

# Coordinated Public Transit - Human Services Transportation Plan

Region 9: Cass, Fulton, Howard, Miami, Tipton and Wabash Counties



Prepared for Indiana  
Department of Transportation  
January, 2022

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**Region 9 Coordinated Public Transit-Human Services Transportation Plan**

**A RESOLUTION SUPPORTING THE REGIONAL COORDINATED TRANSPORTATION PLAN UPDATE TO BE SUBMITTED TO THE INDIANA DEPARTMENT OF TRANSPORTATION, OFFICE OF TRANSIT**

WHEREAS, people with specialized transportation needs have rights to mobility. Older adults, individuals with limited incomes and people with disabilities rely on public and specialized transportation to live independent and fulfilling lives. These services which are provided by public and private transportation systems and human service agency programs are essential for travel to work and medical appointments, to conduct essential errands, or to take advantage of social or cultural opportunities; and

WHEREAS, under the Infrastructure Investment and Jobs Act (IIJA), projects funded by the Federal Transportation Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program must be included in a locally developed, coordinated public transit-human services transportation plan; and

WHEREAS, the Federal Transportation Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program provides operating and capital assistance funding to provide transit and purchase of services to private nonprofit agencies, and to qualifying local public bodies that provide specialized transportation services to elderly persons and to people with disabilities; and

WHEREAS a local committee with participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation providers met on February 7, 2022; and

WHEREAS, the local committee reviewed and recommended through consensus the Coordinated Public Transit – Human Services Transportation Plan to be submitted to the Indiana Department of Transportation, Office of Transit.

NOW, THEREFORE, BE IT RESOLVED BY THE TRANSPORTATION ADVISORY COMMITTEE:

That this resolution takes effect immediately upon its adoption.

ADOPTED BY THE TRANSPORTATION ADVISORY COMMITTEE THIS SEVENTH DAY OF FEBRUARY 2022 AS EVIDENCED BY THE AUTHORIZING SIGNATURES BELOW.

Name and Title	Date
Beverly Ferry, CEO Living Well in Wabash County CoA, Inc.	2/7/2022
Jeff Patton, Executive Director ARC of Wabash County	2/7/2022
Doug Beller, Executive Director, Fulton County Council on Aging	2/7/2022
Rusty Moore, Transportation Manager, Fulton County Council on Aging	2/7/2022
Dan Kaufman, Director Adult Services, Carey Services	2/7/2022
Cathy Leigh, Transportation Manager, Cass County Council on Aging	2/7/2022
Stacy McBride, Transit Director, Miami County YMCA	3/3/2022
Scott Pense, Facilities Manager, Peak Community Services	3/3/2022



## *Moving Public Transportation Into the Future*

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## INTRODUCTION

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### OVERVIEW

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

On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act, was signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act applied new program rules to all FTA funds and authorized transit programs for five years. According to requirements of the FAST Act, locally developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act Federal legislation. The Coordinated Plan was updated again in 2017 to meet the new FAST Act requirements and reflect the changes in funding programs.

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

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

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

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

The Section 5310 Program provides formula funding to States for the purpose of assisting public and private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when transportation service provided is unavailable, insufficient, or inappropriate to meeting those needs. The FTA apportions Section 5310 Program funds to direct recipients based on the population within the recipient service area. For rural and small urban areas in Indiana, INDOT is the direct recipient.

As the direct recipient, INDOT solicits applications and selects Section 5310 Program recipient projects for funding through a formula-based, competitive process which is clearly explained in the INDOT Transit State Management Plan.

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

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

## PLAN DEVELOPMENT METHODOLOGY

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

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

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

The coordination plan update incorporated the following planning elements:

1. Review of the previous regional coordination plan updates to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;
3. Conduct of a survey of the general public. It must be noted that general public survey results are not statistically valid, but are intended to provide insight into the opinions of the local community. The

survey also includes distribution to agencies that serve older adults and individuals with disabilities and their consumers. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;

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

Development of an updated implementation plan including current goals, strategies, responsible parties and performance measures.

## GLOSSARY OF TERMS

**Bus and Bus Facilities Grants Program (Section 5339 Program)** – The Grants for Buses and Bus Facilities program makes Federal resources available to States 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.

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

**Direct Recipient** – Federal formula funds for transit are apportioned to direct recipients; for rural and small urban areas, this is the Indiana Department of Transportation. In large urban areas, a designated recipient is chosen by the governor. Direct recipients have the flexibility in how they select subrecipient

projects for funding. In Indiana, their decision process is described in the State or Metropolitan Planning Organization's Program Management Plan.

**Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310 Program)** – The program provides formula funding to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized, small urbanized, and rural. The Indiana Department of Transportation, Office of Transit (INDOT) administers the Section 5310 Program in Indiana. The Federal share is 80 percent for capital projects. In Indiana, the program has historically been utilized for capital program purchases. Additional information is available at <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>.

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

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

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

**Infrastructure Investment and Jobs Act** - The Bipartisan Infrastructure Law, as enacted in the Infrastructure Investment and Jobs Act, represents the largest Federal investment in public transportation in the nation's history. The legislation will advance public transportation in America's communities through four key priorities: safety modernization, climate, and equity. <https://www.transit.dot.gov/BIL>

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



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

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

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

**Subrecipient** – A non-Federal entity that receives a subaward (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.

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

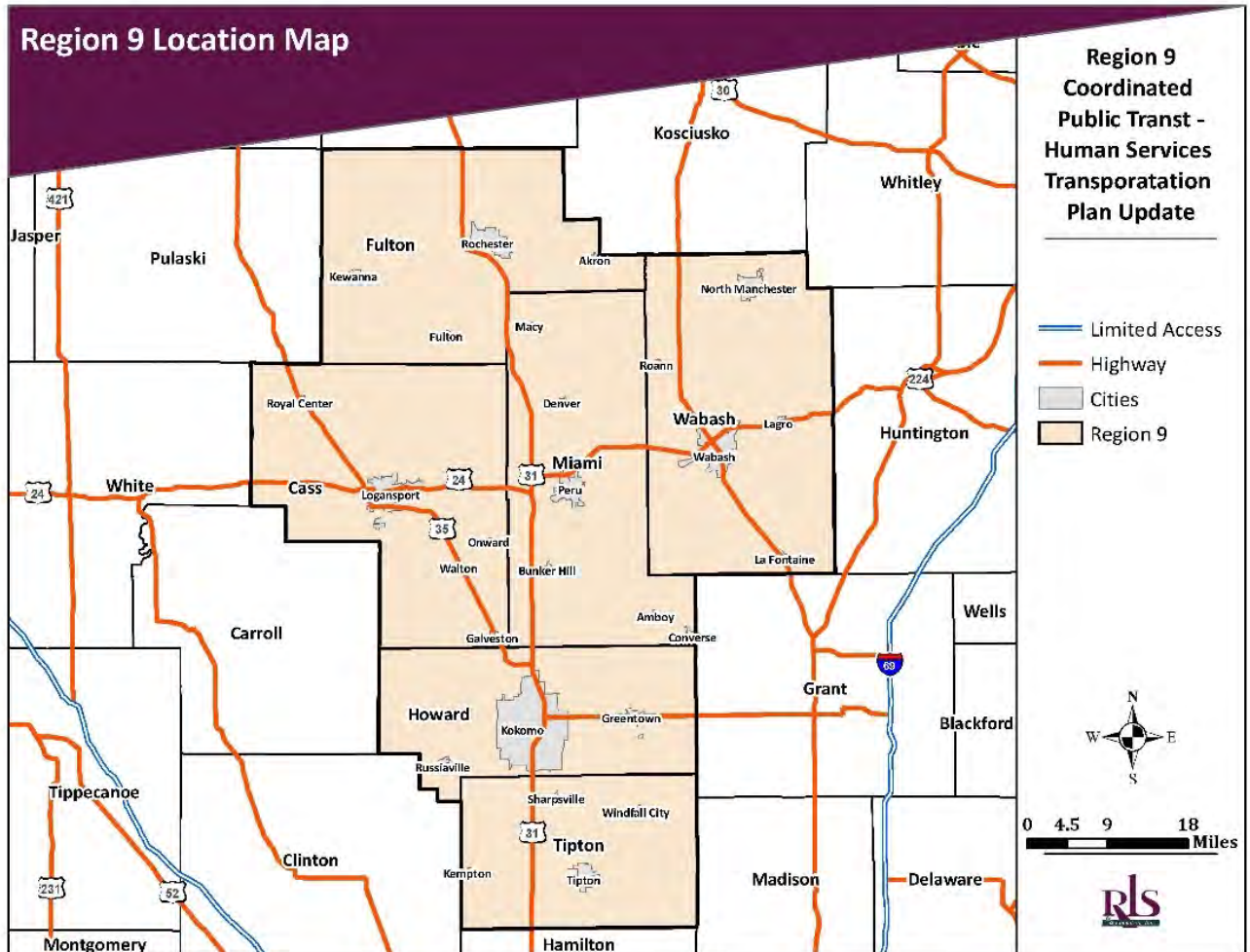
**Urbanized Area Formula Grants Program (Section 5307 Program)** - The Urbanized Area Formula Funding program makes Federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas. An urbanized area is an incorporated area with a population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

**Zero Vehicle Households** – 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

Region 9 is located in central Indiana and includes the counties of Cass, Fulton, Howard, Miami, Tipton, and Wabash. The map in Figure 1 provides a depiction of the area included in this study.

Figure 1: Location Map

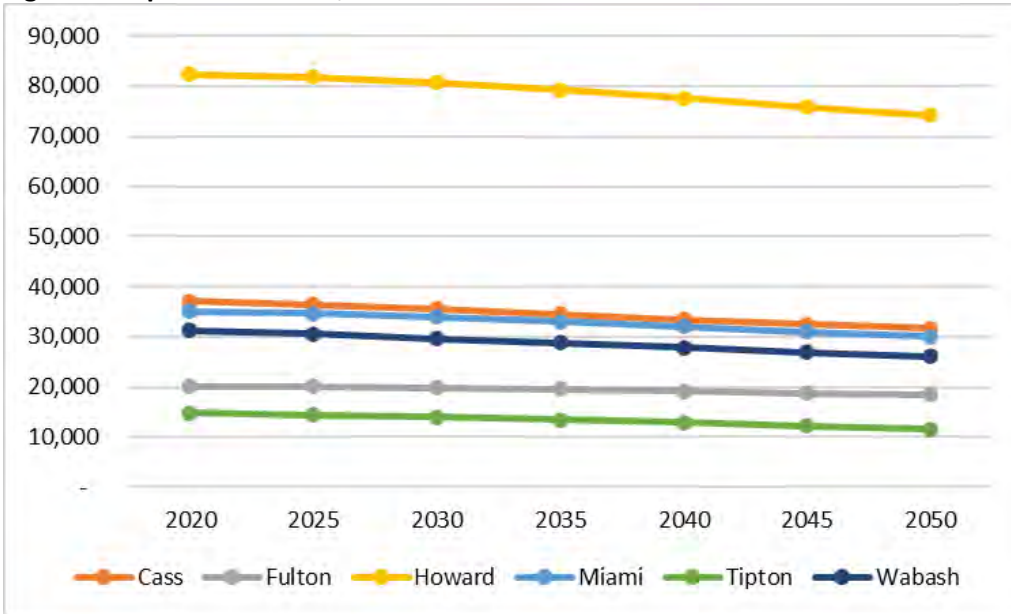


The demographics of an area are a strong indicator of demand for transportation service. Relevant demographic data was collected and is summarized in this section. The data provided in this chapter was gathered from multiple sources including the U.S. Census Bureau’s 2019 American Community Survey (ACS) 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 ACS data represent a percentage based on a national sample and does not represent a direct population count.

## POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business projects the Region's population will fall to 191,979 by 2050, an estimated decrease of 13 percent from the year 2020 population projection. Figure 2 shows population trends between 2020 and 2050 for each county in Region 9.

**Figure 2: Population Trends, 2020 – 2050**



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

## OLDER ADULT POPULATION

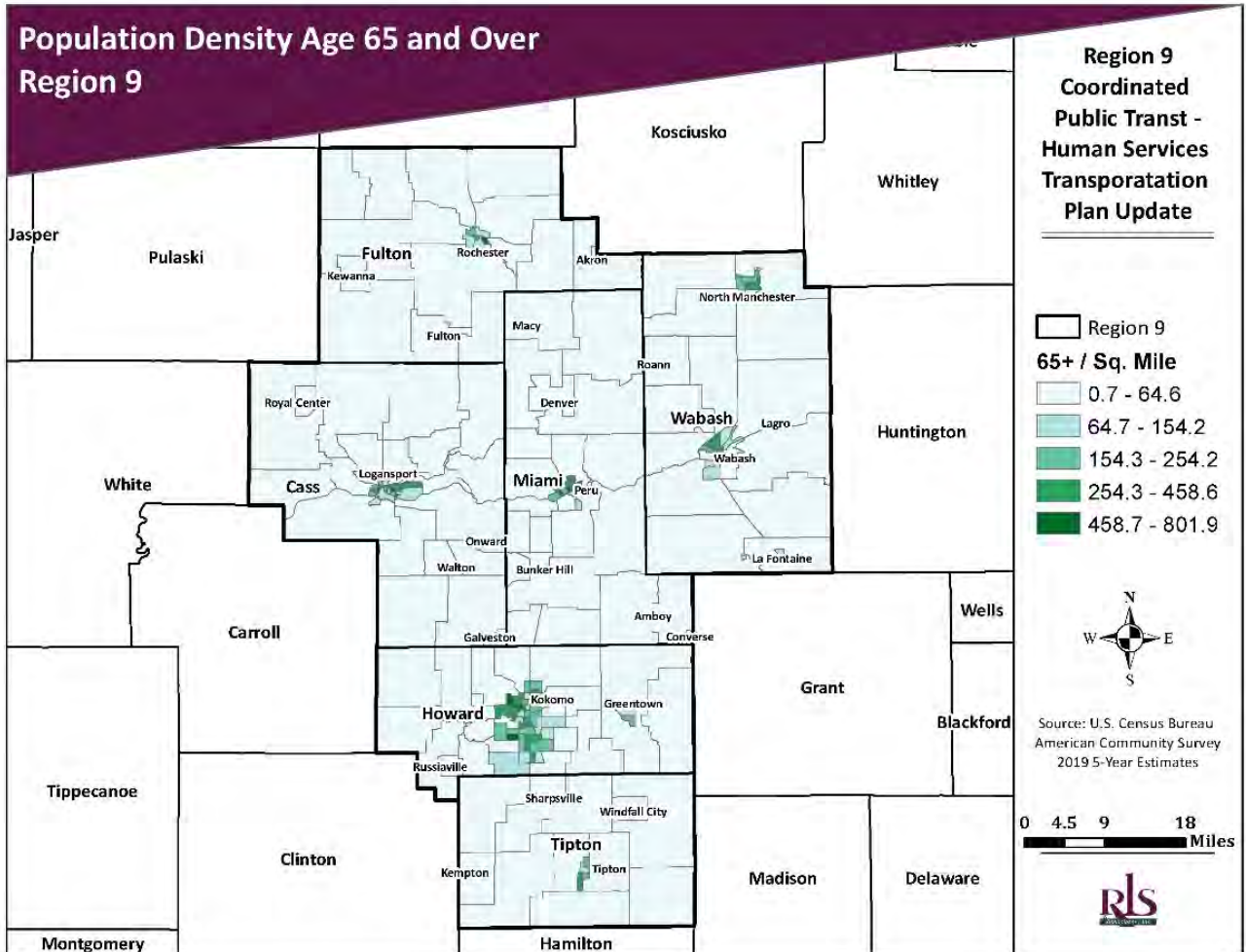
Older adults are most likely to use transportation services when they are unable to drive themselves or choose not to drive. This may include self-imposed limitations including driving at night and trips to more distant destinations. Older adults also tend to be on a limited retirement income and, therefore,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

There is a trend occurring in the United States relating to the aging of the population. People primarily born during the post-WWII "baby boom" era defined by the Census Bureau as persons born from 1946 through 1964 are over the age of 65 and are more likely to need an alternative to driving personal vehicles. Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and individuals in this category are younger and healthier than in all previously measured time in our history. Quality of life issues and an individual's desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain

independent, the potential need to provide public transit is greatly increased.

