

Coordinated Public Transit - Human
Services Transportation Plan
Madison County Council of Governments
Final Report



Prepared for Indiana
Department of Transportation
and Madison County Council of
Governments

December, 2021

Prepared by:
RLS & Associates, Inc.

3131 S. Dixie Hwy, Suite 545
Dayton, OH 45439
(937) 299-5007
rls@rlsandassoc.com



MADISON COUNTY COUNCIL OF GOVERNMENTS
COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

Table of Contents

Introduction	1
Overview	1
Relevant FAST Act Programs	2
Plan Development Methodology	2
Glossary of Terms.....	3
Existing Conditions.....	8
Population Projections.....	9
Older Adult Population	10
Individuals With Disabilities.....	11
Household Income And Poverty Status	12
Zero Vehicle Households	13
Inventory of Existing Transportation Services	15
Overview	15
Existing Transportation Resources.....	18
Vehicle Inventory and Utilization.....	28
Needs Assessment	29
Overview	29
General Public and Stakeholder Meetings.....	29
Recent and Ongoing Planning and Coordination.....	30
Identified Mobility Needs and Gaps in Transportation	31
Results of the General Public Survey	34
Goals and Strategies for Implementation.....	40
Prioritizing Identified Needs and Gaps	40
Goals and Strategies	40
Goal 1: Maintain Existing Transportation Services for Human Services Agency Clients and the General Public.....	42
Goal 2: Expand Transportation Service for Older Adults, Individuals with Disabilities, People with Low Incomes, and the General Public	44
Goal 3: Adopt New Technologies to Enhance Customer Service and Increase Efficiency.....	51

Goal 4: Cooperate at a Regional Level to Promote Seamless Inter-County Transportation Service..... 53

Goal 5: Increase Participation in Statewide Initiatives to Enhance Mobility..... 55

Goal 6: Increase Public Awareness of Available Transportation Services Among Community Stakeholders 57

Potential Grant Applications..... 59

Appendices..... 61

RESOLUTION 25 - 2021

**ENDORSEMENT OF THE COORDINATED PUBLIC TRANSIT &
HUMAN SERVICES TRANSPORTATION PLAN**

WHEREAS, each urban area participating in the programs of the Federal Highway Administration and the Federal Transit Administration must assure that relevant transportation plans are maintained through a process that is comprehensive, cooperative, and coordinated, and

WHEREAS, the Madison County Council of Governments is the agency designated by the Governor to maintain those plans for the Anderson Urbanized Area/Metropolitan Planning Area, and

WHEREAS, 23 CFR 450.306g requires the preparation of the *Coordinated Public Transit & Human Services Transportation Plan*, as required by 49 U.S.C. 5310, 5316, and 5317, by the Madison County Council of Governments.

WHEREAS, 23 CFR 450.306g requires that the *Coordinated Public Transit & Human Services Transportation Plan* is coordinated and consistent with the metropolitan transportation planning process of the Madison County Council of Governments.

WHEREAS, the metropolitan transportation planning process maintained by the Madison County Council of Governments staff has assured that those plans and subsequent improvement projects are consistent with the comprehensively planned development of the Anderson Urbanized Metropolitan Planning Area and federal policies and priorities.

NOW, THEREFORE, BE IT RESOLVED THAT the Madison County Council of Governments hereby certifies that the *Coordinated Public Transit & Human Services Transportation Plan* is approved, understanding that minor changes may be made based on comments received from the reviewing agencies and the public.

ADOPTED by the Madison County Council of Governments Policy Committee, this 9th day of December 2021.



President
Madison County Council of Governments

INTRODUCTION

OVERVIEW

This plan updates Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) for the Madison County Council of Governments (MCCOG) that was initially developed in 2008 and 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). SAFTEA-LU and MAP-21 were the Federal surface transportation authorizations effective through September 30, 2015.

On December 4, 2015, the Fixing America’s Surface Transportation (FAST) Act, was signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act applies new program rules to all FTA funds and authorizes transit programs for five years. According to requirements of the FAST Act, locally developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act Federal legislation. The CPTHSTP was updated in 2018, and now in 2021, to meet FAST Act requirements and reflect the changes in funding programs.

Funding to update this locally developed Coordinated Plan was provided by the Indiana Department of Transportation, Office of Transit (INDOT) and involved active participation from local agencies that provide transportation for the general public, older adults, and individuals with disabilities. The Madison County Council of Governments (MCCOG) is the primary regional planning agency for the Anderson Metropolitan Planning Area (MPA). Madison County and all of its incorporated communities as well as the Town of Daleville in Salem Township (Delaware County) and the Town of Fortville in Vernon Township (Hancock County) comprise this MPA.

Some Human Services 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 Services 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 fulfill changing transportation demands. Interactive coordinated transportation planning provides the best opportunity to accomplish this objective.

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 to assist 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 based on the population within the recipient service area. Any eligible applicants within the MPA or Madison County boundaries may apply to the Indiana Department of Transportation (INDOT), which is designated by the Governor of Indiana as the principal authority and responsibility for administering these program funds.

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

Section 5310 Program projects are eligible to receive an 80 percent Federal share if the 20 percent local match is secured. Local match may be derived from any combination of non-U.S. Department of Transportation Federal, State, or local resources.

PLAN DEVELOPMENT METHODOLOGY

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. MCOG, 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 virtual public meeting, telephone interviews, email conversations, and completion of a public survey available both online and on paper. Social distancing protocols led to changed and more varied public engagement and outreach methods.

The Coordinated 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. Survey of the general public. It must be noted that general public survey results are not statistically valid, but are intended to provide insight into the opinions of the local community. The survey also includes distribution to agencies that serve older adults and individuals with disabilities and their consumers. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;
4. Conduct of one virtual meeting for stakeholders and the general public to solicit input on transportation needs, service gaps, goals, objectives, and implementation strategies to meet these deficiencies;
5. Update of the inventory of existing transportation services provided by public, private, and non-profit organizations;
6. Update of the summary of vehicle utilization to determine 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;
8. Development of an updated implementation plan including current goals, strategies, responsible parties, and performance measures, including an open stakeholder survey process for prioritizing the strategies and goals; and
9. Adoption of the updated coordination plan by regional and state authorities.

GLOSSARY OF TERMS

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.

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 at the U.S. Department of Transportation through September 2021. Details about the Act related to transit and public transportation are available at www.transit.dot.gov/FAST.

H+T Index – The Housing and Transportation (H+T) Affordability Index provides nationwide data on the cost of housing and transportation at the neighborhood level in an effort to explore sustainability and affordability through location efficiency. The information is available at <https://htaindex.cnt.org/>.

Human Services Agency (HSA) – Government/public and nonprofit agencies that provide social assistance programs (from healthcare to food and shelter to employment) designed to contribute to the welfare and happiness of communities by delivering a broad range of support to individuals and families. In many communities, transportation is one of the services provided to agency clients, or to a broader segment of the general public.

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 include the following sources of funding, or in-kind property or services, used to match the Federal assistance awarded for the Grant or Cooperative Agreement: (a) Local funds; (b) Local-in-kind property or services; (c) State funds; (d) State in-kind property or services, and (e) Other Federal funds that are eligible, under Federal law, for use as cost-sharing or matching funds for the Underlying Agreement. For the Section 5310 Program, local match can come from other Federal (non-DOT) sources that are eligible under the laws and regulation governing that funding. This processing of matching Federal funds with Federal funds can allow local communities to implement programs with 100 percent Federal funding. One example of Federal funding that can be used to match FTA Section 5310 grants is Older Americans Act (OAA) Title III-B Support Services.

Madison County Council of Governments (MCCOG) –The Madison County Council of Governments (MCCOG) is the primary regional transportation planning agency for the Anderson Metropolitan Planning Area (MPA). MCCOG’s primary role is for transportation planning per federal law and the distribution of FHWA Funds to Urbanized Area Communities within the MPA for non-transit projects that are eligible to be constructed with FHWA Funds, such as trails, multi-use paths, and road and intersection projects on functionally-classified roadways under the jurisdiction of municipalities within the Urbanized Area (not State Managed Facilities - US Routes, State Roads, Interstates, including associated Interchanges and intersections/roundabouts). <https://www.heartlandmpo.org/>

Medicaid Funded Transportation – Medicaid services low-income populations and individuals with disabilities, and relies primarily on state funding. Medicaid generally pays for eligible non-emergency medical trips (NEMT) for patients who can walk, use a wheelchair, or require a stretcher or ambulance. State Medicaid programs also qualify people who are eligible for waivers (waiving the admission into an institution or nursing facility), also called home and community-based services, that include transportation as a supportive service.

Older Adults – For the purposes of the Section 5310 Program, people who are 65 years of age and older are defined as older adults or seniors.

Older Americans Act, Title III-B funding - The Supporting Older Americans Act of 2020 reauthorizes programs for FY 2020 through FY 2024 and is considered to be a major vehicle for the organization and delivery of social and nutrition services to this group and their caregivers. The purpose of Title III of the OAA is to encourage and assist state and local agencies in the development of comprehensive and coordinated in-home and community based long-term services for older adults (age 60 and older). The 2006 reauthorization contained specific requirements for States and area agencies to develop and implement comprehensive and coordinated systems for home and community-based services, including transportation, and explicitly allowed grantees to use Title III-B funds to meet the match requirements of FTA programs for the transport of seniors and caregivers who are escorting seniors.

Public Transportation - Transportation service that is available to any person upon payment of the fare and which cannot be reserved for the private or exclusive use of one individual or group. "Public" in this sense refers to the access to the service, not the ownership of the system providing the service. Public transportation service must be open door. Public transportation must provide shared rides on a regular basis. Shared ride means two or more passengers in the same vehicle who are otherwise not traveling together. Every trip does not have to be a shared ride but the general nature of the service must include shared rides.

Section 5307; Urban Transit Program - The FTA's 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. Additional information may be found at <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>.

Section 5310; Enhanced Mobility of Seniors & People with Disabilities Program – Also known as the Specialized Transportation or Section 5310 program makes Federal resources available 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. Transportation services are supported in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). The Indiana Department of Transportation, Office of Transit (INDOT) administers the Section 5310 Program in Indiana for small urban and rural areas. The Federal share is 80 percent for capital projects. In Indiana, the program has historically been utilized for capital program purchases. Additional information may be found at <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>.

Section 5311; Rural Transit Program – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to States to support public transportation in rural areas with

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

Section 5311(f): Intercity Bus Program – The Intercity Bus Program (49 U.S.C. 5311(f)) supports the connection between nonurbanized areas and larger regional or national system of intercity bus service. It supports services to meet the intercity travel needs of residents in nonurbanized areas. The Program supports infrastructure of the intercity bus network through planning and marketing assistance and capital investment in facilities. The Federal Transit Administration (FTA) encourages States to use the funding to support the above noted objectives as well as priorities determined by States.

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

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

Urbanized Area (UZA) - As of the 2010 Census, an urbanized area comprises a densely settled core of census tracts and/or census blocks that meet minimum population density requirements, along with adjacent territory containing non-residential urban land uses as well as territory with low population density included to link outlying densely settled territory with the densely settled core. To qualify as an urban area, the territory identified according to criteria must encompass at least 2,500 people, at least 1,500 of which reside outside institutional group quarters. The Census Bureau identifies areas as follows:

Urbanized Areas (UAs) of 50,000 or more people; **Small Urban Areas** contain between 50,000 and 200,000 people, while **Large Urban Areas** have more than 200,000 people.

Urban Clusters (UCs) of at least 2,500 and less than 50,000 people.

“Rural” encompasses all population, housing, and territory not included within an urban area.

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.

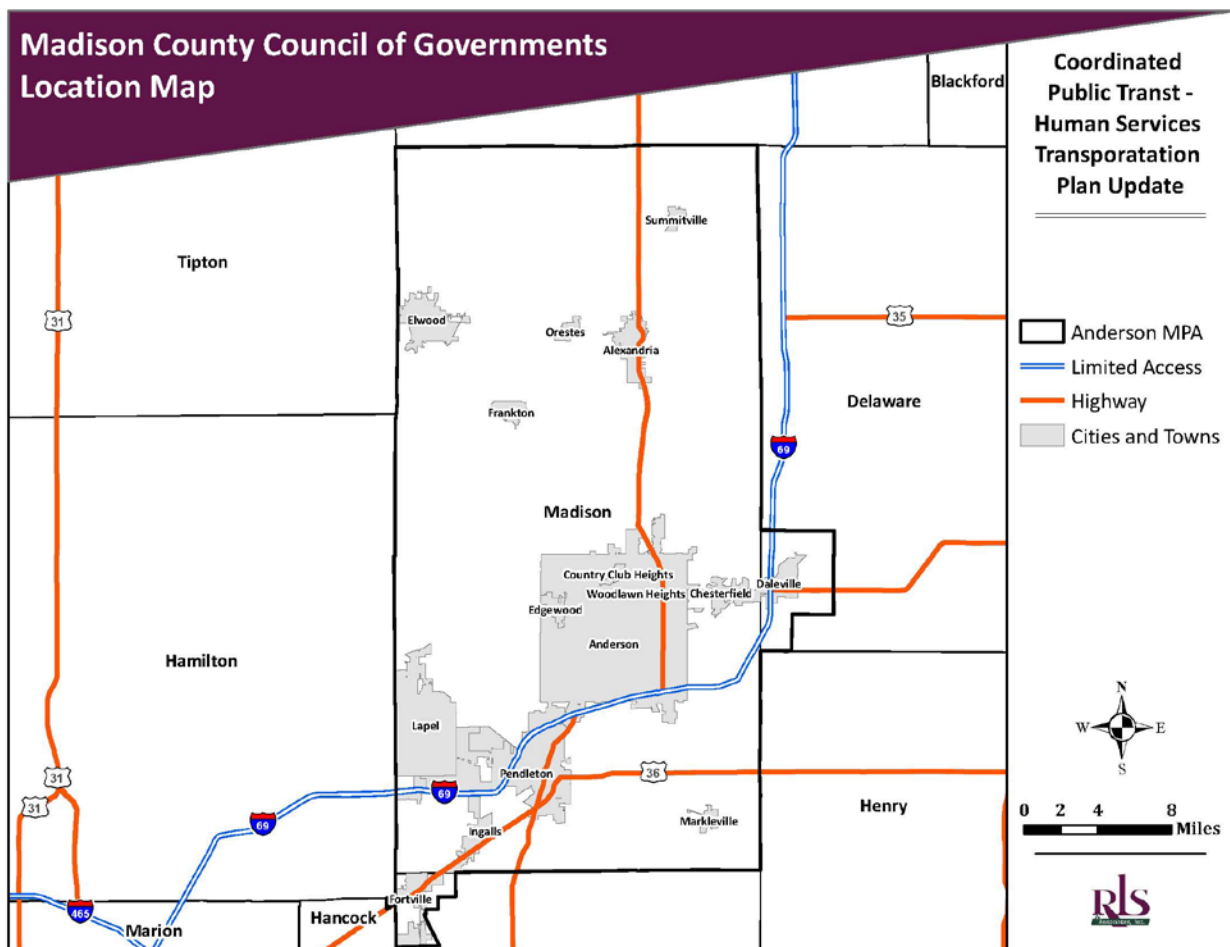
Existing Conditions

EXISTING CONDITIONS

The Anderson MPA is in the central-eastern part of Indiana and is one of the nine “donut counties” surrounding Indianapolis/Marion County, and lies primarily within Madison County. The map in Exhibit 1 provides a depiction of the area included in this study. The study area is served by the following major highways: Interstate 69 and U.S. Route 36, and local routes 9, 13, 32, 37 and 38.

The demographics of an area are a strong indicator of demand for transportation service. The data provided in this section has been gathered from multiple sources including the U.S. Census Bureau’s 2019 American Community Survey (ACS) Five-Year Estimates and the State of Indiana. These sources are used to ensure that the most current and accurate information is presented. As a five-year estimate, the data represent a percentage based on a national sample and does not represent a direct population count.

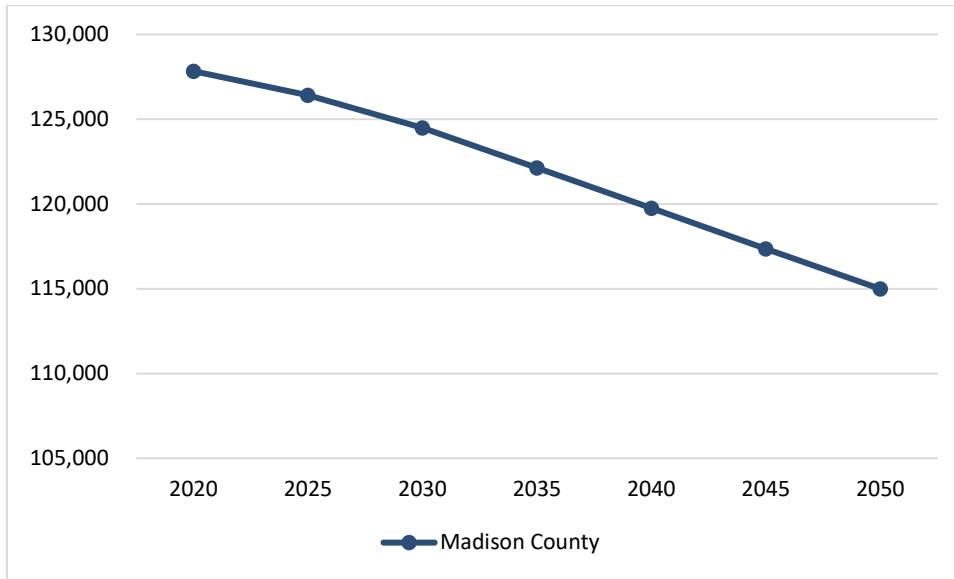
Exhibit 1. Madison County Council of Governments Location Map



POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center at IU Kelley School of Business, projects the county's population will fall from a 2020 population of 127,832 to 114,987 by 2050, an estimated loss of ten percent over 30 years. Exhibit 2 shows population trends between 2020 and 2050 for Madison County.

Exhibit 2: Population Trends for Madison County, 2020-2050

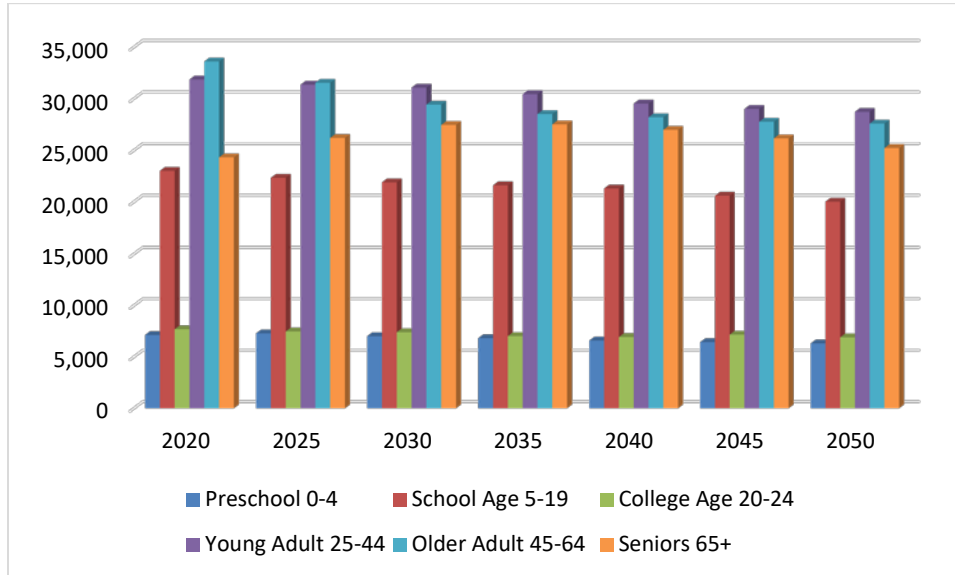


Within the general population, several segments have a higher likelihood of using community transportation services. Older adults experience typical health changes that restrict or change their ability to drive. Individuals with disabilities may also be unable to drive or require specialized transportation options. Individuals with low income also may rely on community transportation because it is more affordable. These three groups can be seen as distinct, but tend to overlap, where an individual with disabilities might also have a low income, or an older adult may develop some disability or live with a reduced income.

Population by Age

The largest age cohort projected for Madison County in 2020 is Older Adults, Age 45-64, followed by Young Adults, Age 25-44, and Seniors, Age 65+. The Senior population is projected to grow from 20,234 individuals or 15 percent of the county's population in 2020, to 27,509 individuals in 2035, declining to 25,213 individuals (22 percent) of the county population in 2050. The other age groups are projected to decline slightly over time.

Exhibit 3: Madison County Projection of Age Distribution, 2020 - 2050



OLDER ADULT POPULATION

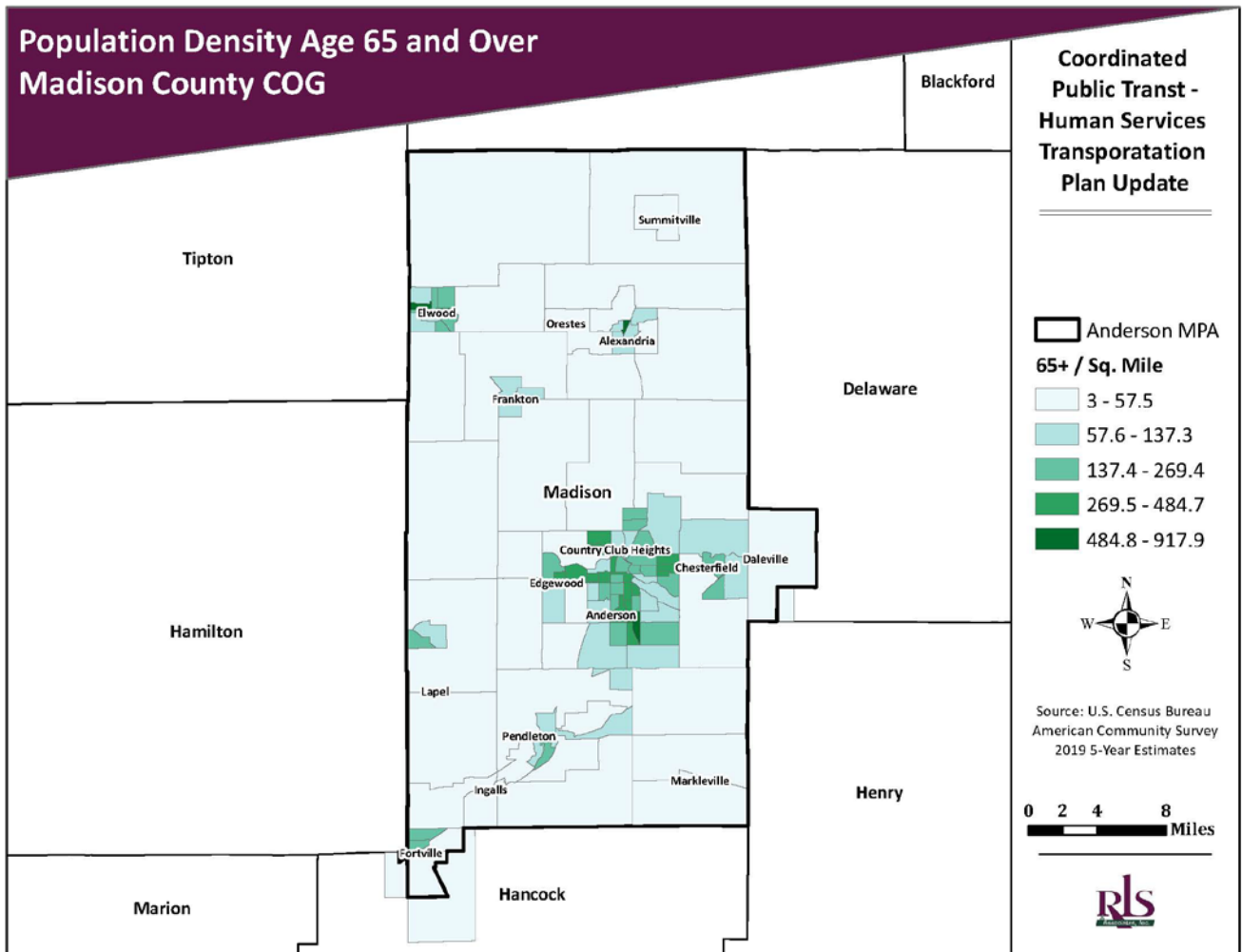
Older adults are most likely to use transportation services when they are unable to drive themselves or choose not to drive. Research published in the American Journal of Public Health included findings that, on average, men outlive their ability to drive by six years, and women outlive their driving ability by 10 years. Older adults also tend to be on a limited retirement income and, therefore, transportation services may be a more cost-effective option than owning, insuring, fueling, and maintaining a personal 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. People who were born during the post-WWII “baby boom” era defined by the Census Bureau as persons born from 1946 through 1964 are the largest population demographic in the nation. These baby boomers are now reaching ages at which they are 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 times in our history. As seniors ‘age in place’ by staying in their own homes or communities, they become more reliant on friends, family, or service providers to meet their mobility needs. 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 and Human Services agency transportation is greatly increased.

