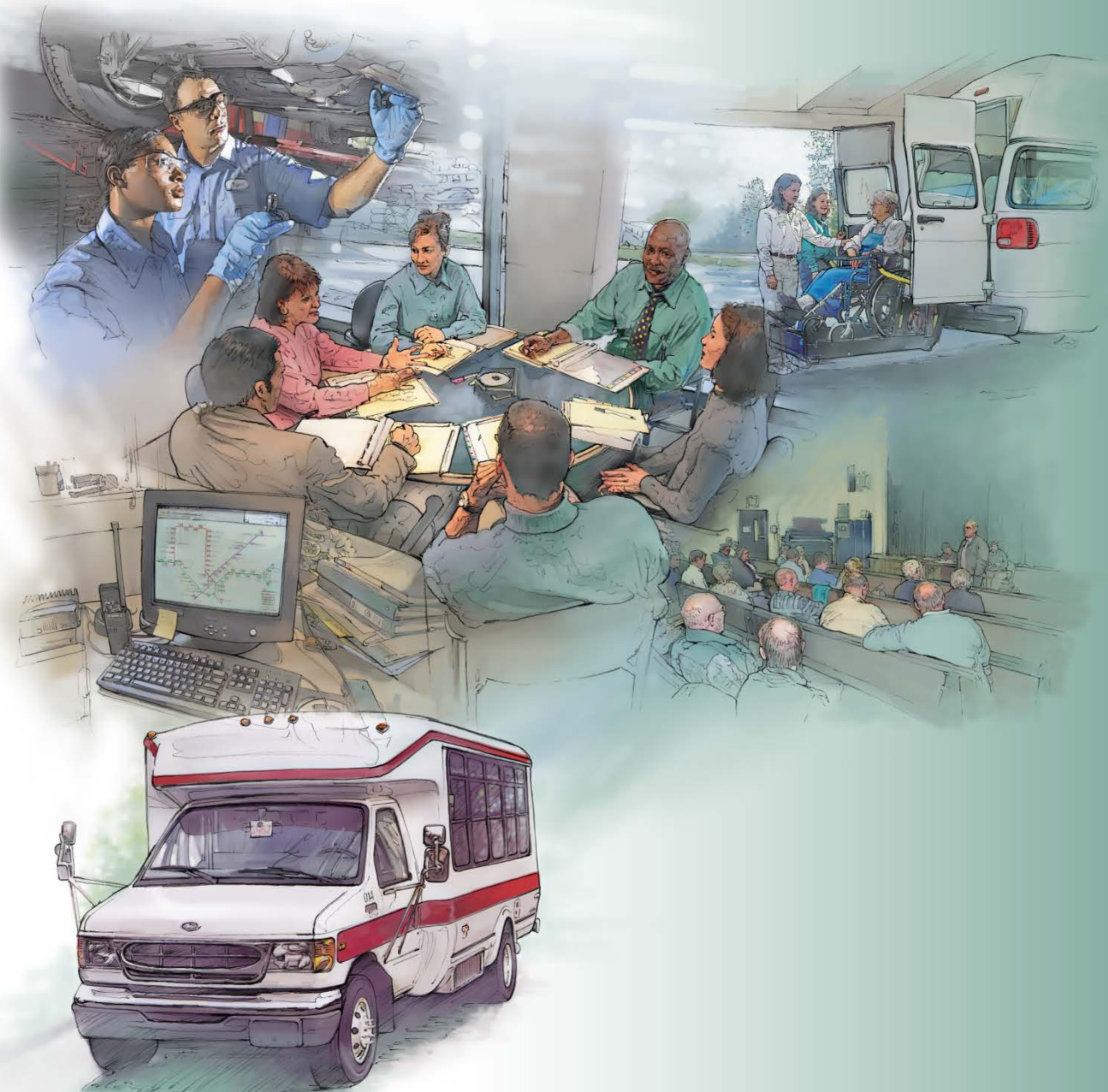




# Coordinated Public Transit-Human Services Transportation Plan Update Indianapolis Region

**Final Report**  
**Completed: July 2017**  
**Approved: October 2017**



INDIANAPOLIS METROPOLITAN PLANNING ORGANIZATION

INDIANAPOLIS REGIONAL TRANSPORTATION COUNCIL  
POLICY COMMITTEE

Resolution Number 17-IMPO-008

A RESOLUTION to approve the Coordinated Public Transit-Human Services Transportation Plan Update for the Indianapolis Region.

WHEREAS, locally developed, coordinated public transit human services transportation plans must be updated to reflect the changes established by the federal FAST Act legislation; and

WHEREAS, participation in a locally developed Coordinated Plan is one of the eligibility requirements for Section 5310 Program funding for the rural transit providers of Central Indiana; and

WHEREAS, the Coordinated Public Transit-Human Services Transportation Plan identifies unmet needs and gaps for regional transportation services in Central Indiana and establishes goals for transit and transportation services to meet the unmet needs; and

WHEREAS, the updated Coordinated Public Transit-Human Services Transportation Plan includes the results of a public survey and stakeholder workshop early on, and was later made available for comment and no comments were received; and

WHEREAS, the Indianapolis Regional Transportation Council (IRTC) Policy Committee is the approval body for all transportation-related activities of the Metropolitan Planning Organization for the Indianapolis Metropolitan Planning Area under applicable U.S. Department of Transportation regulations;

NOW, THEREFORE, BE IT RESOLVED, that the IRTC Policy Committee hereby approves the Coordinated Public Transit-Human Services Transportation Plan Update for the Indianapolis Region as shown in this document.

The IRTC Policy Committee adopted the above and foregoing resolution this 25<sup>th</sup> day of October, 2017.

10/25/17  
Date

  
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Anna M. Gremling, Executive Director  
Indianapolis MPO  
For the IRTC Policy Committee Chair



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# Introduction

## I. INTRODUCTION

### OVERVIEW

This plan updates the Public Transit-Human Services Transportation Plan (hereafter referred to as the Coordinated Plan) for Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby Counties that was initially developed in 2008; updated in 2013 to fulfill the planning requirements for the United We Ride initiative and the Federal Transit Administration's (FTA) Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU); 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 acts 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 people with disabilities when transportation service provided is unavailable, insufficient, or inappropriate to meeting those needs. The Federal Transit Administration (FTA) apportions Section 5310 Program funds to direct recipients. For rural and small urban areas in Indiana, the Indiana Department of Transportation (INDOT) is the direct recipient. As the direct recipient, INDOT solicits applications and selects Section 5310 Program recipient projects in rural areas for funding through a formula-based competitive process; this includes the counties surrounding Marion County in the Indianapolis region. In addition, as a direct recipient, IndyGo will receive approximately \$1.2 million in Section 5310 funds for Federal Fiscal Year 2017 to support eligible projects serving the urbanized area.

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

## **PLAN DEVELOPMENT METHODOLOGY**

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

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

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

The coordination plan update incorporated the following planning elements:

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

the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;

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

## GLOSSARY OF TERMS

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

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

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

Program for small urban and rural areas of Indiana. In large urban areas, the local designated recipient is the administrator. The Federal share is 80% for capital projects. In Indiana, the program has historically been utilized for capital program purchases.

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

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

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

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

**Transit Demand** – Transit demand is a quantifiable measure of passenger transportation services and the level of usage that is likely to be generated if 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](http://www.trb.org/Publications/Blurbs/168758.aspx)

**Urbanized Area Formula Grants (Section 5307)** – The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. Funding is made available to



designated recipients that are public bodies with the legal authority to receive and dispense federal funds. Eligible activities include: planning, engineering, design and evaluation of transit projects and other technical transportation-related studies; capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of computer hardware, software, and vehicles; and more. Additional information is available at <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>.

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

## II. EXISTING CONDITIONS

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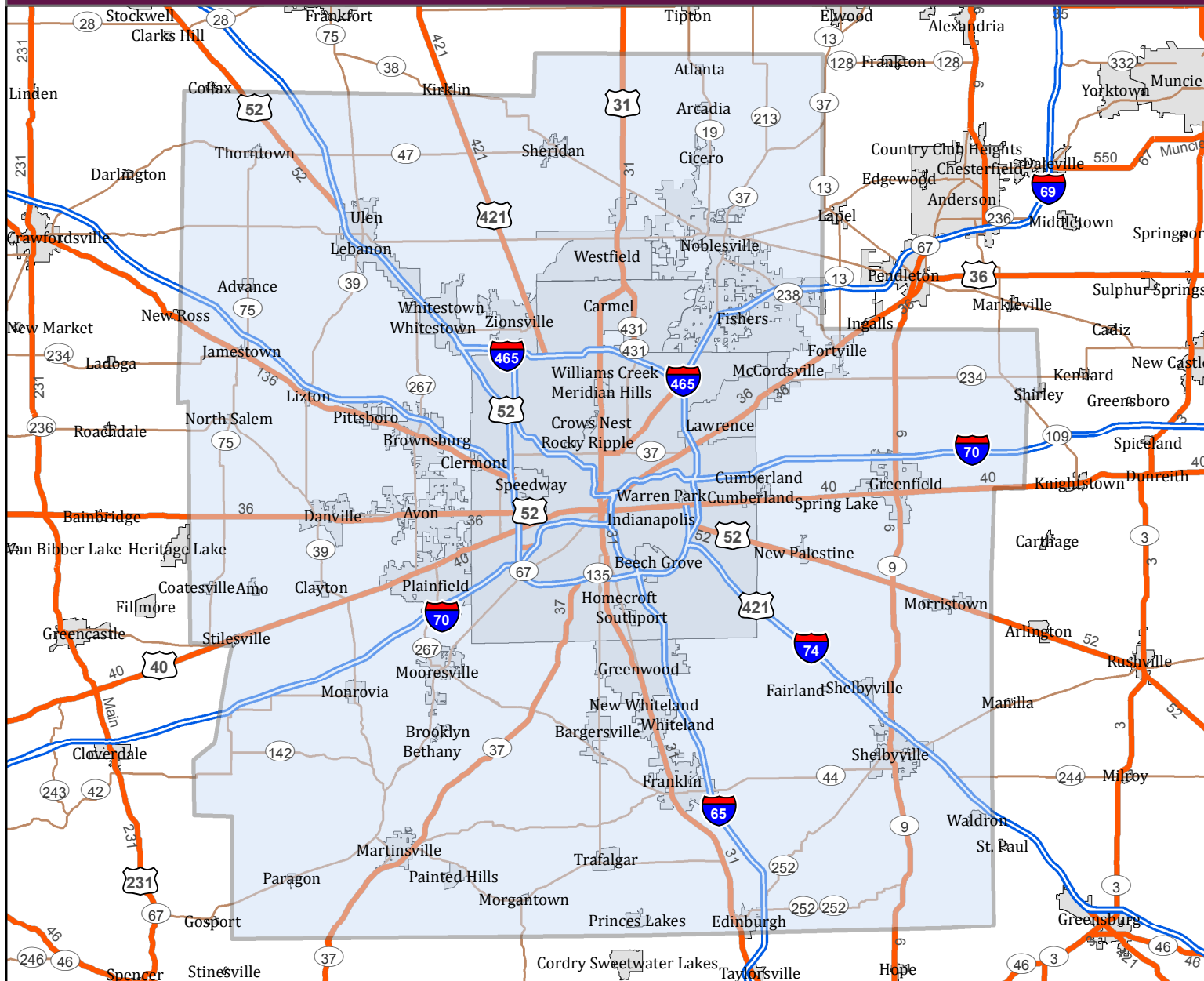
### REGION OVERVIEW

The Indianapolis Metropolitan Planning Organization (MPO) is located in central Indiana and includes the counties of Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby in Indiana. The map in Exhibit II.1 provides a depiction of the area included in this study. The following major highways serve the region: Interstates 65, 69, 70, 74, and 465; U.S. Routes 31, 36, 40, 52, 136, and 421; and Indiana Routes 9, 32, 37, 39, 44, 47, 67, and 135.

The demographics of an area are a strong indicator of demand for transportation service. Detailed demographic analysis data is provided in Appendix B. The data has been gathered from multiple sources including the U.S. Census Bureau's 2013 American Community Survey (ACS) Five-Year Estimates and the State of Indiana. These sources represent the most current and accurate information available when the report was compiled. As a five-year estimate, the data represent a percentage based on a national sample and does not represent a direct population count.

# Exhibit II.1: Location Map Indianapolis Region

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

- Indianapolis Region
- Interstate
- Highway
- Major Road
- Local Road
- Cities/Towns

### III. NEEDS ASSESSMENT

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#### 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. Focus Group invitations were mailed to these organizations, those that participated in the 2013 Coordinated Public Transit Human Services Transportation Plan, and agencies that applied for Section 5310 grants from INDOT and IndyGo. Documentation of outreach efforts included in this project to date and the level of participation from each organization is provided in Appendix A.

A general public survey was also deployed. Public surveys were available on-line and advertised through flyers and email announcements distributed through transportation providers, human service agencies, advocacy organizations, websites, newsletters and newspaper announcement. The survey was also distributed by stakeholders and volunteers in paper format in each county.

Finally, the Indianapolis MPO provided a dedicated voicemail for the purpose of providing an alternative format for public input. A summary of the outreach efforts is provided in the appendix. The following paragraphs outline results from the local stakeholder coordinated transportation meeting and general public survey. The general public survey is provided in Appendix D.

#### STAKEHOLDER FOCUS GROUP MEETING

The Indianapolis MPO and CIRT A hosted, and RLS & Associates, Inc. facilitated, a local meeting to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. Public and private organizations that provide, fund, or refer clients to the local transportation resources were invited to attend the meeting. The schedule for the meeting is provided in the following tables:

<b>Date/Time</b>	December 5, 2016/1:30 PM to 3:30 PM
<b>Place</b>	MIBOR Room B
<b>Address</b>	1912 N. Meridian Street, Indianapolis, IN 46202

Invitations to the meeting were distributed via the U.S. Postal Service to 59 agencies in the Indianapolis region that represent transportation providers, older adults, individuals with disabilities, and/or people with low incomes. Stakeholders were invited and notified of the meeting through email and direct mail invitations.

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix A. In total, 16 individuals representing the general public and agencies attended the focus group.



During the focus group, the facilitator presented highlights of historical coordinated transportation in the region as well as the activities and accomplishments since the 2013 Coordinated Public Transit Human Services Transportation Plan. The group discussed the accomplishments and changes since 2013 with regard to the network of services and the impact changes have had on the unmet transportation needs and gaps in services for region. The group also discussed strategies that require continued efforts and potential new strategies, such as the idea of leasing vehicles for the Section 5310 program.

Focus group participants were asked to identify the unmet transportation and mobility needs of the region. The focus of the discussions was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also affect the general public.

Exhibit IV.1 provides the identified unmet transportation needs and gaps in services that were identified by focus group participants. The list includes unmet needs and gaps documented during the previous coordinated plan as a representation of the status of those needs (satisfied, solutions in progress, continues to be a need, continues to be a need but the focus has changed). The table also includes a reference to the Goal (explained in Chapter V) that corresponds with each identified need or gap. Coordinated transportation stakeholders will consider these unmet needs and gaps in service when strategically developing transportation strategies and grant applications.

**Exhibit IV.1: Indianapolis Region Unmet Mobility Needs and Priorities**

2013 Unmet Need/Gap	2017 Unmet Need/Gap	2016-2017 Priority Level	Goal
Implement Intelligent Transportation Systems (ITS) and other new technology such as bus tracking, passenger counters, smart applications, and information sharing with other providers and passengers.	Implement ITS and other technology.	High Priority	#1
Continue to work together, organizations can overcome challenges of insurance, cost to customers, and streamlining scheduling and eligibility requirements.  Share grant writing expertise among all providers.	Address coordination challenges such as insurance, different fare structure and collection technology, streamlining scheduling and the eligibility process.	High Priority	#1, #2, #4
Expand the bus routes that connect with IndyGo services from the counties surrounding Marion County.  A high capacity rapid transit service designed to access downtown and other major destinations with connections to IndyGo and	A high capacity rapid transit service to improve access to downtown Indianapolis.	High Priority	#3, #4, #5, #6

2013 Unmet Need/Gap	2017 Unmet Need/Gap	2016-2017 Priority Level	Goal
demand response providers is needed to improve mobility for everyone.			
IndyGo needs to continue its enhancements of the existing fixed route service area in order to improve passenger access to resources in Indianapolis when beginning a trip outside of the current fixed route service area. Coordinating these enhancements with other transportation providers in the region may increase travel opportunities for passengers.	Enhancements to IndyGo that improve access from outside the current service area to improve coordination with providers.	High Priority	#3, #6
Residents of all counties in the region, including Marion County, need regional transportation. The regional providers have improved the coordinated transportation effort for cross-county trips for all trip purposes. Continue to pursue additional opportunities to connect the region's transportation services.  Planning assistance for public transportation providers is needed for research and documentation of the current and forecasted demand and need for employment related transportation.	Continue to support CIRT mobility management activities.	High Priority	#1, #2
Implement a program that will inform the perspective of the public and local officials and educate them about the benefits of public transportation.	Identify additional sources for local match that support transportation programs.	High Priority	#2
Improve coordination efforts between human service agencies and public transportation providers in an effort to reduce unnecessary duplication of trips.	Improve coordination between human services and public transit providers.	High Priority	#2, #3, #4, #5, #6
Providers need to expand service to meet the needs of employees with non-traditional work hours. Capital as well as operating assistance for expanding weekday hours of service and for implementing Saturday service is required from Federal, state, and local resources to address the needs of work shifts.  Rural transportation providers need additional financial support to expand hours and days of service.	Additional operating dollars to expand rural transit and section 5310 service availability including service during more hours and more days.	High Priority	#2
Additional wheelchair accessible (ADA) vehicles for all counties in the region to expand fleets, replace existing vehicles, and	Consider developing a program for innovative vehicle acquisition strategies	High Priority	#2, #3

2013 Unmet Need/Gap	2017 Unmet Need/Gap	2016-2017 Priority Level	Goal
meet capacity needs for individuals with disabilities. Purchase of alternative fuel vehicles is encouraged.	such as leasing vehicles in the Section 5310 program.		
Additional operating and capital assistance from Federal, state, and local resources to implement funding for employment-related transportation services or service enhancements.  Make employers aware of tax incentives and other benefits available to them for supporting public transportation.  Need to improve access from all surrounding areas to business parks throughout the region.	Improve access from surrounding areas that are unserved to business parks similar to the CIRTAs Connector services.	Moderate to High Priority	#1, #3, #4
Establish a regional fare structure for all public transportation providers in the region.	Establish a regional fare structure for all public transportation providers in the region.	Moderate to High Priority	#1, #4
Continue to support mobility management activities provided by CIRTAs to promote mobility for seniors, individuals with disabilities, people with low incomes, and the general public where they coincide with the CIRTAs mission of serving commuter needs	Improve communication/education about mobility options that are available for seniors, individuals with disabilities, people with low incomes, and the general public.	Moderate to High Priority	#4, #6
Continue the collaborative multi-modal approach to public transportation. CIRTAs has established a strong network that includes carpools, vanpools, and the County Connect Committee.  Expand CIRTAs's role in publicizing the available park-and-ride lots and ridesharing opportunities.	Continue the multi-modal regional approach to transportation (i.e., carpool and vanpool).	Moderate to High Priority	#1, #6
Transportation providers in the Indianapolis region, and especially rural area providers, need attendants on vehicles who can assist frail passengers and individuals with disabilities.	Expand the use of attendants for frail passengers so that more people can use public transit services.	Moderate to High Priority	#4
Implement transportation services that allow for childcare center stops when traveling to and from work.	Support childcare center stops for parents commuting to work, school, or work related activities.	Moderate to Low Priority	#4, #5
Transportation providers need travel training that is available and routinely communicated	Travel training for passengers should be offered	Moderate to Low	#4, #5, #6

2013 Unmet Need/Gap	2017 Unmet Need/Gap	2016-2017 Priority Level	Goal
to the public to encourage additional riders to use services and current riders to ride more often.	to expand the utilization of fixed route to more people who are otherwise intimidated or just do not know how to use it.	Priority	
Emergency management and organizations with a focus on public safety should be included in coordinated transportation planning efforts.	Include emergency management organizations in coordinated planning.	Moderate to Low Priority	#3
All transportation providers need to be included in regional and other staff training activities.  Make National Incident Management Systems (NIMS) courses available to transportation employees.	Regional driver/staff training.	Moderate to Low Priority	#4
Overcome the image of public transportation as an option of last resort and promote it as a valuable community service.  Promote transportation to attract individuals who are not regular riders.	Promote transportation services to occasional riders and encourage them to ride more often.	Moderate to Low Priority	#6
Accessible and continuous sidewalks that provide access to all bus stops are needed to improve mobility options for older adults, individuals with disabilities, and the general public. Sidewalks should be free of snow, ice, and other debris to ensure safe access to bus stops.  More bus shelters/additional ADA accessible bus shelters are needed.	Build more accessible bus shelters.	Moderate to Low Priority	#3
Additional capital and operating grant funding from Federal, state, and local resources to meet the need for on-demand transportation throughout the region.  Affordable transportation options for immediate/same-day, and advance reservation trips for individuals with low incomes.	Offer immediate/same-day reservation options through the coordinated transportation network of providers (including private and public operators).	Moderate to Low Priority	#4
Promote public transportation as an economic development advantage.	Promote public transportation as an economic development advantage.	Low Priority	#5, #6



2013 Unmet Need/Gap	2017 Unmet Need/Gap	2016-2017 Priority Level	Goal
Indiana needs a statewide coordination effort to enable travel across the state. Indianapolis is the hub of resources and activities for the state.	Indiana needs a statewide coordinated effort to enable easy travel across the entire state.	Low Priority	#1, #2, #6

## GENERAL PUBLIC UNMET TRANSPORTATION NEEDS AND GAPS SURVEY

An assessment of unmet transportation needs and gaps in services for the general public was conducted through a survey process. The survey results were used to continue the analysis of unmet needs and gaps in services and to compare the findings of the surveys with the needs identified and prioritized by the focus group participants.

The survey was made available on-line and in a physical/paper format. The survey was available in alternate formats, upon request, and respondents had the option to call and leave a survey response or inquire about the study on a dedicated voicemail. No responses were provided via voicemail. A copy of the survey is provided in the Appendix.

Multiple distribution approaches were used in an effort to maximize outreach to the general public in all counties. Surveys were distributed through the following means:

- ◆ Indianapolis Regional Transportation Council (IRTC) members received an email invitation to participate in the survey and share the survey opportunity with their network of organizations, clients, and peers.
- ◆ CIRT Board members received an email invitation to participate in the survey and share the survey opportunity with their constituents, employees, and peers.
- ◆ All of the County Connect member organizations received an invitation to participate in the survey and share the survey opportunity with their riders.
- ◆ Notice of the survey was distributed through the following newsletters:
  - Indianapolis MPO newsletter
  - Indy Connect newsletter
  - ICAT newsletter (Indiana Citizens Alliance for Transit)
  - AARP newsletter
- ◆ Notice of and link to the survey was posted on the following websites:
  - Indianapolis MPO's project page
  - Indiana Rural Transit Assistance Program
- ◆ Printed versions of the survey were mailed to rural transportation providers in each county and distributed by volunteers in those counties.
- ◆ Notice of the survey and invitation to participate and share the survey with consumers:
  - Indiana Governor's Council for People with Disabilities
  - Fifth Freedom Network, Act Team Coordinator
  - AccessABILITY, Information and Referral Specialist
  - Programs Outreach and Education Coordinator, Bosma Enterprises
  - CICOA, President and CEO
  - American Association of Retired Persons (AARP)
  - IndyGo
  - Central Indiana Regional Transportation Authority (CIRTA)
  - Indiana Department of Veteran' Affairs Offices in each county
  - Goodwill Industries of Central Indiana

A total of 698 surveys were received from the general public. Approximately 35 percent of the respondents were age 65 or older and 15 percent of respondents identified as having a disability that limits his or her mobility. The following list outlines the number of surveys received from each county<sup>1</sup>:

- ◆ Boone County: 21 Surveys
- ◆ Hamilton County: 119 Surveys
- ◆ Hancock County: 26 Surveys
- ◆ Hendricks County: 49 Surveys
- ◆ Johnson County: 100 Surveys
- ◆ Marion County: 268 Surveys
- ◆ Morgan County: 30 Surveys
- ◆ Shelby County: 14 Surveys

## **SUMMARY OF GENERAL PUBLIC UNMET TRANSPORTATION NEEDS, GAPS IN SERVICES**

The public survey needs assessment results are consistent with the priorities indicated during the focus group meetings. The public is supportive of public and human service agency transportation services in the area and would be more likely to ride if the services were easy to use and available to meet their needs. Survey results also indicate that the public may not be fully aware of the services that are available and additional education is needed. The general public survey also indicates that people are using smartphones and websites to research information about transportation services. While the use of smartphones is more common among people under age 54, the survey indicates that individuals between age 65 and 74 are using websites as well as the phone to get transportation information. This finding is supportive of the identified need to improve and expand the use of technology in planning and sharing information about transportation services, especially for younger riders and those who will soon qualify, by age, to use Section 5310 program services.

## **COUNTY CONNECT TECHNOLOGY SURVEY RESULTS**

In addition to the public and stakeholder needs assessment outreach activities, County Connect also conducted a technology survey as a first step to understanding the current technology used by the public transportation providers in the region and their goals for the future. The preliminary survey results indicated that five (5) of the public transportation providers were using off-the-shelf transit scheduling software; one (1) was using a customized software; one (1) was using a spreadsheet; and, one (1) was using pen and paper. A variety of mapping software programs were used, ranging from Google maps to off-the-shelf programs. All programs were using cell phones to communicate with drivers and one also used automatic vehicle location via GPS.

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<sup>1</sup> A total of 698 surveys were completed and that total is represented in the regional survey results. However, only 627 respondents identified his or her county of residence. Therefore, only 627 surveys are included in the county-level analysis

Transportation providers overwhelmingly declared that scheduling and dispatch software is a desired technology for their program. Most also desire mapping capabilities and vehicle to headquarters communications, and traveler information system improvements. Initial and ongoing monetary concerns were the primary implementation challenges.

## **CHALLENGES TO COORDINATED TRANSPORTATION**

There are numerous challenges to the initial coordination of human service agency and public transportation in any community and region. Some of the unmet transportation needs listed in Exhibit IV.1 are unmet because of the level of difficulty to implement strategies that will address them or funding to support the activity is not available. While these needs remain top priorities for the region, some may take more time to implement because of the necessary steps and changes that must precede them. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are a step that will improve the likelihood of implementing a priority improvement.

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, including in Indiana and the Indianapolis region. Therefore, issues such as conflicting or restrictive State and Federal guidelines for the use of funding and vehicles, insurance and liability, and unique needs presented by the different populations served, to name a few, should challenge, but not stop, a coordination effort. There are many resources available to assist communities as they work together to coordinate transportation. Contact the Indiana Department of Transportation, Public Transit Section (INDOT) (<http://in.gov/indot/2436.htm>) for assistance.

Additional detail on the survey question results and vehicle inventory may be found in Appendix C.



## IV. IMPLEMENTATION PLAN

### GOALS OVERVIEW

Transportation coordination has the unbridled support of human service agencies, planning organizations, and transportation providers throughout the Indianapolis region. Progress was made in the last four years through stakeholder actions that at least partially implemented many of the goals listed in the 2013 Coordinated Public Transit Human Services Transportation Plan, bringing new levels of coordination into reality. Human service agencies, public and private transportation providers, and neighborhood organizations throughout the region continue to understand the benefits of sharing transportation resources and coordinating to create efficiencies that permit them to utilize their limited resources to benefit the most people through their individual efforts and their involvement with the County Connect Committee.

**Ongoing Goal: Build upon the communication network of transportation providers to continue coordinated transportation services that address unmet needs and reduce duplication of services in each county and throughout the region.**

Communication among providers has improved through the continuing efforts of the County Connect Committee, facilitated by the Mobility Manager within the Central Indiana Regional Transportation Authority (CIRTA). This inter-agency communication represents a fundamental aspect of building on the network of coordinated transportation providers throughout the region.

Each of the organizations and public stakeholders who participated in this planning process identified some unmet transportation need that could be satisfied or at least reduced through continued discussions between transportation providers to arrive at an agreeable solution.

As an on-going goal for coordinated transportation, the region's transportation providers and stakeholder organizations that represent older adults, people with disabilities, and individuals with low incomes will continue to share information such as service schedules, hours of service, eligibility, maintenance, bulk purchases, insurance providers, and driver training opportunities for the region, reducing unnecessary duplication and increasing cost and service efficiency.

Among the continued strategies for accomplishing that goal are:

- ◆ Distribute the adopted Coordinated Transportation Plan in each county to agencies and organizations that work with older adults and individuals with disabilities, and elected officials.
- ◆ CIRTA will continue to facilitate County Connect meetings and transportation providers in each county will continue active participation.
- ◆ Advertise the County Connect Committee meetings to the public at least bi-annually to invite public input into coordinated transportation efforts.
- ◆ Distribute printed and electronic brochures and flyers with contact information and service details about all of the transportation services in the area. Increase public awareness of the CIRTA website (<http://www.cirta.us/pages/County-Connect/default.aspx>) that contains additional information and links about transportation options.

- ◆ IndyGo will continue to work with Access Johnson County, Janus, the CIRTAs Connectors, and other transportation providers in the region to improve seamless regional transportation through transfers.
- ◆ Maintain the One-Click/One-Call program hosted by CIRTAs which includes transportation information available by phone, webpage, or email.
- ◆ Continue to share grant-writing expertise among participating agencies to submit grants for transportation provider funding and/or as a collaborative effort.
- ◆ Continue to coordinate driver and staff training with transportation providers (both public and non-profit) in each county and throughout the region. Establish train-the-trainer programs whenever possible to increase the number of trainers available in each county and throughout the region. Use INDOT's free RTAP training whenever possible.
- ◆ Through the network of regional transportation providers and human service agencies that participate in the CIRTAs County Connect Committee, share information with the traveling public on the services offered by CIRTAs which includes carpools, vanpools, park-and-ride, bike and pedestrian trails, and public and private transportation through a collaborative outreach approach. Promote CIRTAs's webpage [www.cirta.us](http://www.cirta.us) that contains information on all regional transportation options.
- ◆ Promote the availability of inter-city bus service and Amtrak services that are available in the region to connect passengers with other parts of Indiana as well as interstate trips.
- ◆ Determine the most feasible manner in which to implement routes or transfer points that connect IndyGo fixed route bus services with all counties in the region.
- ◆ Continue to implement community-based transportation routes, such as the Workforce Connector routes implemented by CIRTAs that improve access between IndyGo bus stops and employment sites.
- ◆ Promote community based routes that can also serve community facilities, childcare centers and dense residential neighborhoods in the region's counties.
- ◆ Continue to organize communications with state legislators to enable local authorities to conduct referenda to dedicate new local funding to transit in each county.
- ◆ Promote public transportation as an economic development advantage in each county of the region.

## GOALS FOR ENHANCED COORDINATED TRANSPORTATION EFFORTS

While the above noted accomplishments and ongoing efforts demonstrate the foundation of success for many of the existing transportation programs and services, participating stakeholders indicated a need to continue to enhance their efforts. Stakeholders are willing to continue to work toward coordinated regional transportation services by utilizing existing resources and implementing new projects that fill the service gaps associated with employment related trips, medical trips, education, and general quality of life for older adults, individuals with disabilities, people with low incomes and the general public. The following goals summarize the stakeholders' priorities toward implementing new strategies and projects.

**Goal #1: Incorporate new technology to improve existing mobility options and serve more people.**

Technology creates new levels of efficiency in terms of communicating with passengers, scheduling trips, billing, and managing a safe transportation program. Transportation providers will benefit from incorporating new technology into their programs. This includes expanding the availability of GPS based technologies to assist smaller providers in better managing their transportation services and improving communication with drivers. Additional capital resources, along with technology, will create efficiencies and improve communication with passengers, the public, internally and between coordinating agencies.

**Goal #2: Increase available funding for coordinated transportation in Central Indiana.**

Limited funding was mentioned as the top challenge for transportation providers in each county. Some goals for expanding service and improving existing services to address unmet transportation needs might only be achieved with additional funding including the identification of new sources for local matching fund requirements. Strategies to increase the available sustainable funding for transportation and mobility in each county of the Indianapolis region stand apart from the previously mentioned goals and will require individual focus. It is hoped that Indiana legislative action on the transit funding referendum approved in November 2016 will lead to additional County funding for the Indianapolis region county transit providers. In February 2017, a 0.25% income tax increase was enacted in Marion County. Other counties have the same funding opportunity and could enact their own income tax increase dedicated to transit in the future.

**Goal #3: Improve accessibility to vehicles, bus stops, and bus shelters. Participate in the Emergency Management Plans for each county in the region.**

Stakeholders indicated that in some areas of the region, the bus stops and shelters were not accessible by sidewalks. Lack of sidewalks, or sidewalks in good conditions, presents a challenge for anyone, and especially for people with disabilities and/or older adults with mobility limitations. Furthermore, in inclement weather, some of the bus stops are not accessible, or safely accessible, to the general public because of the unsafe conditions of ice or snow-covered sidewalks. Sidewalks with wheelchair accessibility are needed around bus stops and shelters, especially in the IndyGo service area (Marion County) and along the fixed routes provided in Johnson County by Access Johnson County.

The stakeholders emphasized a need for more bus shelters at key stops to both promote service and encourage more bus usage at these locations.

For the transfer sites throughout the region (in each county), signs have been installed so the public can easily identify their locations. The areas in which these transfer points are established must be easily accessible to all passengers.

In addition to passenger safety, transportation providers are concerned with being active participants in Emergency Management plans for each county, the region, and the state. Vehicles and drivers are valuable assets during emergency evacuation situations.

**Goal #4: Continue to collaborate, improve and increase regional, multi-county, and multi-modal coordinated transportation services.**

Funding and policies that require public transportation providers to operate primarily within their individual jurisdictions (i.e., counties, municipalities, and towns) restrict the ability for these operators to meet the increasing needs for people to travel between counties and into Indianapolis from the suburbs and rural areas. Strategies and objectives discussed under this goal are intended to be steps toward overcoming jurisdictional boundaries and facilitate access to employment, medical, and social opportunities for people with disabilities, older adults, individuals with low incomes, and the general public.

CIRTA continues to promote these inter-county efforts, including the sponsorship of connector services between transportation providers in suburban areas and the Indy Go system, promoting both connections to downtown employment destinations and reverse commute opportunities for Indianapolis residents seeking to reach jobs located in suburban counties. In November 2016, a voter referendum was approved to provide a local income tax hike of 0.25 percent in Marion County to enact a Marion County-only tax for transit improvements. In 2014, the state legislature enabled the opportunity for this referendum and referendums in other counties in Central Indiana. To date, the only referendum that has been held has been in Marion County. Counties should continue to demonstrate the need for mobility improvements in order to support Indiana legislative appropriation of funding. IndyGo cannot legally provide any service outside of county borders unless it has an interlocal agreement with areas outside the county.

**Goal #5: Consider expansions to public transportation service area boundaries and employment related transportation options. Increase frequency and operating days and hours of service in an effort to meet the existing unmet needs and gaps in services.**

Throughout the suburban and rural areas of the region, public and human service agency transportation providers' operating hours begin between 5:00 AM up to 8:00 AM and end between the hours of 4:30 PM up to 11:00 PM. While some weekend services are available, they are limited. Private taxi companies are the exception, with many operating 24 hours per day, seven days per week. Transportation providers may need to expand their hours and days of service to facilitate access to shift work including connector services that facilitate inter-county travel within the region. This may include other employment opportunities with non-traditional work hours for older adults, people with disabilities, and individuals with low incomes. Appointments for dialysis, surgeries, and other medical treatments often require non-traditional transportation hours. Also, for those organizations that operate during evenings, early mornings, and on weekends, there may be a need to increase the frequency of service in certain areas so that public transportation becomes a viable alternative for commuters, including those who need to stop at a childcare facility and make appointments in addition to their normal workday.

**Goal #6: Continue to promote all new and existing coordinated regional, cross-county, and local public transportation and mobility options in an on-going effort to increase awareness and mobility.**

Promoting and marketing a positive image for ridesharing (car and vanpools), public and coordinated transportation services is the focus of this goal. Stakeholders pointed out that in some cases, transportation services are in place to meet the needs of older adults, people with disabilities, and the general public but they do not use those services because they believe public transportation is not for them. Some people perceive these services are only for people with low incomes or other segments of the population.

**GOALS AND STRATEGIES**

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

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

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

**Goal #1: Incorporate new technology and capital to improve existing mobility options and serve more people.**

**Strategy 1.1:** Establish/Continue email, text and telephone alerts for each rural county transportation provider to improve communications with the public and passengers about service delays due to inclement weather, road construction, detours, or accidents can be relayed in real time. Notifications will include reminders about a scheduled pick-up time and/or the option to cancel a trip by text message or application.

**Counties Included:** All counties.

**Responsible Parties:** All public and Section 5310 transportation providers.

Implementation Time Frame:

Near-term (1-12 months)

Staffing Implications:

Dispatchers/Schedulers will need to verify cell phone numbers when trips are scheduled.

Implementation Budget:

Cost of text messaging data (typically a plan set up based on projected number of text messages sent per month.) The cost will vary based on the number of notifications sent at a time and monthly.

Potential Grant Funding Sources: Potential for 5311 (rural) public transportation grants. Local match required.

**Performance Measures:**

- ◆ Increase in ridership as transportation services updates reach current passengers.
- ◆ Increase in service satisfaction as information regarding delays, etc. is more readily available.
- ◆ Reduction in calls received by transportation providers asking about service delays or calling to verify a trip.
- ◆ Reduction in no-shows because passengers can easily cancel a trip in advance.

**Strategy 1.2:** Purchase and utilize scheduling, dispatching and mapping software for public transportation providers in the region's counties where the appropriate software does not exist. Scheduling software enables providers to share trip schedules, identify the number of vacant seats available on each vehicle, and tracks performance of trips provided. County transportation providers can jointly purchase or share licensing of software to facilitate the efficient performance of the providers in each county.

**Counties Included:** All counties in the region.

**Responsible Parties:** All public transportation providers that do not have scheduling and dispatching software.

Implementation Time Frame: Staffing Implications:

Near-term (1-12 months)      None; Will increase production of dispatchers

Implementation Budget:

Price of software and possibly hardware depends on the scope of capabilities desired for the system; New hardware may be necessary to accommodate software functionality.

Potential Grant Funding Sources: Section 5311 (local match required)

**Performance Measures:**

- ◆ Number of passenger trips shared between multiple providers.
- ◆ Total overall number of passenger trips provided/month/year.
- ◆ Amount of time required to schedule a trip is reduced.

**Strategy 1.3:** Transportation providers that currently use scheduling software programs should be able to communicate with other scheduling software programs to share trip Information. This includes expanding the availability of GPS based communication/tracking technologies to assist smaller providers in better managing their transportation services and improving communication with drivers. Investigate how this communication can be facilitated and fund/purchase additional software if needed. Transportation providers can jointly purchase or share licensing of this software to reduce the overall costs per provider.

