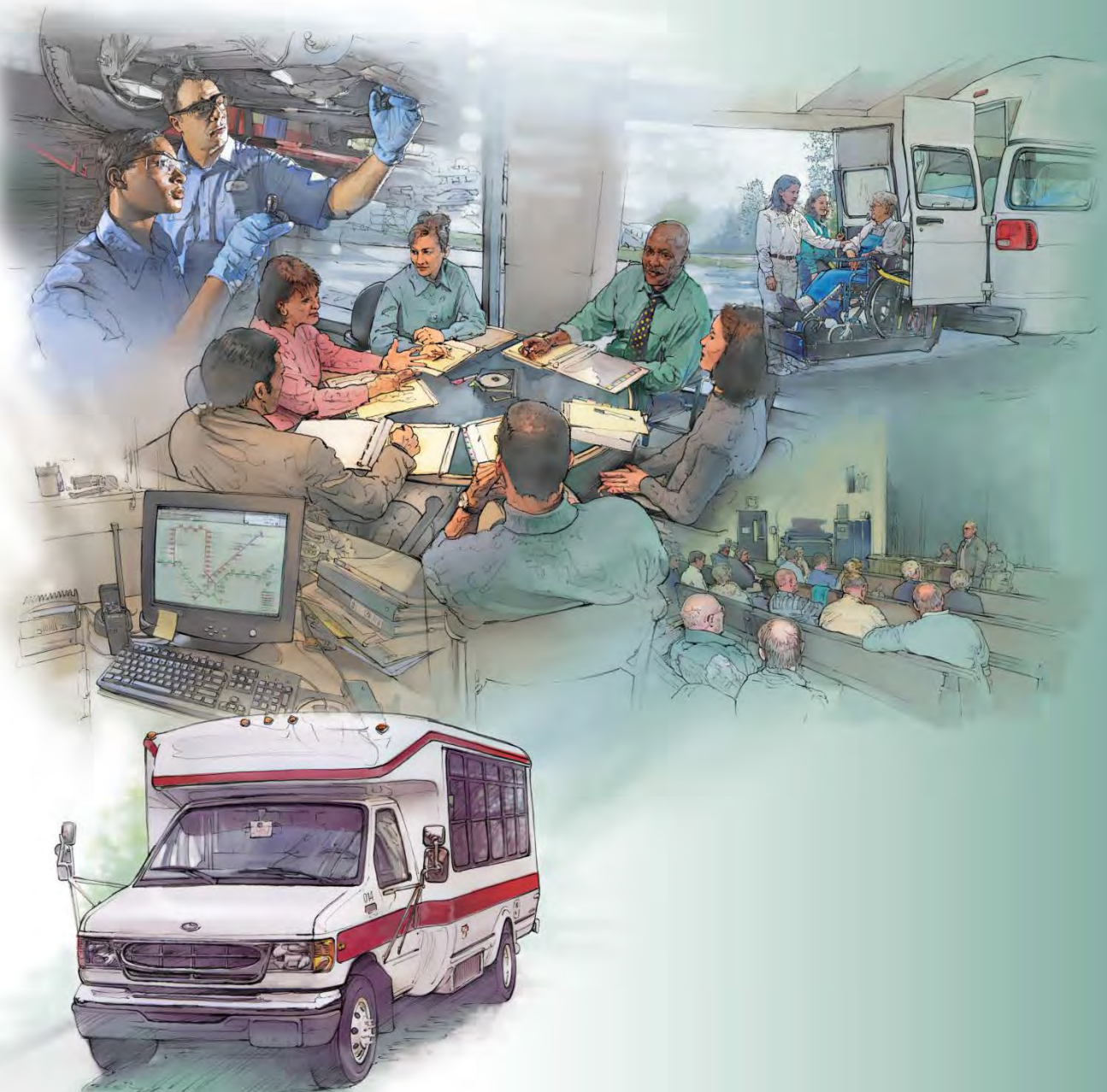




Coordinated Public Transit-Human Services Transportation Plan Update Region 9

Final Report

November 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 Cass, Fulton, Howard, Miami, Tipton, and Wabash Counties 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). The SAFETEA-LU and MAP-21 were the Federal surface transportation authorizations effective through September 30, 2015.

On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act, was signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act 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 services provided are unavailable, insufficient, or inappropriate to meet 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 use their own vehicles to transport their clients, while others may also serve the general public or purchase transportation from another entity. Regardless of how services are provided, transportation providers and human service agencies are all searching for ways to economize, connect, increase productivity, and provide user-friendly access to critical services and community amenities. In an era of increasing need and demand for shared-ride and non-motorized transportation and stable or declining revenue, organizational partnerships must be explored and cost-saving measures must be made to 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. INDOT and FTA also encourage active participation in the planning process from the general public and representatives of public, private, and nonprofit organizations that provide or support transportation services and initiatives. 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 aforementioned stakeholders through a public meeting and survey, telephone calls, and email conversations.

The coordination plan update incorporated the following planning elements:

1. Review the previous Regional coordination plan updates to develop a basis for evaluation and recommendations;
2. Evaluate existing economic/demographic conditions in each county;
3. Conduct a survey of the general public. It must be noted that general public survey results are not scientifically 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. A scientifically valid household 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 one local meeting for stakeholders and the general public for the purpose of soliciting input on transportation needs, service gaps, goals, objectives, and implementation strategies to meet these deficiencies;
5. Update the inventory of existing transportation services provided by public, private and non-profit organizations;
6. Update the summary of vehicle utilization for the purpose of determining where vehicles can be better utilized to meet transportation needs;
7. Update the assessment of unmet transportation needs and gaps in service obtained through meetings, interviews, and surveys; and
8. Develop 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 Bus and Bus Facilities Program (49 U.S.C. 5339) makes Federal resources available to states and direct recipients, so they may replace, rehabilitate and purchase buses and related equipment and 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 allocate funding to fixed route bus operators; state or local governmental entities; and federally recognized Indian tribes that are both fixed route bus service operators and eligible to receive direct grants under Sections 5307 and 5311. Subrecipients may allocate grant amounts 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 INDOT. In large urban areas, the governor chooses a designated recipient. Direct recipients have flexibility with 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 services 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 INDOT Office of Transit administers the Section 5310 Program in Indiana. The Federal share is 80 percent for capital projects. In Indiana, the program has historically been used for capital program purchases only.

Fixing America's Surface Transportation (FAST) Act – On December 4, 2015, President Obama signed the 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 are found in 49 CFR Part 37.3. Rather than a strict, categorical definition, this definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination. In a functional approach, the mere presence of a condition typically thought to be disabling gives way to consideration of an individual's ability to perform various life functions.

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

Formula Grants for Rural Areas Program (Section 5311 and also known as the Rural Transit Program) – This Program provides states with capital, planning, and operating assistance 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 (RTAP). Additional information is available at www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311. The INDOT Office of Transit 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 usage level 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 are 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

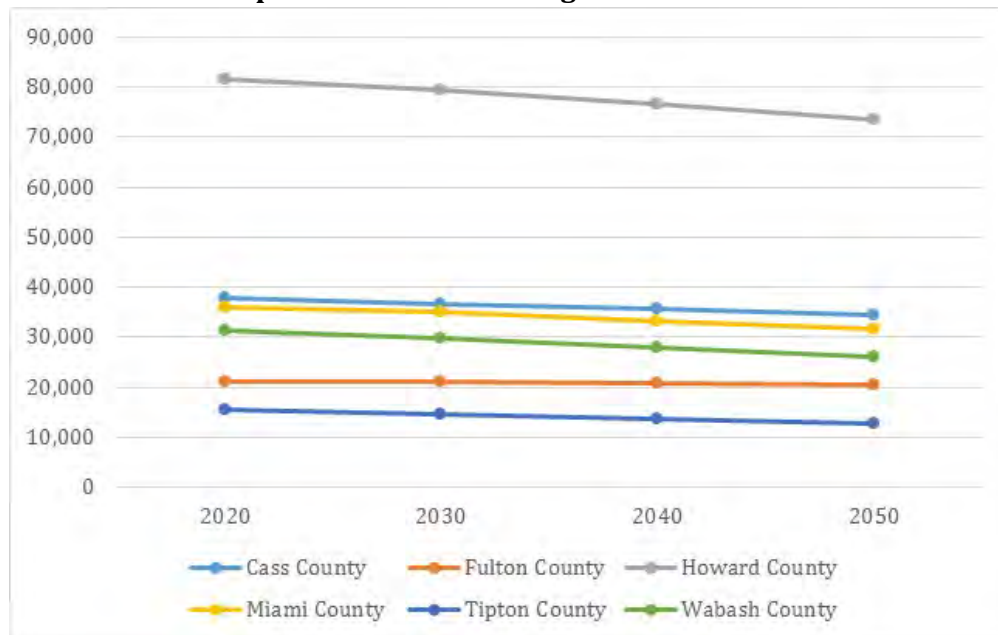
Region 9 is located in North Central Indiana and includes Cass, Fulton, Howard, Miami, Tipton, and Wabash Counties. The map in Exhibit II.1 provides a depiction of the area included in this study. The study area is served by the following major highways: U.S. Routes 24, 31, and 35; and Indiana Routes 13, 15, 16, 17, 18, 19, 22, 25, 26, 28, 114, 124, and 218.

An area's demographics are a strong indication of demand for transportation service. Relevant demographic data were collected and are summarized in this section. The data provided in the following section have 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 the most current and accurate information is presented. As a five-year estimate, the data represent a percentage based on a National sample and do not represent a direct population count.

POPULATION PROJECTIONS

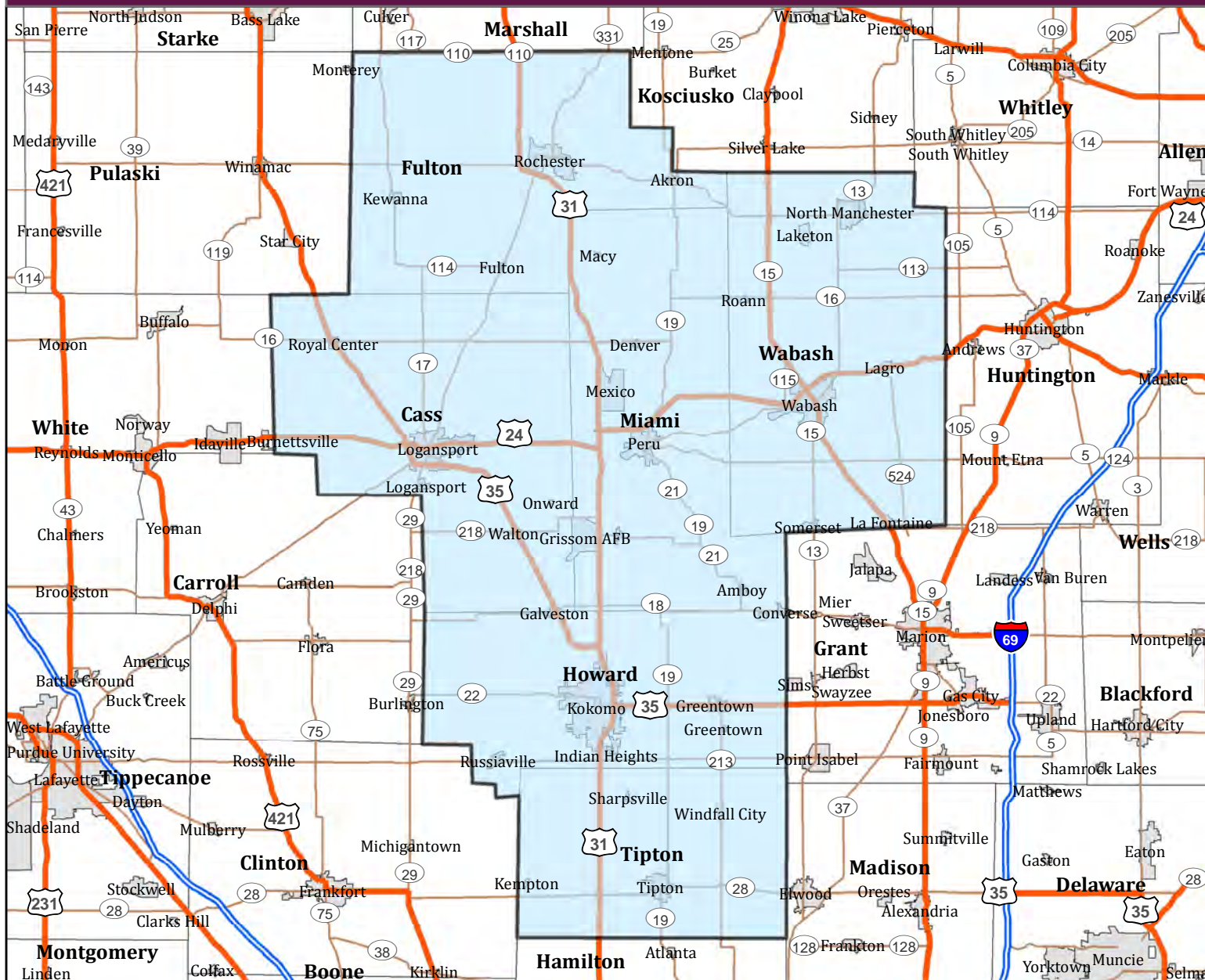
Using data from the Indiana Business Research Center, IU Kelley School of Business, STATS Indiana projects the Region's population will decrease to 198,785 by 2050, an estimated loss of 11 percent from the year 2020 population projection. Exhibit II.2 shows population trends between 2020 and 2050 for each county in Region 9.

Exhibit II.2
Population Trends for Region 9 2020-2050



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

Exhibit II.1: Location Map Region 9



Region 9 Coordinated Public Transit- Human Services Transportation Plan Update

Legend

- Region 9
- 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 or choose not to drive. Older adults also tend to be on a limited retirement income, which makes transportation services the more economical option to owning a vehicle. For these reasons, an area's population of older adults is an indicator of potential transit demand.

There is a trend occurring in the United States related 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.

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 greatly increases.

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

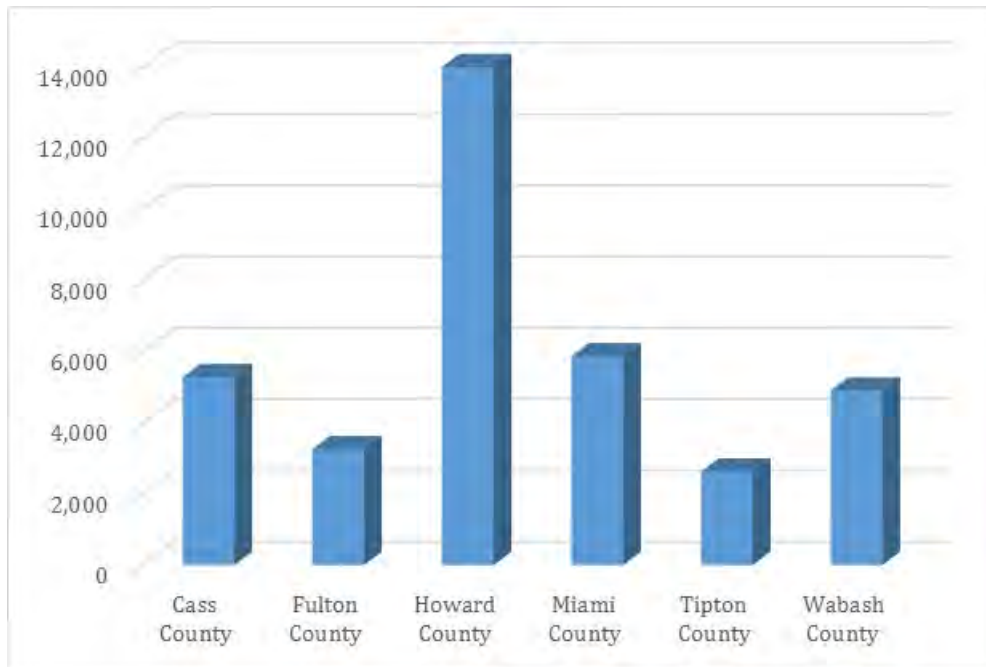
INDIVIDUALS WITH DISABILITIES

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 9 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 indicates that the highest population of individuals with a disability reside in Howard County. The total disabled population estimate for Howard County is 13,976. Miami County has an estimated 5,856 disabled people and Cass County has 5,271 disabled people. The remaining counties have less than 5,000 disabled people per county.

Exhibit II.3 Disability Incidence by County

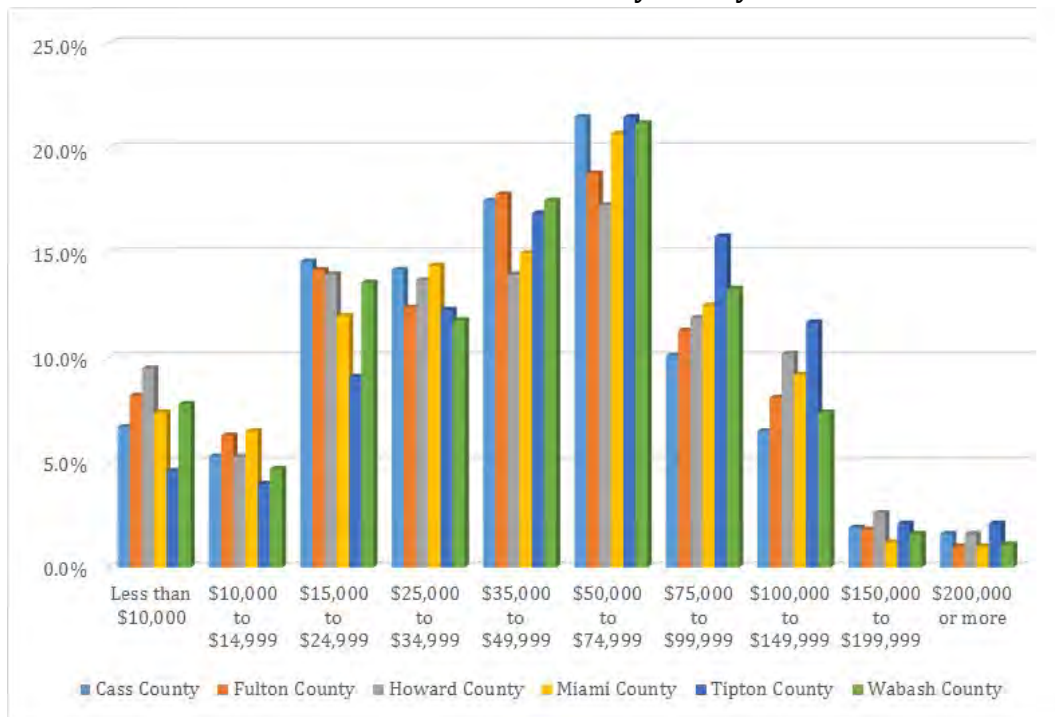


Source: 2014 ACS Five-Year Estimates

HOUSEHOLD INCOME

Exhibit II.4 illustrates the study area's household incomes according to the 2014 ACS Five-Year Estimates. According to the survey, there are a total of 89,855 households in Region 9. Of those households, about 40.2 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 13.4 percent earn between \$25,000 and \$34,999. Another 18.8 percent earn between \$10,000 and \$24,999 and about 8 percent earn 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

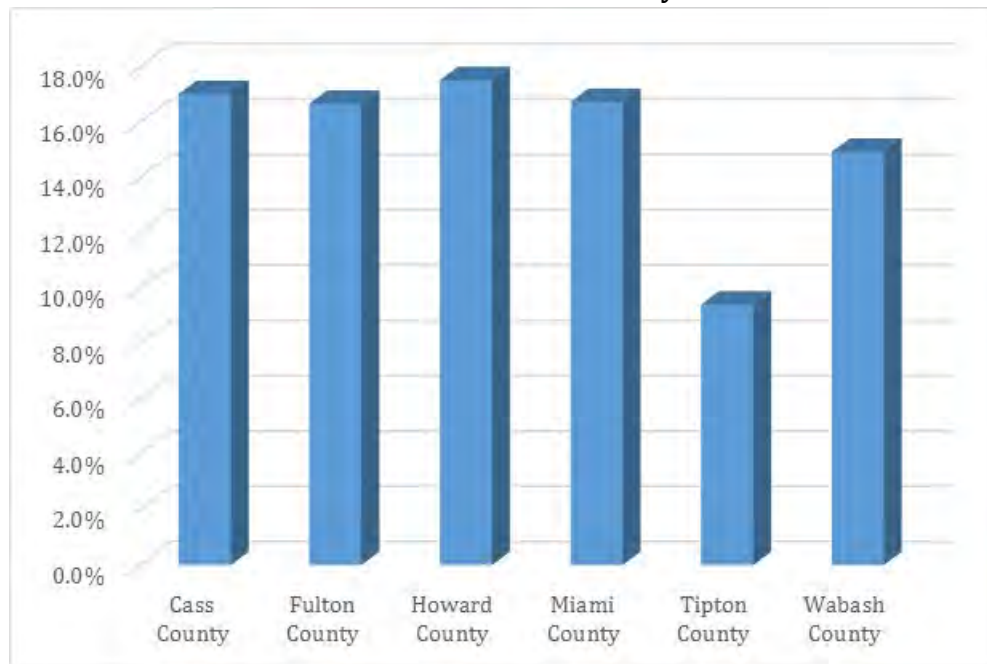
Cass County	\$41,356
Fulton County	\$42,585
Howard County	\$42,078
Miami County	\$43,862
Tipton County	\$53,340
Wabash County	\$45,657

Source: 2014 ACS Five-Year Estimates

POVERTY STATUS

Exhibit II.6 illustrates the percentage of the population in each county that lives below the poverty level. At 17.5 percent, Howard County has the highest percent of population living below the poverty level. At 17 percent, Cass County has the second highest percentage of population living in poverty, while Fulton and Miami Counties have 16.7 percent each. The remaining counties have less than 15 percent of the population below the poverty level.