Exhibit 4 provides an illustration of the population density of persons over 65 years of age by block group. The Indiana state average proportion of older adults is sixteen percent of the total population.

Exhibit 4: Madison County MPO Density of Persons 65 Years and Over



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 Madison County is available through the 2019 ACS Five-Year Estimates of

disability for the noninstitutionalized population. Exhibit 5 provides a comparison of the disabled population in each county within the county.

Based on current estimates, Madison County is currently home to 23,041 individuals with a disability or 18 percent of the population. An additional 708 individuals with disabilities live in Fortville, and 268 live in Daleville. The Metropolitan Planning Area (MPA) has a higher incidence rate than the average rate of 13 percent for Indiana.

Exhibit 5: Estimated Incidence Disability

Area	Population	Individuals with a Disability	Percent Disability
Madison County	129,455	23,041	18%
Fortville	4,574	708	15.5%
Daleville	1,662	268	16.1%
Madison MPA	135,691	24,017	17.7%
Indiana	6,665,703	897,234	13%

HOUSEHOLD INCOME AND POVERTY STATUS

Exhibit 6 illustrates the household incomes for the study area according to the 2019 ACS Five-Year Estimates. According to the survey, there are a total of 53,589 households in the MPA. Of those households, 28 percent make less than \$35,000 per year. Of the households earning less than \$35,000, some 10.7 percent earned between \$25,000 and \$34,999. Another 12.8 percent earned between \$10,000 and \$24,999 and about 4.9 percent earned less than \$10,000 per year. The median household income for Madison County is \$49,522 compared with \$56,303 for the state of Indiana.

Exhibit 6: Distribution of Household Income

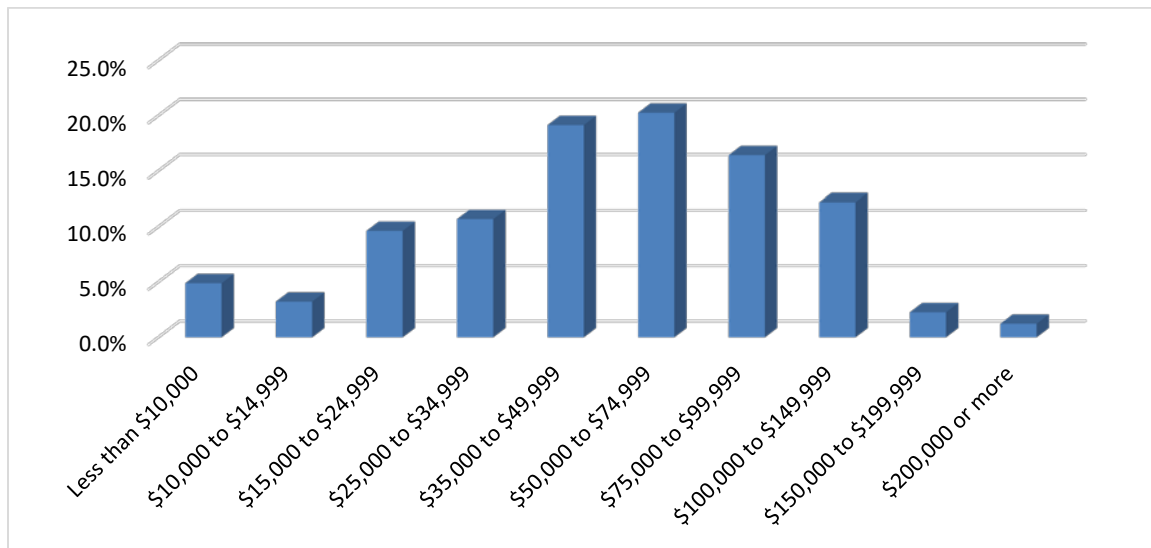


Exhibit 7 illustrates the percentage of the population in each county that is living below the poverty level. As the census data was reported for 2019, the poverty guideline for that year was set at an annual income of 25,750 for a family of four. In the MPO area, 20,662 individuals or 10 percent are in poverty. While Madison County has a slightly higher rate at 15.7 percent, the MPA has lower incidence of poverty compared with 13.4 percent for the state of Indiana. In 2021, the poverty guideline is an annual income of \$26,500 for a family of four or \$12,880 for an individual.

Exhibit 7: Percent Population Below Poverty

County	Population	Poverty	Percent Poverty
Madison County	129,455	20,338	15.71%
Daleville	1,662	190	11.40%
Fortville	4,574	134	3.00%
Anderson MPA	135,691	20,662	10.04%
Indiana	6,665,703	867,996	13.40%

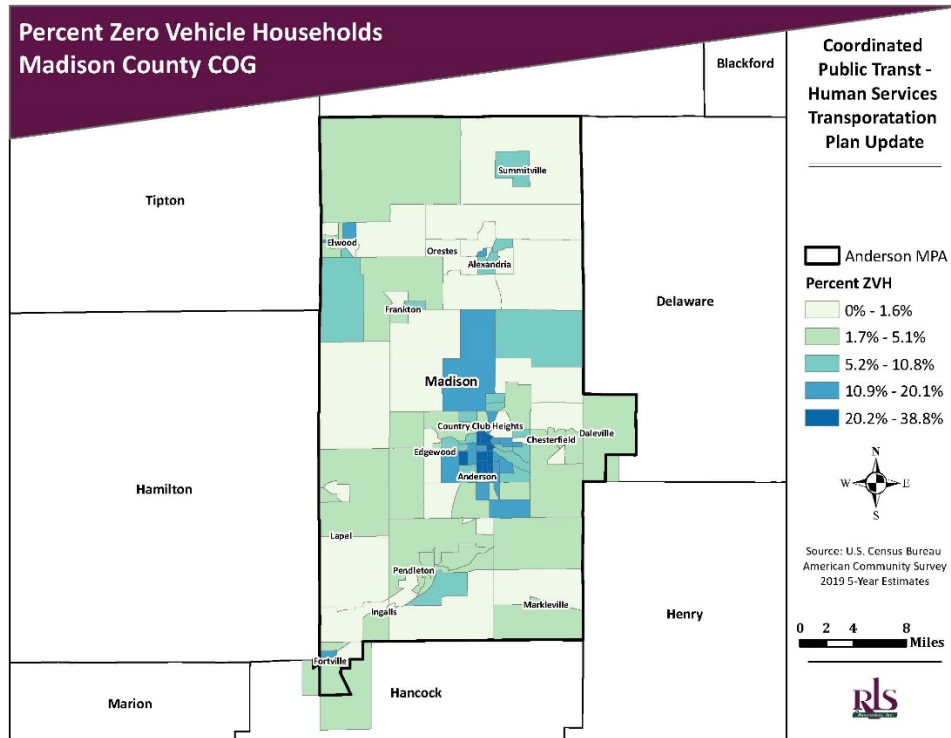
According to data from Stats Indiana, the largest percentage of jobs in Madison County is in the private business sector, at 23.3 percent. Health care and social services (13.9%), local government (12%), retail (10%), and manufacturing (10%) are the next largest employment sectors. Health care, social service, and retail jobs are typically low-wage sectors. The unemployment rate for Madison County was 5.1 percent of the labor force in May 2021.

ZERO VEHICLE HOUSEHOLDS

Transportation is typically a household’s second-largest expense after housing. The characteristics of the household’s neighborhood or community will impact the costs of transportation. Locations that are close to services and employment will allow the household to spend less time, energy, and money on transportation, while more rural locations may involve higher costs and more time for transportation. The national average yearly cost to own, fuel, insure, and maintain a personal vehicle is \$12,164 according to the 2019 Consumer Expenditure Survey, or 16 percent of household expenses. The Housing and Transportation (H+T) Index calculation for Madison County is \$13,754 for the typical household’s annual transportation spending, an average of 26 percent of household income. This is higher than the expenses for housing in the area, at 20 percent of average household income.

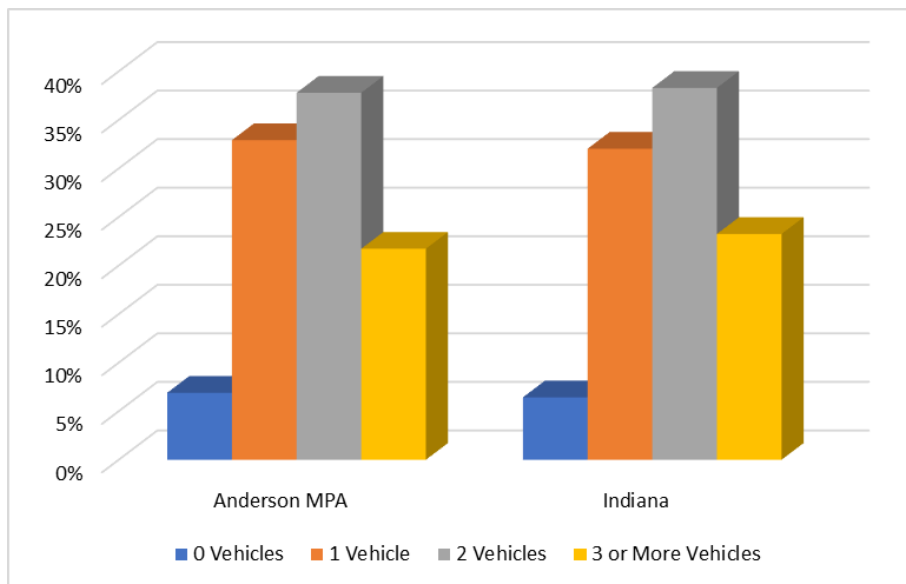
Exhibit 8 illustrates the percentage of housing units that have no available vehicle, according to the 2019 ACS Five-Year Estimates. The block groups with the darkest shading have the highest percentage of housing units with no available vehicles. These block groups are concentrated in and around Anderson, with moderate percentages of zero vehicle households in the rural portion of the county along State Route 9 between Anderson and Alexandria. Between 20 and 38 percent of the households in the most concentrated areas have no access to a vehicle.

Exhibit 8: Vehicles Available per Household



The number of vehicles available to a housing unit is also used as an indicator of potential need for transit service. Almost seven percent of households in the MPA have no available vehicle, in comparison with a 6.4 percent average for Indiana. An additional 33 percent of households in the region have only one vehicle.

Exhibit 9: Percentage of Zero-Car, One-Car, Two-Car, and Three- or More Car Households



INVENTORY OF EXISTING TRANSPORTATION SERVICES

OVERVIEW

Providers of public and Human Services transportation were asked to participate in interviews and to update the transportation provider inventory for the MCOG Metropolitan Planning Area (MPA). Provider agencies were also invited to participate in a virtual public meeting to evaluate unmet Human Services transportation needs and service gaps. The public meeting included a discussion of goals and strategies/projects to address unmet needs and service gaps, promoting coordination in the delivery of transportation services to maximize the use of resources.

An update of the inventory of provider services and vehicle inventory was obtained through phone interviews and e-mail requests conducted prior to the public meeting. This was done to promote active participation in the public meetings, familiarize the providers with the public meeting process, and stimulate discussion of key mobility issues while updating the description of service delivery (including types of services, funding sources, eligibility, hours of service, ridership and fare/donation policies) for the providers in the region. A set of scripted questions was used for the interviews to ensure that similar information was gathered from all agencies.

The provider summaries listed below include eligible Section 5310 providers who serve primarily older adults and individuals with disabilities. These agencies provide transportation primarily to their agency consumers but may have the potential for expanded shared services with other providers in the future. None of the eligible agencies are currently receiving Section 5310 funded vehicles.

The agencies that are eligible for the Section 5310 Program funding have experienced limited coordination with other providers, remaining focused on providing services to their agency's consumers. However, their participation in the coordinated transportation plan process is important. Participation in the plan keeps the option of Section 5310 funding open to the agency.

Rural public transit agencies, those funded with FTA Section 5311 funding, also serve these same populations of older adults and individuals with disabilities along with the general public. The City of Anderson Transportation System (CATS) serves its namesake city with fixed route transit and demand-response paratransit. The transportation system is a department of the City of Anderson. Outside of the Anderson Incorporated Area, Transportation for Rural Areas of Madison County (TRAM) operates demand response service.

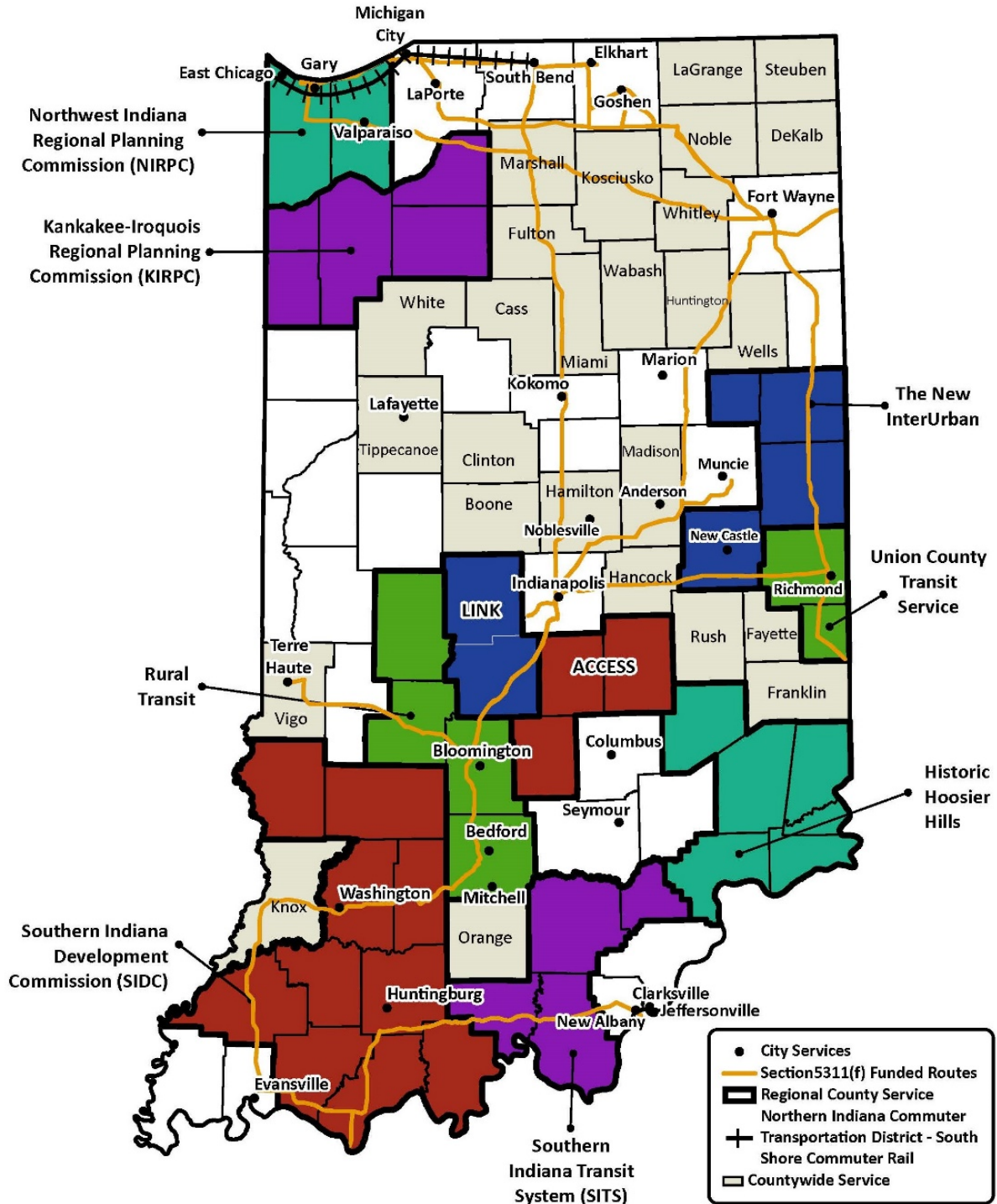
There are other providers in the area that serve public populations that meet certain eligibility requirements such as veterans and individuals eligible for non-emergency medical transportation provided through Medicaid (by various private providers). Many of these public and non-profit Human Services agencies also receive operating funding through Medicaid for people with low incomes or qualifying disabilities, Title III-B of the Older Americans Act, which focuses on serving persons 60 and over, and other state funds. These programs that accept a variety of funding sources may also promote mixed client riding, where people from

more than one nonprofit agency are sharing rides. Some may provide mobility services, aiding individual clients to explore and master their transportation options, for a range of customer categories and trip destinations. Coordination is encouraged for Human Services agencies to improve transportation system efficiency and provide more options to riders.

Some taxi companies operate in the region, but most stay within Anderson's urban area. Private transportation network companies such as Lyft and Uber are also concentrated in more urban communities where the drivers have a higher likelihood of picking up riders.

The map in Exhibit 10 shows where public transit systems are working across the state, including intercity bus connections between cities. Intercity buses are usually operated by private companies, but serve a general public purpose and receive public funding for certain critical route connections. These routes are marked as 5311(f) funded routes on the map legend. In the MCOG MPA, there is one intercity route that crosses a portion of the region to connect Muncie, Anderson, and Indianapolis, and another route that connects north to Fort Wayne.

2020 Public Transit Systems in Indiana



EXISTING TRANSPORTATION RESOURCES

The following summaries are based on information provided by the participating agencies in an interview, and/or through research of the agency's website or the 2020 INDOT Public Transit Annual Report. Where information is incomplete, it was not provided or not available.

Public Providers

The first table, Exhibit 11, shows transportation services available to the general public or segments of the general public. The City of Anderson Transit System (CATS) provides urban service to the city, and has a local route that many people use to commute within the City of Anderson and a partnership with Miller Transportation for a Muncie to Indiana weekday commuter service. MCOG MPO oversees Transportation for Rural Areas of Madison County (TRAM) on behalf of the Madison County Commissioners. The Commissioners contract with a private service provider (currently Hillcroft Services, Inc.) and they manage the service, dispatch, hire drivers, maintain the Madison County-owned fleet of vehicles. TRAM provides public transit service throughout Madison County. As a result of the proximity of Madison County to Indianapolis, there are two commuter resources, Commuter Connect vanpool and carpooling, and Hoosier Ride intercity bus service. Hoosier Ride is a Miller Transportation program that receives Federal Transit Administration (FTA) Section 5311(f) funding for Intercity Bus service and operates in coordination with the National Greyhound System. A small portion of Hancock County is also included within the MCOG MPA. Hancock Area Rural Transit (HART) and Hancock County Senior Services (HCSS) provide demand response transportation for the general public or individuals age 60 and older, respectively, in throughout Hancock County. Barons Bus, a Section 5311(f) intercity bus service, also travels through the region surrounding the MCOG MPA and stops in Greenfield (Hancock County) at the Greenfield Speedway gas station.

Exhibit 11. Public Transportation in MCOG MPA

	City of Anderson Transit System (CATS)	Transportation for Rural Areas of Madison County (TRAM)	CIRTA Commuter Connect	Hoosier Ride	Hancock Area Rural Transit (HART) and Hancock County Senior Services (HCSS)
Location / Contact	530 Dale Keith Jones Road, Anderson, IN 46011 765-644-8312 https://www.cityofanderson.com/136/City-of-Anderson-Transit-System-CATS	16 E 9th St. Room 100, Anderson, IN 46016 1-855-743-3843 http://www.ridethetram.com/	317-327-RIDE (7433) https://www.cirta.us/county-connect/transportation-resources/commuter-connect/	800-544-2383 https://hoosierride.com/	317-462-1103 https://hcssi.org/services
Service Type(s)	Six fixed routes, demand response Paratransit (Nifty Lift), Flagship Express & Muncie to Indianapolis employment shuttles	Demand Response; Door to Door upon request	Vanpool and Carpool matching database	Intercity transit	Demand Response; Door to Door
Service Area	City of Anderson, Muncie to Indianapolis	Madison County	Indianapolis, Anderson, Muncie	Anderson	Hancock County with service to medical facilities in Marion, Hamilton, Madison, Henry, and Shelby Counties

	City of Anderson Transit System (CATS)	Transportation for Rural Areas of Madison County (TRAM)	CIRTA Commuter Connect	Hoosier Ride	Hancock Area Rural Transit (HART) and Hancock County Senior Services (HCSS)
Eligibility Criteria	Public	Public	Public	Public	HCCS is for riders age 60 and older. HART is for riders under age 60.
Days/Hours of Service	Monday - Friday 6 a.m. - 6:30 p.m.	Monday – Friday	Riders provide their own schedules	Commuter service Monday - Friday	Monday – Friday 7 a.m. - 5 p.m.
	Saturday 9 a.m. - 3:30 p.m.	7 a.m. - 5 p.m.		Other service 24/7	
Ridership*		2019: 17,611	Not Provided	Not provided	2019: 18,483
		2020: 11,571			2020: 11,485
Fare/ Donation Structure	\$1 per one-way trip or \$24 monthly pass	\$4 per one-way trip or \$33 monthly pass for unlimited rides	Shared costs	Varies by distance	Under age 60: \$4 per stop; Under age 15: Free; Out-of-County: \$20.00 to \$25.00
	Half fare for Riders 60+, Medicare card holders and disabled veterans	Riders 60+: \$2.50 per one-way trip or \$25 monthly pass			Age 60 and older ride free; donations accepted
Funding Sources	Section 5307, PMTF, City	Section 5311; PMTF; Madison County & MPO funding; OAA Title III-B;	FTA (Section 5307) funding	Section 5311(f)	Section 5307

	City of Anderson Transit System (CATS)	Transportation for Rural Areas of Madison County (TRAM)	CIRTA Commuter Connect	Hoosier Ride	Hancock Area Rural Transit (HART) and Hancock County Senior Services (HCSS)
Operating Budget	Not provided	Not provided	N/A	Not provided	\$549,068
Vehicle Fleet and Wheelchair Accessibility	23 Vehicles, 83% wheelchair accessible	6 Vehicles, 100% wheelchair accessible	Personal vehicles and commuter vans	Contact the Miller Transportation Customers with Disabilities Travel Assistance Line at 1-800-544-2383 at least 48 hours prior to your departure.	14 vehicles, 100% wheelchair accessible
Scheduling	1 day advance notice for Nifty Lift	48 Hours advance notice	Passengers arrange their own schedules	Arrive at the terminal at least an hour before departure to purchase your ticket. Boarding generally begins 15 to 30 minutes before departure. Seating is on a first-come, first-served basis.	Trips should be scheduled as far in advance as possible. Requests with more than one week notice are more likely to be available
Trip Denials	Not provided	12-14 per month	Not Provided	Not provided	Not provided

Human Services Agency Providers

Exhibit 12 lists the Human Services Agencies that offer transportation to their clients, or purchase transportation for their clients. The Riverview Health System provides rides to patients with appointments at any of its 29 service locations, including offices in Madison County. The other agencies include services for people with disabilities, transitional or senior housing, and religious-based services.