**Counties Included:** All counties.

**Responsible Parties:** All transportation providers that participate in the coordination of transportation services.

<u>Implementation Time Frame:</u>		<u>Staffing Implications:</u>	
Long Term (2-4 years)		None; Will increase production of dispatchers	
<u>Implementation Budget:</u>			
Price of software and possibly hardware; New hardware may be necessary to accommodate software functionality			
<u>Potential Grant Funding Sources:</u> Potential for Section 5307 (urban) and/or 5311 (rural) public transportation grants (Local match required)			

**Performance Measures:**

- ◆ Number of passenger trips shared between multiple providers.
- ◆ Increased number of passenger trips provided/month/year.
- ◆ Amount of time required to schedule a coordinated trip.

**Strategy 1.4:** CICOA is in the process of purchasing TRIMS (Transit Integrated Management System) a scheduling software program. Investigate the sharing of this software among transportation providers throughout the region. Transportation providers may be able to purchase or share a site license thereby reducing the overall costs per provider.

**Counties Included:** All counties.



**Responsible Parties:** CICOA and all transportation providers that participate in the coordination of transportation services.

Implementation Time Frame: Staffing Implications:

Near Term (1-12 months)      None; Will increase production of dispatchers

Implementation Budget:

Price of software site licensing and possibly hardware; New hardware may be necessary to accommodate software functionality.

Potential Grant Funding Sources: Potential for Section 5307 (urban) and/or 5311 (rural) public transportation grants (Local match required); Other non-U.S. DOT Federal programs.

**Performance Measures:**

- ◆ Increase in ridership as scheduling efficiency improves.
- ◆ Number of trips shared between multiple providers.
- ◆ Number of trips provided/month/year.
- ◆ Amount of time required to schedule a trip.

**Goal #2: Increase funding for coordinated transportation in Central Indiana.**

**Strategy 2.1:** Continue the efforts of CIRTa, its transportation partners, IndyGo, the Indianapolis Metropolitan Planning Organization (MPO), the Indiana Council on Specialized Transportation (INCOST), the Indiana Transportation Association (ITA), and transit advocates to communicate with state legislators to enable local authorities to dedicate new local funding to transit in each county. The documented regional transportation needs are a basis for this action. Others involved include local planning organizations, state level human service departments, Economic Development offices, and state legislators.

**Counties Included:** All counties.

**Responsible Parties:** CIRTAs, its transportation partners, IndyGo, and the Indianapolis Metropolitan Planning Organization (MPO) will continue discussions and meetings with area leaders. Transportation providers and the CIRTAs Mobility Manager will provide supporting documentation as needed.

Implementation Time Frame: Staffing Implications:

Ongoing

Staff time to gather supporting documentation/information as requested by state legislators. CIRTAs will lead the effort with support from other agencies throughout the region

Implementation Budget: None. Goal to establish sustainable local funding for operating and capital.

Potential Grant Funding Sources: N/A

**Performance Measures:**

- ◆ Transportation status and unmet needs are documented and updated (utilize this document as a starting point).
- ◆ Number of presentations to local and state level officials and planning organizations.
- ◆ Additional funding mechanisms available to each county to support the coordinated transportation efforts.
- ◆ Amount of additional funding received from state and local resources for coordinated transportation efforts.

**Strategy 2.2:** Analyze the volume of trips provided by the Section 5311 public transportation operators in the six border counties around Marion that are within the Indianapolis Urbanized Area. The urbanized area has expanded in recent years and currently includes significant portions of Hamilton, Hendricks, and Johnson Counties, in particular. Based on these results, analysis should determine if a portion of the FTA Section 5307 funds should be allocated to services that are within the Indianapolis Urbanized Area but are currently funded with FTA Section 5311 Rural Transportation funds.

**Counties Included:** Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

**Responsible Parties:** Rural public transportation providers, CIRTa, IndyGo, and INDOT.

Implementation Time Frame: Staffing Implications:

Short-Term                      Staff time to gather supporting documentation/ information as needed and to conduct the research.

Implementation Budget: To be determined by the scope of work for the research.

Potential Grant Funding Sources: Discuss potential funding for the planning effort with INDOT.

**Performance Measures:**

- ◆ Transportation providers contribute trip origin and destination data and detailed budget information to researchers.
- ◆ Evaluation is completed.
- ◆ If reasonable based on research results, Section 5307 funding is appropriately allocated to support the public transportation services operating within the Indianapolis Urbanized Area.

**Strategy 2.3:** Assess the administrative costs, benefits and challenges associated with consolidating all or a portion of the Section 5311 funding into a single subrecipient for Central Indiana, for all or a portion of the border counties around Marion County. The analysis should consider administrative impacts to INDOT, the selected subrecipient, and the individual rural transit operators if a single entity were to become the subrecipient.

**Counties Included:** Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

**Responsible Parties:** Public transportation providers in all included counties, CIRTa, IndyGo, and INDOT.

Implementation Time Frame: Staffing Implications:

Short-Term                      Staff time to gather supporting documentation/ information as needed and to conduct the research.

Implementation Budget: To be determined by the scope of work for the research.

Potential Grant Funding Sources: Discuss potential funding for the planning effort with INDOT.

**Performance Measures:**

- ◆ Impact on staffing levels/staffing needs for the individual rural transit programs is identified.
- ◆ Administrative and reporting roles and responsibilities for the new lead subrecipient and rural transit programs are identified.

- ◆ Identify short- and long-term goals and responsibilities for the centralized subrecipient and rural transit programs.
- ◆ Impacts to the rural transportation providers and the regional network of services are evaluated to include opportunities for a regional fare structures, shared procurements, and more.

**Strategy 2.4:** Acquire vehicles and equipment through lease or purchase for accessible services designed to accommodate mobility aids in each county. Where needed, acquire vehicles that accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600pound design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand response service.

Consider the option to lease vehicles for the Section 5310 program. Vehicles acquired under the Section 5310 program may be leased to other entities such as local governmental authorities or agencies, other private nonprofit agencies, or private for-profit operators. Under such a lease, the lessee operates the vehicles on behalf of the Section 5310 subrecipient and provides transportation to the subrecipient's clientele as described in the grant application. The State or designated recipient is responsible for ensuring that the terms and conditions of the original grant with FTA are met. A recipient may lease its assets to a private entity to operate in public transit service (for elderly and individuals with disabilities) so long as the entity has been selected through a competitive process and the lease agreement obliges the lessee to adhere to all applicable and relevant requirements of the master FTA agreement.

**Counties Included:** All counties.

**Responsible Parties:** Eligible transportation providers

Implementation Time Frame:

Ongoing

*Based upon need*

Staffing Implications:

None

Implementation Budget:

Price of vehicles and equipment.

Potential Grant Funding Sources: Section 5310. This is a capital expense and requires a 20% local match. Note that when lease of equipment is treated as a capital expense, the recipient must establish criteria for determining cost effectiveness in accordance with FTA regulations, "Capital Leases," 49 CFR part 639 and OMB Circular A-94.

**Performance Measures:**

- ◆ Number of mobility aides accommodated.
- ◆ Number of oversized mobility aides accommodated.

- ◆ Number of individuals with disabilities served.
- ◆ Number of trips provided for people with all sizes of mobility aids.
- ◆ Cost effectiveness of leasing vehicles versus purchasing.

**Strategy 2.5:** Establish contracts with eligible providers for the operation of Section 5310 program. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. Funds must be requested for contracted services covering a time period of more than one year. The capital eligibility of acquisition of services as authorized in 49 U.S.C 5310(b)(4) is limited to the Section 5310 program.

**Counties Included:** All counties.

**Responsible Parties:** Public transportation providers participating in the Section 5310 program.

Implementation Time Frame:

Near Term (1-12 months)

Staffing Implications:

Management of contracted services. Development of Section 5310 grant application

Implementation Budget:

None. Potentially a source for operating revenue.

Potential Grant Funding Sources: Section 5310 program; 20% local match required.

**Performance Measures:**

- ◆ Potential to contract for Section 5310 services is explored by current and new potential 5310 recipients.
- ◆ Number of successful grant applications.
- ◆ Service quality and level of contracte Section5 310 services.

**Strategy 2.6:** Identify alternative revenue sources such as on-vehicle advertising and human service contract revenue as expanded sources for grant local match funds which can be adopted by local providers.

**Counties Included:** All counties.

**Responsible Parties:** CIRTa and its transportation contractors and provider partners

Implementation Time Frame: Staffing Implications:

Ongoing

Staff time to identify best match funding practices to create opportunities for generating revenue for to assist providers in developing local match and funding for expanded services.

Implementation Budget:

None. Potentially, new sources of revenue will be generated.

Potential Grant Funding Sources: N/A.

**Performance Measures:**

- ◆ Number of new participants in replicating contracting best practices to generate new revenues for expanded operating service.
- ◆ Amount of additional revenue generated through advertising or other identified sources.
- ◆ Service expansions implemented with the additional revenue.

**Strategy 2.7:** Promote public transportation as an economic development advantage in each county of the region. Public transportation access will be included in each county's land use and economic development plans.

**Counties Included:** All counties.

**Responsible Parties:** Transportation providers will communicate with local planners and Economic Development offices. CIRTa will assist as necessary.

Implementation Time Frame: Staffing Implications:

Ongoing

Transportation provider manager, CIRTa personnel.

Implementation Budget: Staff time for meetings.

Potential Grant Funding Sources: N/A

**Performance Measures:**

- ◆ Number of presentations and informational materials provided to planning organizations and Economic Development.

- ♦ Transportation is included in Economic Development plans and materials for each county of the region.

**Goal #3: Improve accessibility to vehicles, bus stops, and bus shelters. Participate in the Emergency Management Plans for each county in the region.**

**Strategy 3.1:** Improve accessibility to all bus stops, bus shelters and County Connect transfer points by working with local officials in the development of infrastructure plans that are located near bus stops and bus shelters. Establish a contact person in each public transportation provider service area to communicate unsafe conditions on publicly owned sidewalks, such as ice, snow and other debris. The contact person should be able to dispatch personnel to remove the unsafe conditions in a timely manner to ensure access to the public transportation system. Identify the need for additional bus shelters to market and improve the convenience of both traditional transit and connector services.

**Counties Included:** All counties.

**Responsible Parties:** Transportation providers, CIRTAs, and advocacy groups will educate planning officials in cities, counties, and towns. Cities, counties, and towns build additional sidewalks that extend to bus stops and shelters. Contact person removes unsafe conditions in the area surrounding the bus stop or bus shelter.

**Implementation Time Frame:**

Ongoing

**Staffing Implications:**

None

**Implementation Budget:**

Budget for sidewalks, repairs and debris removal responsibility of local officials

**Potential Grant Funding Sources:** Building an accessible path to a bus stop that is currently inaccessible including curb cuts, sidewalks, accessible pedestrian signals or other accessible features are eligible for local government funding. Should the inaccessibility be located on public transportation property, the improvements are eligible for Section 5307 (urban) or Section 5311 (rural) capital funding (local match required)

**Performance Measures:**

- ♦ Pedestrian facilities that require extension, maintenance, or construction are identified and ranked in order of priority. Timeline for addressing each issue is established by the property owner (public or transit).
- ♦ The necessary funding to improve maintenance of pedestrian facilities is dedicated, and cost plan for maintenance is adopted.
- ♦ Timeline for periodic maintenance inspections at each pedestrian facility located at and near bus stops is established.



**Strategy 3.2.:** Maintain or establish a travel training program for individual users on awareness, knowledge, and skills of public and alternative transportation options available in each county in the region. Training can be provided to organizations, civic groups, and on an individual basis as needed. Materials that outline training highlights should be produced and distributed to attendees.

**Counties Included:** Maintain – Hamilton, Johnson, Marion; Establish - Boone, Hancock, Hendricks, Morgan, Shelby

**Responsible Parties:** Public transportation providers in each region, coordinating with CIRTAs as necessary.

Implementation Time Frame:

Maintain: Ongoing

Establish: Near Term (1-12 months)

Staffing Implications:

Travel trainers and time involved to maintain or develop programs

Implementation Budget:

Use volunteer trainers (seasoned passengers) to reduce costs

Potential Grant Funding Sources: Potential for Section 5307 (urban) and/or 5311 (rural) public transportation grants (Local match required). Cost for coordinating travel training are eligible under Section 5310 as mobility management activities.

**Performance Measures:**

- ◆ Travel training program maintained or developed as necessary.
- ◆ Number of participants in the travel training program that use public transportation options.
- ◆ Consumer satisfaction related to improved quality of life for travelers.
- ◆ Number of new riders using public transportation for the first time or starting again after a long break.

**Strategy 3.3:** Enhance the level of ADA paratransit service (fixed route) or demand response service in the remaining counties of the region by providing passenger escorts. Currently, public transportation providers allow passengers to travel with personal escorts. However, frail and older passengers may not have escorts readily available to travel with them when needed. Continuing efforts to provide escorts can help improve the transportation options for these passengers.

**Counties Included:** Hamilton, Hancock, Johnson, Marion, Shelby

**Responsible Parties:** Transportation providers. Collaborative efforts between transportation providers and non-profit organizations are encouraged.

Implementation Time Frame: Staffing Implications:  
Mid Term (13-24 months)      Staff time to train escorts.

Implementation Budget:  
Use volunteer escorts to reduce costs

Potential Grant Funding Sources: Potential for Section 5307 (urban) and/or 5311 (rural) public transportation grants (Local match required).

**Performance Measures:**

- ◆ Escort program developed.
- ◆ Number of trained escorts available.
- ◆ Number of passengers who use an escort.

**Strategy 3.4:** Include Emergency Management and all other organizations with a mission to protect public safety in all coordinated, local, and regional transportation planning efforts. Transportation providers participate in evacuation plans for each county and throughout the region. Work with emergency management teams in each county to make National Incident Management Systems (NIMS) courses available to transportation employees (including drivers). Courses provide information about what to expect when responding to emergency situations and the chain of command.

**Counties Included:** All counties.

**Responsible Parties:** Public transportation providers in each county. CIRTa may coordinate involvement throughout the region.

Implementation Time Frame: Staffing Implications:  
Near-Term (1-12 months)      Responsibility of transportation managers/CIRTa

Implementation Budget:  
No additional budget.

Potential Grant Funding Sources: No additional budget.

**Performance Measures:**

- ◆ Emergency Management organizations are invited to participate in coordinated and regional transportation planning efforts.

- ◆ All local transportation providers actively provide information and participate in Emergency Management Plans.
- ◆ Emergency response plans include public and all participating transportation providers.
- ◆ Number of NIMS courses completed by transportation staff members in each county.

**Goal #4: Continue Collaborative Efforts of Regional Transportation Providers to improve and increase regional, multi-county, and multi-modal coordinated transportation services.**

**Strategy 4.1:** Collaborate to implement routes or transfer points that connect IndyGo fixed route bus services with all counties within the Indianapolis region. Connecting routes have been established by CIRTAs through its Connector bus services. Many outlying rural transportation providers have collaborated on transfers to assist passengers to reach their final destinations. This replication of Connector-type bus services that meet the needs of individuals to midday destinations other than employment trips should be extended to currently unserved areas as funding becomes available.

**Counties Included:** All counties.

**Responsible Parties:** IndyGo staff, transportation providers' staff in the counties surrounding Marion County, and CIRTAs County Connect Committee will work together to implement the routes or transfer sites where demand exists. A transit demand analysis must be completed prior to implementation, using the findings from the public survey included in this Coordinated Plan as one premise for further study. The County Connect Committee recently established some safe transfer sites and will be placing signs to help the public easily find their locations.

**Implementation Time Frame:**

Mid-Term (13-24 months)

**Staffing Implications:**

Additional drivers may be required

**Implementation Budget:**

To be determined based on level of service

**Potential Grant Funding Sources:** Potential for public transportation funding (Sections 5307 (urban) or Section 5311 (rural) for operations; Possible Section 5310 funding for vehicle purchase or feeder services so long as it does not take away from existing elderly and individual with disabilities transportation; Matching funds are required for each funding source (50% for operating; 20% for capital). Local funding may be derived from local public and private sources as well as non-DOT Federal funding programs.

**Performance Measures:**

- ◆ Additional Express Bus routes and/or transfer points.
- ◆ Ridership on new Express Bus routes and/or transfer points.
- ◆ Number of individuals with low incomes who are able to gain and maintain employment, or improve income because of the available express service and/or transfer points.

- ◆ Number of people with disabilities and older adults who travel to Indianapolis from surrounding counties on express service and/or via the transfer points.

**Strategy 4.2:** Continue and increase the number of trips that cross county lines to connect older adults, individuals with disabilities and the general public with medical facilities unavailable in their home county. Additionally, individuals with low incomes need connectivity with other counties that house employment or training opportunities. Medical, employment, training and other trip destinations can be reached with the implementation of transfer points throughout the region. This strategy will establish additional transfer points in and outside the region when determined feasible where passengers can transfer from a provider in the county of trip origin to a provider in a neighboring county and possibly beyond. Distances between origins and destinations (two or three counties apart) may result in more than one transfer to travel to the final destination.

**Counties Included:** Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby

<u>Implementation Time Frame:</u> Ongoing (Timeframe varies by county)	<u>Staffing Implications:</u> Additional drivers may be required.
<u>Implementation Budget:</u> To be determined based on level of service	
<u>Potential Grant Funding Sources:</u> Potential for public transportation funding (Sections 5307 (urban) or Section 5311 (rural) for operations; Possible Section 5310 funding for vehicle purchase and/or operation of contracted services (See Strategy 2.3); Matching funds are required for each funding source (50% for operating; 20% for capital).	

**Responsible Parties:** Public transportation providers in each county will collaborate and include private and inter-city providers to establish transfer centers, as needed. Local assistance may be required from elected officials and foundations. CIRTAs County Connect Committee can assist as needed to determine transfer center locations to ensure maximum use.

**Performance Measures:**

- ◆ Funding applied for and received to construct transfer centers as determined necessary for each county in and outside the region.
- ◆ Number of transfer centers procured and/or constructed per county.
- ◆ Number of routes/trips served by the new transfer centers. Include breakdown of what counties are served, even if outside the region.
- ◆ Number of older adults, people with disabilities, individuals with low incomes, and general public passengers utilizing the transfer opportunities to improve their quality of life and mobility throughout the region.
- ◆ Number of inter-city routes that utilize the transfer center on a regular basis.

**Strategy 4.3:** Continue to add new immediate response, demand response, or route deviation service for cross-county connectivity (between and through contiguous counties) to provide new opportunities for employment, access to medical services, and all general use purposes. Build upon

the success of the connectivity currently in place, such as those in Johnson and Hamilton Counties. Use of established transfer points is encouraged. Discuss possible coordination with human service agencies to maximize out of county vehicle usage.

**Counties Included:** All counties.

**Responsible Parties:** Working as members of the CIRTAs County Connect Committee, public transportation providers will lead this strategy. Participation from human service agencies is necessary for coordination efforts and to reduce unnecessary duplication of trips.

Implementation Time Frame:

Ongoing

Staffing Implications:

No additional staff required

Implementation Budget:

To be determined based on new opportunities for service

Potential Grant Funding Sources: Potential for Section 5307 (urban) or Section 5311 (rural) public transportation dollars (local match required); local resources such as local taxes and/or employer contributions; grants. Promotion of enhanced services is eligible under Section 5310 as a mobility management function.

**Performance Measures:**

- ◆ Increased number of trips provided that cross county lines and jurisdictional boundaries.
- ◆ Number of human service agencies and private providers participating with public transportation providers in the cross-county/multi-county effort.
- ◆ Number of people that utilize the new cross-county service.
- ◆ Number of new transfer points established due to cross-county service awareness.

**Strategy 4.4:** Study the impact of implementing a regional fare structure throughout the Indianapolis region involving each county public transportation provider. Adopting a regional fare structure often reduces rider fear and confusion and encourage travel between counties because the rider can comprehend one price better than multiple ones. The CIRTAs County Connect Committee can facilitate this strategy through county-by-county analysis of the effects of increasing or decreasing fares to reach an agreed upon structure.

**Counties Included:** All counties.

**Responsible Parties:** CIRT County Connect Committee and public transportation providers.

Implementation Time Frame:

Long-Term

Staffing Implications:

Time from experienced staff to conduct the fare change impact study is required.

Implementation Budget:

Study of fare structures may cost the equivalent of \$8,000 to \$50,000 depending on the scope.

Potential Grant Funding Sources: Potential for Section 5307 (urban) or Section 5311 (rural) public transportation dollars (local match required); Planning funds from Indianapolis MPO.

**Performance Measures:**

- ◆ Study completed and recommendations approved.
- ◆ Regional fare established.
- ◆ Increase in the number of individual passengers served by easy of understanding of fares.
- ◆ Increase in the number of trips provided by each county public transportation provider.

**Strategy 4.5:** Implement high capacity rapid transit that enhances transit service in key, heavily traveled corridors within Marion County that also serves other counties in the region. The Indy Connect proposes five rapid transit lines in Marion County that extend into Hamilton, Hancock, and Johnson counties. Rapid transit lines will border Boone and Hendricks counties. This plan is designed to improve access to major destinations in each of the counties. IndyGo or the Regional Transit Provider would likely provide feeder service into the rapid transit system for trips originating within  $\frac{3}{4}$  of a mile of each line. Beyond this distance, demand-response transportation providers within each county may choose to supplement access to the rapid transit system.

**Counties Included:** High capacity rapid transit - Hamilton, Hancock, Johnson, Marion. Feeder service – Boone, Hendricks, Morgan, Shelby, Marion

Implementation Time Frame:

Long-term (5-6 years)

Staffing Implications:

To be determined

Implementation Budget:

To be determined based on new opportunities for service

Potential Grant Funding Sources: Potential for Section 5307 (IndyGo) or 5311 (rural) (local match required) to supplement cost of feeder routes and shuttle service

**Responsible Parties:** State and local elected officials, regional planning organizations, and INDOT.

**Performance Measures:**

- ◆ Transportation stakeholders support Indy Connect for rapid transit service.
- ◆ Transportation stakeholders support legislation for implementing rapid transit service.
- ◆ Legislation for implementing rapid transit service in Indianapolis is approved.
- ◆ Rapid transit service is planned, funded, and implemented.
- ◆ Feeder service is designed and established.

**Strategy 4.6:** Explore development of an insurance consortium to reduce the cost of vehicle liability insurance for non-profit transportation providers.

**Counties Included:** All counties.

**Responsible Parties:** State and local elected officials

Implementation Time Frame:

Mid-term (13-24 months)

Staffing Implications:

None

Implementation Budget: None. Potentially, some cost savings related to insurance will be realized.

Potential Grant Funding Sources: Local funding currently used for funding vehicle liability insurance for non-profit providers.

**Performance Measures:**

- ◆ Annual liability insurance cost per vehicle compared to before the consortium.
- ◆ Total annual insurance cost savings for organizations that join the consortium compared to before the consortium.

**Goal #5: Consider expansions to public transportation service areas and employment related transportation options. Increase frequency and operating days and hours of service providers in an effort to meet the needs of older adults, people with disabilities, and individuals with low incomes.**

**Strategy 5.1:** Establish ADA accessible on-demand or demand response transportation for early mornings, late evenings, and weekend services in each county where demand for these services exists and financial support for operating additional services is available. Gather data on the need for services from the public to determine level of services required. Expanded service will meet identified needs of all targeted populations.



**Implementation Time Frame:** **Staffing Implications:**

Mid-term (13-24 months)

Additional drivers and dispatcher may be required for some organizations

**Implementation Budget:**

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

**Potential Grant Funding Sources:** Potential for Section 5310 and 5311 (local match required); Use vehicles from human service agencies, public and private transportation providers; If additional vehicles are necessary, consider an application for capital assistance.

**Counties Included:** All counties.

**Responsible Parties:** Coordinated organizations that provide transportation in each county.

**Performance Measures:**

- ◆ Number of trips provided during new evening and weekend hours in each county.
- ◆ Number of individuals with disabilities and older adults served during new hours per county.
- ◆ Cost effectiveness of new service.
- ◆ Number of employment related trips provided for individuals with low incomes.

**Strategy 5.2:** CIRTa and local providers will (internally and in coordination with human service agencies, private providers, and senior centers) continue to investigate ways to supplement IndyGo fixed route service to enhance frequency of service that is available within the existing service areas of the region. With the Whitestown and Plainfield Connector services offered by CIRTa, access to additional employment opportunities is available. Given the availability of additional funding, expanding frequency on existing routes and identifying locations where replication of Connector services connecting with IndyGo routes should continue to be explored.

New services must be sustainable and affordable for the passenger. New services should be fully evaluated prior to implementation to ensure success.

**Counties Included:** All counties.

Implementation Time Frame: Staffing Implications:

Mid Term (13-24 months) Additional drivers may be required for some organizations

Implementation Budget:

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

Potential Grant Funding Sources: Potential for Section 5310, 5307, 5311 (local match required); Efforts to utilize existing vehicles from human service agencies, public and private transportation providers are vital to the success of this strategy; If additional vehicles are necessary, consider an application for capital assistance; Seek operating and capital support from local employers, foundations and other local funders

**Responsible Parties:** IndyGo and CIRTa will work in concert to lead the effort in cooperation with county providers participating in the County Connect meetings.

**Performance Measures:**

- ◆ Areas of high demand and need are identified.
- ◆ Coordination partner(s) meet with IndyGo and CIRTa to develop a grant application for new service to meet identified need.
- ◆ Additional funding is secured.
- ◆ Number of individuals who use or could use the new, enhanced routes.

**Strategy 5.3:** Continue to implement community based transportation routes, such as those implemented by CIRTa Whitestown and Plainfield Workforce Connectors, in neighborhoods, and major employment centers that connect with IndyGo fixed routes and other counties within the region to connect people with jobs. Improve access between IndyGo bus stops, employment sites, community facilities, childcare centers, and densely populated residential areas of the region's counties.

**Counties Included:** All counties.

**Responsible Parties:** IndyGo will work with major employers, CIRTa and human service agencies through County Connect that design shuttles and circulator type services to coordinate with fixed routes. CIRTa, IndyGo and coordination partners will work together to understand demand and make connections with employers and potential employees.

**Implementation Time Frame:**

Ongoing

**Staffing Implications:**

Additional drivers may be necessary, depending upon the level of service

**Implementation Budget:**

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

**Potential Grant Funding Sources:** Potential for FTA Section 5307, 5311 and 5310 (local match required); Make every attempt to utilize existing vehicles; Seek operating and capital support from local employers, foundations and other local funders

**Performance Measures:**

- ◆ Public meetings are conducted in the neighborhoods to be considered for service. Request input about the need for circulators, shuttles, or other services to connect with IndyGo fixed routes, CIRTAs Whitestown and Plainfield Workforce Connectors), and the outlying counties within the region. Other counties outside the region may require transportation into the Indianapolis region.
- ◆ Number of people who ride the new services.
- ◆ Cost effectiveness of new services based on cost per trip and number of people transported.
- ◆ Number of individuals who use public transportation to access the major destinations served by new circulators and shuttles.

**Strategy 5.4:** Develop a data base of inter-county regional trips including origin and destination, trip purpose, day and time. The database will serve as a basis for establishing shared trips between local transportation providers to common regional destinations. Once completed, a limited number of new pilot shared service transfer points and destinations to be served will be identified.

**Counties Included:** All counties.

**Responsible Parties:** Local Transportation Providers providing out of county services

**Implementation Time Frame:**

Near Term (1-12 months)

**Staffing Implications:**

Staff time to create database and maintain accurate information.

**Implementation Budget:**

None

**Performance Measures:**

- ◆ Database is created and used by providers and planners.

- ◆ Number of shared regional service providers transfer points.
- ◆ Comparison of cost per passenger trip for regional passengers served by shared transportation to regional destinations.

**Strategy 5.5:** Coordinate the use of Section 5310 vehicles to implement routes or on-demand service that could serve 2<sup>nd</sup> and 3<sup>rd</sup> shift work-related trip purposes for individuals with low incomes and/or the general public traveling in or to the suburban and/or rural areas of each county within the region.

Participating transportation providers within each service county (i.e., public transportation, private transportation, and human service agencies) could rotate the responsibility to provide trips on a weekly or monthly basis, depending on how many trips are required. *Use of 5310 vehicles in this strategy must not adversely impact service delivery for elderly and disabled individuals.*

**Counties Included:** Boone, Johnson, Marion, Shelby

**Responsible Parties:** Transportation providers and employers. CIRTa will facilitate coordination between employers and transportation providers.

Implementation Time Frame: Staffing Implications:

Long Term (2-4 years)

In most cases, no additional drivers may be required for trips provided outside of normal operating hours; Part-time drivers may be necessary in some situations

Implementation Budget:

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

Potential Grant Funding Sources: Potential for Section 5310 (local match required); Make every attempt to utilize 5310 vehicles from human service agencies, public, and private transportation providers; Request local match from all potential sources, including major employers served by the transportation services.

**Performance Measures:**

- ◆ Transportation providers discuss necessary policy and procedure changes for sharing resources.
- ◆ Number of evening work trips provided.
- ◆ Number of early morning work-related trips provided.
- ◆ Number of agencies sharing trips.

**Strategy 5.6:** Implement a voucher program in each county to support access to employment and work-related destinations for individuals with low incomes, similar to the New Freedom Voucher Program provided by CICOA Aging & In-Home Solutions for individuals with disabilities.

**Counties Included:** Hamilton, Johnson, Marion, Morgan, Shelby

**Responsible Parties:** Public transportation providers, working with CIRTa to coordinate the effort. CIRTa will assist with coordination and planning of the program.

Implementation Time Frame:      Staffing Implications:

Mid-term (13- 24 months)      Staff time required for planning, administration, reporting, and maintenance of program.

Implementation Budget:

To be determined based on scope of service.

Potential Grant Funding Sources: Potential for Section 5307 (urban) or 5311 (rural) (local match required) projects; Request local match from all potential sources, including major employers and non-Department of Transportation Federal programs including Family Social Services Agency (FSSA).

**Performance Measures:**

- ◆ Employment voucher program established.
- ◆ Service provider(s) contracted to provide trips.
- ◆ Number of vouchers used per passenger/month.
- ◆ Customer satisfaction.
- ◆ Job retention rate of consumers.

**Strategy 5.7:** Implement and/or extend IndyGo fixed routes and CIRTa routes that provide job access and reverse commute service between Indianapolis and the suburban and rural areas throughout the region and in each county where feasible.

**Counties Included:** All counties.

**Responsible Parties:** IndyGo, CIRTa, employers and elected officials. CIRTa will facilitate coordination and information sharing between responsible parties.

Implementation Time Frame:

Long Term (2-4 years)

Staffing Implications:

Potential need for additional drivers.

Implementation Budget:

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

Potential Grant Funding Sources: Potential for Section 5307 (urban) and/or 5311 (rural) public transportation grants (local match required); request local match from all potential sources, including foundations and major employers

**Performance Measures:**



- ◆ Number of job based trips (work or training) provided/month.
- ◆ Number of passengers who retain employment and use routes to travel to/from work.
- ◆ Number of passengers who gain new employment and use routes to travel to/from new work site.

**Strategy 5.8:** Evaluate the need to provide expanded affordable on-demand or vanpool program or a subsidized voucher program (where service exists) in each county of the region for individuals with low incomes who need to stop at a childcare facility in transit to/from employment. Boone, Hamilton, Hancock, Hendricks, Morgan, and Shelby counties' public transportation providers permit childcare stops when passengers schedule their demand response trips. Note that IndyGo's Open Door paratransit service (Marion County) permits childcare stops when requested.

**Counties Included:** All counties.

**Responsible Parties:** Transportation providers.

Implementation Time Frame: Staffing Implications:

Ongoing

Staff time required for planning, administration, reporting, and maintenance of program.

Implementation Budget:

To be determined based upon scope and need of services.

Potential Grant Funding Sources: Potential Section 5307 (urban) and/or Section 5311 (rural) (local match required); request local match from all potential sources including major employers and non-Department of Transportation Federal programs; fifty percent local match is required.

**Performance Measures:**

- ◆ Demand for service is evaluated and accepted by those affected counties.
- ◆ Number of working parents served by the program.
- ◆ Transportation is no longer a barrier for parents to sustain employment.
- ◆ Parents have access to more employment opportunities because of available transportation between their home, childcare, and work.

**Strategy 5.9:** Continue the Voucher Programs administered by CICOA. The current programs offer vouchers to individuals age 60 and older in each county for medical, work or social trips. Agreements exist with multiple organizations (public and private transportation providers and human service agencies).

**Counties Included:** All counties.

**Responsible Parties:** CICOA and all transportation providers

Implementation Time Frame:

Ongoing

Staffing Implications:

CICOA staff time required to administer and market the program  
Transportation provider staff time to provide dispatching/driver activities.

Implementation Budget:

To be determined based on the program size and participating organizations.

Potential Grant Funding Sources: FTA Section 5311 (in rural areas); Title III-B of the Older American's Act; Local funding sources.

**Performance Measures:**

- ◆ Number of organizations with qualified drivers participating in program.
- ◆ Number of additional vouchers used.
- ◆ Consumer satisfaction measured by survey feedback.
- ◆ Number of passengers with disabilities that benefit from the program.

**Strategy 5.10:** Promote expanded ridesharing through the carpooling and vanpooling programs offered by CIRTAs through the Commuter Connect Program. Transportation providers support the development of employer-based shuttles. Promote the federal tax advantages to both employers and employees.

**Counties Included:** All counties.

**Responsible Parties:** CIRTAs work with and maintain communication with employers in each county. Members of the County Connect Committee inform CIRTAs of new employers and/or employers or employee groups interested in ridesharing opportunities or employer-based shuttles.

Implementation Time Frame:

Ongoing

Staffing Implications:

CIRTA currently maintains this program

Implementation Budget:

No additional budget

Potential Grant Funding Sources: Potential application Congestion Management/Air Quality (CMAQ) grant (local match required)

**Performance Measures:**

- ◆ Number of employers that participate in the Commuter Connect Program.
- ◆ Number of employers that establish an employer-based shuttle.

- ◆ Number of employees that participate in the program.
- ◆ Number of jobs filled/retained because transportation was removed as a barrier to employment.

**Goal #6: Continue to promote the ease of use of all new and existing coordinated regional, cross-county, and local public transportation and mobility options to older adults, people with disabilities, individuals with low incomes, and the general public in an on-going effort to increase awareness and mobility.**

**Strategy 6.1:** Continue to advertise/publicize available park-and-ride lots and ridesharing opportunities. Focus on the convenience of the program and the flexibility of schedules.

**Counties Included:** All counties.

**Responsible Parties:** CIRTAs is responsible for creating materials and distribution of information. County Connect Committee members and other transportation providers will assist with the distribution of materials and information.

**Performance Measures:**

- ◆ Create links from County Connect Committee members' and other transportation providers' websites to CIRTAs website ([www.cirta.us](http://www.cirta.us)).
- ◆ Number of people using park-and-ride lots and ridesharing opportunities that are publicized by CIRTAs.

**Implementation Time Frame:**

Ongoing

**Staffing Implications:**

No additional staff required.

**Implementation Budget:**

No significant budget implications. Some marketing and printing expenses

**Potential Grant Funding Sources:** Minimal budget impact

**Strategy 6.2:** Include in existing marketing program the effectiveness and safety of regional and multi-county coordinated transportation services provided for older adults, individuals with low incomes, and people with disabilities. Create links to CIRTAs's website at public transportation providers' websites.

**Counties Included:** All counties.

**Responsible Parties:** CIRTAs, as the Mobility Manager for the region, will implement and sustain the marketing program segment that promotes the safety of the services provided by transportation providers in each county. County Connect Committee members and coordinated transportation service providers will be responsible to assist CIRTAs to maintain the marketing program, with emphasis on the safety of the transportation options available.



Implementation Time Frame: Staffing Implications:

Near Term (1-12 months)

Responsibility of CIRTAs, County Connect Committee members, coordinated transportation providers

Implementation Budget:

Cost of marketing materials could start at approximately \$600 to \$1,100 per county/year.

Potential Grant Funding Sources: Potential for Section 5307 (urban) Section 5311 (rural) for promotion of transportation for individuals with low incomes (local match required)

**Performance Measures:**

- ◆ Transportation providers decide upon a safety component appropriate for their county to add to the current marketing materials.
- ◆ Updated marketing materials are developed with emphasis on safety and ease of use.
- ◆ Passenger testimonials are gathered and documented in marketing materials (including webpage) to establish safety of services.
- ◆ Number of venues, meetings, publications where the new coordinated regional service is promoted.
- ◆ Number of people who benefit from coordinated transportation services.

**Strategy 6.3.:** Maintain a presentation and brochure that promotes cross-county and regional coordinated transportation. Information about how passengers can reach out of county destinations should be included. Include information on all modes of transportation available in the region. Update the presentation as new cross-county and coordinated transportation options are implemented.

**Counties Included:** All counties.

Implementation Time Frame: Staffing Implications:

Near Term (1-12 months)

No additional staff required/Function of CIRTAs and providers

Implementation Budget:

Funding required to develop and produce the presentation and brochures. Budget is estimated at \$600 - \$1,100 per county/year

Potential Grant Funding Sources: Potential for Section 5307 (urban) and Section 5311 (rural) (local match required)

**Responsible Parties:** Public transportation providers will continue to create materials specific to their counties and for regional service. CIRTAs will help promote coordinated transportation at events and on the website, as appropriate. Links to CIRTAs website will be maintained on each county's public transportation provider's site.

**Performance Measures:**

- ◆ Power Point presentation and brochure are created.
- ◆ Number of venues where materials are presented each year.
- ◆ Presentation and brochures are updated and present current information.

Additional funding opportunities that result from marketing materials that were used to educate funders.

## **V. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS**

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### **INTRODUCTION**

Local stakeholders, including coordinated providers of human service and public transportation and stakeholder providers whose transportation delivery was limited to their agency consumers, were invited to participate in a Stakeholder and Inventory process. Provider agencies were also invited to participate in a 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 meeting was also used to encourage the promotion of the general public survey of stakeholders and the general public which is discussed in Chapter III.

The Regional Provider Inventory Summary Update includes Section 5310 providers that serve primarily older adults and individuals with disabilities. These agencies, including both public and non-profit agencies, 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 older adult and individuals with disability populations. Many of these public and non-profit agencies also receive operating funding through Medicaid and Title III-B of the Older Americans Act which focuses on serving persons 60 and over as well as funding for vehicle replacement through the FTA Section 5310 program. These programs exemplify the goal of promoting mixed client riding and coordinated provision of mobility services for a range of customer categories and trip destinations.

The urban area public transit system, the Indianapolis Public Transportation Corporation (hereafter referred to as IndyGo), serves Marion County with fixed bus routes and countywide Americans with Disabilities Act (ADA) complementary paratransit service.

The list also includes agencies that, for a variety of reasons, have experienced limited coordination with other providers and have been focused on providing services to their agency program consumers. However, their participation in the coordination process is essential so that their consumers are afforded the opportunity to access other community transit services.