Exhibit II.6
Percent Below Poverty

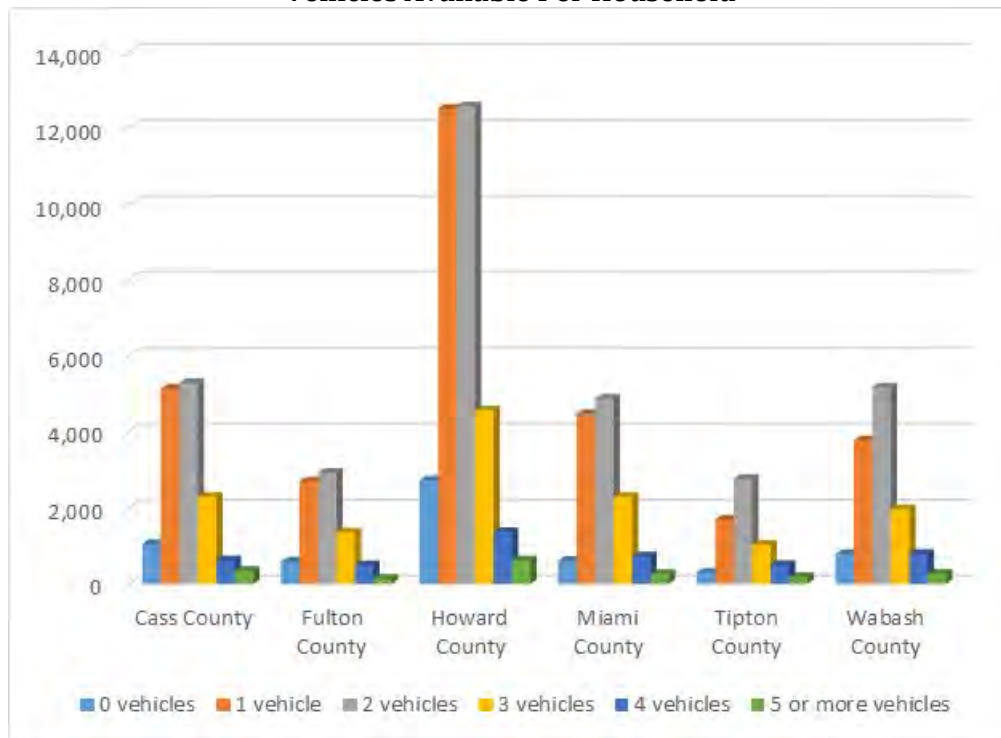


Source: 2014 ACS Five-Year Estimates

ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of transit service demand. There are 6,072 households in the Region that have no available vehicle. This is 6.8 percent of all the households in the Region. An additional 30,313 or 33.7 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

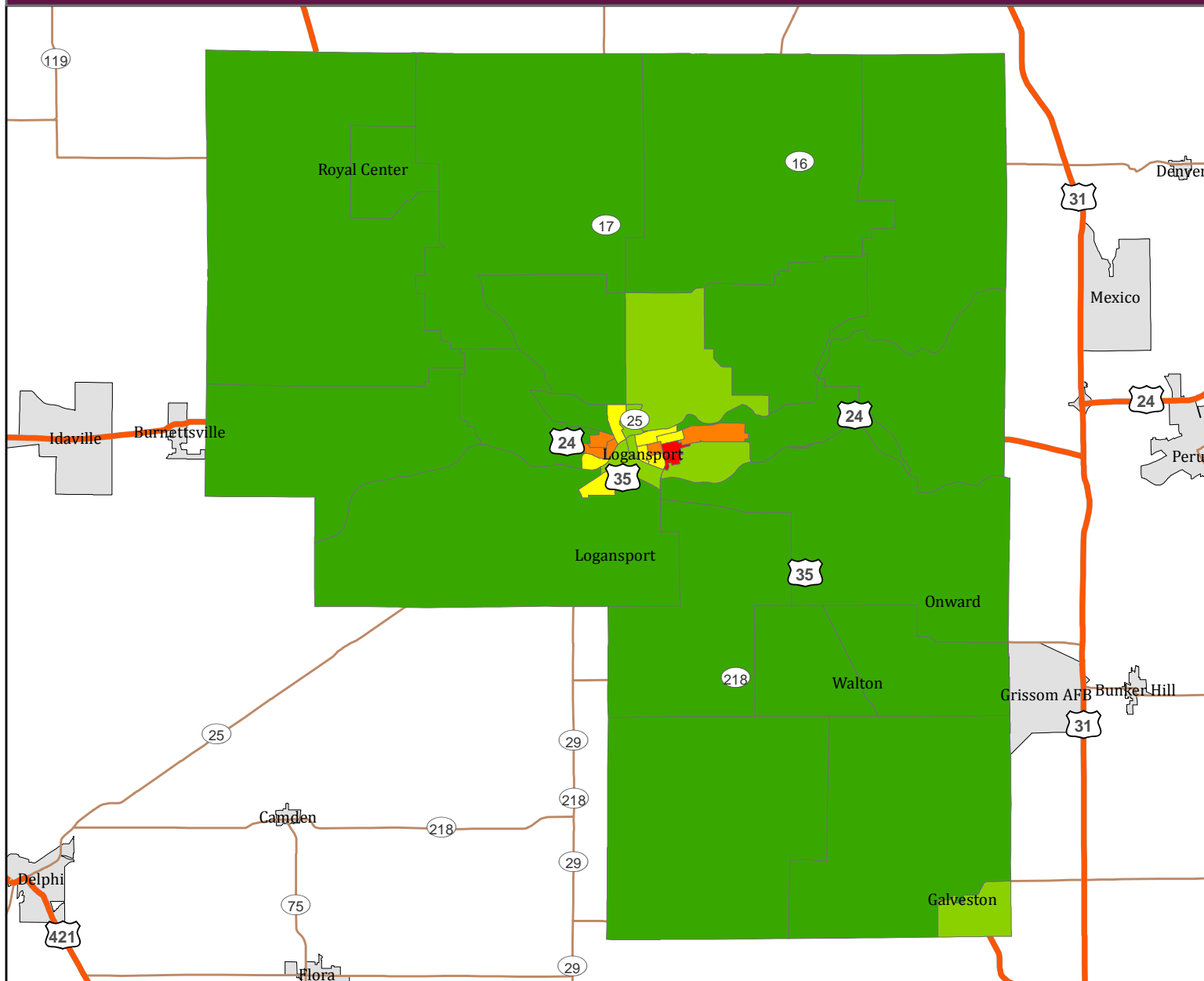
CASS COUNTY

Older Adult Population

Exhibit II.8 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest density of Cass County residents ages 65 and older are in Logansport. These block groups have between 223.2 and 1,479 older adults per square mile. The remaining County areas have low to very low older adult population densities.

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

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 2.810 - 41.73
- 41.74 - 223.1
- 223.2 - 392.9
- 393.0 - 658.3
- 658.4 - 1479

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

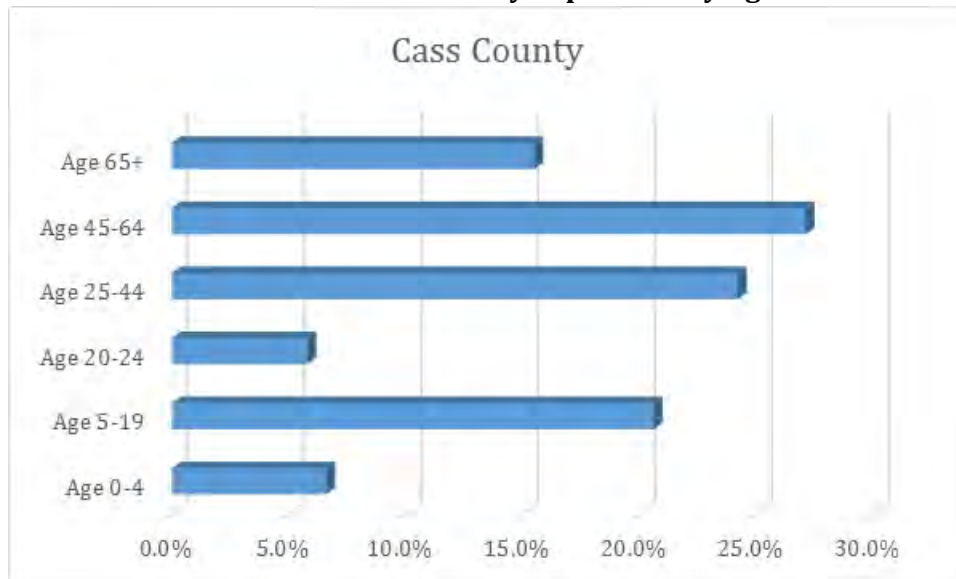
Source: U.S. Census American
Community Survey 2014
5-Year Estimates



Population by Age

The largest age cohort for Cass County is ages 45 to 64 (27.1 percent of the County's population). The second largest group is ages 25 to 44 (24.2 percent) (see Exhibit II.9). The third largest group is ages 5 to 19 (20.6 percent). The fourth largest group is ages 65 and older (15.5 percent).

Exhibit II.9: Cass County Population by Age



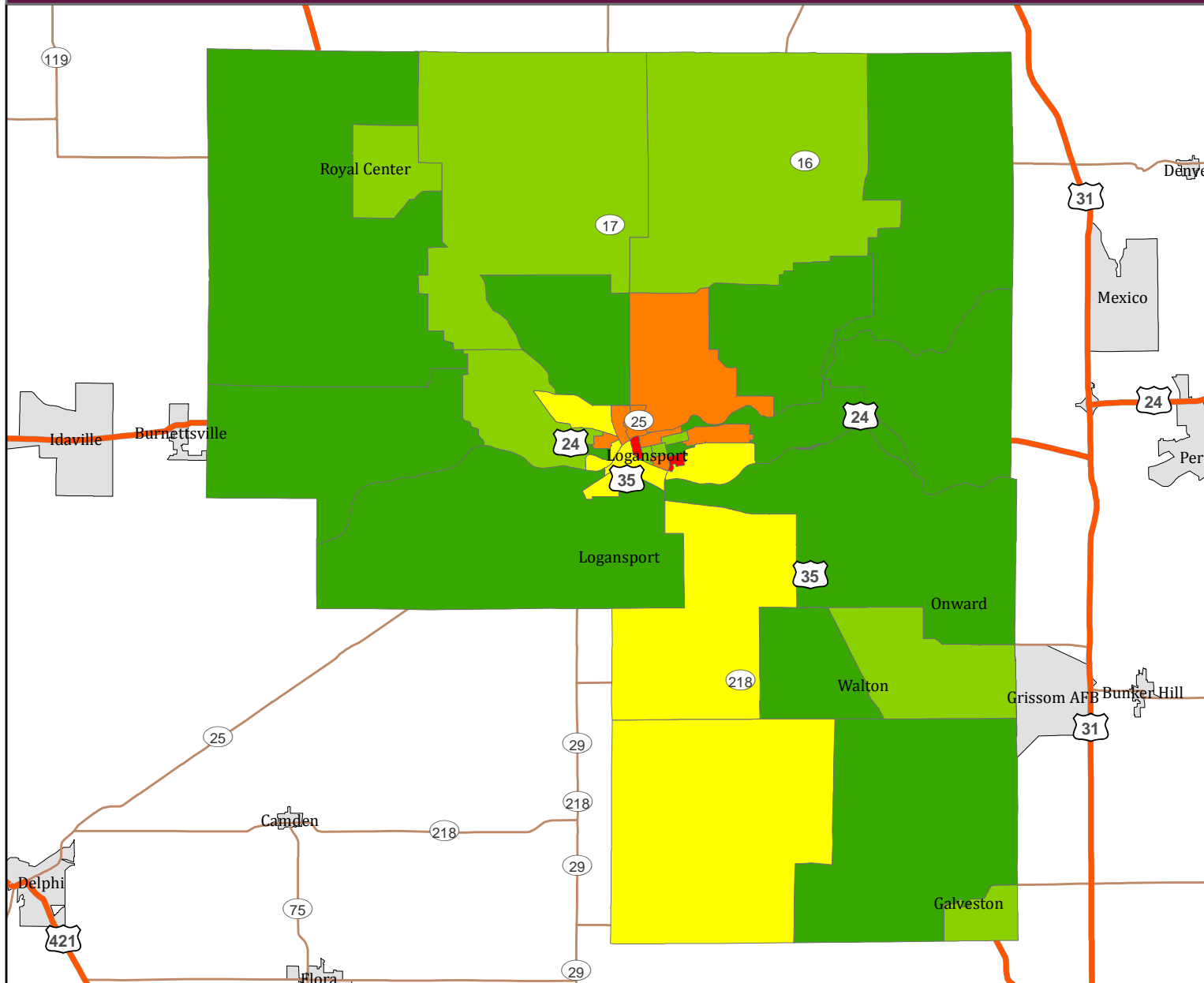
Source: 2014 ACS Five-Year Estimates

Economic Profile

Exhibit II.10 illustrates the percentage of housing units with 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 Logansport. Between 20.37 and 27.01 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage—ranging from 12.62 to 20.36 percent of zero vehicle households—can also be found in Logansport and areas just north of Logansport. The remaining County areas have moderate (yellow shading) to very low (dark green shading) percentages of zero vehicle households.

Exhibit II.10: Percent Zero Vehicle Households Cass County

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 1.61%
- 1.62% - 5.35%
- 5.36% - 12.61%
- 12.62% - 20.36%
- 20.37% - 27.01%

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

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

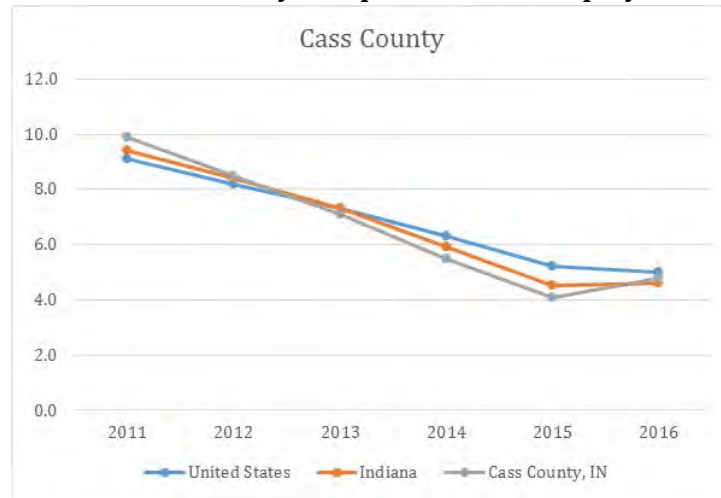


Industry and Labor Force

Cass County's unemployment rate reached a high in 2011 of 9.9 percent. This was slightly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2012, the unemployment rate for Cass County stayed above the National and State unemployment averages. From 2013 to 2015, the unemployment rate was below the National and State averages and in 2016 it rose above the State's average but stayed below the National average. Exhibit II.11 illustrates a comparison of the unemployment rates in the County, State, and Nation.

Exhibit II.11: Cass County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

FULTON COUNTY

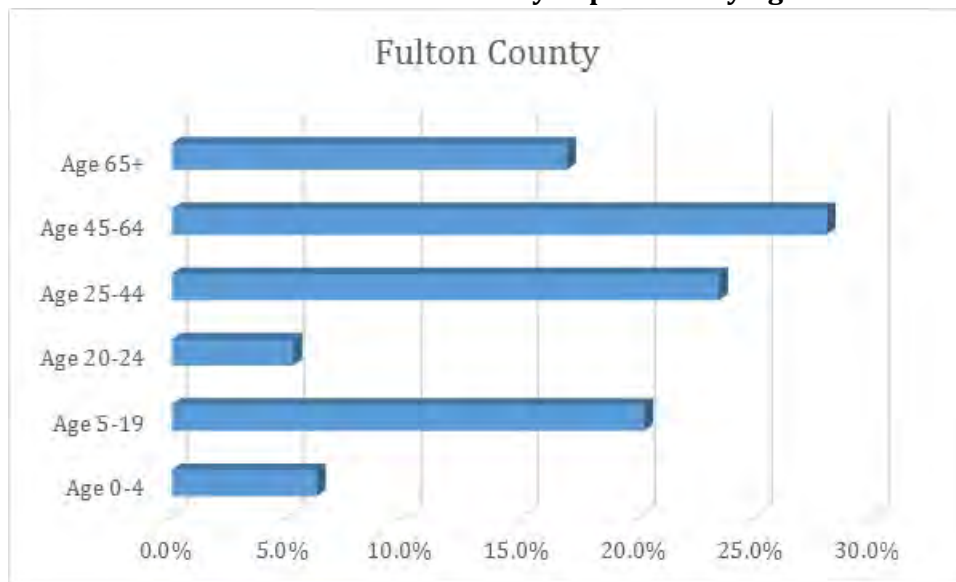
Older Adult Population

Exhibit II.12 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest older adult densities (468.3 to 1,312) of Fulton County residents are in Rochester. Moderately high densities of older adults can also be found in Rochester. These block groups have older adult densities between 216.8 and 468.2 persons per square mile. The remaining County areas have adult population densities below 216.7 persons per square mile.

Population by Age

The largest age cohort for Fulton County is ages 45 to 64 (28 percent of the County's population). The second largest group is ages 25 to 44 (23.4 percent) (see Exhibit II.13). The third largest age group is ages 5 to 19 (20.2 percent). The fourth largest age group is ages 65 and older (16.9 percent).

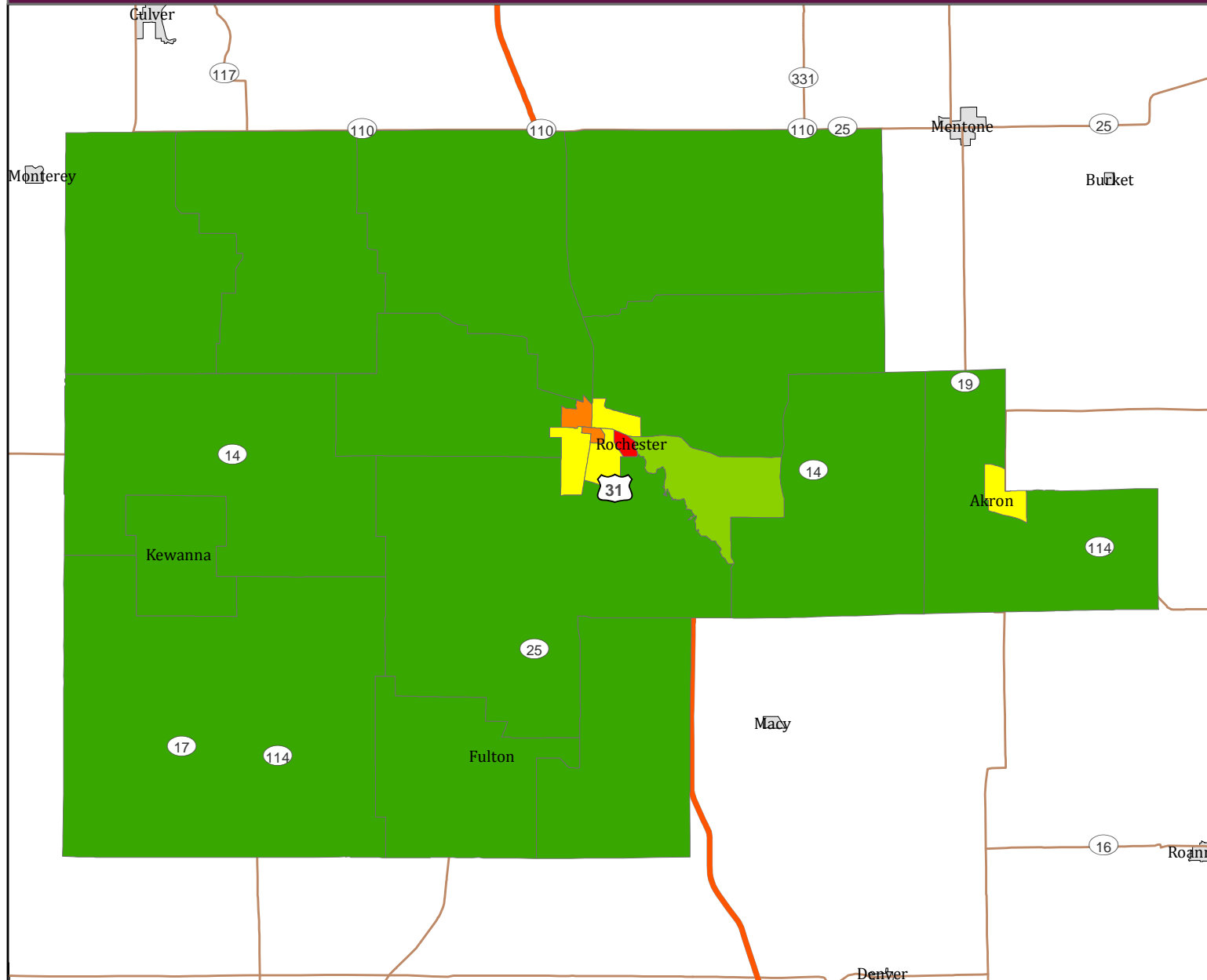
Exhibit II.13: Fulton County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 1.910 - 13.96
- 13.97 - 30.40
- 30.41 - 216.7
- 216.8 - 468.2
- 468.3 - 1312

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

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



Economic Profile

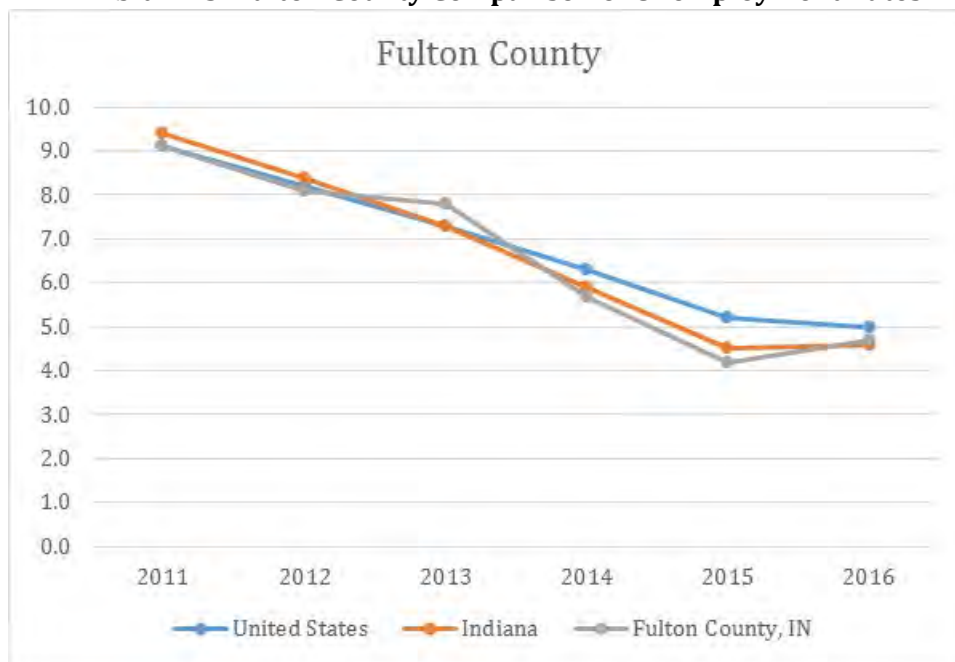
Exhibit II.14 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are in Rochester. Over 14.43 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage—ranging from 9.92 to 14.42 percent of zero vehicle households—can be found in Rochester. The remaining County areas have low percentages of zero vehicle households.

Industry and Labor Force

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

From 2011 to 2016, the unemployment rate for Fulton County remained similar to the National average. In 2013 the unemployment rate spiked to a level higher than both the National and State unemployment rates. Exhibit II.15 illustrates a comparison of the unemployment rates in the County, State, and Nation.

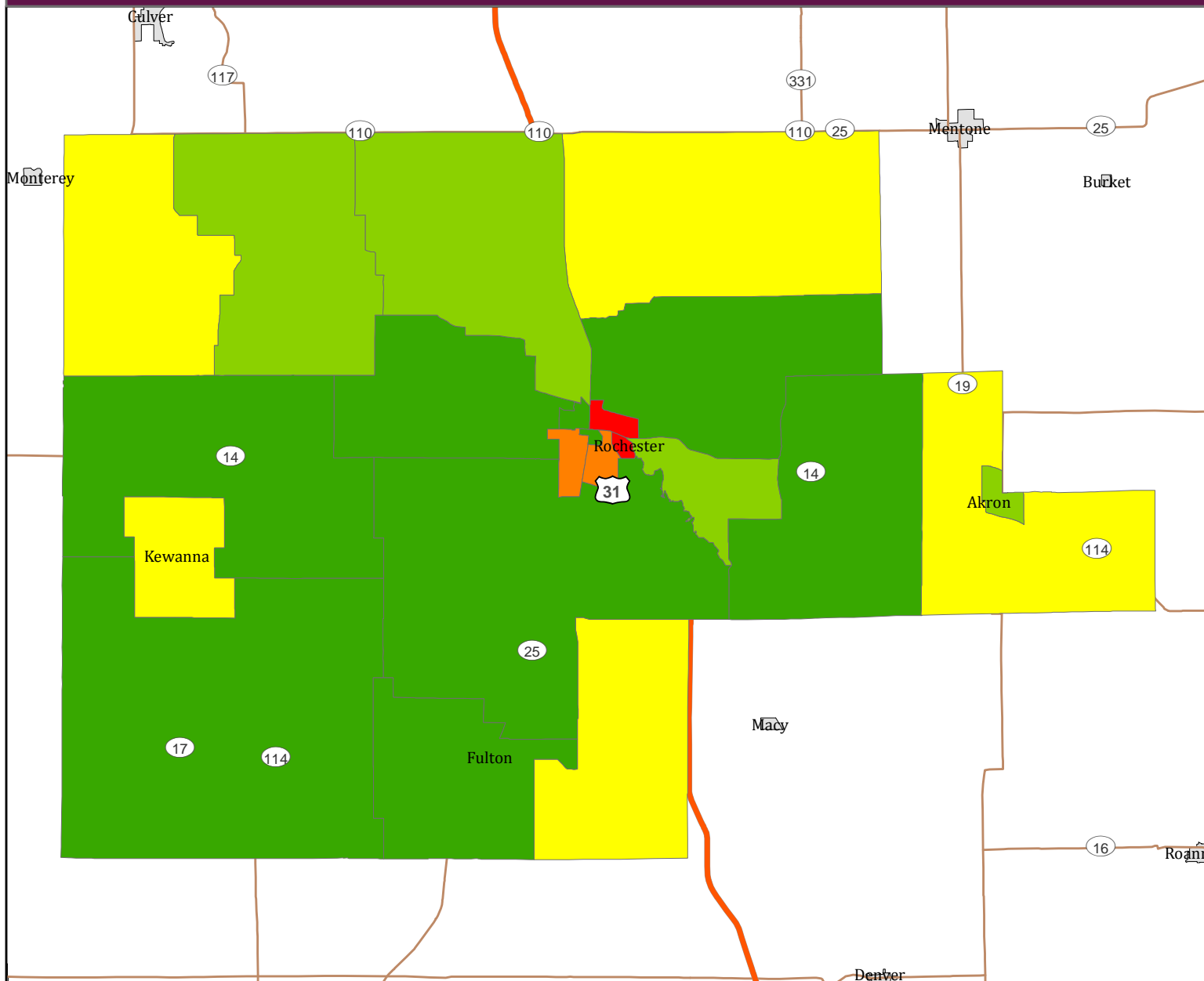
Exhibit II.15: Fulton County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.14: Percent Zero Vehicle Households Fulton County

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 0.94%
- 0.95% - 5.45%
- 5.46% - 9.91%
- 9.92% - 14.42%
- 14.43% - 29.55%

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

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



HOWARD COUNTY

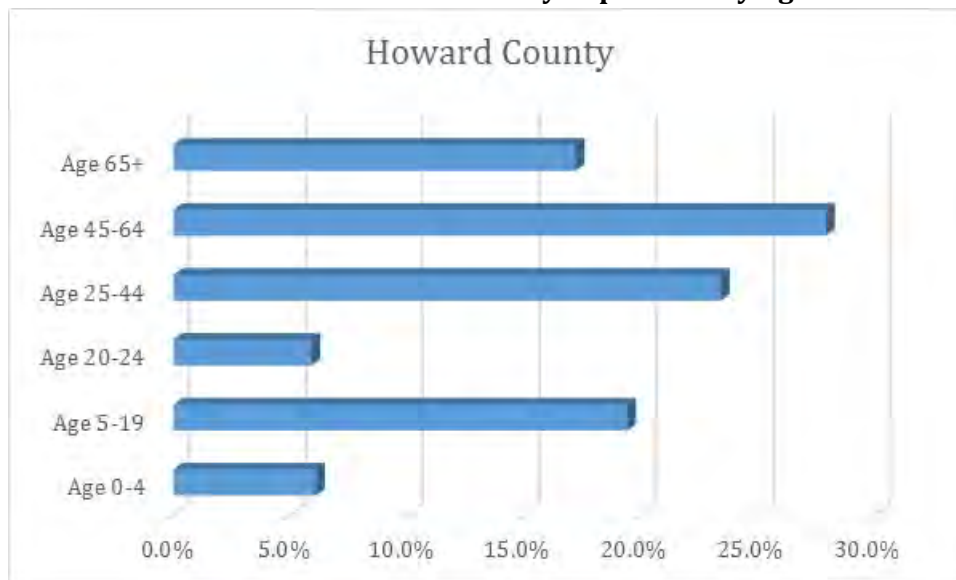
Older Adult Population

Exhibit II.16 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest density of Howard County residents ages 65 and older are in Kokomo. The majority of the higher older adult densities are in the Western and Northern sections of Kokomo. Areas of moderate and moderately high older adult densities can be found in Kokomo and Indian Heights. The remaining County areas have low older adult population densities.