Exhibit 12. Human Services Agency Transportation

Agency	Location / Contact	Website	Service Type	Service Area	Eligibility Criteria	Days / Hours of Service	Fare/ Donation Structure	Fleet and Wheelchair Accessibility	Coordination Activities
Alternatives Inc.	1309 Monticello Dr, Anderson (866) 593-9999	https://www.alternativesdv.org/	Family violence prevention and treatment	Hamilton, Hancock, Henry, Madison, Marion, and Tipton Counties	Client based	Monday - Friday	Client based	2-3 WC accessible	
Aspire	9615 E 148th St, Suite 1, Noblesville (877) 574-1254, 800-560-4038	https://www.aspireindiana.org/	Mental Health Center appointments	To/from Aspire Indiana appointments, group sessions, and meetings	Client based	Monday - Friday or evening and weekend by appointment	Client based	8 passenger cars, 7 minivans, 15 transport vans, and 14 minibuses	
CareGivers - Developmental Service Alternatives Inc. (DSI)	4019 Columbus Ave Suite C, Anderson 765-649-4247	https://cg-idd.com/dsa-indiana/	Services to help children and adults with mental, physical, and emotional disabilities reach their greatest potential at home, work and in the community	Client based	Client based	Client based	Client based	4-6 vehicles in Anderson area, 100% WC accessible	Coordinates other (non-transportation) services with Hopewell and Noble of Indiana

Agency	Location / Contact	Website	Service Type	Service Area	Eligibility Criteria	Days / Hours of Service	Fare/ Donation Structure	Fleet and Wheelchair Accessibility	Coordination Activities
Muncie Mission Beauty for Ashes (BFA) Transitional Home	1725 S Liberty St, Muncie (765)288-9122 ext.702	https://www.munciemission.org/womens-services/	Transitional housing for displaced women and children	Client based	Client based	Client based	Client based	1 vehicle	Coordinates with LifeStream
Community Justice Center	123 E 10th St, Anderson (765) 649-7341	https://www.madisoncounty.in.gov/clerk-of-the-court.html	Service to high-risk offenders on probation or parole. Transportation is provided for individuals completing community service	Madison County	Client based	Monday - Saturday	None	2-3 vehicles	
Community Partners for Child Safety	3047 Broadway St, Anderson 765-643-8022	https://www.childrens-bureau.org/our-services/cpcs/	Partner in educational initiatives and institutions	Madison County	Client based	Afternoon and weekend by appointment	None	11+ vehicles	
Excel Center	630 Nichol Ave. Anderson, IN 46016 (317) 524-3930	https://excelcenter.org	Offers support services for clients, including transportation assistance to remove barriers to	15 locations in central and southern Indiana	Client based	Client based	None	0 vehicles	CATS provides free rides to/from school for Excel students. Also, Excel purchases some passes from TRAM

Agency	Location / Contact	Website	Service Type	Service Area	Eligibility Criteria	Days / Hours of Service	Fare/ Donation Structure	Fleet and Wheelchair Accessibility	Coordination Activities
			education and employment						for riders with disabilities who live in the TRAM service area.
Hopewell Center Inc	5325 S Main St, Anderson (765) 642-0201	http://www.hopewellcenter.org/	Assistance to overcome personal hardships and develop opportunities for growth and independence in the community for people with disabilities and at-risk families	Client based	Client based	Client based	Client based	7-10 vehicles, all WC accessible	Coordinates with a variety of transportation and medical providers, Contracts with Hillcroft Services Inc.
Keystone Woods	2335 N Madison Ave, Anderson (765) 703-4708	https://www.capitalseior.com/community/keystone-woods/	Assisted Living and retirement community owned by Capital Senior Living		Resident based, individuals over age 75	By appointment	Contracted rates	2-3 vehicles, 1 WC accessible	Coordinate/contract with NiftyLift, MedExpress, and LifeStream

Agency	Location / Contact	Website	Service Type	Service Area	Eligibility Criteria	Days / Hours of Service	Fare/ Donation Structure	Fleet and Wheelchair Accessibility	Coordination Activities
Lifestream Services Inc.	1701 Pilgrim Boulevard, Yorktown (765) 759-1121, (800) 589-1121	https://www.lifestreaminc.org/transportation/	Aging and Disability Services provided to people at risk of losing their independence, families, and communities in East Central Indiana.	Delaware County	Client based	Monday-Friday, 8 a.m. to 5 p.m.	Client based	11+ vehicles	LifeStream is made possible, in part, by United Way of Delaware County and The Community Foundation of Muncie & Delaware County.
Madison County Youth Center	3420 Mounds Rd, Anderson (765) 646-9268	https://www.madisoncounty.in.gov/youth-center.html	Public social service agency supporting court-referred youth	Madison County	Client based	Program and appointment based	None	7-10 Vehicles	
Office of Veterans Affairs	206 E 9th St, Suite 100, Anderson (765) 641-9651	https://www.madisoncounty.in.gov/veterans-service-office.html	Service to veterans for medical appointments	VA hospitals in Indianapolis, Marion, and Muncie	Veterans	By appointment	None	1 vehicle, WC accessible	
Salvation Army	1615 Meridian St, Anderson (765) 644-2538	https://centralusa.salvationarmy.org/anderson/	Supporting those in need	To religious institutions by appointment	Client based	By appointment	Client based	2-3 vehicles, 1 WC accessible	

Agency	Location / Contact	Website	Service Type	Service Area	Eligibility Criteria	Days / Hours of Service	Fare/ Donation Structure	Fleet and Wheelchair Accessibility	Coordination Activities
Southdale Tower / The Towers at Southdale	524 W 53rd St, Anderson (765) 642-4917	https://www.rhf.org/location/southdale-tower/	Senior living apartments	Grocery trips	Residents age 55 and over	Wednesday afternoons	Contracted rates	1 vehicle, WC accessible	Coordinate transportation service with CATS, Community Transport, Eaton EMT, Sunshine Transportation, and Nifty-lift
Vocational Rehabilitation Services	222 E 10th St, Suite A, Anderson (765) 643-7413 / 201 E. Charles St., Suite 130 Muncie, IN 47305 (877) 847-9890	https://www.in.gov/fssa/ddrs/rehabilitation-employment/vocational-rehabilitation-employment/	A program of the FSSA Division of Disability and Rehabilitative Services, to support persons with disabilities to prepare for, obtain, or retain employment	Hamilton, Madison, and Marion Counties	Client based	Client based	Client based	0 vehicles	Coordinates/contracts with CATS, Yellow Cab, AAA Medivan

Private Transportation Providers

Private companies that provide taxi, client, or other transportation are included in an attempt to make the region's transportation inventory as complete as possible. As transportation is not generally a big revenue-generating industry, there is normally a high turn-over of companies, making it difficult to track over time. A yellow-pages or internet search will find businesses that are currently operating in a particular city or county. Emergency medical response and ambulance services are likewise provided by specialized private companies that contract with communities that don't support their own municipal services. Discussion at the regional level identified:

- ◆ Unique Taxi & Courier Service, (765) 644-7777
- ◆ Alexandria Auto Rental c/o Fred Devoe Chevrolet, (765) 724-4427, <https://www.devoechevy.com>
- ◆ A-Private Limo, (765) 644-0834
- ◆ U-Save Auto Rental, (765) 643-8887, <https://www.usave.com/>

Emergency Medical Services, both public and privately funded, are available in the area:

- ◆ Eaton EMTS Inc, (765) 396-3748, <https://eatonemts.org/>
- ◆ Seals Ambulance Service, (317) 541-1200, <https://www.seals-ambulance.com/>
- ◆ LifeLine Critical Care Transportation Services, Indiana University Health, (800) 382-9922, <https://iuhealth.org/for-providers/lifeline>

School Transportation Programs

School transportation is outside of the scope of the CPTHST, but schools and transit play parallel and closely related roles in the community in terms of access for non-drivers. The following school transportation programs are active in the MPO area:

- ◆ St. Mary's Elementary School, Alexandria, (765) 724-4459, <https://maryandjosephchurches.com/st-mary-school>
- ◆ Frankton - Lapel Community Schools, Anderson, (765) 734-1261, <https://flcs.k12.in.us/>
- ◆ Webber Transportation, Anderson, (765) 642-9825, contract service for Anderson Community Schools
- ◆ Liberty Christian School, Anderson, (765) 644-7773, <https://www.libertyonline.org/>
- ◆ St. Mary's School, Anderson, (765) 642-1848, <https://stambrosestmary.org/st-mary>
- ◆ Liberty Christian School, Anderson, (765) 644-7774, <https://www.libertyonline.org/>
- ◆ Anderson Community Schools, Anderson, (765) 641-2000, <https://www.acsc.net/apps/contact/>
- ◆ Daleville Community Schools, Daleville, (765) 378-3329, <https://www.daleville.k12.in.us/>
- ◆ Madison-Grant United School Corporation, Fairmount, (765) 536-0008, <http://www.mgusc.k12.in.us/>
- ◆ South Madison Community Schools, Pendleton, (765) 778-2152, <http://www.smadison.k12.in.us/>
- ◆ Elwood Community School Corporation, Elwood, (765) 552-9861, <https://www.elwood.k12.in.us/>
- ◆ Fortville-Mount Vernon Community School Corporation, Fortville, (317) 485-3100, <https://www.mvcsc.k12.in.us/>
- ◆ SonRise Campground, Anderson, transportation for summer programs for people with intellectual and development disabilities

VEHICLE INVENTORY AND UTILIZATION

Vehicle inventories were obtained by e-mail from public transportation providers who reported more than 144 total vehicles serving the MCCOG MPA plus connections to neighboring counties or cities. Individual provider vehicle fleets range from 83 to 100 percent accessible for mobility devices. Many of the Human Services agency providers also offer some wheelchair accessible vehicles. All agencies operating vehicles were contacted to provide an updated vehicle inventory. If the agency did not provide the updated inventory, alternative fleet information was derived from the 2020 INDOT Annual Report. If an agency listed above is not included in the table, the detailed vehicle utilization information was not available for the report. The Vehicle Inventory table is provided in Appendix A.

LifeStream Services was awarded eight small transit vehicles through the INDOT Section 5310 Program. The vehicles could be used to serve any portion of the entire LifeStream Services area. No Section 5310 Program revenue sources were reported for providers specifically serving Madison or Hancock Counties.

Only CATS operates on Saturdays as part of their regularly scheduled service, and none of the public providers provide Sunday or late evening transportation. There may be hours that the Human Services agency vehicles, listed above, are not in continuous use. These vehicles could be coordinated for shared ride service with agreement and approval between public and private providers. Likewise, the public transit agencies experience peak service times and could coordinate with local providers to fill seats during the non-peak hours of service.

NEEDS ASSESSMENT

OVERVIEW

Local Human Services agencies, all transportation providers serving each county, and the general public were invited to participate in the coordinated transportation plan needs assessment process. An online public survey and public meeting were used to gather input. The provider interviews described in Chapter 3 supplemented the needs assessment. The following paragraphs outline transportation needs identified through public surveys, meetings, and stakeholder coordinated transportation meetings.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

Due to Covid pandemic restrictions, an in-person community input meeting was not possible, so online regional meetings were organized to discuss changes since the prior plans were adopted and to identify ongoing or new transportation needs. Virtual local public meetings were facilitated for each region of the state from March 17-31, 2021 to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public.

The Indiana Department of Transportation (INDOT) advertised the meetings online, with press releases, and with emails to the current FTA Section 5310 and 5311 program participants. A meeting flyer was emailed to all FTA Section 5310 and 5311 program funded agencies, organizations that participated in the previous Coordinated Plan, and to several statewide networks or associations for general distribution. Meeting invitation postcards were mailed to 143 identified organizations in Region 7, of which MCCOG is a part, including organizations that participated in prior Coordinated Public Transit Human Services Transportation Plans, County Commissions, and agencies that have applied for FTA Section 5310 grants from INDOT since 2017. The general public was invited and notified of the Region 7 meeting on March 23, 2021, from 12:00 p.m. – 1:30 p.m., through the following websites and newspapers:

- ◆ Indiana RTAP website
- ◆ Health by Design Newsletters/ICATS
- ◆ Herald Bulletin
- ◆ Pendleton Times-Post
- ◆ Madison Courier
- ◆ Decatur Daily Democrat
- ◆ Berne Witness
- ◆ Chronicle-Tribune
- ◆ The Courier Times

Madison County Council of Governments also hosted two virtual meetings of the Citizens Advisory Committee and Technical Advisory Committee.

- ◆ MCCOG Citizens Advisory Committee met April 1, 2021, 7:00 p.m.
 - 15 people participated including individuals with disabilities and older adults
- ◆ MCCOG Technical Advisory Committee met April 15, 2021
 - 26 people participated including older adults and representatives of individuals with disabilities

All meetings were held via Zoom or GoToMeeting. Where requested, meeting captions were used to aid verbal communication. Each participant had an opportunity to introduce themselves and who they were representing, allowing a record of participation to be created. A presentation was used to spark discussion on topics including:

- ◆ The use of Section 5310 funding and the impact of the Coordinated Plan on funding projects
- ◆ Project selection and funding in the region since the 2018 plan
- ◆ Updates of coordination activities that have occurred since the 2018 plan
- ◆ The availability and partial results of the transportation public survey
- ◆ Demographic data that impact transportation need, such as zero vehicle households, population age 65 and over, and population of individuals with disabilities
- ◆ The inventory of transportation providers available in each region
- ◆ The needs recognized in 2018
- ◆ The goals adopted in 2018 to meet those needs
- ◆ Progress on meeting goals,
- ◆ New identification of unmet needs and potential goals that would address them, and
- ◆ Local plans and projects that should be included in the Coordinated Plan

A number of transportation needs and gaps in availability were identified through meetings and interviews with stakeholders. The MCCOG meeting participants represented Ball State University, Community Hospital - Anderson region, the library, schools, homeless programs, MCCOG, and the contracted service provider for TRAM, Hillcroft Services, Inc. Documentation of the meeting outreach and participation, and the presentations shared at the regional meeting are provided in Appendix B.

RECENT AND ONGOING PLANNING AND COORDINATION

Since the last Coordinated Plan, CATS and the City of Anderson have been developing a new, ADA-accessible Anderson Transportation Center, which will open in the near future.

One of the needs identified in the last plan was to improve access from Madison County to Indianapolis and hospitals that are located outside of Madison County. TRAM is able to meet HART at the county line (or within one mile of the county line) in Hancock County so passengers can transfer to locations in Hancock County. Passengers going to Indianapolis through Hamilton County may transfer to Hamilton County Express (within one mile of the county line) to get to Indianapolis-Marion County and IndyGo public transit service. Scheduling the connections between multiple transit services can be a significant challenge and take quite of bit of time for the providers as well as the passenger. However, it is the only workable solutions while the public

transportation providers work to keep vehicles operating primarily within their respective geographic service area boundaries.

Also in recent years, TRAM revised its complaint process through the County, to allow passengers to call a central number for information and complaints, which has improved compliance outcomes. Changes to the complaint process also, in part, addressed identified needs for improved public information that were raised in prior plans.

The 2045 InMotion Plan is the current Metropolitan Transportation Plan (MTP) that establishes a cooperative, continuous, and comprehensive framework for making transportation investment decisions in the MCCOG area (<https://irp-cdn.multiscreensite.com/65a760a0/files/uploaded/2045inMotion.pdf>). It is required that an MTP includes analysis and programming needs for transit within an MPO's MPA. An MTP is a required document for all MPOs to complete/update every five years to maintain its federal compliance for using federal funds to operate the agency and receive funds to distribute to its urbanized area municipalities. A bike and pedestrian plan has also been adopted for the MPA. A recent Health Impact Assessment also raised the nexus of health and planning with transportation and offered a chance for the MPO, transit and Health Department to coordinate. Many of the hospital systems have developed their own transportation service contracts including Community Hospital Anderson. A representative of the Hospital is on the MPO's Citizen Advisory Committee. TRAM

There has been a proposal by CIRT, which operates the Commuter Connect program, to identify a common scheduling software and organize a group purchase for all of the Section 5311 recipients, potentially including TRAM. This would allow all the participating providers in central Indiana to use a common scheduling and reporting software, and could potentially streamline scheduling for long distance trips and transfers between providers as well.

Uber and Lyft now operate in the urban areas of the county and at the time of this study were not involved in local coordinated transportation efforts with the public transportation providers.

IDENTIFIED MOBILITY NEEDS AND GAPS IN TRANSPORTATION

Coordinated transportation stakeholders considered the following needs and gaps in transportation access when prioritizing goals, strategies, and grant application projects.

More options for travel from urban to rural destinations, between counties, and to Indianapolis

Participants reported that the transit system service area boundaries within Madison County adds a challenge to navigating the public transportation network. CATS offers public transportation within the City of Anderson only. TRAM serves rural areas of Madison County and outside of the City of Anderson only. People who live in Anderson and seek employment or need to get to appointments in Madison County yet outside the City of Anderson, would need to coordinate a ride on both CATS and TRAM to complete their relatively short trip. Attendees at the INDOT Region 7 public meeting brought up the need for CATS schedules to better align with

shift changes for workers in the Flagship area, along Scatterfield Road, and Interstate 69. One of the current CATS routes go out to a mall that has been closed for several years.

Beyond the geographic boundaries of Madison County, people also need to travel to other destinations in the region including locations in Daleville and Fortville which are served by LifeStream Services or Hancock Area Rural Transit (HART), respectively.

As a community on the outskirts of Indianapolis, many people from Madison County need to travel into the larger urban area to access medical, employment, and shopping resources. The number one reported reason for TRAM trip denials are requests for trips that go out of Madison County or to Indianapolis. This need was identified in the MCCOG's Metropolitan Transportation Plan, and in a recent Health Impact Assessment conducted by MCCOG in coordination with data provided by Community Hospital – Anderson.

Where regional transportation options are available, they are not well known, or are expensive. Hoosier Ride and CIRTAs provide some options for inter-county travel, but are not well known/advertised. Ball State is considering creating a shuttle for their students, which could potentially be open to other public riders. There is also a possibility of passenger rail service between Anderson and Indianapolis, but that is years away. There are taxi services, Lyft and Uber in the southern and more urban parts of Madison County. Taxi trips into Indianapolis can cost more than \$100 each way. Other private providers, including EMT may be available for hospital and nursing home trips. Community Hospital has a shuttle service but it does not fully address late night discharge and follow-up medical trips.

Maintain and expand service with accessible vehicles, including taxis

There is a good record of contract and coordination relationships with the transportation providers in the area and many providers offer accessible vehicles within their fleets. But a latent need for accessible service is still reported in the public meetings and surveys. The region also has a higher than state average number of seniors and individuals with disabilities. The indicated need for accessible vehicles could be due in part to a need to educate the public about the services that are needed and also to ensure that accessible vehicles are available during the hours and days when they are needed.

Increase hours of service to include evenings and weekends

Responses to the survey listed Saturday and Sunday service high on the list of items that would improve transportation resources. The lack of late-night service was raised in public meetings as an issue for both hospital discharge, and for late shift workers. People can get to second shift work, but have to walk home at the end of the night, which is both physically challenging and a safety concern.

TRAM runs an early shuttle to get workers to Elwood before 7:00 a.m., but additional needs were identified outside of TRAM operating hours.

Improved frequency on CATS routes

The CATS routes operate on a 1-hour headways in a star pattern which means all routes begin and end at a central hub located in downtown Anderson. If a passenger misses a transfer, their trip can be excessively long while waiting for the next bus. An increase in frequency could improve access.

Continue public education and information about local services

While there are public, private, and Human Services transportation options in the area, including service to and from Indianapolis, many people are not aware of what is available. The current effort to make sure transportation brochures are in doctor's offices and nursing homes should continue, and could expand. People who age-in-lace are accustomed to driving themselves and may not consider other transportation options until they need them due to medical and health changes, financial need, or other life changes. Continued education about public transportation options will help those individuals find options that support continued independence.

Finally, the County Commissioners and other elected officials and program managers go through predictable and periodic transitions, and each new class of decision-makers needs to be educated on the transportation services and value provided within the community. The providers report that they often play catch-up, having to remind elected bodies of past funding practices and apportionments, past policies, and other ongoing processes that aid effective transportation service. Regular and ongoing training and information sharing is needed.

Technology

TRAM and CATS have dispatch software but is open to continuing education about efficiency improvements that can be made through technology to support growth in the transportation network.

Participants in public meetings identified the lack of onboard tablets for driver communication, cameras, and automated vehicle locator (AVL) technology as technological deficits that, if improved, could support future growth.

The issue/challenge for passengers to find information online about available transportation services was also raised. There is no online scheduling option for TRAM or CATS at this time. CATS operates flexible/deviated fixed routes. It will deviate off of a scheduled route to pick up a passenger who requests the deviation. CATS routes are available online (i.e., Google) in a downloadable PDF on the City of Anderson website. Trips cannot be planned interactively online because CATS is concerned that people will stand along the regular route and not know that the driver deviated, and the passenger will be missed. The use of AVL technology and some online location-finding tool would aid the passengers in knowing when and where to expect the bus.

User support/training would be needed if providers change to electronic fare media and online scheduling.

Local Human Services agencies are at capacity to manage their programs, and need assistance to transition to digital record-keeping, maintenance, and monitoring. Incorporating technology or coordinating administrative and maintenance programs between multiple agencies could help to reduce the burden on Human Services agencies.