Older adult population density in Region 9 is shown in Figure 3. Figures illustrating the population percentage of persons over 65 years of age by block group, and the projected growth in population by age group, are provided for each county in the Region in the County Profiles section.

**Figure 3: Older Adult Population Density**



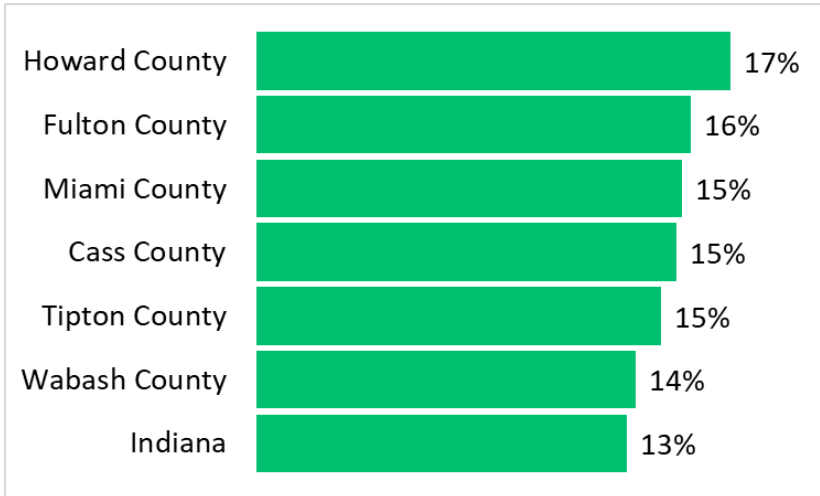
**INDIVIDUALS WITH DISABILITIES**

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

The U.S. Census offers no method of identifying individuals as having a transportation-related disability. The best available data for Region 9 is available through the 2019 ACS Five-Year Estimates of disability for the non-institutionalized population. Figure 4 is intended to provide a comparison of the population count of individuals with disabilities in each county within the Region.

The chart identifies that the highest percent population of individuals with a disability resides in Howard County at 17 percent. Wabash County has the lowest percent population of individuals with a disability in Region 9 with 14 percent, being slightly higher than that of the state of Indiana (13 percent).

**Figure 4: Disability Incidence by County**



Source: 2019 ACS Five-Year Estimates

## HOUSEHOLD INCOME

The household income ranges for the study area according to the 2019 ACS Five-Year Estimates can be found for each county in the County Profile section. According to the 2019 ACS Five-Year Estimates survey, there are a total of 90,037 households in Region 9. Of those households, about 32.8 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, 10.8 percent earned between \$25,000 and \$34,999. Another 15.9 percent earned between \$10,000 and \$24,999 and 6.1 percent earned less than \$10,000 per year. The median household income for each area is shown in Table 1.

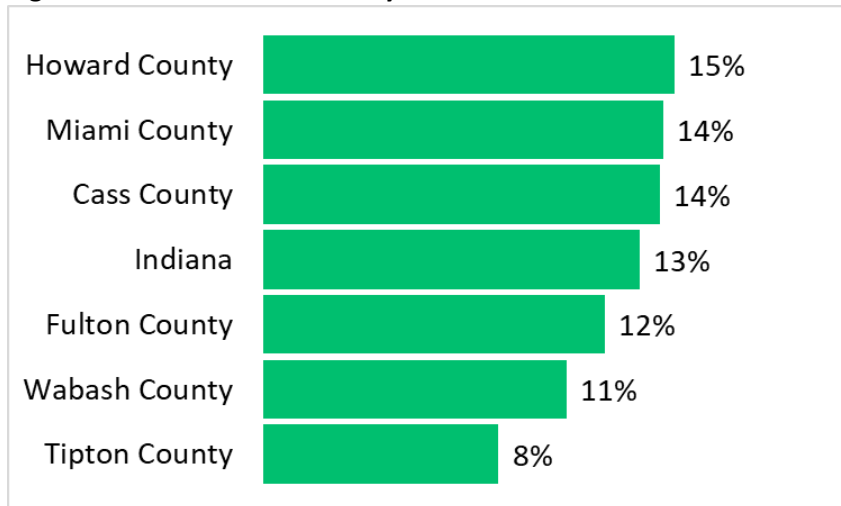
**Table 1: Median Household Income**

Geography	Median Household Income
Cass County	\$49,415
Fulton County	\$52,034
Howard County	\$52,373
Miami County	\$50,657
Tipton County	\$58,118
Wabash County	\$54,259
Indiana	\$56,303

**POVERTY STATUS**

Figure 5 illustrates the percentage of the population in each county that is living below the poverty level. Howard County has the highest percent of population living below the poverty level with 14.6 percent. Miami County has the second highest percentage of population living in poverty with 14.3 percent, while Tipton County has the lowest at 8.4 percent.

**Figure 5: Percent Below Poverty**

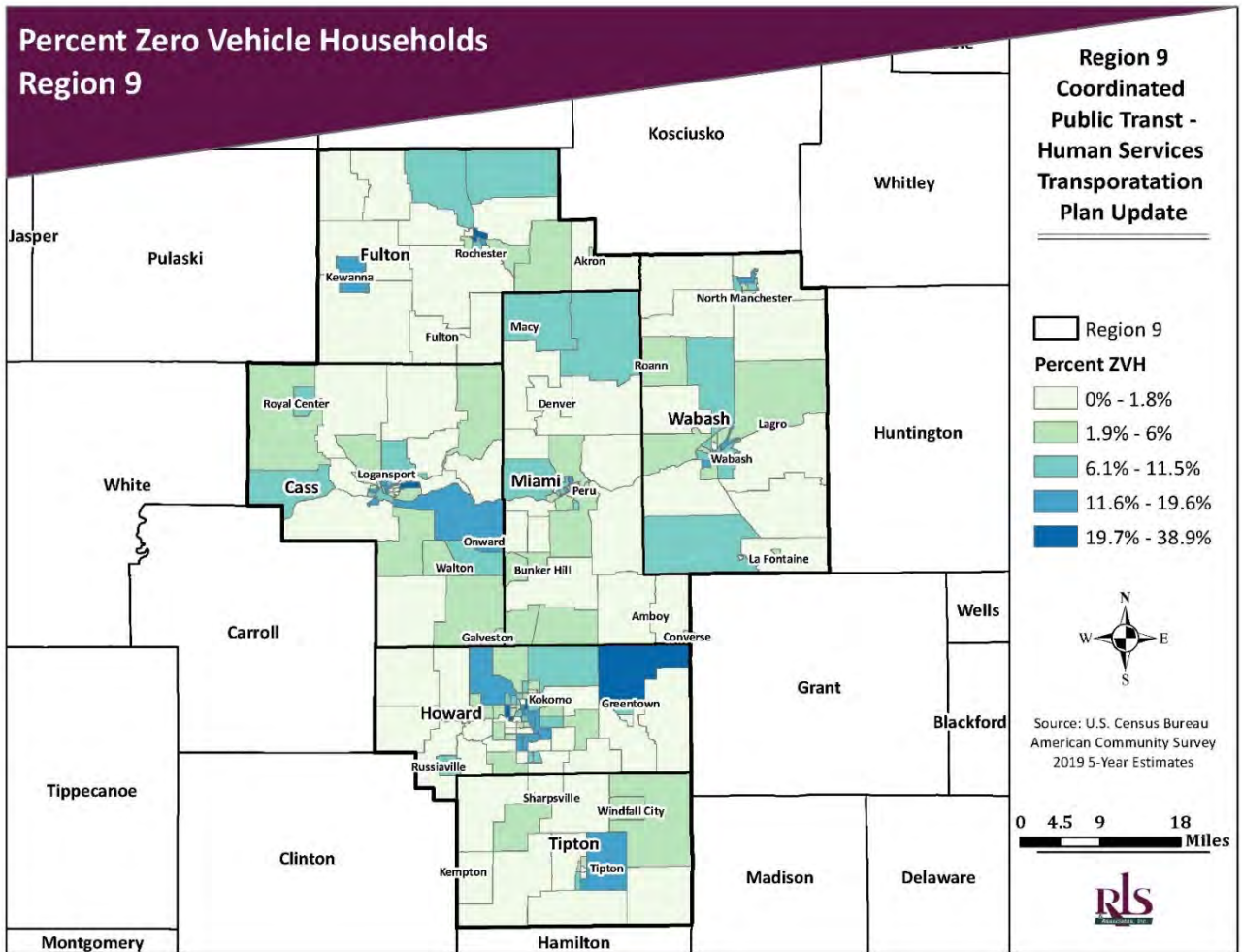


Source: 2019 ACS Estimates

## ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 5,309 households in the Region that have no available vehicles. This is 4.6 percent of all households in the Region. An additional 29,128 or 32.4 percent of households in the Region have only one vehicle. The total number of vehicle availability per household in each county can be found for each county in the County Profile section.

Figure 1: Zero Vehicle Households



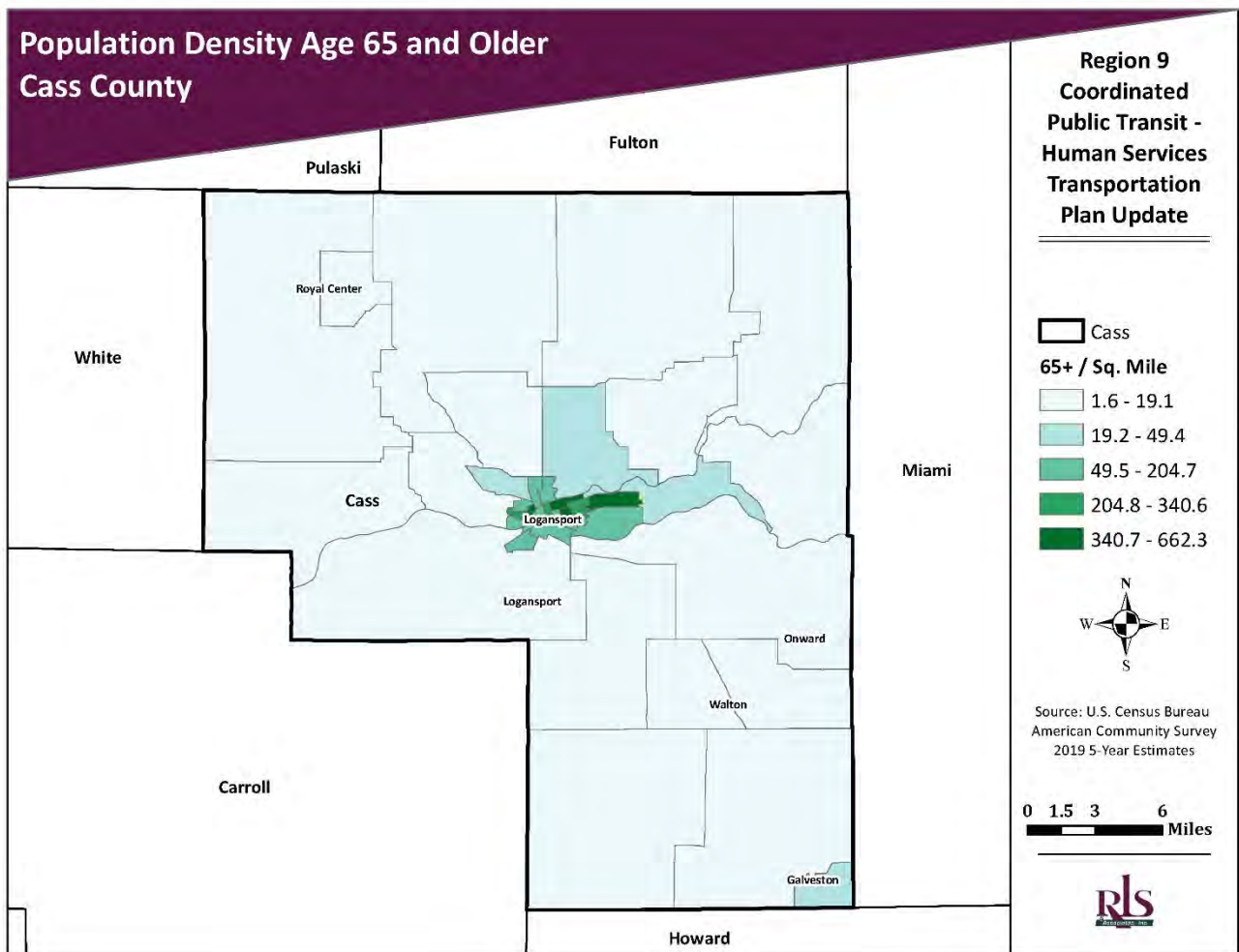
## COUNTY PROFILES

### Cass County

#### Older Adult Population

Figure 7 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Cass County residents aged 65 and older are Logansport. These block groups have densities of older adults between 340.7 and 662.3 persons per square mile. Areas in and surrounding Logansport have moderate densities of persons age 65 and older (204.8 to 340.6). The remainder of the county has low to very low densities of persons age 65 and older.

