluation completed.
- ◆ Transfer points established.
- ◆ Services expanded across county lines.
- ◆ Ridership on expanded service.

Strategy 3.3: The West Central Indiana Economic Development District (WCIEDD) and Child Adult Resource Services (C.A.R.S.) should explore the possibility of extending their transportation services to better meet the transportation needs in Brazil, Harmony and Knightsville and to provide additional out-of-county medical trips.

Counties Included: Clay County

<u>Implementation Time Frame:</u> Mid-Term (13-24 months)	<u>Staffing Implications:</u> N/A
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Implementation Budget: To be determined based on service design.

Potential Grant Funding Sources: Section 5311 for public transportation providers (up to 50% local match required). Section 5310 for capital funding for eligible purposes (up to 20% local match required). Local match may be derived from local governments and organizations or Federal (non-U.S. DOT) programs eligible for transportation purposes.

Responsible Parties: C.A.R.S. and WCIEDD.

Performance Measures:

- ◆ Service evaluation completed.
- ◆ Expansion of transit service initiated.
- ◆ Ridership on expansion service.

Strategy 3.4: Once the service(s) have been planned and approved, strenuous efforts should be made to inform the public of the availability of the service.

Counties Included: Clay, Parke, Putnam and Vermillion

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> N/A
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Implementation Budget:
Cost of informational materials and other public notice efforts.

Potential Grant Funding Sources: Section 5311 for public transportation providers (up to 50% local match required). Local funding, including grants, would be used by all other transportation providers. Local match for Section 5311 funding may be derived from local sources or Federal (non-U.S. DOT) Programs that allow for transportation services to eligible populations and support education and information sharing.

Responsible Parties: Public transportation providers and human service agencies from each county.

Performance Measures:

- ◆ Efforts made to inform public of expanded services.

- ◆ Ridership on expanded services.

HIGH PRIORITY UNMET NEEDS: ADDRESS THE LACK OF TRANSPORTATION FOR HUMAN SERVICE AGENCIES AND THE GENERAL PUBLIC.

Goal #4: Obtain the Necessary Capital Assistance, Including Vehicles and Related Equipment and New Technology, to Improve Existing Mobility Options and Serve More People.

Strategy 4.1: Public transportation providers and other transit advocates should meet with their respective local elected officials in an effort to explain the benefits of obtaining a more significant level of local financial support to improve upon transportation safety and accessibility through technology and vehicles.

Counties Included: Clay, Parke, Putnam and Vermillion

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Staff time to research and plan for equipment and prepare grants.
<u>Implementation Budget:</u> N/A	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: Public transportation providers and human service agencies from each county.

Performance Measures:

- ◆ Plans for improved accessibility for passengers and/or technology advancements are completed in preparation for seeking grant funds.
- ◆ Additional financial support received.
- ◆ Higher safety standards achieved through improved communication and fleet or equipment improvements.

MODERATE TO LOW PRIORITY UNMET NEEDS: EXPANDED DAYS AND HOURS OF SERVICE FOR THE GENERAL PUBLIC.

Goal #5: Extend Service Days/Hours to Enhance Public Transportation Services in the Most Rural Portions of the Region, Thereby Increasing the Availability of Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and Other Transportation Disadvantaged Individuals.

Strategy 5.1: Rural Transit should conduct a cost/benefit analysis to determine the feasibility of extending services to Saturday and Sunday in Putnam County. Providers in Clay, Parke and

Vermillion Counties should also consider providing weekend service. It is recommended that the service be initially operated in a demand responsive manner.

Counties Included: Clay, Parke, Putnam and Vermillion

Implementation Time Frame:

Mid-Term (13-24 months)

Staffing Implications:

Additional drivers and dispatcher may be required for some providers

Implementation Budget:

To be determined based on service provided

Potential Grant Funding Sources: Section 5311 for public transportation providers (up to 50% local match required). Local match may be derived from local government, grants, or contributions, and Federal (non-U.S. DOT) Programs that support transportation.

Responsible Parties: Rural Transit and the public and agency transportation providers in Clay, Parke, Putnam, and Vermillion Counties.

Performance Measures:

- ◆ Evaluation of service extension possibilities is completed.
- ◆ Sustainable funds for expanded services are secured.
- ◆ Ridership on expanded service meets or exceeds the goals established in the planning process.