Population by Age

The largest age cohort for Howard County is ages 45 to 64 (27.9 percent of the County's population). The second largest group is ages 25 to 44 (23.4 percent) (see Exhibit II.17). The third largest group is ages 5 to 19 (19.4 percent). The fourth largest group is ages 65 and older (17.2 percent).

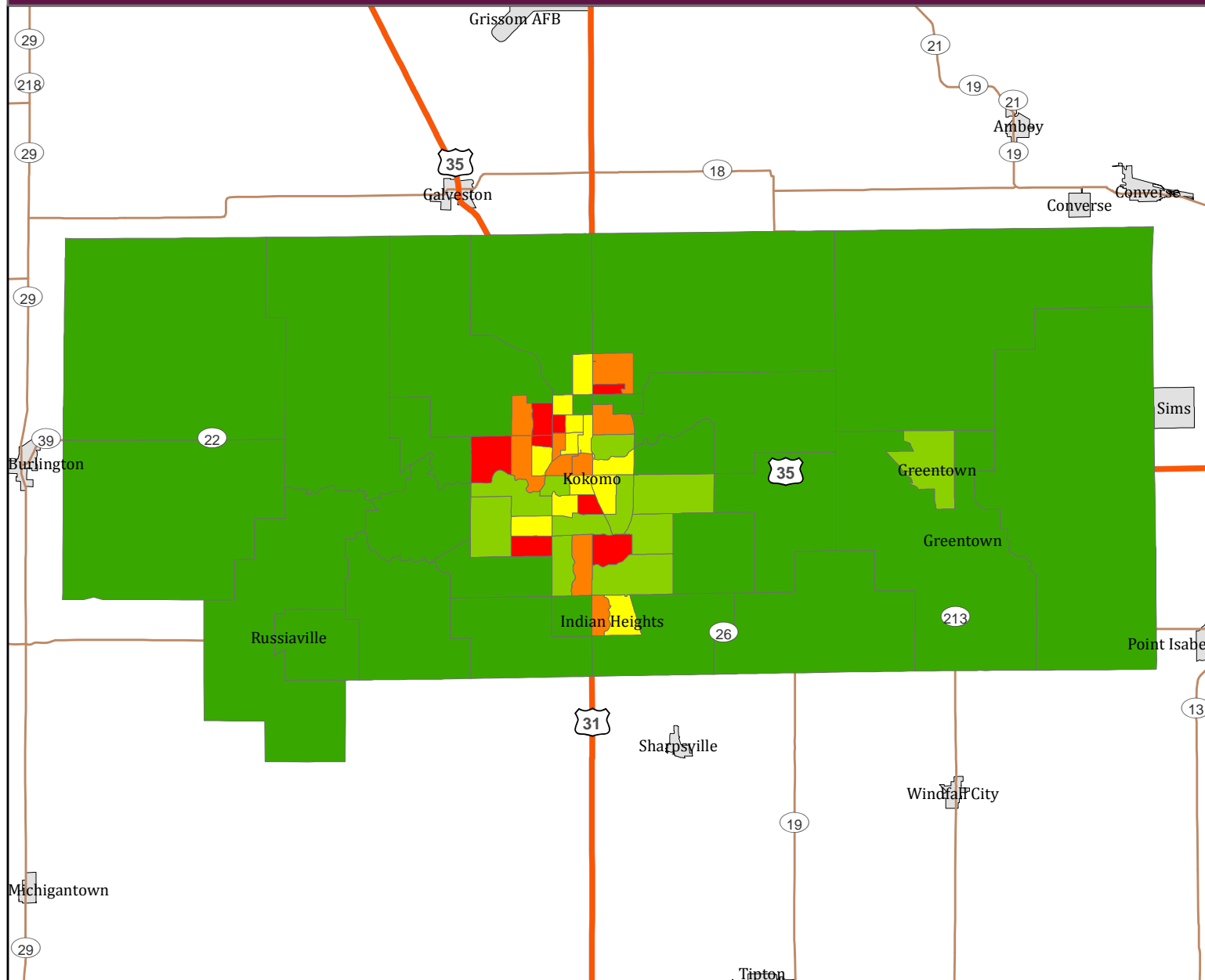
Exhibit II.17: Howard County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 4.474 - 124.0
- 124.1 - 286.0
- 286.1 - 439.3
- 439.4 - 617.5
- 617.6 - 810.5

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

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



Economic Profile

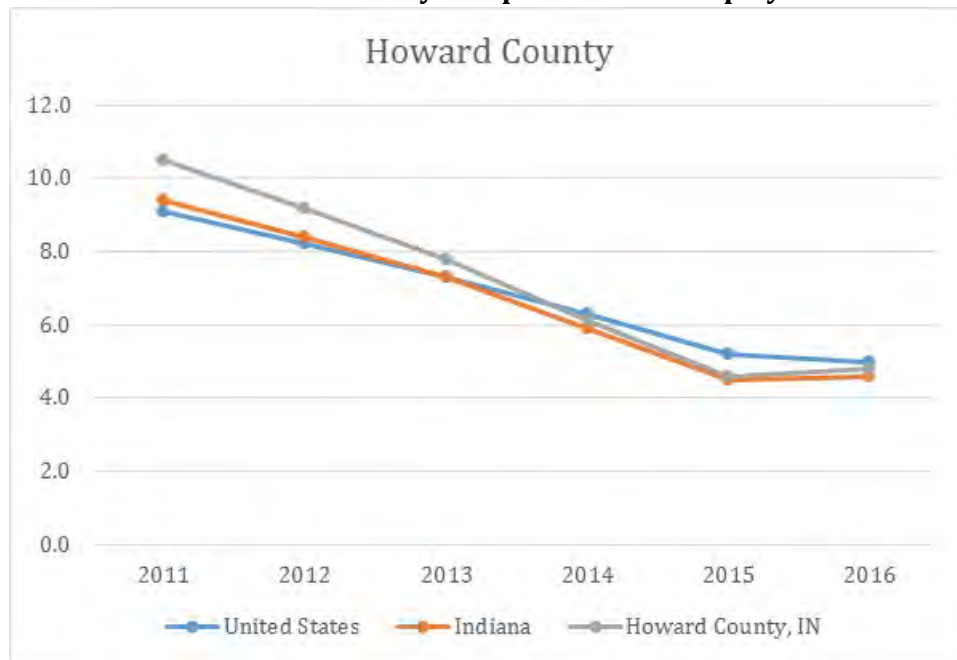
Exhibit II.18 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are in Kokomo and just to the east of Kokomo. Over 19.34 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage—ranging from 11.05 to 19.33 percent of zero vehicle households—can be found in Kokomo, Northern Howard County, and Greentown. The remaining County areas have low percentages of zero vehicle households.

Industry and Labor Force

Howard County's unemployment rate reached a high in 2011 of 10.5 percent. This was higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2013, the unemployment rate for Howard County remained higher than the State and National averages. From 2014 to 2016 the unemployment rate dipped below the National average, but stayed slightly above the State average. Exhibit II.19 illustrates a comparison of the unemployment rates in the County, State, and Nation.

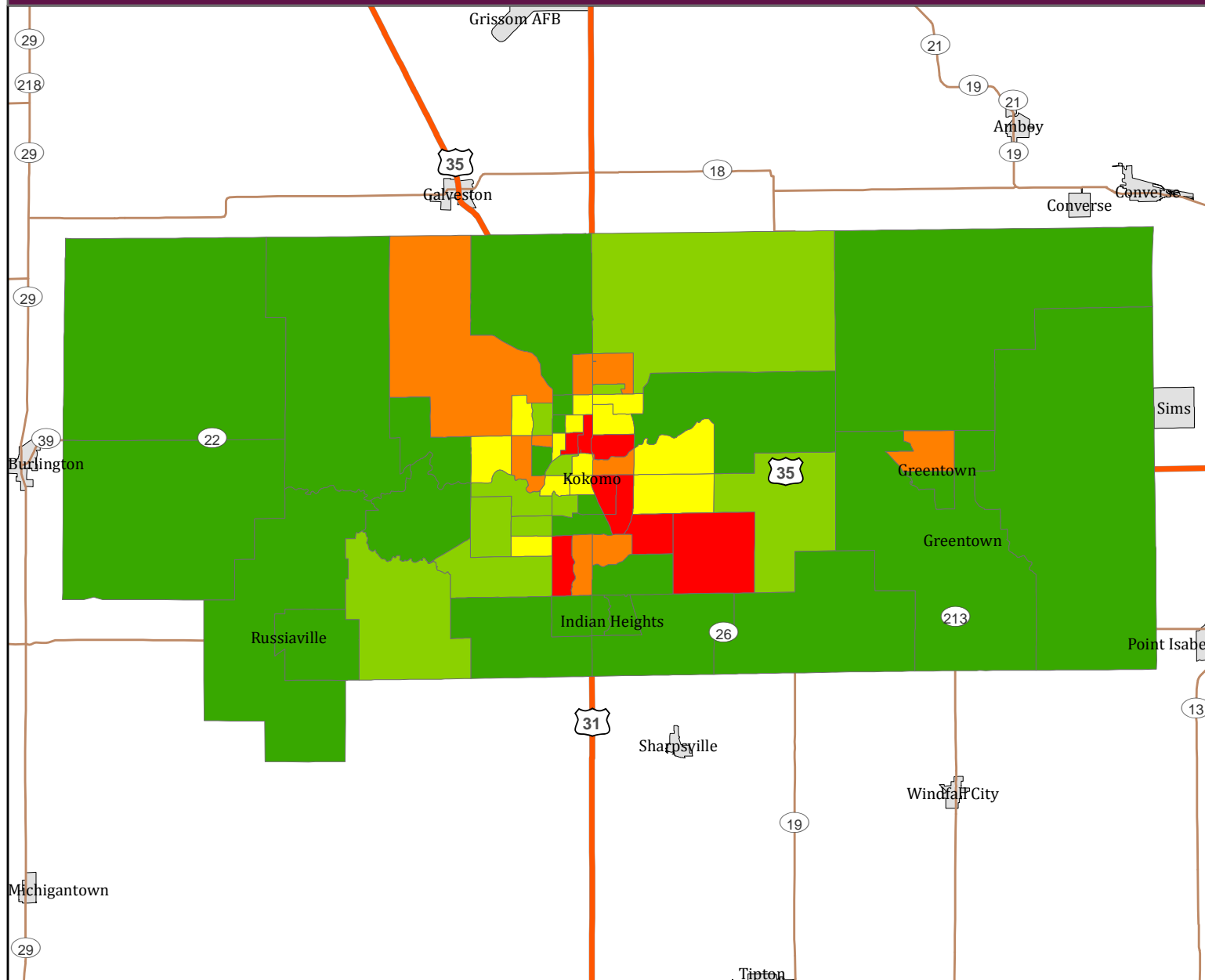
Exhibit II.19: Howard County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.18: Percent Zero Vehicle Households Howard County

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



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



MIAMI COUNTY

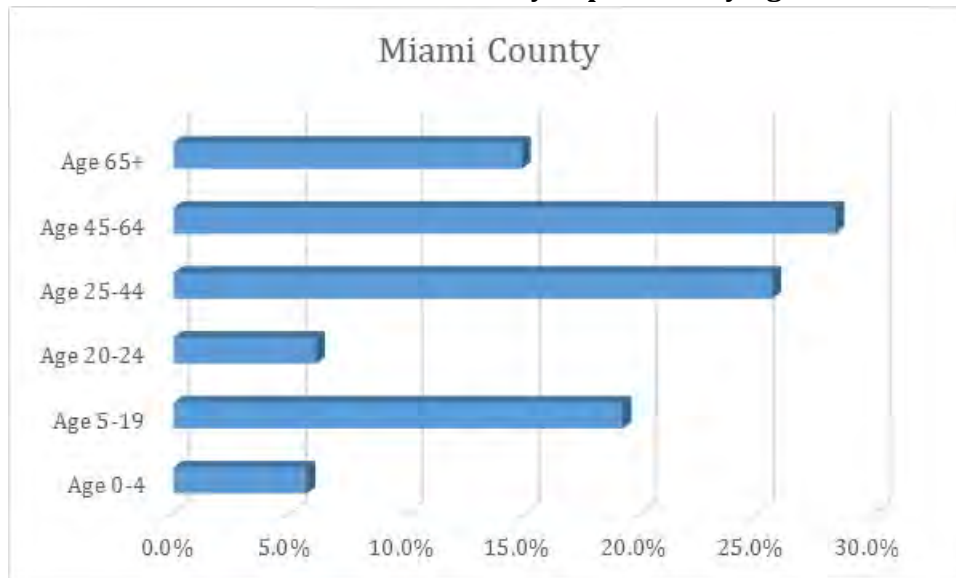
Older Adult Population

Exhibit II.20 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest density of Miami County residents ages 65 and older are in Peru. These block groups have older adult densities between 750.1 and 1,058 persons per square mile. Moderately high and moderate older adult population densities are also located in Peru. The remaining County areas have low older adult population densities.

Population by Age

The largest age cohort for Miami County is ages 45 to 64 (28.3 percent of the County's population). The second largest group is ages 25 to 44 (25.6 percent) (see Exhibit II.21). The third largest group is ages 5 to 19 (19.2 percent). The fourth largest group is ages 65 and older (14.6 percent). Of all of the counties in Region 9, Miami County has the lowest percentage of adults ages 65 and older.

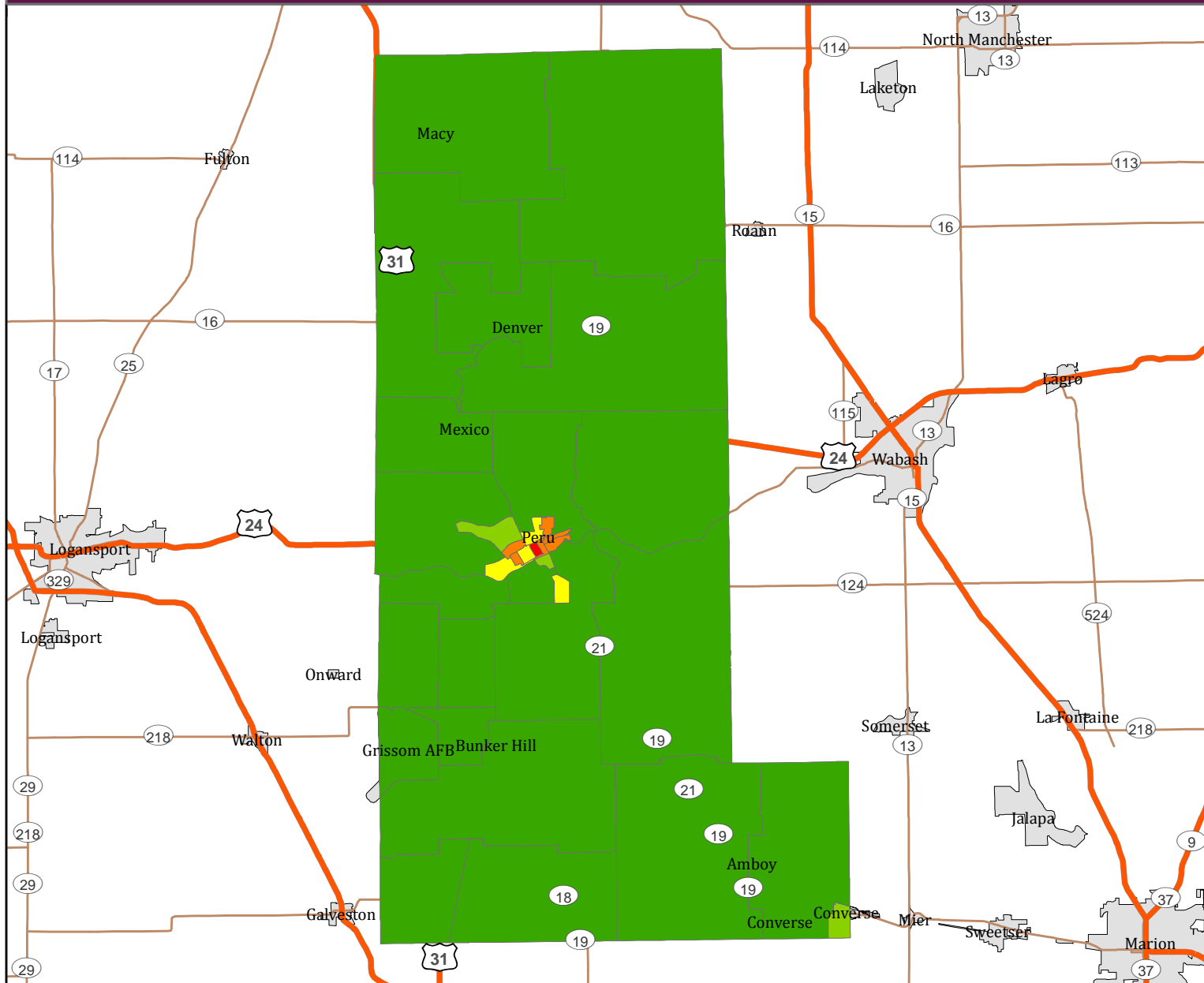
Exhibit II.21: Miami County Population by Age



Source: 2014 ACS Five-Year Estimates

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

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 1.995 - 53.53
- 53.54 - 161.9
- 162.0 - 369.6
- 369.7 - 750.0
- 750.1 - 1058

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

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



Economic Profile

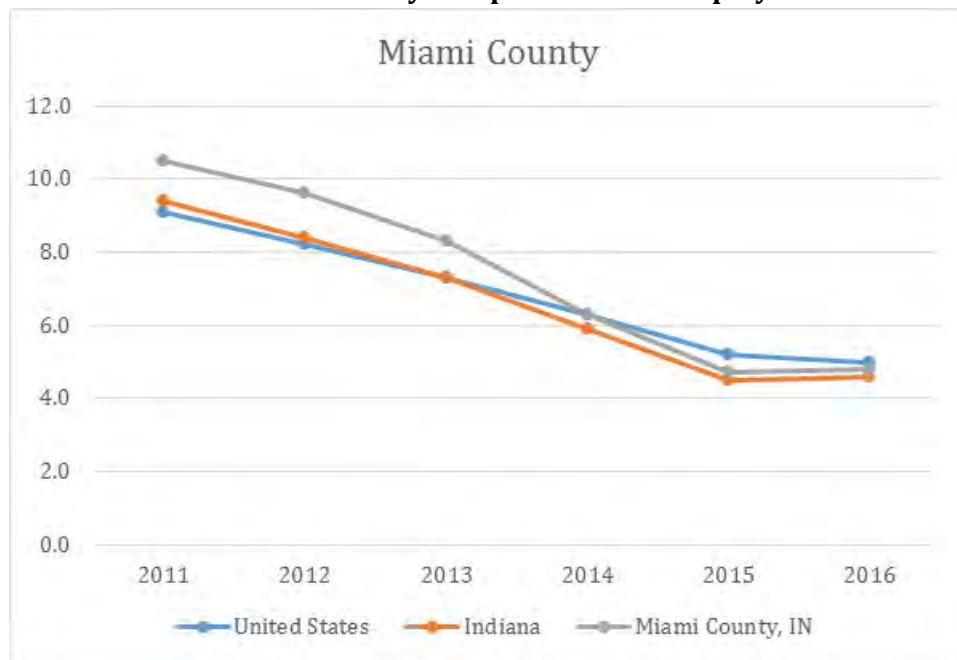
Exhibit II.22 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Peru. Over 12.29 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage—ranging from 4.71 to 12.28 percent of zero vehicle households—can be found in Peru, Mexico, Amboy, and north of Grissom Air Force Base. The remaining County areas have overall low levels of zero vehicle households.

Industry and Labor Force

Miami County's unemployment rate reached a high in 2011 of 10.5 percent. This was higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2014, the unemployment rate for Miami County stayed at or above the National and State averages. From 2015 to 2016, Miami County's unemployment rate stayed higher than the State, but below National average. Exhibit II.23 illustrates a comparison of the unemployment rates in the County, State, and Nation.

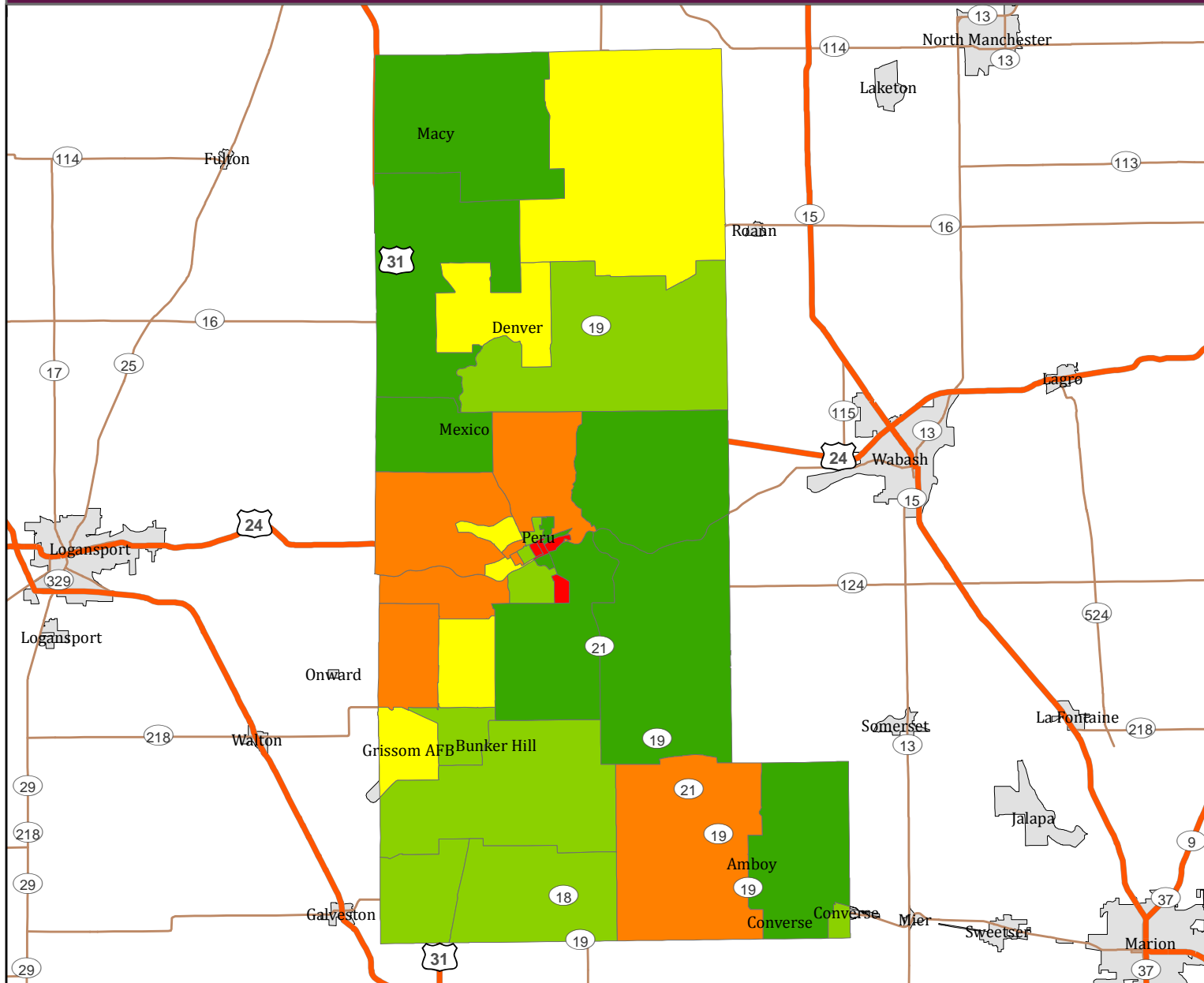
Exhibit II.23: Miami County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.22: Percent Zero Vehicle Households Miami County

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households	
	0% - 0.99%
	1% - 3.05%
	3.06% - 4.7%
	4.71% - 12.28%
	12.29% - 22.5%
	Interstate
	Highway
	Major Road
	Local Road
	Minor Road
	Cities/Towns

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



TIPTON COUNTY

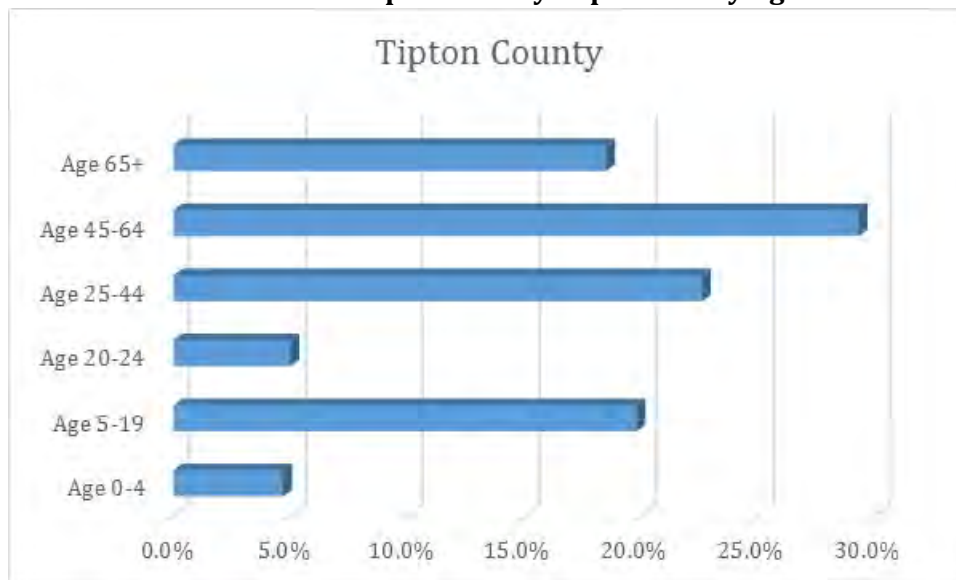
Older Adult Population

Exhibit II.24 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest density of Tipton County residents ages 65 and older are in the City of Tipton. These block groups have older adult densities between 493.6 and 1,014 persons per square mile. Areas of moderately high older adult densities are also located in Tipton. The remaining County areas have low to very low older adult population densities.