**Figure 2: Cass County Older Adult Population Density**

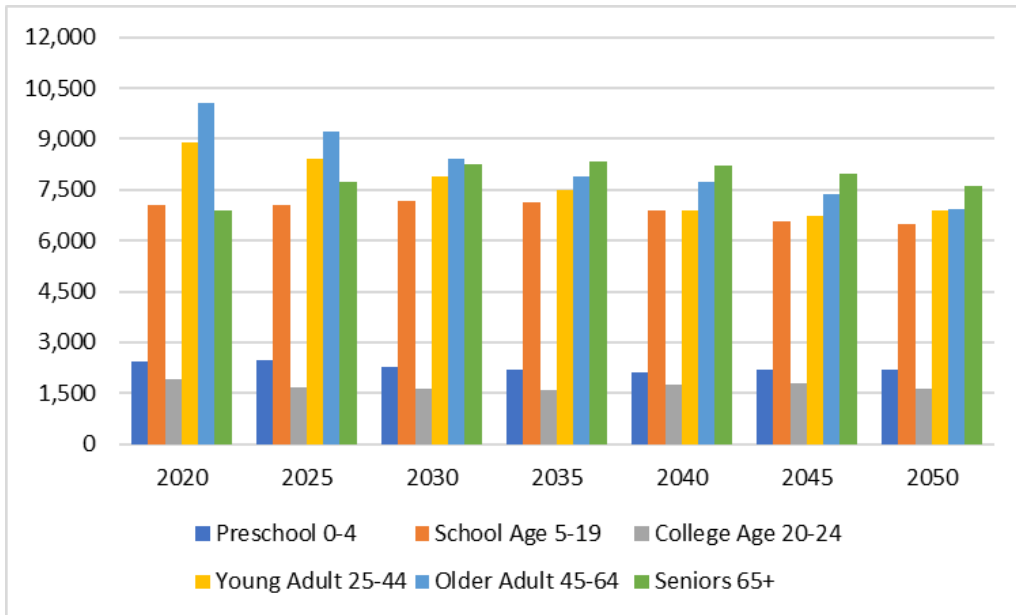




**Population by Age**

Figure 8 shows that the largest age cohort for Cass County is between the ages of 45 and 64. This age group is expected to be one of the largest groups in Cass County over the next 30 years while decreasing over time. While not being one of the larger groups in 2020, the Seniors (65+), who are the fourth largest age group in 2020, is expected to grow and be the largest by 2050. Currently, the smallest age group in Cass County is College Age individuals (20 to 24), who are expected to see little to no change between 2020 and 2050.

**Figure 8: Cass County Population by Age**



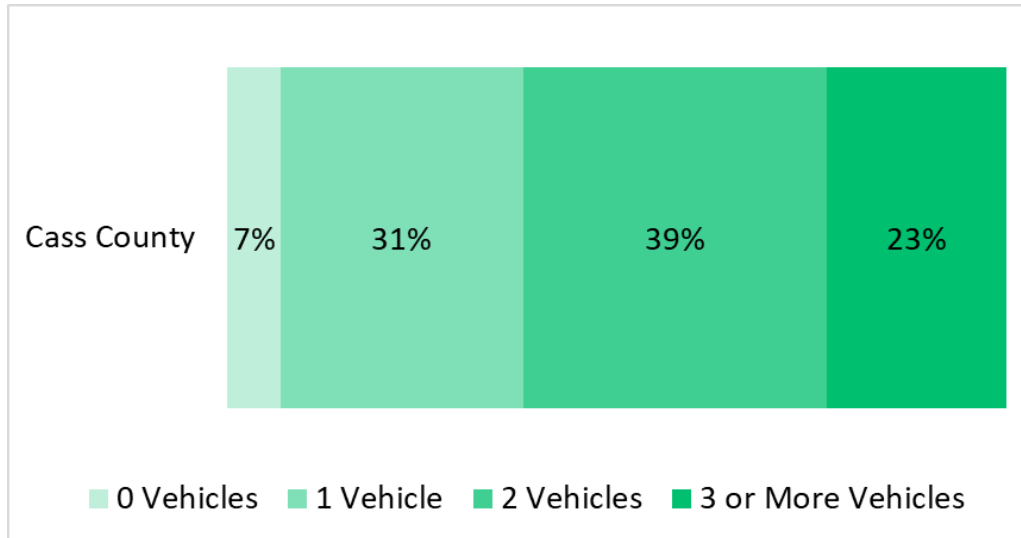
Source: 2019 ACS Five-Year Estimates

**Zero Vehicle Households**

Figure 9 shows the breakdown of vehicle availability by household within Cass County. Of all households in the county, seven percent of the households do not have a vehicle and an additional 31 percent only have one vehicle.

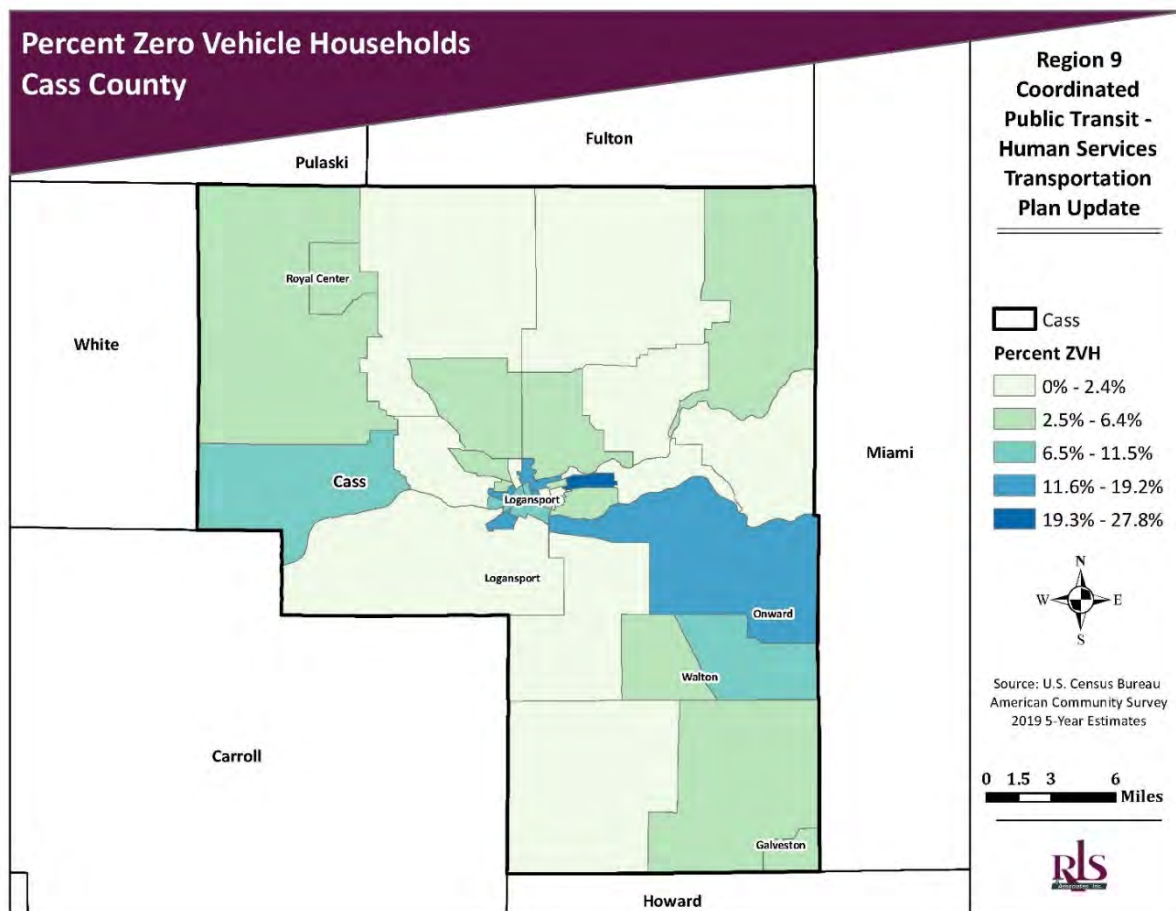
Figure 10 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are outside Logansport. Over 19.3 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 11.6 to 19.2 percent of zero vehicle households can be found in and around Logansport and in eastern Cass County. The remainder of the county has moderate to very low percentages of zero vehicle households.

**Figure 9: Cass County Household Vehicle Availability**



Source: 2019 ACS Five-Year Estimates

**Figure 10: Cass County Zero Vehicle Households**

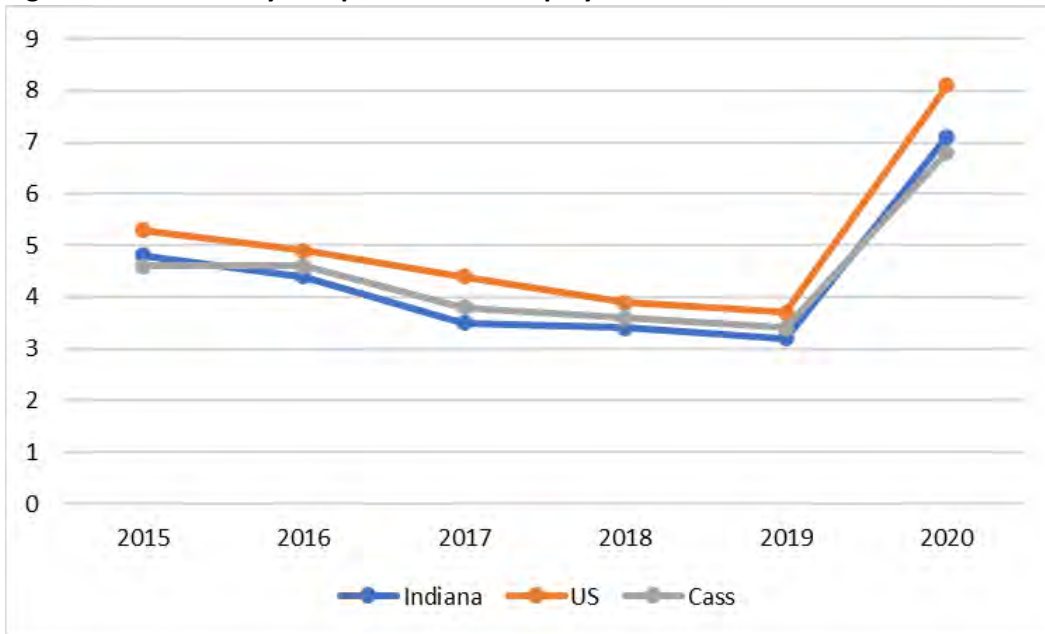


### Unemployment

Cass County's unemployment rate reached a high in 2020 of 6.8 percent, due to the COVID-19 pandemic. This was lower than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Cass County paralleled the national unemployment average trend and continually stayed lower than the U.S. rate but alternated with being higher and lower than the rates of Indiana over this period. Figure 11 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Figure 11: Cass County Comparison of Unemployment Rates**

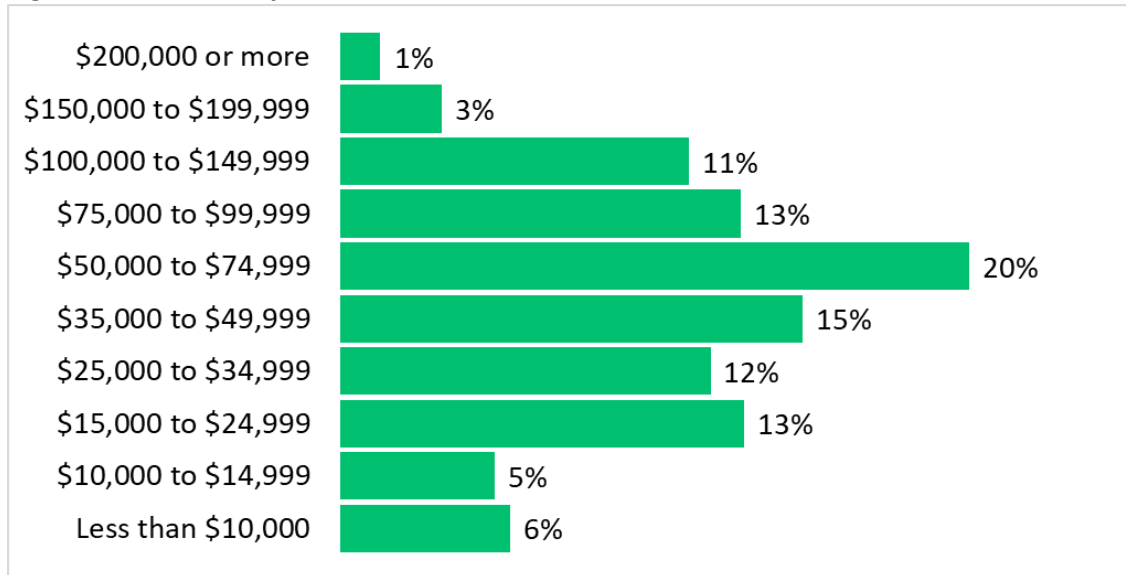


Source: STATS Indiana using Bureau of Labor Statistics Data

### Household Income

Figure 12 shows the annual household income breakdown by percentage of total households in the county. Out of 14,688 households in the county, 36 percent of them make less than \$35,000 per year. Of which, six percent earn less than \$10,000 per year.