### **OVERVIEW OF TRANSPORTATION PROVIDER SURVEY TABULATION AND RESULTS**

A list of organizations that participated in a one-on-one interview is included below:

- ◆ Access Johnson County;
- ◆ Aspire Indiana;
- ◆ Boone Area Transit Service/Boone County Senior Services, Inc.;

- ◆ Bosma Industries for the Blind;
- ◆ CICOA Aging & In-Home Solutions;
- ◆ Central Indiana Regional Transportation Authority (CIRTA);
- ◆ Hamilton County Express/Janus Developmental Services, Inc.;
- ◆ Hancock County Senior Services/Hancock Area Rural Transit;
- ◆ Hendricks County Senior Services/LINK Hendricks County;
- ◆ Indianapolis Public Transportation Corporation (IndyGo);
- ◆ John H. Boner Community Center;
- ◆ Johnson County Senior Services;
- ◆ Lawrence Transit
- ◆ Morgan County CONNECT Public Transit;
- ◆ PrimeLife Enrichment;
- ◆ ShelbyGo/Shelby Senior Services;
- ◆ Sycamore Services, Inc.;
- ◆ Tangram; and
- ◆ Use What You've Got Prison Ministry Keeping Families Connected.

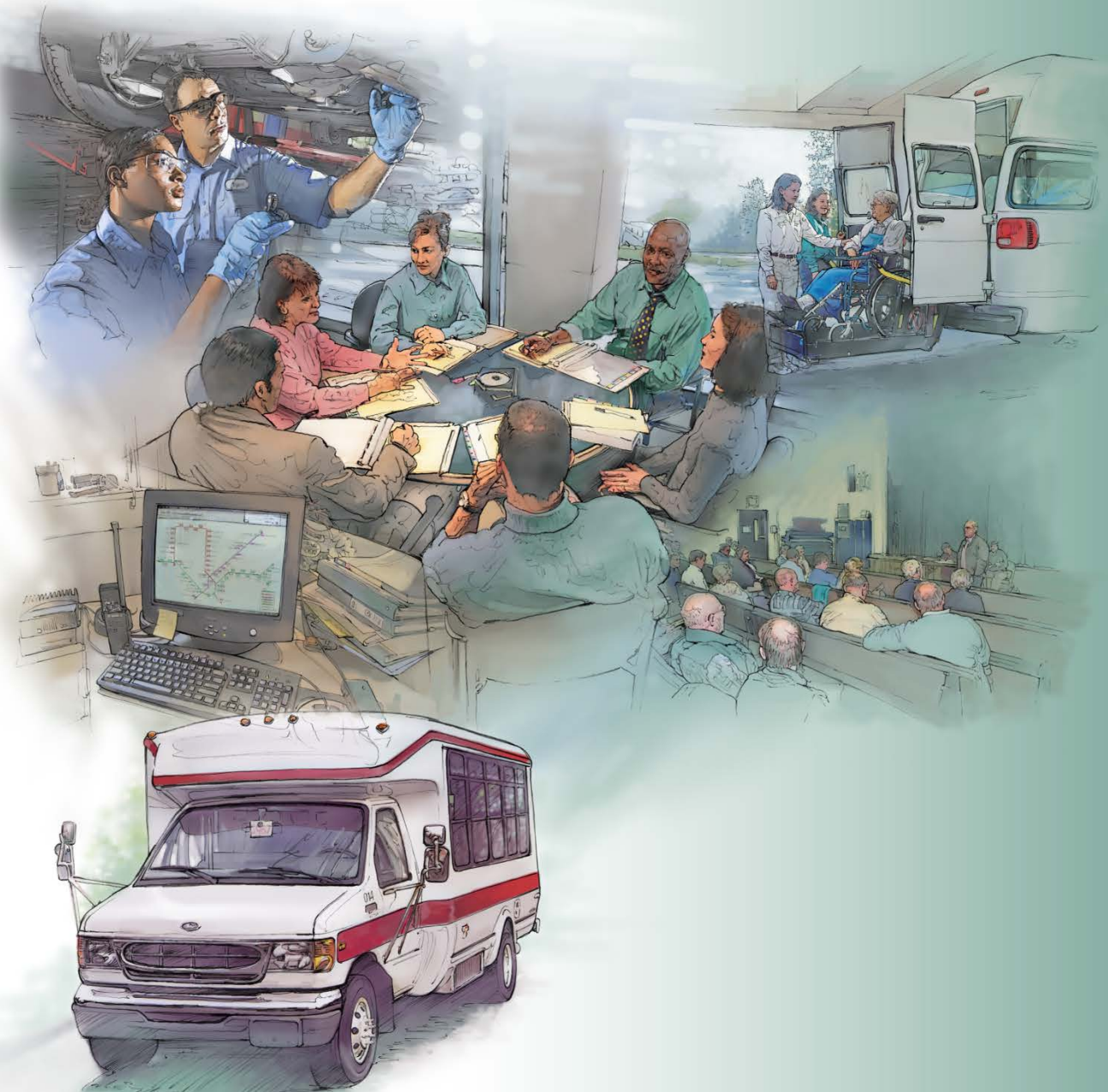
Additional detail on the individual provider interview responses may be found in Appendix D.



# Coordinated Public Transit-Human Services Transportation Plan Update Indianapolis Region

## Appendix A-Outreach Documentation

July 2017



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## COORDINATED PLAN CHECKLIST

### **Meetings**

#### *Stakeholder Meeting*

Date: December 5, 2016

Location(s): MIBOR Room B, Indianapolis

#### *Invitations Distributed*

X U.S. Mail: Meeting: Date Sent: Nov. 11, 2016

X Email: Date Sent: Nov. 11, 2016

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: 16

X Invitation letter and mailing list attached

X Copy of email invitation and mailing list attached

X Attendee List/Sign-in Sheet attached

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

X Additional Meetings: CIRTA Board Meeting and County Connect Meeting on January 24, 2017

### **Surveys**

Date(s) Surveys Were Distributed: December 20, 2016 through April 2017

Number of Surveys Returned: 698

X U.S. Mail upon request

X Web Posting: Survey Monkey

X E-mail upon request

X Other (please specify): Distributed by transportation providers and at human service agencies

X Newspaper notice (list papers): various agency newsletters

X Distributed in local community/senior centers, etc.

X Information was provided in alternative formats, upon request

### **Other Outreach Efforts**

X Flyers to announce the survey

X Senior Volunteers distributed surveys

X Community Centers

X City/County/Township Offices

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 provide an opportunity for input into the needs assessment and an updated inventory).

Contact Person	Organization Name
Rebecca J Allen	Johnson County Association for Retarded Citizens
Anita Bowen	Boone County Senior Services
Cindy Elliott	Boone Area Transit
Andy Kirby, Executive Director	The Arc of Greater Boone County
Joy Kaylor	Boone County Cancer Society
Penelope Yoho	Boone County Div of Family & Children
Lou Moneymaker	Bosma Enterprises
Becky Terry	Boys & Girls Club of Noblesville
Tim Fretz	Boys & Girls Club of Zionsville
Chad Hudson	Boys & Girls Clubs of Hancock County
James R. "Rick" Whitten	Boys & Girls Clubs of Indianapolis
Director	Boys' Club of Shelbyville
Brian Payne	Central Indiana Community Foundation
Karen Sondrini	CICOA
Nicci Annen	CICOA
Orion Bell IV	CICOA
Philip Roth	CIRTA
Mindi Vaughn	Coordinated Aging Services of Morgan County
Sandy Patrick	Easter Seals Crossroads
Amy Kleinert	Developmental Services
Executive Director	Senior Citizens Organization, Inc.
Elaine McGuire	Hamilton County Express Public Transit/JANUS Developmental Services, Inc.
Linda Hart	Hancock County Senior Services
Marina Keers	Hendricks County Senior Services/LINK
Jennifer Higginbotham	Indianapolis Metropolitan Planning Organization
Annette Darrow	IndyGo
Brittney Kronmiller	John Boner Neighborhood Centers
Kimberly Smith	Johnson County Senior Services
Marilyn Clerc	Just Friends, Inc.
Barbara Brummett	Martinsville Area Senior Citizens Center
Dan Mustard	Mill Race Center, Inc.
Brenda Rose	Mooreville Senior Citizens Center
LaKeisha Jackson	Pathway Resource Center
Sandy Stewart	PrimeLife Enrichment, Inc.
Dianna Pandak	Shelby Senior Services
Patrick Cockrum	Sycamore Services, Inc.
Shelly Houseworth	Wellspring Center
Jennifer Rendant	Goodwill Industries of Central Indiana
Outpatient Services	Aspire Indiana
Outpatient Services	Aspire Indiana
Outpatient Services	Aspire Indiana
Outpatient Services	Aspire Indiana
Reuben Center	Jewish Family Services at the Reuben Center
Owner	Carmel Circle City Cab
Director	Children's Bureau, Inc. Noblesville Office
Owner/Manager	Indianapolis Yellow Cab
Peter Zubler	Tangram
Operations Manager	Miller Transportation
Manager	Need-A-Lift
Manager	Franklin Taxi
Matt Hall	Indiana Department of Veterans' Affairs
Bob Workman	Indiana Department of Veterans' Affairs
Clifton Drodgy	Indiana Department of Veterans' Affairs
Charles L. Russell	Indiana Department of Veterans' Affairs



**Paul Curtice**  
**Lori Turpin**  
**Mike Spidel**  
**Lynn Epperson**  
**Brandon Cosby**

Indiana Department of Veterans' Affairs  
Indiana Department of Veterans' Affairs  
Indiana Department of Veterans' Affairs  
Indiana Department of Veterans' Affairs  
Flanner House

## **REGIONAL COORDINATED TRANSPORTATION WORKSHOP: PLEASE ATTEND**

You are invited to participate in the 2016 Coordinated Public Transit-Human Services Transportation Plan Update for Boone, Hamilton, Hendricks, Marion, Hancock, Morgan, Johnson, and Shelby Counties.

**Why:** It is time to update the current Plan and to refresh the inventory of transportation providers, update the list of unmet needs and gaps in transportation/mobility, and identify goals for the future of coordinated public and human service agency transportation.

**When:** December 5, 2016 from 1:00 PM to 3:00 PM

**Where:** MIBOR, Room B: 1912 N. Meridian St., Indianapolis, IN 46202

**Who Should Attend?** Any organization intending to apply for funding through the Federal Transit Administration's Section 5310 program must participate. Public, private, and non-profit organizations that provide transportation or need transportation for older adults, individuals with disabilities, or the general public are strongly encouraged to attend so that we may understand your service and document unmet needs and transportation demand.

**If possible, RSVP by December 2 to attend the meeting to Laura at [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com) or Zach at (937) 299-5007.**

# Sign-In Sheet

Indianapolis Region - Public Transportation Human Service Plan Update  
December 5, 2016

Name	Organization	E-mail	Phone Number	County Representing
Ryan Lancaster	IndyGo	rgallagher@indygo.net	317.614.9334	Marion
Roscoe Brown	IndyGo	Rbrown@indygo.net	317-614-9318	Marion
Orion Bill	CICODA	obelle@cicodas	803-6010	Madison
Shari Ballard	PrimeLife Enrichment	shballard@primelifeenrichment.org	317 815-7008 x201	Hamilton
Annette Darnau	IndyGo	adarnau@indygo.net	317-614-9315	Marion
Rutha Haskins	IndyGo	Rhaskins@indygo.net	317-614-9208	Marion
Becky Allen	Access Johnson County	beckyalen2@gmail.com	317-339-3723	Johnson

# Sign-In Sheet

Indianapolis Region - Public Transportation Human Service Plan Update

December 5, 2016

Name	Organization	E-mail	Phone Number	County Representing
Anita Bowen Cindy Elliott	Boone County Senior Services	abowen@booneseniors.org cindy@booneseniors.org	(765) 482-5220	Boone
Karen Sondini	Alcoa Aging + In Home Solutions	Ksondini@alcoa.org	(317) 803-6154	Marion
Cindi Martin	Hancock Senior	cmartin@hessis.org	(317) 462-3758	Hancock
Phil Roth	CURTA	proth@curta-us	317-327- 7433	10-county region
Chucky Campbell	Tamms	Ccampbell@ james-inc.co	317-773- 8781	Hamilton
Brittany Kronmiller	John Boner Neighborhood Center	bkronmiller@ jncenters.org	317.423. 2000	Marion
Jen Higgins-Bethman	Indpls MPO	jen.higginsbethman @indgmpo.org	317 327 7587	All



# Sign-In Sheet

Indianapolis Region - Public Transportation Human Service Plan Update  
December 5, 2016

Name	Organization	E-mail	Phone Number	County Representing
Linda Hart	Hanover Co. Sen. Servs.	linda.hart@hassi.org	317.4623725	Hanover
Marnakeers	<del>Hendricks</del> Hendricks Co. Senior Services	marina@hendrickseniors.org	317.745-4303	Hendricks



## **Public Transit-Human Services Transportation Plan Update**

### **Transportation Needs Survey**

**Go To: <https://surveymonkey.com/r/Indyregion>**

**Who Should Participate?**  
***Everyone Living In The Central Indiana Counties  
Of Boone, Hamilton, Hendricks, Marion,  
Hancock, Morgan, Johnson, and  
Shelby***



The survey takes approximately 8 minutes to complete!

PLEASE complete this brief survey to tell us about the unmet transportation needs, gaps in transportation services, and recommendations to improve transportation options throughout Central Indiana.

Recognizing that transportation is essential for everyone and especially seniors and individuals with disabilities to access employment, education, health services, and community programs, the Indianapolis MPO and CIRTa are soliciting your input to update the Regional Public Transit–Human Services Transportation Plan.

To request a paper copy of the survey or leave a brief voicemail with your transportation needs, call 317-327-7601 or email [zkincade@rlsandassoc.com](mailto:zkincade@rlsandassoc.com).

## Indianapolis Regional Coordinated Public Transit-Human Service Agency Transportation

### Transportation Needs Public Survey - Indianapolis Area

#### Survey of Transportation Needs for Central Indiana

**Tell us about your transportation needs! Survey responses must be submitted by January 22, 2017.**

**This is a brief survey concerning transportation needs in the Indianapolis Region (Boone, Hamilton, Hendricks, Marion, Hancock, Morgan, Johnson, and Shelby Counties). The survey is part of the Indianapolis Regional Coordinated Public Transit Human Services Transportation Plan update.**

**We need to hear from you! The survey will take approximately 8 minutes to complete. We very much appreciate your time and the information is very important to the study effort.**

**If you have any questions regarding the survey or need a translated version of the survey, please call Zach Kincade at (937) 299-5007 or email [zkincade@rlsandassoc.com](mailto:zkincade@rlsandassoc.com).**

**If you are unable to complete the survey for any reason or simply prefer to leave comments regarding transportation needs by voice rather than using the following survey format, please leave your comments by voicemail at 317-327-7601.**

1. Mark ALL of the types of public 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)

- ☐ Fixed route public transit (with bus stops and time schedule)
- ☐ Flexible public transit routes (vehicles operate on a fixed route and time schedule but can make deviations off the route)
- ☐ Advance reservation transportation services
- ☐ Public or advance reservation services from agencies in neighboring counties
- ☐ Other (please specify)

2. Mark ALL types of Intercity Transportation you or your family have used in the last 12 months to travel to work/appointments/shopping/social activities/etc.

- ☐ Private Inter-city Bus (such as Greyhound, Megabus, etc.)
- ☐ Amtrak

3. Mark ALL types of self-funded transportation services you or your family have used in the last 12 months to travel to work/appointments/shopping/social activities/etc.

- ☐ Private Taxi, Uber, Lyft (or similar)
- ☐ Car Share (Car 2 Go, Blue Indy)
- ☐ Carpool/Vanpool program
- ☐ Drive yourself
- ☐ Ride with friend or family

4. Mark ALL other transportation services you or your family have used in the last 12 months to travel to work/appointments/shopping/social activities/etc.

- ☐ Faith Based Organization
- ☐ Ambulette (Non-emergency medical transportation)
- ☐ Bicycle or walk

5. Is public transportation, carpooling, or senior services transportation an option for you?

- ☐ Yes. I use it.
- ☐ No. It is not available where I live.
- ☐ No. It does not go where I need to go.
- ☐ No. It is not available at the times or days when I need it.
- ☐ No. The vehicles are not wheelchair accessible.

6. If public or senior services transportation is available but you do not use it, please select any of the following reasons that apply.

- ☐ I do not qualify for transportation services available in my area
- ☐ It is unaffordable
- ☐ I have my own car and prefer to drive
- ☐ My friend(s) or family member(s) drive me where I need to go
- ☐ Other (please specify)



7. If public, private (i.e., Taxi) or other transportation options (except for driving) were 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 were not capable of driving myself
- ☐ If I do not have another transportation option
- ☐ I would not use public, private or other transportation options under any circumstance

Other (please specify)

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

- ☐ If I could ride to destinations in other counties in the Indianapolis area
- ☐ If service started earlier in the morning or end later at night
- ☐ Service on Saturdays
- ☐ Service on Sundays
- ☐ Pick me up at my house and take me directly to where I am going/no shared rides with others
- ☐ More reliable/ On-time for picking me up/dropping me off
- ☐ Operate on a fixed schedule and allow flexibility in choice of travel times
- ☐ If buses came more often on fixed routes like IndyGO or Access Johnson County
- ☐ Offer wheelchair accessible vehicles
- ☐ If I could request my trip with as little as one day's notice for reservation
- ☐ If I could request my trip through an app or website and not just on the phone
- ☐ Other (please specify)

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

- ☐ Work
- ☐ School
- ☐ Dialysis
- ☐ Medical/Dental offices or hospitals
- ☐ Shopping (General Shopping, Pharmacy and/or Grocery)
- ☐ Senior program activities and appointments
- ☐ Social/Recreation activities
- ☐ Appointments for counselling or treatment/recovery programs
- ☐ Faith-Based Organizations and Activities
- ☐ Other (please specify)

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

	Medical/Health Care	Senior Services	Work	Child Care/Day Care	School	General Shopping & Groceries	Recreation/Social	Faith Based Organization	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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

11. What City, Cities, or Town(s) are the locations from QUESTION 10 located in?

Medical/Health Care

Senior Services

Work

Child Care/Day Care

School

General  
Shopping/Groceries

Recreation/Social

Faith Based

Other

12. Would you consider using a transportation service that operates on a fixed schedule with bus stops where you can get on and off the vehicle and does not require an advance reservation, if it was available?

☐ Yes

☐ No

13. Though not desirable, would you be willing to, or have you ever transferred from one transit vehicle to another so that you could complete a one-way trip between your origin and desired destination?

☐ Yes

☐ No

14. If you answered "No" to the previous question, why not?

☐ I do not know how to schedule a trip that would require a transfer from one transit vehicle to another

☐ It is physically difficult for me to board and exit vehicles so I prefer to use one vehicle for the entire trip

☐ I will only ride with the transportation drivers that I recognize and know

☐ Other (please specify)

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

- ☐ Yes
- ☐ No
- ☐ If yes, how often do you need it and to what city or town(s)?

16. Are you familiar with CIRTAs County Connect program, which helps Central Indiana residents find transportation options to get from place to place, including across county lines?  
(<http://www.cirta.us/pages/county-connect/> or 317-327-RIDE)

- ☐ Yes
- ☐ No

17. Which of the following do you use most often to get the transportation information that you need?

- ☐ Smartphone apps/text for information
- ☐ Transportation provider websites
- ☐ Phone call to transportation provider for information
- ☐ Organization like my church or senior center or similar
- ☐ I ask a friend or family member for help because I am not comfortable using the computer, smartphone apps, or call by phone
- ☐ Other (please specify)

18. How old are you?

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

19. Is English your first language?

☐ Yes

☐ No

\* 20. What is the zip code where you live?

\* 21. What county do you live in?

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

☐ Employed outside your home or daily volunteer

☐ Work from home

☐ Homemaker

☐ Retired

☐ Student

☐ Unemployed

Other (please specify)

23. In what City or Town is your employer(s) located?

24. 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



## Boone

Hire / Retain Staff

- Drivers Needed
- Saturday + Evening - Office Staff
- Vehicles - Long term
- Early morning (6) connections w/ ~~CI~~ CIPTA

## Hancock

- Need More Match \$

- Local Resources are Maxed out
- Need more Resources

- Extended Hours

- Weekend

Work, Dialysis,  
Shopping,  
Medical

- More Drivers + Office Staff

## Hamilton

- Revenue is shorter than costs

All - Challenge due to less title III

- Capacity is very limited

- No Shows / cancellations



## Hamilton

- Need more connections w/ Marion County
- Would be good to have new \$source for Feeder Svc.

## Hendricks

- Last year had significant insurance increase
  - ↳ Insurance option for Pub. Tr.
- Limits on how they can use 5311 dollars
  - Use for Safety ~~and~~ ↑
- Local Match ~~and~~ Support from County is ↓

## Johnson

- Local Match
- Need ~~to~~ flexibility in 5311
- Longer hours + weekend
- Extend to new industrial Park



# Manion

- Later for Dialysis / Med.
- Gap for people under Age 60
- Funding

(8.9 km)

- Coordinating across multi countries - include Scheduling

- 
- Need help w/ meeting 50% match
  - P.O.S.

- How to get funders together
- Clients Need Central Scheduling for Regional trip

- Client Education

- Fare structure - streamlined

- Consortium Opportunities

More  
TRAINING  
Maint.  
Reg. sched + Fare



# Goal 1 Build on Communication Network of Providers and Agencies

1.1 Distribute Plan to Stakeholders

1.2 Maintain Coordination through CIRTA  
County Connect Committee Meetings (CCCC)

1.3 Conduct CCCC meetings by webinar sometimes

1.4 Distribute CCCC flyer on contacts to  
providers in each county

1.5 Maintain CIRTA one call/one click

1.6 Share grant writing and other expertise  
among providers

1.7 Coordinate training session access among  
providers to maximize attendance and available trainers



Goal 2 Continue Collaboration to increase multi-county, multi-modal coordinated service

2.1 Share information with public on services offered by CIRT network providers

2.2 Determine implementation of routes or transfer points that connect IndyGo routes with surrounding counties in region

2.3 Continue and increase trips that cross county lines and establish additional transfer points

2.4 New immediate / DR / Route deviation services for cross county connectivity

2.5 Develop regional fare structure for each county through CCCC

2.6 Promote Heavier Ride intercity service

2.7 Promote use of Amtrak

2.8 Implement high capacity rapid transit for heavily traveled Marion county corridors and contiguous counties

2.9 Insurance Consortium



Goal 3 Continue to Promote Safety and Ease of Use of Regional, Cross-County local and human service transportation to increase awareness and mobility

3.1 Advertise P/R lots and Ridesharing

3.2 Emphasize effectiveness and safety in marketing of transportation services

3.3 Maintain presentation and brochure that promotes cross-county and regional transportation (CIRTA) <sup>app development</sup>

Goal 4 Increase frequency / span / days of Service to meet Senior / PWD / Low Income

4.1 Establish advance reservation ~~on-demand~~ transportation for early morning / late evening and weekends in counties where demand exists and financial support is available

4.2 CIRTA and local providers investigate ways to supplement IndyGo route frequency and span

4.3 Implement community based routes like existing CIRTA services that connect IndyGo, employment, child care and dense residential areas

\*4.4 Identify regional trip O-D, trip purpose and times for human services trips



5.15 Investigate new Employment Transportation Options for Senior/PWD/Low Income while enhancing existing ones

5.1 Coordinate use of Sec. 5310 vehicles for routes or on-demand service to meet 2nd/3rd Shift employment in rural/suburban areas

5.2 Voucher Program to support access to employment for individuals with low income

5.3 New or extended CIRTAs / IndyGo routes to provide access or reverse commute between Indianapolis and rural/suburban areas

5.4 Evaluate need for on-demand/vanpool/<sup>taxi</sup> voucher programs to meet childcare needs for employees with low income

5.5 Continue New Freedom voucher program administered by CICORA

5.6 Maintain carpool/vanpool ridesharing programs offered by CIRTAs through Commuter Connect Program



Goal 6 Improve safety/accessibility for vehicles  
bus stops and bus shelters and participate  
in Emergency Mgt. Planning for counties

6.1 Improve accessibility to all bus stops,  
bus shelters and County connect transfer  
points by working with local officials on  
infrastructure plans and removing unsafe conditions

6.2 Maintain or establish new travel training  
programs in each county

6.3 Enhance ADA paratransit or demand response  
by providing passenger escorts

6.4 Include human service transportation providers  
in comprehensive emergency response planning



## Goal 7 Incorporate new technology and Capital to Improve Mobility options

- 7.1 Establish Twitter and Facebook accounts for rural systems to communicate with public ●
- 7.2 ● Establish e-mail, text and telephone alerts to communicate updates to customers in real time ● ●
- 7.3 Establish accessible websites to share transportation service information ● ●
- 7.4 Purchase RSD software for providers without existing software ● ● ●
- 7.5 ● Create interface software to enable providers with different RSD software to share information ● ●
- 7.6 Investigate Transit Integrated Mgt. System (TRIMS) software for region providers ●
- 7.7 Acquire vehicles and equipment for accessible services designed to accommodate mobility aids in counties ● ●
- 7.8 Purchase farebox equipment that can accommodate debit/credit/smart cards ● ● ● ●

## Goal 8 Increase funding for coordinated transportation

- 8.1 Communicate with legislators to enable local referenda on local transit funding ● ● ● ● ● ● ● ●
- 8.2 Promote transportation as an economic development asset ● ● ● ● ● ● ● ●



# 2013 Unmet Mobility Need

- 1) Planning Assistance for public transportation providers to research and document demand for employment transportation, both current and future
- 2) Improve access from surrounding areas to business parks. Replicate CIRTAs connector services in unserved areas
- 3) Added bus shelters in Indianapolis
- 4) Establish a regional fare for all providers
- 5) Promote safety on public transportation vehicles
- 6) Implement ITS technology and other technology including bus tracking, passenger counters, smart apps, and info sharing between providers and with passengers
- 7) Communicate mobility options to older adults, individuals with disabilities, people with low income, and the general public. This includes rail and intercity bus service as well as community transit services
- 8) Participate in regional driver/staff training
- 9) Overcome transit as ~~unsafe~~ option of last resort



- 10) Include public transportation in regional land use and economic development plans
- 11) Continue multi-modal regional approach including CIRTA network of carpool, vanpool and County Connect committee providers
- 12) Organization cooperation to address coordination challenges including insurance, cost to consumers and streamlining scheduling/eligibility
- 13) Immediate, same day and advance reservation options for individuals with low income
- 14) Improve coordination between human service and public transit providers
- 15) Expand CIRTA express routes that connect with Indy Go from region counties
- 16) Promote transportation to occasional riders
- 17) Include emergency management organizations in coordinated transportation efforts
- 18) Make NIMS courses available to transportation employees
- 19) Funding to expand rural system hours and days of service
- 20) Expanded accessible bus shelters



- 21) Continue to improve cross-county and regional trips for all purposes
- 22) A high capacity rapid transit service to improve access to downtown Indianapolis
- 23) Continue and support CIRTA mobility mgt. activities to promote mobility for all
- 24) Shared grant writing expertise among all providers
- 25) Implement transportation services that allow for childcare stops on work trips
- 26) Indy Go enhancements to fixed route services to improve access to Indianapolis from outside current fixed route service area and coordinating with other providers
- 27) Need for statewide coordination to enable statewide travel recognizing Indianapolis as a hub
- 28) Expand attendants on provider services for frail passengers
- 29) Promote travel training to expand use of fixed schedule transit
- 30) Use CIRTA to promote P/R, ridesharing
- 31) Make employers aware of tax incentives
- \*32) Additional sources for local match
- \*33)





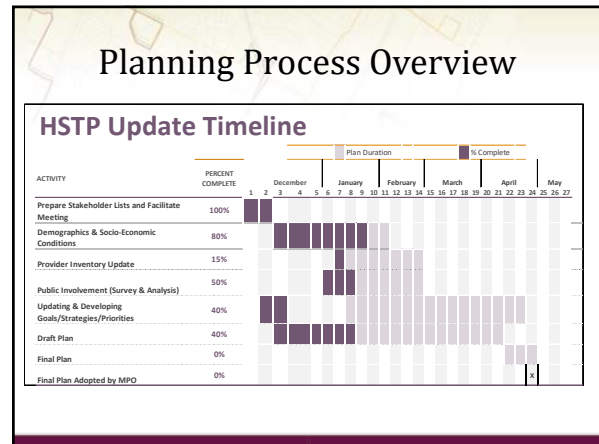
Moving Public Transportation  
Into the Future

## Coordinated Public Transit-Human Services Transportation Plan Update

### CIRTA Board Meeting

January 24, 2017

Presented by: Laura Brown, Senior Associate, RLS & Associates, Inc.  
Email: [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com) Phone: (813) 482-8828  
[www.rlsandassoc.com](http://www.rlsandassoc.com)



### Stakeholder and Public Outreach

- ◆ **Stakeholder Meeting**
  - # of Invitations Mailed and Emailed: 59+
  - Attendance: 17
- ◆ **Public Survey**
  - Distribution Methods:
    - Newsletters
    - Emails
    - Printed and Distributed to Riders
    - Newspaper Announcement
  - # of Completed Surveys Since Dec. 27<sup>th</sup>: 231 Surveys

### High Priority Needs

- ◆ Implement ITS and Other Technology
- ◆ Address Coordination Challenges
  - Insurance, Fares, Streamlining Scheduling/Eligibility
- ◆ A High Capacity Rapid Transit Service
  - To Improve Access to Downtown Indianapolis
- ◆ IndyGo Enhancements
  - To Improve Access from Outside the Current Service Area and Improve Coordination with Providers
- ◆ Continue to Support CIRTA Mobility Management Activities

### High Priority Needs

- ◆ Identify Additional Sources for Local Match
- ◆ Improve Coordination Between Human Service and Public Transit Providers
- ◆ Additional Operating Dollars to Expand Rural Transit and Section 5310 Service Availability
  - Hours and Days of Service
- ◆ Consider Developing a Program for Leasing Vehicles in the Section 5310 Program
  - Capital and Operating Cost of Contracting Services are Eligible Capital Expenses (49 U.S.C. 5310(b)(4))

### High to Moderate Priority Needs

- ◆ Improve Access from Surrounding Areas to Business Parks
  - Replicate CIRTA Connector Services in Unserved Areas
- ◆ Establish a Regional Fare Structure
- ◆ Improve Communication/Education
  - Mobility Options for Seniors and Individuals with Disabilities
- ◆ Continue the Multi-Modal Regional Approach
  - Carpool, vanpool, etc.
- ◆ Expand Use of Attendants for Frail Passengers

## Moderate to Low Priority Needs

- ♦ Support Child Care Center Stops on Work Trips
- ♦ Travel Training for Passengers
  - To Expand Use of Fixed Route
- ♦ Include Emergency Management Organizations in Coordinated Planning
- ♦ Regional Driver/Staff Training
- ♦ Promote Transportation to Occasional Riders

## Moderate to Low Priority Needs

- ♦ More Accessible Bus Shelters
- ♦ Immediate/Same-Day Reservation Options

## Preliminary Goals

- ♦ Goal: Create Feasible Technology-Based Strategies to Improve Service and Reduce Gaps
  - Example:
    - Integrated Scheduling to Improve “First/Last Mile” of the Passenger’s Trip
    - Trip Planning Applications that Take Passenger from Beginning to End of Trip Across Multiple Providers and/or Modes



## Preliminary Goals

- ♦ Goal: Focus on Technology Improvements
  - Pooling Resources to Purchase Technology
- ♦ Goal: Address Trip Denial Levels for Demand Response Providers
- ♦ Goal: Continue to Improve and Increase Regional and Multi-Modal Transportation Connectivity
- ♦ Goal: Increase Service Frequency and Hours of Service
  - Address Need for More Local Match and More Operating Dollars for Public Transit and Section 5310 Programs

10

Thank You!



Moving Public Transportation  
Into the Future

# Coordinated Public Transit-Human Services Transportation Plan Update

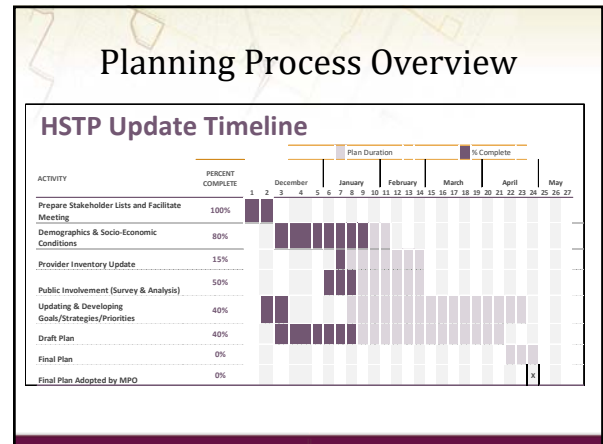
## County Connect

### January 24, 2017

Presented by: Laura Brown, Senior Associate, RLS & Associates, Inc.

Email: [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com) Phone: (813) 482-8828

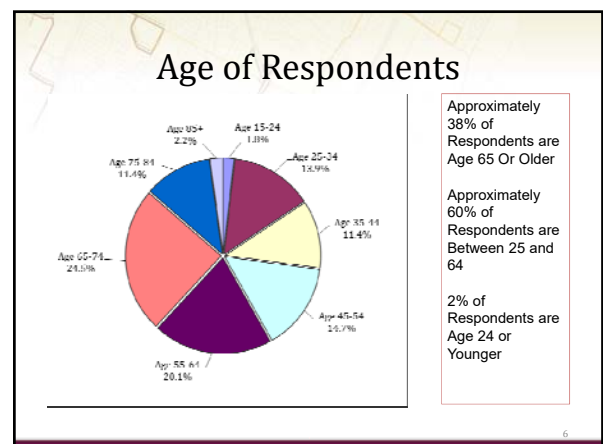
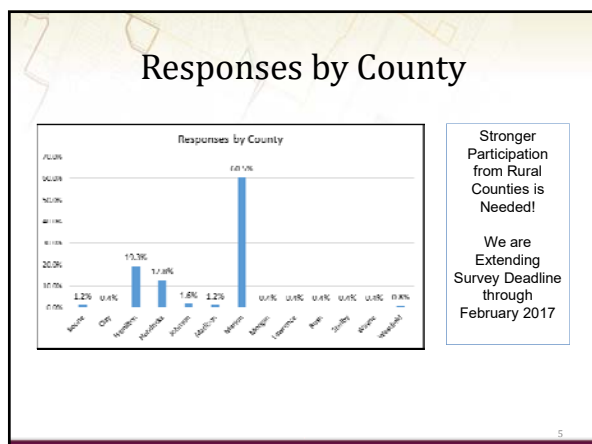
[www.rlsandassoc.com](http://www.rlsandassoc.com)



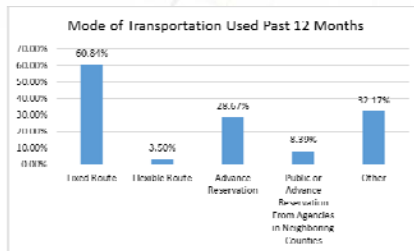
## Stakeholder and Public Outreach

- Stakeholder Meeting**
  - # of Invitations Mailed and Emailed: 59+
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- Public Survey**
  - Distribution Methods:
    - Newsletters
    - Emails
    - Printed and Distributed to Riders
    - Newspaper Announcement
  - # of Completed Surveys Since Dec. 27<sup>th</sup>: 231 Surveys

## PUBLIC SURVEY RESULTS (PRELIMINARY)



## Modes of Transportation Used



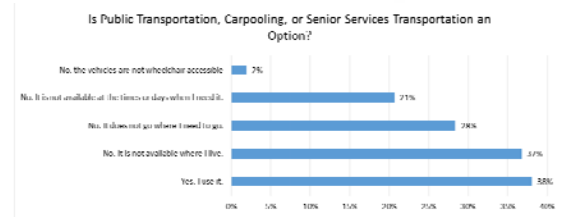
"I walk, bike, or at times secure a ride from others (family, friends)"

"Bikeshare, Taxi, Uber, Airport Shuttle, etc."

"None. Because there is no public transportation where I usually go."

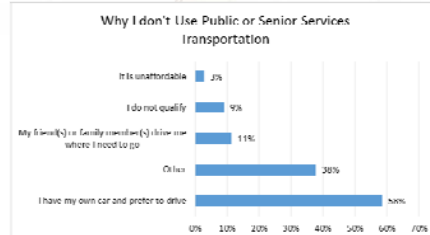
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## Options



8

## Why Not Ride?



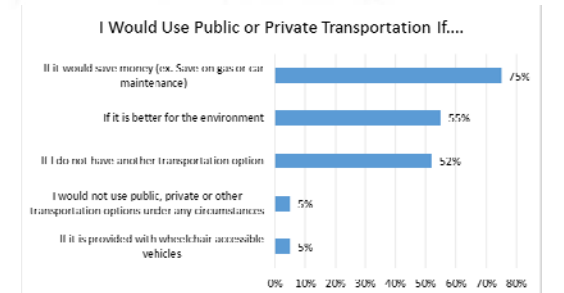
"My work hours do not make senior center transportation an option."

"My daughter (developmentally disabled) uses LINK to get to work. She cannot always get on the schedule. Also, they do not run weekdays or after 6pm so she has no weekend or evening transportation."

"I walk where I need to go. Public transit takes too long."

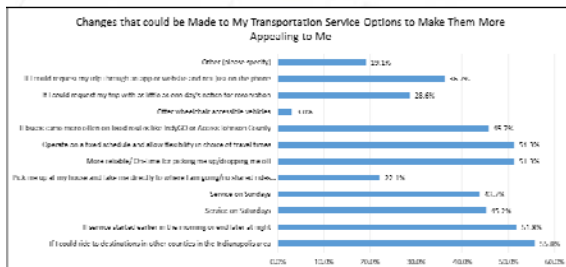
9

## Reasons to Use Public Transit



10

## More Appealing Options



11

## STAKEHOLDER MEETING PRIORITY NEEDS SUMMARY

12

## Regional High Priority Needs

- ♦ Implement ITS and Other Technology
- ♦ Address Coordination Challenges
  - Insurance, Fares, Streamlining Scheduling/Eligibility
- ♦ A High Capacity Rapid Transit Service
  - To Improve Access to Downtown Indianapolis
- ♦ IndyGo Enhancements
  - To Improve Access from Outside the Current Service Area and Improve Coordination with Providers
- ♦ Continue to Support CIRT Mobility Management Activities

## Regional High Priority Needs

- ♦ Identify Additional Sources for Local Match
- ♦ Improve Coordination Between Human Service and Public Transit Providers
- ♦ Additional Operating Dollars to Expand Rural Transit and Section 5310 Service Availability
  - Hours and Days of Service
- ♦ Consider Developing a Program for Leasing Vehicles in the Section 5310 Program
  - Both Capital and Operating Costs Associated with Contracted Services are Eligible Capital Expenses (Section 5310)

## High to Moderate Priority Needs

- ♦ Improve Access from Surrounding Areas to Business Parks
  - Replicate CIRT Connector Services in Unserved Areas
- ♦ Establish a Regional Fare Structure
- ♦ Improve Communication/Education
  - Mobility Options for Seniors and Individuals with Disabilities
- ♦ Continue the Multi-Modal Regional Approach
  - Carpool, vanpool, etc.
- ♦ Expand Use of Attendants for Frail Passengers

## Moderate to Low Priority Needs

- ♦ Support Child Care Center Stops on Work Trips
- ♦ Travel Training for Passengers
  - To Expand Use of Fixed Route
- ♦ Include Emergency Management Organizations in Coordinated Planning
- ♦ Regional Driver/Staff Training
- ♦ Promote Transportation to Occasional Riders

## Moderate to Low Priority Needs

- ♦ More Accessible Bus Shelters
- ♦ Immediate/Same-Day Reservation Options

Thank You!