Infrastructure improvements

Bus stops and sidewalk infrastructure conditions were noted as barriers to mobility. There are old, unused bus stops in the community, but CATS operates flag-routes, meaning that people do not wait at stops, but can flag

the bus anywhere along its route. The old stops may or may not be along current routes and create confusion for passengers who are not familiar with the service. Some of the bus routes also operate along streets with no sidewalk, particularly along Scatterfield Road and SR 9, creating safety issues for people using the side of the road in a high-traffic area. The MPO and City of Anderson are working to address this issue, and the City has adopted an Americans with Disabilities Act (ADA) Transition Plan to bring its infrastructure into conformance with the ADA. Until there are sidewalks or paths to each route, individuals with disabilities using mobility devices will not be able to fully access available bus routes.

Driver recruiting tools, testing, and training

In interviews, providers reported the difficulty of retaining, finding, and training drivers, and that the difficulties had been increased by the COVID pandemic. The shortage of drivers is a common issue across the state and nation at this time. Having fewer drivers available may dramatically reduce the capacity of some agencies to provide service, even when that service is scheduled in advance.

The issue of sending drivers to a single testing site several hours away across the state was mentioned in public meetings as a barrier that is hard for local providers to work with. The need for standardized and well-regulated testing is important, but could be accommodated by the state in other ways and with more local options. Likewise, training programs for new drivers should be offered more frequently and locally as programs recover staff and ridership from Covid conditions.

School transportation coordination for students/families that travel from outside the district

School transportation was raised as an issue in the public meetings. The school districts are experiencing challenges meeting the transportation needs of homeless students. The school district must provide school transportation to the school the student attended prior to being homeless. If or when they are housed, the school is responsible for transportation the entire school year. Transportation outside of Anderson is very difficult, and the district has students living throughout Madison County and as far away as Indianapolis. School transportation is outside the purview of FTA funded transit programs, but could be improved with coordinated efforts between public, private, and Human Services agency transportation programs.

RESULTS OF THE GENERAL PUBLIC SURVEY

A general public survey regarding transportation needs was distributed statewide. Online survey links were sent to all transit and Human Services agencies, who were asked to share it with their clients and consumers. The survey form was made available in paper/pdf format for the local agencies to print and distribute to clients as appropriate. Spanish translation and large type versions were also available. The survey link was advertised in local newspapers, on the Indiana RTAP website, and through statewide advocacy organizations. The survey was open from November 2020 through May 2021, and was advertised repeatedly throughout this period through emails and reminders in meetings to encourage participation. The survey form is included in the appendix.

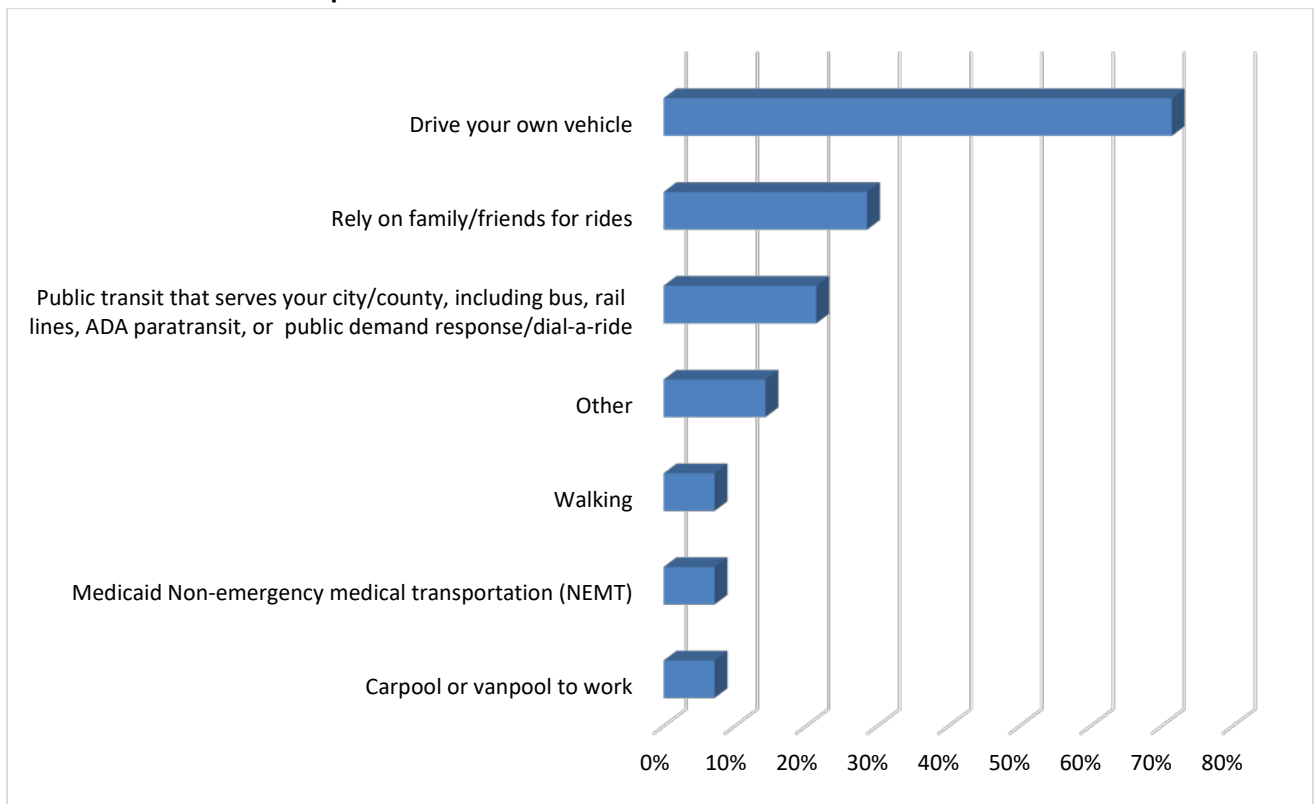
The survey received 14 responses from residents of the MCOG geographic area. Results are shown in the following charts. Each chart is based on the number of responses received for individual questions. The survey results offer insights into the unmet transportation needs and gaps in service for the region.

Transportation Modes Used

Survey respondents were asked to report all forms of transportation they typically use. Choices ranged from bicycling and walking to using public or agency transportation services. As indicated in Exhibit 13, the most prevalent choice for respondents was driving their own vehicle, with 10 of the 14, or 71 percent choosing this answer. In order of response rate, the other respondents were relying on friends and family to get where they need to go (29 percent), using public transit that serves their city or county (21 percent), other (14 percent), walking (7 percent), Medicaid non-emergency medical transportation (7 percent), and carpool or vanpool to work (7 percent). Other options that were written in included biking and working from home. In this region there were zero responses that used the following modes of transportation:

- ◆ Demand Response/Dial-a-Ride Services that are for specific groups only
- ◆ Transportation offered by volunteer or faith-based groups
- ◆ Carpool or vanpool to work
- ◆ Uber/Lyft
- ◆ Taxi
- ◆ Intercity bus, such as Greyhound or Megabus
- ◆ Scooter/Moped

Exhibit 13: Modes of Transportation Used



Transportation Services

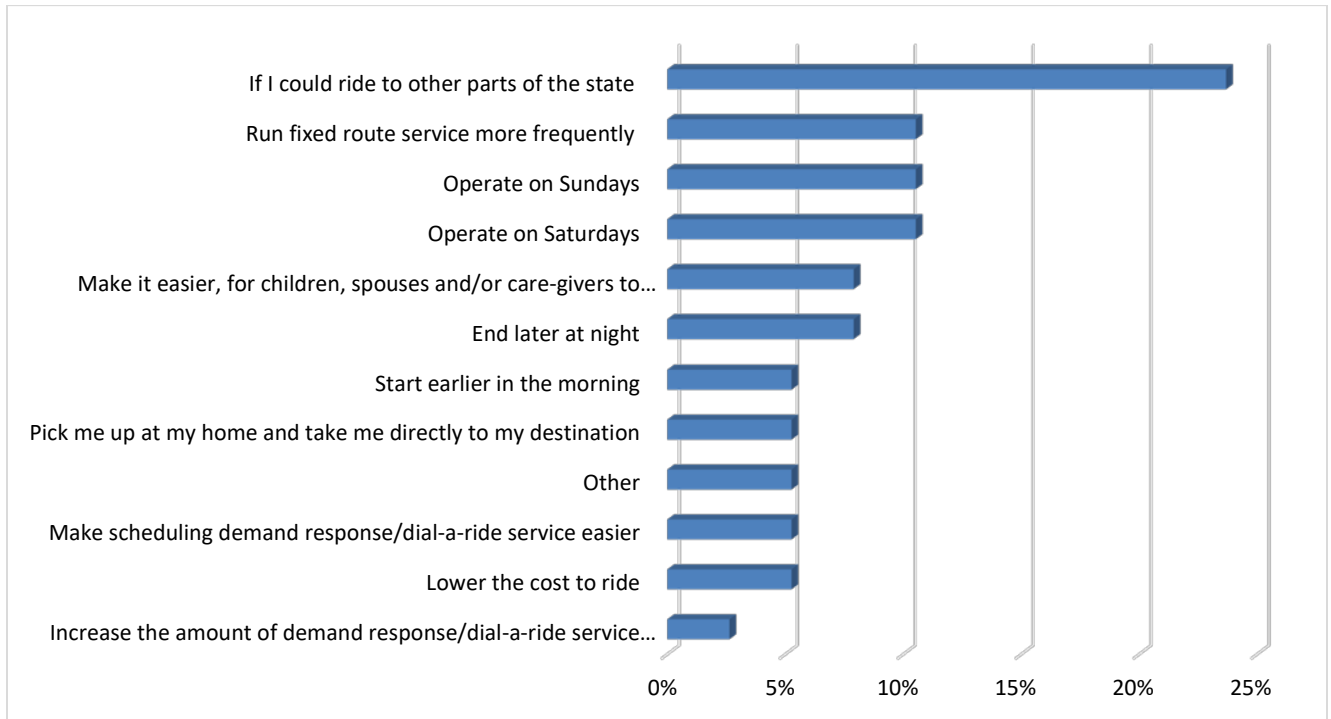
When asked what transportation service they used, four respondents wrote in TRAM and Hillcroft. Two more individuals wrote in the names of their drivers (friends or contract service providers). One person wrote that they use Uber.

Changes to Make Transportation More Appealing

When asked what changes could be made to the local transportation options to make using them more appealing, the most common response was the option to ride to other parts of the state. This speaks to a need to better advertise the multi-county (vanpool) and intra-state (Hoosier Ride) transportation options that are available, and determine if there is a need for additional service.

In order of response, the other common selections were for fixed route buses to run more frequently, for transit or transportation service to operate on Saturdays and Sundays, make it easier for children/spouses/caregivers to ride along, and to increase the hours of service earlier and later in the day. In the write-in responses, a request was made for a family pass option. The full set of responses is shown in Exhibit 14.

Exhibit 14: Changes to Make Transportation More Appealing

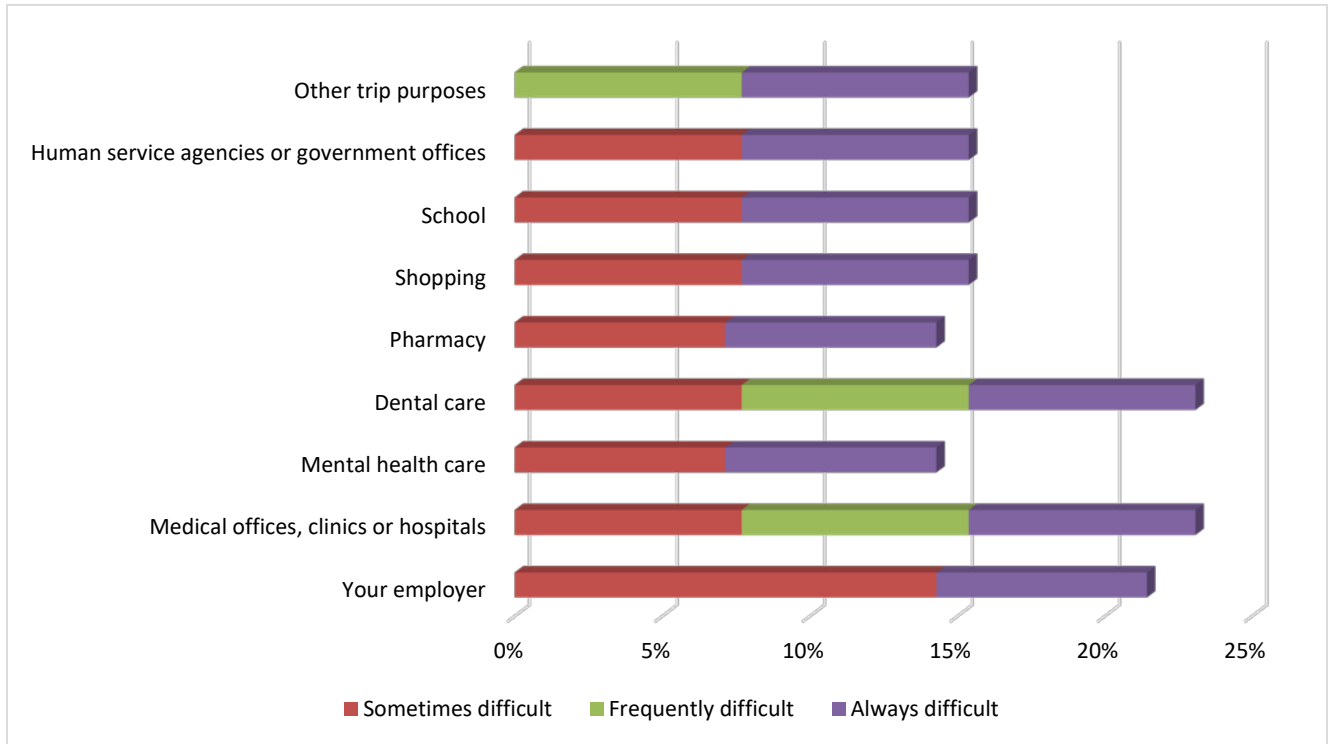


Getting Transportation Needed to Access Destinations

The survey next asked if the respondent had difficulty getting the transportation they needed to a variety of destinations. Many respondents did not report difficulty. 50 percent to 69 percent reported they had no difficulty getting to each destination, and 15 to 31 percent reported it was not applicable for them.

Those who answered the survey affirmatively reported that they had difficulty getting to where they needed to go. One individual with a disability sometimes had difficulty getting to all appointments, and another individual over the age of 65 always had difficulty getting to all appointments. Two individuals in the 55-59 age range frequently have difficulty getting to medical, dental, and other appointments. One respondent sometimes had difficulty getting to work. These results are shown in Exhibit 15.

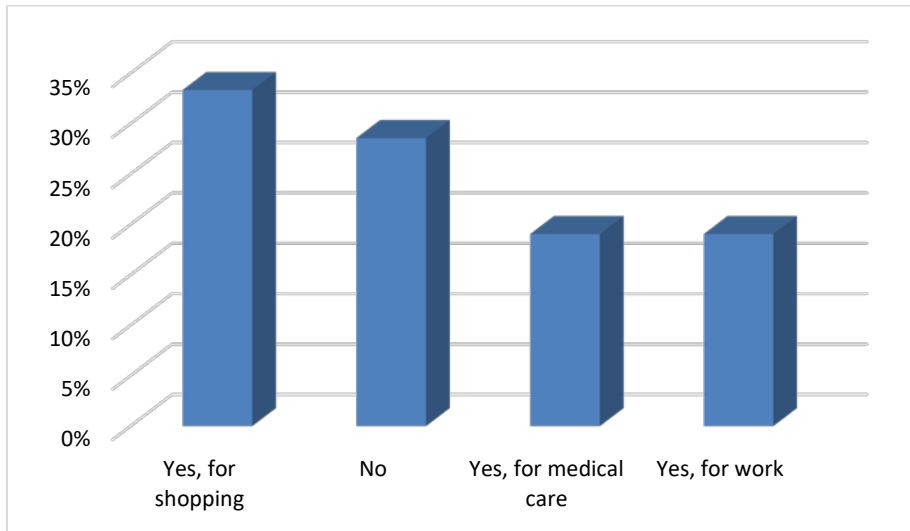
Exhibit 15: Difficulty in Getting the Transportation Needed to Access Destinations



Travel to Destinations Outside the County

Ten of the 14 individuals surveyed reported needing to travel to destinations outside their county for work, medical care, and shopping. Shopping made up 33 percent of the responses. This is an activity that is essential but is not typically covered by Human Services transportation, which tends to focus on medical and employment transportation.

Exhibit 16: Traveling Out of the County to Access Destinations



Respondents were asked if they faced difficulty in traveling outside the county, and two of the respondents said they did, giving the following information:

- It's hard getting a connecting ride from another service.
- Because I am in a wheelchair and have no transportation at home.

Demographic and Socio-Economic Conditions

The majority of respondents to the public survey were between 18-54 years of age. Two of the respondents, or 14 percent, rely on a mobility device such as a cane, walker, wheelchair, service animal, or another device. In comparing the respondents that reported using a mobility device, and respondents that had difficulty traveling to destinations outside of their county of residence, both people responded yes it was difficult to get trips outside of the county, two needed to travel for medical care, and one responded that they needed to travel for shopping.

Exhibit 17: Age of Respondents

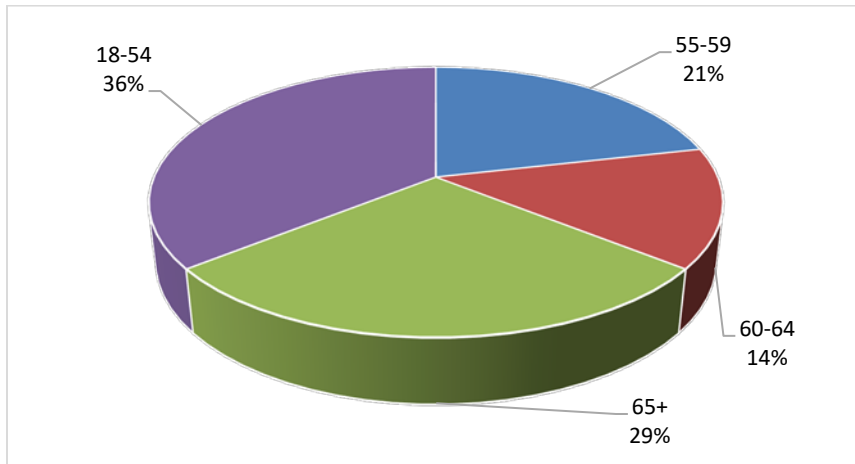
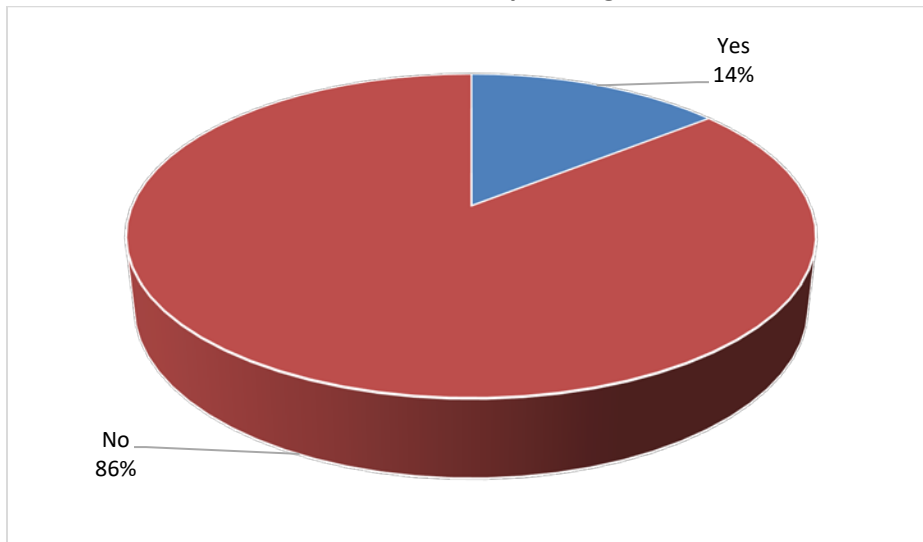


Exhibit 18: Do respondents have a disability which requires them to use a cane, walker, wheelchair, and/or another device, or a service animal to help them get around?



Survey Comments

The survey closed by asking if people had comments or suggestions regarding transportation in their community, and the following comments were sent in:

- ◆ I hear there is a need for workers to our factories not having transportation.
- ◆ It would be nice to have a ride to church for in person services because not all churches have accessible vans or the churches are not in close proximity to house. For example: I enjoy going to my home church White River Christian Church but it's in Noblesville. I enjoy going to Alexandria Nazarene Church but it's too far to wheel myself.
- ◆ I would bike more if there were designated bike lanes in busy areas.
- ◆ I would use useful public transportation for travel inside the county for shopping and other travel if it was available.

GOALS AND STRATEGIES FOR IMPLEMENTATION

OVERVIEW

Stakeholders will continue to work toward coordinated regional transportation services by utilizing existing resources and implementing new projects that fill the service gaps and needs associated with medical trips, employment related trips, and general quality of life for older adults, individuals with disabilities, and the general public.

PRIORITIZING IDENTIFIED NEEDS AND GAPS

A survey to prioritize (high, med, low) the identified needs was sent to all participants of the public meetings and to all Section 5310 and Section 5311 provider organizations in the area. The Survey Monkey tool was used to aggregate responses and determine the priority rating and ranking of the needs as identified in Exhibit 19.

Exhibit 19: Unmet Mobility Needs and Gaps in Service, Anderson MPO, 2021

2021 Needs and Gaps	Average Priority Ranking	Related Goal(s)
Increase options for long-distance travel from urban to rural destinations, between counties, and to Indianapolis	Medium to High	#1, 2, 4, 6
Need to maintain and expand service with accessible vehicles, including taxis	Medium	#1, 2
Increase hours of service to include evenings and weekends	Medium to High	#2
Need to continue public education and information available on local services	Medium to High	#3, 6
Technology	Medium to High	#3, 5
Infrastructure Improvements	Medium to High	
Driver recruiting tools and local training needed to increase transportation capacity	Medium	#1, 5, 6
School transportation coordination is needed for students/families that travel from outside the district	Low	#4

GOALS AND STRATEGIES

Local stakeholders set the following coordinated transportation goals to address the high, medium, and low priority needs. The goals should be addressed by the responsible parties, as identified in each goal description. Goals should be addressed in order of priority, unless funding or other factors are present which make accomplishing a lower priority goal more feasible. The strategies under each goal are prioritized in concert with the needs (high, medium, low) based on stakeholder input.

The following paragraphs outline the timeframe, responsible party, and performance measure(s) for implementation of each of the strategies. The implementation milestones are defined as:

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

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

Some transportation needs are more difficult to meet than others, particularly in a rural setting. The distances to travel are longer, the costs are higher as a result, and the geographic conditions may create more difficulties to drive in some types of weather. The workforce of drivers, maintenance, health care, and administrators needed to support a successful transportation program are harder to recruit in a rural area as well. Expenses related to risk management including training and insurance are essential but can be difficult to fund.