**Figure 12: Cass County Annual Household Income**



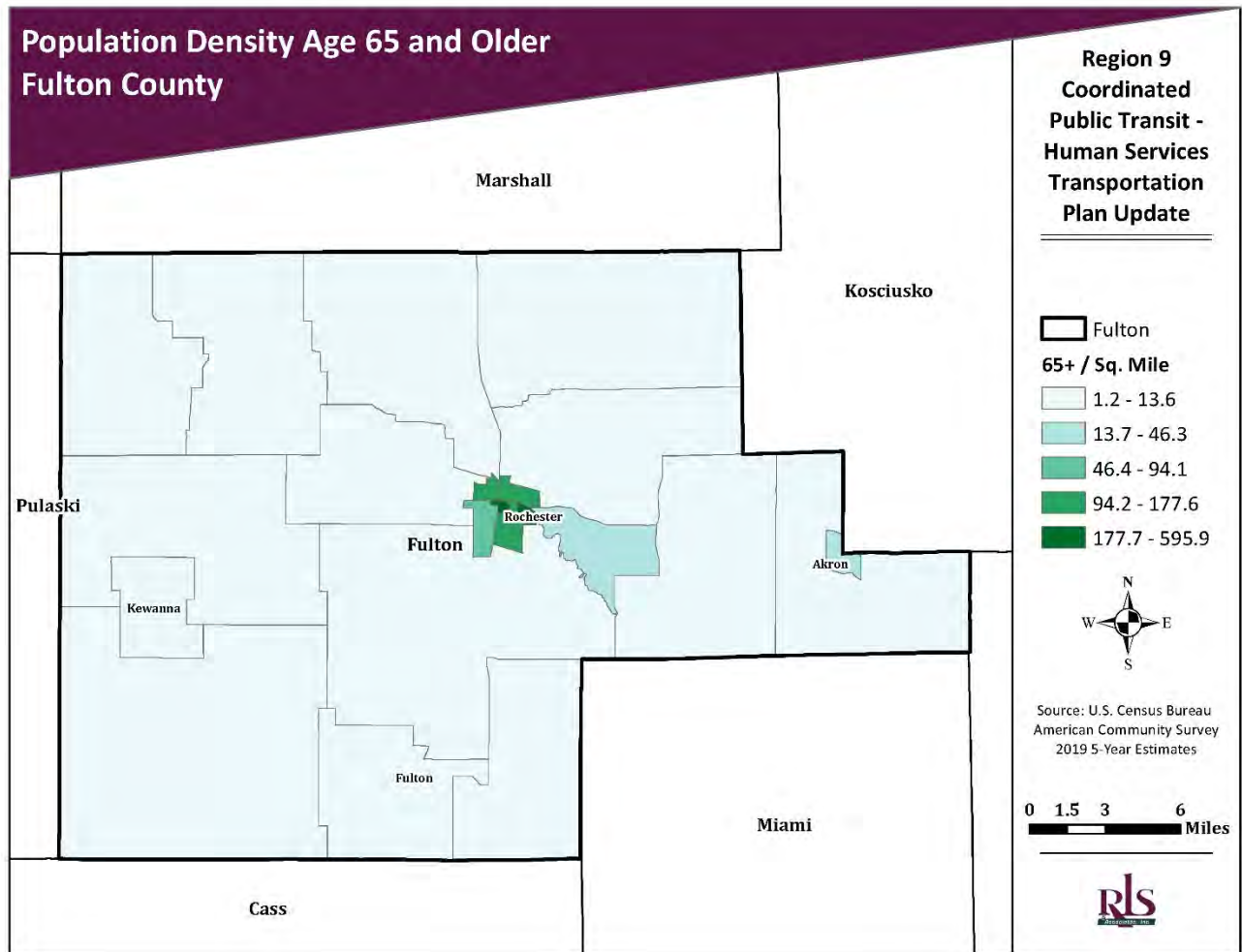
Source: 2019 ACS Five-Year Estimates

**Fulton County**

**Older Adult Population**

Figure 13 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Fulton County residents aged 65 and older are in Rochester. These block groups have densities of older adults between 177.7 and 595.9 persons per square mile. Areas around in and around Rochester have moderate densities of persons age 65 and older (94.2 to 177.6). The remainder of the county has low to very low densities of persons age 65 and older.

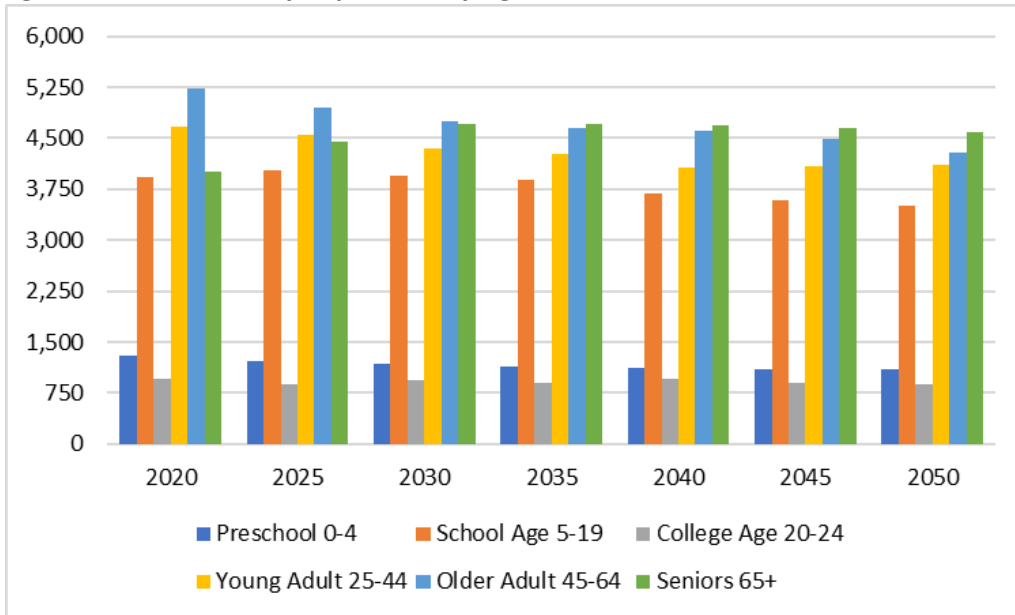
**Figure 3: Fulton County Older Adult Population Density**



**Population by Age**

Figure 14 shows that the largest age cohort for Fulton County is Older Adults between the ages of 45 and 64. This age group is expected to be one of the largest groups in Fulton County over the next 30 years. While not being one of the larger groups in 2020, the Seniors (65+) groups is expected to grow and go from being the third largest age group in 2020 to the largest in 2050. Currently, the smallest age group in Fulton County is College Age individuals (20-24), who are expected to see little to no change between 2020 and 2050.

**Figure 14: Fulton County Population by Age**



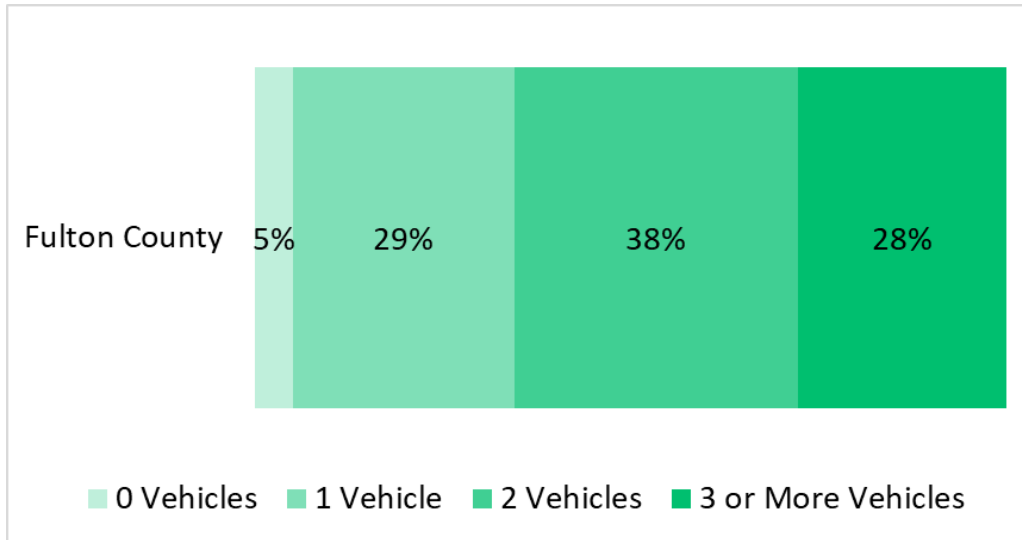
Source: 2019 ACS Five-Year Estimates

**Zero Vehicle Households**

Figure 15 shows the breakdown of vehicle availability by household within Fulton County. Of all households in the county, five percent of the households do not have a vehicle and an additional 29 percent only have one vehicle.

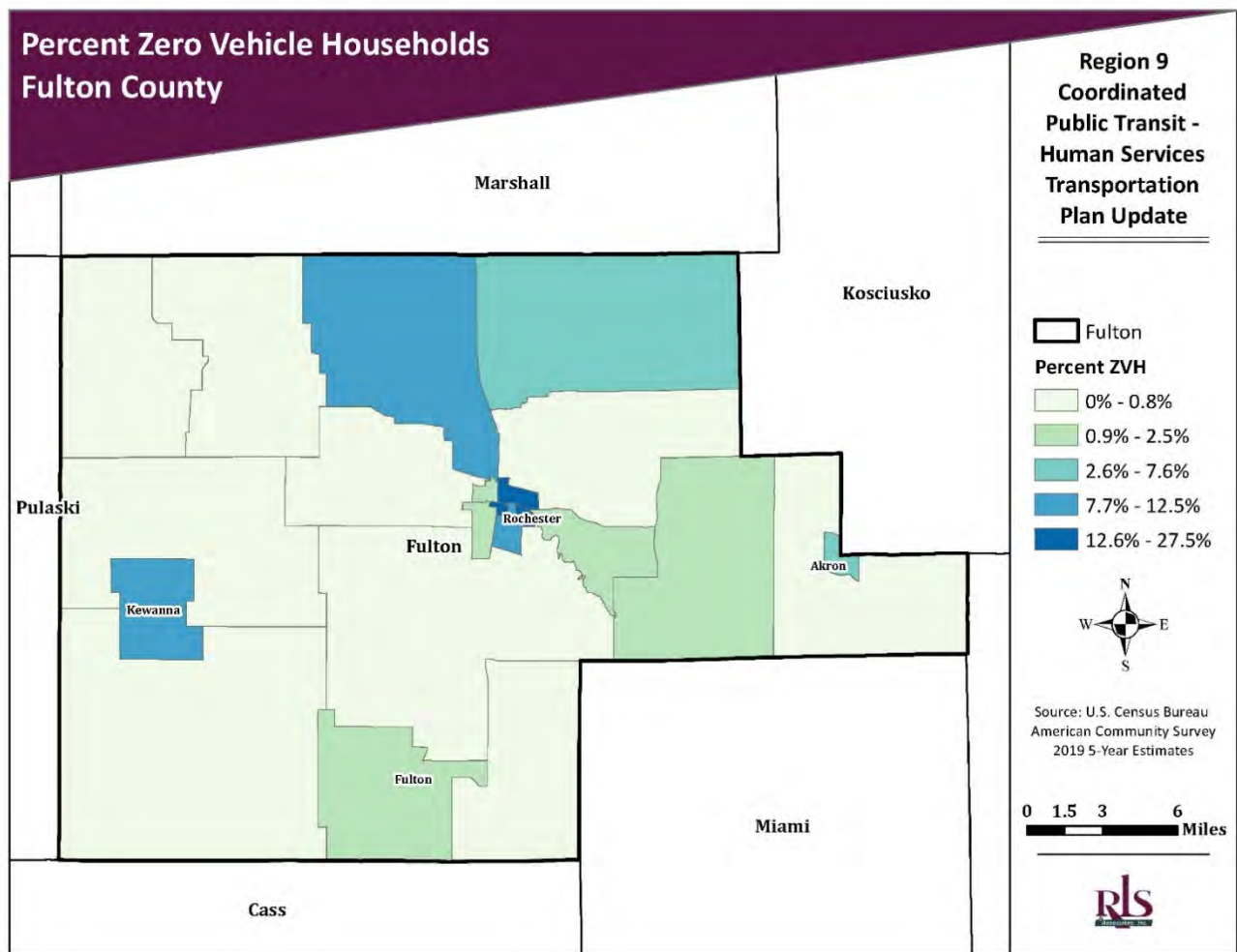
Figure 16 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in Rochester. Over 12.6 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 7.7 to 12.5 percent of zero vehicle households can also be found in Rochester, Kewanna and northern Fulton County. The remainder of the county has moderate to very low percentages of zero vehicle households.

**Figure 15: Fulton County Household Vehicle Availability**



Source: 2019 ACS Five-Year Estimates

**Figure 16: Fulton County Zero Vehicle Households**

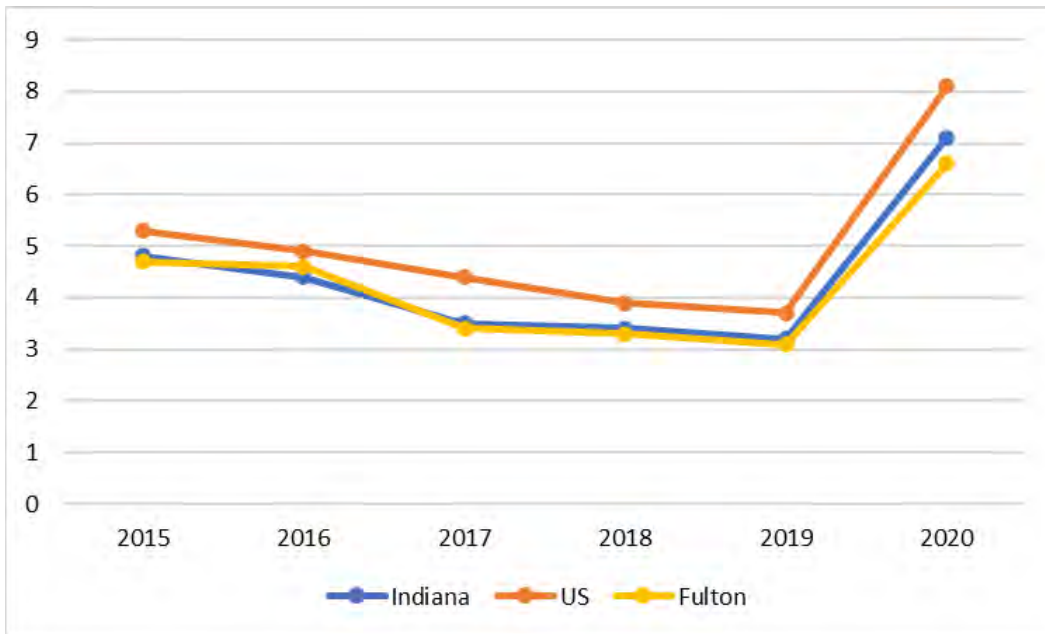


## Unemployment

Fulton County's unemployment rate reached a high in 2020 of 6.6 percent, due to the COVID-19 pandemic. This was lower than that of the United States (8.1) the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Fulton County paralleled the national unemployment average trend, but continually stayed lower than the U.S. and was lower than the Indiana rate each year during the review period except 2016. Figure 17 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Figure 14: Fulton County Comparison of Unemployment Rates**



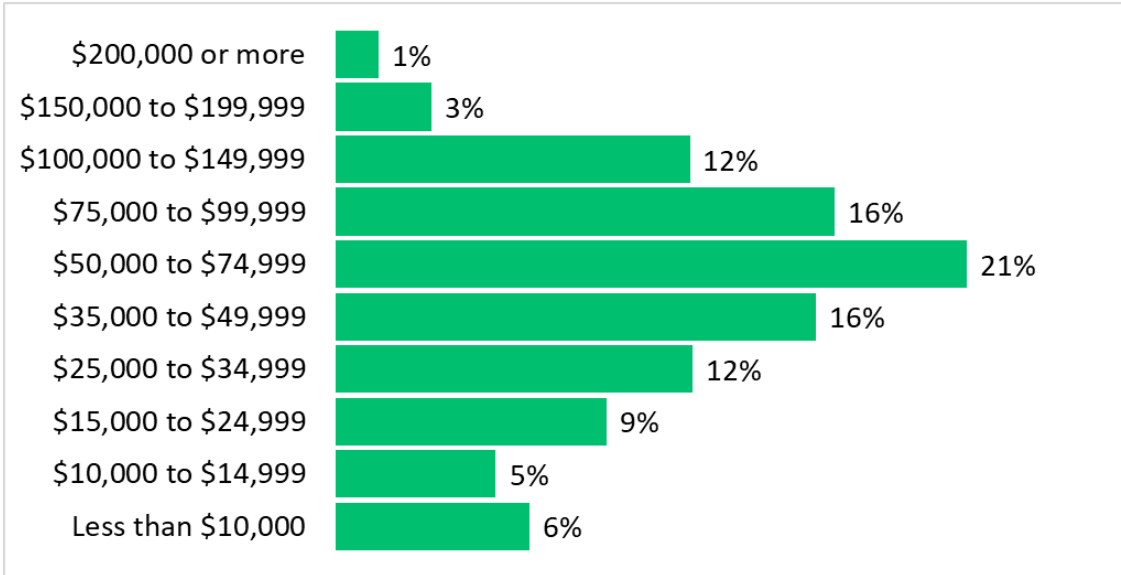
Source: STATS Indiana using Bureau of Labor Statistics Data

## Household Income

Figure 18 shows the annual household income breakdown by percentage of total households in the county. Out of 7,799 households in the county, 32 percent of them make less than \$35,000 per year. Of which, six percent earn less than \$10,000 per year.