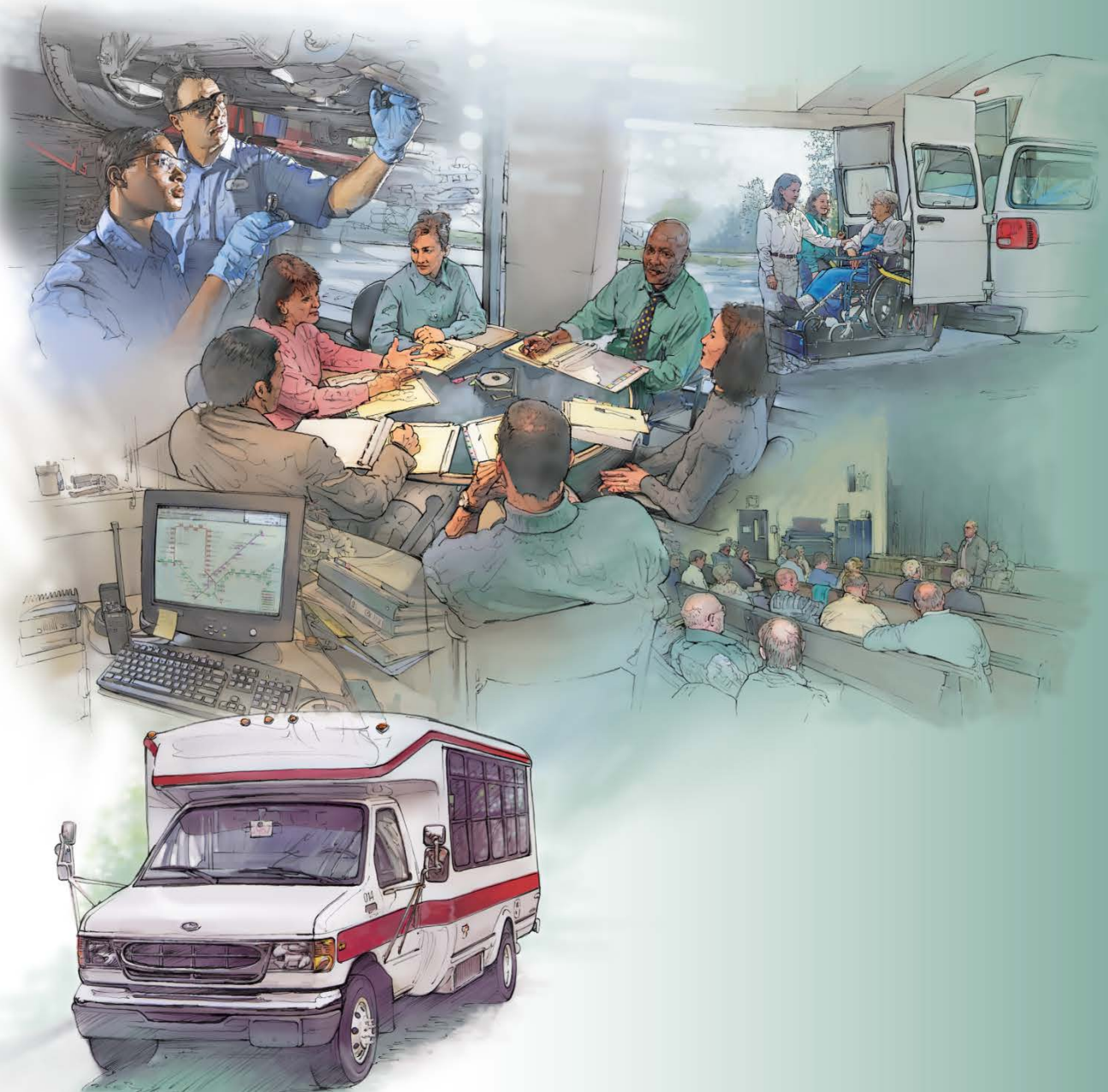




# Coordinated Public Transit-Human Services Transportation Plan Update Indianapolis Region

## Appendix B-Demographics

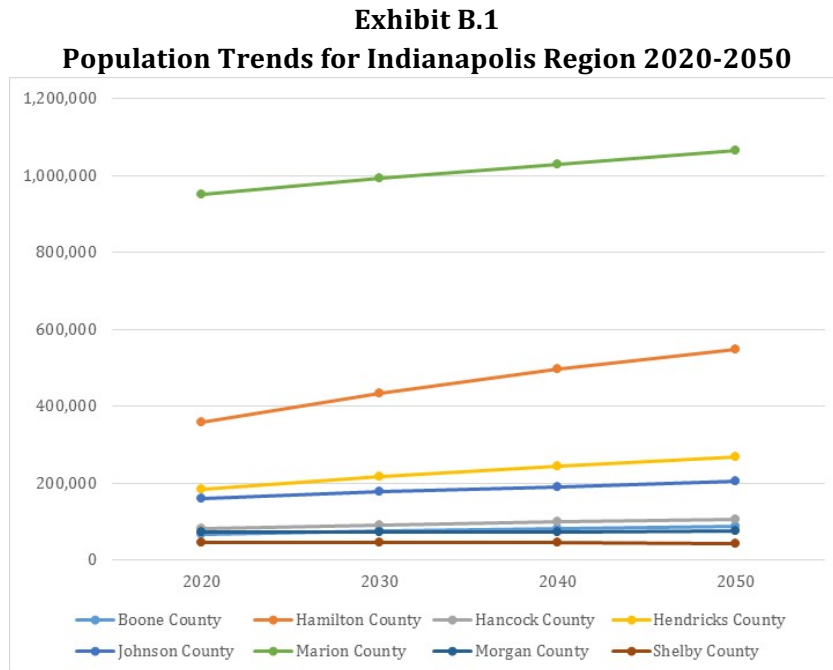
July 2017



## APPENDIX B: EXISTING CONDITIONS

### POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business, projects the Region's population will rise to 2,401,122 by 2050, an estimated gain of 25.1 percent from the year 2020 population projection. Exhibit B.1 shows population trends between 2020 and 2050 for each county in the Indianapolis region.



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

### OLDER ADULT POPULATION

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

There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the age 50-54 cohort and the age 45-49 cohort. People in these two age groups were primarily born during the post-WWII "baby boom," era, defined by the Census Bureau as persons born from 1946 through 1964 or immediately after (early Generation X births). These middle year baby boomers have reached or will be reaching the age of 65 and are becoming more likely to use transportation services if they are available.



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

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

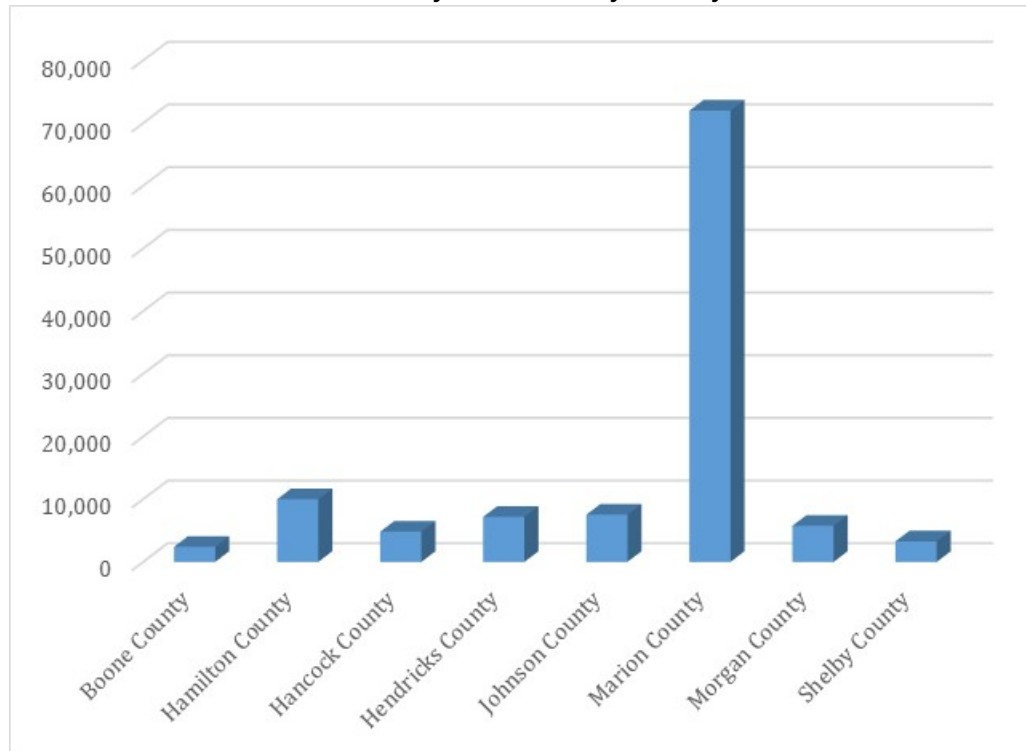
## **INDIVIDUALS WITH DISABILITIES**

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

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for the Indianapolis region is available through the 2013 ACS Five-Year Estimates of disability for the population 16 to 64 years. Exhibit B.2 is intended to provide a comparison of the disabled population in each county within the region.

The chart identifies the highest population of individuals with a disability reside in Marion County. The total persons with a disability population estimate for Marion County is 72,002. Hamilton County has an estimated 10,008 persons with a disability while Johnson County has 7,540 persons with a disability.

**Exhibit B.2**  
**Disability Incidence by County**

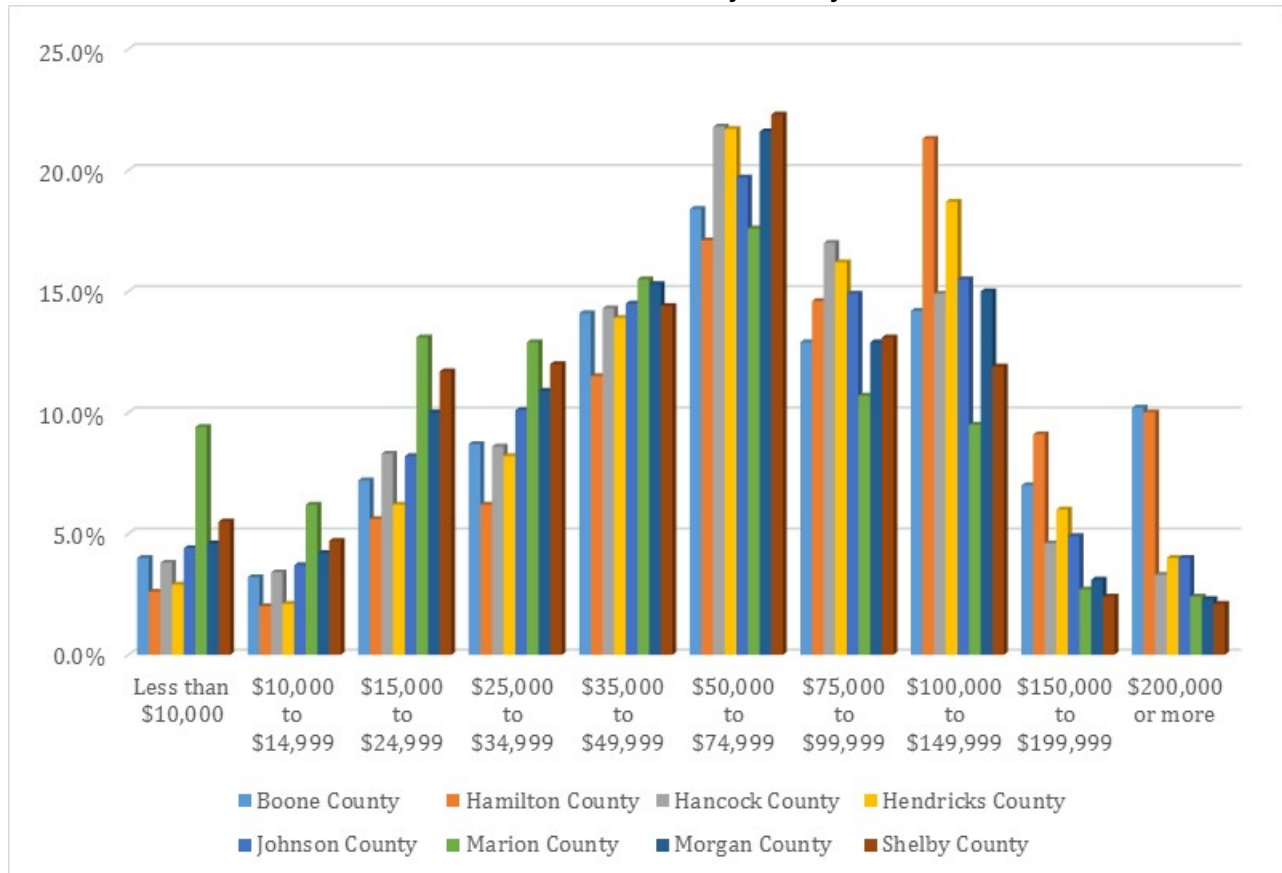


Source: 2013 ACS Five-Year Estimates

## **HOUSEHOLD INCOME**

Exhibit B.3 illustrates the household incomes for the study area according to the 2013 ACS Five-Year Estimates. According to the survey, there are a total of 659,262 households in the Indianapolis region. Of those households, about 32.7 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 10.8 percent earned between \$25,000 and \$34,999. Another 15.1 percent earned between \$10,000 and \$24,999 and about 6.7 percent earned less than \$10,000 per year. The median household income for each area is shown in Exhibit B.4.

**Exhibit B.3**  
**Household Income by County**



Source: 2013 ACS Five-Year Estimates

**Exhibit B.4**  
**Median Household income**

County	Median Income
Boone County	\$67,255
Hamilton County	\$82,468
Hancock County	\$62,981
Hendricks County	\$68,297
Johnson County	\$61,231
Marion County	\$42,334
Morgan County	\$55,354
Shelby County	\$51,440

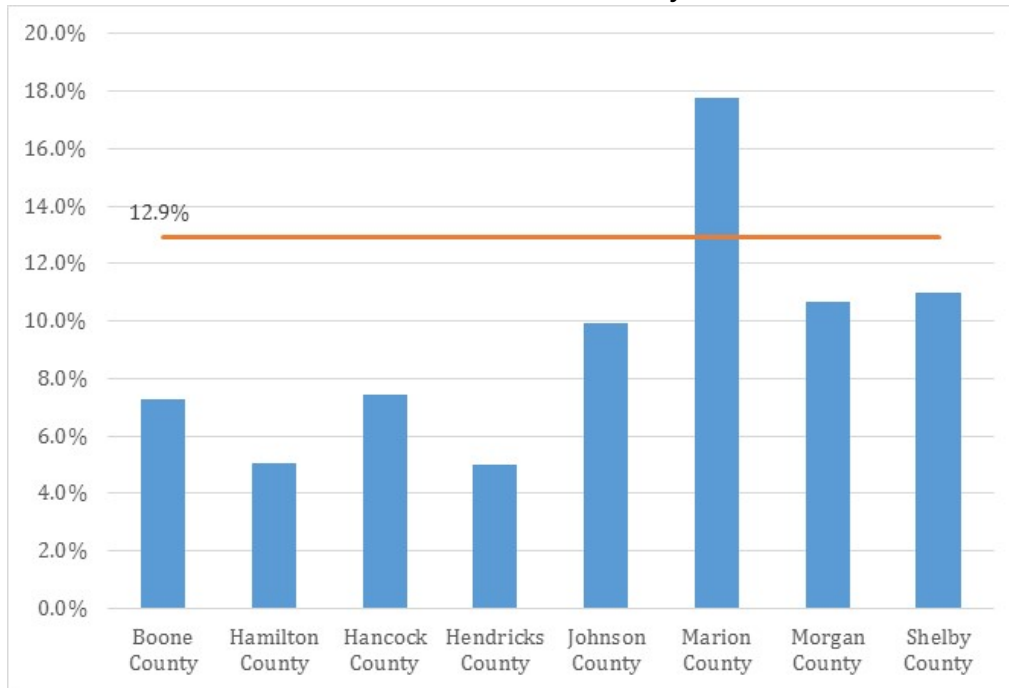
Source: 2013 ACS Five-Year Estimates

## POVERTY STATUS

Exhibit B.5 illustrates the percentage of the population in each County that is living below the poverty level. Marion County has the highest percent of population living below the poverty level with 17.8 percent. Shelby County had the second highest percentage of population living in

poverty with 11 percent and Morgan County had the third highest percentage at 10.7. The remaining counties in the Indianapolis region had poverty levels below 10 percent. The average percentage of persons living below the poverty level in the study area was 12.9 percent.

**Exhibit B.5**  
**Percent Below Poverty**

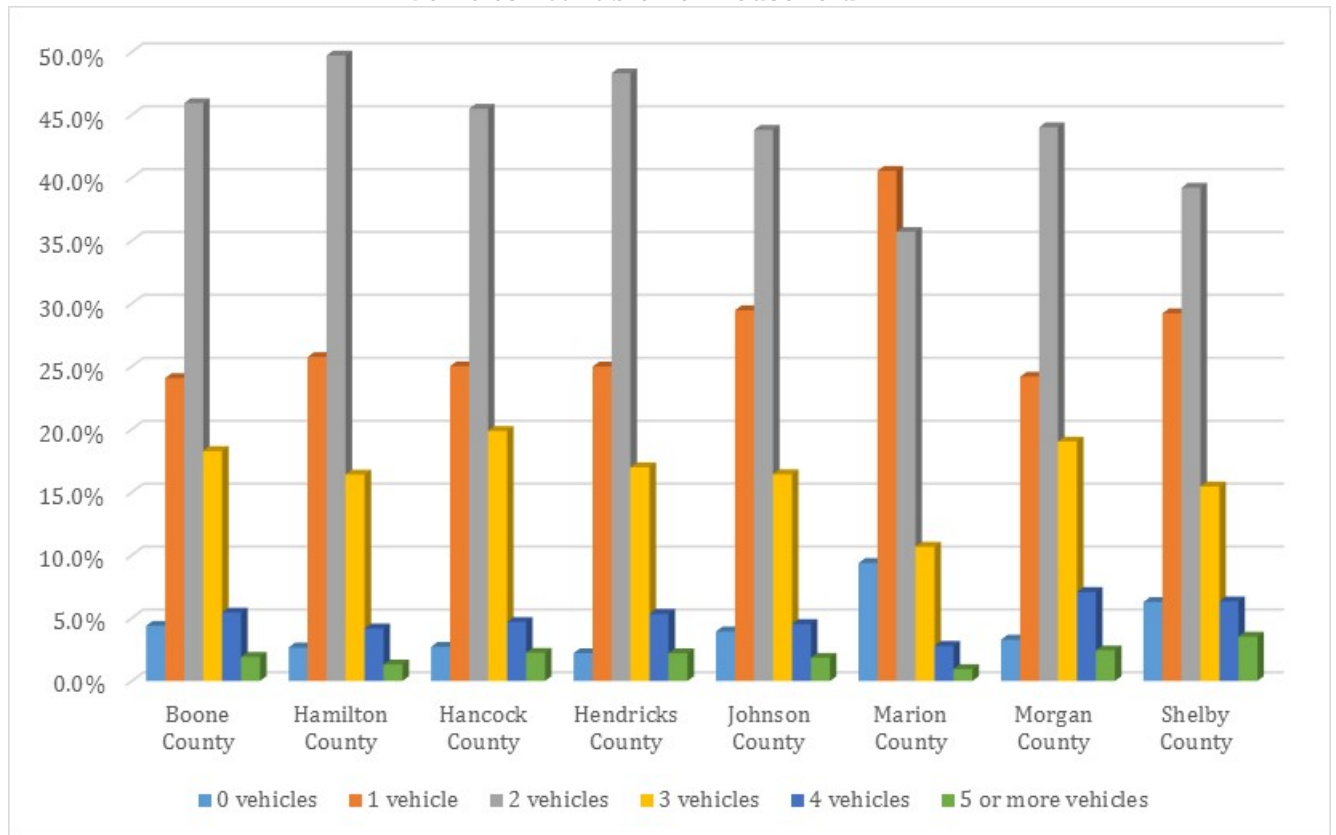


Source: 2013 ACS Five-Year Estimates

## **ZERO VEHICLE HOUSEHOLDS**

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 43,310 households in the region that have no available vehicle. This is 6.6 percent of all the households in the region. An additional 224,171 or 34 percent of households in the region have only one vehicle. Exhibit B.6 shows percentages of vehicle availability per household in each county while Exhibit B.7 gives a breakdown of the average household size in each county.

**Exhibit B.6**  
**Vehicles Available Per Household**



Source: 2013 ACS Five-Year Estimates

**Exhibit B.7**  
**Average Household Size**

County	Average Household Size
Boone County	2.62
Hamilton County	2.73
Hancock County	2.68
Hendricks County	2.75
Johnson County	2.66
Marion County	2.49
Morgan County	2.67
Shelby County	2.55

## **APPENDIX B: COUNTY PROFILES**

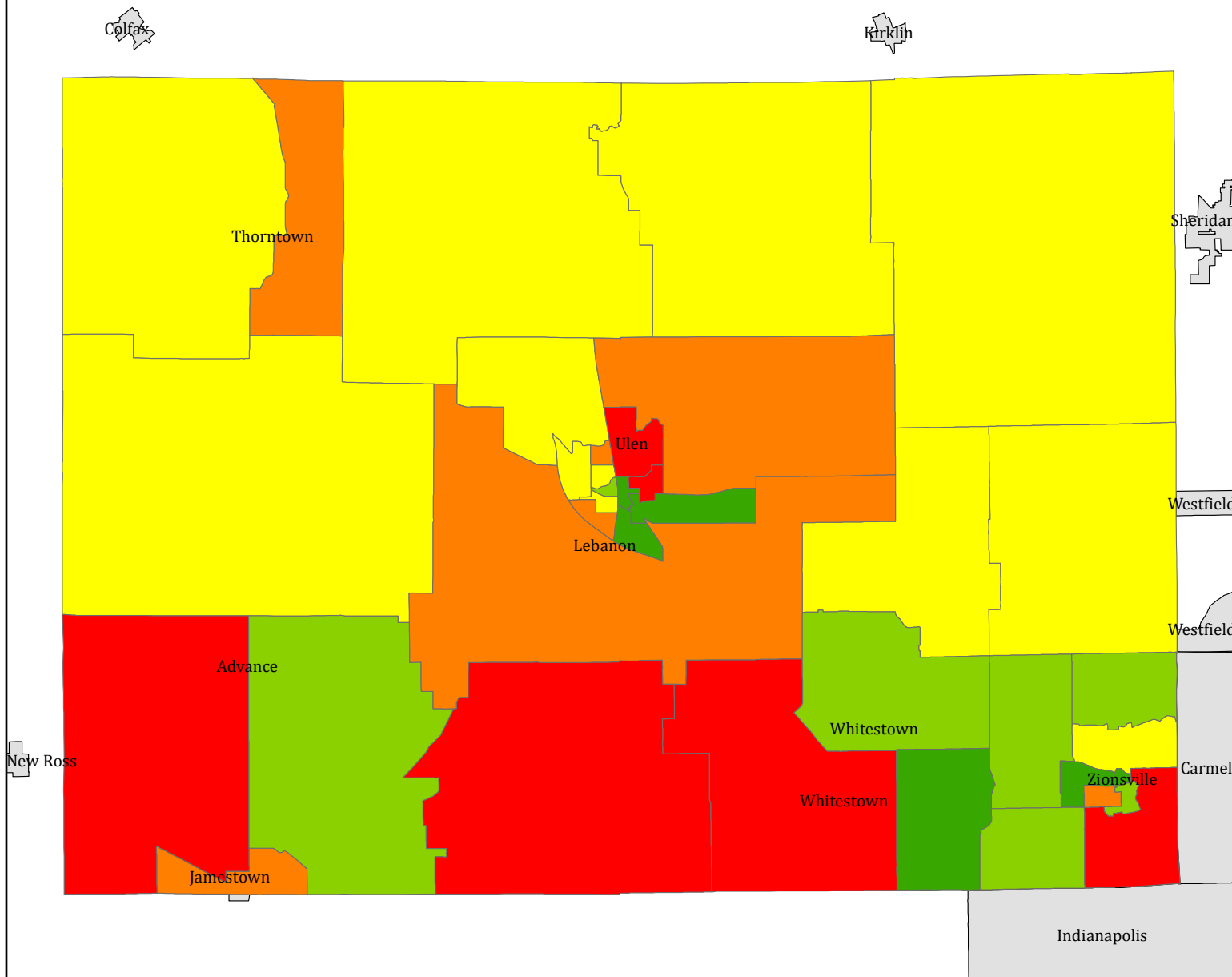
### **BOONE COUNTY**

#### **Older Adult Population**

Exhibit B.8 illustrates the percentage of persons aged 65 and older by Census block group. The block groups with the highest percentage of Boone County residents aged 65 and older are in Ulen, Advance, Jamestown, Whitestown, and Zionsville. These block groups had percentages of older adults between 20.03 percent and 29.94 percent. Jamestown, Zionsville, Lebanon, Ulen, and Thorntown had moderately high percentages of people age 65 and older. Moderate percentages (9.24 to 14 percent) of people age 65 and older can be found throughout Boone County. Small pockets in central and southern Boone County have low to very low older adult percentages.

# Exhibit B.8: Percent Population Age 65 and Over Boone County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

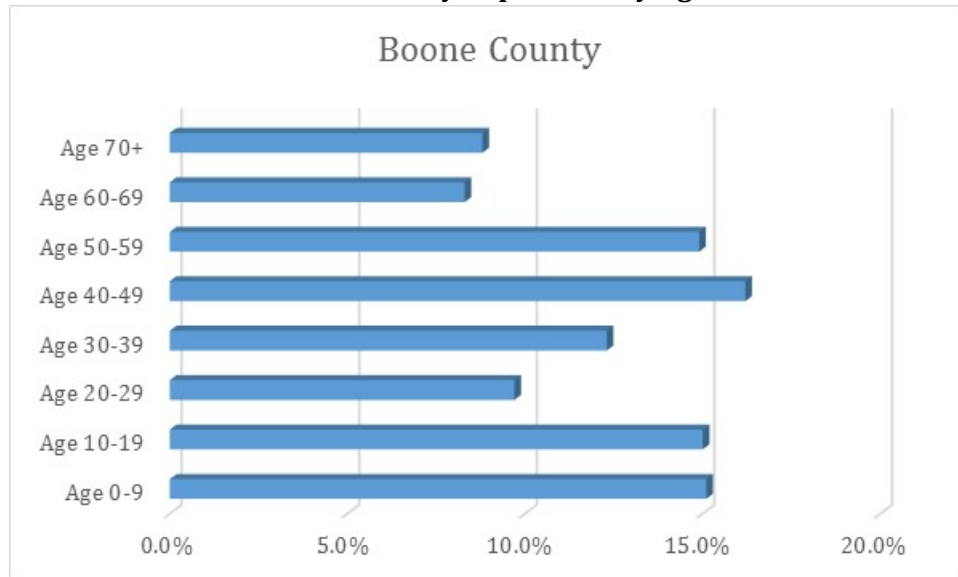
#### Percent 65 Plus

- 2.74% - 5.45%
- 5.46% - 9.23%
- 9.24% - 14%
- 14.01% - 20.02%
- 20.03% - 29.94%
- Cities/Towns

Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

The largest age cohort for Boone County was between the ages of 40 and 49. The second largest group was between ages 0 and 9, which constituted 15.1 percent of the county's population (see Exhibit B.9). The third largest age group was 10 to 19 years old was 15 percent, while 17.1 percent was age 60 or older.

**Exhibit B.9:**  
**Boone County Population by Age**



Source: 2013 ACS Five-Year Estimates

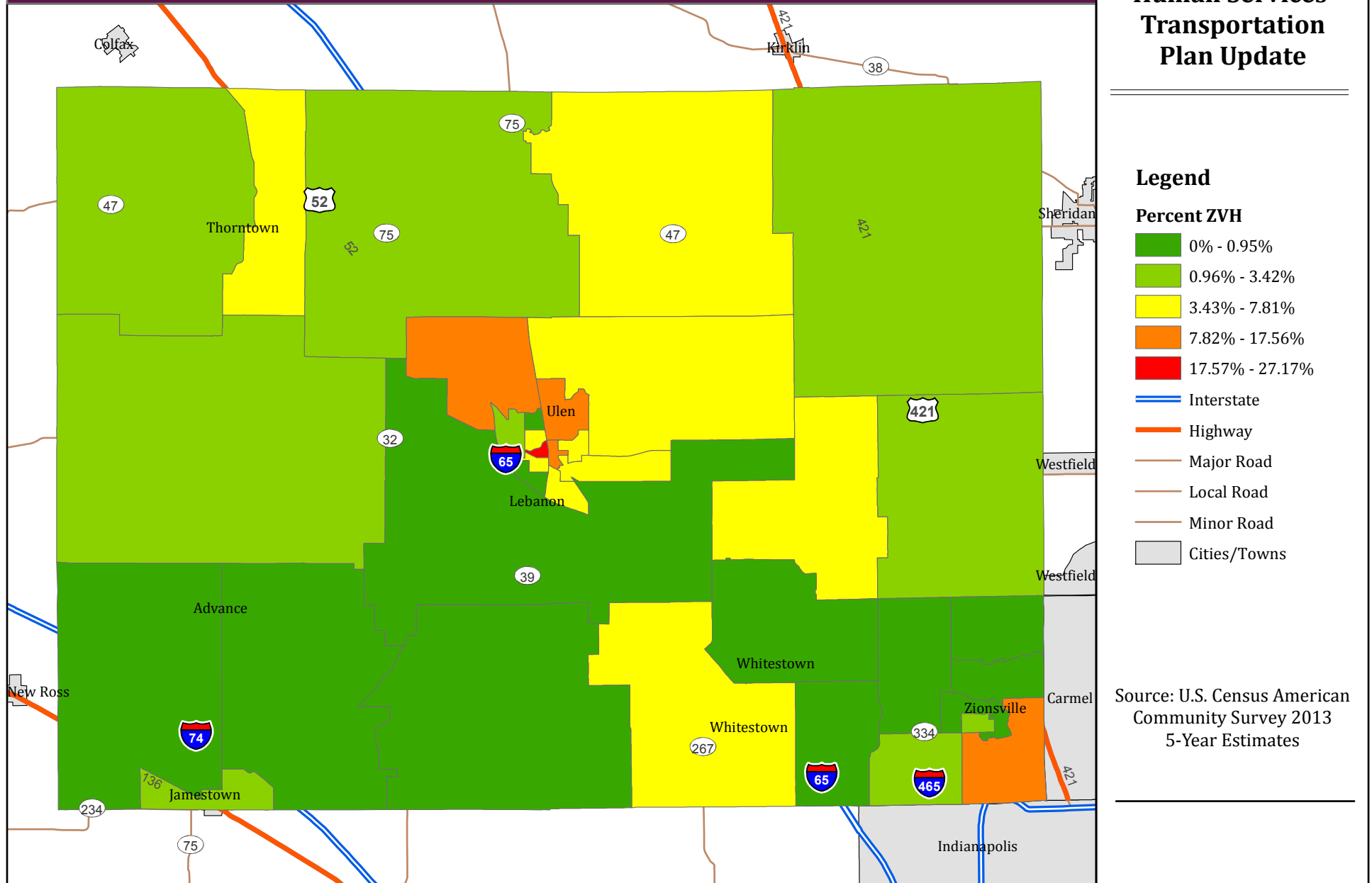
### **Zero Vehicle Households**

Exhibit B.10 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in Lebanon. Over 17.57 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 7.82 to 17.59 percent of zero vehicle households can be found in Lebanon, Ulen, and Zionsville. The remainder of Boone County had moderate to very low percentages of zero vehicle households.



# Exhibit B.10: Percent Zero Vehicle Households Boone County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update

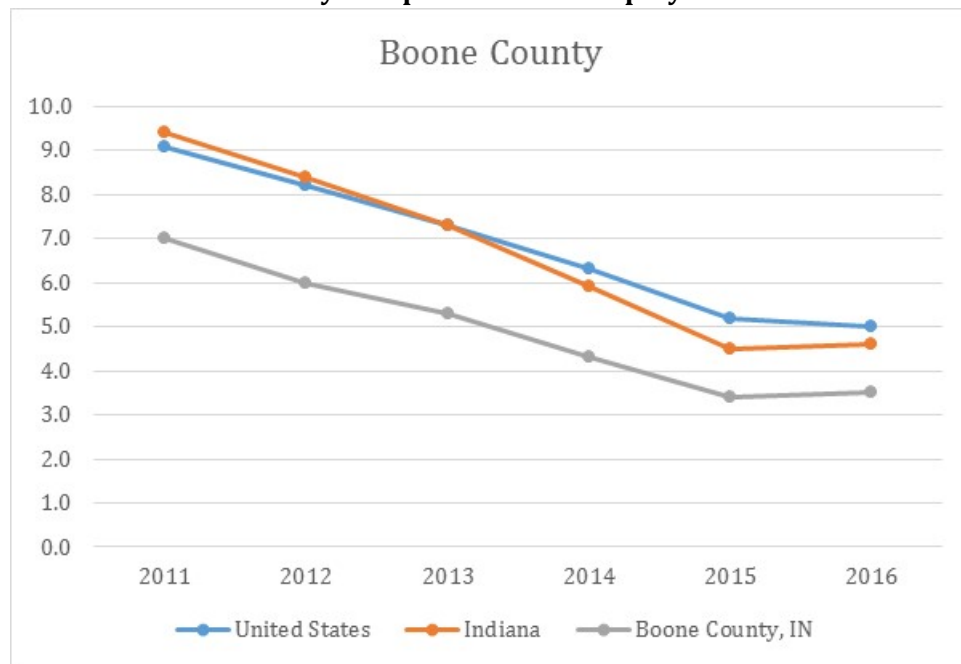


## **Industry and Labor Force**

Boone County's unemployment rate was 7.0 percent in 2011. This was significantly lower than that of the United States 9.1 percent and the State of Indiana 9.4 percent.

From 2011 to 2016, the unemployment rate for Boone County was consistently lower than the national and state unemployment averages. Exhibit B.11 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit B.11:  
Boone County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

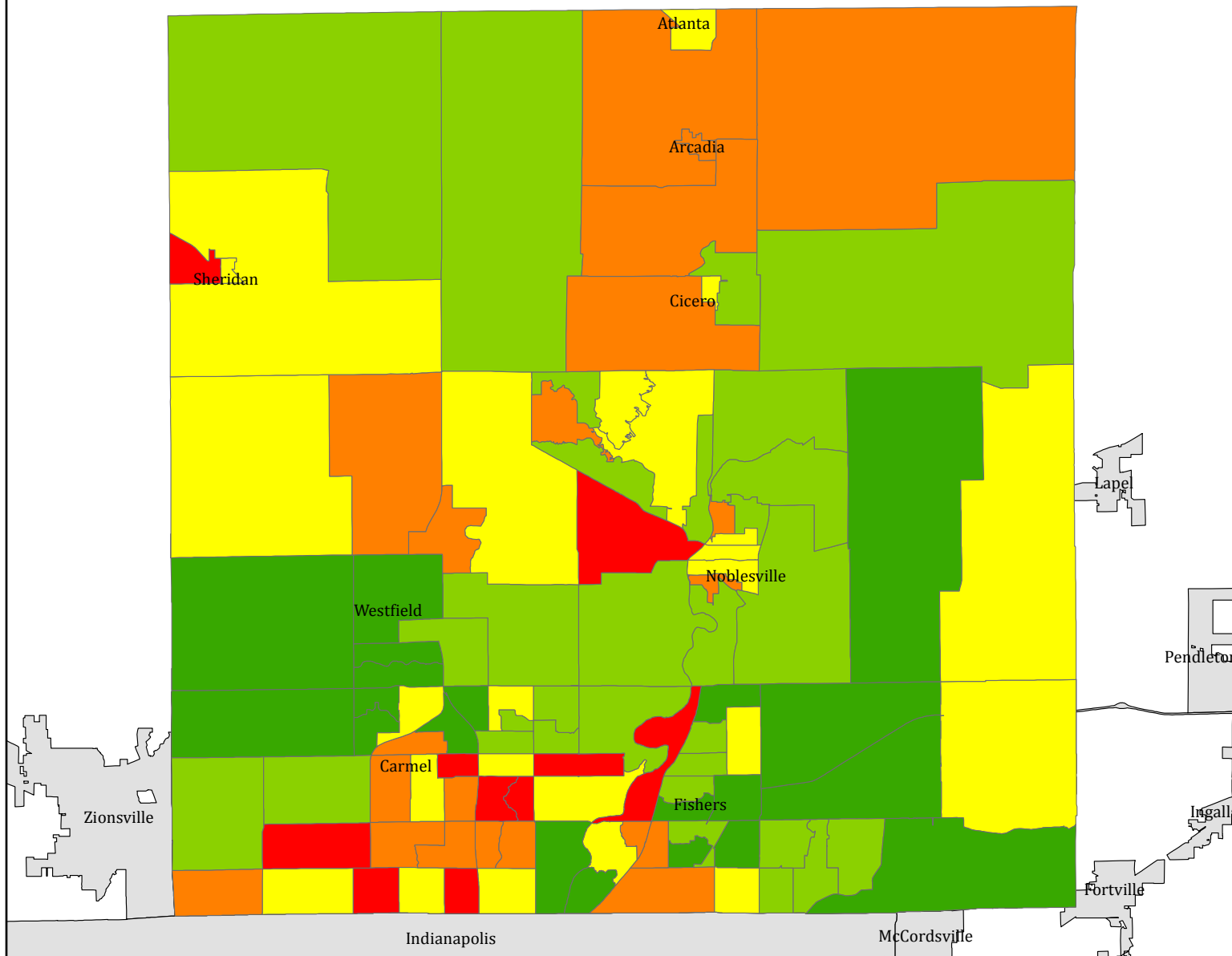
## **HAMILTON COUNTY**

### **Older Adult Population**

Exhibit B.12 illustrates the percentage of persons aged 65 and older by Census block group. The block groups with the highest percentages (20.03 to 34.16 percent) of Hamilton County residents aged 65 and older are in Sheridan, Noblesville, Fishers, and Carmel. Moderately high percentages of older adults can be found in Carmel, Fishers, Noblesville, Westfield, Cicero, and Arcadia. These block groups had percentages between 14.01 percent and 20.02 percent persons aged 65 and older. The remainder of the county has older adult population percentages below 14.01 percent.