Population by Age

The largest age cohort for Tipton County is ages 45 to 64 (29.3 percent of the population). The second largest group is ages 25 to 44 (22.6 percent) (see Exhibit II.25). The third largest group is ages 5 to 19 (19.8 percent). The fourth largest group is ages 65 and older (18.5 percent). Tipton County has the highest percentage of population age 45 and over in Region 9.

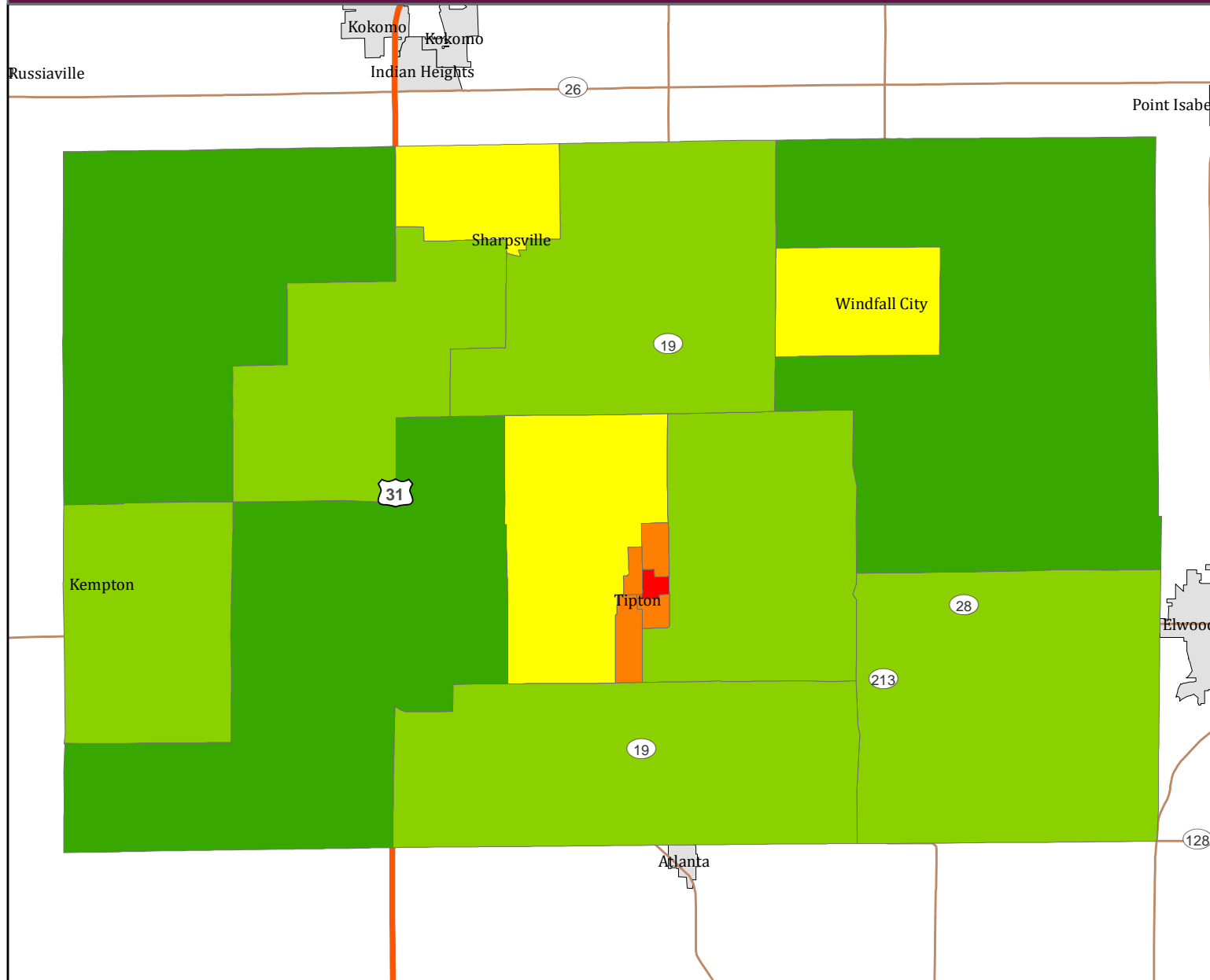
Exhibit II.25: Tipton County Population by Age



Source: 2014 ACS Five-Year Estimates

Exhibit II.24: Population Density Age 65 and Older Tipton County

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

- 2.457 - 5.624
- 5.625 - 9.334
- 9.335 - 34.39
- 34.40 - 493.5
- 493.6 - 1014

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

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



Economic Profile

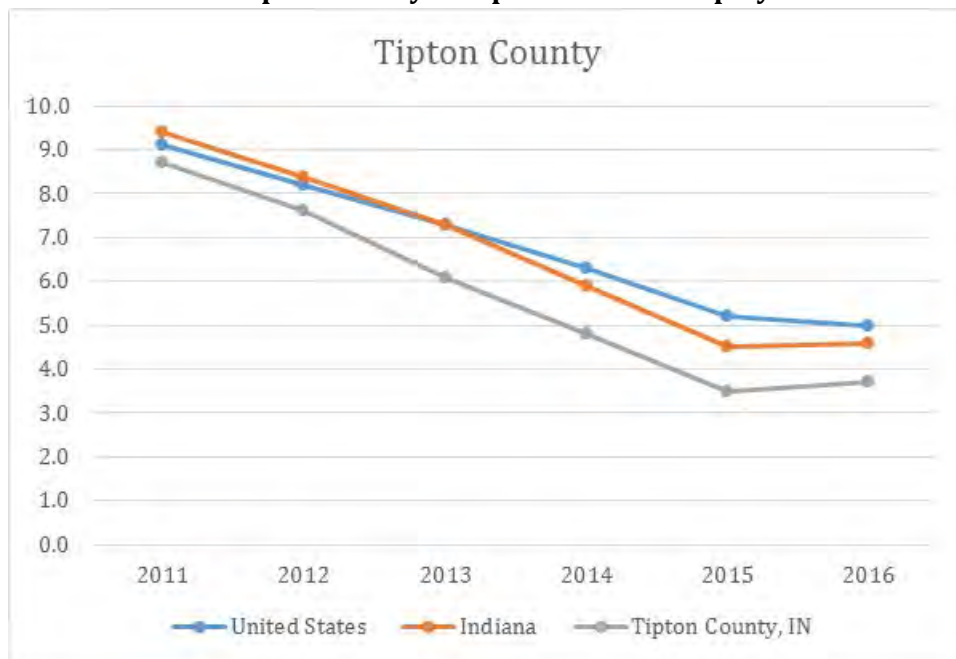
Exhibit II.26 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in the City of Tipton. Over 10.03 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage—ranging from 7.74 to 10.02 percent of zero vehicle households—can be found in the City of Tipton and to its east. The remaining County areas have overall low levels of zero vehicle households.

Industry and Labor Force

Tipton County's unemployment rate reached a high in 2011 of 8.7 percent. This was slightly lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Tipton County was lower than the States and National averages. Exhibit II.27 illustrates a comparison of the unemployment rates in the County, State, and Nation.

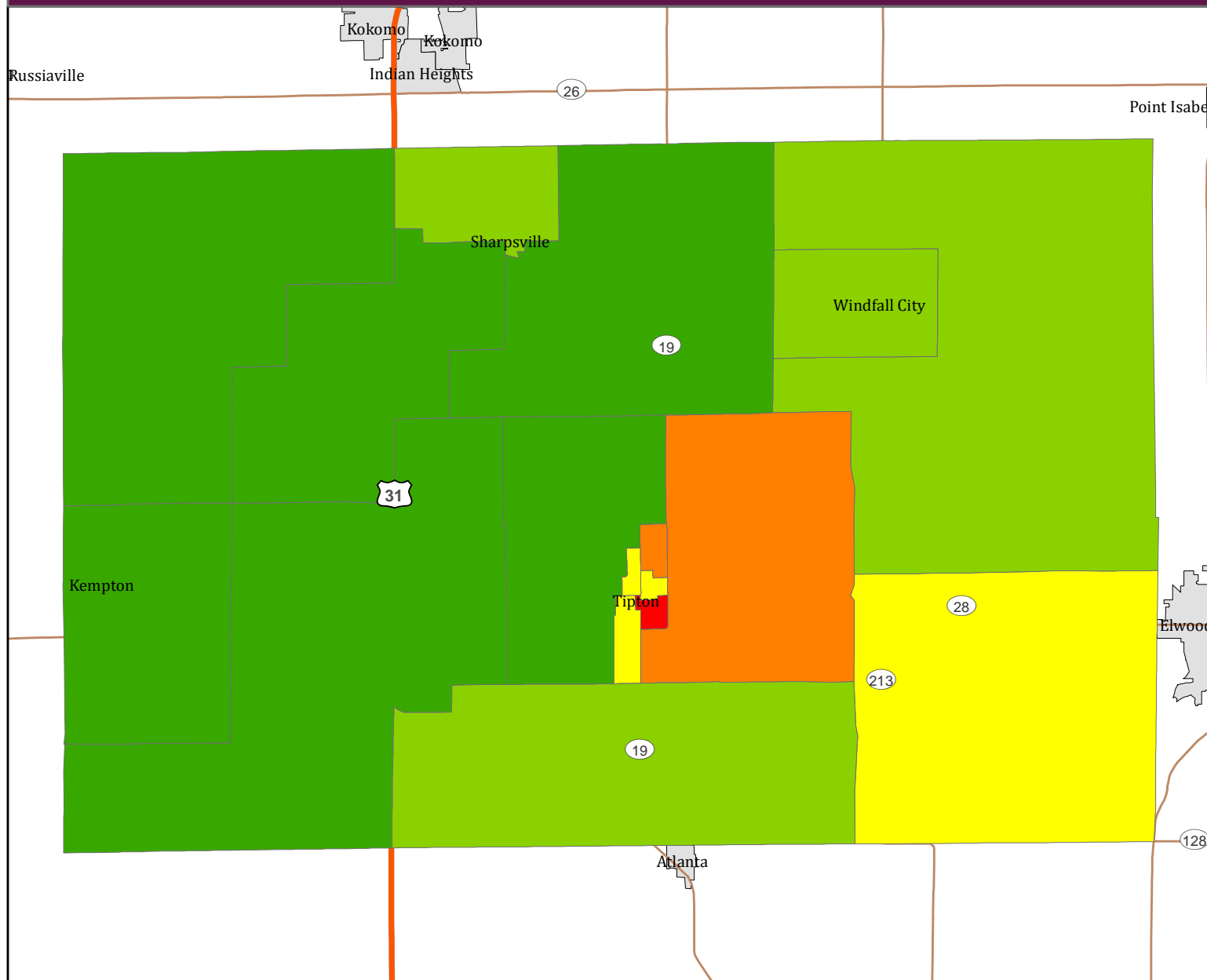
Exhibit II.27: Tipton County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.26: Percent Zero Vehicle Households Tipton County

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 1.2%
- 1.21% - 3.53%
- 3.54% - 7.73%
- 7.74% - 10.02%
- 10.03% - 16.74%

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

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



WABASH COUNTY

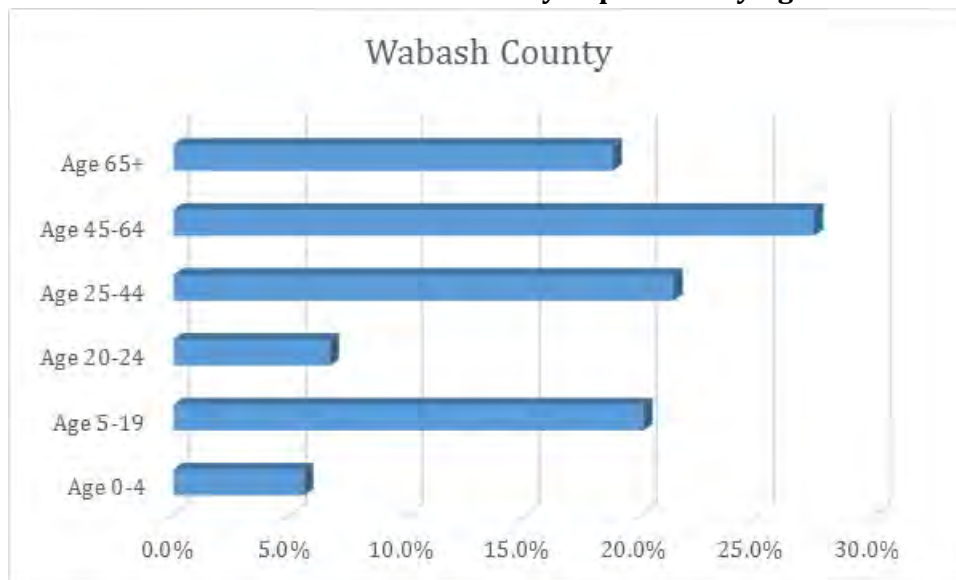
Older Adult Population

Exhibit II.28 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest density of Wabash County residents ages 65 and older are in the City of Wabash and North Manchester. These block groups have older adult densities between 306.5 and 679 persons per square mile. Areas of moderately high older adult densities can also be found in the City of Wabash and North Manchester. The remaining County areas have overall, low older adult population densities.

Population by Age

The largest age cohort for Wabash County is ages 45 to 64 (27.4 percent of the County's population). The second largest group is ages 25 to 44 (21.4 percent) (see Exhibit II.29). The third largest group is ages 5 to 19 (20.1 percent). The fourth largest group is ages 65 and older (18.8 percent). Of all of the counties in Region 9, Wabash County has the highest percentage of adults ages 65 and older.

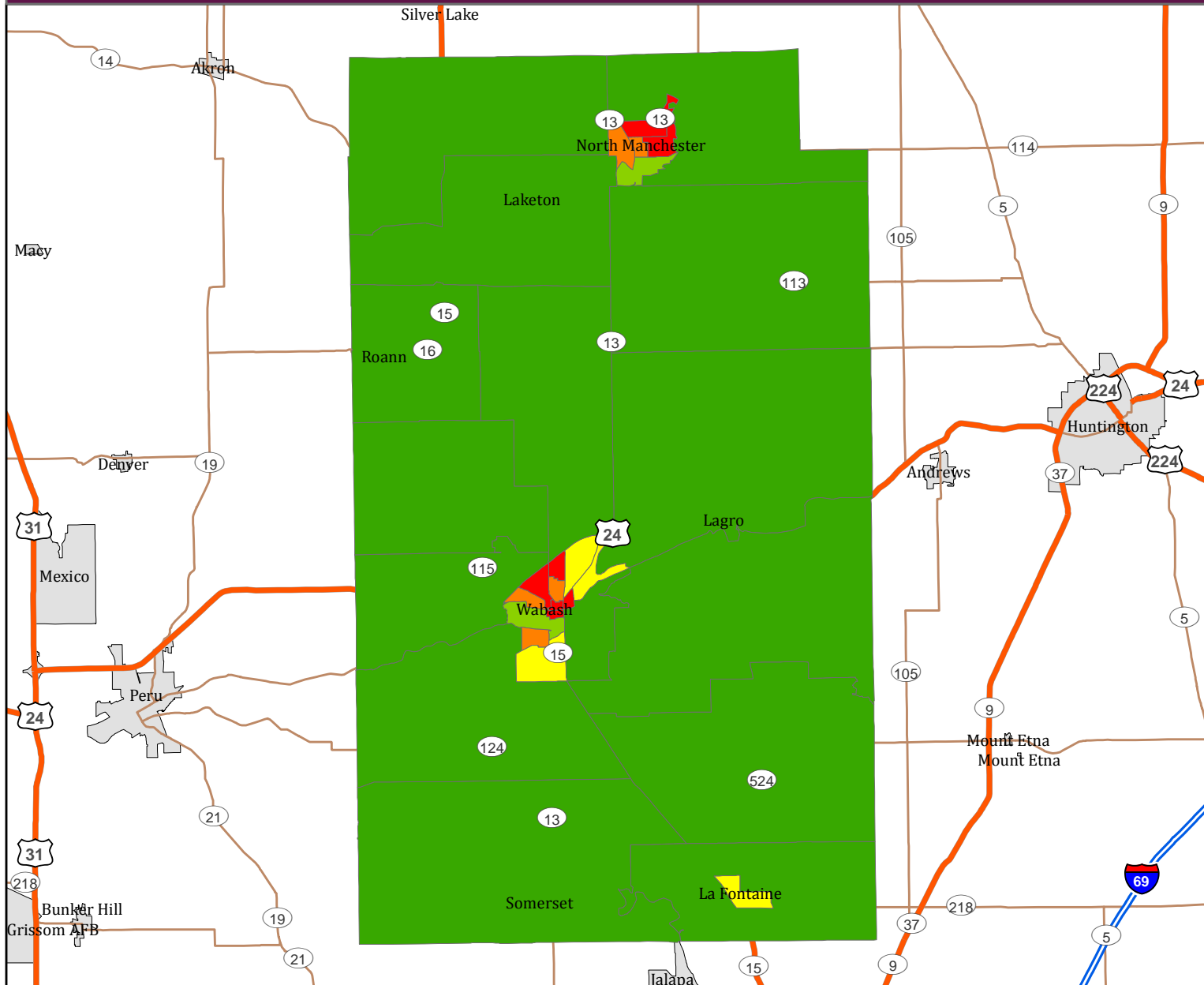
Exhibit II.29: Wabash County Population by Age



Source: 2014 ACS Five-Year Estimates

Exhibit II.28: Population Density Age 65 and Older Wabash County

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

Age 65 Plus / SQMI

	2.661 - 22.12
	22.13 - 75.53
	75.54 - 213.3
	213.4 - 306.4
	306.5 - 679.0

	Interstate
	Highway
	Major Road
	Local Road
	Minor Road
	Cities/Towns

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



Economic Profile

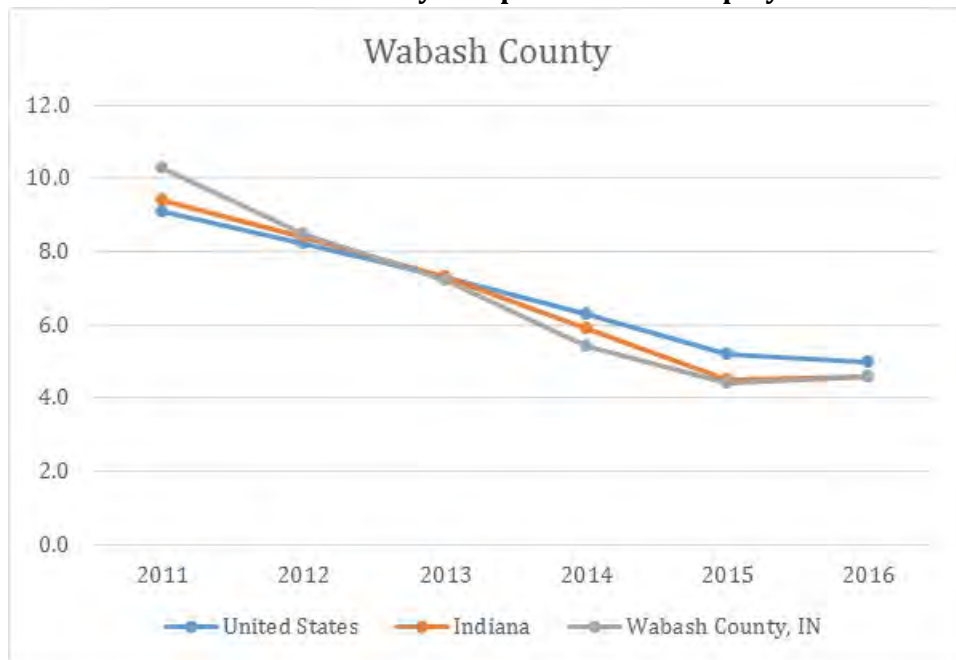
Exhibit II.30 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in and west of the City of Wabash. Over 13.71 percent of households within these block groups have no vehicle available. Block groups with moderately high percentages of zero vehicles households can be found in North Manchester, the City of Wabash, and block groups to the east and west of the City of Wabash. The remaining County areas have overall low levels of zero vehicle households.

Industry and Labor Force

Wabash 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 the State of Indiana (9.4).

From 2011 to 2012, the unemployment rate for Wabash County stayed higher than the State and National averages. In 2013, the unemployment rate dipped lower than the State and National averages. In 2014 and 2015, the County's unemployment rate was lower than the State and National averages. Exhibit II.31 illustrates a comparison of the unemployment rates in the County, State, and Nation.