**Figure 18: Fulton County Annual Household Income**



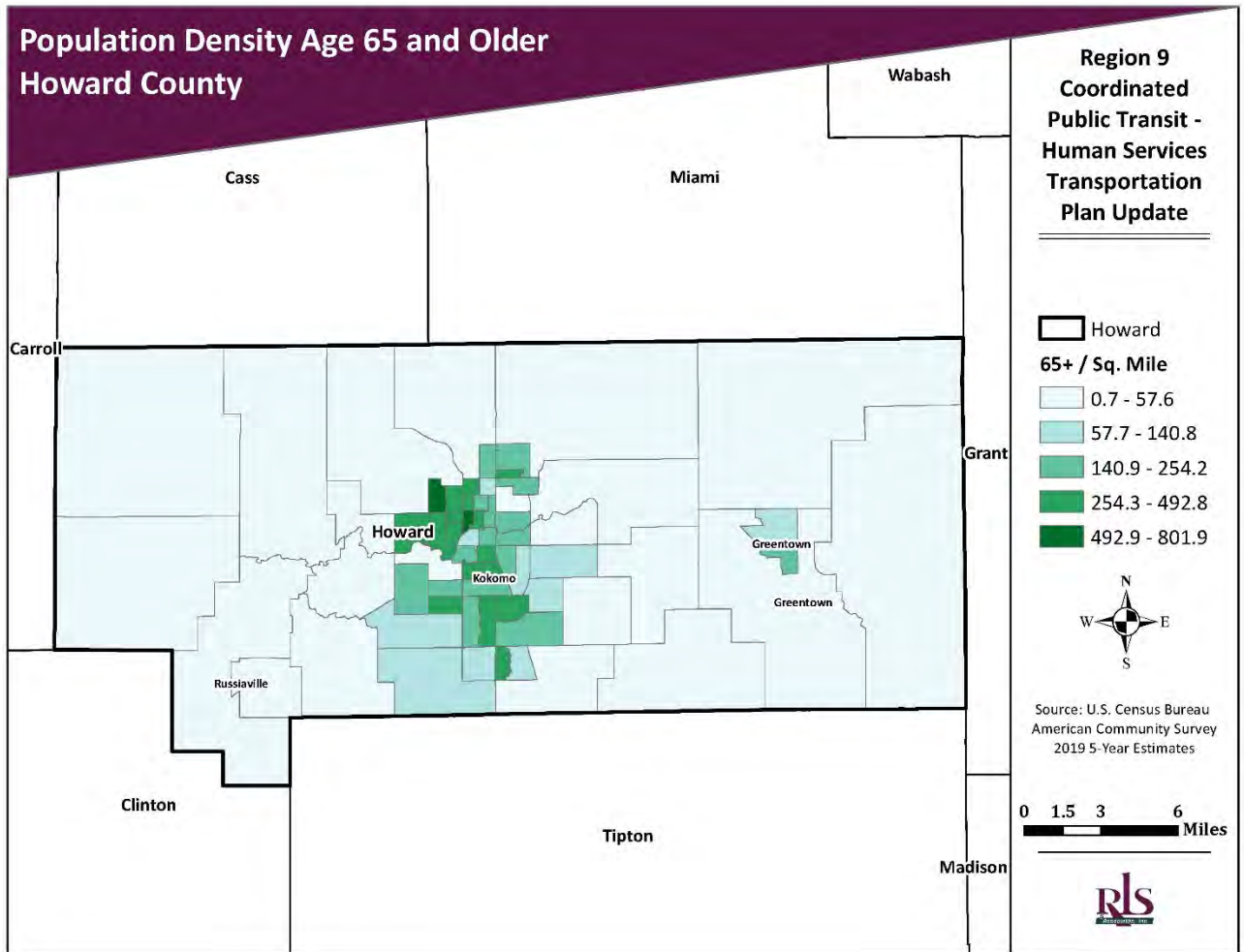
Source: 2019 ACS Five-Year Estimates

**Howard County**

**Older Adult Population**

Figure 19 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Howard County residents aged 65 and older are in central Howard County north of Kokomo. These block groups have densities of older adults between 492.9 and 801.9 persons per square mile. Areas in central Howard County and in Kokomo also have moderate densities of persons age 65 and older (254.3 to 492.8). The remainder of the county has low to very low densities of persons age 65 and older.

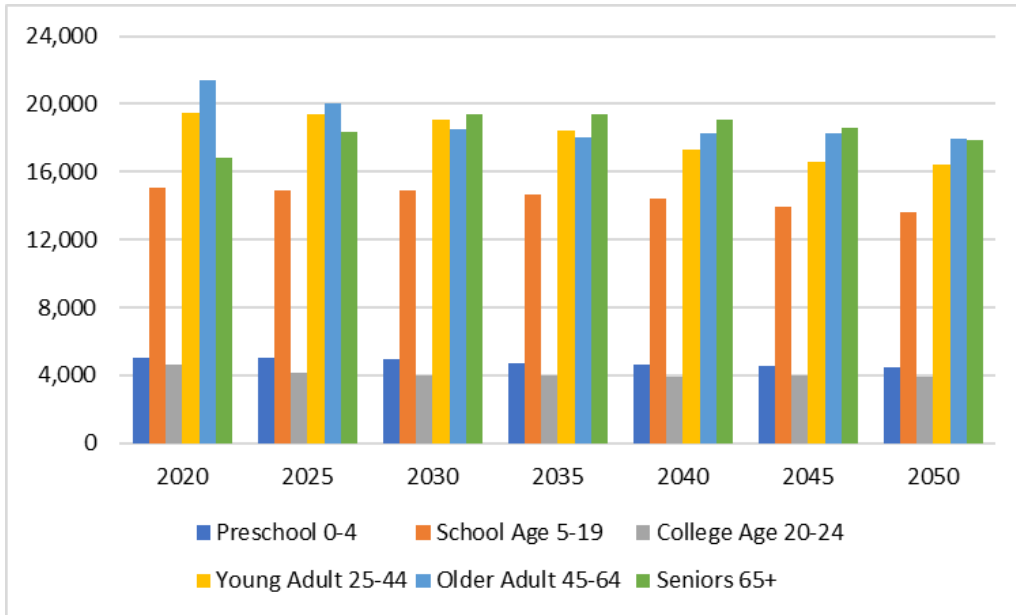
**Figure 5: Howard County Older Adult Population**



**Population by Age**

Figure 20 shows that the largest age cohort for Howard County is between the ages of 45 and 64. This age group is expected to be the largest group in Howard County by 2050 as well. While not being one of the larger groups in 2020, the Seniors (65+) groups is expected to be one of the only population groups to grow from 2020-2050 and be the second largest age group. Currently, the smallest age group in Howard County is College Age individuals ages 20-24, who are expected to see little to no change between 2020 and 2050.

**Figure 20: Howard County Population by Age**



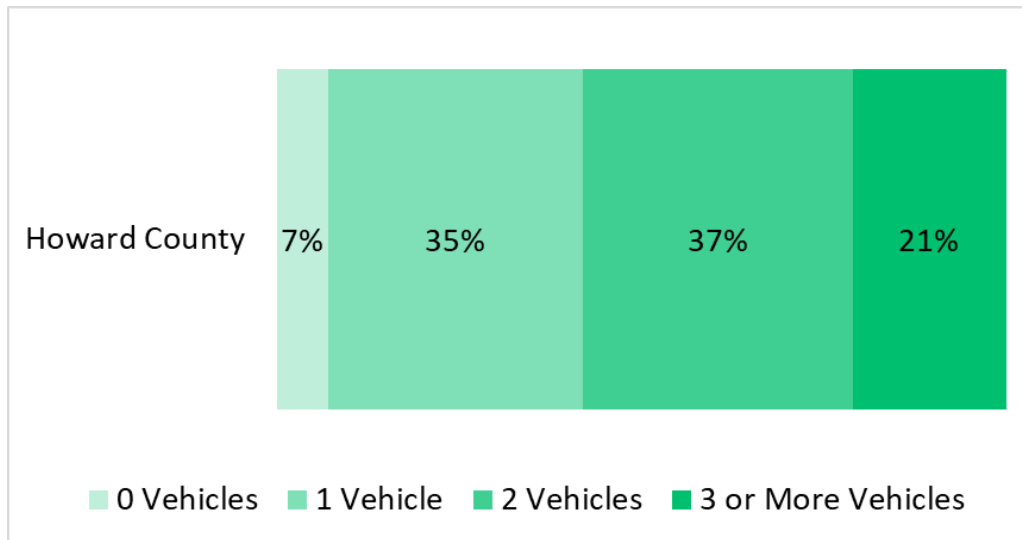
Source: 2019 ACS Five-Year Estimates

**Zero Vehicle Households**

Figure 21 shows the breakdown of vehicle availability by household within Howard County. Of all households in the county, seven percent of the households do not have a vehicle and an additional 35 percent only have one vehicle.

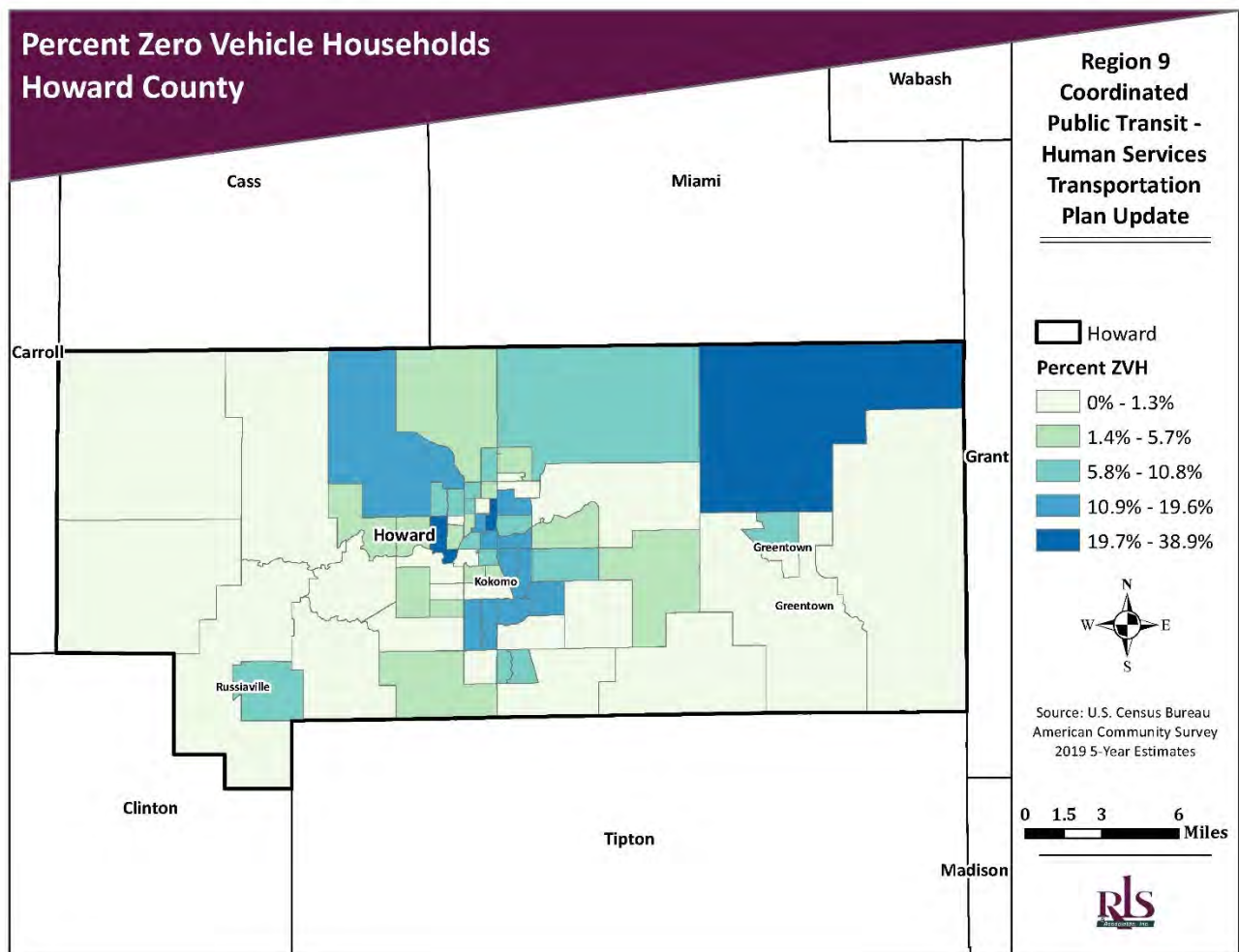
Figure 22 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in central and northeastern Howard County. Over 19.7 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 10.9 to 19.6 percent of zero vehicle households can be found around Kokomo and central Howard County. The remainder of the county has moderate to very low percentages of zero vehicle households.