## Exhibit B.12: Percent Population Age 65 and Over Hamilton County

### Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



#### Legend

##### Percent 65 Plus

0.9% - 5.45%

5.46% - 9.23%

9.24% - 14%

14.01% - 20.02%

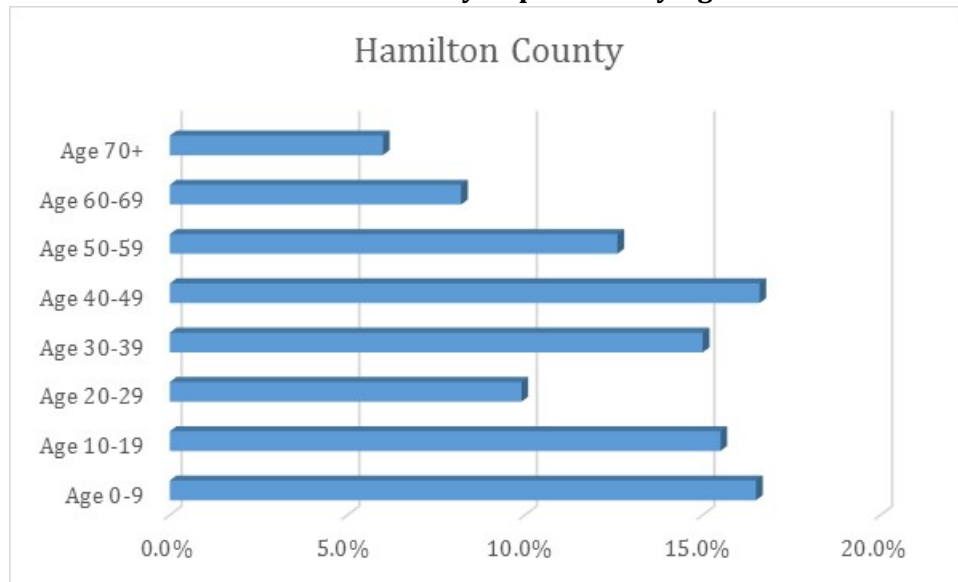
20.03% - 34.16%

Cities/Towns

Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

The largest age cohort for Hamilton County was between the ages of 40 and 49 (16.6 percent). The second largest group was between ages 0 and 9, which constituted 16.5 percent of the county's population (see Exhibit B.13). The third largest age group was 10 to 19 years old (15.5 percent), while 14.2 percent was age 60 or older. Hamilton County has the lowest percentage of population age 60 and older in the Indianapolis region.

**Exhibit B.13:**  
**Hamilton County Population by Age**



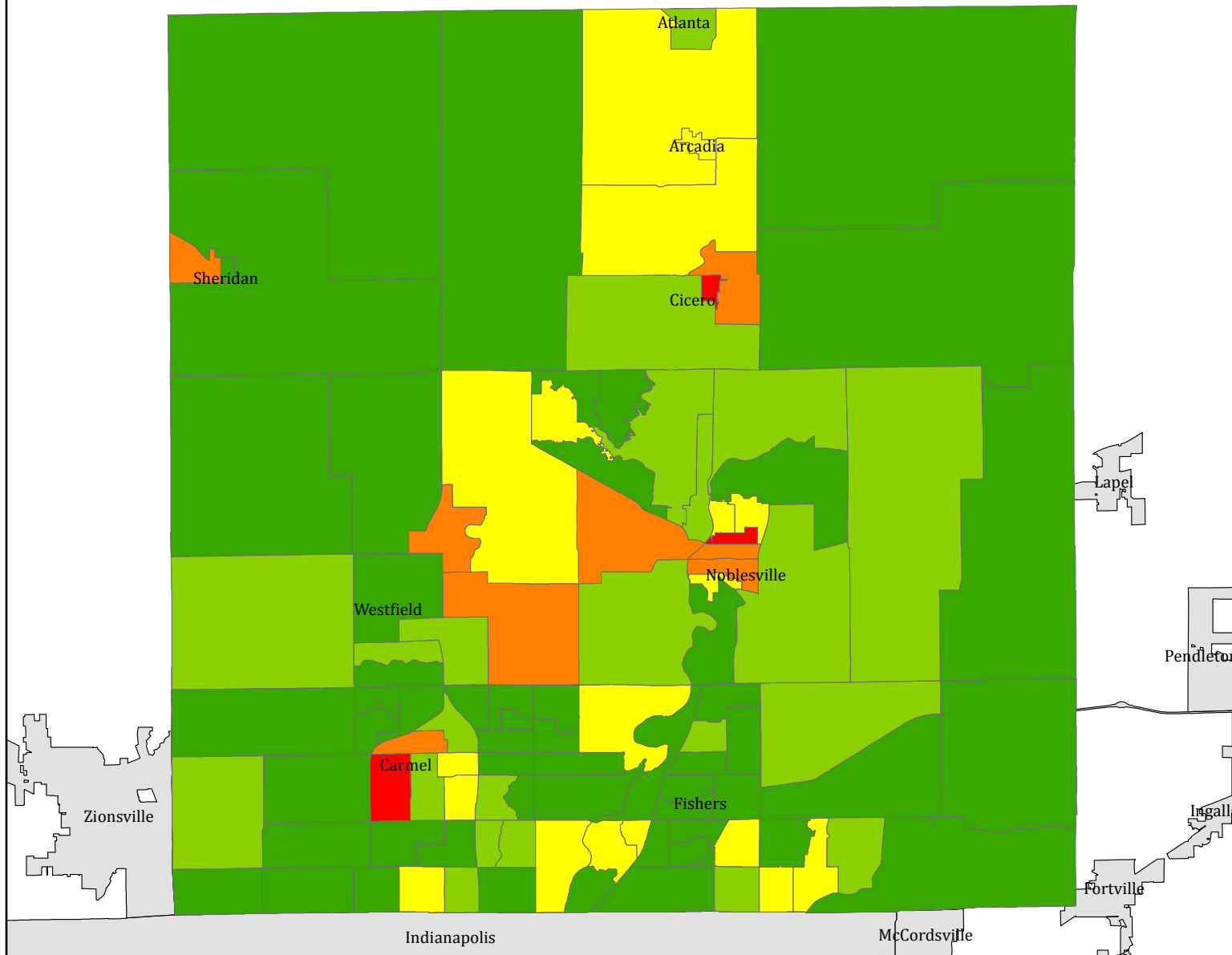
Source: 2013 ACS Five-Year Estimates

### **Zero Vehicle Households**

Exhibit B.14 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated around Carmel, Cicero, and Noblesville. Over 17.57 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 7.82 percent to 17.56 percent of zero vehicle households can be found in Sheridan, Cicero, Noblesville, Westfield, and Carmel.

# Exhibit B.14: Percent Zero Vehicle Households Hamilton County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Percent ZVH

- 0% - 0.95%
- 0.96% - 3.42%
- 3.43% - 7.81%
- 7.82% - 17.56%
- 17.57% - 29.86%
- Cities/Towns

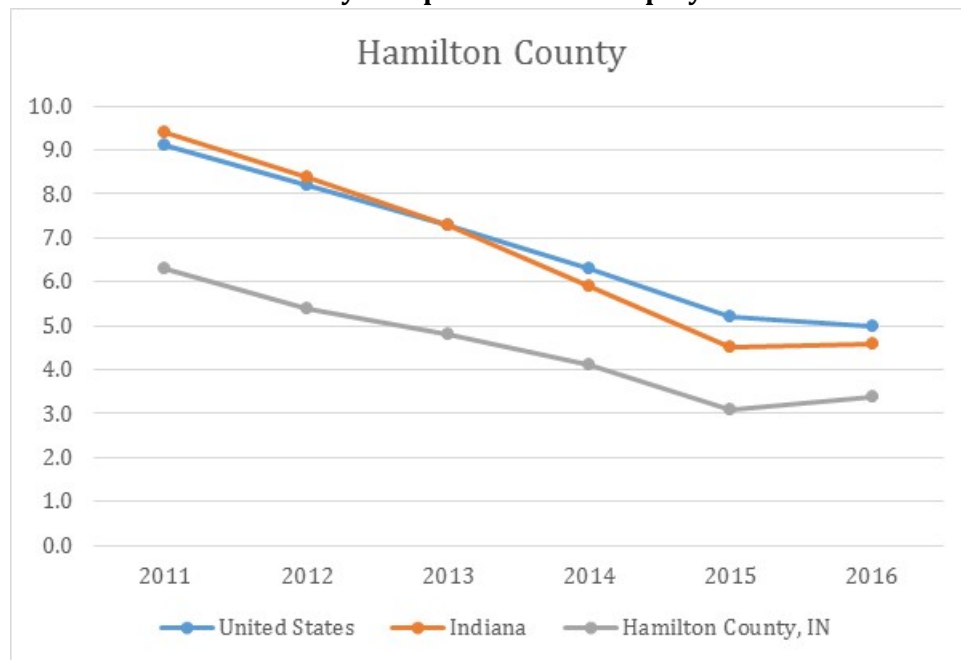
Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

## **Industry and Labor Force**

Hamilton County's unemployment rate was 6.3 percent in 2011. This was significantly lower than that of the United States of 9.1 percent and the State of Indiana of 9.4 percent.

From 2011 to 2016, the unemployment rate for Hamilton County was consistently lower than the national and state unemployment averages. Exhibit B.15 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit B.15:  
Hamilton County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

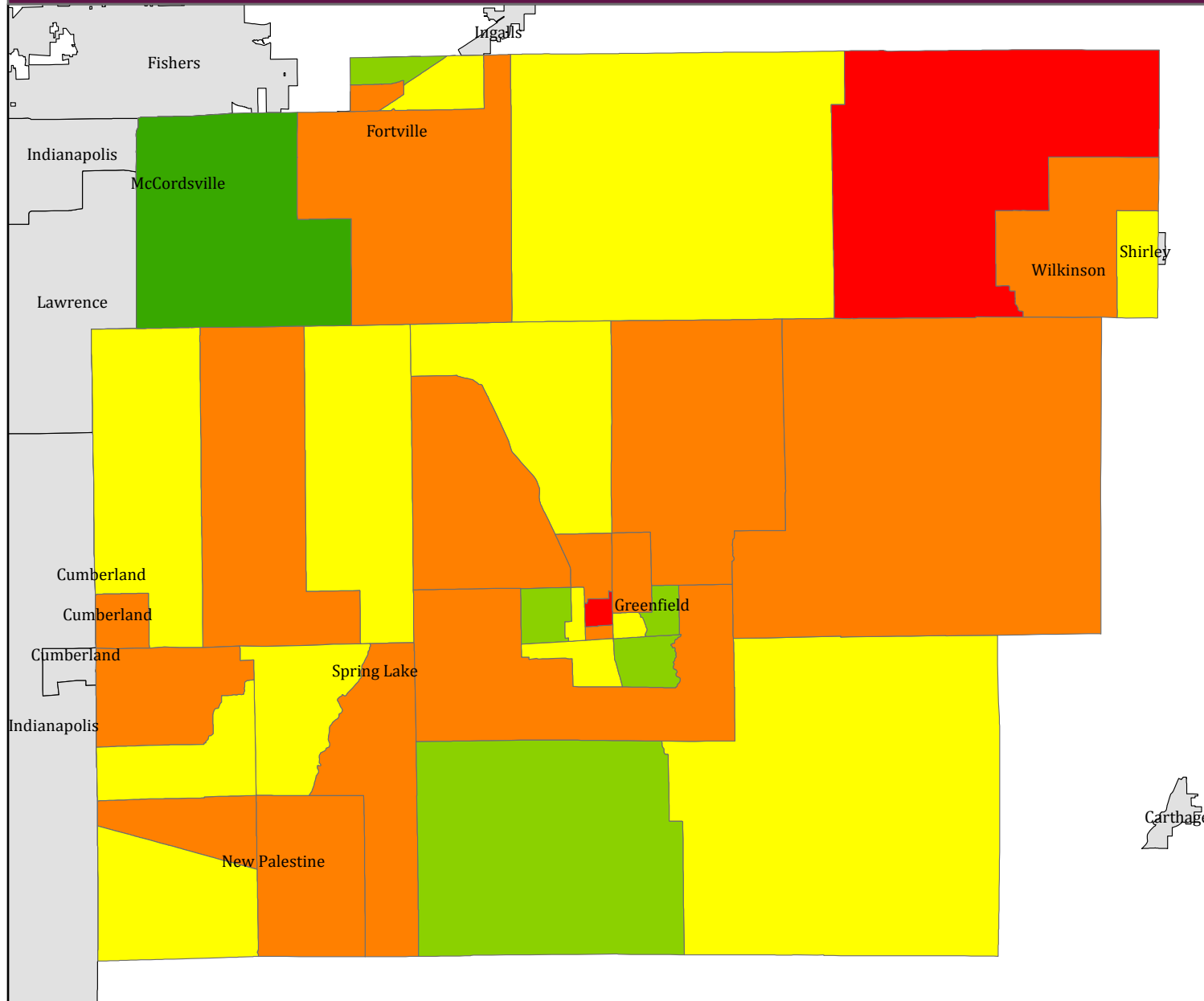
## **HANCOCK COUNTY**

### **Older Adult Population**

Exhibit B.16 illustrates the percentage of persons aged 65 and older by Census block group. The block groups with the highest percentage of Hancock County residents aged 65 and older are in Greenfield and northeast Hancock County (20.03 to 37.15 percent). The remainder of the county has percentages of aged 65 and older adults spread out throughout the entire county. Fortville, Wilkinson, Greenfield, Spring Lake, Cumberland, and New Palestine all had moderately high percentages of older adults.

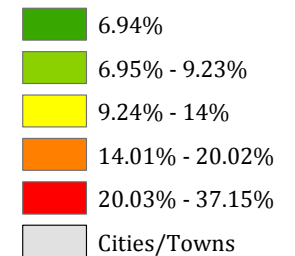
# Exhibit B.16: Percent Population Age 65 and Over Hancock County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

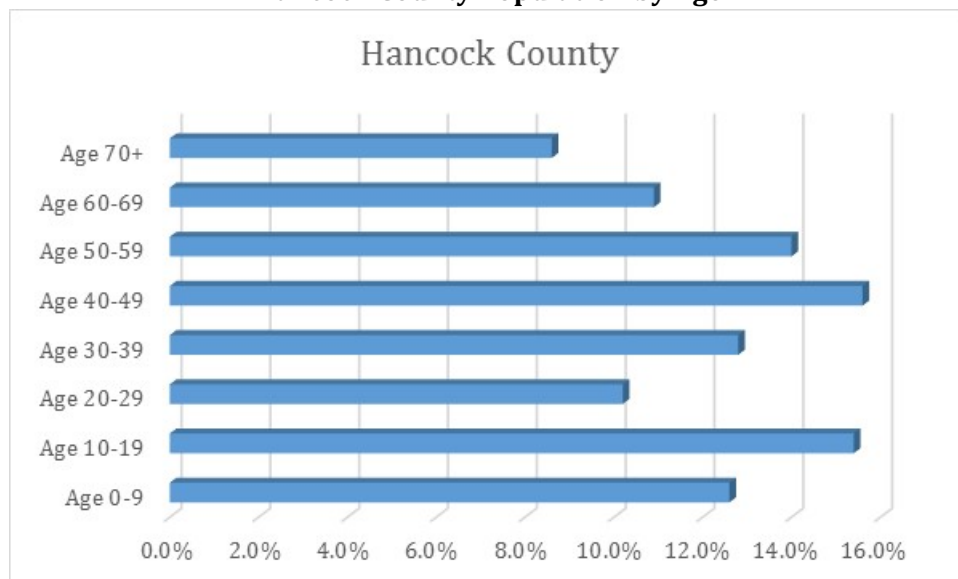
#### Percent 65 Plus



Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

The largest age cohort for Hancock County was between the ages of 40 and 49 (15.6 percent). The second largest group was between ages 10 and 19, which constituted 15.4 percent of the county's population (see Exhibit B.17). The third largest age group was 50 to 59 years old (14 percent), while 19.5 percent was age 60 or older.

**Exhibit B.17:**  
**Hancock County Population by Age**



Source: 2013 ACS Five-Year Estimates

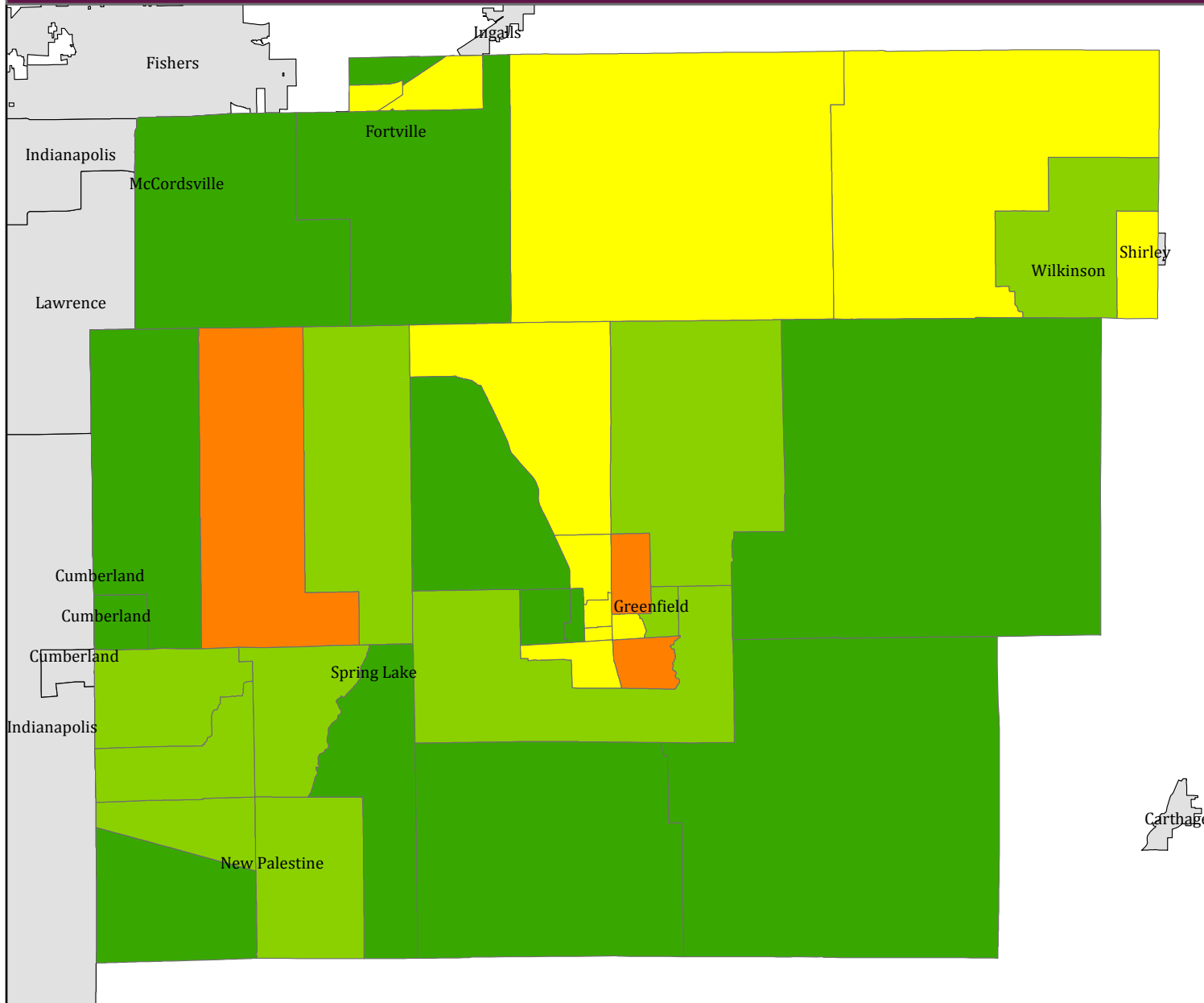
### **Zero Vehicle Households**

Exhibit B.18 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the orange shading have the highest percentage of housing units with no available vehicles in Hancock County. The block group locations with the highest concentration of these households are concentrated in Greenfield and western Hancock County between Cumberland and Greenfield. Between 7.82 and 17.56 percent of households within these block groups have no vehicle available. Areas with a moderate percentage ranging from 3.43 percent to 7.81 percent of zero vehicle households can be found in Greenfield, Fortville, and eastern Hancock County near Wilkinson and Shirley. The remainder of the county has low to very low percentages of zero vehicle households.



# Exhibit B.18: Percent Zero Vehicle Households Hancock County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Percent ZVH

- 0% - 0.95%
- 0.96% - 3.42%
- 3.43% - 7.81%
- 7.82% - 17.56%
- 17.57%
- Cities/Towns

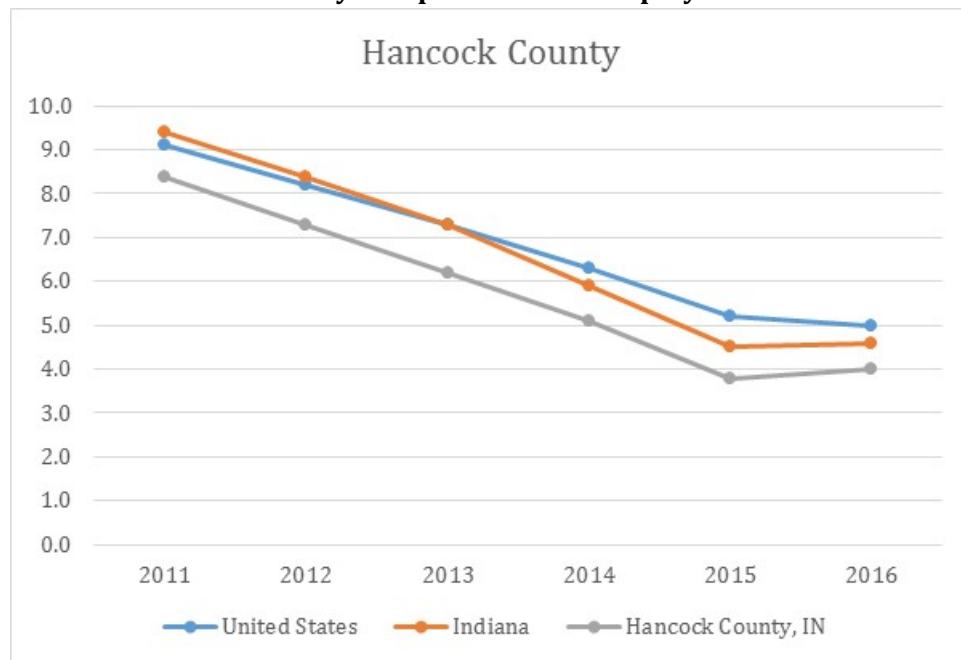
Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

## **Industry and Labor Force**

Hancock County's unemployment rate was 8.4 percent in 2011. This rate was lower than that of the United States at 9.1 percent and the State of Indiana 9.4 percent.

From 2011 to 2016, the unemployment rate for Hancock County remained lower than the State and National averages. From 2015 to 2016 the County's unemployment rate has stayed low, but became closer to the National and State averages. Exhibit B.19 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit B.19:**  
**Hancock County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

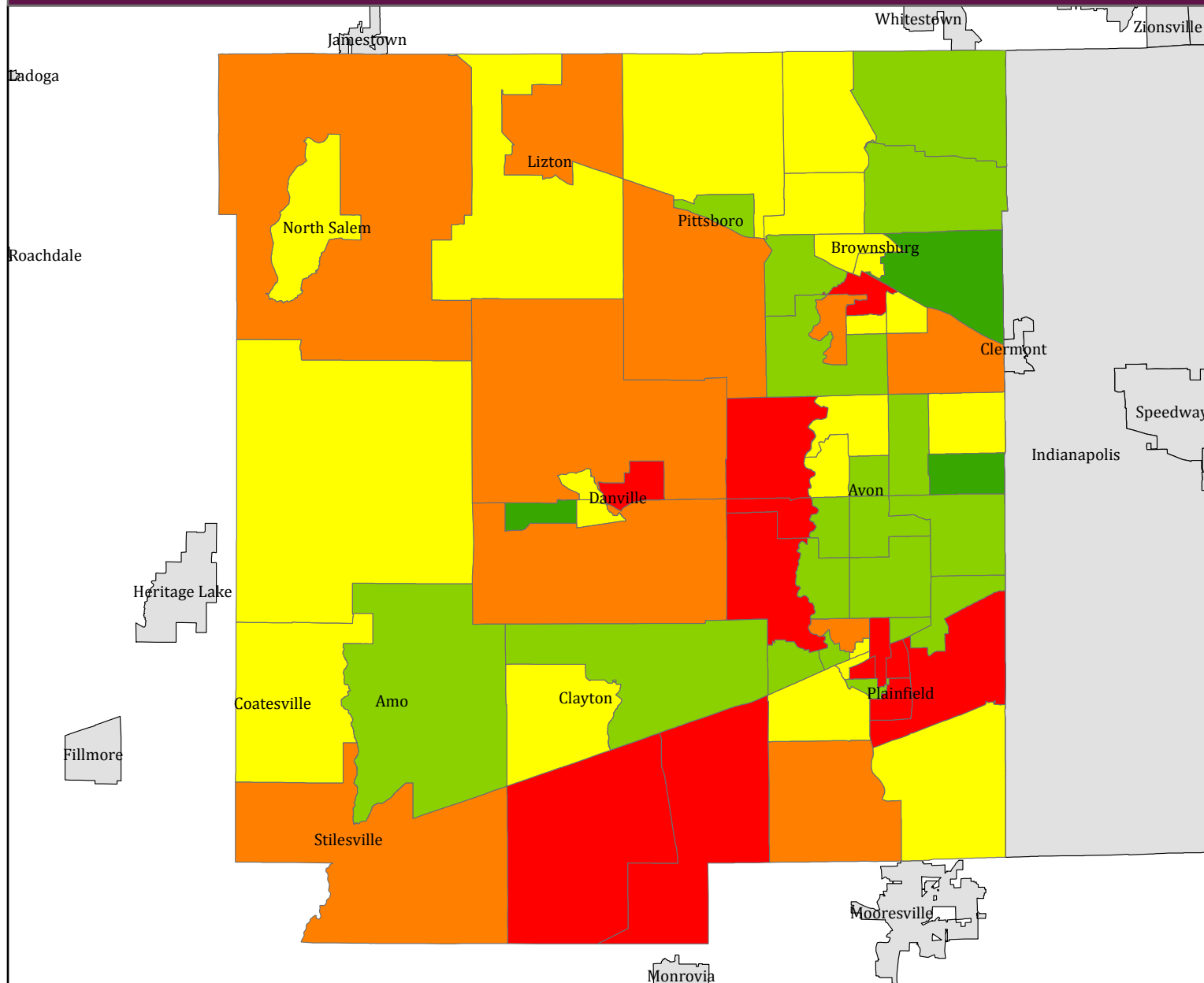
## **HENDRICKS COUNTY**

### **Older Adult Population**

Exhibit B.20 illustrates the percentages of persons aged 65 and older by Census block group. The block groups with the highest percentages of Hendricks County residents aged 65 and older are in Brownsburg, Danville, Plainfield, and areas south of Clayton. These block group had older adult percentages between 20.03 percent and 33.79 percent. Moderately high population percentages of people age 65 and older were located in Brownsburg, Danville, Pittsboro, Plainfield, Lizton, and Stilesville. The remainder of the county has moderate to very low older adult population percentage.

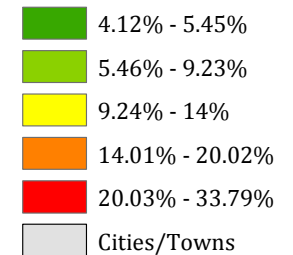
# Exhibit B.20: Percent Population Age 65 and Over Hendricks County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

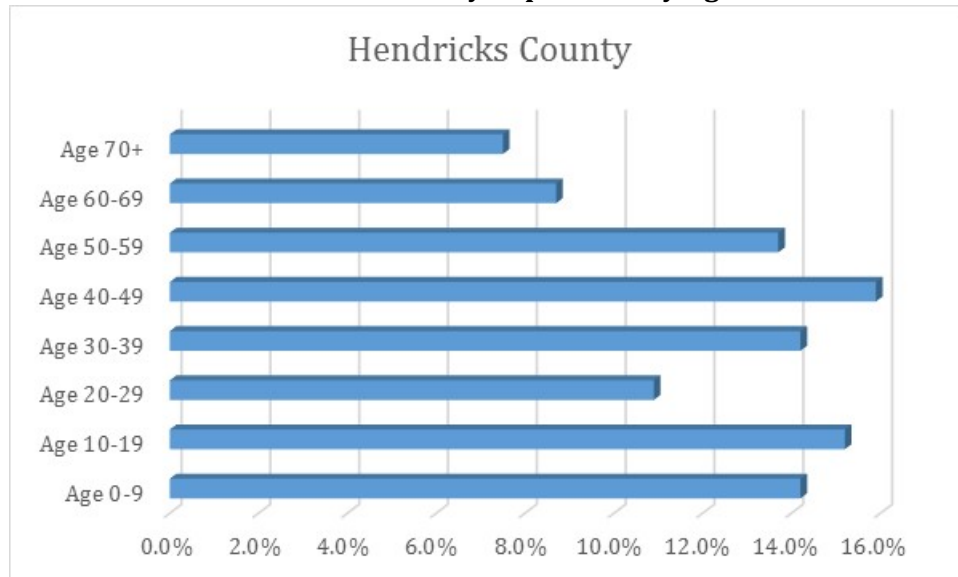
#### Percent 65 Plus



Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

The largest age cohort for Hendricks County was between the ages of 40 and 49 (15.9 percent). The second largest group was between ages 10 and 19, which constituted 15.2 percent of the county's population (see Exhibit B.21). The third largest age group was 30 to 39 years old (14.2 percent), while 16.2 percent was age 60 or older.

**Exhibit B.21:**  
**Hendricks County Population by Age**



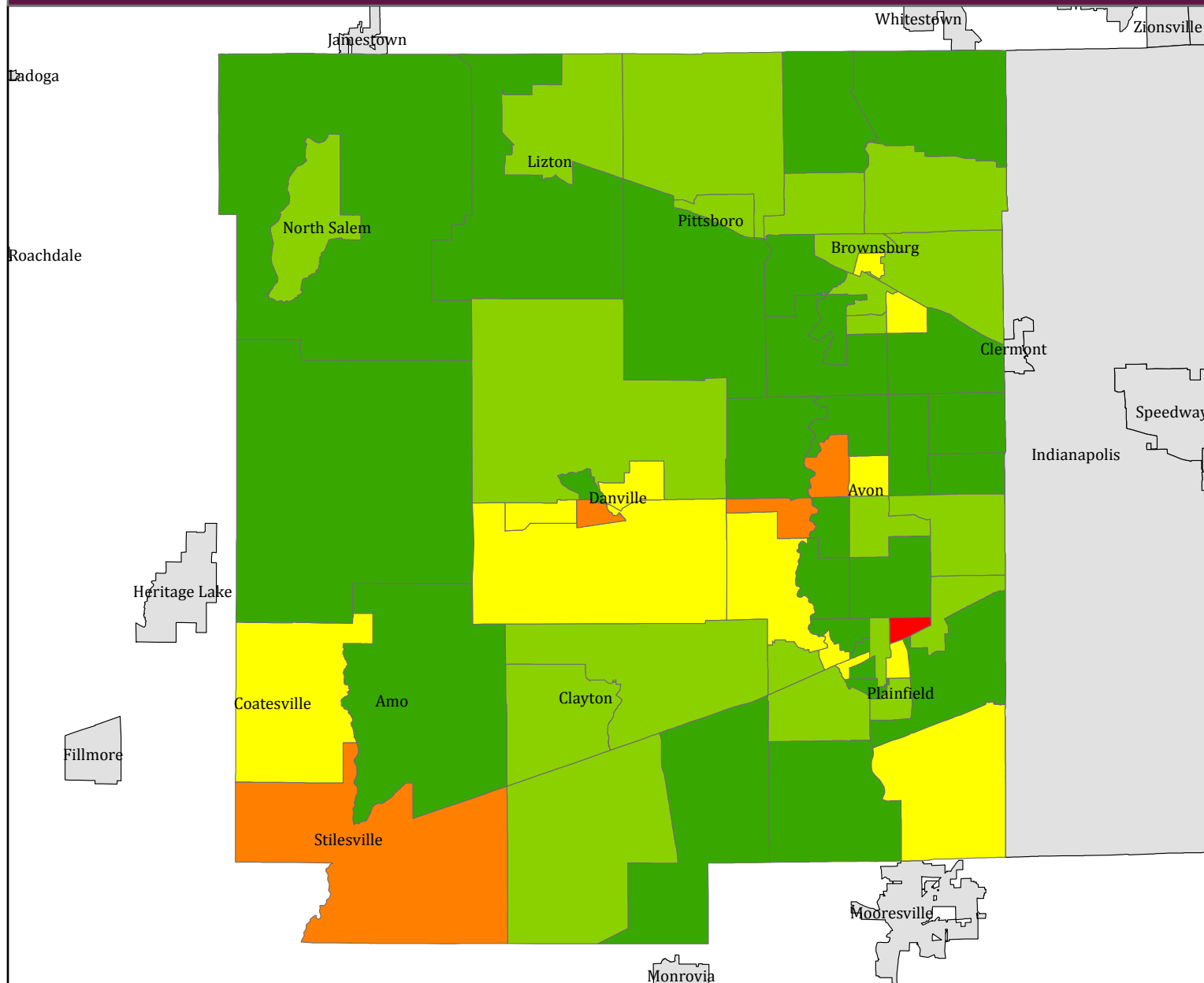
Source: 2013 ACS Five-Year Estimates

### **Zero Vehicle Households**

Exhibit B.22 illustrates the percentage of housing units that have no available vehicle, according to 2013 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 with the highest concentration of these households is in Plainfield. Over 17.57 percent of households within this block group has no vehicle available. Areas with a moderately high percentage ranging from 7.82 percent to 17.56 percent of zero vehicle households can be found in Danville, Avon, and Stilesville. The remainder of the county has overall low levels of zero vehicle households.

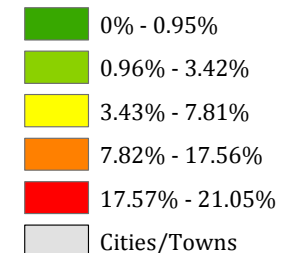
# Exhibit B.22: Percent Zero Vehicle Households Hendricks County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Percent ZVH



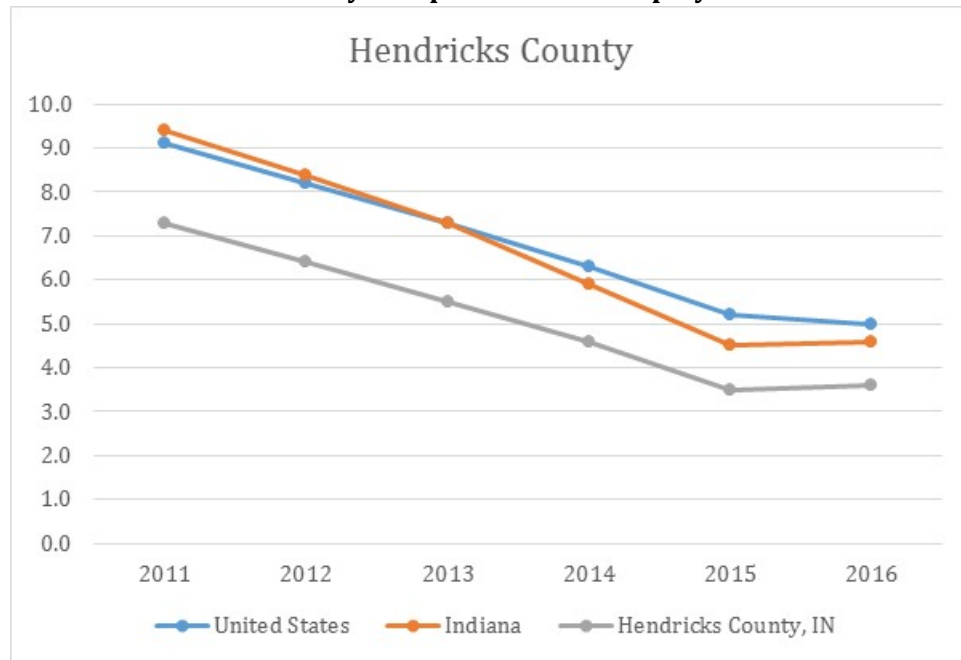
Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

## **Industry and Labor Force**

Hendricks County's unemployment rate was 7.3 percent in 2011. This was significantly lower than that of the United States at 9.1 percent and the State of Indiana at 9.4 percent.

From 2011 to 2016, the unemployment rate for Hendricks County remained over one percent lower than the State and National averages. Exhibit B.23 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit B.23:  
Hendricks County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

## **JOHNSON COUNTY**

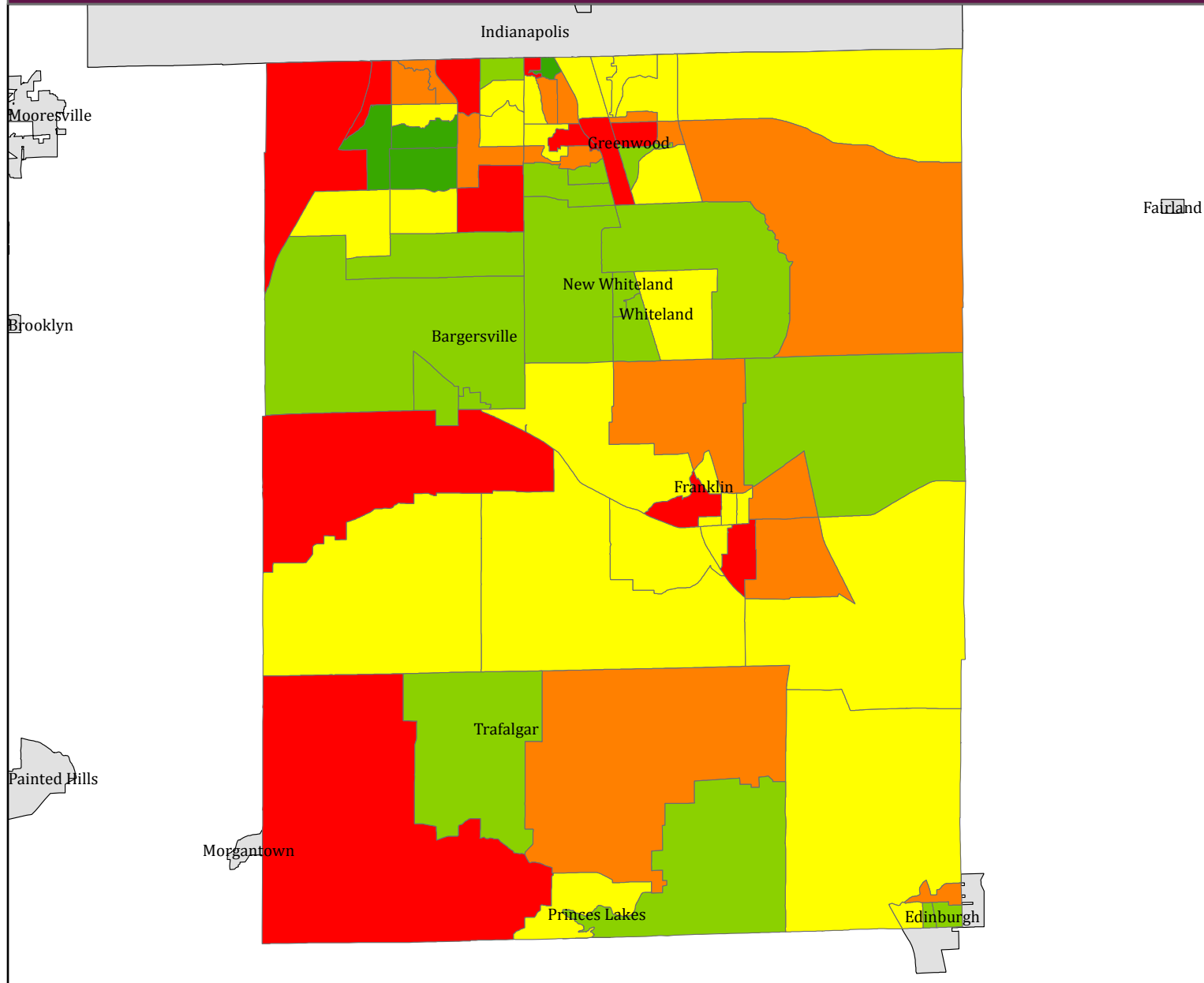
### **Older Adult Population**

Exhibit B.24 illustrates the percentage of persons aged 65 and older by Census block group. The block groups with the highest percentage of Johnson County residents aged 65 and older are spread out throughout Johnson County. Some areas of concentration are Greenwood, Franklin, and west Johnson County. These block groups had 20.03 percent to 48.83 percent of persons aged 65 and older. Areas of moderately high percentages of older adults were located in Greenwood, Franklin, Edinburgh, and northern Johnson County. The remainder of the county has moderate to very low older adult population percentages.