Strategy 5.2: Each transportation provider should carefully consider the extension of early morning and late evening service hours and the addition of trips for appointments at various times of the day in an effort to address the demand for employment related trips.

Counties Included: Clay, Parke, Putnam and Vermillion

Implementation Time Frame:

Mid-term (13-24 months)

Staffing Implications:

Additional drivers and dispatchers may be required for some organizations.

Implementation Budget:

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

Potential Grant Funding Sources: Potential for Section 5311 (up to 50% local match required); Use vehicles from human service agencies, public and private transportation providers; If additional vehicles are necessary, consider an application for capital assistance to the Section 5310 or 5311 Programs. Local match for capital assistance through the Sections 5311 and 5310 programs is 20 percent.

Responsible Parties: Public transportation providers and human service agencies from each county.

Performance Measures:

- ◆ Service expansion evaluation completed by various providers.
- ◆ Expansion of transit service initiated.
- ◆ Ridership on expanded services.

LOW PRIORITY NEEDS: CREATE A MORE COORDINATED TRANSPORTATION STRUCTURE THOROUGHOUT THE REGION.

Goal #6: Create a Transportation Structure that Promotes More Efficient Use of Resources at the Local and Regional Levels.

Strategy 6.1: The Terre Haute Regional Transportation Advisory Committee should be better attended and utilized by the Region's transportation providers for the purpose of becoming a forum for ongoing dialogue regarding coordination of transportation resources and other transportation issues.

Counties Included: Clay, Parke, Putnam and Vermillion

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> Minimal expense for travel. No additional costs for staff time to attend meetings.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: Terre Haute Regional Transportation Advisory Committee and the Region 6 public and human service agency transportation providers.

Performance Measures:

- ◆ Evidence of increased RTAC activities that impact the counties in Region 6.
- ◆ Number of agencies from Region 6 that are on the RTAC membership list.
- ◆ RTAC accomplishments that impact transportation in Region 6.

Strategy 6.2: Agencies will carefully evaluate those service needs that can be more efficiently and effectively met by agreements with other providers and develop Memorandums of Understanding/Contracts with all transportation service providers within the Region. The MOUs should include the specific coordination activities that will occur. Improved coordination among providers will assist in filling the gaps in service for medical appointments, shopping and human service agency program services.

Counties Included: Clay, Parke, Putnam and Vermillion

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Staff time to negotiate and plan service changes.
<u>Implementation Budget:</u> No additional expenses. In fact, in some cases, savings could be incurred through trip sharing.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: Public transportation providers and human service agencies from each county.

Performance Measures:

- ◆ Number of MOUs/contracts developed between providers.
- ◆ Coordination activities resulting from agreements.

- ◆ Number of trips provided through the coordination agreements/MOUs.

Strategy 6.3: Transportation providers should continue to try to accommodate same-day service requests when possible and advertise to passengers that same-day requests are possible when the schedule permits.

Counties Included: Clay, Parke, Putnam and Vermillion

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> No additional costs. However, additional revenue could be realized through passenger fares, agency program funds, or passenger donations.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: Public transportation providers and human service agencies from each county.

Performance Measures:

- ◆ Number of same-day trips provided.
- ◆ Number of calls for same-day trip requests received.
- ◆ Passenger needs for same-day trips decreases, as measured through survey efforts.

Strategy 6.4: Agency representatives should discuss with the local Chambers of Commerce the possibility of attracting taxi companies or Uber/Lyft type services to the Region in an effort to meet the demand for early/late hour service and weekends.

Counties Included: Clay, Parke, Putnam and Vermillion

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> To be determined if taxi services are contracted through partnerships with existing agencies.	
<u>Potential Grant Funding Sources:</u> If the on-demand service provider (i.e., Taxi) meets Federal guidelines and requirements, Section 5311 Program funds could be used through an official contract agreement. Local match for Section 5311 Program funds is required (up to 50 percent).	

Responsible Parties: Public transportation providers and human service agencies from each county.

Performance Measures:

- ◆ Number of discussions held with Chambers of Commerce representatives regarding private transportation services in the Region.
- ◆ Taxi companies locate to the Region.
- ◆ Level of unmet need for same-day or early morning/late evening services is reduced, as measured through passenger and/or public surveys.