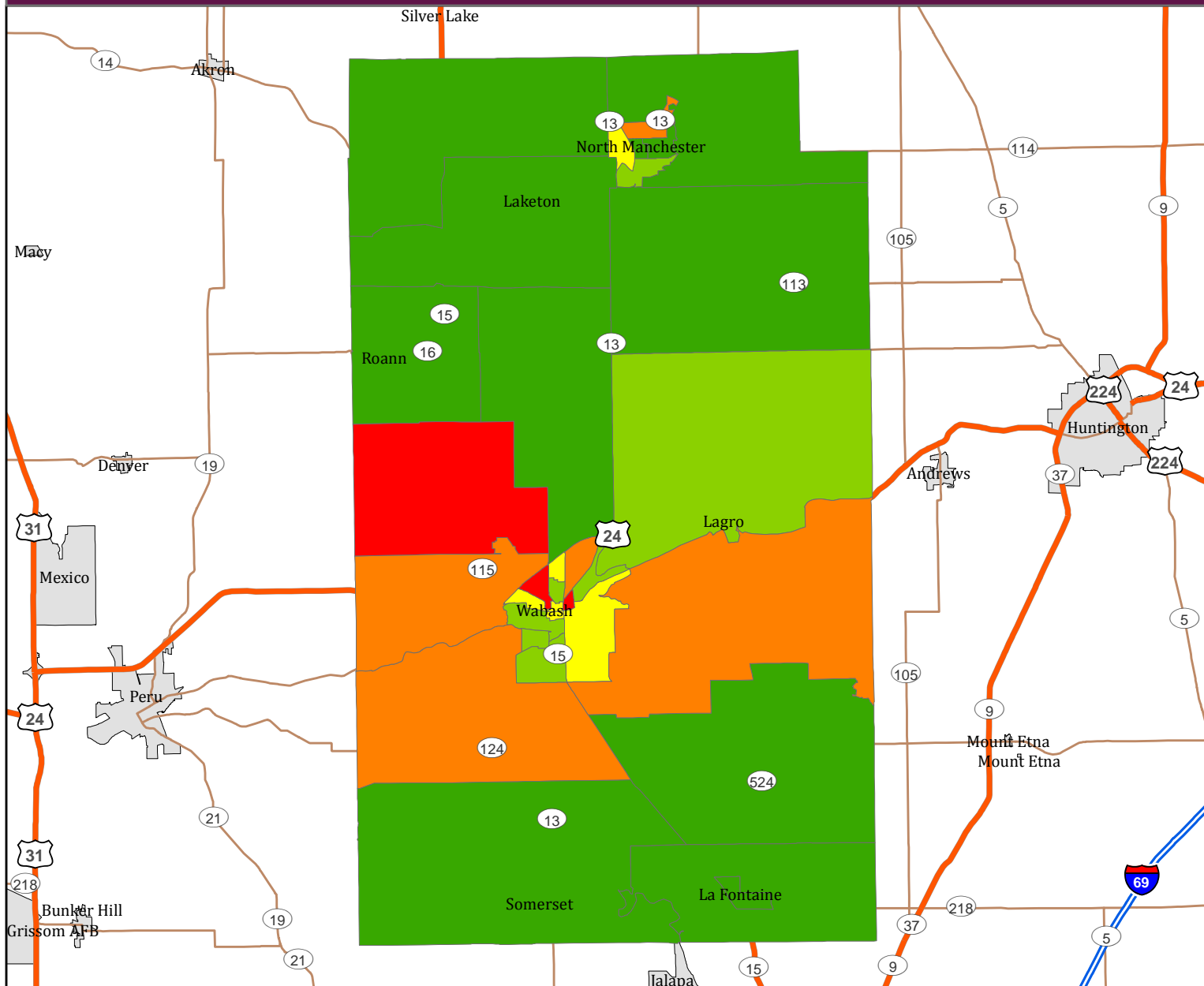
Exhibit II.31: Wabash County Comparison of Unemployment Rates



Source: STATS Indiana using Bureau of Labor Statistics

Exhibit II.30: Percent Zero Vehicle Households Wabash County

Region 9 Coordinated Public Transit- Human Services Transportation Plan Update



Legend

ZVH / Households

- 0% - 1.95%
- 1.96% - 5.6%
- 5.61% - 8.65%
- 8.66% - 13.7%
- 13.71% - 17.94%
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

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 those stakeholder providers whose transportation delivery is limited to their agencies' 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. The public meeting was also to be used to encourage the promotion of the general public survey to stakeholders and the general public 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, familiarized the providers with the public meeting process, and stimulated discussion of key mobility issues while updating the description of the types and manners 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 9 Provider Stakeholder Summaries listed on the following page include both Section 5310 providers that serve primarily senior citizens and individuals with disabilities. These agencies, including Pathfinder Services, provide transportation primarily to their agency consumers but may have the potential for shared services with other providers in the future.

Rural public transit agencies, those funded with FTA Section 5311 funding, also serve these same senior and individuals with disability populations. Many of these public and non-profit agencies receive funding for vehicle replacement through the FTA Section 5310 Program and operating funding through Medicaid and Title IIIB of the Older Americans Act, which focuses on serving persons 60 and over and. These programs, including Miami County Transit and Cass County Transit, exemplify the goal of promoting mixed client riding and coordinated provision of mobility services for a range of customer categories and trip destinations.

The list on the following page also includes both agencies that have focused on providing services to their agency program consumers and agencies that are eligible for Section 5310 vehicle funding, but until now, have limited coordination with other providers. These agencies, including Peak Community Services, focus on transportation services for their agency consumers, but their participation in the coordination process is essential to their consumers being afforded the opportunity to access other community transit services.

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 2016 INDOT Public Transit Annual Report. Where incomplete, the information was not provided or not available.

Kokomo/Howard County Area Metropolitan Planning Organization

In addition to the below survey agencies, Kokomo/Howard County Governmental Coordinating Council (KHCGCC) provides fixed route, trolley, and demand response public transportation in Howard County. The KHCGCC service area is outside of this planning region and will be included in a separate plan provided by KHCGCC.

Annual Ridership: In 2016, First City Rider, Spirit of Kokomo, and City-Line Trolley provided nearly 503,700 one-way passenger trips for the general public.

Vehicle Fleet: The program operates 25 vehicles. All vehicles are used during peak hour service and 22 vehicles are used during off-peak hours of operation. All vehicles are wheelchair accessible.

Hours of Operation: Transportation is available through the demand response services 24 hours per day, 7-days per week.

Fare Structure: General passenger fares are \$7.50 per one-way trip. Older adult fares are reduced to \$3.75 per trip.

Arc of Wabash County, Inc.

Arc of Wabash County, Inc. is a private, nonprofit entity serving Wabash County. Arc provides transportation and a complete range of services including counseling, job training, employment, rehabilitation services, job placement, residential facilities, and recreation/social activities. All agency clients with disabilities and/or are Medicaid Waiver eligible have transportation services as part of their individual service plan. Transportation is provided in the on-demand mode of service as well as routes to the agency. Arc of Wabash directly operates its agency-owned vehicles with staff designated specifically for transportation. Agency employees who are not "drivers" also use agency owned fleet vehicles. Employees receive driver orientation and proficiency testing before using agency vehicles. Trainings are conducted in-house or by Indiana RTAP.

Transportation service is provided as door-to-door, door-through-door, or curb-to-curb service during morning and afternoon routes between home and day services. Arc also provides community-based transportation for its volunteers and those who exercise or are learning about their community. Drivers are permitted to assist passengers with packages.

In addition to group transportation, each Supported Living home has a vehicle at its disposal for shopping and appointments. Arc transportation to recreation/leisure activities is vital so that everyone who wishes can attend events planned by the Manchester University Student Education Association, as well as other trips to local attractions such as the Honeywell Center concerts. Arc also has delivery trucks used by the Workshop to pick up materials and drop off completed production work, as well as to pick up cardboard and paper to be recycled or shredded.

Most agency operated transportation is provided for the day program, senior/developmental

disabilities activities, or training (employment, etc.). Other common trips are for community employment and social activities.

Funding Sources: Section 5310, Medicaid Waiver, County and United Way.

Eligibility: Developmental Disabilities (agency consumers only).

Hours of Operation: Transportation is available Monday through Friday 6:30 AM to 5:30 PM and Saturday and Sunday 6:30 AM to 11:00 PM.

Annual Ridership: 30,450 annual one-way passenger trips in 2015.

Fare Structure: The agency does not charge a fare.

Miami County YMCA Transit

Miami County YMCA operates Miami County YMCA Transit, as a Section 5311 rural public transit system. The Miami County YMCA is located in Peru, Indiana. In addition to public transportation, the YMCA also provides job training/placement, employment, information and referral, and social/recreational programs for the County.

Transportation is provided as door-to-door, demand response using a fleet of nine vehicles; seven vehicles operate during peak hours and five operate during off-peak hours. The most common trip purposes are medical appointments, counseling sessions, community employment, senior nutrition, senior/developmental disabilities activities, and training. Other common trip purposes include social activities and court appointed sessions. Drivers receive training for CPR/First Aid, Defensive Driving, Passenger Assistance, and Substance Abuse. Training is provided by Indiana RTAP and Red Cross certified instructors.

Funding Sources: FTA Section 5311, Title III, County and United Way

Annual Ridership: 38,587 annual one-way passenger trips in 2016.

Eligibility: General Public.

Hours of Operation: Transportation is available Monday through Friday 6:00 AM to 8:00PM and Saturday and Sunday by appointment only.

Fare Structure: General Public and Individuals with Disabilities

\$2.00 per one-way passenger – In-Town

\$4.00 per one-way passenger trip – Within 10 Miles of Peru

\$6.00 per one-way passenger trip – Outside 10 Miles of Peru

Seniors suggested donation for 9:00 AM-3:00PM; half fare based on general public fare structure.

Fulton County Council on Aging

Fulton County Transportation is a private, nonprofit agency located in Rochester. The agency provides transportation, nutrition, information and referral, and recreation/social activities in

Fulton County.

Countywide demand response public transportation is operated through the agency.

The public transportation program has no eligibility requirements. The public transportation program employs seven full-time and eight part-time employees.

Funding Sources: FTA Section 5311, Title III B, County, City of Rochester, and United Way

Eligibility: General Public

Hours of Operation: Public transportation is available Monday through Friday 6:30 AM to 5:00 PM. No service is provided on weekends.

Annual Ridership: 45,647 annual one-way passenger trips in 2016.

Fare Structure: General Public

\$1.00 per one-way ride in Rochester.

\$3.00 per one-way ride within Fulton County but outside of Rochester.

Passes are available at a price of \$10.00 for 12 rides in Town/\$20.00 for 12 rides in County.

Cass County Council on Aging (Cass Area Transit)

Cass Area Transit is a public, demand response transportation program (FTA Section 5311) operated by the Cass County Council on Aging, Inc. Demand response transportation provided as part of this program is open to the general public in Cass County. The program includes 16 full time staff and 32 part-time staff. Cass Area Transit operates a fleet of 30 vehicles; 28 vehicles are operated during peak service hours and 16 operate during off-peak service.

Funding Sources: FTA Section 5311, Title IIIB, United Way, and City of Logansport.

Eligibility: General Public.

Annual Ridership: 159,900 one way passenger trips in 2016.

Hours of Operation: Public transportation operates Monday through Friday 6:00 AM to 6:00 PM and Saturdays 8:00 AM to 4:30 PM. The system is closed on Sundays.

Fare Structure: General Public fare is

\$2.00 per one-way ride.

Passes are available at a price of \$15.00 for 12 one-way rides.

Living Well in Wabash County Council on Aging/Wabash County Public Transit

Wabash County Council on Aging is a private, nonprofit agency that provides transportation, information and referral, recreation/social activities, and food pantry in Wabash County.

Transportation is operated as a door-to-door, advance reservation program for the general public (Wabash County Public Transit). Consumers are encouraged to schedule trips days or weeks in advance. However, same-day reservations are accepted, and last minute trips are provided, if space

is available. Public transportation is provided throughout the County. Out-of-County transportation is available for medical purposes, but other purposes are accommodated. A deviated route service is proposed for Wabash to begin in 2017.

Funding Sources: Section 5311, Title IIIB, County, and United Way.

Eligibility: General Public.

Annual Ridership: 31,057 one way passenger trips in 2016.

Hours of Operation: Public transportation is available Monday through Friday 7:30 AM to 5:00 PM. Special arrangements can be made to schedule trips outside operating hours.

Fare Structure:

Donation from passengers ages 60 and over.

\$2.00 per one-way trip within the city limits of North Manchester and Wabash for passengers ages

\$4.00 one-way fare anywhere else in the County.

Advance purchase tickets and discount passes are available.

Peak Community Services (5310)

Peak Community Services is a private, nonprofit social service agency. It provides transportation, social services, day treatment, job training, employment, and rehabilitation programs in Cass, Carroll, Fulton, Howard, Miami, Pulaski, Tippecanoe, and White Counties.

Peak Community Services provides transportation to its eligible clients in Cass, Fulton, Pulaski, Jasper, Starke, Marshall, Cass, White, Carroll, Howard, Tippecanoe, and Miami Counties and it purchases transportation on behalf of clients from general public or other service providers. Agency staff drive personal vehicles as well as agency-owned vehicles. Mileage reimbursement is provided when personal vehicles are used.

The agency participates in both Transportation Advisory Committees: Pulaski County Human Services and Cass Area Transit.

Funding Sources: FTA Sec. 5310 and Medicaid waiver.

Eligibility: Agency consumers only.

Hours of operation: 24-hours a day, seven-days a week for agency consumers. Peak hours of service focus on the workday, 8:00 AM to 5:00 PM. Late afternoon/evening shopping, social, and medical trips are provided in addition to agency program trips.

Fare Structure

Peak Community Services consumers are not charged a fare.

Pathfinder Services

Pathfinder Services is a private, nonprofit comprehensive human and community development agency. Pathfinder provides transportation, resource connections, community connections,

outsource manufacturing, community support, and residential facilities for Allen, Huntington, Jay, Marshall, Noble, Wabash, and Whitley Counties.

Agency employees and volunteer drivers provide consumer transportation. Volunteers are reimbursed for mileage or auto expenses. Pathfinder also refers consumers to other community transportation resources. The agency operates approximately 75 vehicles throughout its multi-county service area.

Funding Sources: Medicaid Waiver, FTA Section 5310 (vehicles only), the Bureau of Developmental Disabilities Services (BDDS), and Indiana Vocational Rehabilitation Services.

Eligibility: Agency consumers with disabilities are eligible for transportation. Pathfinder requests that consumers make trip reservations at least one day before travel.

Annual Ridership: 169,912 one-way passenger trips in 2015 (Northeast Indiana).

Hours of Operation: Daily hours of operation are Monday through Friday 6:30 AM to 4:30 PM.

Fare Structure: Agency consumers are not charged a fare per trip.

Janus Developmental Services

Janus Developmental Services is a private, nonprofit agency located in Noblesville that serves Boone, Tipton, and Hamilton Counties. Janus provides support for individuals with disabilities, and operates public transportation services throughout Hamilton County as Hamilton County Express (HCE). It has standing order transportation routes for agency consumers while demand response service transports consumers to appointments and program activities.

Agency consumer transportation is provided with agency-owned vehicles. Janus transports consumers to and from developmental workshops on weekdays. Routes operate on regular schedules.

Funding Sources: Section 5311, State PMTF, County, local hospital contract and Advertising Revenue

Eligibility: General Public.

Annual Ridership: 58,639 one-way passenger trips in 2016.

Hours of Operation: Hours of operation for Janus consumers are developed based on agency program schedules. Transportation services are Monday through Friday 6:00 AM to 6:00 PM and Saturday 7:00 AM to 3:00 PM. There is no Sunday service.

Fare Structure: Janus consumers are not charged a per-trip passenger fare.

General Public Adult Fare (HCE):

\$5.00 one-way

\$55.00 adult pass for one-month of unlimited rides

General Public Student Fare (HCE):

\$2.00 one-way

\$40.00 student pass for one-month of unlimited rides

Encore Center of Tipton

Provides transportation for seniors and persons with disabilities to a variety of destinations with limited service to the general public.

Funding Sources: Title IIIB, Tipton County Foundation, City of Tipton, and Tipton County.

Vehicles (accessible): 2 (1).

Eligibility: General Public with focus on individuals 60 and over and persons with disabilities of any age.

Annual Ridership: 1,559 one-way passenger trips.

Hours of Operation: 8:00 AM-4:00PM, Monday through Friday.

Fare Structure: Reimbursement per mile for persons under 60; donation for persons 60 and over; and \$2.00 roundtrip for in-city trips.

Miami County Veterans Service Office (VSO)

The Miami County VSO Provides transportation to VA facilities or any VA directed facilities for ambulatory veterans of any age. For any veteran trips it cannot handle, VSO will coordinate with Miami YMCA Transit to obtain assistance.

Funding Sources: VA funded, DAV, and County.

Vehicles (accessible): 1 (0).

Eligibility: Veterans only.

Annual Ridership: 326 trips in 2016.

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

Fare Structure: None.

VEHICLE INVENTORY AND UTILIZATION

Vehicle inventories were obtained by email from transportation providers who reported a total of 106 vehicles serving the counties in Region 9. Approximately 72% of the vehicles in the Region are accessible for wheelchairs and other mobility devices. All agencies are contacted to provide an updated vehicle inventory. If an agency did not provide an updated inventory, the 2016 INDOT

Annual Report was used to derive alternative fleet information. The Vehicle Inventory table is provided at the end of this chapter.

All transportation operators operate at least one accessible vehicle. However, given the demand for wheelchair accessible service and the growing aging population and individuals with physical challenges living independently in the community, at least 50 percent of agency fleets should be wheelchair accessible; each of the Region 9 counties currently meet this standard.

Note: Only vehicles serving Region 5 counties (Tipton) are counted from the Janus Developmental Services fleet.

Veh #	Make	Model	Year	Vin #	Capacity	WC	Service Days	Service Hours	Mileage	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
Janus Developmental Services												
905	Ford	-	2009	1FDEE35S99DA18761	13	0	M-F	6:00 AM-6:00 PM	156,817	Fair	Demand Response-Public	Hamilton County
1001	Ford	-	2009	1FDDE45S09DA52825	12	1	M-F	6:00 AM-6:00 PM	188,523	Poor	Demand Response-Public	Hamilton County
1004	Ford	-	2009	1FTDS34L79DA55908	12	0	M-F	6:00 AM-6:00 PM	139,593	Good	Demand Response-Public	Hamilton County
1005	Ford	-	2009	1FTDS34L59DA79866	7	1	M-F	6:00 AM-6:00 PM	168,945	Fair	Demand Response-Public	Hamilton County
1006	Ford	-	2010	1FDEE3FS5ADA58404	8	1	M-F	6:00 AM-6:00 PM	181,549	Fair	Demand Response-Public	Hamilton County
1008	Ford	-	2010	1FDEE3FS7ADA58405	8	1	M-F	6:00 AM-6:00 PM	187,761	Fair	Demand Response-Public	Hamilton County
1007	Ford	-	2010	1FDEE3FS9ADA58406	8	1	M-F	6:00 AM-6:00 PM	141,919	Fair	Demand Response-Public	Hamilton County
1009	Dodge	-	2010	2D4RN4DEXAR254346	3	1	M-Sat	M-F 6:00 AM-6:00 PM/Sat 7:00 AM-3:00 PM	103,844	Fair	Demand Response-Public	Hamilton County
1003	Ford	-	2009	1FDDE45S69DA52828	12	1	M-F	6:00 AM-6:00 PM	207,656	Poor	Demand Response-Public	Hamilton County
1403	Ford	-	2009	1FDEE35S49DA32745	12	0	M-F	6:00 AM-6:00 PM	116,314	Fair	Demand Response-Public	Hamilton County
1503	Ford	-	2015	1FDDE4FS1FDA09642	12	2	M-F	6:00 AM-6:00 PM	49,332	Excellent	Demand Response-Public	Hamilton County
1501	Ford	-	2015	1FDDE4FS5FDA09640	12	2	M-F	6:00 AM-6:00 PM	57,751	Excellent	Demand Response-Public	Hamilton County
1502	Ford	-	2015	1FDDE4FS3FDA09641	12	2	M-F	6:00 AM-6:00 PM	53,355	Excellent	Demand Response-Public	Hamilton County
1504	Ford	-	2015	1FDDE4FS4FDA12077	12	2	M-F	6:00 AM-6:00 PM	51,920	Excellent	Demand Response-Public	Hamilton County

1505	Ford	-	2016	1FDFE4FS3GDC14104	12	2	M-F	6:00 AM-6:00 PM	34,483	Excellent	Demand Response-Public	Hamilton County
1506	Ford	-	2016	1FDFE4FS5GDC14105	12	2	M-F	6:00 AM-6:00 PM	33,101	Excellent	Demand Response-Public	Hamilton County
1507	Ford	-	2016	1FDFE4FS2GDC14109	12	2	M-Sat	M-F 6:00 AM to 6:00 PM/Sat 7:00 AM to 3:00 PM	33,095	Excellent	Demand Response-Public	Hamilton County
1508	Ford	-	2016	1FDFE4FS9GDC14110	12	2	M-F	6:00 AM-6:00 PM	33,848	Excellent	Demand Response-Public	Hamilton County
1509	Ford	-	2016	1FDFE4FS0GDC14111	12	2	M-F	6:00 AM-6:00 PM	32,597	Excellent	Demand Response-Public	Hamilton County
1601	Ford	-	2016	1FDFE4FS7GDC56758	12	2	M-F	6:00 AM-6:00 PM	9,279	Excellent	Demand Response-Public	Hamilton County
1602	Ford	-	2016	1FDFE4FS1GDC55086	12	2	M-F	6:00 AM-6:00 PM	8,208	Excellent	Demand Response-Public	Hamilton County
1603	Ford	-	2016	1FDFE4FSXGDC55085	12	2	M-F	6:00 AM-6:00 PM	11,044	Excellent	Demand Response-Public	Hamilton County
3151	Ford	-	2015	1FDFE4FS7GDC56758	12	2	M-F	7:00 AM-5:00 PM	31,867	Excellent	Medical Transportation Contract	Hamilton, Marion, Madison, Hancock, Tipton
3161	MV-1	-	2014	1FDFE4FS1GDC55086	3	1	M-F	7:00 AM-5:00 PM	22,705	Excellent	Medical Transportation Contract	Hamilton, Marion, Madison, Hancock, Tipton
3162	MV-1	-	2014	1FDFE4FSXGDC55085	3	1	M-Sat	M-F 7:00 AM-5:00 PM/Sat 7:00 AM-1:00 PM	10,782	Excellent	Medical Transportation Contract	Hamilton, Marion, Madison, Hancock, Tipton
ARC Of Wabash												
-	Ford Fusion	Car	2015	1FA6P0G76F5130908	4	-	M-F	6:30 AM-5:30 PM	2906	Good	5310 Grant/Local/United Fund	Wabash

-	Ford Fusion	Car	2015	3FA6P0G71FR228564	4	-	M-F	6:30 AM-5:30 PM	5483	Good	5310 Grant/Local/United Fund	Wabash
-	Dodge	MV	2015	2C7WDGBG1FR614249	4	-	M-F	6:30 AM-5:30 PM	2120	Good	5310 Grant/Local/United Fund	Wabash
-	Ford	VN	2014	1FDFE4FS2EDA13310	14	Yes	M-F	6:30 AM-5:30 PM	42035	Good	5310 Grant/Local/United Fund	Wabash
-	Ford	VN	2013	1FTDS3EL4DDB34847	12	-	M-F	6:30 AM-5:30 PM	18628	Good	5310 Grant/Local/United Fund	Wabash
-	Dodge	Grand Caravan	2011	2D4RN4DG3BR770471	4	-	M-F	6:30 AM-5:30 PM	13078	Good	5310 Grant/Local/United Fund	Wabash
-	Jeep	Cherokee	2004	1J4GW48N14C288856	4	-	M-F	6:30 AM-5:30 PM	136,766	Good	United Fund/Donations	Wabash
-	Ford	VN	2003	1FBSS31S73HB72587	10	-	M-F	6:30 AM-5:30 PM	210,977	Fair	5310 Grant/United Fund	Wabash
-	Ford	VN	2003	1FBSS31S53HB72586	10	-	M-F	6:30 AM-5:30 PM	195,965	Poor	5310 Grant/United Fund	Wabash
-	Dodge	Caravan	2003	1D4GP25313B212765	5	-	M-F	6:30 AM-5:30 PM	73,487	Poor	Private Grant/U. Fund/Donations	Wabash
-	Dodge	VN	2002	2B7LB31Z92K127899	9	Yes	M-F	6:30 AM-5:30 PM	68,857	Bad	5310 Grant/U. Fund/Donations	Wabash
-	Dodge	Caravan	2002	1B4GP25362B515307	5	-	M-F	6:30 AM-5:30 PM	91,837	Poor	United Fund/Donations	Wabash
-	Ford	BU	2001	1FDXE45S51HB03530	14	Yes	M-F	6:30 AM-5:30 PM	165,115	Poor	Private Grant/U. Fund/Donations	Wabash
-	Ford	VN	1999	1FTSS34L7XHC24113	12	Yes	M-F	6:30 AM-5:30 PM	58,646	Fair	Private Grant/U. Fund/Donations	Wabash
-	Jeep	Cherokee	1998	1J4GZ48Y3WC203181	4	-	M-F	6:30 AM-5:30 PM	125,463	Fair	Insurance/United Fund/Donations	Wabash