While certain needs may be identified as top priorities, some strategies to address them may take more time to implement. In some cases, other necessary steps and changes must precede implementation, or require a regional leader to coordinate the providers and lead them through the steps. Some strategies may be more easily addressed, even though they are a low priority, or may be a step that improves the likelihood of implementing a priority improvement. While there are challenges to implementing coordination among various transportation providers and funding sources, it is important to note that transportation coordination is being successfully implemented across Indiana and throughout the country. There are many resources available to assist local communities as they work together on coordination. Contact the Indiana Department of Transportation, Office of Transit, for assistance.

GOAL 1: MAINTAIN EXISTING TRANSPORTATION SERVICES FOR HUMAN SERVICES AGENCY CLIENTS AND THE GENERAL PUBLIC

Strategy 1.1: Replace and Maintain Vehicles through FTA/INDOT funding and local sources

Transportation is a vital link between transit disadvantaged individuals and health care, nutrition, employment, and good quality of life in each county and community. As there are relatively few providers active in the region, keeping their services active and running at capacity is critical for older adults and individuals with disabilities in the community. The FTA grant programs managed by Indiana DOT provide the best leverage of local matching dollars in terms of acquiring and maintaining a fleet of accessible vehicles.

Priority: Medium

Areas Included: Madison County

Responsible Parties: Madison County Board of Commissioners, Anderson Board of Public Works, Anderson City Council, CATS, MCCOG, and Human Services Agencies

Implementation Time Frame:

Ongoing

Staffing Implications:

Staff time to prepare applications, to maintain vehicles, and to monitor service, safety, and reporting.

Implementation Budget:

Minimal expenses to develop applications but significant time to manage services.

Potential Grant Funding Sources: Local match funding from human service agency funds, Community general fund or dedicated tax, or private fundraising. Local match for Section 5310 funding may be derived from most non-U.S. Department of Transportation Federal programs.

Performance Measures:

- ◆ Tally of vehicles applied for and received in region.
- ◆ Percent of fleet in region that is accessible to individuals with disabilities.

Strategy 1.2: Develop local tools for driver recruitment and retention

A region-wide, common advertising campaign to recruit drivers has the potential to benefit several agencies at minimal cost to each. Typically, advertising for driver positions also raises the awareness of the agencies’ resources for consumers as well.

Providers should communicate to the State DOT office how their recruitment efforts are impacted by statewide policy. For example, the requirement that drivers go to a location outside of Indianapolis for their medical exam has been reported as a challenge for several agencies. Potentially, solutions could be found that would minimize the need for recruits to travel long distances to meet medical qualification requirements.

Local transit and Human Services agencies may create connections with local economic development and training programs to funnel good candidates into their driving programs. For larger vehicles, the transit agency or HSA may partner with driving schools to create bus practicums that bring drivers through their programs as a part of CDL training.

Priority: Medium

Areas Included: Madison County, City of Anderson, Human Services Agencies

Responsible Parties: Madison County Board of Commissioners, Anderson City Council, CATS, MCCOG, and Human Services Agencies

<u>Implementation Time Frame:</u> Near Term (1-12 months)	<u>Staffing Implications:</u> Staff time to prepare media, recruit, on-board, and train drivers.
<u>Implementation Budget:</u> Minimal expenses to develop recruiting media but significant time to develop new employment pathways.	
<u>Potential Grant Funding Sources:</u> Not required.	

Performance Measures:

- ◆ “Drivers wanted” media campaign produced and launched
- ◆ New, regular and ongoing engagement with development and job-training programs
- ◆ Create bus driver practicum for CDL training

GOAL 2: EXPAND TRANSPORTATION SERVICE FOR OLDER ADULTS, INDIVIDUALS WITH DISABILITIES, PEOPLE WITH LOW INCOMES, AND THE GENERAL PUBLIC

Strategy 2.1: Expand transportation service for new hours, days, and new geographic areas of the region

There is a need to increase the level of fixed route 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 attend appointments in addition to their normal workday. This creates a challenging quality of life situation for people who do not have access to a vehicle or choose not to drive. Although they meet the basic needs of many who need access to medical appointments, shopping, or agency programs, transit services that only operate from early morning to late afternoon make evening/weekend work shifts and recreational activities out of reach for those who rely on transit. Evening and weekend service was mentioned by survey respondents as a desired improvement. Transportation providers are encouraged to consider expanding their hours and days of service to facilitate access to employment opportunities for older adults, individuals with disabilities, and people with low incomes.

Capacity needs to be expanded to allow drivers to cover long distances and cross jurisdictional lines (i.e., city or county boundaries), as that takes a vehicle out of service for local shared rides. This may be accomplished by meeting neighboring services to transfer passengers; by one agency providing a rural-to-urban leg of the trip and another agency providing the urban-to-rural leg; by extending service boundaries; or by creating a volunteer or premium service that operates outside of typical hours and areas.

Priority: Medium to High

Areas Included: MCCOG MPA

Responsible Parties: Madison County Board of Commissioners, Anderson Board of Public Works, Anderson City Council, CATS, MCCOG, and Human Services Agencies

Implementation Time Frame:

Near and Mid-Term (1-24 months)

Staffing Implications:

Staff would need to be increased to cover additional shifts or days. Part time or volunteer drivers may be able to provide long-distance trips.

Implementation Budget:

Service would have to be supported by appropriate revenue from ridership or grants.

Potential Grant Funding Sources: Potential subsidy from local employers and/or shopping areas based on improved service to their locations; FTA Section 5311, 5310, and 5307; cost-sharing agreements between transportation providers that participate in coordinated trips; Medicaid for eligible trip purposes.

Performance Measures:

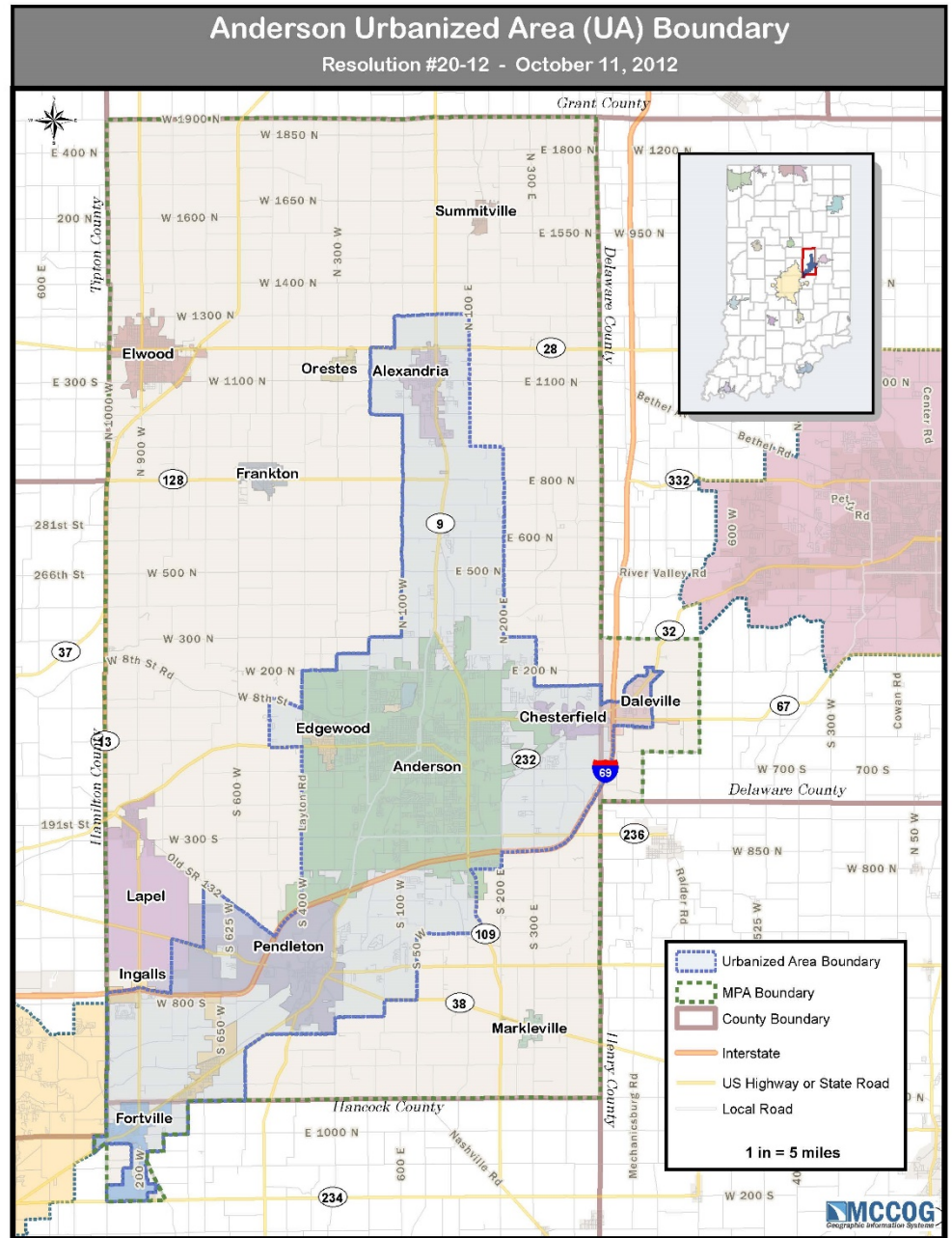
- ◆ Number of trips provided across the primary service area boundaries of public transportation operators.
- ◆ Frequency of fixed route service increased.
- ◆ Transfer points established.
- ◆ Policies changed to include services across county lines.
- ◆ Ridership on public transit increases.

Strategy 2.2: Expand service for CATS outside of the City boundaries to include all of the Urbanized Area or contract with another provider to serve the Urbanized Area

CATS operates as a department of the City of Anderson. The city received Federal Transit Administration (FTA) Section 5307 funding based on the population of the Anderson Urbanized Area. The Urbanized Area expands significantly beyond the limits of the CATS service area. Expanding service to include the entire Urbanized Area, at minimum, could help to reduce the barriers to mobility that are created by the current CATS service area boundary. While TRAM serves the rural portions of the county, CATS services could be expanded to include the entire Urbanized Area for which FTA funding is allocated.

CATS may consider contracting with TRAM or another local provider for service to portions of the Urbanized Area that are outside of the Anderson City limits.

Area Included:
Anderson Urbanized Area



Responsible Parties: Madison County Board of Commissioners, Anderson Board of Public Works, Anderson City Council, CATS, MCOG, and Human Services Agencies

Implementation Time Frame:

Long-Term (2 to 4 years)

Staffing Implications:

N/A

Implementation Budget:

To be determined based on chosen alternative(s).

Potential Grant Funding Sources: Section 5307 for public transportation providers (up to 50% local match required). Local match should be sustainable for multiple years. Local match may be derived from local funding, grants, or eligible non-U.S. Department of Transportation Federal programs.

Performance Measures:

- ◆ Feasibility study or cost-benefit analysis for new/expanded service completed.
- ◆ Funding secured through sustainable grants and contributions.
- ◆ General public transit service initiated within the Urban Area but beyond the City of Anderson boundaries.
- ◆ With the expanded service area, ridership for the service provider is higher than its current ridership per hour or mile of service.

Strategy 2.3: Provide multi-county service beyond Madison County and develop a protocol for shared-ride long distance trips between the local providers.

The providers should meet to formalize transfer points to and strategies to coordinate passenger travel. The providers may also formalize funding arrangements between services, where one leg of a shared trip is provided by one agency and the return leg is provided by the second agency. This would be a step forward in the effort to meet the demand for employment and out-of-county medical trips.

Priority: High

Areas Included: Madison, Hamilton, Delaware, Hancock, Henry, and Marion

Responsible Parties: Madison County Board of Commissioners, Anderson Board of Public Works, Anderson City Council, CATS, MCOG, and Human Services Agencies

Implementation Time Frame:

Mid-Term (13-24 months)

Staffing Implications:

N/A

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

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

Performance Measures:

- ◆ Transfer points are established, publicized, and used.
- ◆ Services is expanded to include the option for trips across county lines.
- ◆ Memorandum of Understanding or effective Cost Sharing agreements between transportation providers are developed and implemented.
- ◆ Number of regional trips increases each year.
- ◆ Passengers report on customer surveys that they have a higher rate of satisfaction with regional transportation options.

Strategy 2.4: Add volunteer and/or voucher programs to enhance and fill gaps for existing local service

For people living in more rural and exurban areas, and for those going to medical specialists, trips can be longer than 10 miles each way. These long trips can be difficult for agencies to fit onto their schedules, and may be difficult for individuals with disabilities or older adults who are unable to spend a long amount of time riding. Likewise, many transportation agencies are not able to meet travel needs for individuals outside of regular business hours. Evening and weekend trips, and longer trips from rural areas could be provided by trained volunteers. However, many Indiana agencies have discovered that liability and insurance can be a road-block for volunteer programs.

Volunteer programs may reimburse mileage for individuals who drive their own vehicles to take riders to appointments. Some programs will provide agency-owned vehicles, ask volunteers to work only when there is demand, or schedule specific trips with the volunteer. Other programs ask the volunteer to select and schedule their trips from a centralized list of trip needs. The existing local agencies could organize a volunteer program at the regional level, establishing policies and geographic service areas, and determining each agency's role in the program. The agencies could share volunteer recruitment responsibilities, insurance and liability risk, and volunteer screening and training. For additional information on insurance for volunteers, the AARP has provided a report: <https://www.aarp.org/ppi/info-2020/volunteer-driver-insurance-in-the-age-of-ridehailing.html>.

Providers in the region should consider incorporating the United Way's Volunteer Match program for recruitment, inviting existing local programs if they wish to join. Volunteer trip scheduling may also be coordinated with 2-1-1 or regional call center services.

Voucher programs provide reimbursement of a portion of trip costs for riders to repay friends, neighbors, and family members who provide a needed trip. The voucher payments are typically capped each month to prevent fraud. The ability to pay for a needed service gives the rider, whether an older adult, individual with disability, or person with low income, the dignity and independence to schedule their own travel and not feel 'a burden' on friends or family. Some voucher programs are also used with taxi companies or private providers to defray the full cost of a trip. The My Freedom Voucher Program organized and operated by CICOA Aging and In-Home Solutions in Indianapolis (www.cicoa.org) is an example. Utah Transit Authority (UTA) also funds a voucher program through its Section 5310 Program. For UTA, qualified individuals who need a ride are permitted to identify their own driver and the driver will receive a reimbursement for the trip (up to a capped amount). Under the UTA voucher program structure, the individual who needs the ride has the freedom to find a trusted friend or family member to provide their trip.

A feasibility study could examine the use of volunteer transportation as a means of providing transportation where transit ridership would be too low to sustain frequent service.

Priority: Low to Medium

Areas Included: MCCOG MPA

Responsible Parties: Representatives from public transit, including CIRTA, and Human Services agencies. Representatives from United Way, or similar agency that currently manages volunteers for other programs in the area.

Implementation Time Frame:

3 – 18 months

Staffing Implications:

Staff time to manage volunteer program, recruit and train drivers

Implementation Budget:

Costs would be low to coordinate existing volunteers; medium cost to combine scheduling and purchase coordinating software; medium cost for feasibility study

Potential Grant Funding Sources: Area Agency on Aging, United Way, RSVP, Private Faith-based and Foundation fund-raising.

Performance Measures:

- ◆ Number of trips provided by volunteers
- ◆ Stability and growth of trained volunteer driver pool
- ◆ Volunteer hours of service (could potentially be used as in-kind match)

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

Strategy 3.1 Add technological capacity for improving scheduling and dispatch, tracking vehicles, and responding to unforeseen changes in service needs

Recent improvements in transit technology have resulted in providers finding new levels of efficiency in terms of communicating with passengers, scheduling trips, billing, and managing safe transportation programs.

Automatic vehicle locators, tablets for dispatch communications, automatic passenger counters, cameras, and other tools are becoming more common in rural systems. Even in Human Services transportation programs, the ability to improve scheduling, dispatching, and vehicle tracking can strengthen operations effectiveness. The ability of scheduling and dispatch software generate reports is also beneficial for many Human Services providers that are required to file reports with multiple funders.

Priority: Medium

Areas Included: MCCOG MPA

Responsible parties: Madison County Board of Commissioners, Anderson Board of Public Works, Anderson City Council, CATS, MCCOG, and Human Services Agencies

Implementation Time Frame:

3 – 12 months

Staffing Implications:

Staff time to evaluate technology alternatives and participate in training

Implementation Budget:

Cost of items purchased

Potential Grant Funding Sources: Section 5307, 5311, or 5339 for public transportation providers. Local match may be derived from nonprofit or state/local government sources. For human service transportation, a joint purchasing program may reduce costs over several agencies.

Performance Measures:

- ◆ Software licenses purchased and tablets or other equipment installed,
- ◆ Service efficiency increases that are demonstrated following the installation and after.

Strategy 3.2 Add customer-facing technology for scheduling trips

Customer-facing web- or app-based scheduling for trips can provide their riders with greater independence and flexibility. In examining options for scheduling and dispatch technology, consideration should be made for the customer experience and the ability for a customer to schedule their own trip. The implementation of electronic fare media may also play a role in reducing fraud. A variety of web tools and mobile apps are available that meet the needs of agencies at different scales. In several years' time, the use of broadband and broadcasting technology will make online scheduling ubiquitous even in rural areas.

Priority: Medium

Areas Included: Madison, Hancock and Delaware Counties

Responsible parties: Representatives from Section 5307, Section 5311 and potential Section 5310 recipient organizations.

<u>Implementation Time Frame:</u> 6 – 24 months	<u>Staffing Implications:</u> Staff time to evaluate software options and mobile apps, undergo training, and develop a media and rider roll out.
<u>Implementation Budget:</u> Cost of software license or app licenses purchased	
<u>Potential Grant Funding Sources:</u> Local funds or a part of the agency marketing budget would be appropriate	

Performance measures:

- ◆ Number of trips scheduled online compared with overall trips.

GOAL 4: COOPERATE AT A REGIONAL LEVEL TO PROMOTE SEAMLESS INTER-COUNTY TRANSPORTATION SERVICE

Strategy 4.1: Increase coordination through a Coordinating Council or the MCOG Transportation Advisory Committee (TAC) and publicize the value of local public transportation

TAC or Coordinating Council Members will facilitate and lead the region through the implementable steps identified in this plan to address the transportation service gaps and unmet needs for all counties. The Council will provide leadership through clarifying policy requirements and restrictions; seeking opportunities to share trips; identifying opportunities to purchase service from transportation operators; joint procurement and administrative activities that will result in more efficient use of operating funds; and expansion of the coordinated effort to include additional stakeholders.

One of the initial tasks for the committee will be to identify new operating dollars, or re-direct existing operating dollars to expand service options including expanding the driver workforce. A partnership with the United Way, regional health care provider, or other community foundation may provide funding for cross-county-trips or reduced fare options. The Council can accomplish goals through networking and sharing information to generate in for participating counties. The Council should meet at least quarterly.

To promote progress in the coordinated transportation effort, local stakeholders will continue with the following successful efforts, at minimum:

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

Priority: Medium

Areas Included: MCOG MPA

Responsible Parties: MPO Technical Advisory Committee or a Coordinating Council made up of transit and Human Services transportation providers, taxi and EMT, and health and employment representatives, and other local or regional transit providers.

Implementation Time Frame:

Immediate and Ongoing

Staffing Implications:

Staff time to provide meaningful participation in meetings.

Implementation Budget:

Minimal expenses to develop meeting agenda but significant time to provide a leadership role in advancing coordination of resources and/or services.

Potential Grant Funding Sources: Not required.

Performance Measures:

- ◆ Coordinating Council includes representation from transportation providers and representatives from the general public from each community and stakeholder group.
- ◆ Council implements at least one new coordination activity per year. Activities could range from shared information, grant writing, to trip sharing and coordinated transfers.

GOAL 5: INCREASE PARTICIPATION IN STATEWIDE INITIATIVES TO ENHANCE MOBILITY

Strategy 5.1 Participate actively in the Indiana Council on Specialized Transportation (INCOST) and other statewide organizations

INCOST is the most active statewide association for rural and specialized transportation providers. Participation is not limited to public transit systems; human services agencies may also participate. INCOST meets on a regular basis to discuss statewide policy issues and network to find solutions to common problems. The organization holds an annual conference.

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

Priority: Medium

Areas Included: MCCOG MPA

Responsible Parties: Public transit and human service agencies.

Performance Measures

- ◆ Number of MCCOG MPA representatives who attend meetings of INCOST and other statewide organizations
- ◆ Number of contacts with state-level policymakers about transportation needs and funding concerns

Strategy 5.2 Educate local elected officials about transportation

It is critical that transportation providers and stakeholders educate County Commissioners, City Council, and other local government officials about the value of public transit and Human Services transportation. The disconnect between transit and other transportation programs (roads, sidewalks, and bridges) can be resolved by bringing transit conversations and trainings to the notice of decision makers and elected officials. Using venues where the engineering and elected officials are already gathering will make these conversations more impactful. Purdue Road School is an annual event that provides a forum for educating officials about transportation.

Priority: Medium

Areas Included: MCCOG MPA

Responsible Parties: Management from each public transit system.

<u>Implementation Time Frame:</u> Immediate and Ongoing	<u>Staffing Implications:</u> Staff time to provide meaningful participation in meetings.
<u>Implementation Budget:</u> Minimal expenses to develop meeting agenda but significant time to provide a leadership role in advancing coordination of resources and/or services.	
<u>Potential Grant Funding Sources:</u> Not required.	

Performance Measures:

- ◆ Staff attendance at RTAP, INCOST, and Purdue Road School meetings and trainings.
- ◆ Develop regular reporting channel to FSSA and INDOT regarding observed brokered service strengths and weaknesses.
- ◆ Tracking networking and outreach activities to a variety of service and professional organizations.
- ◆ Develop partnerships and networks to bring transit issues to other transportation conversations and other professional arenas.

GOAL 6: INCREASE PUBLIC AWARENESS OF AVAILABLE TRANSPORTATION SERVICES AMONG COMMUNITY STAKEHOLDERS

Strategy 6.1 Create a “who-to-call” directory with mapped service areas for public use

Using a “no wrong door” approach, the MCCOG MPA transportation providers’ call-takers and schedulers would be able to use the directory to provide information to riders, connecting them with resources beyond transit when appropriate or needed. The directory and mapped service area may also be shared on each agencies’ websites, social media, and on local government sites to create common knowledge about available services. The inventory section of this report could form the backbone of the directory.

Priority: Medium to High

Areas Included: MCCOG MPA

Responsible Parties: MCCOG

Implementation Time Frame:

Immediate and Ongoing

Staffing Implications:

Staff time to develop who-to-call list and map out service areas.

Implementation Budget:

Minimal expenses to develop list and map.

Potential Grant Funding Sources: Local or regional planning agencies would be able to help make maps as part of their community budget.

Performance Measures:

- ◆ Directory developed, shared with local agencies, and posted online.
- ◆ No-wrong-door information procedure developed between networked local agencies to ensure wrap-around services for transit riders when appropriate.
- ◆ Maps of transit and human services transportation service areas created, potentially by local planning departments.