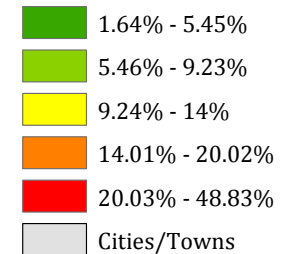
# Exhibit B.24: Percent Population Age 65 and Over Johnson County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

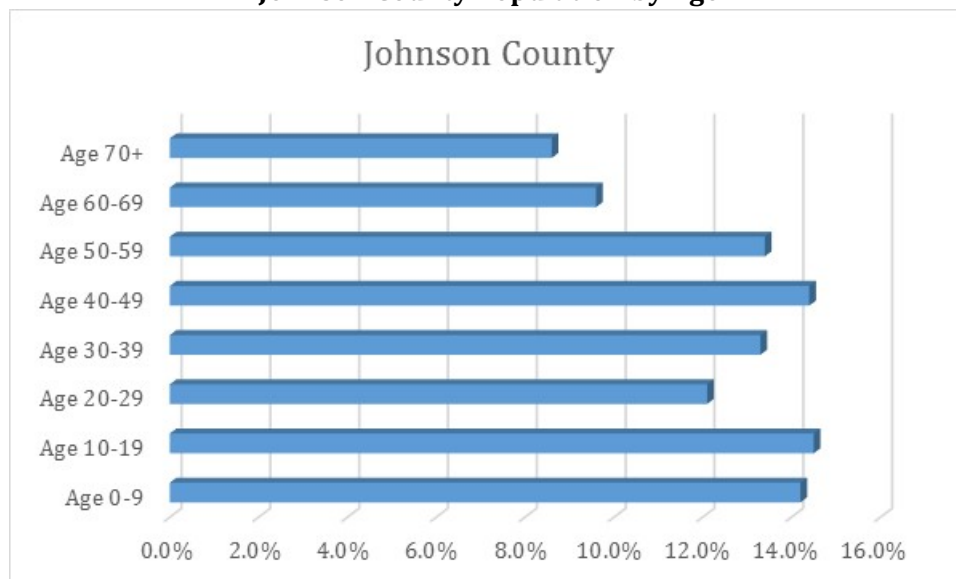
#### Percent 65 Plus



Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

The largest age cohort for Johnson County was between the ages of 10 and 19 (14.5 percent). The second largest group was between ages 40 and 49, which constituted 14.4 percent of the county's population (see Exhibit B.25). The third largest age group was 0 to 9 years old (14.2 percent), while 18.2 percent was age 60 or older.

**Exhibit B.25:**  
**Johnson County Population by Age**



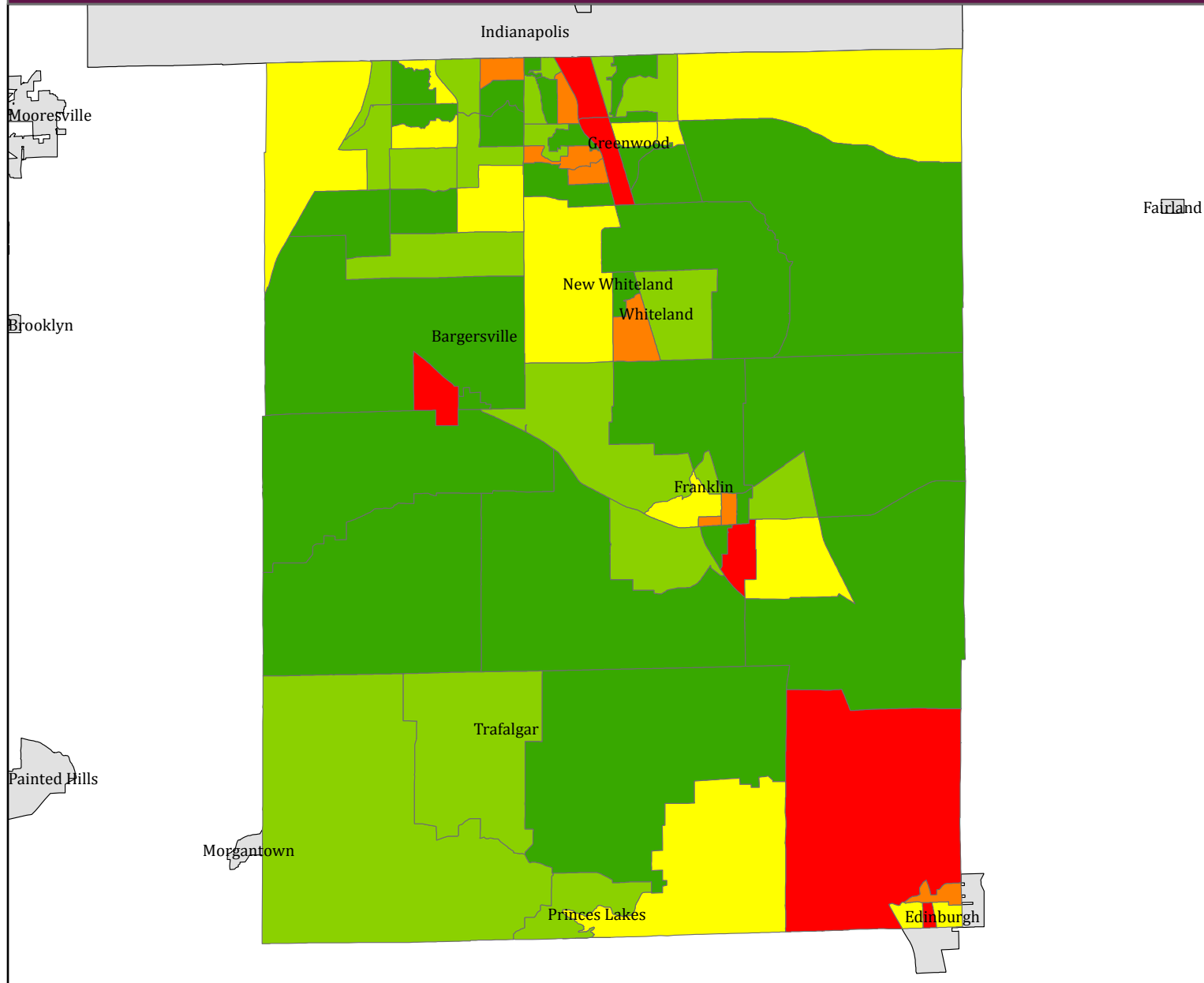
Source: 2013 ACS Five-Year Estimates

### **Zero Vehicle Households**

Exhibit B.26 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block group with the red shading has the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Greenwood, Franklin, Edinburgh, and Bartersville. Between 17.57 and 21.63 percent of households within this block group has no vehicle available. Areas with a moderately high percentage ranging from 7.82 to 17.56 percent of zero vehicle households can be found in Greenwood, Whiteland, Franklin, and Edinburgh. The remainder of the county had low percentages of households with zero vehicles available.

# Exhibit B.26: Percent Zero Vehicle Households Johnson County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Percent ZVH

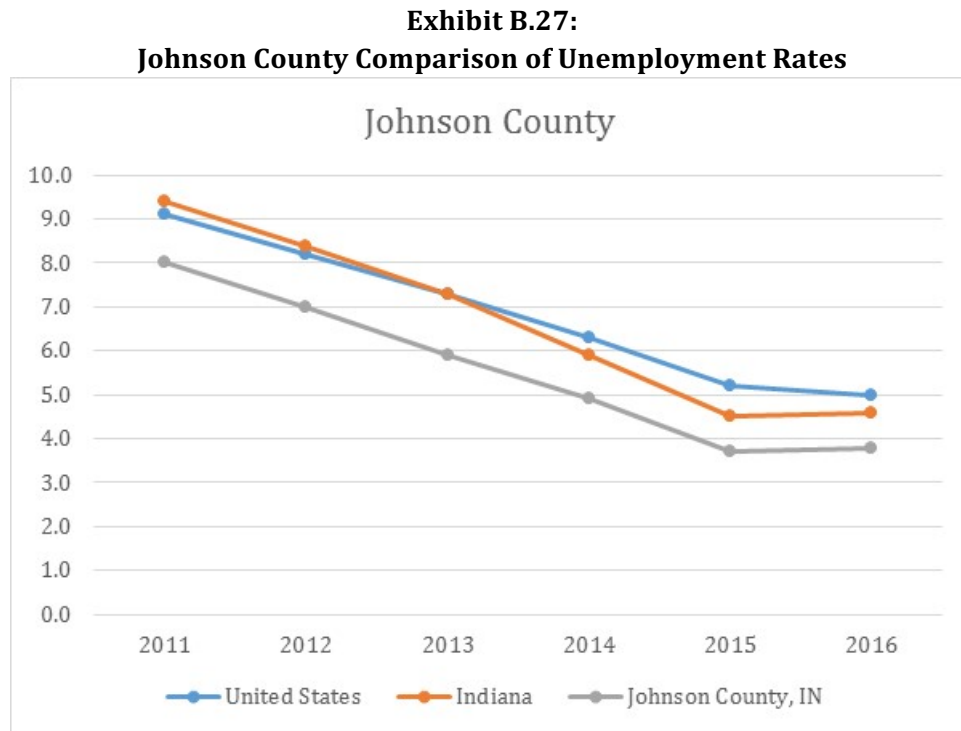
- 0% - 0.95%
- 0.96% - 3.42%
- 3.43% - 7.81%
- 7.82% - 17.56%
- 17.57% - 21.63%
- Cities/Towns

Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

## **Industry and Labor Force**

Johnson County's unemployment rate was 8 percent in 2011. This was lower than that of the United States at 9.1 percent and the State of Indiana at 9.4 percent.

From 2011 to 2016, the unemployment rate for Johnson County remained lower than the State and National averages. Exhibit B.27 illustrates a comparison of the unemployment rates in the county, state, and nation.



Source: STATS Indiana using Bureau of Labor Statistics

## **MARION COUNTY**

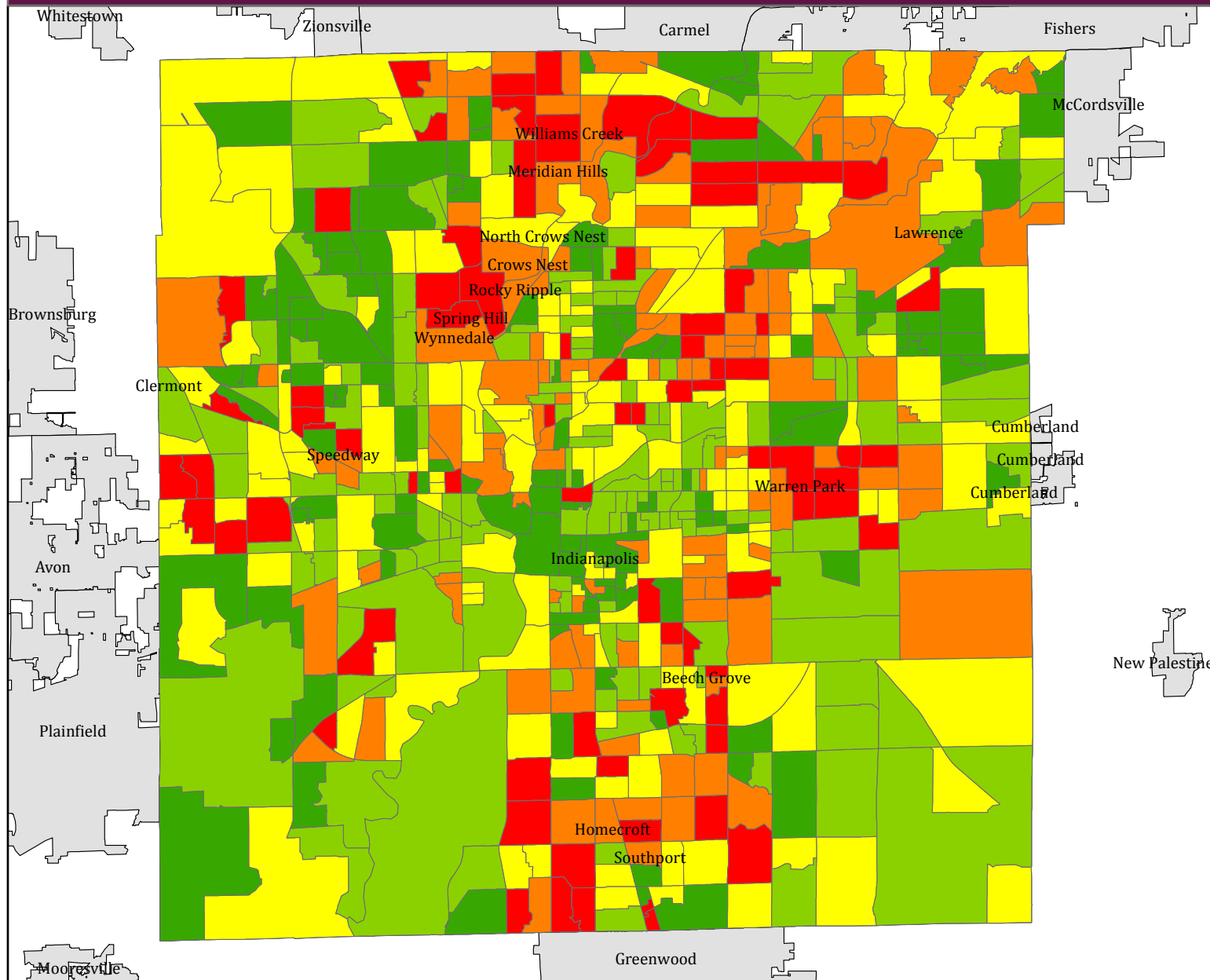
### **Older Adult Population**

Exhibit B.28 illustrates the percentage of persons aged 65 and older by Census block group. The block groups with the highest percentage of Marion County residents aged 65 and older are spread throughout the County. These block groups had older adult population percentage between 20.03 percent and 62.88 percent. Areas with moderately high percentages of older adults (14.01 percent to 20.02 percent) can also be found throughout Marion County. The remainder of the county has moderate to very low older adult population percentages (below 14 percent).



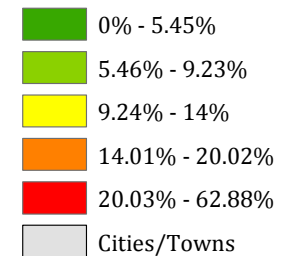
# Exhibit B.28: Percent Population Age 65 and Over Marion County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

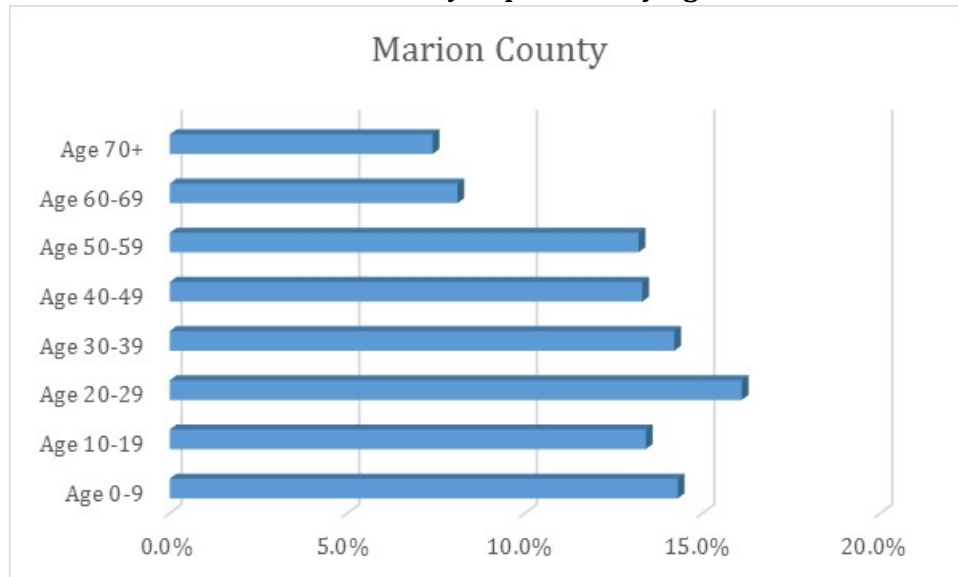
#### Percent 65 Plus



Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

The largest age cohort for Marion County was between the ages of 20 and 29 (16.1 percent). The second largest group was between ages 0 and 9, which constituted 14.3 percent of the county's population (see Exhibit B.29). The third largest age group was 30 to 39 years old (14.2 percent), while 15.5 percent was age 60 or older.

**Exhibit B.29:**  
**Marion County Population by Age**



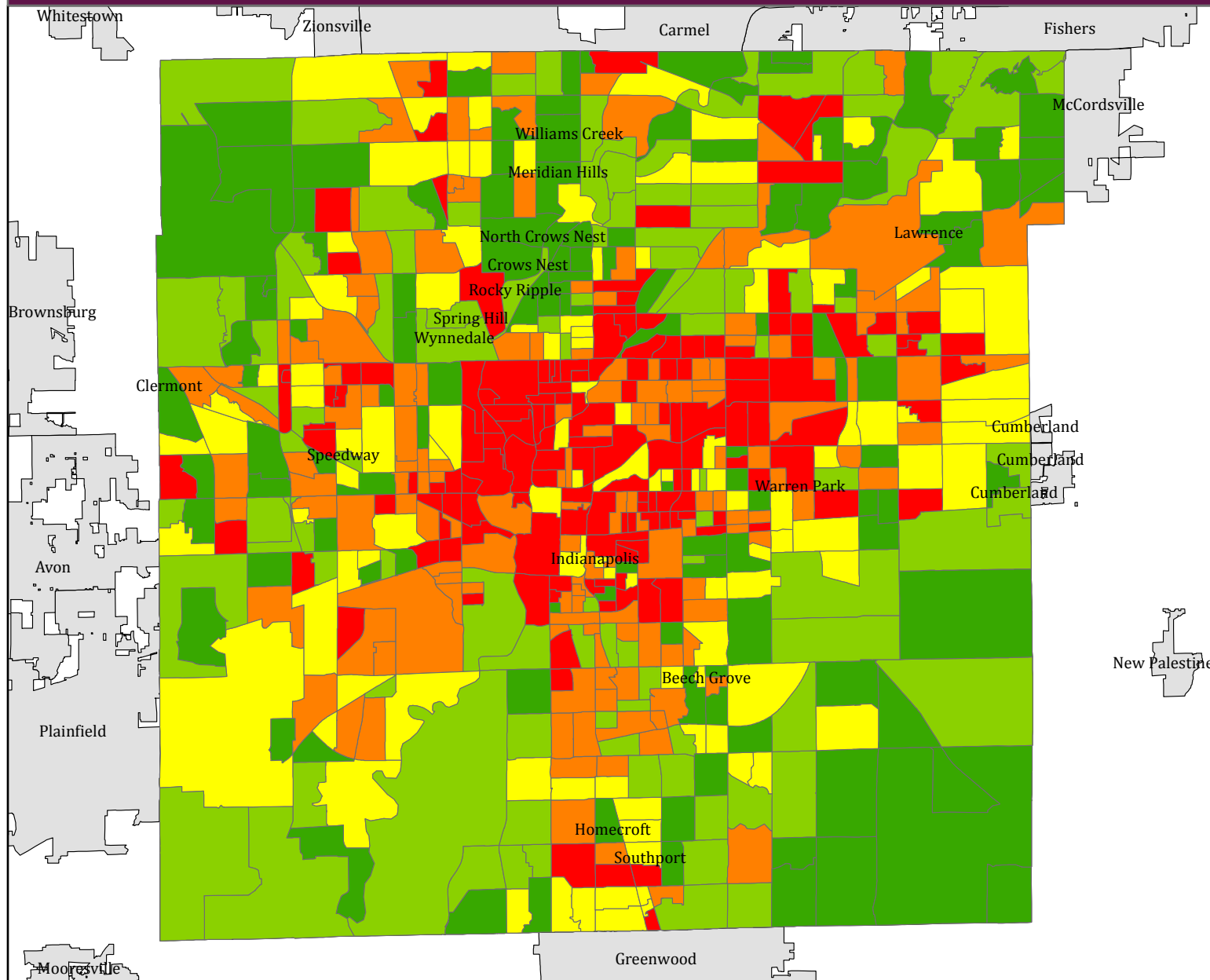
Source: 2013 ACS Five-Year Estimates

### **Zero Vehicle Households**

Exhibit B.30 illustrates the percentage of housing units that have no available vehicle, according to 2013 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 found throughout Marion County. Over 17.57 percent of households within this block group has no vehicle available. Areas with a moderately high percentage ranging from 7.82 percent to 17.56 percent of zero vehicle households can also be found throughout Marion County. The outer edges of the county had moderate to very low percentages of households with zero vehicles available.

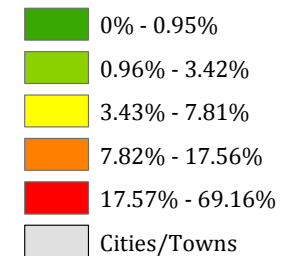
# Exhibit B.30: Percent Zero Vehicle Households Marion County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Percent ZVH



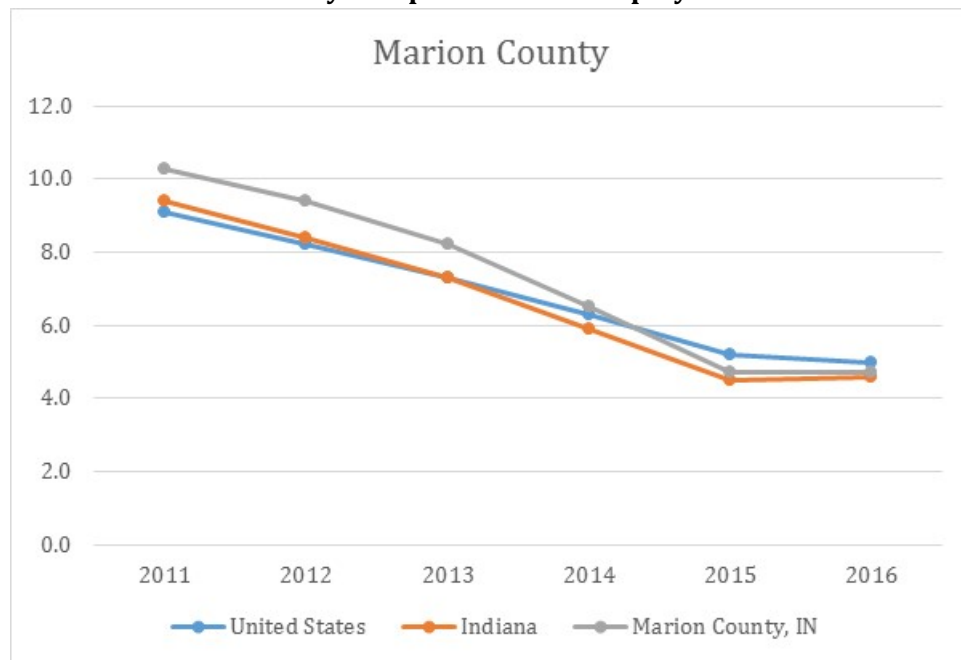
Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

## **Industry and Labor Force**

Marion County's unemployment rate was 10.3 percent in 2011. This rate 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 Marion County remained higher than the State and National averages. Beginning in 2015, the unemployment rate dipped below the National average but stayed above the State average. Exhibit B.31 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit B.31:**  
**Marion County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

## **MORGAN COUNTY**

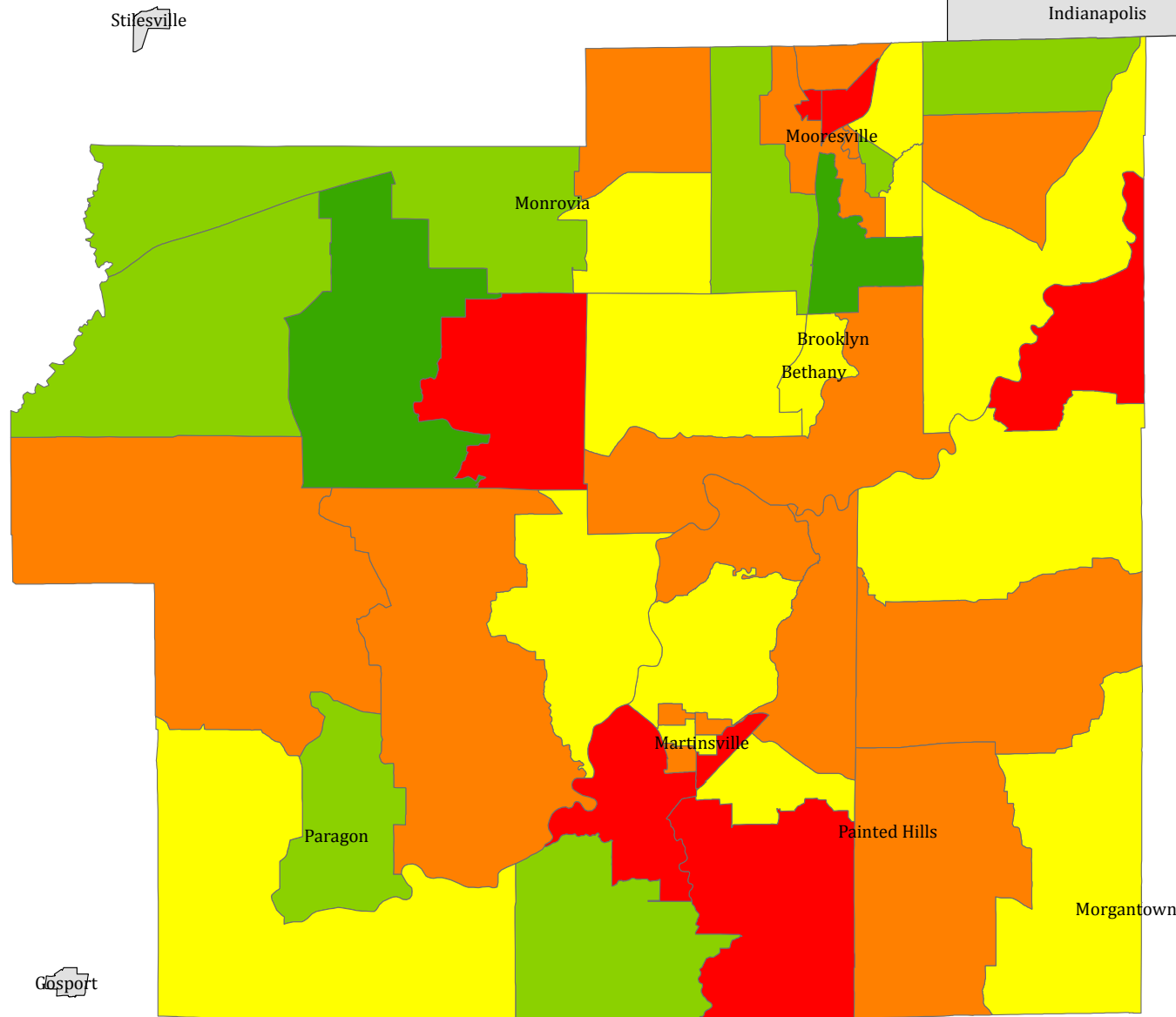
### **Older Adult Population**

Exhibit B.32 illustrates the percentage of persons aged 65 and older by Census block group. The block groups with the highest percentage of Morgan County residents aged 65 and older are south of Martinsville, in Mooreville, south of Monrovia, and northeast Morgan County. Between 20.03 percent and 32.76 percent of people in those block groups were age 65 and older. Areas of moderately high percentages of older adults can be found around throughout Morgan County. The remainder of the county has moderate to very low older adult population percentages.



# Exhibit B.32: Percent Population Age 65 and Over Morgan County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

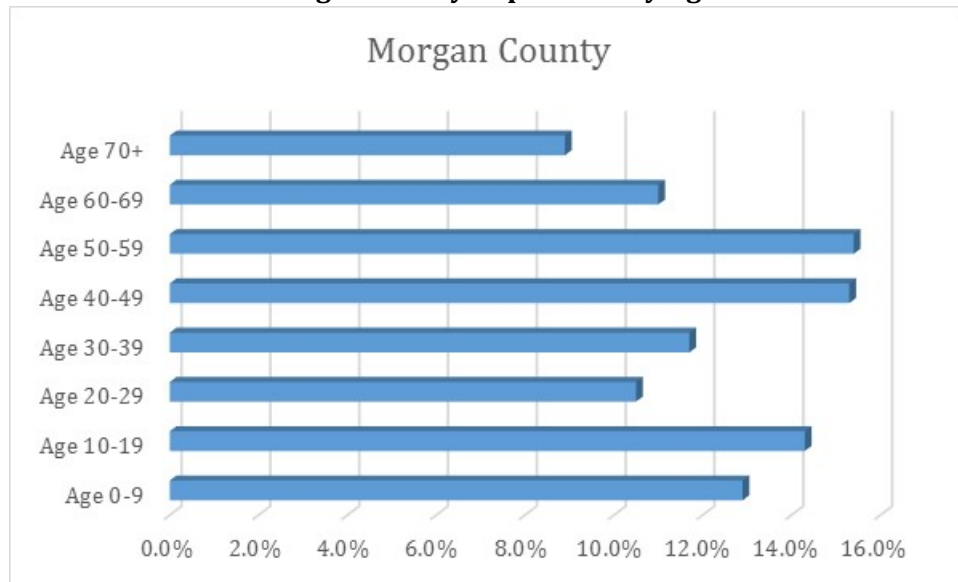
#### Percent 65 Plus

- 5.07% - 5.45%
- 5.46% - 9.23%
- 9.24% - 14%
- 14.01% - 20.02%
- 20.03% - 32.76%
- Cities/Towns

Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

The largest age cohort for Morgan County was between the ages of 50 and 59 (15.4 percent). The second largest group was between ages 40 and 49, which constituted 15.3 percent of the county's population (see Exhibit B.33). The third largest age group was 10 to 19 years old (14.3 percent), while 19.9 percent was age 60 or older. Morgan County has the highest percentage of persons age 60 and older in the region.

**Exhibit B.33:**  
**Morgan County Population by Age**



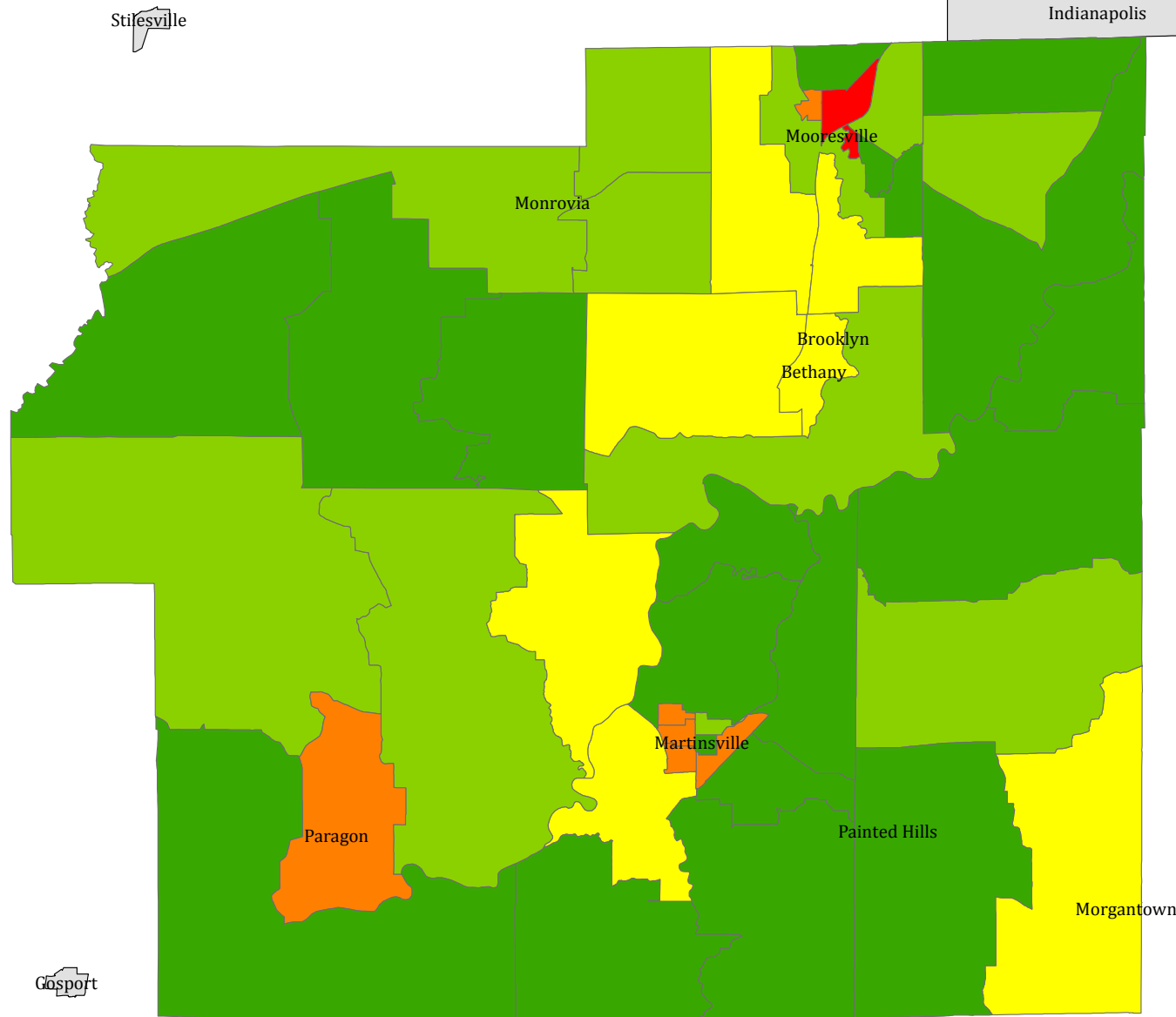
Source: 2013 ACS Five-Year Estimates

### **Zero Vehicle Households**

Exhibit B.34 illustrates the percentage of housing units that have no available vehicle, according to 2013 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 Mooresville. Over 17.57 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 7.82 percent to 17.56 percent of zero vehicle households can be found in Paragon, Martinsville, and Mooresville. The remainder of the county had low percentages of households with zero vehicles available.

## Exhibit B.34: Percent Zero Vehicle Households Morgan County

### Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update

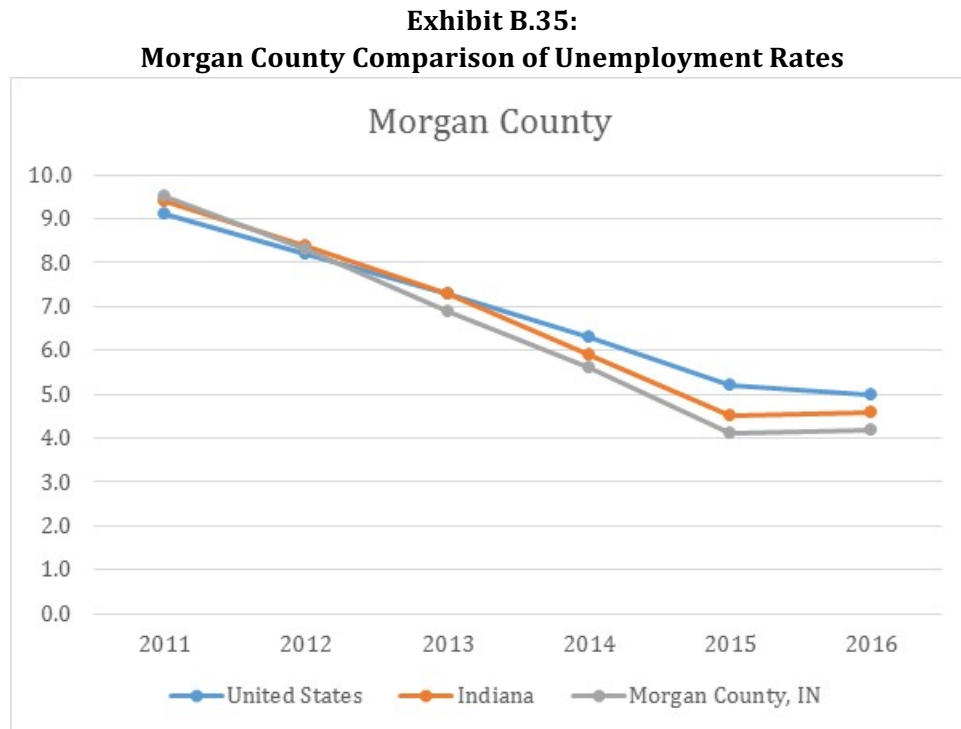


Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

## **Industry and Labor Force**

Morgan County's unemployment rate was 9.5 percent in 2011. This rate was slightly higher than that of the United States at 9.1 percent and the State of Indiana at 9.4 percent.

From 2011 to 2012, the unemployment rate for Morgan County remained similar to the State and National averages. From 2013 to 2016 the unemployment rate has stayed below the State and National averages. Exhibit B.35 illustrates a comparison of the unemployment rates in the county, state, and nation.