-	Chrysler	Town and County	1996	1C4GP55L2TB490251	5	-	M-F	6:30 AM-5:30 PM	97,621	Bad	Insurance/Donations	Wabash
Peak Community Services												
14	Ford	E350XL	2010	-	8	-	M-S	7:00AM-3:00PM	90,475	Good	5900	Cass, Pulaski, White
17	Dodge	MNV	2003	-	6	-	M-S	7:00AM-3:00PM	174,165	Poor	5900	Cass, Pulaski, White
12	Dodge	MNV	2000	-	6	-	M-S	7:00AM-3:00PM	177,681	Poor	5900	Cass, Pulaski, White
22	Pontiac	Sedan	2007	-	4	-	M-S	7:00AM-3:00PM	150,916	Fair	5900	Cass, Pulaski, White
30	Ford	E350SD	2007	-	9	1	M-S	7:00AM-3:00PM	44,955	Good	5900	Cass, Pulaski, White
1	Ford	E350	2006	-	9	1	M-S	7:00AM-3:00PM	114,281	Good	5900	Cass, Pulaski, White
2	Dodge	3500	2000	-	9	1	M-S	7:00AM-3:00PM	180,977	Poor	5900	Cass, Pulaski, White
3	Dodge	MNV	2000	-	6	-	M-S	7:00AM-3:00PM	213,825	Fair	5900	Cass, Pulaski, White
15	Chevy	Express	2012	-	9	1	M-S	7:00AM-3:00PM	177,360	Good	5900	Cass, Pulaski, White
46	Ford	Conversion	2009	-	11	2	M-S	7:00AM-3:00PM	25,680	Fair	5900	Cass, Pulaski, White
41	Ford	Conversion	2009	-	11	2	M-S	7:00AM-3:00PM	33,483	Fair	5900	Cass, Pulaski, White
42	Ford	Conversion	2009	-	11	2	M-S	7:00AM-3:00PM	37,597	Fair	5900	Cass, Pulaski, White
Cass County Council on Aging												
1	Ford	Elkhart Coach	2014	1FDEE3FS3EDA99104	8	2	M-F	6:00AM-6:00PM	49,919	Good	Demand Response-Public	Cass County
2	Dodge	Grand Caravan	2015	2C7WDBGB9FR536772	7	1	M-F	6:00AM-6:00PM	39,599	Good	Demand Response-Public	Cass County
3	Ford	Elkhart Coach	2016	1FDFF4FS9GDC55076	16	2	M-F	6:00AM-6:00PM	6,164	Good	Demand Response-Public	Cass County
5	Chrysler	Town and County	2008	2A8HR54P18R142431	7	0	M-F	6:00AM-6:00PM	133,856	Fair	Demand Response-Public	Cass County

6	Ford	E-450	2008	1FD4E45S38DA01535	14	2	M-F	6:00AM-6:00PM	220,188	Fair	Demand Response-Public	Cass County
7	Chevy	Uplander	2008	1GBDV13W98D21221	6	1	M-F	6:00AM-6:00PM	324,717	Poor	Demand Response-Public	Cass County
8	Ford	E-450	2008	1FD4E45S98DA01538	14	2	M-S	6:00AM-6:00PM	198,150	Fair	Demand Response-Public	Cass County
9	Chevy	Uplander	2008	1GBDV13W98D209125	6	1	M-F	6:00AM-6:00PM	NIS	Poor	Demand Response-Public	Cass County
10	Ford	LTV	2009	1FDEE35S69DA52768	8	2	M-F	6:00AM-6:00PM	197,066	Fair	Demand Response-Public	Cass County
12	Ford	LTV	2009	1FDEE35S49DA52769	8	2	M-F	6:00AM-6:00PM	229,491	Fair	Demand Response-Public	Cass County
15	Chrysler	Town and Country	2005	2C4GP54L75R396484	7	0	M-F	6:00AM-6:00PM	227094	Fair	Demand Response-Public	Cass County
16	Ford	LTV	2009	1FDEE3FS3EDA99104	8	2	M-F	6:00AM-6:00PM	169374	Fair	Demand Response-Public	Cass County
17	Dodge	Grand Caravan	2016	2A4RR5010AR10944	7	1	M-F	6:00AM-6:00PM	111380	Good	Demand Response-Public	Cass County
18	Dodge	Grand Caravan	2016	208HN44E89R563531	7	1	M-F	6:00AM-6:00PM	97057	Good	Demand Response-Public	Cass County
19	Ford	Hightop	2005	1FTSS34L35HYB11661	11	2	M-F	6:00AM-6:00PM	273,038	Poor	Demand Response-Public	Cass County
21	Dodge	Grand Caravan	2016	2C7WDGBG7GR313695	7	1	M-F	6:00AM-6:00PM	13,810	Good	Demand Response-Public	Cass County
22	Dodge	Grand Caravan	2016	2C7WDGB7GR313681	7	1	M-F	6:00AM-6:00PM	19,936	Good	Demand Response-Public	Cass County
23	Chrysler	Town and Country	2008	2A8HR54P18R736064	6	0	M-F	6:00AM-6:00PM	181,845	Poor	Demand Response-Public	Cass County
24	Dodge	Grand Caravan	2016	2C7WDGBG6GR313722	7	1	M-F	6:00AM-6:00PM	17,749	Good	Demand Response-Public	Cass County
25	Dodge	Grand Caravan	2016	2C7WDGBG1GR313692	7	1	M-F	6:00AM-6:00PM	13,877	Good	Demand Response-Public	Cass County
26	Dodge	Grand Caravan	2006	2D4GP44L53R101036	6	0	M-F	6:00AM-6:00PM	297,719	Poor	Demand Response-Public	Cass County
27	Dodge	Grand Caravan	2007	1D4GP25R87B2046587	6	0	M-F	6:00AM-6:00PM	295,821	Poor	Demand Response-Public	Cass County

31	Ford	3SD	2006	1FTSS34L76HB371233	6	2	M-F	6:00AM-6:00PM	226,313	Poor	Demand Response-Public	Cass County
32	Ford	F-350	2006	1FTSS34L16DA42977	8	2	M-F	6:00AM-6:00PM	300,133	Poor	Demand Response-Public	Cass County
34	Dodge	Grand Caravan	2013	2C4RDGBG3DR780876	7	1	M-F	6:00AM-6:00PM	86,299	Good	Demand Response-Public	Cass County
35	Dodge	Grand Caravan	2013	2C4RDGB5DR780877	7	1	M-F	6:00AM-6:00PM	117,566	Good	Demand Response-Public	Cass County
36	Ford	LTV	2014	1FDFE4FS8EDA60437	12	2	M-F	6:00AM-6:00PM	70,030	Good	Demand Response-Public	Cass County
37	Ford	-	2014	1FTDS3EL2EDA59289	9	2	M-F	6:00AM-6:00PM	54,896	Good	Demand Response-Public	Cass County
38	Ford	-	2014	1FTDS3EL9EDA59290	9	2	M-F	6:00AM-6:00PM	52,722	Good	Demand Response-Public	Cass County
39	Dodge	Gr. Caravan	2015	2C7WDGBG7FR614238	7	1	M-F	6:00AM-6:00PM	43,939	Good	Demand Response-Public	Cass County
40	Dodge	Gr. Caravan	2015	2C7WDGBG7FR634361	7	1	M-F	6:00AM-6:00PM	35,799	Good	Demand Response-Public	Cass County
Pathfinder												
-	Dodge	MV	2006	1D4GP24R06B510640	7	-	M-F	6:30 AM-4:30 PM	101,895	Fair	Pathfinder Services	Wabash
-	Kia	MV	1009	KNDMB133096309873	7	-	M-F	6:30 AM-4:30 PM	123,654	Fair	Pathfinder Services	Wabash
-	Ford	BOVC	2003	1FDXE45F23HA14844	15	YES	M-F	6:30 AM-4:30 PM	116,928	Fair	Pathfinder Services	Wabash
-	Chevy	BOVC	2000	1GBJG31R9Y1184248	15	YES	M-F	6:30 AM-4:30 PM	160,173	Poor	Pathfinder Services	Wabash
-	Toyota	CAR	2007	JTDKB20U277086771	5	-	M-F	6:30 AM-4:30 PM	168,455	Fair	Pathfinder Services	Wabash
-	Chrysler	MV	2008	2A8HR44H98R781837	7	-	M-F	6:30 AM-4:30 PM	100,801	Fair	Pathfinder Services	Wabash
-	Ford	A	2007	1FBSS31L47DA42191	15	-	M-F	6:30 AM-4:30 PM	63,619	Good	Pathfinder Services	Wabash
-	Ford	BOVC	2010	1FDEE3FL5ADA01337	15	YES	M-F	6:30 AM-4:30 PM	41,463	Good	Pathfinder Services	Wabash
-	Ford	A	2011	1FBSS3BL9BDA75422	12	-	M-F	6:30 AM-4:30 PM	31,105	Good	Pathfinder Services	Wabash

-	Dodge	MV	2011	2D4RN3DG0BR710173	8	-	M-F	6:30 AM-4:30 PM	51,725	Good	Pathfinder Services	Wabash
-	Ford	BOVC	2010	1FDEE3FL1ADA15638	15	YES	M-F	6:30 AM-4:30 PM	104,907	Fair	Pathfinder Services	Wabash
-	Dodge	MV	2006	2D8GP44L66R810643	7	-	M-F	6:30 AM-4:30 PM	79,973	Fair	Pathfinder Services	Wabash
-	Ford	CAR	2009	3FAHP06ZX9R102896	5	-	M-F	6:30 AM-4:30 PM	87,982	Good	Pathfinder Services	Wabash
-	Ford	BOVC	2009	1FDEE35L09DA75326	13	YES	M-F	6:30 AM-4:30 PM	87,154	Good	Pathfinder Services	Wabash
Fulton County												
-	Dodge	LFMV	2012	2C4RDGB4CR265223	4	YES	M-F	6:30 AM-5:00 PM	125,975	Good	ARRA	Fulton
-	Regal	CAR	1997	2G4WF5216V1470018	4	-	M-F	6:30 AM-5:00 PM	215,825	Fair	Local	Fulton
-	Dodge	LFMV	2013	2C4RDGBG6DR787272	5	YES	M-F	6:30 AM-5:00 PM	110,365	Good	Section 5310	Fulton
-	Dodge	LFMV	2015	2C7WDGBG1FR634257	5	YES	M-F	6:30 AM-5:00 PM	23,669	Good	Section 5310	Fulton
-	Dodge	LFMV	2015	2C7WDGBG1FR634260	5	YES	M-F	6:30 AM-5:00 PM	23,643	Good	Section 5310	Fulton
-	Dodge	LFMV	2016	2C7WDGBG5GR202868	5	YES	M-F	6:30 AM-5:00 PM	1,593	Good	Section 5310	Fulton
-	Braun	LFMV	2008	1GBDV13W98D162405	6	YES	M-F	6:30 AM-5:00 PM	215,438	Fair	Section 5310	Fulton
-	Ford	B	2009	1FTDS34L59DA55907	12	-	M-F	6:30 AM-5:00 PM	149,125	Good	Section 5310	Fulton
-	Dodge	LFMV	2010	2D4RN4DE9AR372565	6	YES	M-F	6:30 AM-5:00 PM	164,849	Fair	Section 5310	Fulton
-	Ford	BOVC	2011	1FDDE4FS6BDA13368	12	YES	M-F	6:30 AM-5:00 PM	148,687	Fair	Section 5310	Fulton
-	Dodge	LFMV	2011	2D4RN4DG6BR770450	6	YES	M-F	6:30 AM-5:00 PM	91,875	Fair	Section 5310	Fulton
-	Dodge	LFMV	2011	2D4RN4DG4BR770480	6	YES	M-F	6:30 AM-5:00 PM	103,478	Fair	Section 5310	Fulton

Living Well in Wabash												
-	Ford	LTV	2010	1FD4E4FS2ADA52750	14	1	M-F	7:30 AM-5:00 PM	138917	Fair	5311	Wabash
-	Ford	LTV	2010	1FD4E4FS6ADA52749	14	1	M-F	7:30 AM-5:00 PM	135640	Fair	5311	Wabash
-	Ford	LTV	2008	1FD3E35S98DB51607	9	1	M-F	7:30 AM-5:00 PM	204973	Poor	5311	Wabash
-	Ford	LTV	2008	1FD3E35S28DB51609	9	1	M-F	7:30 AM-5:00 PM	199,817	Poor	5311	Wabash
-	Ford	LTV	2010	1FD4E4FS4ADA55651	9	2	M-F	7:30 AM-5:00 PM	110407	Good	5311	Wabash
-	Dodge	LFMV	2010	2D4RN4DEXAR252502	5	-	M-F	7:30 AM-5:00 PM	176262	Fair	5311	Wabash
-	Dodge	LFMV	2010	2D4RN4DE1AR252503	5	-	M-F	7:30 AM-5:00 PM	177441	Fair	5311	Wabash
-	Dodge	LFMV	2011	2D4RN4DG2BR770445	6	-	M-F	7:30 AM-5:00 PM	166917	Fair	5311	Wabash
-	Dodge	LFMV	2013	2C4RDGBG6DR787224	4	-	M-F	7:30 AM-5:00 PM	99734	Good	5311	Wabash
-	Dodge	LFMV	2013	2C4RDGBG6DR787225	4	-	M-F	7:30 AM-5:00 PM	65097	Good	5311	Wabash
-	Ford	LTV	2015	1FD4E4FS5FDA02951	12	-	M-F	7:30 AM-5:00 PM	48317	Great	5311	Wabash
-	Ford	LTV	2015	1FD4E4FSXFDA02959	12	-	M-F	7:30 AM-5:00 PM	64501	Great	5311	Wabash
-	Dodge	LFMV	2016	2C7WDGBG7FR634232	4	-	M-F	7:30 AM-5:00 PM	21491	Great	5311	Wabash
Miami YMCA												
9	Ford	BOVC	2002	1FDXE45S62HA19430	21	Yes	M-F	6:00AM-6:00PM	119,480	Fair	Demand Response-Public	Miami County
11	Dodge	MV	2005	1D4GP25R55B137690	6	No	M-F	6:00AM-6:00PM	313,218	Poor	Demand Response-Public	Miami County
5	Chevy	LFMV	2008	1GBCV13W48D209193	6	Yes	M-F	6:00AM-6:00PM	207,099	Fair	Demand Response-Public	Miami County
8	Ford	BOVC	2010	1FD4E4FS4ADA52748	14	Yes	M-F	6:00AM-6:00PM	94,487	Good	Demand Response-Public	Miami County

14	Dodge	LFMV	2013	2C4RDGBG4DR787271	6	Yes	M-F	6:00AM-6:00PM	72,292	Good	Demand Response-Public	Miami County
15	Dodge	LFMV	2013	2C4RDGBG2DR787270	6	Yes	M-F	6:00AM-6:00PM	80,115	Good	Demand Response-Public	Miami County
16	Dodge	LFMV	2014	2C7WDGBG8ER467717	5	Yes	M-F	6:00AM-6:00PM	54,339	Good	Demand Response-Public	Miami County
17	Dodge	LFMV	2014	2C7WDGBG1ER467719	6	Yes	M-F	6:00AM-6:00PM	53,985	Good	Demand Response-Public	Miami County
18	Dodge	LFMV	2014	2C7WDGBGXER467718	5	Yes	M-F	6:00AM-6:00PM	61,271	Good	Demand Response-Public	Miami County
19	Dodge	LFMV	2015	2C7WDGBG7FR634392	6	Yes	M-F	6:00AM-6:00PM	35,832	Good	Demand Response-Public	Miami County
20	Dodge	LFMV	2016	2C7WDGBG5GR235689	5	Yes	M-F	6:00AM-6:00PM	9,082	Good	Demand Response-Public	Miami County
1	Ford	CAR	2016	3FA6POG71HR113708	5	No	M-F	6:00AM-6:00PM	2,167	Good	Demand Response-Public	Miami County

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. Provided in the Appendix is documentation of outreach efforts included in this project to date and the level of participation from each organization. The following paragraphs outline results from the local general public and stakeholder coordinated transportation meetings.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

A Local meeting was conducted at a location accessible to Region 9 stakeholders and facilitated by RLS & Associates, Inc. to discuss the gaps in service for and unmet transportation needs of older adults, individuals with disabilities, people with low incomes, and the general public. The schedule for the meetings is provided in the following table:

Date	November 16, 2016
Location	River Center Peru, Indiana
Time	10:30 AM to 12:30 PM

Invitations to the meeting were distributed via the U.S. Postal Service to more than 130 individuals or 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:

- ◆ Kokomo Herald (Kokomo)
- ◆ Kokomo Perspective (Kokomo)
- ◆ Kokomo Tribune (Kokomo)
- ◆ Pharos-Tribune (Logansport)
- ◆ Peru Tribune (Peru)
- ◆ Rochester Sentinel (Rochester)
- ◆ Tipton County Tribune (Tipton)
- ◆ Wabash Plain Dealer (Wabash)

During the meeting, the facilitator presented highlights of historical coordinated transportation in the region and discussed the activities from the 2013-2014 Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs

and gaps in services for the area. Many of the participants in the meetings were involved in the 2013-2014 planning process.

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 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.

Prior to the public and stakeholder meeting, public surveys were distributed to public libraries in each county. Surveys were available for approximately one month. The purpose of the survey was to gather additional input about transportation from the general public and those individuals who may or may not be clients of the participating agencies. In addition to printed surveys at the libraries, the public survey was also available online, and advertised in the newspaper advertisements.

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.

The following list provides the identified unmet transportation needs and gaps in services that were identified during the meeting or public survey process. Coordinated transportation stakeholders will consider these unmet needs and gaps in service when developing transportation strategies and grant applications. Needs appeared consistently for each county.

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

2013-2014 Need/Gap	2016-2017 Need/Gap	2016-2017 Priority Level	Goal
Medical transportation, especially for non-Medicaid eligible trips	Expand out-of-county medical transportation for (1) non-Medicaid trips and (2) drug treatment	(1) Low Priority (2) Medium Priority	#2, #3
	Increase provision of broker Medicaid trips by local providers	Low Priority	#2
Employment Transportation	Increased span of hours for employment trips	High Priority	#4
Out-of-county transportation	Expanded service to out-of-county and regional destinations	Low Priority	#2
Social and recreation service	Weekend hours for houses of worship and recreation	Medium Priority	#4
Additional Funding for transportation	Additional funding for operation costs	High Priority	#1, #5
Expanded transportation options for older adults, individuals with disabilities, children, veterans, and people with low incomes	Replace Headstart vehicles	High Priority	#2, #3
Additional Wheelchair Accessible Vehicles	Expand fleets with additional (1) 15+ passenger vehicles and (2) smaller, accessible vehicles	(1) High Priority (2) Low Priority	#1, #3
Improved Community Education about Available Transportation Services	Improve community and local official education of transit needs and services	High Priority	#5, #6
Improved understanding/communication about provider eligibility requirements	Automated RSD software	Medium Priority	#1, #5, #6

PROGRESS SINCE THE 2013-2014 COORDINATED PLAN

Over the past four years the transportation providers in Region 9 have made some progress in implementing the goals and strategies contained in the 2013-2014 Coordinated Public Transit - Human Services Transportation Plan. There are several situations where transportation providers are coordinating by meeting at certain locations to enable riders to share trips into other surrounding counties. It is important that transportation providers and human service agencies recommit themselves to support the coordination initiatives included in this updated Plan.

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 either because strategies that will address them are difficult or because funding to

support the activity is not available. While these needs remain top priority, some may take more time to implement because of the steps and changes that must precede them. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are steps 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 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, 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 older adults 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 47 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 is based on fewer than 47 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:

- ◆ Cass County: 18 surveys
- ◆ Miami County: 16 surveys
- ◆ Fulton County: 11 surveys
- ◆ Tipton County: 1 survey
- ◆ Wabash County: 1 survey

Survey respondents were asked to report all 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 59 percent indicated that they used a personal vehicle or rode with a friend/family member. Approximately 46 percent of respondents indicated that they used demand response public and/or agency-sponsored transit. Approximately 39 percent of respondents used fixed route public transit. And, 34 percent biked or walked. 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
Fixed route public transit (with bus stops and time schedule)	38.6%	17
Personal Vehicle or ride with friend/family member	59.1%	26
Bicycle or Walk (other than for exercise)	34.1%	15
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)	45.5%	20
Private Taxi, Uber, Lyft (or similar)	18.2%	8
Public transportation systems or human service/senior agencies in neighboring counties	20.5%	9
Flexible public transit routes (vehicles operate on a fixed route and time schedule but can make deviations off the route)	18.2%	8
Other (please specify)	9.1%	4
Ambulette Service (non-emergency medical transportation provided by a medical transportation company)	15.9%	7
Volunteer transportation	11.4%	5
Agency-provided transportation (such as COA, AAA or Rehabilitation Center Services)	6.8%	3
Faith-based organization (such as a church bus or van to go to services or activities)	4.5%	2
Car share (Car 2 Go)	13.6%	6
Private inter-city bus (such as Greyhound or Megabus)	4.5%	2
Amtrak (to/from an origin or destination in Indiana)	2.3%	1
Carpool or vanpool	0.0%	0

Survey responses listed in Exhibit IV.2 indicate that many respondents are currently using public or agency transportation services in the Region. Exhibit IV.3, below, outlines the reasons why some of the respondents may not use public or agency-sponsored transportation. These answers indicated the gaps in the existing network of services that may be causing people to use different transportation options. According to the results, the primary reason for not using transportation services is having the option and preference to drive (44 percent). Other common reasons are that friends and family provide rides to those that need them and that transportation services are not available at the times or days needed.

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

Answer Options	Response Percent	Response Count
Other (please specify)	24%	6
It is not available at the times or days when I need it	28%	7
It does not go where I need to go	12%	3
The vehicles are not wheelchair accessible	4%	1
I have my own car and prefer to drive	44%	11
I don't know how to use it	0%	0
My friends and family take me where I need to go	28%	7
It is unaffordable	4%	1
It takes too much time compared to my other options	0%	0
It is not available where I live	4%	1
Answered Question		25
Skipped Question		22

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, the majority of people would use it if there were not another transportation option available to them (75.6 percent), and over half (65.9 percent) would use transportation options if they saved money. All potential reasons offered are listed below.

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)	65.9%	27
If it is better for the environment	41.5%	17
If it is provided with wheelchair accessible vehicles	24.4%	10
If I do not have another transportation option	75.6%	31
I would not use public transportation under any circumstance	2.4%	1
Answered Question		41
Skipped Question		6

When asked what changes could be made to the local transportation options to make using them more appealing, the most common responses included operating on Saturdays (71.1 percent), operating on Sundays (63.2 percent), and ending later at night (63.2 percent).

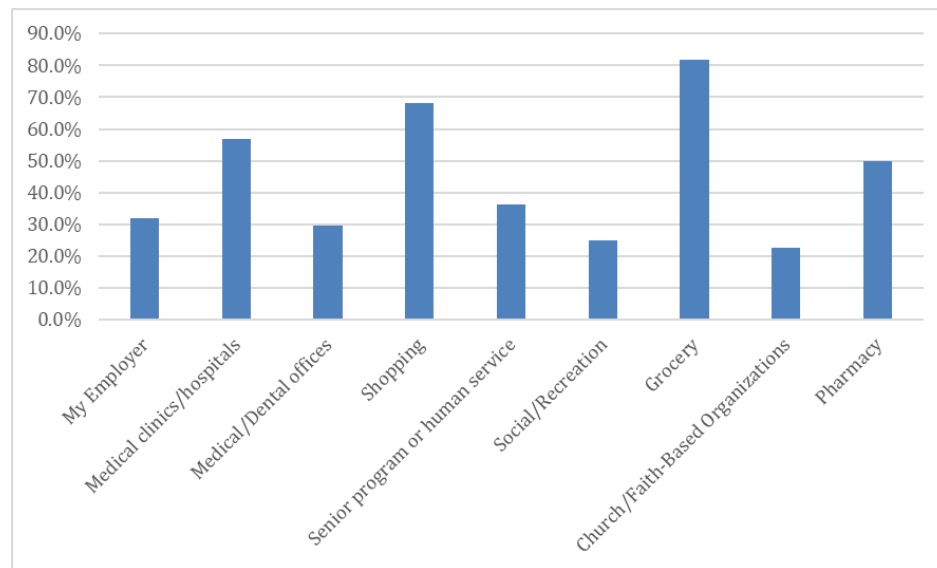
Exhibit IV.5: Changes to Make Transportation Options More Appealing

Answer Options	Response Percent	Response Count
If I could ride to other parts of the state (such as Indianapolis or other cities and towns)	31.6%	12
Lower the cost to ride	13.2%	5
Start earlier in the morning	21.1%	8
End later at night	63.2%	24
Operate on Saturdays	71.1%	27
Operate on Sundays	63.2%	24
Pick me up at my house and take me directly to where I am going/no shared rides with others	10.5%	4
Operate on a fixed route and schedule with bus stops	15.8%	6
Smaller vehicles	2.6%	1
Larger vehicles	2.6%	1
Wheelchair accessible vehicles	18.4%	7
More reliable/On-Time for picking me up/dropping me off	26.3%	10
Other (please specify)	10.5%	4
Answered Question		38
Skipped Question		9

When asked if they would use a fixed route bus service if it were available, 72.2 percent of respondents said yes.