Strategy 6.2 Develop an online portal that includes resources and input from Area Agencies on Aging and Independent Living Councils

The ‘who to call’ directory and mapped service areas may be transformed into an online portal, with the input of transit using service agencies and health care workers. The creation and dissemination of the portal can be useful for case-workers of all types, discharge nurses, and other social service professionals. It may also be useful if searchable by the general public, for children and grandchildren searching for transportation options for their elders, and for others seeking to maintain their independence.

Priority: Medium to High

Areas Included: MCCOG MPA

Responsible Parties: MCCOG

Implementation Time Frame:

3-6 months and Ongoing

Staffing Implications:

Staff time to develop and manage an online portal.

Implementation Budget:

Expenses for developing a new website may be high, but adding a searchable page to an existing host agency site would be moderate.

Potential Grant Funding Sources: Not required.

Performance Measures:

- ◆ Host site identified and staff time accounted for.
- ◆ Development and deployment of online portal.
- ◆ Quarterly or more frequent postings on the online portal and social media by agencies.
- ◆ Website analytics tracked for regular and growing portal visits, conversion to linked agency sites.

Applications

POTENTIAL GRANT APPLICATIONS

The following table outlines the strategies and objectives designated to achieve the locally identified transportation goals that are intended to meet local unmet transportation needs, reduce duplication, and improve coordination of Human Services agency and transportation provider resources. The table includes all strategies and designates those strategies that are currently eligible for implementation with the assistance of a grant from the Transportation for Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310), the Formula Grants for Urban Areas (Section 5307), and the Formula Grants for Rural Areas (Section 5311) for rural public transportation providers. Page numbers are provided in Exhibit VI.1 for quick reference to detailed information for each objective.

All Section 5310 grant funds will be available through a competitive process. Please also note that each grant application for Section 5310 and Section 5311 will be considered individually to determine if the proposed activities to be supported by the grant adequately meet the requirements of the intended funding program. Grant applications for strategies that do not meet the intended requirements of the FAST Act will not be awarded, regardless of the designated eligibility in this report. The implementation timeframe for each strategy ranges from the date of this report through 2024. It is noted that a coordinated transportation working group (such as a regional coordination committee) should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed.

Table 1: Implementation Key

Goal 1: Maintain Existing Transportation Services for Human Services Agency Clients and the General Public			
Page Number	Strategy Number	Objective/Strategy Description	Priority
40	1.1	Replace and Maintain Vehicles through FTA/INDOT funding and local sources	Medium
41	1.2	Develop local tools for driver recruitment and retention	Medium
Goal 2: Expand Transportation Service for Older Adults, Individuals with Disabilities, People with Low Incomes, and the General Public			
Page Number	Strategy Number	Objective/Strategy Description	Priority
42	2.1	Expand transportation service for new hours, days, and new geographic areas of the region	Medium to High
43	2.2	Expand service for CATS outside of the Anderson City boundaries	Low to Medium
45	2.3	Provide cross-county service beyond Madison County and develop a protocol for shared-ride long distance trips between the local providers.	Medium to High
46	2.4	Add volunteer and/or Voucher programs to enhance and fill gaps for existing local service	Low to Medium

Goal 3: Adopt New Technologies to Enhance Customer Service and Increase Efficiency			
Page Number	Strategy Number	Objective/Strategy Description	Priority
48	3.1	Add technological capacity for improving scheduling and dispatch, tracking vehicles, and responding to unforeseen changes in service needs.	Medium
48	3.2	Add customer-facing technology for scheduling trips.	Medium
Goal 4: Cooperate at a Regional Level to Promote Seamless Inter-County Transportation Service			
Page Number	Strategy Number	Objective/Strategy Description	Priority
49	4.1	Increase coordination through a Coordination Council or the MPO TAC and publicize the value of local public transportation.	Medium
Goal 5: Increase Participation in Statewide Initiatives to Enhance Mobility			
Page Number	Strategy Number	Objective/Strategy Description	Priority
51	5.1	Participate actively in the Indiana Council on Specialized Transportation (INCOST) and other statewide organizations.	Medium
51	5.2	Educate local elected officials about transportation at venues like Purdue Road School	Medium
Goal 6: Increase Public Awareness of Available Transportation Services Among Community Stakeholders			
Page Number	Strategy Number	Objective/Strategy Description	Priority
52	6.1	Create a “who-to-call” directory with mapped service areas for public use	Medium to High
52	6.2	Develop an online portal that includes resources and input from Area Agencies on Aging and Independent Living Councils.	Medium to High

**Coordinated Public Transit - Human
Services Transportation Plan**

Madison County Council of Governments

Appendix – Outreach Documentation



Prepared for Indiana
Department of Transportation
and Madison County Council of
Governments

December, 2021

Prepared by:
RLS & Associates, Inc.

3131 S. Dixie Hwy, Suite 545
Dayton, OH 45439
(937) 299-5007
rls@rlsandassoc.com



COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Date: Meeting: (1) March 23, 2021

(2) April 1, 2021

(3) July 2021

Location: Virtual Meetings

Invitations Distributed

Mail: Meeting 1: Date Sent: March 1, 2021

Email: Meeting 2: Date Sent: March 26, 2021

Email: Meeting 3: Date Sent: June 2021

Newspaper Notice (list of papers):

Decatur Daily Democrat; Berne Witness; Chronicle Tribune; The Courier Times; The CR; Herald Bulletin;
PTLP News; Madison Courier; News Banner

Information was provided in alternative formats, upon request

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

Interpreters available, upon request

Invitation letter and mailing list attached

Public Meeting Presentation included

Surveys

Date(s) Surveys Were Distributed/Available On-Line: November 2020 through May 2021

Web Posting: Survey Monkey

E-mail upon request

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

Information was provided in alternative formats, upon request

Total number of electronic and paper surveys completed: 14

Other Outreach Efforts

Meetings were available on GoToMeeting for those who could not attend in person

Statewide Webinar facilitated to discuss coordinated transportation

Presentation about coordinated transportation and the upcoming plans was provided through IN RTAP website

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

Coordinated Public Transit-Human Service Transportation Plan Meetings

Please join RLS & Associates and the INDOT Office of Transit for a virtual meeting on the Coordinated Public Transit-Human Service Transportation Plan for your INDOT rural coordination region. The Federal Transit Administration (FTA) requires that projects selected for funding under the Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program be included in a coordinated plan. Please attend and provide your input and insights to discuss unmet transportation needs, gaps in transportation services, and recommended strategies to improve mobility options in and around the area. **Meetings will be held March 17-31, 2021.**



Who Should Attend?

Stakeholders (transportation providers, social service agencies, older adults, individuals with disabilities, people with low income, etc.) and the general public.

To find the date, time, and log-in/dial-in information for your region's meeting, please visit

tinyurl.com/783czmmm

For more information, contact RLS & Associates at 937-299-5007 or email ccampoll@rlsandassoc.com



Christy Campoll <ccampoll@rlsandassoc.com>

Rural Regional Coordinated Transportation Plan Meetings

Christy Campoll <ccampoll@rlsandassoc.com>

Thu, Mar 4, 2021 at 3:13 PM

Cc: Kjirsten Frank Hoppe <kfrankhoppe@rlsandassoc.com>, Laura Brown <lbrown@rlsandassoc.com>, Vicky Warner <vwarner@rlsandassoc.com>, Megan Gatterdam <mgatterdam@rlsandassoc.com>, "Jennings, Todd" <TJennings@indot.in.gov>, "Jones, Brian (INDOT)" <BJONES@indot.in.gov>

Bcc: Becky Guthrie <bguthrie@frs.org>, Bryan Sergesketter <streetcomm@washingtonin.us>, Debbie Neukam <dneukam@washingtonin.us>, crmartindale@comcast.net, Kathy Fowler <kfowler@washingtonin.us>, greenfield.safsinc@sbcglobal.net, Jacque Lueken <jlueken@huntingburg-in.gov>, Stan Keepes <Stan.Keepes@arcswin.org>, Julia Rahman <juliarahman6@gmail.com>, Joel Sievers <jsievers@vincennesymca.org>, Janelle Lemon <jllemon@gshvin.org>, Jesse Watkins <pccacan@gmail.com>, cimes@pcrsinc.org, MONICA EVANS <monica.edpcca@yahoo.com>, sccoa@att.net, Patricia Glenn <pat.glenn@sirs.org>, Roland Lemus <brtrdir@brsinc.org>, Jenny Bowen <brpdc@brsinc.org>, Catherine Strother <cstroth@firstchancecenter.com>, Greg Mahuron <greg@oasc.us>, Rebecca Kemple <rkemple@firstchancecenter.com>, Kim Robinson <kimrobinson@browncountyyymca.org>, Seymour Transit Dept <seytransit@seymourin.org>, Eric Frey <ericfrey@aracities.org>, Dennis Parsley <dparsley@bedford.in.us>, Lisa Salyers <lsalyers@area10agency.org>, Angie Purdie <apurdie@co.monroe.in.us>, Chris Myers <cmyers@area10agency.org>, btabeling@seymourin.org, twayt@seymourin.org, Kelly Bauer <kbauer@yourjccs.org>, Holly Porter <dir@nccs-inc.org>, Jacki Frain <pchsfrain@embarqmail.com>, Charmaine Dunkel <cdunkel@starkecs.com>, Lynette Carpenter <lcarpent@urhere.net>, dbrown@areaivagency.org, Elva James <ejames@areaivagency.org>, Dawn Layton <dlayton@clintoncountytransit.org>, Gale Spry <gspry@wcco.comcastbiz.net>, juanita@wcco.comcastbiz.net, mary.nichols@asipages.com, kclark@crawfordsville-in.gov, Roxanne Roman <rroman@cdcresources.org>, trickle@capwi.org, ccsfs@frontier.com, kdecamp@lifestreaminc.org, bwashler@lifestreaminc.org, Dave Benefiel <dave@heartlandmpo.org>, newcastletransit@yahoo.com, betsy@wellsonwheels.com, bonnie@councilonaginginc.com, Tim Ramsey <tramsey@adifferentlight.com>, jedwards@cityofmarion.in.gov, Pam Leming <pleming@cityofmarion.in.gov>, gmaynard@careyservices.com, traci.gross@jrds.org, "Horton, Debbie" <dhorton@lifetime-resources.org>, mguidice@lifetime-resources.org, "Thomas, Erin" <ethomas@lifetime-resources.org>, rgoodwin@nhrcinc.org, aankney@mcymca.org, smcbride@mcymca.org, Beverly Ferry <beverlyf@livingwellinwabashcounty.org>, vickik@livingwellinwabashcounty.org, tiffanym@livingwellinwabashcounty.org, jpatton@arcwabash.org, bcalhoun@casstransit.com, Cathy <cleigh@casstransit.com>, hsmith@peakcommunity.com, fcco@rtcol.com, transpo1@rtcol.com, Cara Kellerman <director@encorecenter.org>, becky@wcco.biz, Bernie King <bernie@wcco.biz>, Cheri Perkins <cperkins@lagrangecoa.org>, kstoltzfus@arcopportunities.org, director.ncco@outlook.com, slwilson@nec.org, rgreen@nec.org, kcraig@thearcfoundations.com, dkreais@steubenco.org, mzenk@dccoa.net, dblankenship@dccoa.net, Holly Saunders <hsaunders@huntingtoncountycoa.org>, lcarr@pathfinderservices.org, Cathy Franklin Co Pelsor <fcpt@frontier.com>, Dave Lingg <fayetteseniorcenter@comcast.net>, grants@connersvillein.gov, transit@fayetteseniorcenter.com, Terri Quinter <tquinter@richmondindiana.gov>, johanna@adcofrichmond.com, rushseniorcenter1@gmail.com, Union County <withamtrisha_ucaa@yahoo.com>

Dear Transportation Providers,

Please circulate this announcement in your communities! The INDOT Office of Transit is updating the coordinated human services transportation plans for the state's rural coordination planning regions. Over March 17th through 31st, a series of virtual public meetings will be held to inform interested individuals about the possibilities of coordinated public and human service agency transportation and, more importantly, to listen to anyone who rides, would like to ride, and/or operates public, private or human service agency transportation. The meetings will focus on the open discussion about gaps in available transportation service and strategies for increasing mobility. Public, private and non-profit transportation providers, human service agencies, and any individual who needs transportation should attend.

The meeting schedule is attached and is also available at <http://tinyurl.com/783czmmm>. The schedule includes links to participate in the virtual meetings, as well as dial-in numbers to participate by phone. There is information in the flyer about requesting language translation, closed captioning, or other meeting services for people with disabilities.

We would like to get the word out to as many people as we can, so please forward this to your TAC committees, board members, local elected officials, senior centers, agencies serving people with disabilities, CAP agencies, Head Start, community foundations, and any others you can think of!

Please let me know if you have any questions or concerns.

Thank you,
Christy Campoll

Christy Campoll | Senior Associate

3131 S. Dixie Hwy. Suite 545, Dayton, OH 45439

Office: 937.299.5007 | Direct: 317.439.1475 | www.rlsandassoc.com

RLS & Associates, Inc...Celebrating 33 Years of Service to the Transit Industry



Coordination Meeting Flyer.pdf

132K



Public Transit-Human Services Transportation Plan Update

Why: To update the Coordinated Public Transit-Human Service Transportation Plan for your INDOT rural coordinated planning region. The Federal Transit Administration (FTA) requires that projects selected for funding under the Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program be included in a coordinated plan. Please participate and provide your input and insights to discuss unmet transportation needs, gaps in transportation services, and recommended strategies to improve mobility options in and around the area.

Who: Stakeholders (transportation providers, social service agencies, older adults, individuals with a disability, people with low income, etc.) and the general public.

Region	Date	Time	Link	Dial-In Number
Region 1 (Davies, Dubois, Gibson, Greene, Knox, Martin, Perry, Pike, Posey, Spencer, Sullivan, Warrick)	March 19, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 96830626318; Pass: 429323
Region 2 (Crawford, Harrison, Orange, Scott, Washington)	March 17, 2021	11AM-12:30PM EDT	Click Here	1-646-558-8656 ID: 97382822074; Pass: 634410
Region 3 (Brown, Jackson, Lawrence, Monroe, Owen)	March 18, 2021	12-1:30PM EDT	Click Here	1-872-240-3412 Access: 210-438-509
Region 4 (Jasper, Newton, Pulaski, Starke)	March 30, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 99496904659; Pass: 023077
Region 5 (Benton, Carroll, Clinton, Fountain, Montgomery, Warren, White)	March 31, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 91364207144; Pass: 248613
Region 6 (Clay, Parke, Putnam, Vermillion)	March 24, 2021	4:30-6PM EDT	Click Here	1-646-558-8656 ID: 92814488640; Pass: 262526
Region 7 (Adams, Blackford, Delaware, Grant, Henry, Jay, Madison, Randolph, Wells)	March 23, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 97640193471; Pass: 810787
Region 8 (Dearborn, Decatur, Jefferson, Jennings, Ohio, Ripley, Switzerland)	March 24, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 91434469707; Pass: 382493
Region 9 (Cass, Fulton, Howard, Miami, Tipton, Wabash)	March 25, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 97515530161; Pass: 625782
Region 10 (DeKalb, Huntington, LaGrange, Noble, Steuben, Whitley)	March 29, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 98456315651; Pass: 925517
Region 11 (Fayette, Franklin, Rush, Union, Wayne)	March 25, 2021	4:30-6PM EDT	Click Here	1-646-558-8656 ID: 96970251584; Pass: 792145

Please call Kjirsten Frank Hoppe at 937-299-5007 or email kfrankhoppe@rlsandassoc.com to RSVP or if have any questions. If language translation or closed captioning services are needed, please call Kjirsten at 937-299-5007 one week in advance of the meeting if possible. Thank you in advance for your consideration and willingness to participate in this planning effort!

Please complete our public input survey! https://www.surveymonkey.com/r/Indiana_Transportation

For Immediate Release

Date: March 8, 2021

Contact: Christy Campoll, Associate, RLS & Associates, (317) 439-1475 (mobile)
Brian Jones, Section 5310 Program Manager, Indiana Department of
Transportation, (317) 426-8541

Subject: Public meeting to focus on transportation needs in rural areas of Indiana for older adults, individuals with disabilities and the general public

The Indiana Department of Transportation (INDOT) is updating the coordinated human services transportation plans for the state's rural coordination planning regions. A series of virtual public meetings will be held to inform interested individuals about the possibilities of coordinated public and human service agency transportation and, more importantly, to listen to anyone who rides, would like to ride, and/or operates public, private or human service agency transportation resources.

The meetings will begin with a brief presentation of research conducted by RLS and Associates, Inc. about residents' needs for transportation to work, medical appointments, entertainment, or any other reason. There will be an open discussion about gaps in available transportation service and strategies for increasing mobility. Public, private and non-profit transportation providers, human service agencies, and any individual who needs transportation should attend.

The public is encouraged to attend the following meeting to learn more and share their input. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. Anyone who requires an auxiliary aid or service for effective communication to participate in a meeting should call (800) 684-1458 at least one week in advance on the meeting.

Coordinated Transportation Plan Input Meeting for Adams, Blackford, Delaware, Grant, Henry, Jay, Madison, Randolph and Wells Counties (Region 7)

Tuesday, March 23, 2021, 12:00 PM - 1:30 PM Eastern Time
Obtain Zoom meeting link or dial-in phone number by visiting
<http://tinyurl.com/783czmmm>

Residents are asked to provide their input through the public survey available online at: https://www.surveymonkey.com/r/Indiana_Transportation. Paper versions of the survey are available upon request by calling (800) 684-1458.

For additional information, contact Christy Campoll with RLS & Associates at (800) 684-1458 or Brian Jones, Section 5310 Program Manager, Indiana Department of Transportation, (317) 426-8541.

###

Region 7 HSTP Meeting Attendance List

March 23, 2021

1. Brian Jones, INDOT Section 5310 Program Manager
2. Dana Weaver, Director of Coordinating Care Services, Henry Community Health (New Castle, Henry County)
3. Jeff Edwards, City of Marion Transportation Director
4. Pam Lemming, Marion Transit, Administrative Assistant
5. Phillip Parnell, Statewide Provider Association that represents providers that serve people with disabilities
6. Tim Ramsey, Bi-County Services (private company serving individuals with disabilities and transportation provider for those clients in Adams County)
7. Marsha Nicholas, Bi-County Services
8. Ann Yates, St. Vincent Mercy Hospital in Elwood
9. Betsy Collier, Wells on Wheels (WOW)
10. Greg Maynard, Carey Services (in Marion)
11. Traci Gross, Jay-Randolph Developmental Services
12. Dave Benefiel, Anderson MPO



Moving Public Transportation
Into the Future

INDOT Rural Coordinated Public Transit – Human Service Transportation Plan 2021 Update

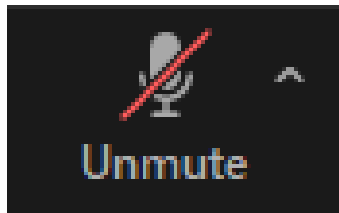
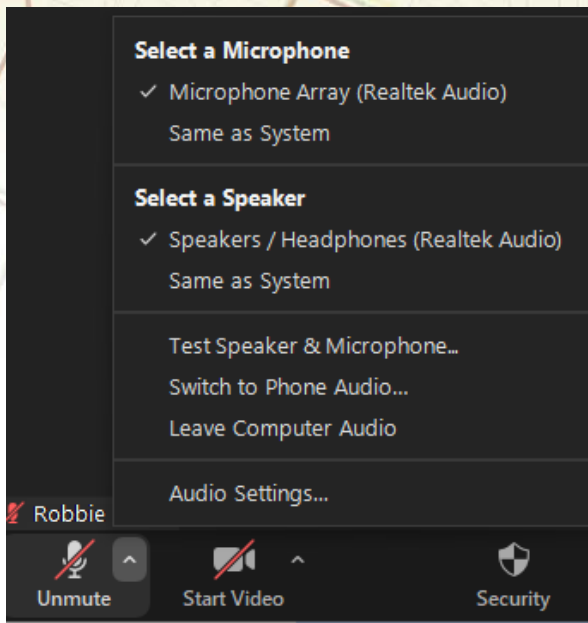
**TRANSPORTATION FOR OLDER ADULTS,
INDIVIDUALS WITH DISABILITIES, PEOPLE
WITH LOW INCOMES, & GENERAL PUBLIC**

MARCH 2021

Welcome!

A few Zoom Tips:

Test or change your audio and video by clicking the ^ next to the Mute/Unmute button and selecting 'Audio Settings...'



This button (bottom left corner) shows you are muted. When you want to speak click here to unmute.



This button is your webcam (bottom left side of screen). Click it if you want us to see you.



This button lets you see and type into the 'Chat' function.



Agenda

- ◆ Introductions
- ◆ Ground Rules
- ◆ Project Overview
- ◆ Discussion
 - Do You Need A Ride?
 - How Can We Solve Unmet Transportation Needs?
 - What Are your Goals for Addressing Needs?
 - What Transportation Projects Are on the Horizon?



Introductions

- ◆ Please share a little about yourself!
 - What is your name?
 - Are you representing an organization today?
 - What is your primary mode of transportation (or that of the person you are advocating for today)



Ground Rules

- ◆ Participate actively
- ◆ Be respectful of everyone's time
- ◆ Treat everyone's ideas with respect
- ◆ Speak one at a time
- ◆ Keep focused on the topic or question
- ◆ Raise your hand to speak or unmute yourself to let us know you want to talk
- ◆ Use the "Chat" function
 - We will take breaks to read and discuss "Chat" questions and we will respond in writing



Section 5310 Funding


Projects Must Be Included in the Coordinated Plan

Enhanced Mobility for Seniors and Individuals with Disabilities

- 49 U.S.C. Section 5310

Provides Formula Funding to Improve Mobility for Seniors and Individuals with Disabilities

- Removing Barriers to Transportation Service
- Expanding Mobility Options



What Is A Coordinated Plan?

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



Coordinated Plan Update

- ◆ Last Updated in 2017, the Plans are Available at <https://www.in.gov/indot/2825.htm>
- ◆ Region 7 Counties

Adams

Blackford

Delaware

Grant

Henry

Jay

Madison

Randolph

Wells

Current 5310 Projects

Region 7 has received 51 vehicles since 2016, a value of \$2,336,829, leveraging \$467,366 in local share.