Source: STATS Indiana using Bureau of Labor Statistics

## **SHELBY COUNTY**

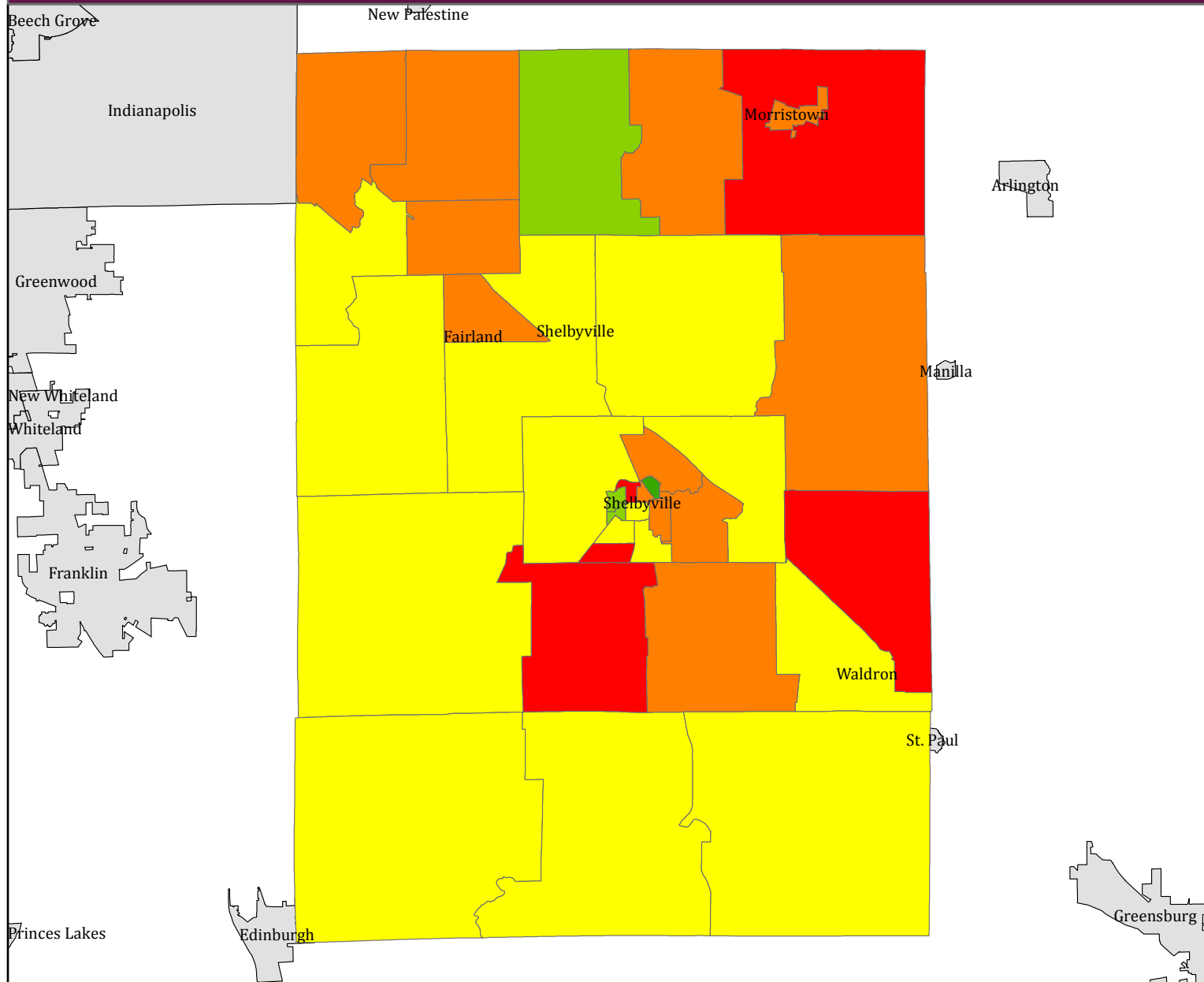
### **Older Adult Population**

Exhibit B.36 illustrates the percentage of persons aged 65 and older by Census block group. The block groups with the highest percentage of Shelby County residents aged 65 and older are around Morristown, south of Shelbyville, and in eastern Shelby County. These block groups had between 20.03 percent and 32.58 percent person age 65 and older. Fairland, Morristown, and Shelbyville all had moderately high percentages of older adults. The remainder of the county has moderate to very low older adult population percentage.



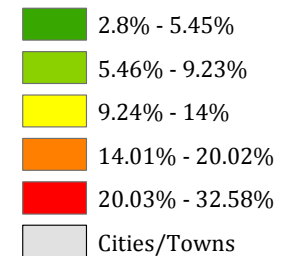
# Exhibit B.36: Percent Population Age 65 and Over Shelby County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

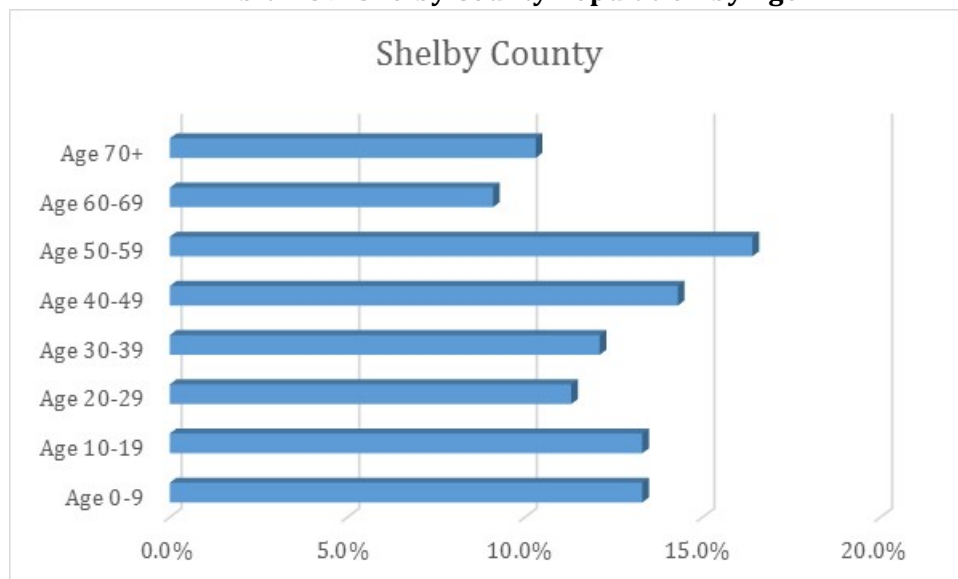
#### Percent 65 Plus



Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

The largest age cohort for Shelby County was between the ages of 50 and 59 (16.4 percent). The second largest group was between ages 40 and 49, which constituted 14.3 percent of the county's population (see Exhibit B.37). The third largest age group was 0 to 9 years old and 10 to 19 years old (13.3 percent each), while 19.4 percent was age 60 or older.

**Exhibit B.37: Shelby County Population by Age**



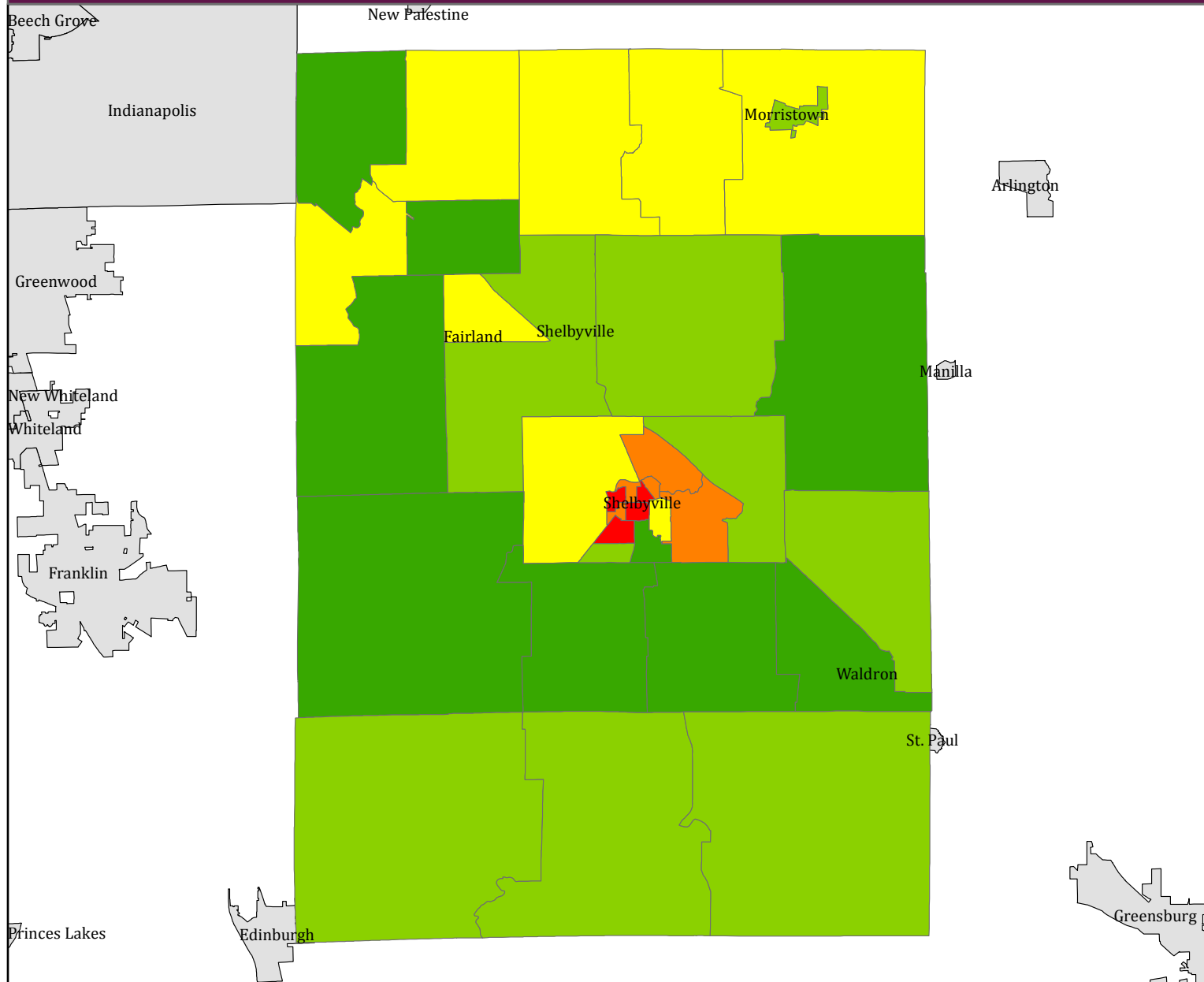
Source: 2013 ACS Five-Year Estimates

### **Zero Vehicle Households**

Exhibit B.38 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block group with the red shading has the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in Shelbyville. Over 17.57 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 7.82 percent to 17.56 percent of zero vehicle households can be found in Shelbyville. The remainder of the county has moderate to very low percentages of zero vehicle households.

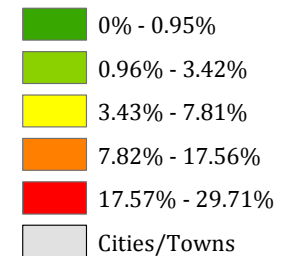
# Exhibit B.38: Percent Zero Vehicle Households Shelby County

## Indianapolis MPO Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Percent ZVH



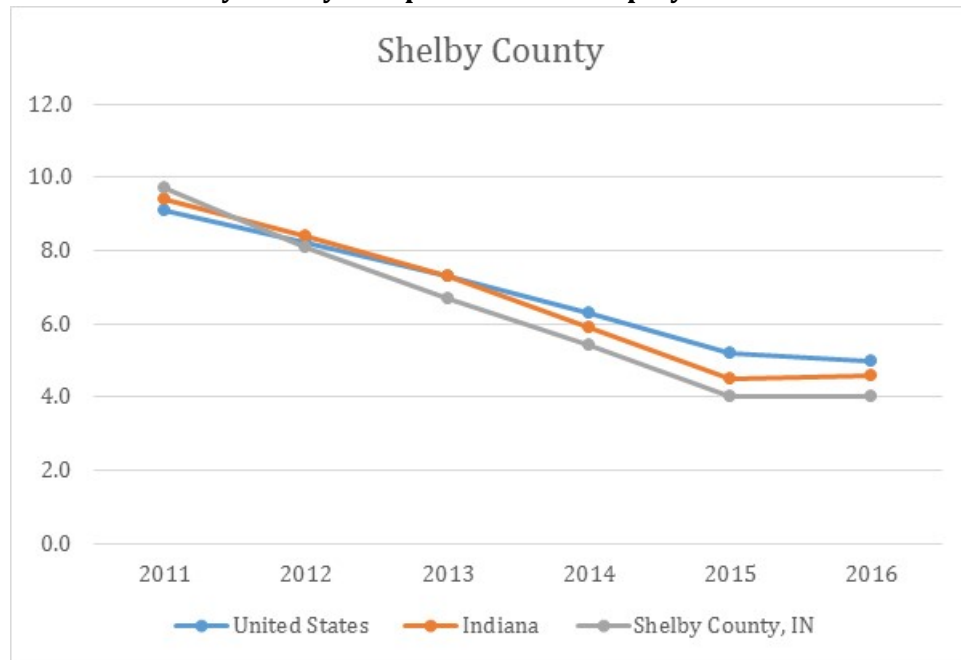
Source: U.S. Census American  
Community Survey 2013  
5-Year Estimates

## **Industry and Labor Force**

Shelby County's unemployment rate was 9.7 percent in 2011. This was higher than that of the United States at 9.1 percent and the State of Indiana at 9.4 percent.

From 2012 to 2016, the unemployment rate for Shelby County was lower than the State and National averages. Exhibit B.39 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit B.39:  
Shelby County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

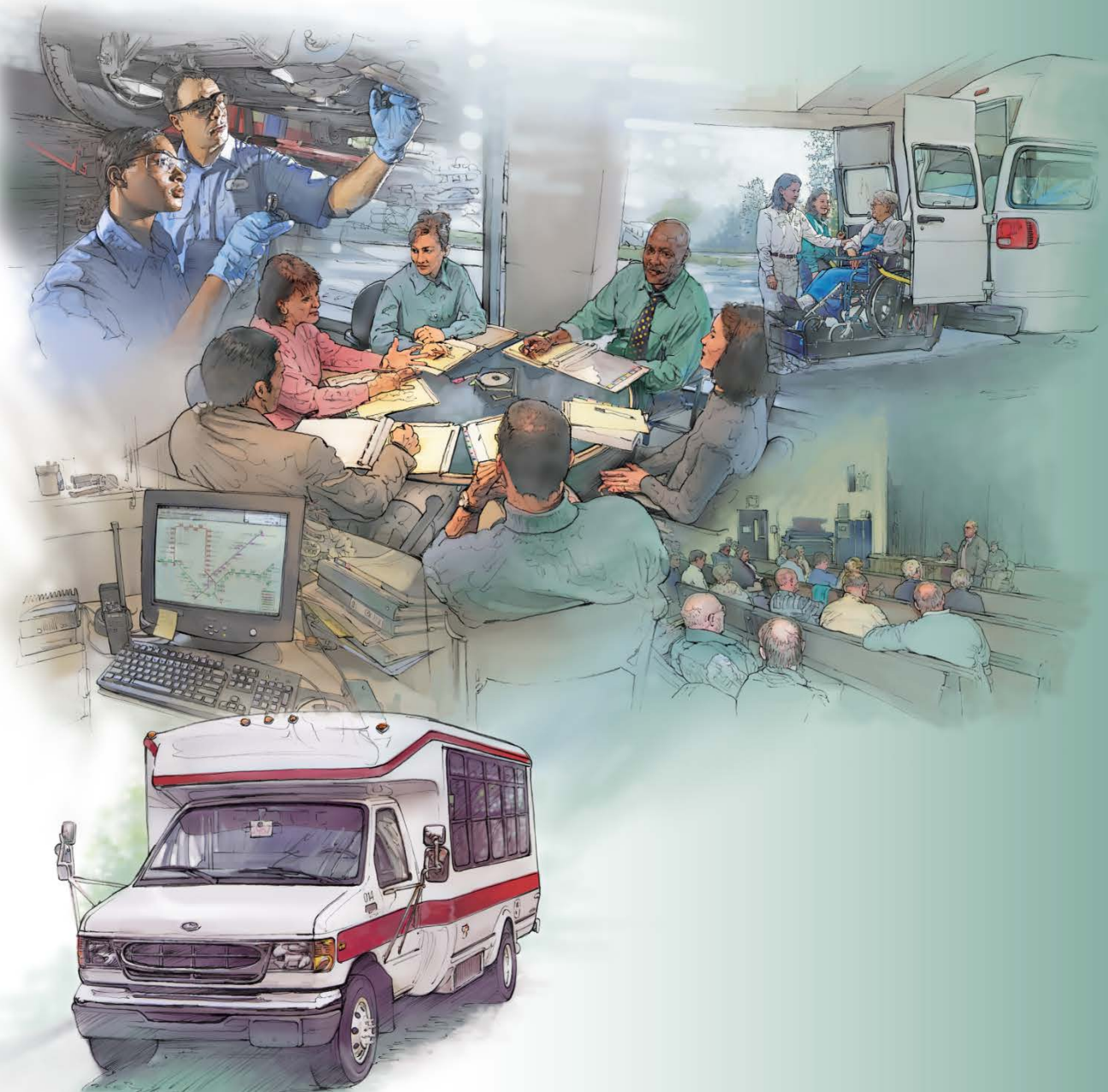




# Coordinated Public Transit-Human Services Transportation Plan Update Indianapolis Region

## Appendix C-Public Survey

July 2017



## APPENDIX C: INVENTORY AND NEEDS ASSESSMENT

Exhibits C.1 illustrates the types, or modes, of transportation used by survey respondents in each county and/or their families. Respondents were asked to select all modes of transportation that apply to their transportation choices during the past 12 months. The results indicate that most survey respondents in Marion, Johnson and Shelby County have used fixed route transit services more often than residents of the other counties where advance reservation transportation services. The results are consistent with the modes of public transportation offered in those counties. It is also not surprising that the majority of survey respondents in each county drove themselves or rode with a friend or family member.

**Exhibit: C.1: Modes of Transportation Used by Survey Respondents**

	Survey Question	Region	Boone	Hamilton	Hancock	Hendricks	Johnson	Marion	Morgan	Shelby
#1	<b>Mark ALL of the types of public transportation you or your family have used during the past 12 months.</b>									
	Fixed route public transit	<b>54.8%</b>	20.0%	15.7%	30.0%	25.9%	<b>68.4%</b>	<b>76.7%</b>	0.0%	<b>66.7%</b>
	Flexible public transit routes	17.6%	10.0%	10.0%	10.0%	3.7%	53.9%	7.9%	3.7%	25.0%
	Advance reservation transportation	34.0%	<b>80.0%</b>	<b>61.4%</b>	<b>80.0%</b>	<b>40.7%</b>	31.6%	19.3%	<b>88.9%</b>	<b>66.7%</b>
	from agencies in neighboring counties	12.6%	40.0%	17.1%	20.0%	14.8%	13.2%	8.4%	7.4%	0.0%
#2	Other	24.8%	10.0%	30.0%	0.0%	<b>40.7%</b>	14.5%	21.3%	3.7%	0.0%
	<b>Mark ALL types of Intercity Transportation you or your family have used in the last 12 months.</b>									
	Private Inter-city Bus	<b>78.8%</b>	0.0%	<b>80.0%</b>	0.0%	50.0%	<b>90.6%</b>	<b>78.2%</b>	0.0%	<b>100.0%</b>
#3	Amtrak	38.1%	0.0%	28.0%	<b>100.0%</b>	<b>66.7%</b>	15.6%	46.2%	0.0%	0.0%
	<b>Mark ALL types of self-funded transportation services you or your family have used in the last 12 months.</b>									
	Private Taxi, Uber, Lyft (or similar)	43.4%	18.8%	46.4%	25.0%	37.0%	40.4%	46.7%	33.3%	20.0%
	Car Share (Care 2 Go, Blue Indy, etc.)	6.8%	12.5%	4.5%	0.0%	2.2%	3.2%	10.0%	0.0%	0.0%
	Carpool/Vanpool program	9.1%	6.3%	9.1%	5.0%	4.3%	5.3%	8.5%	33.3%	20.0%
	Drive yourself	75.6%	<b>93.8%</b>	<b>79.1%</b>	<b>90.0%</b>	<b>91.3%</b>	43.6%	<b>82.2%</b>	<b>66.7%</b>	30.0%
#4	Ride with a friend or family	<b>81.3%</b>	<b>93.8%</b>	<b>79.1%</b>	60.0%	76.1%	<b>79.8%</b>	<b>85.2%</b>	33.3%	<b>80.0%</b>
	<b>Mark ALL other transportation services you or your family have used in the last 12 months.</b>									
	Faith-based organization	11.9%	16.7%	10.7%	33.3%	8.7%	17.2%	10.6%	0.0%	0.0%
	Ambulette (Non-emergency)	6.6%	0.0%	5.4%	11.1%	8.7%	9.4%	2.8%	33.3%	<b>50.0%</b>
	Bicycle or Walk	<b>88.7%</b>	<b>83.3%</b>	<b>91.1%</b>	<b>77.8%</b>	<b>91.3%</b>	<b>85.9%</b>	<b>92.2%</b>	<b>66.7%</b>	<b>50.0%</b>

Exhibit C.2 illustrates the available transportation options for survey respondents and the reasons why they do or do not use those options. Across the region, approximately half (51.4%) of respondents indicated that public transportation, carpooling, or senior services transportation is available and they use it. The majority of Boone, Hancock, Hendricks, and Morgan County respondents stated that transportation services were not available where they live. A significant percentage, 37.8 percent, of Hamilton County residents also stated that transportation services were not available where they live. It is noted that such transportation services are available in every county. Survey results indicate that a significant portion of the respondents may not have been aware of available services. The result may be an indication of a need for additional outreach and education for the public. This need was also indicated as a priority during the stakeholder focus group.

The survey results also indicate that approximately half (52.6%) of respondents do not use public transportation options that are available to them because of their preference to drive. The preference to drive was relatively consistent across each county with the exception of Hancock County. In Hancock County, approximately half of respondents indicated that they rely on family or friends to drive them where they need to go. The second most common reason in Hancock County for not using public transportation services was the preference to drive. It is noted that none of the Morgan County survey participants responded to this survey question, and most (88%) of the respondents from Morgan County are using the advance reservation transportation services.

### Exhibit C.2: Reasons for Not Using Public or Agency Transportation Services

	Survey Question	Region	Boone	Hamilton	Hancock	Hendricks	Johnson	Marion	Morgan	Shelby
#5	<b>Is public transportation, carpooling, or senior services transportation an option for you?</b>									
	Yes. I use it.	51.4%	0.0%	36.6%	16.7%	10.3%	73.1%	57.1%	0.0%	92.3%
	No. It is not available where I live.	25.3%	100.0%	37.8%	0.0%	71.8%	11.5%	16.5%	100.0%	7.7%
	No. It does not go where I need to go.	22.1%	0.0%	23.2%	50.0%	38.5%	14.1%	22.5%	100.0%	0.0%
	No. It is not available at the times or days when I need it.	19.1%	0.0%	20.7%	33.3%	30.8%	14.1%	19.8%	100.0%	0.0%
#6	No. The vehicles are not wheelchair accessible.	1.9%	0.0%	1.2%	0.0%	0.0%	5.1%	1.1%	0.0%	0.0%
	<b>If transportation services are available but you do not use it, why not?</b>									
	I do not qualify for services available in my area.	11.9%	0.0%	8.5%	0.0%	11.5%	18.6%	11.1%	0.0%	0.0%
	It is unaffordable.	5.6%	0.0%	8.5%	0.0%	3.8%	8.5%	2.6%	0.0%	0.0%
	I have my own car and prefer to drive.	52.6%	50.0%	55.3%	37.5%	53.8%	47.5%	56.4%	0.0%	40.0%
	My friend(s) or family member(s) drive me where I need to	23.9%	0.0%	23.4%	50.0%	15.4%	40.7%	12.8%	0.0%	40.0%
	Other	27.4%	50.0%	27.7%	25.0%	38.5%	8.5%	35.9%	0.0%	20.0%
	*#5 Boone County "Other": My work hours make using senior transportation not an option.									
	#6 Hamilton "Other": "It doesn't go between counties." "Unaffordable." "Not available for me." "Schedule is so tight to get a spot that I don't usually get one when									
	#6 Hendricks "Other": "It does not go when and where I need to go." "My daughter (developmentally delayed) uses LINK transportation to get to work when it is available but she cannot always get on the schedule, and they only run on weekdays until 6pm so she cannot use it for evening/weekend transportation to/from work." "I'm not a senior." "There is no stopclose to where I live." "Isn't flexible enough with my schedule."									
	#6 Johnson "Other": "Not enough info. Provided." "Sometimes I walk." "Does not operate in evening or nights and weekends." "I have no license or car but go all over if there were better public transit I would use it. I spend roughly \$300 a month on Uber and city should capitalize on me." "It is never available. There is a very long wait list."									
	# 6 Shelby "Other": "Use it."									

To further understand what could be done, if anything, to convince people to use public transportation services if they are available, the survey asked what changes could be made to make transportation options more appealing. Respondents were invited to select all reasons that apply; therefore, the percentages will total more than 100%.

- ◆ As a region, the majority of respondents (67.1%) would use a public transportation if it would save money. And, saving money was the most common reason for respondents from Hendricks, Johnson and Marion Counties.
- ◆ Using public transportation because there are no other transportation options available was the most common reason from respondents in Boone, Hamilton, Hancock, Morgan, and Shelby County.
- ◆ In Shelby County, the same people would only ride if they were not capable of driving themselves.

As a region, the most popular changes that would make the available public transportation options more appealing include:

- ◆ Service on Saturdays (54.3% in region);
- ◆ Service starting earlier in the morning or later at night (53.1% in region); and,

- ◆ Ability to ride to destinations in other counties within the Indianapolis area (53.1% in region).
- ◆ In Shelby County, the most commonly desired change was having the ability to request a trip with as little as one day's notice.
- ◆ The survey results in this section indicate a potential gap in services may be on Saturdays, and later/earlier on all days.
- ◆ The desire for multi-county transportation as well as the ability to schedule a trip with short notice (one day in advance) is also apparent from the results.
- ◆ The results were consistent in terms of the desire for transportation services to be more reliable and on-time when picking up and dropping off passengers.
- ◆ There were mixed results for the desire to use service that operates on a fixed schedule (i.e., deviated route or fixed route) and having the option to schedule a trip using an app or website.



### Exhibit C.3: Changes that Would Encourage More Use of Public Transportation

	Survey Question	Region	Boone	Hamilton	Hancock	Hendricks	Johnson	Marion	Morgan	Shelby
#7	<b>If transportation options (except for driving) were easy to use and available, which of the following would cause you to use the services? (Select all that apply.)</b>									
	If it would save money	67.1%	50.0%	54.9%	45.5%	79.6%	67.0%	75.8%	44.8%	25.0%
	If it is better for the environment	45.3%	27.8%	34.5%	22.7%	65.3%	43.2%	54.9%	6.9%	25.0%
	If it is provided with wheelchair accessible vehicles	9.4%	11.1%	8.0%	13.6%	6.1%	17.0%	6.1%	27.6%	25.0%
	If I were not capable of driving myself	40.3%	5.6%	47.8%	0.0%	49.0%	61.4%	38.6%	0.0%	62.5%
	If I do not have another transportation option	56.0%	72.2%	55.8%	81.8%	59.2%	65.9%	51.1%	58.6%	62.5%
	I would not use public, private, or other transportation	4.5%	0.0%	7.1%	0.0%	8.2%	5.7%	3.8%	0.0%	0.0%
#8	Other	11.1%	5.6%	13.3%	4.5%	14.3%	2.3%	15.2%	3.4%	12.5%
	<b>What changes could be made to your transportation options to make using them more appealing to you? (Select all that apply.)</b>									
	If I could ride to destinations in other counties in the Indianapolis area	53.1%	100.0%	65.5%	34.8%	71.7%	44.8%	50.5%	66.7%	9.1%
	If service started earlier in the morning or end later at night	53.1%	66.7%	46.4%	43.5%	45.7%	55.2%	61.2%	33.3%	9.1%
	Service on Saturdays	54.3%	33.3%	54.8%	73.9%	52.2%	70.1%	48.5%	100.0%	0.0%
	Service on Sundays	46.1%	0.0%	38.1%	60.9%	41.3%	48.3%	50.0%	100.0%	0.0%
	Pick me up at my house and take me directly to where I am going/no shared rides	26.2%	0.0%	28.6%	4.3%	32.6%	41.4%	20.4%	0.0%	27.3%
	More reliable/ On-time for picking me up/dropping me off	43.6%	0.0%	39.3%	4.3%	45.7%	39.1%	55.6%	33.3%	18.2%
	Operate on a fixed schedule and allow flexibility in choice of travel times	40.7%	0.0%	50.0%	17.4%	50.0%	27.6%	48.0%	33.3%	0.0%
	If buses came more often on fixed routes	38.2%	33.3%	19.0%	0.0%	37.0%	27.6%	57.1%	33.3%	9.1%
	Offer wheelchair accessible vehicles	4.1%	0.0%	4.8%	8.7%	4.3%	9.2%	2.0%	0.0%	0.0%
	If I could request my trip with as little as one day's notice	31.0%	33.3%	50.0%	0.0%	45.7%	36.8%	19.9%	0.0%	63.6%
	If I could request my trip through an app or website and not just on the phone	34.1%	33.3%	57.1%	0.0%	45.7%	34.5%	27.6%	0.0%	0.0%
	Other	12.6%	0.0%	8.3%	13.0%	10.9%	4.6%	18.9%	33.3%	9.1%
	#7 Boone "Other": I would bike part of my trip but there are no safe routes to public transportation.									
	#7 Hamilton "Other": "Easier or more accessible." "It is a better use of my time to ride than to drive." "If it were available and free." "If it would save time." "In bad weather." "If schedule were tight enough to ensure I arrive on time."									
	#8 Hamilton "Other": "Multi-language instructions: i.e. Spanish line availability." "A stop at my sub entrance would be awesome." "Need to be clean and comfortable." "None." "Lower cost." "If a stop were closer to my house."									
	#7 Hancock "Other": "If it were available at 4:30 AM to bring me home from work."									
	#8 Hancock "Other": "Doing a good job." "None. I would not change anything." "I still prefer my own vehicle."									
	#7 Hendricks "Other": "Please bring to Avon!" "It is too easy to drive and park anywhere in Indianapolis." "It allowed me to get somewhere I didn't want to drive." "Would be very open to using public transit if it were available to me." "Walking and bike trails would be an option I'd consider."									
	#8 Hendricks "Other": "Maybe with park and ride locations." "Public transportation is not available from Hendricks County to Indianapolis." "Amtrak should stop at every small town it passes through."									
	#7 Johnson "Other": "I can't afford it." "If it was convenient. If I could better use my time riding instead of driving."									
	#8 Johnson "Other": "If I really needed to use it." "Cost effective." "My primary need is to be picked-up and dropped of at or very near my destination." "We have three disabled members in our family. One in a wheelchair and two are otherwise physically disabled. The one service in our area has a huge wait list. There have been a couple of smaller outfits, other than Access, but they don't stick around very long and they are very unreliable, when they are in business."									
	#7 and #8 Morgan "Other": "If it were available to me in Morgan County."									
	#7 Shelby "Other": "Use it."									
	#8 Shelby "Other": "None."									

CIRTA's County Connect program is established as a central point for information about all transportation services available in the region. Regionally, the majority of survey respondents (73.2%) were not familiar with CIRTA's County Connect program. In all counties except Boone and Marion, most respondents were not aware of the program. And, in Hancock County, there were no responses to this question.

Across the region, the most common source for finding transportation information was smartphone apps and texts for information (56.9%). This was also the most common source for information in each of the individual counties except for Marion where smartphone apps were a close second (61.6%) to using the transportation provider website (66.5%). Also, Shelby County had a high percentage (90.9%) of respondents who call the transportation provider for information and very few people use smartphone apps or texts. A phone call to the transportation provider was also a common method in Boone and Johnson Counties.

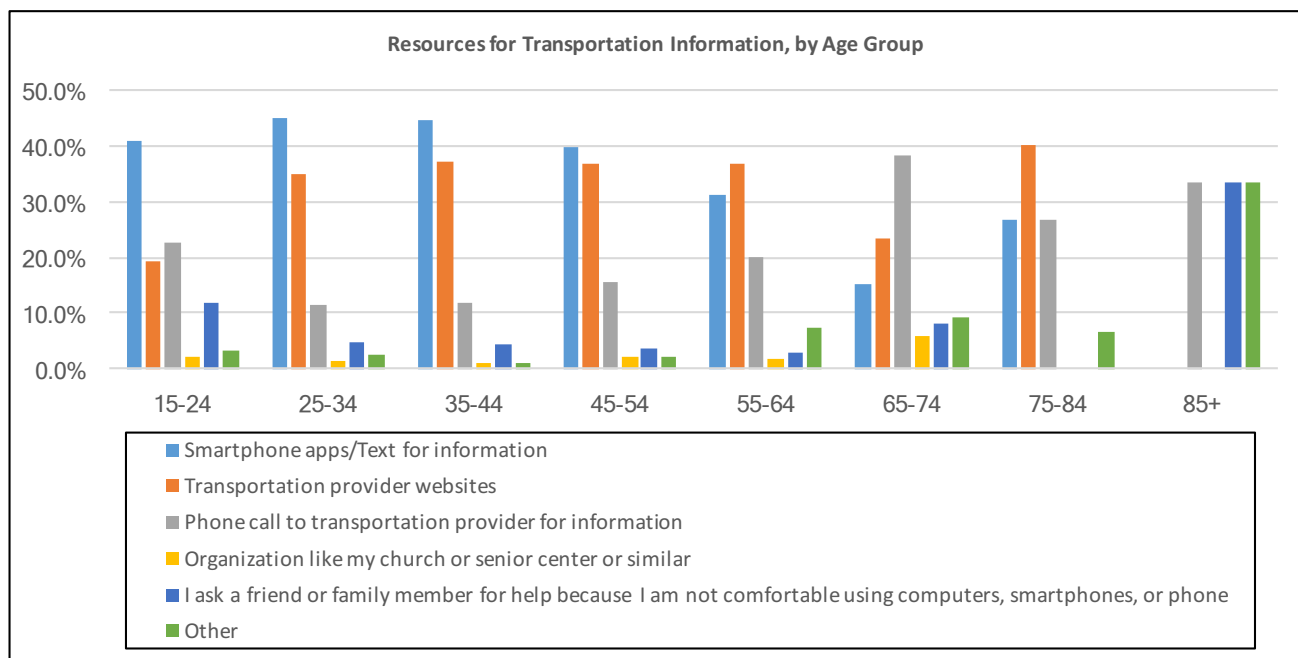
### Exhibit C.4: Sources of Information about Transportation

	Survey Question	Region	Boone	Hamilton	Hancock	Hendricks	Johnson	Marion	Morgan	Shelby
#16	<b>Are you familiar with CIRTAs County Connect program?</b>									
	Yes	26.8%	<b>66.7%</b>	34.5%	0.0%	16.7%	12.2%	<b>75.8%</b>	0.0%	0.0%
	No	<b>73.2%</b>	33.3%	<b>65.5%</b>	0.0%	<b>83.3%</b>	<b>87.8%</b>	54.9%	<b>100.0%</b>	<b>100.0%</b>
#17	<b>Which of the following do you use most often to get transportation information? (Select all that apply.)</b>									
	Smartphone apps/text for information	<b>56.9%</b>	<b>100.0%</b>	<b>53.6%</b>	0.0%	<b>70.0%</b>	<b>47.2%</b>	<b>61.6%</b>	<b>100.0%</b>	9.1%
	Transportation provider websites	49.9%	50.0%	40.5%	0.0%	47.5%	27.0%	<b>66.5%</b>	0.0%	0.0%
	Phone call to transportation provider for information	29.1%	50.0%	28.6%	0.0%	20.0%	<b>47.2%</b>	18.7%	0.0%	<b>90.9%</b>
	Organization like my church or senior center or similar	3.3%	0.0%	3.6%	0.0%	0.0%	9.0%	1.0%	0.0%	0.0%
	I ask a friend or family member for help because I am not comfortable using the computer, smartphone apps, or call by phone	8.5%	0.0%	13.1%	0.0%	5.0%	16.9%	3.4%	0.0%	9.1%
	Other	6.6%	0.0%	6.0%	0.0%	5.0%	9.0%	6.4%	0.0%	0.0%
	#17 Hamilton "Other": "Parents." "My own vehicle." "Job coach." "County contracted with PrimeLife in Carmel but they often do not have enough drivers so verterans get called at the last minute they have no ride."									
	#16 and #17 Hancock: This question was not included in the surveys completed by Hancock County.									
	#17 Hendricks "Other": "I go to the company website or use the company phone." "Not yet."									
	#17 Johnson "Other": "Gateway." "Face to face. Gateway." "Brochure." "Pre-reservation." "Schedules."									
	#16 and #17 Morgan: Only one respondent answered these questions.									

### Use of Technology

While the use of smartphones is more common among people age 64 and younger, the survey indicates that individuals between age 65 and 74 are predominantly using websites and smartphones to get transportation information, but they prefer to call the transportation provider. The use of smartphones and websites for information gradually decreases with age but continues to be one of the most common method up to age 85.

**Exhibit C.5: Use of Technology for Transportation Information by Age Group**



### Demographic and Socio-Economic Conditions

The demographic and socio-economic conditions of the survey respondents are summarized in the following exhibit. As a region, nearly 35 percent of the survey responses were from individuals age 65 and older. Approximately 15 percent of the survey respondents reported having a disability that requires them to need assistance when traveling. English was not the first language for two (2) percent of survey respondents. The percentage of English as a Second Language (ESL) responses were less than five (5) percent in each county, with the exception of Hamilton County which had a response rate of 5.9 percent.