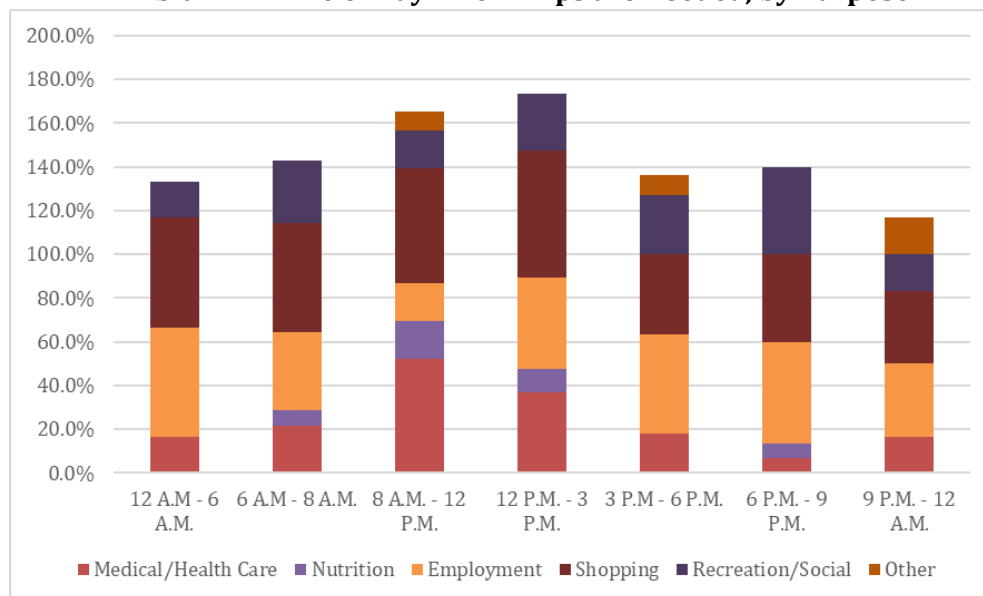
The most commonly visited destinations when transportation is available to the survey respondent are grocery stores (81.8 percent), shopping (68.2 percent), medical clinics or hospitals (56.8 percent), and pharmacies (50.0 percent). Exhibit IV.6 provides the distribution of responses.

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 needed. Exhibit IV.7 indicates that the highest demand is between 12:00 PM and 3:00 PM and the most common trip purpose during those hours is shopping and employment. The remainder of the peak period is 8:00 AM through 12:00 PM when shopping and medical care are the most common 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

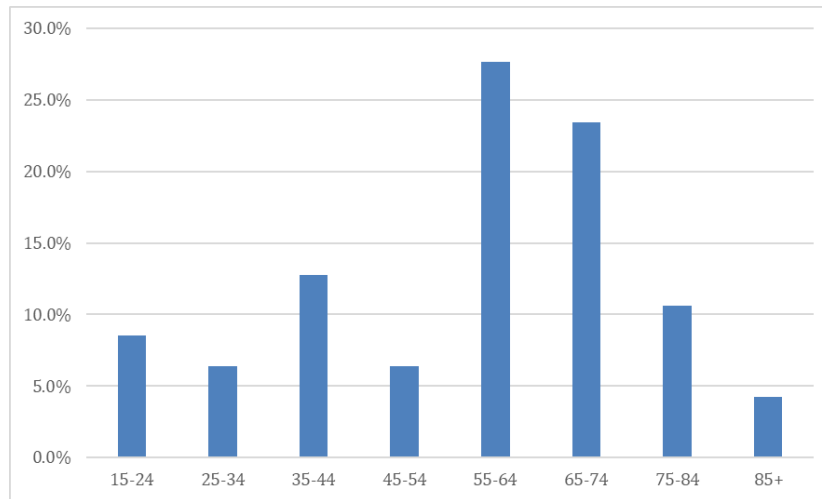


The majority of survey respondents do not have available transportation to destinations outside their county of residence when they need it (55 percent).

Demographic and Socio-Economic Data

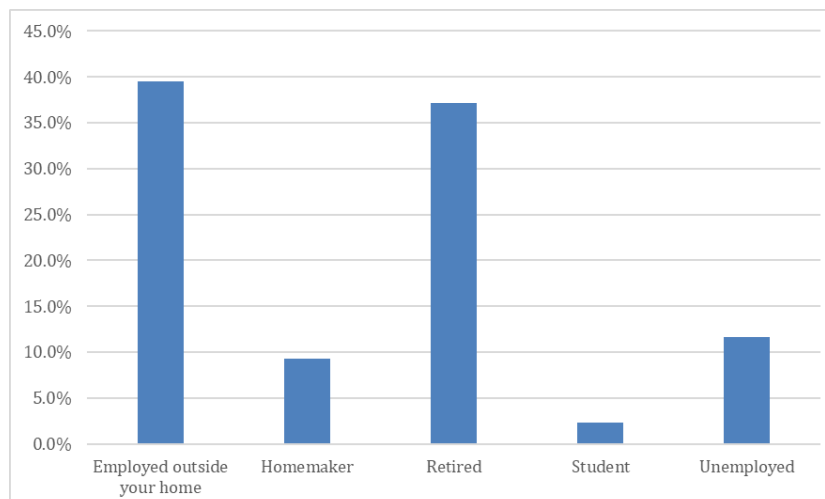
Nearly 98 percent of survey respondents indicate English as their first language. The age distribution of survey respondents is outlined in Exhibit IV. 8, below. Thirty-eight (38) percent of respondents were ages 65 or older. Thirty-one (31) percent of respondents reported having a disability that requires them to use a cane, walker, wheelchair, and/or another device.

Exhibit IV.8: Age of Survey Respondents



Approximately 40 percent of survey respondents were employed outside the home, while 37 percent were retired. Nearly 12 percent were unemployed.

Exhibit IV.9: Employment Status



V. IMPLEMENTATION PLAN

The coordinated transportation goals are prioritized based on the feedback received from stakeholders. 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 November 16, 2016 included a review of the goals established during the 2013-2014 plan process. While the discussion achieved consensus on retaining six of the seven existing goals, the process identified a number of new implementation strategies which reflected changes in the tools and approaches to meeting the selected goals. These strategies are identified and presented in detail later in this section.

Following are the goals proposed for the 2016-2017 plan:

Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies.

The purpose of Goal #1 is to increase the visibility of transportation as a community need and to promote the sharing of training and knowledge among transportation providers.

Goal #2: Expand Out-of-County Transportation within existing provider resources.

Goal #2 is designed to increase service delivery efficiency through shared provider trips, creation of passenger transfer points and work with medical facilities.

Goal #3: Prepare to meet increasing demand for both smaller minivan and larger (15+ passenger capacity) accessible fleet replacement vehicles.

Transportation providers recognize the increasing travel demand from older adults and individuals with disabilities. Strategies developed under Goal #3 will focus on meeting demand for transportation and mobility and maintaining vehicle fleets that appropriate passenger and driver safety and comfort levels.

Goal #4: Expand weekday/weekend service hours and geographic destinations served.

Goal #4 focuses on strategies that will result in additional availability for trips that cross county lines, early morning trips, extended evening services, and weekend transportation.

Goal #5: Increase funding for coordinated transportation services.

Goal #5 is to increase the funding levels and diversify the funding streams required to sustain and support expansion of coordinated transportation services.

Goal #6: Improve community accessibility including physical features, and vehicle and mobility aids.

Goal #6 stretches beyond the traditional transportation strategies and focuses on improving curb cuts and ensuring the availability/condition of well-maintained spaces for wheelchair accessible vehicles.

GOALS AND STRATEGIES

The following tables outline the timeframe, responsible party, and performance measure(s), for implementation of each coordination goal and objective. 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 will be implemented upon the available resources for the Region during the implementation time period.

Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies.

Strategy 1.1: Activate the Interagency Transportation Coordinating Committee (ITCC) to expand provider coordination.

Priority: Low

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Near Term (1-24 months)	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> Cost of meeting travel and participant time.	
<u>Potential Grant Funding Sources:</u> Federal Transit Administration Section 5311 or local grants.	

Responsible Parties: Miami County YMCA and all other current Section 5311 or 5310 grant recipients.

Performance Measures:

- ◆ Attendance at quarterly meetings.
- ◆ Number of new proposed initiatives per year.
- ◆ Number of implemented new cooperative initiatives.

Strategy 1.2: Encourage ITCC members to participate in INDOT training sessions and state council meetings to increase shared knowledge.

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

Implementation Time Frame:

Near-Term (1-12 months)

Staffing Implications:

No additional staff required.

Implementation Budget:

Minimal expense for travel. No additional costs for time spent attending meetings.

Potential Grant Funding Sources: N/A

Responsible Parties: Public transportation providers funded under Section 5310 and 5311 as well as potential private operators.

Performance Measures:

- ◆ Increased participation in training certification programs.
- ◆ Increased attendance at State council meetings.

Strategy 1.3: Increase the use of video and webinar training sessions.

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

Implementation Time Frame:

Mid-Term (13-24 months)

Staffing Implications:

No additional staff required.

Implementation Budget:

Reduction in travel expenses should offset costs of webinar training.

Potential Grant Funding Sources: N/A

Responsible Parties: Leadership of Regional council working with INDOT and RTAP staff.

Performance Measures:

- ◆ Increased participation by provider drivers and staff in training sessions.

Strategy 1.4: Creation of a Regional provider council to improve the community and local governing bodies' understanding of community transportation issues.

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

Implementation Time Frame:

Mid-Term (13-24 months)

Staffing Implications:

No additional staff required.

Implementation Budget:

Performed within existing travel and agency coordination budgets.

Potential Grant Funding Sources: N/A

Responsible Parties: Representation of providers and local governing bodies.

Performance Measures:

- ◆ Increased local news coverage of transportation issues.

Goal #2: Expand Out of County Transportation within existing provider resources.

Strategy 2.1: Develop provider agreements to promote shared trips across county lines to expand Regional service.

Priority: Low

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> No additional costs, but existing staff will need to incorporate the responsibility into current job duties.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: Section 5311 and 5310 transportation providers.

Performance Measures:

- ◆ Number of transportation providers identified in the inventory that were previously unknown.
- ◆ Number of new coordinated transportation agreements.
- ◆ Number of coordinated trips provided/referrals made to other agencies.
- ◆ Updated needs assessment to see if transportation gaps and unmet needs have been reduced through a more complete inventory of resources and information-sharing process.

Strategy 2.2: Work with medical facility staff to promote group coordinated appointments for various trips.

Priority: Medium

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> No additional funding needed, but staff time will be needed to meet with local medical facility staff.	
<u>Potential Grant Funding Sources:</u> N/A	

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

Performance Measures:

- ◆ Number of workshop sessions with medical facility appointment scheduling staff.

- ◆ Comparison of shared ride trips to medical facilities before and after initiatives.

Strategy 2.3: Coordinate with adjacent region providers to promote shared trips and use of transfer points.

Priority: Medium

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Mid-Term (13-24 months)	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> Meeting time of staff will be covered through existing staff and travel budgets.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: Public transportation providers from affected regions.

Performance Measures:

- ◆ Proposed initiatives for shared services with inter-region providers.
- ◆ Number of inter-region shared one-way passenger trips resulting from initiatives.

Goal #3: Prepare to meet increasing demand for both smaller minivan and larger (15+ passenger capacity) accessible fleet replacement vehicles.

Strategy 3.1: Coordinate individual provider FTA Section 5310 grant requests for vehicles and identify opportunities for joint grant applications between providers and agencies needing transportation services. Joint applications can result in the share of match funding burdens and operating costs for vehicle operations.

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties

Implementation Time Frame:

Near-Term (1-12 months)

Staffing Implications:

No additional staff required.

Implementation Budget:

No funding required for grant application process.

Potential Grant Funding Sources: N/A

Responsible Parties: Public transportation providers and human service agencies that require transportation services.

Performance Measures:

- ◆ Reduced duplication of resources and maximized use of local matching funds to purchase vehicles in each county (because agencies can stagger purchase of expansion vehicles and share the local funds).
- ◆ Improved customer service and safety because vehicles are in better working condition.
- ◆ Reduced maintenance costs because vehicles can be replaced at appropriate times.
- ◆ Diversify availability of local matching funds for transportation providers by coordinating vehicle purchases across multiple agencies for multiple years.

Strategy 3.2: Continued purchase of both smaller minivans and larger (15+ passenger) replacement and expansion vehicles to appropriately size vehicles based on level of vehicle trip demand.

Priority: Low

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties

Implementation Time Frame:

Ongoing

Staffing Implications:

No additional staff required.

Implementation Budget:

No additional budget required. However, the strategy could lead to additional local funding for participating agencies.

Potential Grant Funding Sources: Local and National foundations, programs, and partners.

Responsible Parties: Public transportation providers and human service agencies from each county will develop the schedules and share with one another.

Performance Measures:

- ◆ Reduced duplication of resources and maximized use of local matching funds for transportation operations and/or capital.
- ◆ Improved use of local dollars leads to additional local funding.
- ◆ Diverse availability of local matching funds for transportation providers through the coordination of vehicle purchases across multiple agencies for multiple years.

Goal #4: Expand weekday/weekend service hours and geographic destinations served.

Strategy 4.1: Evaluate the need for first and last mile access to existing services.

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

Implementation Time Frame:

Long-Term (2 to 4 Years)

Staffing Implications:

None

Implementation Budget:

Cost of expanded first/last mile services.

Potential Grant Funding Sources: Section 5311 and eligible sources of match funding including contract and advertising revenue which may provide funding for expanded services in lieu of grant funding availability for expanded services.

Responsible Parties: Public transportation providers.

Performance Measures:

- ◆ Increased annual one-way passenger trips
- ◆ Identification of expanded riding by particular passenger categories, such as general public or individuals with disabilities.

Strategy 4.2: Evaluate coordination and connection of services throughout the provider network. Use evaluation results to plan for improvements to reduce gaps in services. This level of evaluation goes beyond the scope of the coordinated transportation plan and involves a thorough review of the daily schedules and trip denials (or trip requests outside of the service area) of each transportation provider.

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

Implementation Time Frame:

Long-Term (2 to 4 Years)

Staffing Implications:

Dedicated time from existing staff at each transportation provider agency and a lead individual to coordinate the information into a report.

Implementation Budget:

Use existing budgets and staff.

Potential Grant Funding Sources: Section 5311 Programs, or human service agency budgets (depending upon the participating program).

Responsible Parties: Public and human service agency transportation providers, and any identified private transportation providers.

Performance Measures:

- ◆ Assessment of existing connections (or potential connections) between agencies for transfer points.
- ◆ Providers evaluate the opportunities for individual trip sharing/connections/transfers.
- ◆ Number of trip connections implemented per year.

Strategy 4.3: Solicit sponsors, especially in Howard County outside of Kokomo City limits, to allow for expansion of service and extended service hours for public transportation.

Priority: Medium

Counties Included: Howard County.

Implementation Time Frame:

Long-Term (2 to 4 Years)

Staffing Implications:

Dedicated time from existing staff at each transportation provider agency and a lead individual to seek sponsors/funders.

Implementation Budget:

Use existing budgets and staff. If additional sponsors, including employers or human service agencies, are identified the operating budget would increase proportionately to additional revenue identified.

Potential Grant Funding Sources: Section 5311 Program.

Responsible Parties: Howard County transportation providers working with human service agencies, faith-based organizations, and other for-profit or non-profit organizations representing individuals who need transportation.

Performance Measures:

- ◆ Funding is identified.
- ◆ Additional funding sources are secured.
- ◆ Additional transportation services are implemented.
- ◆ Number of additional one-way passenger trips provided in the new service area.

Strategy 4.4: Transportation providers should consider using volunteers to extend services, decrease costs and meet their respective staffing needs. Note that umbrella insurance is available to address liability concerns.

Priority: Medium

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

Implementation Time Frame:

Near-Term (1-12 months)

Staffing Implications:

N/A

Implementation Budget:

Possible change in vehicle liability insurance cost offset by a driver labor cost reduction.

Potential Grant Funding Sources: Section 5311 for public transportation providers (50% local match required). Local match may be derived from any non-U.S. DOT Federal funding program, state and local programs, or businesses.

Responsible Parties: Public transportation providers.

Performance Measures:

- ◆ Increased number of volunteers used.
- ◆ Increased one-way passenger trips.
- ◆ Reduction in system cost per passenger trip.

Strategy 4.5: Transportation providers should consider the potential for route deviation service as a form of fixed schedule service to increase efficiency and expanded public use of local transit services.

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> N/A
<u>Implementation Budget:</u> Possible change in cost of vehicle liability insurance offset by driver labor cost reduction.	
<u>Potential Grant Funding Sources:</u> Section 5311 for public transportation providers (50 percent local match required). Local match may be derived from any non-U.S. DOT Federal funding program, State and local programs, or businesses.	

Responsible Parties: Public transportation providers.

Performance Measures:

- ◆ Increased one-way passenger trips for individual systems.
- ◆ Improved cost per passenger trips.
- ◆ Expanded number of identified new system riders or passenger categories.

Goal #5: Increase funding for coordinated transportation services.

Strategy 5.1: Develop collaborative grant applications to INDOT and non-Department of Transportation funding agencies.

Priority: Medium

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Additional staff time to find funding opportunities.
<u>Implementation Budget:</u> No costs to implement.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: All local transportation stakeholders.

Performance Measures:

- ◆ Number of collaborative grant opportunities identified and pursued.
- ◆ Number of collaborative grants awarded.

- ◆ Service improvements that resulted from collaborative efforts.

Strategy 5.2: Provide on-going, Regional community education and awareness activities about unmet transportation needs, gaps in services, and challenges of providing transportation.

Priority: Medium

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Additional staff time to promote awareness.
<u>Implementation Budget:</u> No costs to implement.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: All local transportation stakeholders.

Performance Measures:

- ◆ Number of times the topic of transportation challenges appears on local meeting agendas.
- ◆ Additional funding received from local and regional contributions.
- ◆ Increased number of supporters of transportation services.

Strategy 5.3: Seek funding from non-traditional and private foundation funding programs and resources.

Priority: Medium

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> Additional staff time to coordinate the application process.
<u>Implementation Budget:</u> No costs to implement. Additional revenue from coordinated applications is likely.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: All local transportation stakeholders.

Performance Measures:

- ◆ Number of new funding resources identified and solicited.
- ◆ Additional funding for transportation is secured.
- ◆ Transportation services are expanded to match the additional revenue.

Goal #6: Improve community accessibility including physical features, and vehicle and mobility aids.

Strategy 6.1: Educate local community leaders about inadequacies in access points and the importance of improving accessibility. Use demographic data and testimonials from local residents.

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

Implementation Time Frame:
Ongoing

Staffing Implications:
Additional staff time to develop materials and educate officials.

Implementation Budget:
No costs to implement.

Potential Grant Funding Sources: N/A

Responsible Parties: Delegate responsibilities to agencies and advocacy groups that represent individuals with disabilities.

Performance Measures:

- ◆ Educational and informative materials are created and distributed to planning officials.
- ◆ Number of deficiencies identified.

Strategy 6.2: Work with local leaders on a plan for improving community physical accessibility features (Livable Communities).

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Additional staff time to develop materials and educate officials.
<u>Implementation Budget:</u> Match funding for identified new grants to pay for accessibility features.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: Local agencies and advocacy groups that represent individuals with disabilities will work with local leaders and planning departments.

Performance Measures:

- ◆ Number of improved curb cuts and other pedestrian access safety features.
- ◆ Public survey results indicate improved accessibility throughout the community.

Strategy 6.3: Pursue grant funding for physical accessibility improvements.

Priority: High

Counties Included: Cass, Fulton, Howard, Tipton, Miami, and Wabash Counties.

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> Additional staff time to coordinate the application process.
<u>Implementation Budget:</u> No costs to implement. Additional revenue from coordinated applications is likely.	
<u>Potential Grant Funding Sources:</u> N/A	

Responsible Parties: Local agencies and advocacy groups that represent individuals with disabilities will work with local leaders and planning departments.

Performance Measures:

- ◆ Number of improved curb cuts and other pedestrian access safety features.
- ◆ Additional grant funding for physical accessibility improvements.

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 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 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: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
63	1.1	Activate the Interagency Transportation Coordinating Committee (ITCC) to expand provider coordination.	Low
64	1.2	Encourage TCC members to participate in INDOT training sessions and state council meetings to increase shared knowledge.	High
64	1.3	Increase the use of video and webinar training sessions.	High
65	1.4	Creation of a regional provider council to improve community and local governing body understanding of community transportation issues.	High
Goal #2: Expand Out of County Transportation within existing provider resources.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
65	2.1	Develop provider agreements to promote shared trips across county lines to expand regional service.	Low
66	2.2	Working with medical facility staff to promote group coordinated appointments for various trips.	Medium
67	2.3	Coordinate with adjacent region providers to promote shared trips and use of transfer points.	Medium
(Table is continued on the next page.)			

Goal #3: Prepare to meet increasing demand for both smaller minivan and larger (15+ passenger capacity) accessible fleet replacement vehicles.

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
67	3.1	Coordinate individual provider FTA Section 5310 grant requests for vehicles and identify opportunities for joint grant applications between providers and agencies needing transportation services. Joint applications can result in sharing of match funding burden and operating cost sharing for vehicle operations.	High
68	3.2	Continued purchase of both smaller minivans and larger (15+ passenger) replacement and expansion vehicles to appropriately size vehicles based on level of vehicle trip demand.	Low

Goal #4: Expand weekday/weekend service hours and geographic destinations served.

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
69	4.1	Evaluate the need for first and last mile access to existing services.	High
69	4.2	Evaluate coordination and connection of services throughout the provider network. Use evaluation results to plan for improvements to reduce gaps in services. This level of evaluation goes beyond the scope of the coordinated transportation plan and involves a thorough review of the daily schedules and trip denials (or trip requests outside of the service area) of each transportation provider.	High
70	4.3	Solicit sponsors, especially in Howard County outside of Kokomo city limits, to allow for expansion of service and extended service hours for public transportation.	Medium
71	4.4	Transportation providers should consider the utilization of volunteers to extend services, decrease costs and meet their respective staffing needs. Note that umbrella insurance is available to address liability concerns.	Medium
71	4.5	Transportation providers should consider the potential for route deviation service as a form of fixed schedule service to increase efficiency and expanded public use of local transit services.	High
		<i>(Table is continued on the next page.)</i>	

Goal #5: Increase funding for coordinated transportation service.			
<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Objective/Strategy Description</u>	<u>Priority</u>
72	5.1	Develop collaborative grant applications to INDOT and non-Department of Transportation funding agencies.	Medium
73	5.2	Provide on-going, regional community education and awareness activities about unmet transportation needs, gaps in services, and challenges of providing transportation.	Medium
73	5.3	Seek funding from non-traditional and private foundation funding programs and resources.	Medium
Goal #6: Improve community accessibility including physical features, vehicle and mobility aids.			
74	6.1	Educate local community leaders about inadequacies and the importance of improving accessibility. Utilize demographic data as well as testimonials from local residents.	High
74	6.2	Work with local leaders on a plan for improving community physical accessibility features (Livable Communities).	High
75	6.3	Pursue grant funding for physical accessibility improvements.	High



Coordinated Public Transit-Human Services Transportation Plan Update APPENDIX



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COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings (add additional meetings, as applicable)

Date: Meeting 1: November. 16, 2016

Location(s): Riverside Events Center, Peru IN

Invitations Distributed

X U.S. Mail: Meeting 1: Date Sent: Nov. 3, 2016

X Web Posting: Web Address: www.indianartap.com Date Posted: Oct. 3, 2016

X Newspaper Notice (list of papers): Kokomo Herald, Kokomo Perspective, Kokomo Tribune, Pharos-Tribune, Peru Tribune, Rochester Sentinel, Tipton County Tribune, Wabash Plain Dealer

X Distributed in local community/senior centers, etc.

X Information was provided in alternative formats, upon request

X Events were open to all individuals, including hearing impaired and limited English proficient

X Interpreters available, upon request

Number of Attendees (by location & date): Meeting 1: 28

X Invitation letter and mailing list attached

X Copy of flyers, brochures, etc.

X Copy of invitation and mailing list attached

X Attendee List/Sign-in Sheet attached

X Focus Group/Workshop/Public Meeting Summary included in Appendix to Plan

Surveys

Date(s) Surveys Were Distributed: November 2016 through May 2017

X Web Posting: Survey Monkey

X E-mail upon request

X Newspaper notice (list papers): (same as above)

X Distributed in local community/senior centers, etc.

X Information was provided in alternative formats, upon request

X Listing of Survey Recipients attached (not including the general public)

Number of Paper Surveys Distributed: 200+

Number of Surveys Returned: 47

Other Outreach Efforts

X Flyers

X Senior volunteers and volunteers from human service agencies distributed surveys

X Other (i.e., Telephone interviews with key stakeholders)

X Teleconferences (i.e., Organizations that did not participate, but are major transportation providers, were contacted by telephone to verify that they received the invitation/meeting notice).

NEWSPAPER ANNOUNCEMENT

A public meeting to discuss passenger transportation needs and gaps in available services for Fulton, Cass, Miami, Wabash, Tipton, and Howard Counties will be held on **November 16, 2016 from 10:30 a.m. to 12:30 p.m.** at the **Riverside Event Center 421 W. Canal Street Peru, IN 46970**. The agenda includes a discussion about unmet transportation needs for seniors, individuals with disabilities, and the general public, and potential strategies to address those needs. **This public meeting will provide a unique opportunity for the public to share transit needs and vision for their community. Transportation providers, human service agencies, and other advocates will also want to attend to discuss this important topic.**

Agencies who receive or intend to apply for the Federal Transit Administration Section 5310 program must participate in coordinated transportation planning in order to be eligible for funding.