Adams County Council on Aging	1
Bi County Services	7
Carey Services	17
Hillcroft Services	10
Jay Randolph Devp Services	6
LifeStream Services	8
The Wells County Council on Aging Inc	2

Transportation Public Survey

AVAILABLE NOW

◆ We Need to Hear from You and Your Neighbors, Consumers, and Friends

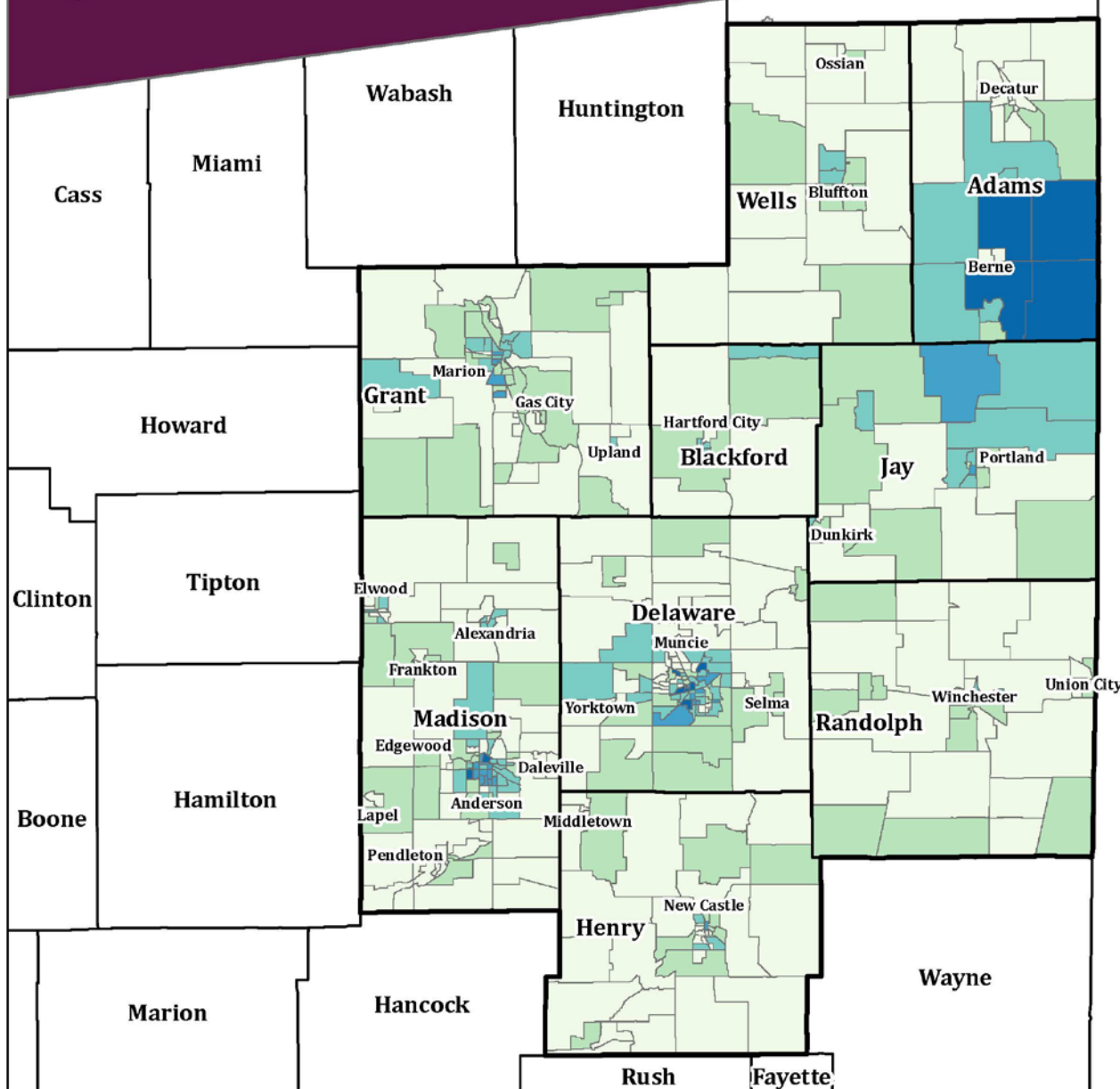
[https://www.surveymonkey.com/r/Indiana Transportation](https://www.surveymonkey.com/r/Indiana_Transportation)

- Spanish Version Available
- Print and Large Print Available

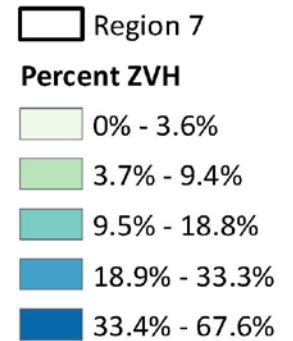
Preliminary Survey Results

- ◆ 90 Responses from Region 7
- ◆ 43% use public transit, 69% use demand response, 64% rely on family/friends
- ◆ 38% suggested Saturday service would be useful
- ◆ 8 found it Always or Frequently Difficult to get to medical appointments, 11 found it Sometimes Difficult
- ◆ 51% need to travel out of county for medical, and 18% found it difficult

Percent Zero Vehicle Households Region 7



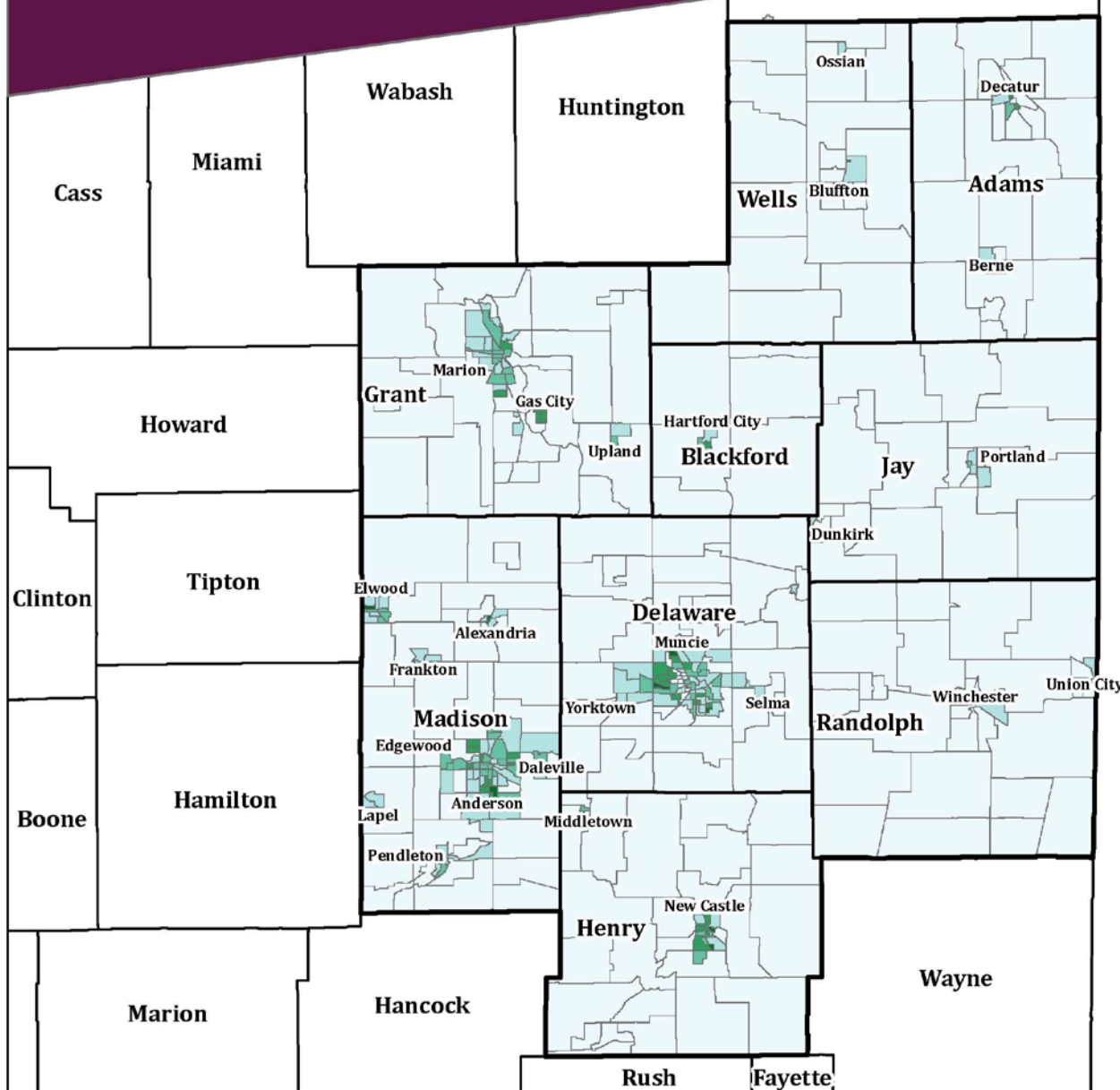
Region 7 Coordinated Public Transit - Human Services Transportation Plan Update



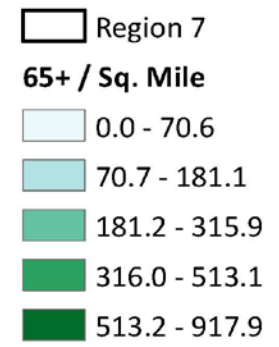
Source: U.S. Census Bureau
American Community Survey
2019 5-Year Estimates



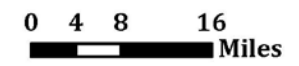
Population Density Age 65 and Over Region 7



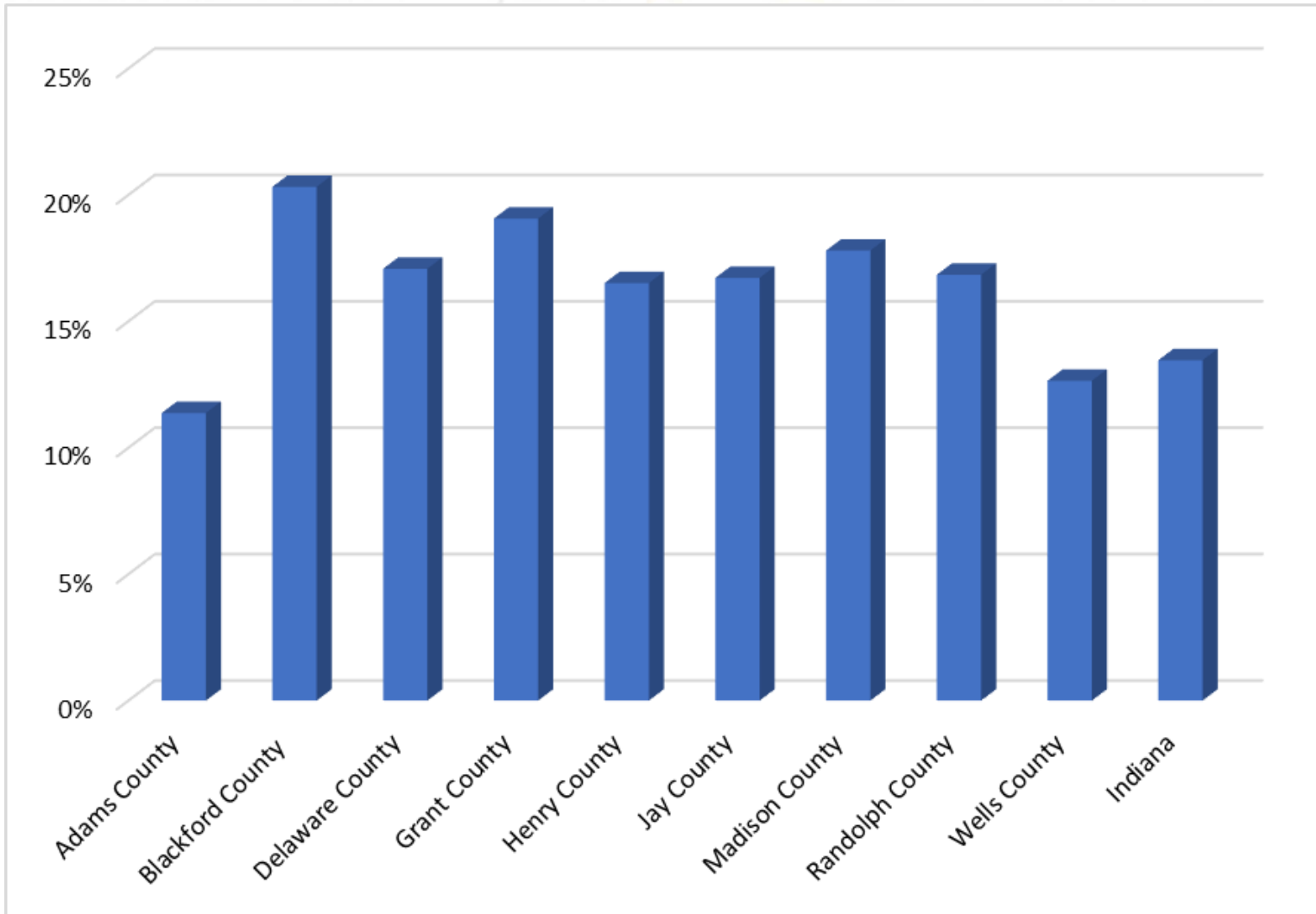
Region 7 Coordinated Public Transit - Human Services Transportation Plan Update



Source: U.S. Census Bureau
American Community Survey
2019 5-Year Estimates



Individuals with Disabilities





Transportation Needs and Gaps

In 2017 Needs Were:

- ❑ High Priority Unmet Needs: Improve Regional And Multi-county Transportation Through Coordinated Services
- ❑ High And Moderate Priority Unmet Needs: Increase Funding For Public And Coordinated Transportation; Increase Transportation Options
- ❑ Moderate And Low Priority Unmet Needs: Regional Policies And Committees; Shared Grant Writing; Technology.



Discussion

- ♦ What unmet needs are you hearing, or have you encountered?



Transportation Providers

Providers include ALL Public, Private, Non-Profit, Volunteer, Government, and Human Service Agency Programs

- Participation is Not Limited to Organizations that Serve Older Adults and Individuals with Disabilities
- Every Part of the Network of Services is Important



Transportation Providers

- ◆ Adams County Council on Aging
- ◆ Alternatives Incorporated
- ◆ Aspire Indiana, Inc.
- ◆ Bi-County Services, Inc.
- ◆ Carey Services, Inc.
- ◆ Children's Bureau/Community Partners
- ◆ Community and Family Services, Inc.
- ◆ Delaware Muncie MPC
- ◆ Henry County Hospital
- ◆ Hillcroft Services, Inc.
- ◆ Jay-Randolph Development Services, Inc.
- ◆ City of Marion Transportation
- ◆ Muncie Delaware County Senior Citizens Council
- ◆ Muncie Indiana Transit System (MITS)
- ◆ New Castle Transit
- ◆ Pathstone Corporation
- ◆ Quality Care Ambulance
- ◆ The New InterUrban Public Transit System (LifeStream)
- ◆ Vocational Rehabilitation services
- ◆ Wells County Council on Aging

Who Are We Missing?



How Can We Meet Needs?

2017 Goals and Strategies

Goal #1: Improve and Increase Regional, Multi-County, and Multi-Modal Coordinated Transportation Services for Access to Employment, Medical and Other Resources

Goal #2: Educate Residents and Local Officials about the Benefits of Public and Coordinated Transportation Services.

Goal #3: Increase Funding for Public and Coordinated Transportation Throughout the Region.



2017 Goals/Strategies

Goal #4: Increase Transportation Options for Older Adults, Individuals with Disabilities, and the General Public in Areas Where Services are Nonexistent or Limited.

Goal #5: Establish a Regional Approach to Public Outreach and Grant Writing for Transportation Services

Goal #6: Incorporate New Technology and Capital to Improve Existing Mobility Options and Serve More People



Discussion

- ❑ What progress has been made since the last plan in 2017?
- ❑ Beyond the disruption of the pandemic, what achievements can be discussed in the plans?



Discussion

- ❑ What Are Your Goals for Addressing Unmet Needs?
- ❑ What plans and projects are on your horizon, or should be included in the plan for 2021 through 2025?



Next Steps

- ◆ Continue the Needs Assessment and Analysis
 - Demographics
 - Existing services
 - Geographic and temporal gaps
 - Barriers
 - Vehicle availability
- ◆ Develop Draft Coordinated Plan Goals & Strategies
- ◆ Prioritize Goals and Strategies
- ◆ Ongoing Work Toward Implementation



We appreciate your participation!

THANK YOU FOR YOUR TIME!



Moving Public Transportation
Into the Future

INDOT Rural Coordinated Public Transit – Human Service Transportation Plan 2021 Update

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

MARCH 2021



Agenda

- ◆ Plan Update Overview

- ◆ Discussion
 - What Transportation Needs Do You Experience or Hear?
 - How Can We Solve Unmet Transportation Needs?
 - What Are your Goals for Addressing Needs?
 - What Transportation Projects Are on the Horizon?



Section 5310 Funding

- ◆ Enhanced Mobility for Seniors and Individuals with Disabilities
 - 49 U.S.C. Section 5310
- ◆ Provides Formula Funding to Improve Mobility for Seniors and Individuals with Disabilities
 - Expanding Mobility Options with Wheelchair Accessible Vehicles and other tools
- **Projects Must Be Included in the Coordinated Plan**



What Is A Coordinated Plan?

- ◆ Identifies Unmet Transportation Needs in the Community
 - ◆ All transportation needs, not just Older Adults and Individuals with Disabilities
- ◆ Prioritizes Goals and Strategies to address Unmet Needs
- ◆ Looks at Opportunities for Collaboration and Coordination of Services – Transit, private, client-based...
- ◆ Must be Locally Developed and Adopted

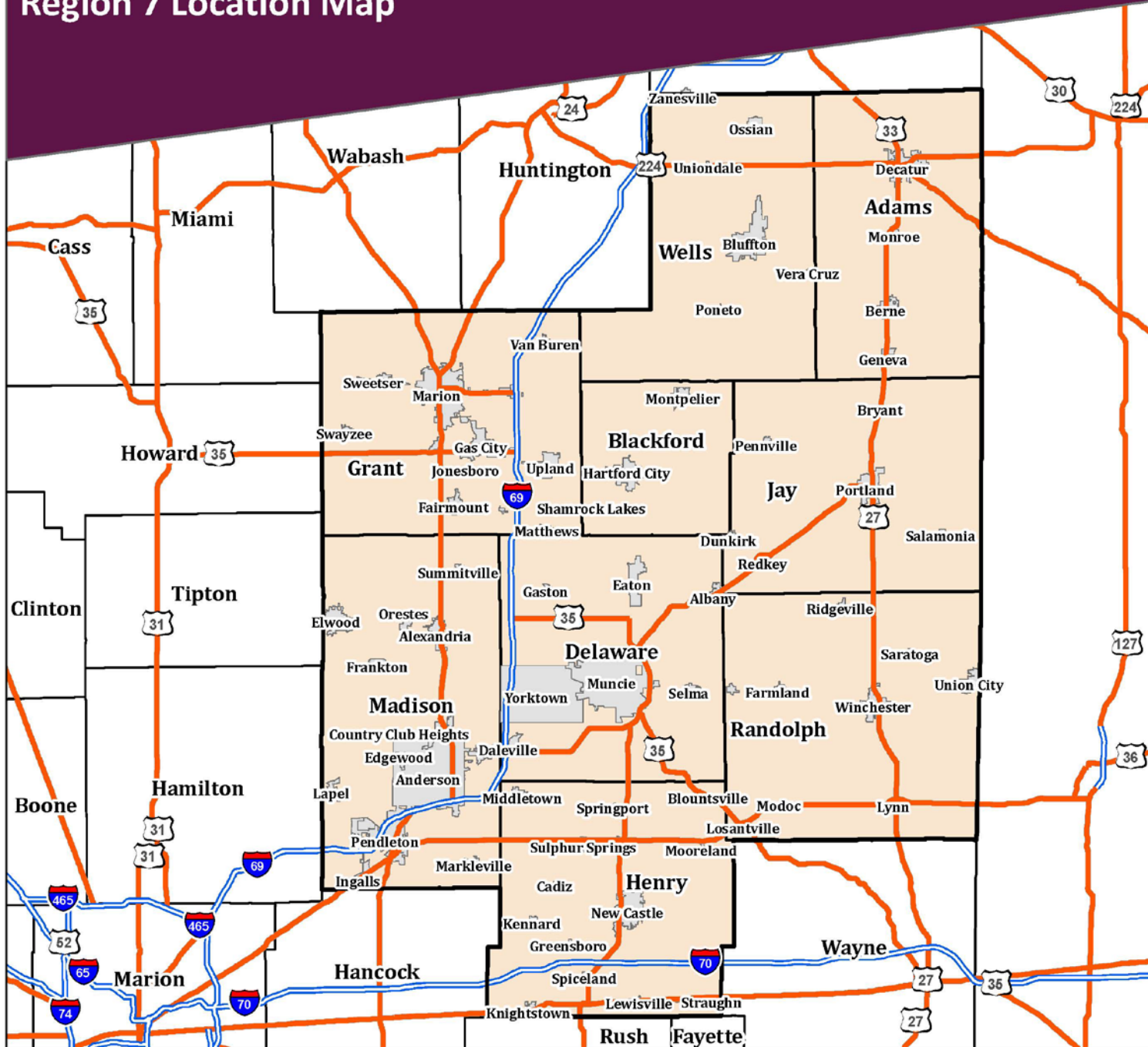


Coordinated Plan Update

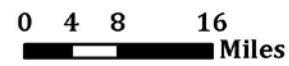
- ◆ Last Updated in 2017, the Plans are Available at <https://www.in.gov/indot/2825.htm> or <https://www.heartlandmpo.org/document-archive#1733347810>
- ◆ RLS & Associates is contracted with INDOT to update the rural plans and several selected urban plans for 2021.

Region 7 Location Map

Region 7 Coordinated Public Transit - Human Services Transportation Plan Update



- Limited Access
- Highway
- Cities
- Region 7



Current 5310 Projects

Region 7 has received 51 vehicles since 2016, a value of \$2,336,829, leveraging \$467,366 in local share.

Adams County Council on Aging	1
Bi County Services	7
Carey Services	17
Hillcroft Services	10
Jay Randolph Devp Services	6
LifeStream Services	8
The Wells County Council on Aging Inc	2

Transportation Public Survey

AVAILABLE NOW

◆ We Need to Hear from You and Your Neighbors, Consumers, and Friends

[https://www.surveymonkey.com/r/Indiana Transportation](https://www.surveymonkey.com/r/Indiana_Transportation)

- Spanish Version Available
- Print and Large Print Available

Preliminary Survey Results

- ◆ 90 Responses from Region 7
- ◆ 43% use public transit, 69% use demand response, 64% rely on family/friends
- ◆ 38% suggested Saturday service would be useful
- ◆ 8 found it Always or Frequently Difficult to get to medical appointments, another 11 found it Sometimes Difficult
- ◆ 51% need to travel out of county for medical, and 18% found it difficult

A faint, stylized map of Madison County, Tennessee, serves as the background for the slide. The map shows various roads, including major highways like I-75 and I-24, and smaller local roads. The colors are muted, with greens for parks or undeveloped areas and yellows/oranges for urban or developed areas.