## Exhibit C.6: Demographics, ESL, and Socio-Economic Conditions of Survey Participants

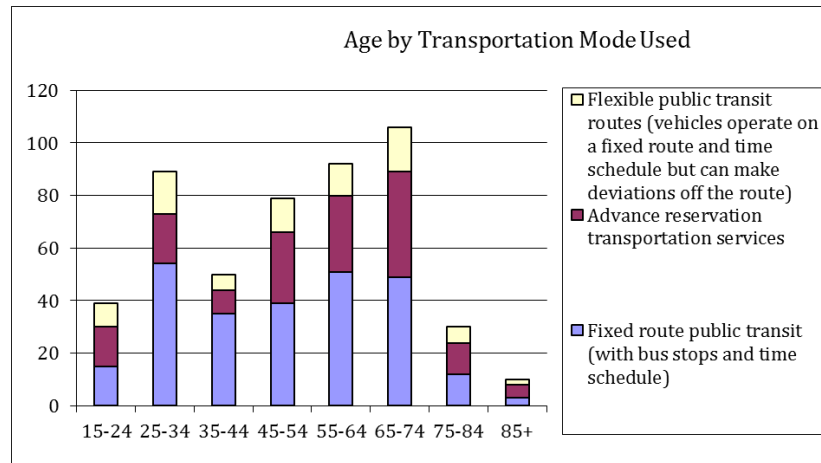
	Survey Question	Region	Boone	Hamilton	Hancock	Hendricks	Johnson	Marion	Morgan	Shelby
#18	<b>How old are you?</b>									
	15-24	8.2%	5.3%	10.4%	0.0%	2.0%	29.0%	2.1%	0.0%	14.3%
	25-34	14.0%	5.3%	8.7%	0.0%	20.4%	17.0%	17.6%	0.0%	0.0%
	35-44	11.3%	0.0%	8.7%	9.5%	18.4%	13.0%	14.1%	0.0%	7.1%
	45-54	13.8%	0.0%	23.5%	9.5%	18.4%	12.0%	12.7%	10.0%	0.0%
	55-64	18.1%	21.1%	20.9%	47.6%	16.3%	11.0%	18.3%	16.7%	21.4%
	65-74	22.1%	21.1%	16.5%	23.8%	14.3%	13.0%	24.3%	40.0%	57.1%
	75-84	9.9%	36.8%	10.4%	0.0%	8.2%	4.0%	8.8%	26.7%	0.0%
	85+	2.5%	10.5%	0.9%	9.5%	2.0%	1.0%	2.1%	6.7%	0.0%
#19	<b>Is English your first language?</b>									
	Yes	97.8%	100.0%	94.1%	100.0%	100.0%	97.0%	98.9%	100.0%	100.0%
	No	2.2%	0.0%	5.9%	0.0%	0.0%	3.0%	1.1%	0.0%	0.0%
#22	<b>Employment Status</b>									
	Employed outside your home or daily volunteer	55.2%	23.5%	75.7%	43.5%	54.2%	50.6%	59.1%	13.3%	7.1%
	Work from home	5.0%	0.0%	2.6%	0.0%	6.3%	3.4%	7.5%	0.0%	7.1%
	Homemaker	2.4%	0.0%	1.7%	0.0%	8.3%	3.4%	1.4%	0.0%	14.3%
	Retired	28.4%	70.6%	14.8%	43.5%	20.8%	16.9%	26.9%	80.0%	64.3%
	Student	5.6%	5.9%	3.5%	0.0%	2.1%	22.5%	2.2%	0.0%	7.1%
	Unemployed	3.3%	0.0%	1.7%	13.0%	8.3%	3.4%	2.9%	6.7%	0.0%
	Other	5.3%	5.9%	3.5%	0.0%	2.1%	9.0%	5.0%	17%	0.0%
#24	<b>Do you have a disability that requires you to use a cane, walker, wheelchair, and/or another device to get around?</b>									
	Yes	15.2%	26.7%	11.3%	27.3%	10.4%	16.7%	12.3%	44.8%	21.4%
	No	84.8%	73.3%	88.7%	72.7%	89.6%	83.3%	87.7%	55.2%	78.6%
	#22 Boone "Other": Disabled									
	#22 Hamilton "Other": "Work from home and travel to clients a lot." "Disabled and use vollator-walker." "County Veteran Service Officer." "Self-employed."									
	#22 Hendricks "Other": "SSI"									
	#22 Johnson "Other": "In town" "Gateway" "Saltway Services" "Disabled" "Attend day programs"									
	#22 Morgan "Other": "Disability" "Sycamore Services"									

### Mode of transportation by Age

A comparison of the age of the survey participant and the modes of local public or human service agency transportation services used indicates that a larger percentage of survey respondents under age 75 used fixed route or flexible route public transit services, compared to advance reservation services. The portion of survey respondents using advance reservation services increased compared to the fixed and flexible route services as the respondents age increased. This is an important factor for the programs that are serving older adults. However, other factors such as availability of service where the individual lives also must be considered.

## Exhibit C.7: Comparison of Age by Public and Human Service Agency Transportation Mode





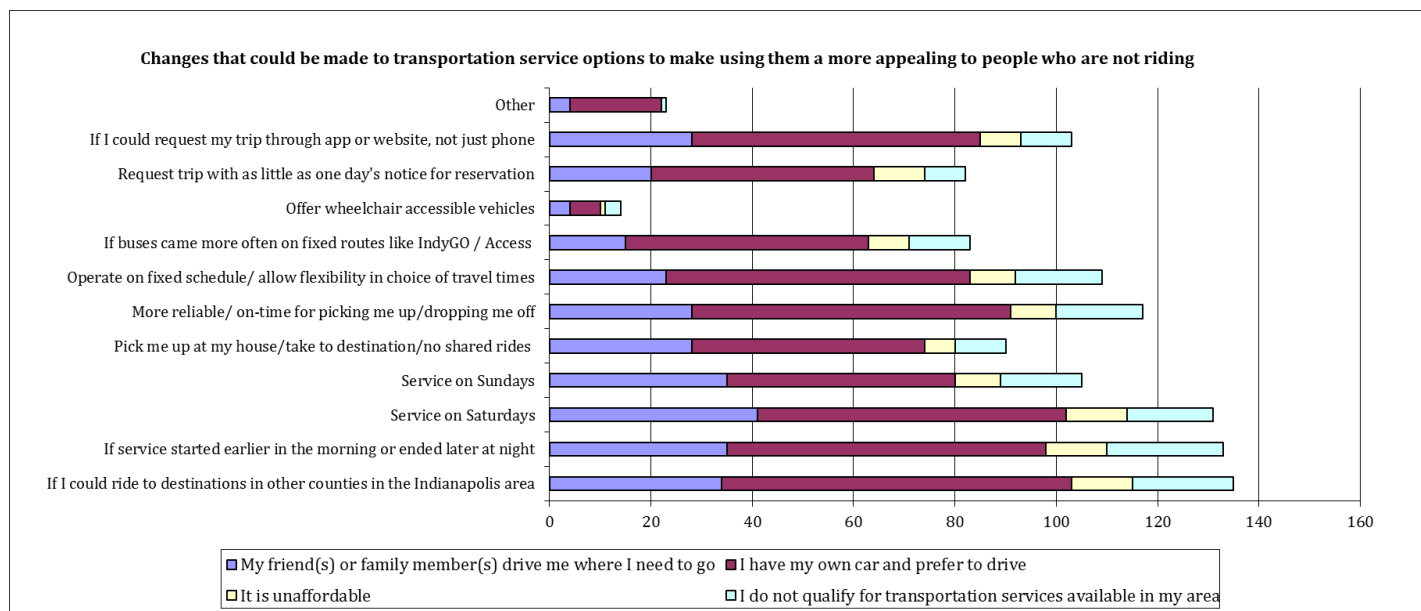
### **Making Transit More Appealing**

A comparison of suggested changes that could be made to the existing transportation options to make them more desirable for people who are not currently riding, indicates that the most common reasons people who have a car and prefer to drive/ride with a friend or family member would consider public transportation are:

- ◆ The option to ride public transportation to destinations in other counties in the Indianapolis region.
- ◆ If service started earlier in the morning or ended later at night.
- ◆ Service on Saturdays.
- ◆ If service were more reliable and on-time.

A significant portion of people who currently drive, indicated a preference for having the ability to request a trip through an app or website, or having the option to ride a fixed route service. All responses are illustrated in the following Exhibit IV.8

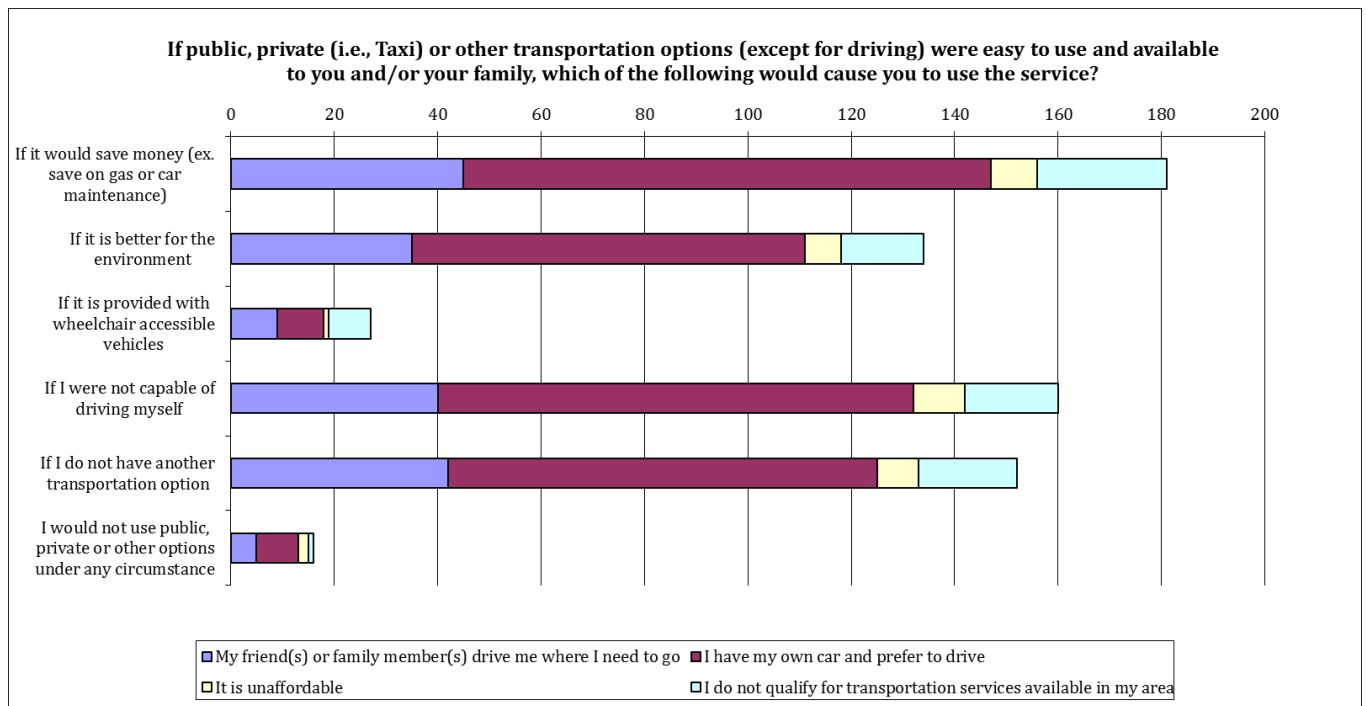
**Exhibit C.8: Making Transit More Appealing to Non-Riders**



### **Reasons Non-Riders Do Not Ride**

Survey respondents that are not using transportation services were asked what would cause them to use if it the service were available to them and easy to use. The following exhibit illustrates a comparison of reasons to use public, private or other transportation services by the respondents preferred mode of transportation. The most common factor that would cause a person to use transportation options in the Indianapolis region was if it would save money. The second most common reason was if the person was no longer capable of driving herself. Most respondents who are not currently using transportation services are driving their own vehicle. Only a small portion of respondents indicated that they would not use transportation services under any circumstances.

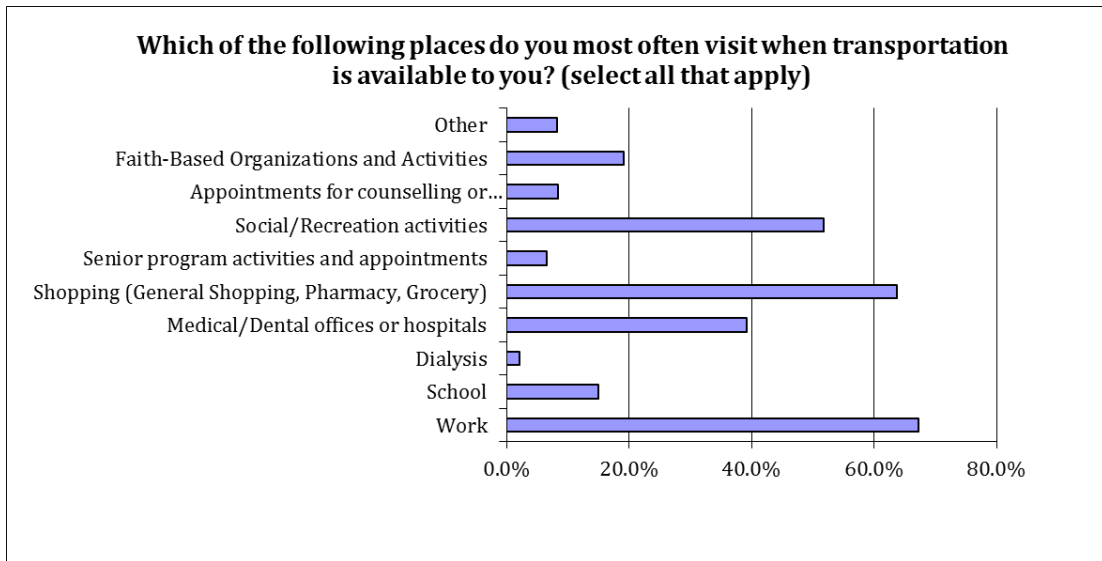
## Exhibit C. 9: Reasons Non-Riders Would Use Public, Private, Other Transportation Options



### **Common Trip Purposes, Times and Destinations**

The most common places visited by survey participants when any form of transportation is available to them was work (62.7%). The second most common trip purpose was shopping (general shopping, pharmacy, and other) (63.8%). The incidence of trip purposes is provided in the following chart.

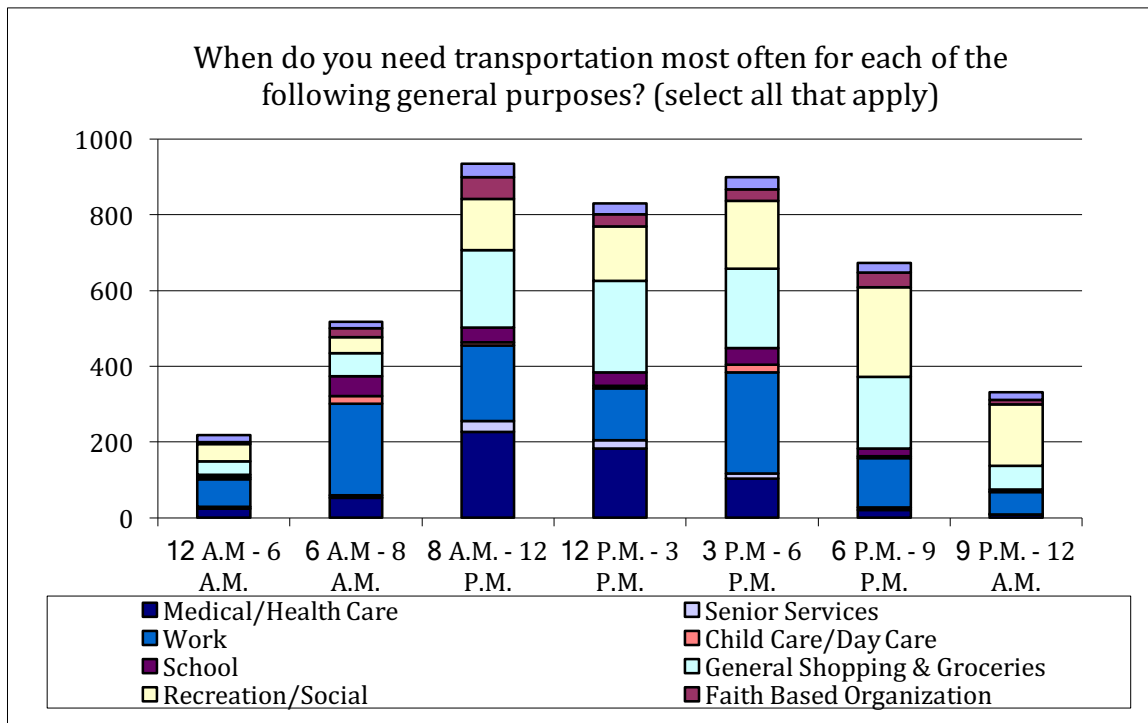
**Exhibit C.10: Trip Purposes**





The following chart illustrates the time of day when survey respondents need transportation for various trip purposes. As indicated by the chart, trips for work or medical purposes are most commonly needed between 6:00 AM and 6:00 PM. Trips for general shopping are most commonly needed between 8:00 AM and 9:00 PM. Trips for recreation and social purposes are most often needed between 8:00 AM and 12:00 AM.

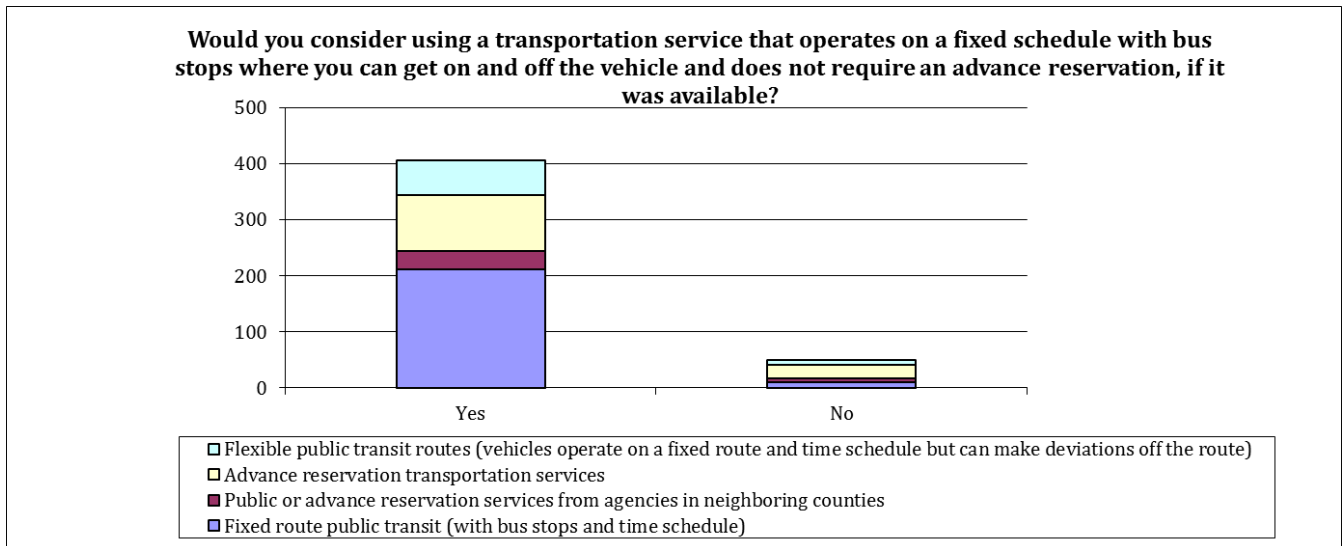
**Exhibit C.11: Trip Needs by Time of Day and Purpose**



### **Modes of Service – Fixed or Deviated Route**

A large majority (86% or 430 out of 499 responses to the question) of survey respondents indicated that they would consider using a transportation service that operates on a fixed schedule with bus stops where you can get on and off the vehicle without an advance reservation, if it were available. The positive response is consistent no matter what type of public or human service agency transportation the person is currently riding.

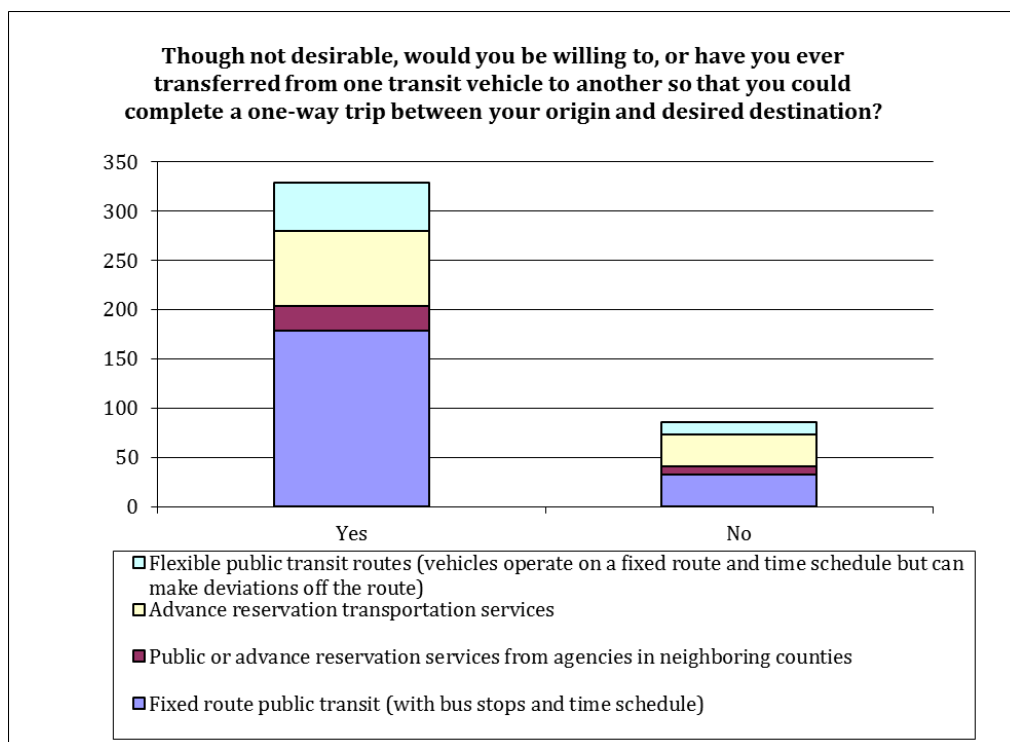
**Exhibit C.14: Consider Using a Fixed or Deviated Route**



## Transfers

Approximately 74 percent (or 344 out of 468) of survey respondents indicated that they would be willing to, or have in the past, transfer from one transit vehicle to another to complete a one-way trip between the origin and destination. The following exhibit compares the willingness to transfer between vehicles with the mode of public or human service agency transportation that the person is currently riding. It is no surprise that fixed route riders are most comfortable with making transfers. However, it is worth noting that a 70 percent of individuals currently riding advance reservation services would consider transferring. Note that some of the advance reservation riders may also already ride fixed or flexed route services.

**Exhibit C.15: Willing to Make a Transfer on the way to a Destination**

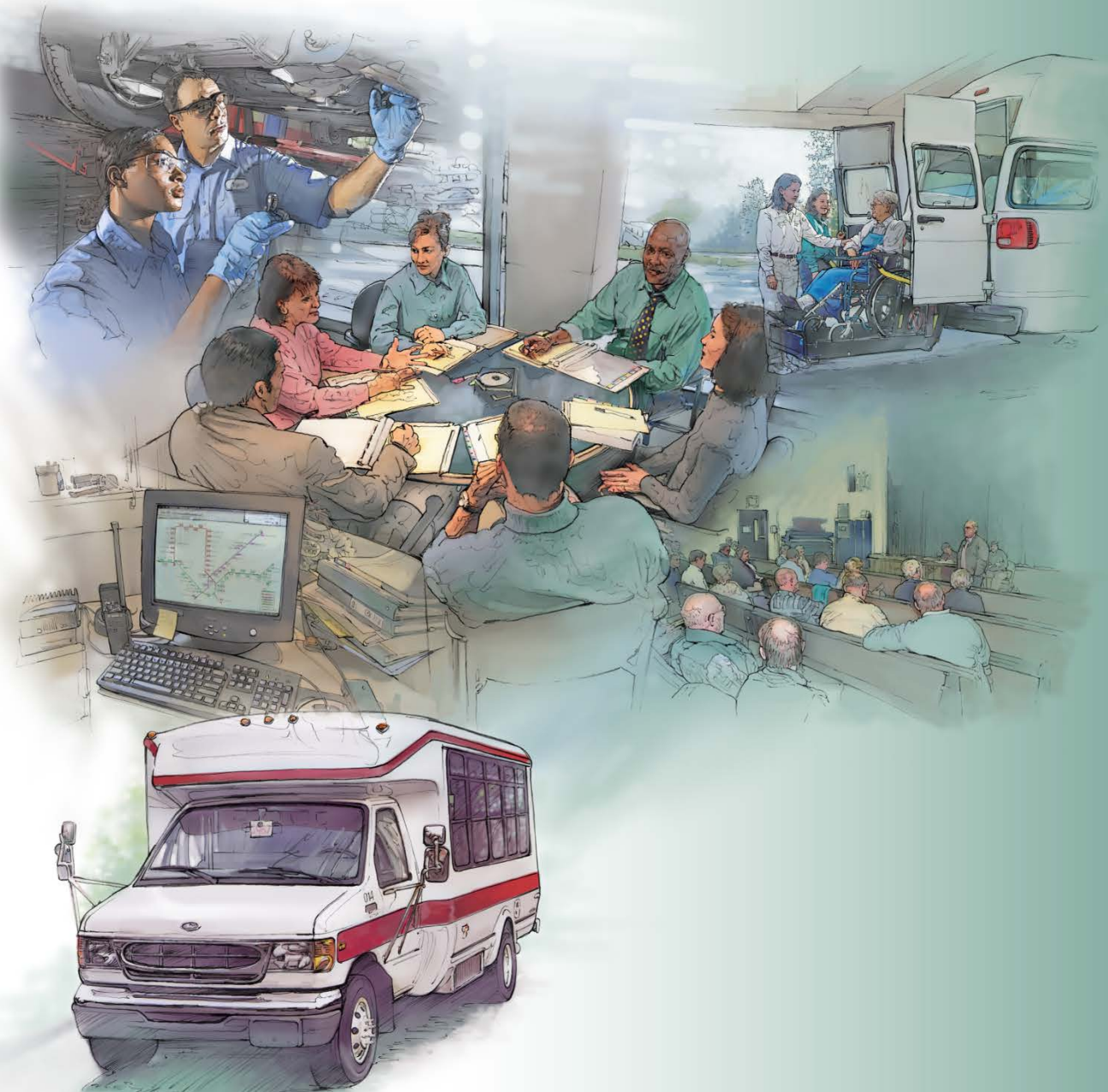




# Coordinated Public Transit-Human Services Transportation Plan Update Indianapolis Region

## Appendix D - Existing Services

July 2017





## APPENDIX D: INVENTORY OF EXISTING TRANSPORTATION SERVICES

The following information is based upon the tabulations from the interview database. Detailed information about the participating organizations that provide or purchase public, private and human service agency transportation services is provided in the Appendix.

Table D.1 (below) provides a summary of the organizational characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

**Table D.1: Organizational Characteristics**

Agency Name	Transportation Provider (Yes/No)	Legal Authority	Service Area
Access Johnson County	Y	PNP	Johnson Co. and contracted service for Shelby County (ShelbyGo) and Brown County YMCA; with connections to IndyGo
Aspire IN	Y	PNP	Boone, Marion, Hamilton Cos.
Boone Area Transit Service/Boone Co. Sr. Svcs., Inc.	Y	PNP	Boone Co
Bosma Industries for the Blind	N	PNP	Statewide
CICOA Aging & In-Home Solutions	Y	PNP	Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, Shelby Cos.
CIRTA	Y	RTA	Boone, Delaware, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan, Shelby
CONNECT Morgan Co. & Coordinated Aging Services for Morgan Co.	Y	PNP	Morgan Co.
Hamilton Co. Express & Janus Developmental Services	Y	PNP	All of Hamilton County and a limited area of Tipton County
Hancock Co. Sr. Svcs. & Hancock Area Rural Transit	Y	PNP	Hancock Co., Veterans Services and connections with IndyGo
Lawrence Transit	Y	PNP	City of Lawrence and adjacent towns and areas; with connections to IndyGo
LINK Hendricks Co. & Hendricks Co Senior Services	Y	PNP	Hendricks and Morgan Counties
IndyGo	Y	Municipal Corp.	Marion Co

Agency Name	Transportation Provider (Yes/No)	Legal Authority	Service Area
John H. Boner Neighborhood Centers	Y	PNP	Marion Co (Depends On Program)
Johnson Co. Sr. Svcs.	Y	PNP	Johnson Co
PrimeLife Enrichment	Y	PNP	Hamilton Co
ShelbyGo & Shelby Senior Svcs.	Y	PNP	Shelby Co
Sycamore Svcs., Inc	Y	PNP	Hendricks, Morgan, Marion
Tangram	Y	PNP	Marion, Hendricks, Hancock, Johnson, Hamilton
Use What You've Got Prison Ministry	Y	PNP	Marion, Cass, Miami, Putnam, Parke, Clarke, Perry, LaPorte, Madison, Jefferson, Sullivan, and St. Joseph Counties

Source: Individual Survey and Interview Results, 2017

Table D.2 describes the ridership for participating organizations. Organizations that have eligibility requirements are typically based on funding or agency mission (i.e., older adults, individuals with disabilities, registered consumers, etc.).

**Table D.2: Ridership Characteristics**

Agency Name	Eligibility Requirements? (Yes/No)	Number of Annual One-Way Trips
Access Johnson County	N	87,922
Aspire Indiana	Y	Not Reported
Boone Area Transit Service/Boone Co. Sr. Svcs., Inc.	N	23,996
Bosma Industries for the Blind	Y	3,526
CICOA Aging & In-Home Solutions	Y	Essential Needs: 728; Grocery/Shuttle: 835; Taxi: 391; Wheelchair Program: 301
CIRTA	N	Vanpool: 83,626; Workforce Connector Services: 27,909
CONNECT Morgan Co. & Coordinated Aging Services for Morgan Co.	N	29,078
Hamilton Co. Express & Janus Developmental Services	N	50,579
Hancock Co. Sr. Svcs & Hancock Area Rural Transit	N	19,565

Agency Name	Eligibility Requirements? (Yes/No)	Number of Annual One-Way Trips
Lawrence Transit	N	49,400 (approx.)
LINK Hendricks Co. & Hendricks Co Senior Services	N	103,312
IndyGo	Only for Paratransit	9.4M
John H. Boner Neighborhood Centers	N	19,056 (provided); 220 IndyGo day passes; 175 IndyGo 7-day passes
PrimeLife Enrichment	Y	13,120
ShelbyGo & Shelby Senior Svcs.	N	4,680
Sycamore Svcs., Inc.	N	65,932
Tangram	Y	9,810
Use What You've Got Prison Ministry	N	Not reported

Source: Individual Survey and Interview Results, 2017. Ridership numbers are reported as calendar year 2015.

The participating organizations provide a wide range of transportation including fixed route, ADA paratransit, demand response, on-demand, and human service agency fixed routes. Most providers offer door-to-door or curb-to-curb service for passengers. None of the participating organizations utilize ambulances for Medicaid eligible trips. A large majority of the providers operate services Monday through Friday. Only six of the eighteen organizations operate transportation on Saturdays and two operate on Sundays. Evening services after 6:00 PM are also very limited throughout the region. Table D.3 on the following page depicts the transportation service characteristics by agency.

**Table D.3: Transportation Service Characteristics**

Agency Name	Mode of Service	Level of Passenger Assistance	Days & Hours of Operation	Number of Vehicles
Access Johnson County	Fixed Route / Complementary paratransit / Demand Response / Volunteer Coord. For Vets	Curb-to-Curb / Door-to-Door / Assist with Packages / PCA Permitted	Zone-to-Zone Demand Response: M-F: 6:15A to 7:30P / Zipline & Zip Connect (paratransit): M-F: 8:30A to 4:30P or 6:15A to 4:30P	25: 100% wc accessible
Aspire IN	Demand Response	Door-to-Door	M-F: 8:30A to 5P	5: "Most" are non-accessible

Agency Name	Mode of Service	Level of Passenger Assistance	Days & Hours of Operation	Number of Vehicles
Boone Area Transit Service/Boone Co. Sr. Svcs., Inc.	Demand Response	Door-to-Door / Curb-to-Curb / Assist with packages	M-F: 8A to 4:30P	20: 18 wc accessible / 2 non-accessible
Bosma Industries for the Blind	Transportation is available for employees/trainees who are blind or visually impaired	As Needed	M-F: 7A to 5P / Limited service on weekends	8: 5 wc accessible; 3 non-accessible
CICOA Aging & In-Home Solutions	Saturday Shuttle Services (bi-weekly)	Info & Referral	M-F: 8A-6P	2: 100% wc accessible
CIRTA	Fixed Route, Rideshare Services, Carpool Matching, Vanpools, GRH	Info & Referral/ Curb-to-Curb Fixed Route/ Assist with Packages/ PCA Permitted	M-Sat: 4:45A to 9:10P / 5:15A to 9:10A & 12:20P to 6:45P / 5:15A to 9:35A & 12:20P to 6:40P	3 for connector services & 26 for vanpool
CONNECT Morgan Co. & Coordinated Aging Services for Morgan Co.	Demand Response	Curb-to-Curb/ Door-to-Door/ Assist with Packages/ PCA Permitted	M-F: 8A to 4P	9: 8 wc accessible / 1 non-accessible
Hamilton Co. Express & Janus Developmental Services	Demand Response	Door-to-Door	M-F: 6A to 6P Sat: 7A to 3P	22: 19 wc accessible / 3 non-accessible
Hancock Co. Sr. Svcs & Hancock Area Rural Transit	Demand Response	Door-to-Door/ Curb-to-Curb/ Assist with Packages/ PCA Permitted	M-F: 7A to 5P	10: 5 wc accessible / 3 non-accessible
Lawrence Transit	Demand Response	Curb-to-Curb / Door-to-Door	M-F: 6A to 7P / Sat: 8A to 4P	Not reported



Agency Name	Mode of Service	Level of Passenger Assistance	Days & Hours of Operation	Number of Vehicles
LINK Hendricks Co. & Hendricks Co Senior Services	Demand Response	Door-to-Door (seniors) / Curb-to-Curb (public) / Package Assist./ PCA Permitted	M-F: 6A to 6P	14: 93% wc accessible
IndyGo	Fixed Route & Paratransit	Curb-to-Curb	M-F: 4:17A to 11:45P Sat: 5:43A to 11:45P Sun: 6:32A to 10P	163 buses and 75 paratransit vehicles
John H. Boner Neighborhood Centers	Fixed Route for Boner Programs or Groups that Rent Service	Curb-to-Curb/ Door-to-Door/ limited Door-through-Door	M-F: 8A to 7P Weekends: Varies	5: 2 wc accessible / 3 non-accessible
PrimeLife Enrichment	Demand Response	Door-to-Door	M-F: 7:30A to 4P	8: 100% wc accessible
ShelbyGo & Shelby Senior Svcs.	Fixed Route & Demand Response	Door-to-Door/ PCA Permitted	M-F: 8A to 4:30P / Route: M-F: 8:50A to 2:50P	8: 7 wc accessible / 1 non-accessible
Sycamore Svcs., Inc	Fixed Route & Demand Response	Curb-to-Curb / Package Assist.	M-F: 6:30A to 4:30P	16: 14 wc accessible / 2 non-accessible
Tangram	Demand Response	Door-thru-Door/ Assist with Packages/ PCA Permitted or Provided	M-Sun: 24-hours	13: 100% wc accessible
Use What You've Got Prison Ministry	Fixed Route	Curb-to-Curb/ Assist with Packages/ PCA Permitted	M: 9A to 4P/ T: 9:30A to 4:30P/ R: 9A to 3:30P/ Sat: 8A to 7P & 10A to 4:30P	Not reported

Source: Individual Interview Results, 2017

Transportation-related expenses and revenues also vary by organization. Local governments, the United Way, and the Federal Transit Administration are common revenue sources for many of the transportation operators in the region. Table D.4 provides a summary of transportation operations expenses for public and non-profit transportation programs.

**Table D.4: Transportation-Related Expenses and Revenue**

Agency Name	Fare	Donations Accepted?	Revenue Sources 2012	Total Expenses
Access Johnson County & Johnson County Senior Services	Fixed Route: \$1/ ADA Paratransit: \$2/ Demand Response: \$4-\$8	Yes	Fares, Contracts, Reimbursements, Title III-B Local and State Govt, FTA Sec.5311, FTA Sec. 5310, United Way, Donations, Fundraising	\$1.6M
Aspire IN	No	No	Medicaid	Not Reported
Boone Area Transit Service/Boone Co. Sr. Svcs., Inc.	In County: \$3 Town & \$5 County Out-of- County: \$40 Zionsville to Marion/Hamilton Counties: \$20	Yes - Older Adults	FTA Sec. 5310, FTA Sec. 5311, Fares, Local Match	\$491,910
Bosma Industries for the Blind	No	No	FTA Sec. 5310	Not Reported
CICOA Aging & In-Home Solutions	No	Yes	State Govt., FTA 5310, Title III-B, SSBG, United Way, Donations, Foundations, Other	Not Reported
CIRTA	Connector: \$1.00,	No	FTA Sec. 5311, FTA Sec. 5307, Indianapolis MPO, FHWA CMAW, INDOT PMTF	\$1.7M
CONNECT Morgan Co. & Coordinated Aging Services for Morgan Co.	\$4 in-town/\$5 in-county	Yes - Older Adults	FTA Sec. 5310, FTA Sec. 5311, Title IIIB, Fares, Local Match	Not Reported

Agency Name	Fare	Donations Accepted?	Revenue Sources 2012	Total Expenses
Hamilton Co. Express & Janus Developmental Services	\$5 Adult \$2 Student or \$55 Monthly Pass	No	FTA Sec. 5310, FTA Sec. 5311, Fares, Local Match	\$1.3M
Hancock Co. Sr. Svcs & Hancock Area Rural Transit	\$3 General Public; \$15 to surrounding counties	Yes - Older Adults	FTA Sec. 5310; FTA Sec. 5311; local match	\$384,265
LINK Hendricks Co. & Hendricks Co Senior Services	General Public: \$3 Town /\$4 County	Yes - Older Adults	FTA Sec. 5310, FTA Sec. 5311, Fares, Hendricks Co. Govt., Title IIIB	\$1.2M
IndyGo	\$1.75/\$0.85 & \$3.50 & variety of passes	No	FTA grants, IN State sales tax, Marion Co. property taxes, fares	\$62.7M
John H. Boner Neighborhood Centers	\$35/hour for groups; Individual trips based on trip sponsor	Yes	United Way, Central Indiana Community Fund	Not Reported
Lawrence Transit	\$3/\$7	Yes	FTA Sec. 5310, FTA. Sec. 5311	\$317,000 (approx.)
PrimeLife Enrichment	\$5 under 8 miles; \$8 for 8-15 miles; \$25 for 16-25 miles; \$25 for nursing home residents	Yes-Older Adults for trips under 8 miles for essential purposes	FTA Sec. 5310; Medicaid: Title III-B; CDBG	Not Reported
ShelbyGo & Shelby Senior Svcs.	Demand Response: \$3 Loop: \$1/Trip or \$3 Day-Pass County: \$6/Trip Out of County: \$80/Round Trip	Yes - Older Adults	FTA Sec. 5310, FTA Sec. 5311, Title IIIB, Fares, Local Match	\$1.6M (with Access Johnson Co
Sycamore Svcs., Inc	No	Yes	FTA Sec. 5310, Title IIIB, Reimbursements, Local & State Govts., Other	Not Reported
Tangram	No	No	FTA Sec. 5310, Medicaid	Not Reported

Agency Name	Fare	Donations Accepted?	Revenue Sources 2012	Total Expenses
Use What You've Got Prison Ministry	\$12 to \$30	No	United Way, Fundraising, FTA Sec. 5310	Not Reported

Source: Individual Interview Results, 2017

### **Vehicles**

Survey/Interview participants listed a combined total of 243 vehicles for paratransit, other than IndyGo route and connector services. Also, there are 163 buses used for fixed route service in Marion County (IndyGo) and 26 vehicles utilized in the vanpool program organized through CIRTa. Approximately 94 percent of the vehicles are wheelchair accessible.

All of the transportation programs that provided vehicle fleet information operate at least one wheelchair accessible vehicle, while some organizations have an entire fleet of wheelchair accessible vehicles. However, given the demand for wheelchair accessible vehicles and the fact that wheelchair accessible vehicles are utilized frequently for out-of-county trips, the number of accessible vehicles may be insufficient to meet needs for individuals with disabilities and older adults. As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

### **Summary of Existing Transportation Resources**

In order to understand the existing coordination activities in the Indianapolis region and its individual counties, multiple methods for contacting the community and stakeholders were deployed including surveys, a focus group, and one-on-one interviews. Responses to outreach activities were utilized to provide a representative sample of the existing level of transportation and interagency coordination. The findings offer valuable support for the coordinated transportation strategies that will be implemented by transportation providers.

Stakeholder survey and interview results indicated that the majority of transportation is available on weekdays until 6:00 PM. This finding supports the commonly cited need for transportation to support employment for non-traditional hours and shift work.