**Figure 21: Howard County Household Vehicle Availability**



Source: 2019 ACS Five-Year Estimates

**Figure 22: Howard County Zero Vehicle Households**

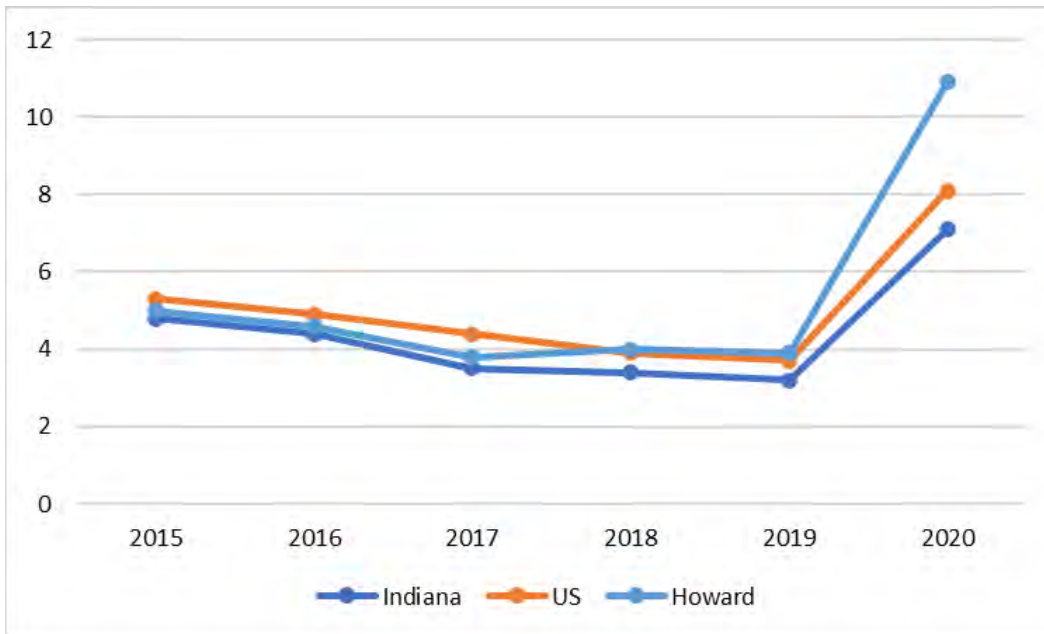


### Unemployment

Howard County's unemployment rate reached a high in 2020 of 10.9 percent, due to the COVID-19 pandemic. This was much higher than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Howard County paralleled the national unemployment average trend, and was between the US and Indiana rates until 2018. Figure 23 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Figure 23: Howard County Comparison of Unemployment Rates**

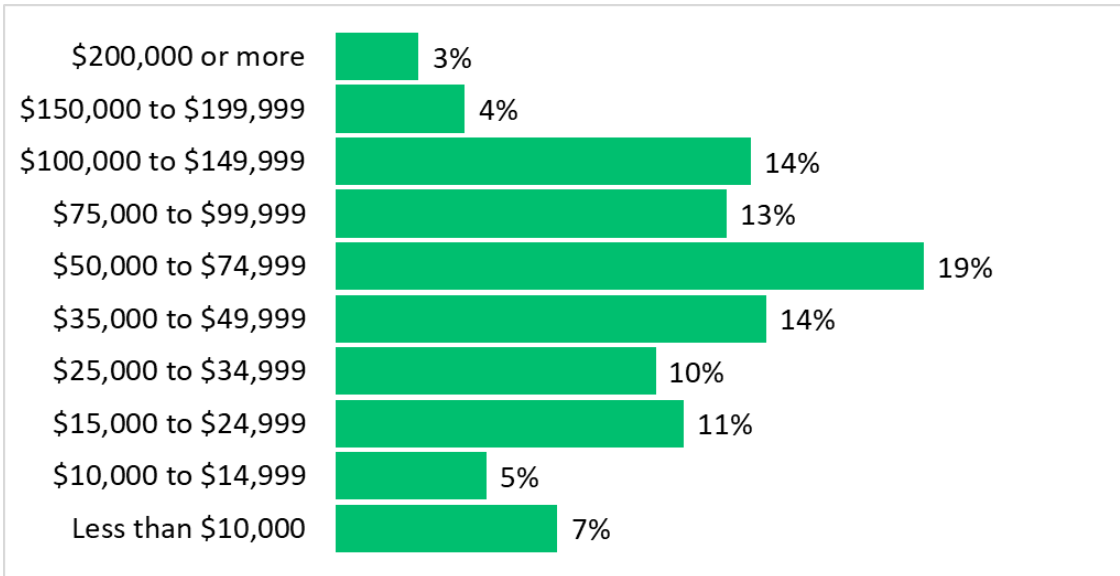


Source: STATS Indiana using Bureau of Labor Statistics Data

### Household Income

Figure 24 shows the annual household income breakdown by percentage of total households in the county. Out of 34,701 households in the county, 33 percent of them make less than \$35,000 per year. Of which, seven percent earn less than \$10,000 per year.

**Figure 24: Howard County Annual Household Income**



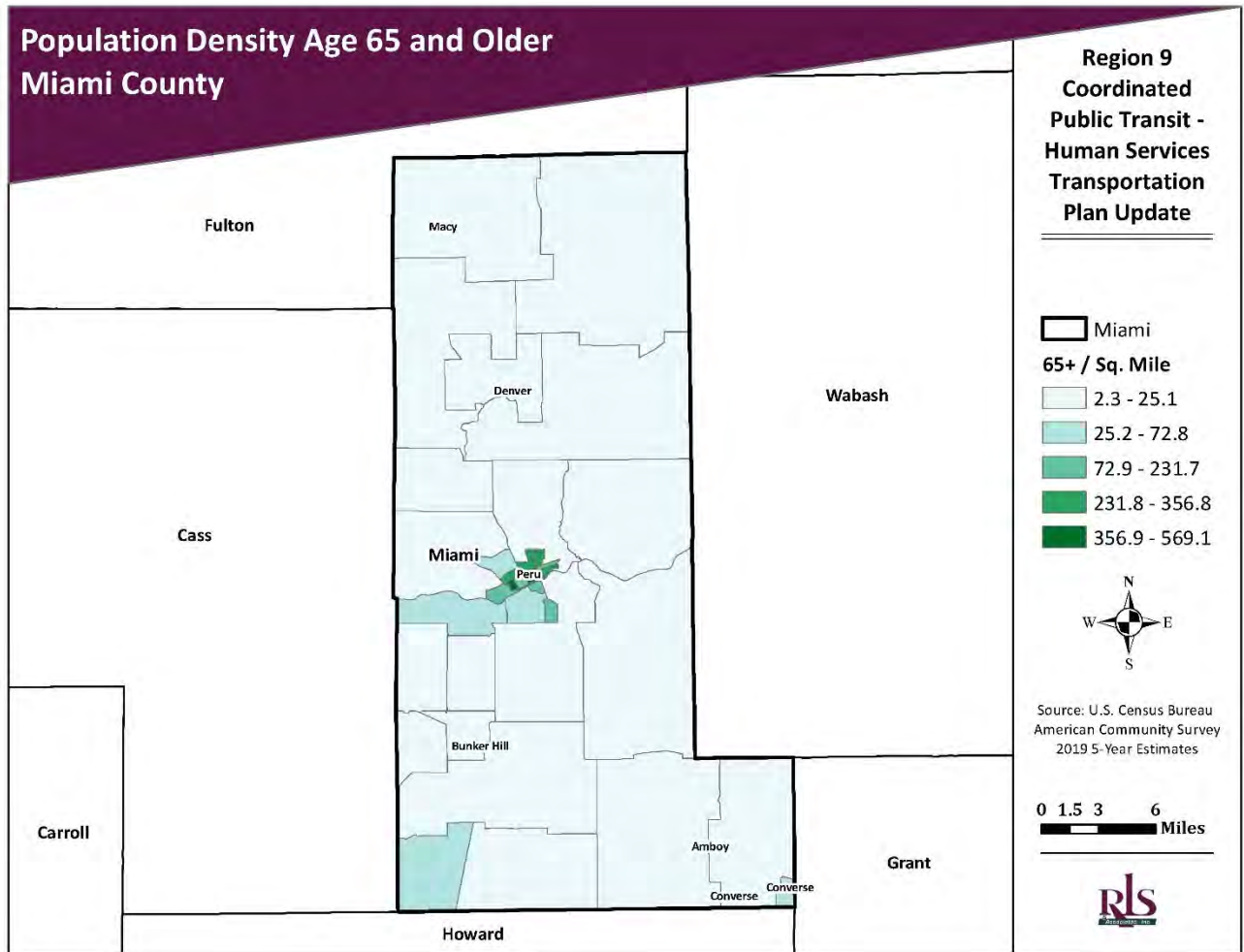
Source: 2019 ACS Five-Year Estimates

**Miami County**

**Older Adult Population**

Figure 25 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Miami County residents aged 65 and older are in Peru. These block groups have densities of older adults between 356.9 and 569.1 persons per square mile. Areas in and around Peru also have moderate densities of persons age 65 and older (231.8 to 356.8). The remainder of the County has low to very low densities of persons age 65 and older.

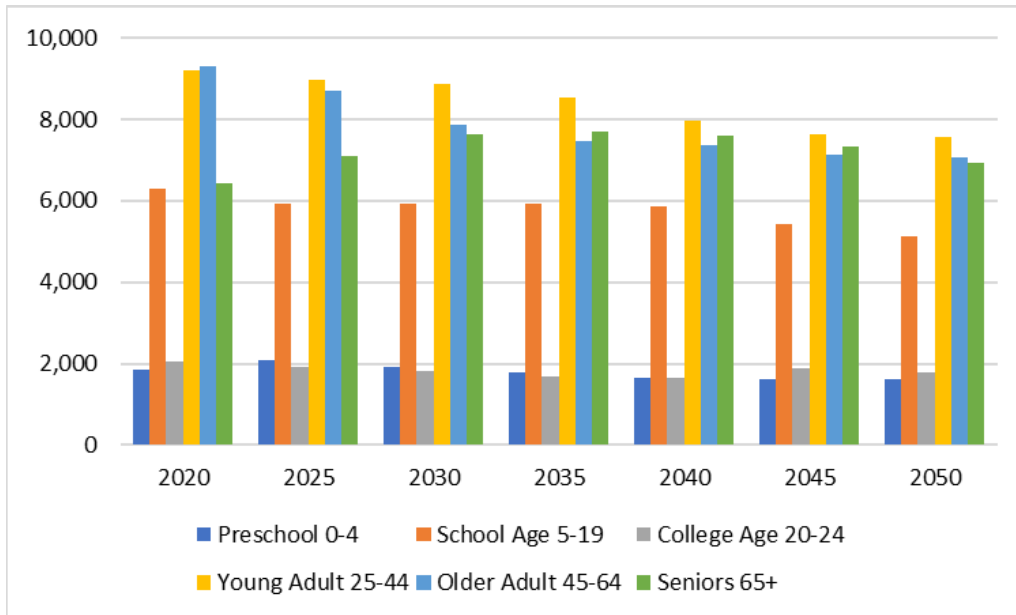
**Figure 6: Miami County Older Adult Population Density**



**Population by Age**

Figure 26 shows that the largest age cohort for Miami County are Older Adults between the ages of 45 and 64, followed closely by Young Adults (ages 25-44). Young Adults are expected to be the largest group in Miami County by 2050. Currently, the smallest age group in Miami County are children ages 0 to 4, who are expected to see a slight decrease between 2020 and 2050.

**Figure 27: Miami County Population by Age**



Source: 2019 ACS Five-Year Estimates

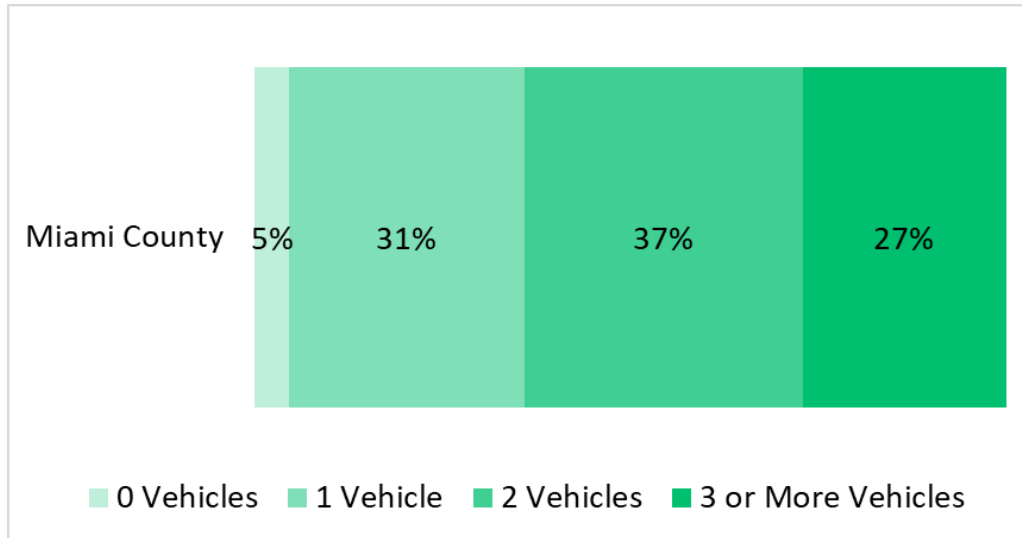
**Zero Vehicle Households**

Figure 27 shows the breakdown of vehicle availability by household within Miami County. Of all households in the county, only five percent of the households do not have a vehicle and an additional 31 percent only have one vehicle.

Figure 28 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in and around Peru. Over 9.4 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 5.9 to 9.3 percent of zero vehicle households can also be found around Peru and in northern Miami County. The remainder of the county has moderate to very low percentages of zero vehicle households.