VI. POTENTIAL GRANT APPLICATIONS

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

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

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

Exhibit VI.1: Implementation Key

Goal #1: Increase the Amount of Funds Available for Coordinated General Public Human services Transportation in the Region while Also Working Cooperatively to Control Costs.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
50	1.1	Public transportation providers and other transit advocates should meet with their respective local elected officials to explain the identified unmet transportation needs and the potential benefits of sustaining and/or enhancing the local transportation network.	High
50	1.2	Before planning to purchase a new, expansion vehicle, transportation providers should maximize the coordination of existing fleets, including Section 5310 funded vehicles.	High
51	1.3	Providers should explore opportunities for joint purchasing.	High
52	1.4	Local transportation providers should be active members of the INCOST and the ICAT to support transit services across the State and additional funds to meet the growing transportation needs.	High
Goal #2: Enhance the Knowledge and Understanding of the General Public and Local Officials Regarding the Availability and Benefits of Public and Human Service Transportation.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
52	2.1	Create a regional information and referral system for use by human service agency clients and the general public.	High-Mod.
52	2.2	Increase community outreach by taking the opportunity to speak to civic organizations, human service agencies, and community groups.	High-Mod.
54	2.3	Establish email, text, and telephone alerts for each county public or specialized transportation provider to improve communications.	High-Mod.
54	2.4	Submit positive informational articles on public and/or coordinated transportation to the local newspaper and to agency newsletters.	High-Mod.
<i>(Table is continued on the next page.)</i>			

Goal #3: Improve the Level of Service Provided in the Region, thereby Increasing the Availability of Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and Other Transportation Disadvantaged Individuals for Employment and Medical Appointments.

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
55	3.1	Evaluate the feasibility of providing general public transportation services in Clay, Parke and Vermillion Counties through a combination of expansion of Child Adult Resource Services (C.A.R.S.) and/or the West Central Economic Development District.	High
56	3.2	Consider the provision of cross-county service between the respective counties.	High
56	3.3	The West Central Indiana Economic Development District and Child Adult Resource Services should explore the possibility of extending their transportation services to better meet the transportation needs in Brazil, Harmony and Knightsville and to provide additional out-of-county medical trips.	High
57	3.4	Once the service(s) have been planned and approved, strenuous efforts should be made to inform the public of the availability of the service.	High

Goal #4: Obtain the Necessary Capital Assistance, Including Vehicles and Related Equipment and New Technology, to Improve Existing Mobility Options and Serve More People.

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
58	4.1	Public transportation providers and other transit advocates should meet with their respective local elected officials in an effort to explain the benefits of obtaining a more significant level of local financial support to improve upon transportation safety and accessibility through technology and vehicles.	High

(Table is continued on the next page.)

Goal #5: Extend Service Days/Hours to Enhance Public Transportation Services in the Most Rural Portions of the Region, thereby increasing the Availability of Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and Other Transportation Disadvantaged Individuals.

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
58	5.1	Rural Transit should conduct a cost/benefit analysis to determine the feasibility of extending services to Saturday and Sunday in Putnam County. Providers in Clay, Parke and Vermillion Counties should also consider providing weekend service. It is recommended that the service be initially operated in a demand responsive manner.	Mod.-Low
58	5.2	Each transportation provider should carefully consider the extension of early morning and late evening service hours and the addition of trips for appointments at various times of the day in an effort to address the demand for employment related trips.	Mod.-Low

Goal #6: Create a Transportation Structure that Promotes More Efficient Use of Resources at the Local and Regional Levels.

60	6.1	The Terre Haute Regional Transportation Advisory Committee should be better attended and utilized by the Region's transportation providers for the purpose of becoming a forum for ongoing dialogue regarding coordination of transportation resources and other transportation issues.	Low
61	6.2	Agencies will carefully evaluate those service needs that can be more efficiently and effectively met by agreements with other providers and develop Memorandums of Understanding/Contracts with all transportation service providers within the Region.	Low
62	6.3	Transportation providers should continue to try to accommodate same-day service requests when possible and advertise to passengers that same-day requests are possible when the schedule permits.	Low
62	6.4	Agency representatives should discuss with the local Chambers of Commerce the possibility of attracting taxi companies or Uber/Lyft type services to the Region in an effort to meet the demand for early/late hour service and weekends.	Low