Results from Madison County

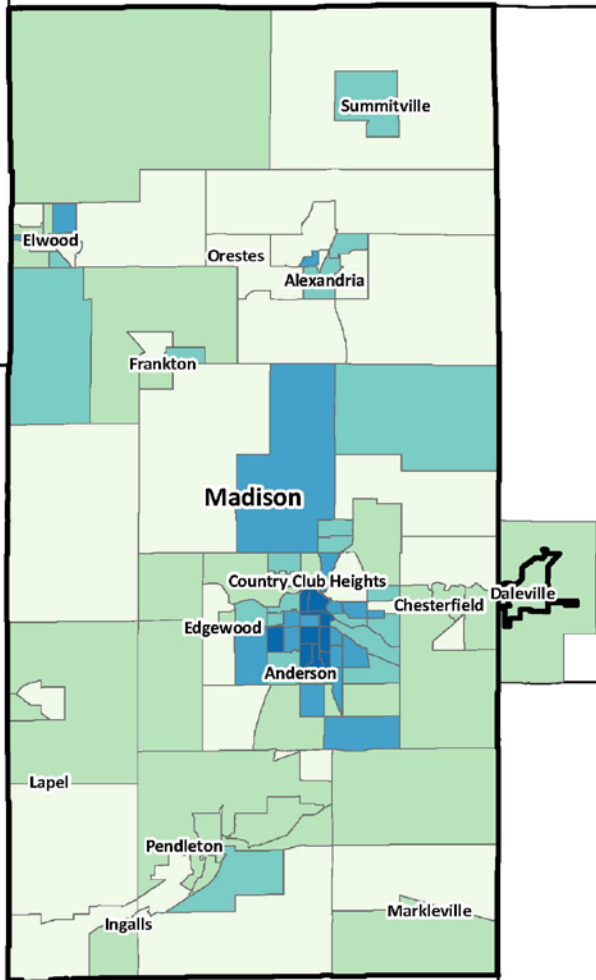
- ◆ 13 Responses
- ◆ 23% use public transit, 62% drive themselves, 31% rely on family/friends
- ◆ 69% suggested getting to other parts of the state would be useful, 31% requested weekend services
- ◆ 2 found it Always or Frequently Difficult to get to medical and dental appointments, 3 found it Always or Sometimes Difficult to get to employment
- ◆ 38% need to travel out of county for medical, 46% shop out of county, and 15% found it difficult

Percent Zero Vehicle Households Madison County MPO

Blackford

Madison MPO Coordinated Public Transit - Human Services Transportation Plan Update

Tipton



Delaware

Hamilton

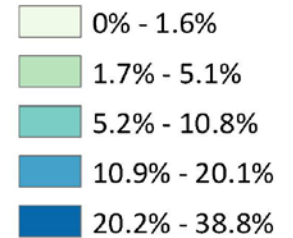
Henry

Marion

Hancock

Madison MPO

Percent ZVH



Source: U.S. Census Bureau
American Community Survey
2019 5-Year Estimates

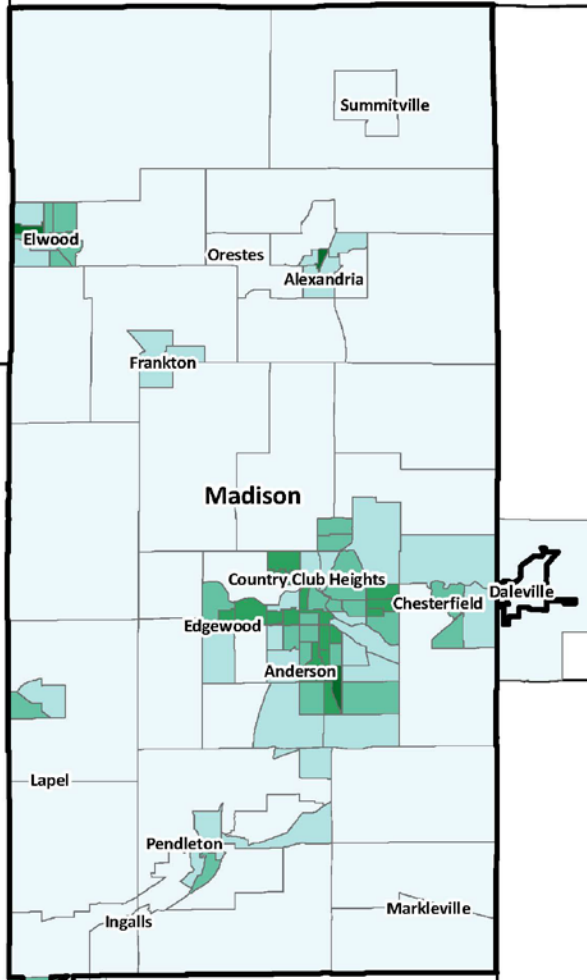


Population Density Age 65 and Over Madison County MPO

Blackford

Madison MPO Coordinated Public Transit - Human Services Transportation Plan Update

Tipton



Delaware

Hamilton

Henry

Marion

Hancock

Madison MPO

65+ / Sq. Mile

3 - 57.5

57.6 - 137.3

137.4 - 269.4

269.5 - 484.7

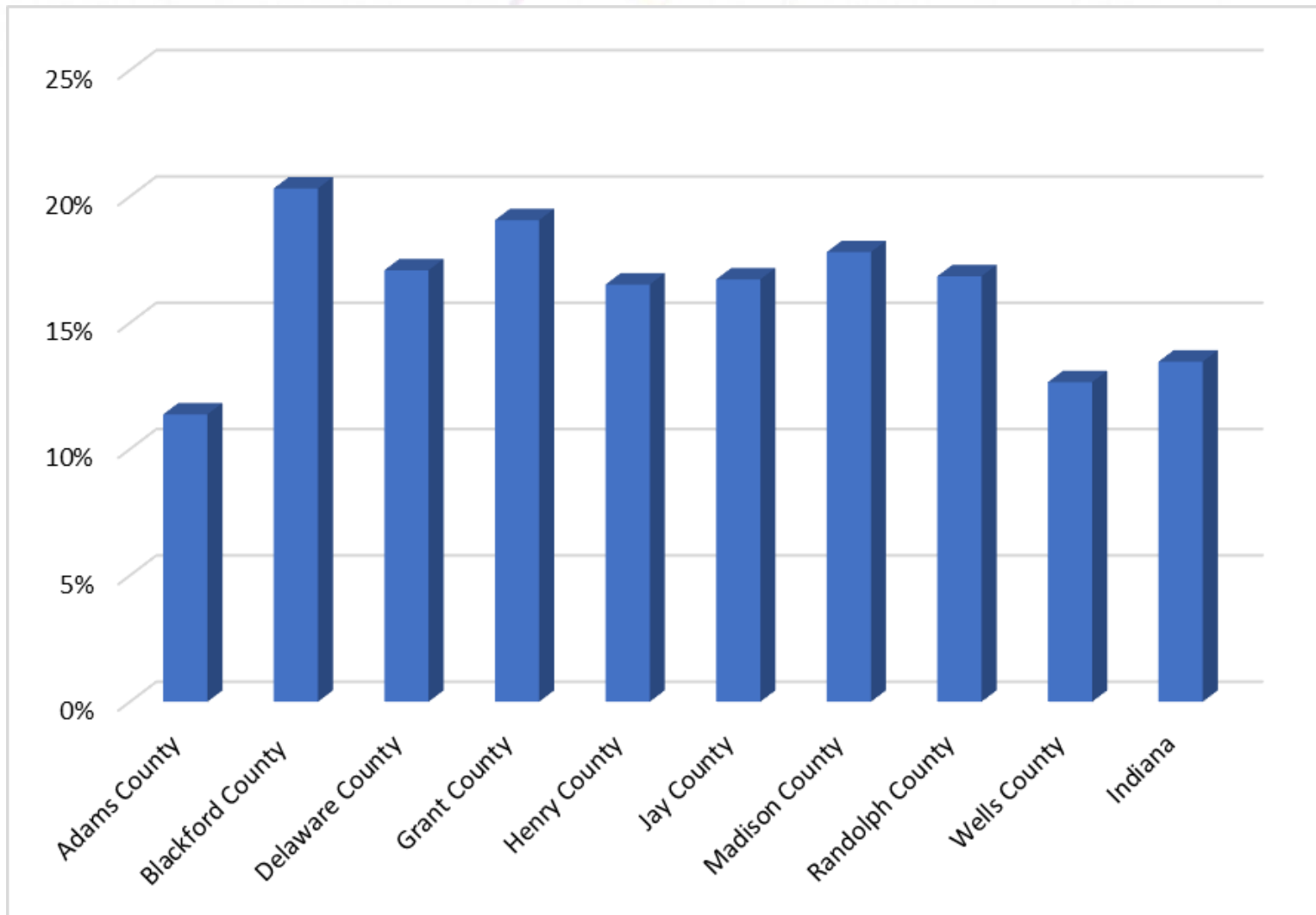
484.8 - 917.9



Source: U.S. Census Bureau
American Community Survey
2019 5-Year Estimates



Individuals with Disabilities





2018 Transportation Needs and Gaps

- ◆ Extended transit operating hours
- ◆ Transportation education, including increasing sense of safety
- ◆ Coordination among Transportation Agencies
- ◆ Accommodations for persons with disabilities, including infrastructure improvements and ADA accessible vehicles



Discussion

- ♦ What unmet needs are you hearing, or have you encountered?



Transportation Providers

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

General Public Transportation Providers

- ◆ City of Anderson Transportation System (CATS)
 - Fixed Route
 - Nifty Lift Paratransit
 - Flagship Express Route
- ◆ Transportation for Rural Areas of Madison County (TRAMS), contracted through Hillcroft, Inc.
- ◆ Commuter Connect (CIRTA program) carpool/vanpool
- ◆ Intercity Bus, including Hoosier Ride (Miller Transportation), Megabus, Greyhound
- ◆ Taxis, including A-Town, Anderson Taxi, PDQ Taxi, Mr. Nice Guy Taxi

Who Are We Missing?

Human Service Agency Transportation Providers

- Alternatives Inc
- Anderson Community Schools
- Anderson Fire Department & EMS contracted service (Eaton EMT, Seals Ambulance Service,
- AppleCrittters Childcare
- Aspire
- Beauty for Ashes Transitional Home
- Community Justice Center
- Community Partnership Center
- Developmental Service Alternatives (DSI)
- Dove Harbor
- First Presbyterian Church
- Gentle Shepherd's Preschool and Childcare
- Hancock County Senior Services
- Hopewell Center
- Janus Developmental Services
- Keystone Woods
- LifeStream Services
- Madison County Youth Center
- Monticello House Alzheimer's Living
- Miriam Project Adoption Services
- Office of Veteran Affairs
- Salvation Army
- School Transportation, including Anderson, Daleville, Frankton-Lapel, Liberty Christian, Madison-Grant USC, South Madison
- SonRise Campground
- Southdale Tower
- Vocational Rehabilitation Service
- Webber Transportation



How Can We Meet Needs?

2018 Goals and Strategies

Goal #1: Education and Outreach; updated websites and listings, billboards, outreach to employers, schools, churches, health fairs and events, Commuter Connect Services

Goal #2: Education and Safety; multi-modal transportation safety outreach, sidewalk/crosswalk/ADA infrastructure, bus stop improvements including lighting and shelter



2018 Goals/Strategies

Goal #3: Service Efficiency; set performance standards and plans, evaluate progress, extend hours, increase fleet capacity, increase service along high demand routes, increase coordination between counties

Goal #4: Increased Coordination; include agencies in planning, improve communication through meetings and focus groups, bring stakeholders together to share ideas



Discussion

- ❑ What progress has been made since the last plan in 2018?
- ❑ Beyond the disruption of the pandemic, what achievements can be discussed in the plans?



Discussion

- ❑ What Are Your Goals for Addressing Unmet Needs?
- ❑ What plans and projects are on your horizon, or should be included in the plan?



Next Steps

- ◆ Continue the Needs Assessment and Analysis
 - Demographics
 - Existing services
 - Geographic and temporal gaps
 - Barriers
 - Vehicle availability
- ◆ Develop Draft Coordinated Plan Goals & Strategies
- ◆ Prioritize Goals and Strategies
- ◆ Ongoing Work Toward Implementation



We appreciate your participation!

THANK YOU FOR YOUR TIME!



Moving Public Transportation
Into the Future

INDOT Rural Coordinated Public Transit – Human Service Transportation Plan 2021 Update

COORDINATION NEEDS, GOALS, AND STRATEGIES

JULY 2021



Agenda

- ◆ Needs Assessment
- ◆ Overview of Goals and Strategies
- ◆ Instructions for Prioritization
- ◆ Discussion



Section 5310 Funding

- ◆ Enhanced Mobility for Seniors and Individuals with Disabilities
 - 49 U.S.C. Section 5310
- ◆ Provides Formula Funding to Improve Mobility for Seniors and Individuals with Disabilities
 - Expanding Mobility Options with Wheelchair Accessible Vehicles and other tools
- **Projects Must Be Included in the Coordinated Plan**

A faded, light-colored map of a city or county area, showing streets and boundaries, serves as the background for the top half of the slide.

Needs Identified In Madison County Area

- ◆ Increase options for long-distance travel
- ◆ Need to maintain and expand service
- ◆ Increase coordination to leverage funding
- ◆ Increase hours on evenings and weekends



Needs Identified, Continued

- ◆ Continue public education and information available regarding local service
- ◆ Technology to aid transportation programs
- ◆ Driver recruiting tools and local training
- ◆ School transportation outside the district



Transportation Goal 1

Maintain Existing Transportation Services for Human Service Agency Clients and the General Public

- ◆ Strategy 1.1: Replace and Maintain Vehicles through FTA/INDOT funding and local sources
- ◆ Strategy 1.2: Develop local tools for driver recruitment and retention



Transportation Goal 2

Expand Transportation Service for Older Adults, Individuals with Disabilities, People with Low Incomes, and the General Public

- ◆ Strategy 2.1: Expand transportation service for new hours, days, and new geographic areas of the region
- ◆ Strategy 2.2: Expand service for CATS outside of the City boundaries with a zone, demand response, or microtransit approach
- ◆ Strategy 2.3: Provide cross-county service beyond Madison County and develop a protocol for shared-ride long distance trips between the local providers.
- ◆ Strategy 2.4: Add volunteer and/or Voucher programs to enhance and fill gaps for existing local service



Transportation Goal 3

Adopt New Technologies to Enhance Customer Service and Increase Efficiency

- ◆ Strategy 3.1 Add technological capacity for improving scheduling and dispatch, tracking vehicles, and responding to unforeseen changes in service needs.
- ◆ Strategy 3.2 Add customer-facing technology for scheduling trips.



Transportation Goal 4

Cooperate at a Regional Level to Promote Seamless Inter-County Transportation Service

- ◆ Strategy 4.1: Increase coordination through a Coordination Council or the MPO TAC and publicize the value of local public transportation.



Transportation Goal 5

Increase Participation in Statewide Initiatives to Enhance Mobility

- ◆ Strategy 5.1 Participate actively in the Indiana Council on Specialized Transportation (INCOST) and other statewide organizations.
- ◆ Strategy 5.2 Track and communicate concerns about brokered service delivery to FSSA and INDOT
- ◆ Strategy 5.3 Educate local elected officials about transportation at venues like Purdue Road School



Transportation Goal 6

Goal 6: Increase Public Awareness of Available Transportation Services Among Community Stakeholders

- ◆ Strategy 6.1 Create a “who-to-call” directory with mapped service areas for public use
- ◆ Strategy 6.2 Develop an online portal that includes resources and input from Area Agencies on Aging and Independent Living Councils.

Survey to Prioritize Needs and Strategies

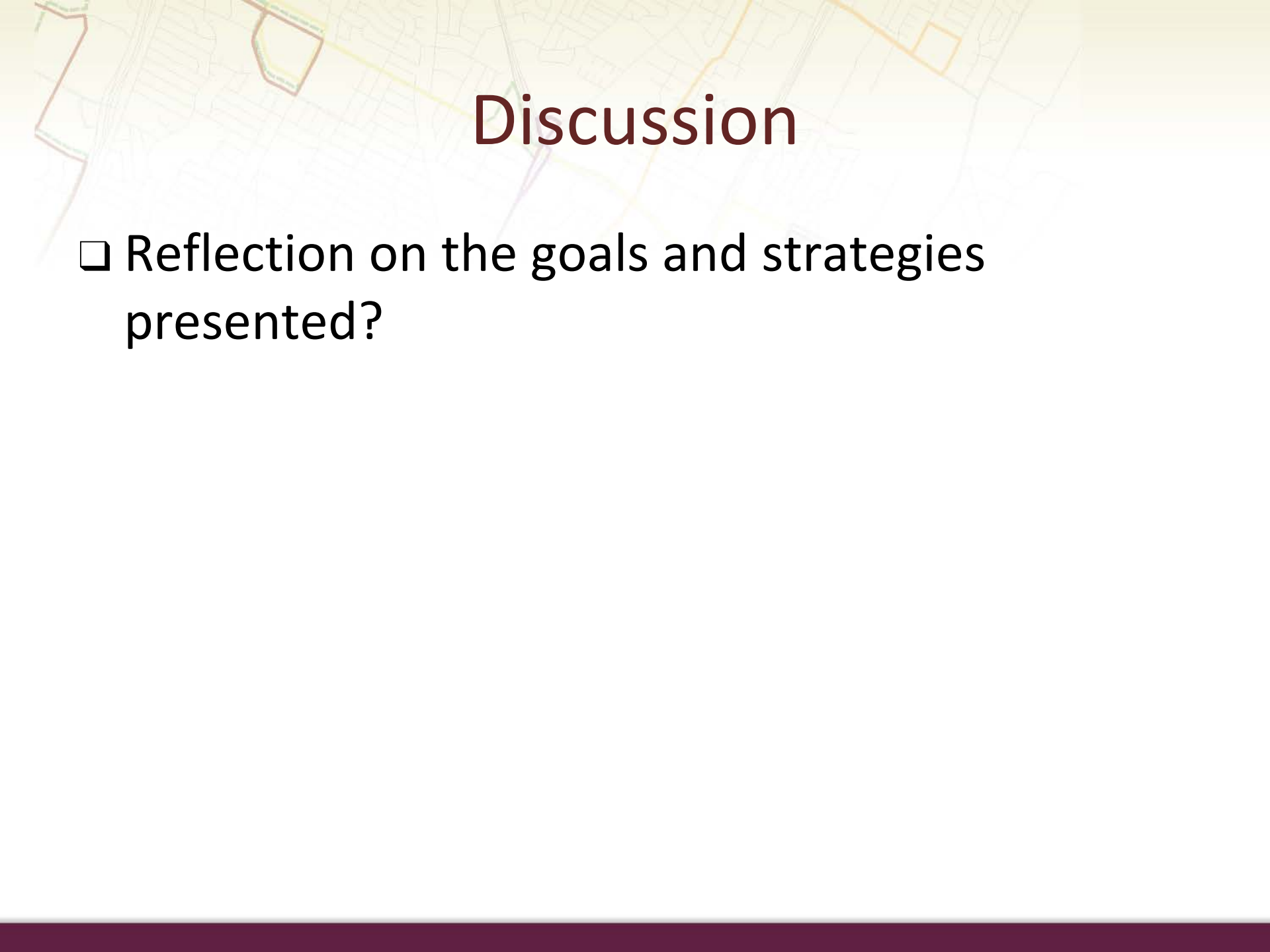
<https://www.surveymonkey.com/r/MadisonMPONeedsSurvey>

Needs -You will be asked to

- ♦ rate (low, medium, high) the needs, and
- ♦ rank the needs

Strategies – You will be asked to rate the strategies (low, medium, high)

Consider value, feasibility, and cost-effectiveness

A background map showing a street grid with several areas highlighted in different colors: red, orange, and green. The word "Discussion" is centered in a dark red font.

Discussion

- Reflection on the goals and strategies presented?



Next Steps

- ◆ Continue the Needs Assessment and Analysis
- ◆ Develop Draft Coordinated Plan Goals & Strategies
- ◆ Prioritize Goals and Strategies
- ◆ Ongoing Work Toward Implementation



We appreciate your participation!

THANK YOU FOR YOUR TIME!

Please complete this survey about your transportation needs and preferences. This information will be used in your local area's Coordinated Public Transit-Human Service Transportation Plan. For more information please contact RLS & Associates at (937) 299-5007. Thank you!

1. What forms of transportation do you use: (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Public transit that serves your city or county, including bus systems, rail lines, ADA paratransit, or general public demand response/dial-a-ride | <input type="checkbox"/> Uber/Lyft |
| <input type="checkbox"/> Medicaid Non-emergency medical transportation (NEMT) | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Demand response/dial-a-ride services that are for specific groups only – for example, older adults or people with disabilities (this excludes ADA complementary paratransit provided by public transit systems) | <input type="checkbox"/> Inter-city bus, such as Greyhound or Megabus |
| <input type="checkbox"/> Transportation offered by volunteer or faith-based groups | <input type="checkbox"/> Bicycling |
| <input type="checkbox"/> Drive your own vehicle | <input type="checkbox"/> Walking |
| <input type="checkbox"/> Rely on family/friends for rides | <input type="checkbox"/> Scooter/Moped |
| <input type="checkbox"/> Carpool or vanpool to work | |
| <input type="checkbox"/> Other (please specify) | |

2. If you use any transportation services, such as public transit or demand response/dial-a-ride, please tell us the name(s) of the services you use:

Name of Service 1	<input type="text"/>
Name of Service 2	<input type="text"/>
Name of Service 3	<input type="text"/>

3. What changes could be made to your local transportation options to make using them more appealing to you?

- | | |
|---|--|
| <input type="checkbox"/> If I could ride to other parts of the state (such as Indianapolis or other cities/towns) | <input type="checkbox"/> Pick me up at my home and take me directly to my destination |
| <input type="checkbox"/> Lower the cost to ride | <input type="checkbox"/> Increase health and safety precautions |
| <input type="checkbox"/> Start earlier in the morning | <input type="checkbox"/> Run fixed route service more frequently (for example, make a bus route run every 30 minutes instead of every 60 minutes) |
| <input type="checkbox"/> End later at night | <input type="checkbox"/> Increase the amount of demand response/dial-a-ride service available (for example, operate more vehicles so there are fewer turn-downs for trip requests) |
| <input type="checkbox"/> Operate on Saturdays | <input type="checkbox"/> Make scheduling demand response/dial-a-ride service more convenient (for example, allow for same-day or on-demand trip requests) |
| <input type="checkbox"/> Operate on Sundays | <input type="checkbox"/> Make it easier, or add the option, for children, spouses and/or care-givers to ride along |

Other (please specify)

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

	No difficulty	Sometimes difficult	Frequently difficult	Always difficult	Not applicable to me
Your employer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical offices, clinics or hospitals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human service agencies or government offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other trip purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Do you need to travel to destinations outside of your county for work, medical care, shopping, or other reasons?

- No
- Yes, for work
- Yes, for medical care
- Yes, for shopping
- Yes, for other reasons (please specify)

6. Is it difficult for you to travel outside of your county? If yes, please indicate what makes it difficult.

- Yes
- No
- Not applicable (no need to travel outside my county)

If yes, please provide more information:

7. What is your age group?

- Under 18
- 18-54
- 55-59
- 60-64
- 65+

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

- Yes
- No

9. What county do you live in?

10. What is your zip code?

11. Do you have any comments or suggestions regarding the transportation services in your community?