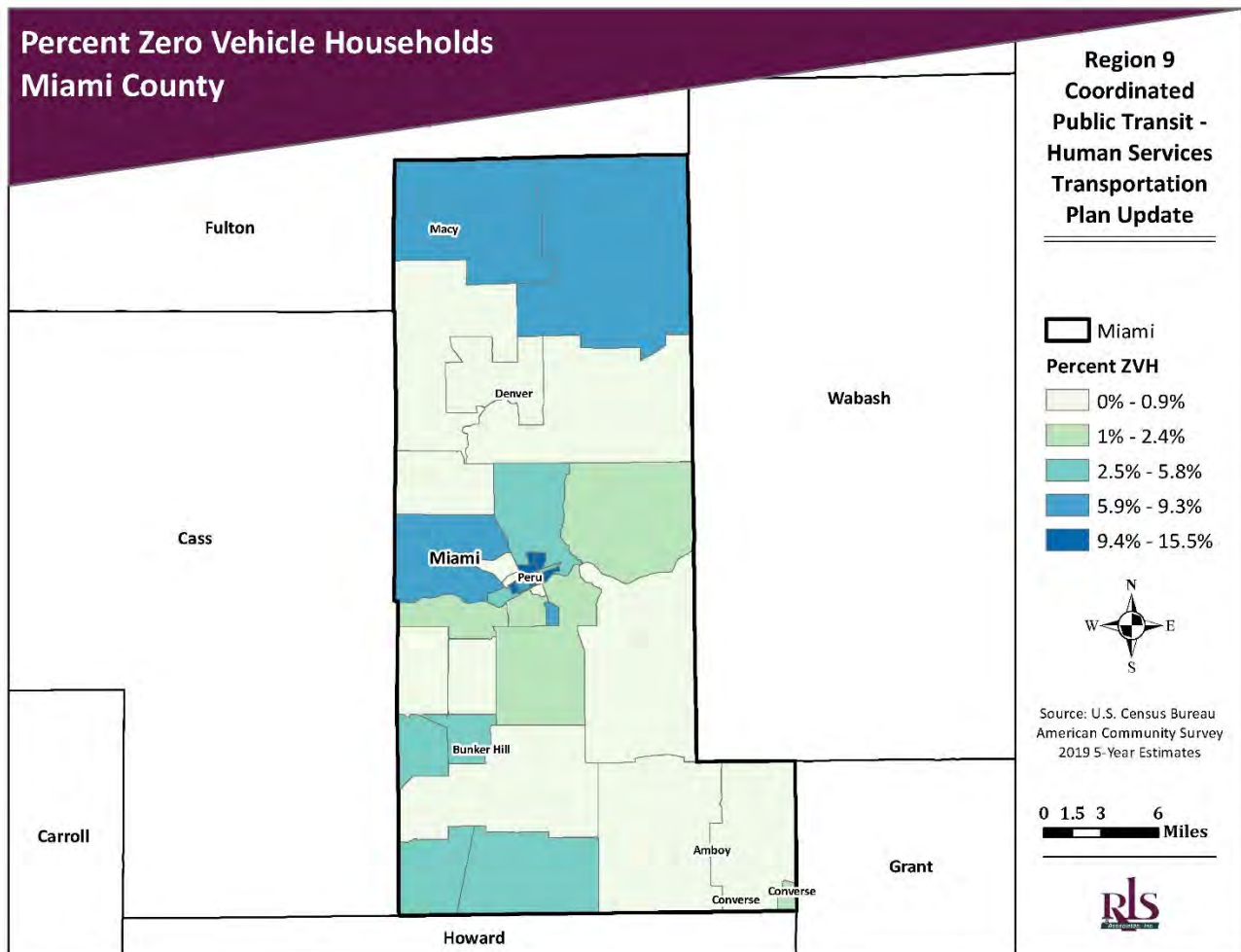


**Figure 27: Miami County Household Vehicle Availability**



Source: 2019 ACS Five-Year Estimates

**Figure 28: Miami County Zero Vehicle Households**

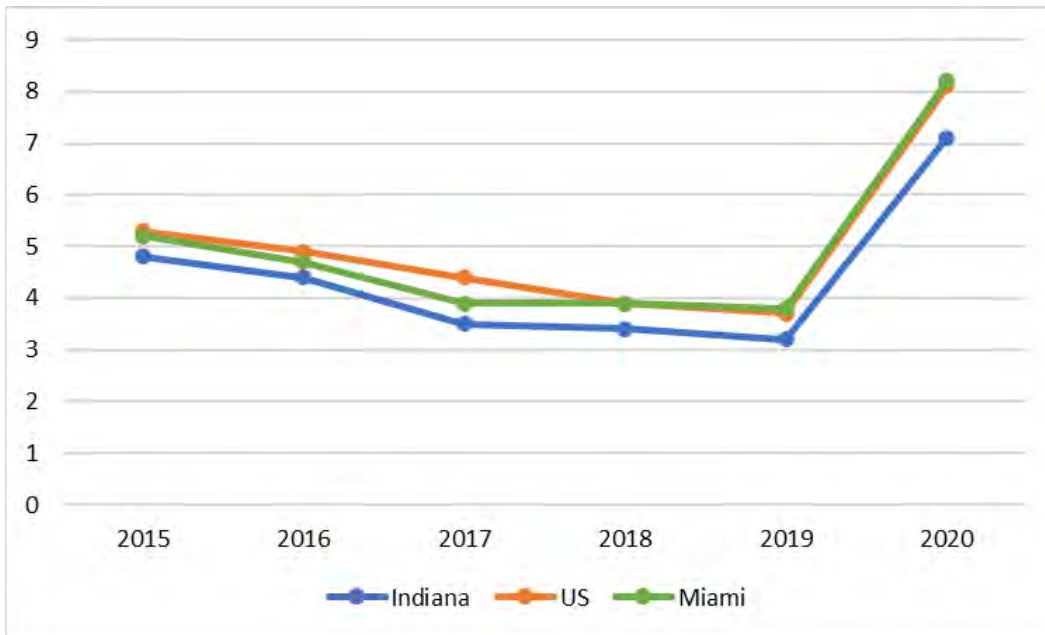


**Unemployment**

Miami County’s unemployment rate reached a high in 2020 of 8.2 percent, due to the COVID-19 pandemic. This was higher than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Miami County paralleled the national unemployment average trend, and was consistently higher than the Indiana rate then surpassed the US rate in 2019. Figure 29 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Figure 29: Miami County Comparison of Unemployment Rates**

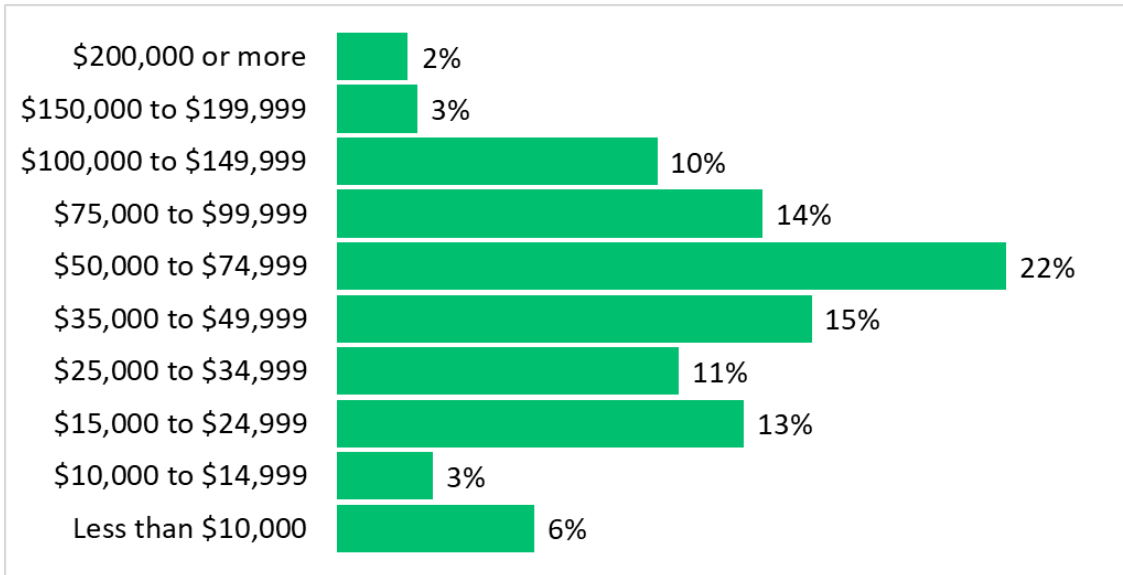


Source: STATS Indiana using Bureau of Labor Statistics Data

**Household Income**

Figure 30 shows the annual household income breakdown by percentage of total households in the county. Out of 13,611 households in the county, 33 percent of them make less than \$35,000 per year. Of which, six percent earn less than \$10,000 per year.

**Figure 30: Miami County Annual Household Income**



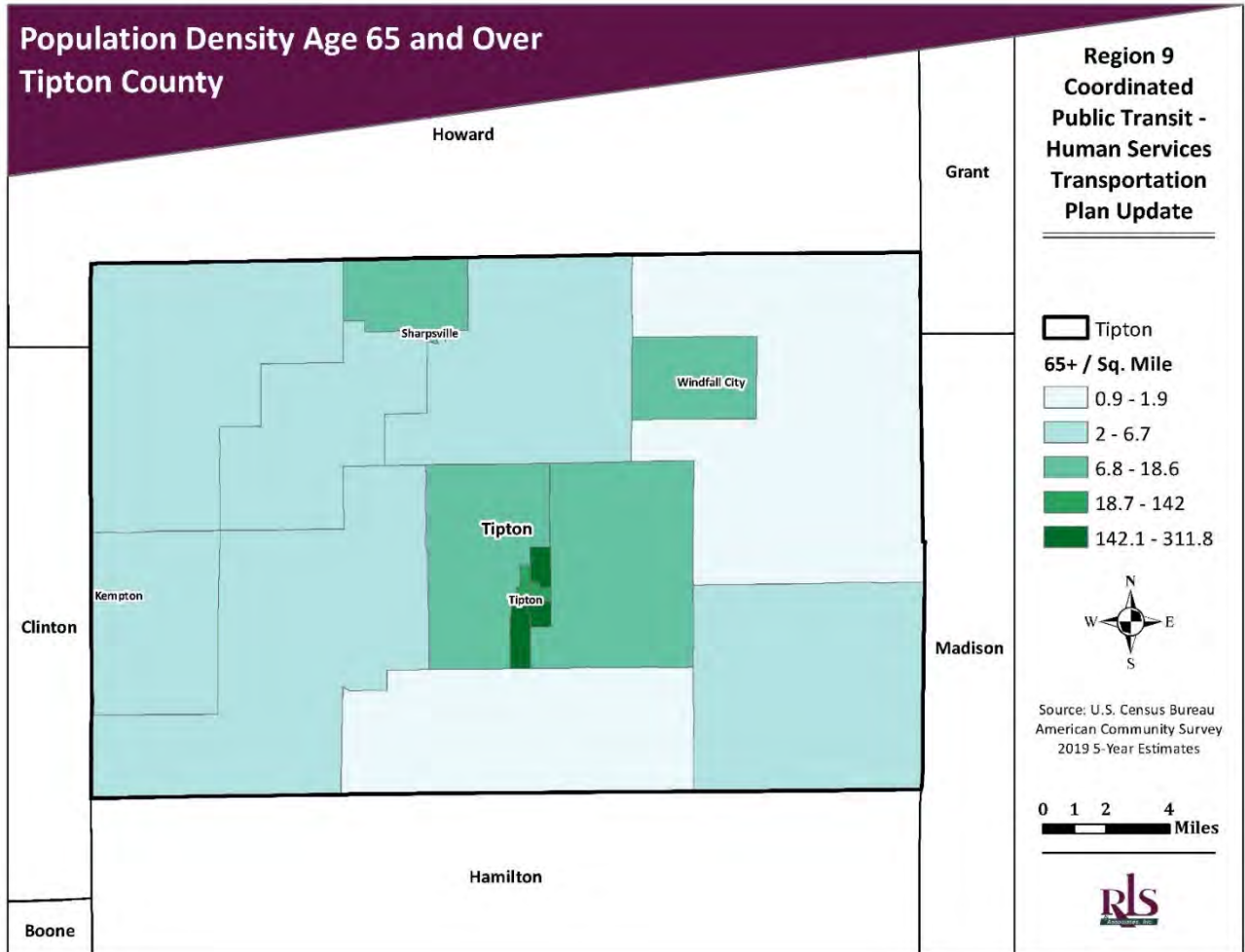
Source: 2019 ACS Five-Year Estimates

### **Tipton County**

#### **Older Adult Population**

Figure 31 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Tipton County residents aged 65 and older are in and around Tipton. These block groups have densities of older adults between 142.1 and 311.8 persons per square mile. Areas in Tipton also have moderate densities of persons age 65 and older (18.7 to 142). The remainder of the county has low to very low densities of persons age 65 and older.

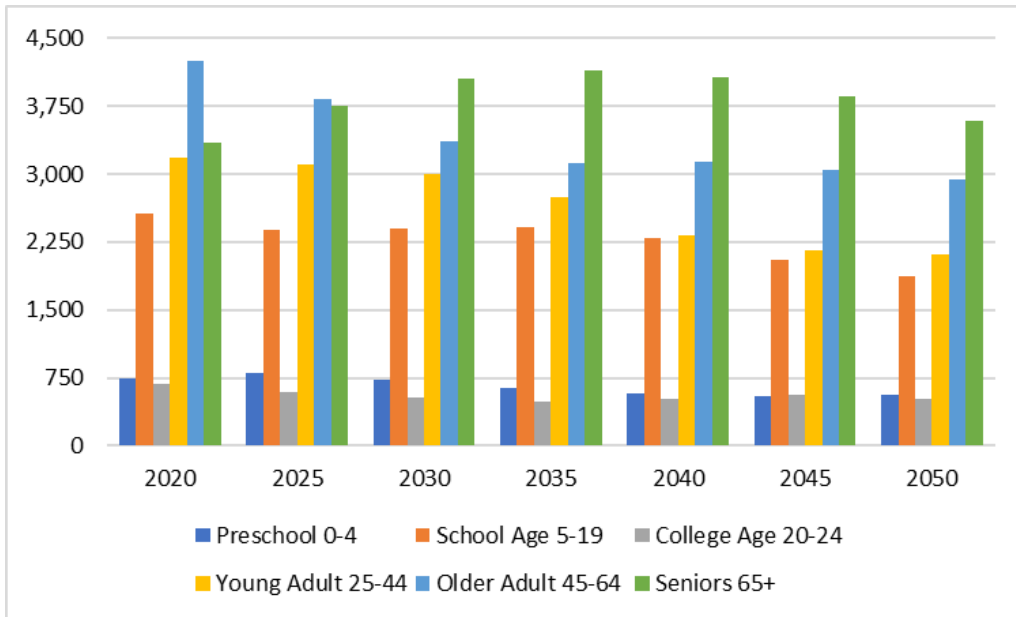
**Figure 8: Tipton County Older Adult Population Density**



**Population by Age**

Figure 32 shows that the largest age cohort for Tipton County is between the ages of 45 and 64. This age group is expected to be one of the largest groups in Tipton County over the next 30 years while declining over that time. That age group is projected to be passed in 2030 by Seniors (65+), who will then continue to be the largest age group up to 2050. Currently, the smallest age group in Tipton County is College Age individuals (20-24), who are expected to see small decline between 2020 and 2050.