Please RSVP by November 15th to Megan at 800-709-9981 or mlawson@indianartap.com. The meeting facility is accessible. If you require any additional assistance, please contact Megan.

Interested parties unable to attend may send their comments to Zach Kincade at: zkincade@rlsandassoc.com or to RLS & Associates, Inc. 3131 S. Dixie Hwy. Suite 545 Dayton, OH. 45439.

A public survey about transportation needs and services is available through December 2016 at <https://www.surveymonkey.com/r/IndianaTrips>. Please participate in these important public input opportunities!

AREA 5 Agency on Aging & Community Services, Inc.	Nacy Hoffman
AREA 5 Agency on Aging & Community Services, Inc.	ATTN: Executive Director
B & E Cabs	
Bona Vista-Disabled Workplace	ATTN: Director
Carey Services	James Allbaugh
Caring Hands-Nursing Home	
Cass Area Transit	Cathy Martinez
Cass Co. DCS Office	Brian Brown
Cass County - Auditors Office	Van Ide
Cass County - Commissioners' Office	Ralph Anderson
Cass County - Commissioners' Office	James Sailors
Cass County - Commissioners' Office	Jeff LeDonne
Cass County - Commissioners' Office	Brena Pearson
Cass County - Council	Geroqe Stebbins
Cass County - Council	Stacy Donato
Cass County - Council	Trancy Williamson
Cass County - Council	Steve Kain
Cass County - Council	Grover Bishop
Cass County - Council	Brian Reed
Cass County - Council	Phil Rains
Cass County - County Highway Garage	Jeff Smith
Cass County - Surveyor	Jenny Clark
Cass County Council on Aging, Inc.	Bill Calhounn
City of Peru	Jim Walker
City of Wabash	Scott A. Long
First City Rider	ATTN: Transit Manager
Four County Counseling Center	ATTN: Director
Four County Counseling Center	Kim Hazlett
Rochester Community Sch Corp	Jana Vance
Caston School Corporation	Cindy Douglass
Fulton County - Auditor's Office	Judith Reed
Fulton County - Commissioners' Office	Brian Lewis
Fulton County - Commissioners' Office	Roger Rose
Fulton County - Commissioners' Office	Sherry Fulton
Fulton County - Couny Council	Gary Sriver
Fulton County - Couny Council	Jim Widman
Fulton County - Couny Council	Kathy Easterday
Fulton County - Couny Council	Jim Showley
Fulton County - Couny Council	Randy Sutton
Fulton County - Couny Council	Barry Hazel

Fulton County - County Council	Phyl Olinger
Fulton County - Highways Dept.	Linda Garner
Fulton County - Highways Dept.	Richard Ranstead
Fulton County - Highways Dept.	John Geier
Fulton County Council on Aging/Transpo	Georgia Moudy
Hilltop Taxi	
Kokomo-Center Twp Con Sch Corp	Dr. Jeff Hauswald
Howard Co. DCS Office	Brian Brown
Howard Community Hospital-Psychiatric Services	ATTN: Director
Howard County Admin Center	ATTN: Auditor
Howard County Admin Center	Commissioner-Bradley Bray
Howard County Admin Center	Commissioner-Tyler Moore
Howard County Admin Center	Commissioner-Paul Wyman
Howard County	Council- Leslie W. Ellison
Howard County	Council- Richard H. Miller
Howard County	Council- Stanley Ortman
Howard County	Council - John Roberts
Howard County	Council - Dwight V. Singer, Jr.
Howard County	Council - Jeffrey A. Stout
Human Services Inc.	Jill Hammer
Imperial Royal Tours	James Calloway
Imperial Royal Tours	Pat Calloway
Indiana Migrant Head Start	Craig Taskey
Janus Developmental Services, Inc.	CHRISTY CAMPOLL
Kokomo Senior Citizen Bus	Leigha Buscher
Lafayette Limo, Inc.	Jeff Florian
LifeMED EMS	
Maconaquah School Corp	Dr. Doug Arnold
North Miami Community Schools	Nick Eccles
Oak Hill United School Corp	Joel Martin
Peru Community Schools	Sam Watkins
Miami County Courthouse	Auditor-Jane Lilley
Miami County Courthouse	Commissioner- Jerry Hamman
Miami County Courthouse	Commissioner - Larry West
Miami County Courthouse	Commissioner- Josh Francis
Miami County Courthouse	Council- Richard G. Wood
Miami County Courthouse	Council- Ralph Duckwall II
Miami County Courthouse	Council- Richard Wiles
Miami County Courthouse	Council- Ethan Manning
Miami County Courthouse	Council- C. Craig Boyer
Miami County Courthouse	Council- Linda Harp
Miami County Courthouse	Council- Shirley A. Mul

Miami County YMCA	Kathleen Brehmer
Miller's Merry Manor East	Steve Scot
Miller's Merry Manor West	B.J. DeCola
Miller's Merry Manor-Nursing Home	Ruth Fuchs
OVO, Inc	Elaina Freeman
Pathfinder Service Inc	John Niederman
Peabody Retirement Community HCC	
Peak Community Services	
Rolling Meadows Health Care Center	ATTN: Director
RSVP of Fulton County	ATTN: Director
Tipton	Northern Com Sch Tipton Co
Tipton	Tipton Community School Corp
Tipton County	Audito
Tipton County	Commissioner-Mike Cline
Tipton County	Commissioner- Gerald Shuck
Tipton County	Commissioner- Joe VanBibber
Tipton County	Council-Jim Powell
Tipton County	Council-Dennis Henderson
Tipton County	Council- Jim Ashley
Tipton County	Council Jennifer Richey
Tipton County	Council-Beth Roach
Tipton County	Council-Jim Leffler
Tipton County	Council-Helen Tragesser
Tipton County	Director of Highways- Brett Morris
Tipton County	Highway Clerk-Sherry Crawford
Tipton County	Surveyor- Jason Henderson
Titpton Co. DCS Office	Elizabeth Dickerson
United Way of Adams County	President Susan Sefton
United Way of Cass County	Joyce Mayhill
United Way of Fulton County	Vicki Harrold
United Way of Miami County	Debi Wallick, Executive Director
Vernon Manor Home for Children	Linda Tilley
Veterans Services Office	Jay A. Kendall
Heartland Career Center	Transportation/Parking
Wabash Co. DCS Office	Julie Hobbs
Wabash County	Auditor-Linda Conrad
Wabash County	Commissioner-Scott Givens
Wabash County	Commissioner-Brian K. Hauptert
Wabash County	Commissioner-Barry Eppley
Wabash County	Council-Matt Dillon
Wabash County	Council-Randy Curless
Wabash County	Council-Mike Ridenour

Wabash County	Council-Jeff Dawes
Wabash County	Council-Kyle Bowman
Wabash County	Council-Bill Ruppel
Wabash County	Council-Claude Markstahler
Wabash County	Lori Foust - Public Health Nurse
Wabash County DVA	Sam Daughtry
Living Well in Wabash County CoA, Inc.	Beverly Ferry
The Arc of Wabash County	Nancy Hoffman, President/CEO
Wabash County Transit	Erica Cain
White's Residential and Family Services	Denae Green
KHGCC	Tammy Corn

PUBLIC MEETING: PLEASE ATTEND

INDOT-Transit invites you to participate in the 2016 Regional Coordinated Public Transit-Human Services Transportation Plan Update for Fulton, Cass, Miami, Wabash, Tipton, and Howard Counties.

Why: To develop or update a list of unmet transportation needs and gaps in services for the region. Also, to discuss coordinated transportation and create new strategies to address the identified transportation needs.

When: November 16, 2016 from 10:30 a.m. to 12:30 p.m.

Where: Riverside Event Center 421 W. Canal Street, Peru, IN 46970.

Who Should Attend? Seniors, individuals with disabilities, the general public, and any public, private, faith-based, non-profit, or for-profit organization that serves or represents individuals with disabilities, seniors, or people with low incomes should attend.

Any organization intending to apply for funding through the Federal Transit Administration's Section 5310 Program must attend.

RSVP by November 15 to attend the meeting to Megan at mlawson@indianartap.com or 1-800-709-9981.

Please complete the Transportation Needs Assessment Survey at:

<https://www.surveymonkey.com/r/IndianaTrips>

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

Coordinated Public Transit- Human Services Transportation Plan Update

Region 9 Public Meeting
November 16, 2016


Presented by: RLS & Associates, Inc.

www.transitnyc.com

History of Coordination Plans

Why Were Plans Developed?

- ♦ To Improve Transportation Services for People with Disabilities, Older Adults, and Individuals with Lower Incomes
- ♦ To Ensuring that Communities Coordinate Transportation Resources Provided through Multiple Federal Programs.



RLS

Meeting Objectives

1. Review FAST Act Highlights
2. Coordinated Transportation Plan Purpose
3. Update Existing Resources
4. Update Unmet Transportation Needs
5. Review Current Priorities and Challenges
6. Update Priorities, Goals, and Strategies
7. Next Steps

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History of Coordination Plans

- ♦ Requirements of the Plan Are a Result of:
 - 2003 – General Accounting Office Report Identifying:
 - 62 Different Federal Funding Programs
 - 8 Different Federal Funding Agencies
 - Little or No Coordination & Duplication of Programs
 - 2005 – SAFETEA-LU was Signed into Law
 - 2009 – SAFETEA-LU Expired but was Renewed Annually
 - 2012 – Congress Replaced SAFETEA-LU in 2012 with MAP-21
 - 2015- FAST Act replaced MAP-21 and provided funding from FY2016-2020

FAST Act and Coordination Planning Requirements

Important FAST Act Provisions

- ♦ The Local Share/Match may be Derived from Other Non-U.S DOT Federal Sources (for example, Title III Older Americans Act)
- ♦ Vehicle Advertising Revenue can be match but fares are not an eligible match source
- ♦ Recipients Must Certify that Projects Selected are Included in Locally Developed, Coordinated Public Transit-Human Services Transportation Plan.

FAST Act and Coordinated Plans

- Coordinated Plans should also seek to coordinate with Section 5311 rural funded programs
- Coordination between 5310 and 5311 operators is particularly important where there is little or no traditional public transit

YOUR PLAN CURRENT TRANSPORTATION RESOURCES AND UNMET NEEDS



Section 5310

- **Eligibility:** Private Nonprofit Organizations Where Existing Transportation Services Were Insufficient, Inadequate, or Inappropriate
- **Program Goal:** To Improve Mobility for Older Adults and Individuals with Disabilities
- **Example:** Purchase of New or Replacement Wheelchair Accessible Vehicles to Meet Unmet Transportation Needs

2012 ACS Indicators of Need

County	Highest % Below Poverty	Highest rate Zero Car	Highest density of 65+
Cass	Logansport	Logansport	Logansport
Fulton	Rochester/NW Fulton	Rochester	Rochester
Howard	Kokomo	Kokomo	Kokomo
Miami	Peru/SW Miami	Peru	Peru
Tipton	Tipton	Tipton	Tipton
Wabash	Wabash	Wabash/N	Wabash

Section 5310

- **Eligible Expenses in Indiana:** Capital Expenses to Support the Provision of Transportation to Meet Special Needs of Older Adults and Individuals with Disabilities
- **Matching Requirements:**
 - 80% Federal Participation
 - 20% Local Match (from any non-U.S. Department of Transportation Federal Source... Local Sources... State Source)

Existing Transportation Resources 2013

- ARC of Wabash County, Inc.
- Miami County YMCA
- Fulton County Council on Aging
- Cross County Council on Aging
- Wabash County Council on Aging
- Peak Community Services
- Pathfinder Services
- Janus Developmental Services
- Kokomo/Howard County Transit

Unmet Transportation Needs Identified in 2013

- ♦ Non-Medicaid medical transportation trips
- ♦ Expand Transportation for Veterans
- ♦ Expanded escort and door to door transportation
- ♦ Out of County Transportation
- ♦ Expanded days and hours, especially for employment
- ♦ Expanded service for Howard County
- ♦ Improved community education for public
- ♦ Improved education on customer eligibility and client mixing on state/federally funded vehicles

Goal 2	Enhance the Education of the General Public and Local Officials Regarding Transportation
Strategy 2.1	Increase outreach efforts to educate the public and local officials on the availability and need for public and human service transportation
Strategy 2.2	Conduct presentations for local officials on services, ridership, trip purposes and customer support
Strategy 2.3	Develop brochures and a website (s) describing each county service with links to provider websites.


COORDINATION ACCOMPLISHMENTS AND CHALLENGES SINCE 2013

Goal 3	Provide Transportation at a Capacity and Safety Level that is Appropriate for the Level of Trip Demand
Strategy 3.1	Develop a vehicle replacement and expansion schedule that also promotes shared provider fleet services
Strategy 3.2	Use a coordinated approach to local and state grant applications to reduce provider duplication of service
Strategy 3.3	Evaluate the feasibility of vehicle sharing to reduce capital costs and increases transportation options.
Strategy 3.4	Obtain smaller and more fuel efficient vehicles where appropriate.

Goal 1	Build on Communication Network that Exists among Providers and Stakeholder Agencies
Strategy 1.1	Distribute the Coordinated Transportation Plan (the Plan) to all transportation stakeholders and elected officials
Strategy 1.2	Use the RTAC to help providers learn the services provided by other providers and signing an MOU that states their role in the RTAC.
Strategy 1.3	Establish working committees based on the goals or aspects of coordinated transportation outlined in the Plan.

Goal 4	Expand Service Availability through Expanded Days, Hours and Geographic Destinations Served
Strategy 4.1	Evaluate the need for on-demand vanpool or taxi subsidy programs .
Strategy 4.2	Evaluate the level of coordination and service gaps among existing providers
Strategy 4.3	Solicit sponsors for expansion of services , especially in Howard County.
Strategy 4.4	Have transportation providers consider the use of volunteer programs to extend services and reduce staffing costs.

Goal 5	Increase Funding for Coordinated Transportation Services
Strategy 5.1	Develop collaborative grant applications on behalf of local providers to INDOT and non-transportation funding agencies.
Strategy 5.2	Provide regional and community education on unmet transportation funding needs.
Strategy 5.3	Seek funding from non-traditional funding programs that would be eligible to fund mobility needs.




Moving Public Transportation
Into the Future

Updating the Plan Discussion

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Goal 6	Improve Community Physical Accessibility for Accessible Vehicles and Pedestrians using Mobility Aids
Strategy 6.1	Educate local community leaders on physical accessibility deficiencies in their communities
Strategy 6.2	Work with local leaders on a plan for improvements to community physical accessibility features.



Changes in Unmet Needs/Gaps

- ♦ What needs/gaps need to be added?
- ♦ What has changed since 2013/2014?
- ♦ Identify these needs/gaps by county or all

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Goal 7	Create a Regional Transportation Information and Referral (IR) System to Provide Detailed Transportation Service Information Including Schedules, Reservation Procedures and Providers
Strategy 7.1	Designate an entity with responsibility for operating a transportation IR system for the region.
Strategy 7.2	Establish one toll free number for a regional transportation IR center for both public and human service transportation services



Accomplishments since 2014

- ♦ What strategies have been implemented?
- ♦ What have been the biggest obstacles to implementation?
- ♦ What steps can be taken to overcome challenges?

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Identify New Strategies

- ♦ Define the strategy/project
- ♦ Identify Goal/Objective for each project
- ♦ Identify Lead Agency for each project
- ♦ Identify Potential Revenue Source
- ♦ Assign Priority Level (High, Medium, Low)

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Draft Final Report

- ♦ Stakeholders Review the Draft Plan and Submit Comments to RLS by Phone or Email

NEXT STEPS

Final Plan

- ♦ RLS Emails Final Plan to Regional POC and Stakeholders for One Last Review
- ♦ Local POCs Adopt the Final Plan and Submit Adoption Signature Page to INDOT

Update Inventory and Needs Assessment

- ♦ RLS Interviews Transportation Providers
 - Organizations that Use or Purchase Transportation Have an Opportunity to Complete a Survey
- ♦ Distribute Public Needs Assessment Surveys:
 - Local Libraries
 - On-line with Announcements on Vehicles and Posted at Agencies

Reminder!

- ♦ **Participation** in the Planning Process is Required for Funding Eligibility –
 - Applications for Funding Must be Part of the Coordinated Transportation Plan.

Questions Please

Steve Fittante, Senior Associate
sfittante@rlsandassoc.com
Claire Oswald, Associate
coswald@rlsandassoc.com

Thank You!

Sign-In Sheet

Region 9 2016 Coordinated Public Transit-Human Services Transportation Plan Update
November 16, 2016

Name	Organization	E-mail	Phone Number	County Representing
Brian Jones	INDOT Office of Transit	bjones@indot.in.gov	317-232-1493	State
Bill Gossard	Tipton County	billheleng@aol.com	317-877-0333	Tipton
Cathy Martinez	Cass County	Cleigh@casstransit.org	574-722-2424	Cass
Bill Calhoun	Cass County	bcalhoun@casstransit.org	524-722-2424	Cass
Georgia Moudy	Fulton County	fgca@artcol.com	574-223-6953	Fulton
Barbara Miller	Wabash City	barbar@ire1940@yahoo.com	260-571-3232	Wabash
Deb Mills	Wabash City	ammond49@yahoo.com	260-528-1390	Wabash

Sign-In Sheet

Region 9 2016 Coordinated Public Transit-Human Services Transportation Plan Update
November 16, 2016

Name	Organization	E-mail	Phone Number	County Representing
Carol Hines	Wabash County Wabash City	hondar@live.com		Wabash
Dennis Hain	"	"		Wabash
Carla Kerkman	Tipton County Council on Aging	director@seniorcenter.org	765/ 475-4746	Tipton
Leigha Buscher	Kokomo MPO (KMGCC)	lbuscher@kokomompo.com	765 456-2336	Howard
Doug Eyterson	Kokomo MPO (KMGCC)	deyterson@kokomompo.com	765 456-2336	Howard
Blair Yonkey	Peru Tribune	B.yonkey@perutribune.com	765-327 4607	Morgan
Dan Kaufman	Wabash & Cass Co Carey Services	dkaufman@careyservices.com	765-668- 8961 Ext 168	Wabash & Cass

Sign-In Sheet

Region 9 2016 Coordinated Public Transit-Human Services Transportation Plan Update

November 16, 2016

Name	Organization	E-mail	Phone Number	County Representing
Jennifer Wilkinson	Bona Vista Early Head Start	jwilkinson@bonavista.org	765-457-8273 x343	Howard + Miami
Gregg Packard	Peak Community Services	gpackard@peakcommunity.com	574-753-4104 x129	Cass
LINDA JOHNSON	Ar of Wabash County, INC	ljohnson@arwabash.org	260-563-8441 (222)	WABASH
Brenda Lomeli's	85 HOPE of Wabash County	brendalands@gmail.com Sandra@85HOPE.org	85 HOPE 260-274-0011	Wabash
Cheryl Jaquay	First Presbyterian Church Miami City	jakesacres@gmail.com		Miami
Erica Miller	Living Well in Wabash County	ericae@livingwellinwabashcounty.org	260-563-4475	Wabash
Beth Hayslett	Living Well in Wabash County	BethH@LivingWellinWabashCounty.org	260-563-7536	Wabash

Sign-In Sheet

Region 9 2016 Coordinated Public Transit-Human Services Transportation Plan Update
November 16, 2016

Name	Organization	E-mail	Phone Number	County Representing
Ruth Fuchs	miles many more bus	pervadme miles many more. com	760-473-4434	milam.
Brenda	HELPING HANDS	BRENDAB1974@gmail.com	760-432-1344	Miami
Beverly Ferry	Living Well in Lubash County	Beverly@livingwellinlubashcounty.org	260-503-4475	Wabash
Kathy Brehmer	Miami County Y Transit	Brehmer@mcynca.org	765-472-1979	Miami
PAT LYNN	WABASH CO Livability Communities	Patallynn@gmail.com	260-523-5469	WABASH
BRANDON DREWS	"		260-571-9652	"
Buddy REITH	"		260-529-1805	"

Indiana Coordinated Public Transit-Human Service Agency Transportation

Public Survey

1. Mark ALL of the transportation you or your family have used during the past 12 months to travel to work/appointments/shopping/social activities/etc.: (check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Fixed route public transit (with bus stops and time schedule) | <input type="checkbox"/> Agency-provided transportation (such as COA, AAA or Rehabilitation Center Services) |
| <input type="checkbox"/> Flexible public transit routes (vehicles operate on a fixed route and time schedule but can make deviations off the route) | <input type="checkbox"/> Faith-based organization (such as a church bus or van to go to services or activities) |
| <input type="checkbox"/> 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) | <input type="checkbox"/> Ambulette Service (non-emergency medical transportation provided by a medical transportation company) |
| <input type="checkbox"/> Carpool or vanpool | <input type="checkbox"/> Personal vehicle or ride with a friend/family member |
| <input type="checkbox"/> Public transportation systems or human service/senior agencies in neighboring counties | <input type="checkbox"/> Bicycle or Walk (other than for exercise) |
| <input type="checkbox"/> Private inter-city bus (such as Greyhound or Megabus) | <input type="checkbox"/> Volunteer transportation |
| <input type="checkbox"/> Private taxi, Uber, Lyft (or similar) | <input type="checkbox"/> Amtrak (to/from an origin or destination in Indiana) |
| <input type="checkbox"/> Car share (Car 2 Go) | |
| <input type="checkbox"/> Other (please specify) | |

2. If you are not currently using transportation for trips to work/shopping/appointments/socialize/etc., is it because: (select all that apply)

- ☐ It is not available where I live
- ☐ I don't know how to use it
- ☐ It does not go where I need to go
- ☐ The vehicles are not wheelchair accessible
- ☐ It is not available at the times or days when I need it
- ☐ It is unaffordable
- ☐ I have my own car and prefer to drive
- ☐ My friend or family drive me where I need to go
- ☐ It takes too much time compared to my other options
- ☐ Other (please specify)

3. If transportation was easy to use and available to you and/or your family, which of the following would cause you to use the service? (please select all that apply)

- ☐ If it would save money (ex. save on gas or car maintenance)
- ☐ If it is better for the environment
- ☐ If it is provided with wheelchair accessible vehicles
- ☐ If I do not have another transportation option
- ☐ I would not use public transportation under any circumstance

Other (please specify)

4. What changes could be made to your local transportation options to make using them a more appealing to you? (select all that apply)

- ☐ If I could ride to other parts of the state (such as Indianapolis or other cities and towns)
- ☐ Lower the cost to ride
- ☐ Start earlier in the morning
- ☐ End later at night
- ☐ Operate on Saturdays
- ☐ Operate on Sundays
- ☐ Pick me up at my house and take me directly to where I am going/no shared rides with others
- ☐ Operate on a fixed route and schedule with bus stops
- ☐ Smaller vehicles
- ☐ Larger vehicles
- ☐ Wheelchair accessible vehicles
- ☐ More reliable/On-Time for picking me up/dropping me off
- ☐ Other (please specify)

5. Which of the following are your most commonly visited destinations or places you most often need to visit when transportation is available to you? (select all that apply)

- ☐ My Employer
- ☐ Medical clinics or hospitals
- ☐ Medical/Dental offices
- ☐ Shopping
- ☐ School
- ☐ Senior program or human service agency activities and appointments
- ☐ Social/Recreation activities
- ☐ Grocery
- ☐ Church/Faith-Based Organizations and Activities
- ☐ Pharmacy
- ☐ Other (please specify)

6. When do you need transportation most often for each of the following general purposes? (select all that apply)

	Medical/Health Care	Nutrition	Employment	Shopping	Recreation/Social	Other
12 A.M. - 6 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 A.M. - 8 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 A.M. - 12 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 P.M. - 3 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 P.M. - 6 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 P.M. - 9 P.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 P.M. - 12 A.M.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

7. What City, County or Counties are the locations from QUESTION 6 located in?

Medical/Health Care	<input type="text"/>
Nutrition	<input type="text"/>
Employment	<input type="text"/>
Shopping	<input type="text"/>
Recreation/Social	<input type="text"/>
Other	<input type="text"/>

8. Do you or a family member need transportation outside of your County but sometimes or never have it?

- ☐ Yes
- ☐ No
- ☐ If yes, how often do you need it and to what city/town?

9. How old are you?

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

10. Is English your first language?

- ☐ Yes
- ☐ No

* 11. What city/town do you live in (or what is the nearest city or town to your home)?

* 12. What county do you live in?

13. Which of the following BEST applies to you? Are you presently:

- ☐ Employed outside your home
- ☐ Employed in your home
- ☐ Homemaker
- ☐ Retired
- ☐ Student
- ☐ Unemployed

Other (please specify)

14. If you work outside of your home, who is your employer(s)?

15. What City/Town or County is your employer(s) located?

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

☐ Yes

☐ No

17. If you currently use a service requiring advance reservation, would you consider using a fixed route bus service if it was available?

☐ Yes

☐ No