**Figure 32: Tipton County Population by Age**



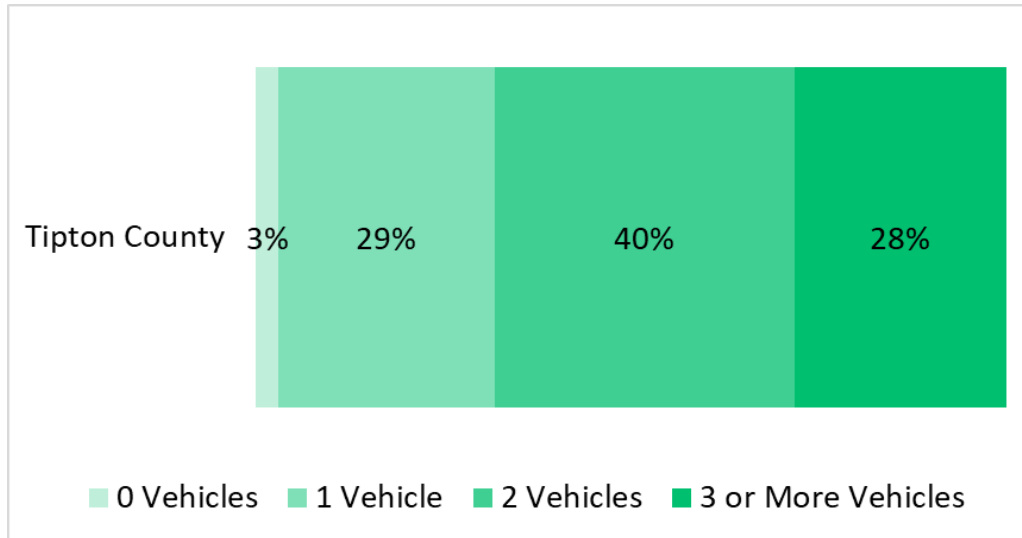
Source: 2019 ACS Five-Year Estimates

**Zero Vehicle Households**

Figure 33 shows the breakdown of vehicle availability by household within Tipton County. Of all households in the county, only three percent of the households do not have a vehicle and an additional 29 percent only have one vehicle.

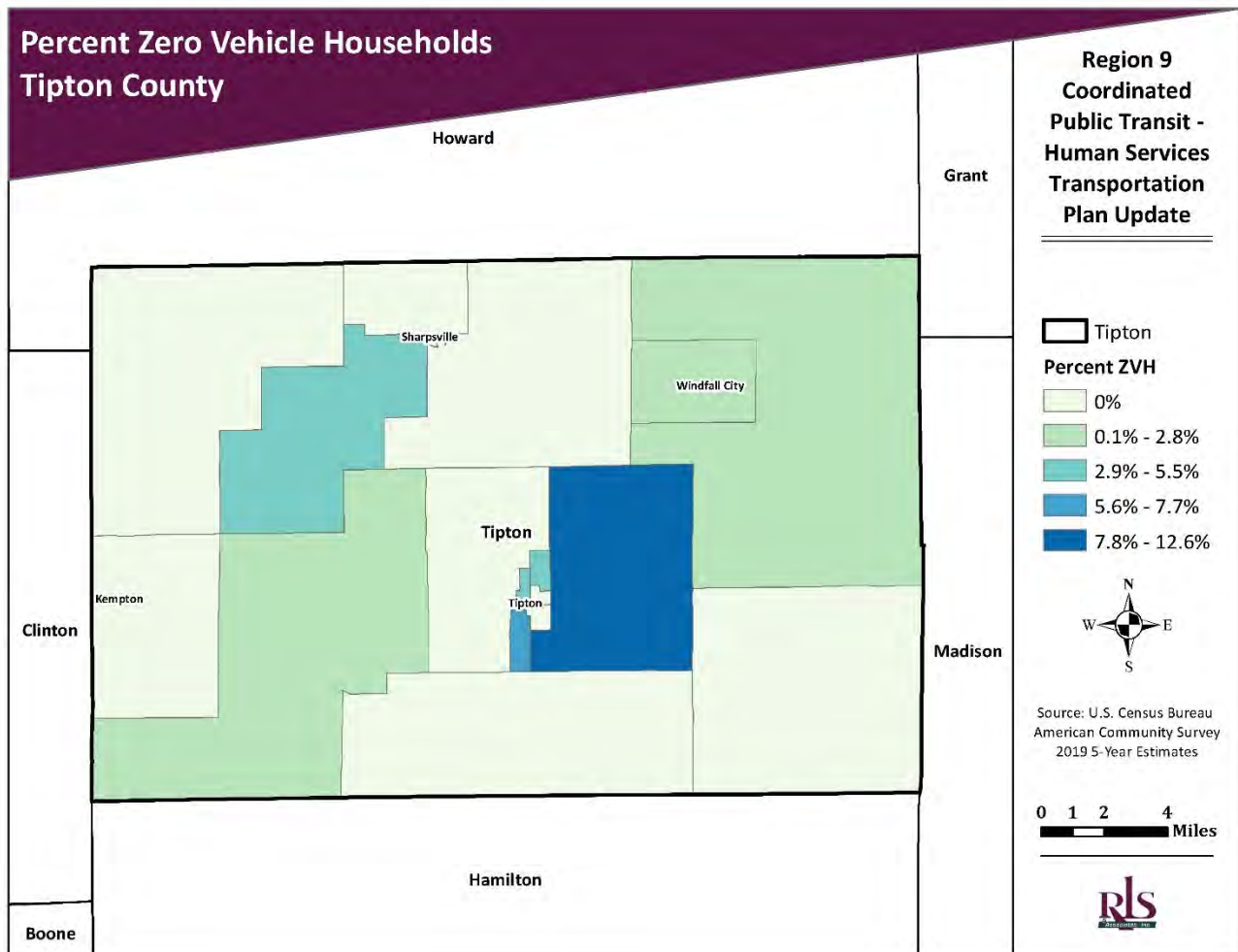
Figure 34 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated east of Tipton. Over 7.8 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 5.6 to 7.7 percent of zero vehicle households can also be found in Tipton. The remainder of the county has moderate to very low percentages of zero vehicle households.

**Figure 33: Tipton County Household Vehicle Availability**



Source: 2019 ACS Five-Year Estimates

**Figure 34: Tipton County Zero Vehicle Households**

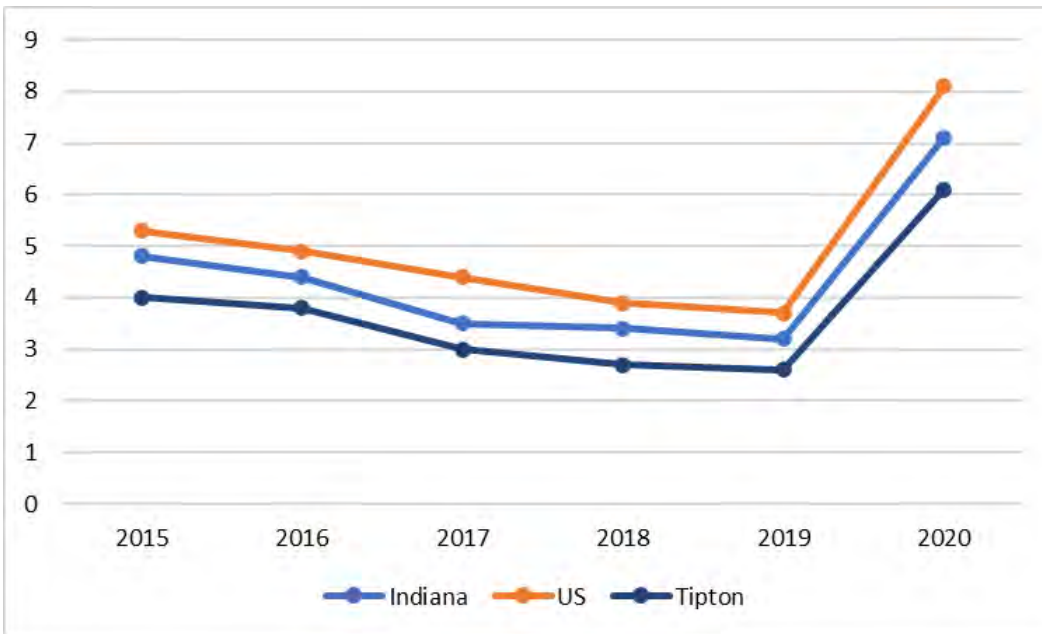


**Unemployment**

Tipton County’s unemployment rate reached a high in 2020 of 6.1 percent, due to the COVID-19 pandemic, which tied their 2015 rate. This was lower than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Tipton County paralleled the national unemployment average trend, and was constantly lower than the state of Indiana rate. Figure 35 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Figure 35: Tipton County Comparison of Unemployment Rates**

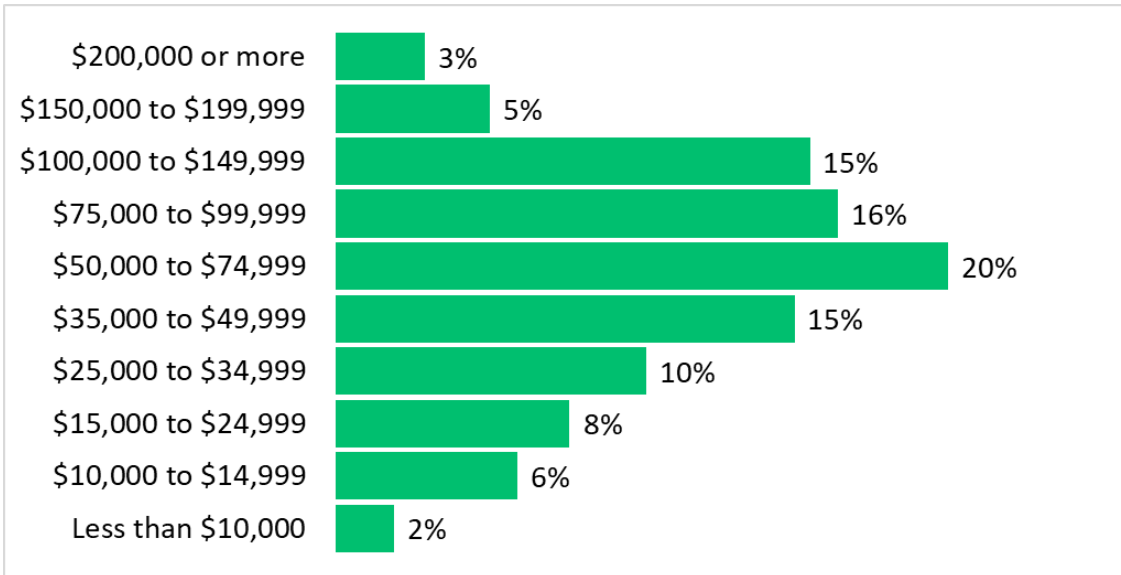


Source: STATS Indiana using Bureau of Labor Statistics Data

**Household Income**

Figure 36 shows the annual household income breakdown by percentage of total households in the county. Out of 6,376 households in the county, 26 percent of them make less than \$35,000 per year. Of which, two percent earn less than \$10,000 per year.

**Figure 36: Tipton County Annual Household Income**



Source: 2019 ACS Five-Year Estimates

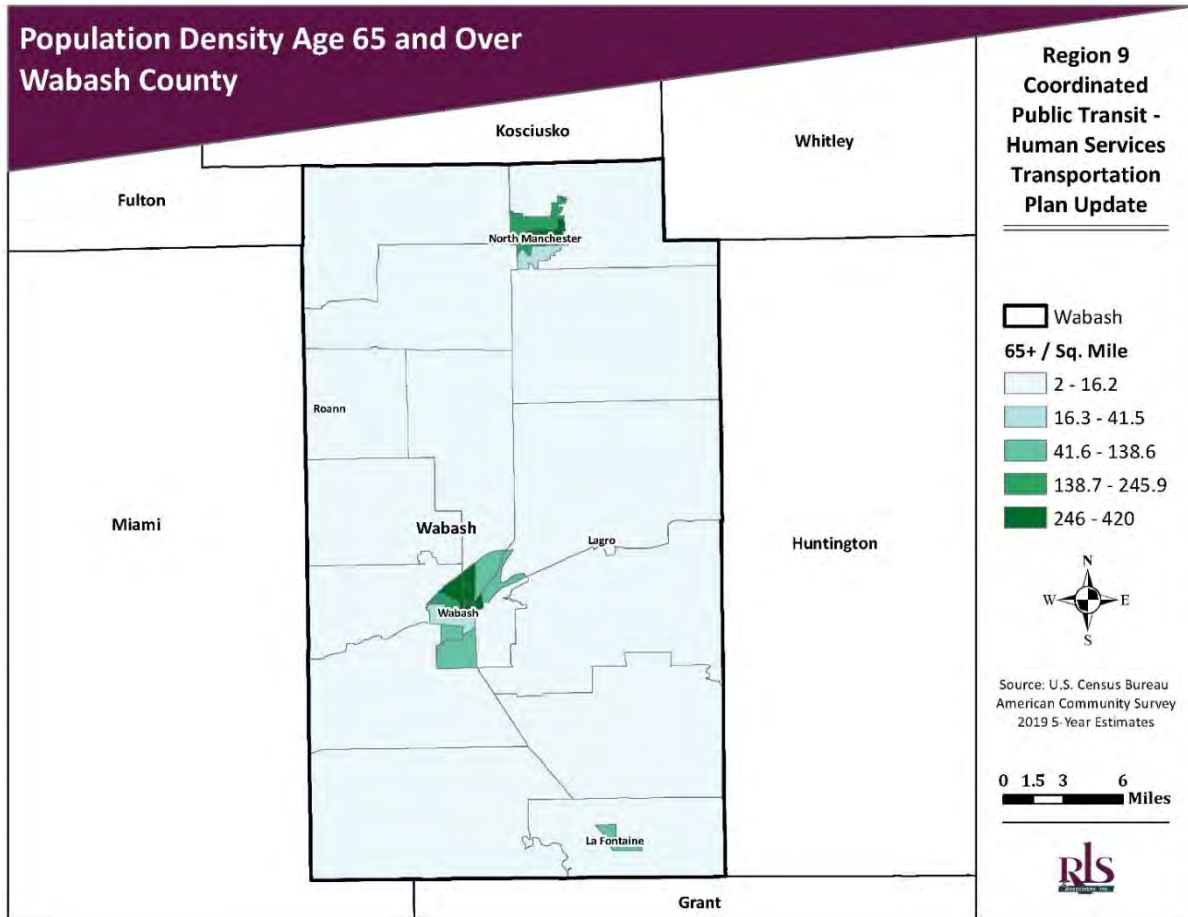
**Wabash County**

**Older Adult Population**

Figure 37 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Wabash County residents aged 65 and older are in Wabash and North Manchester. These block groups have densities of older adults between 246 and 420 persons per square mile. Areas in and around Wabash and North Manchester also have moderate densities of persons age 65 and older (138.7 to 245.9). The remainder of the county has low to very low densities of persons age 65 and older.



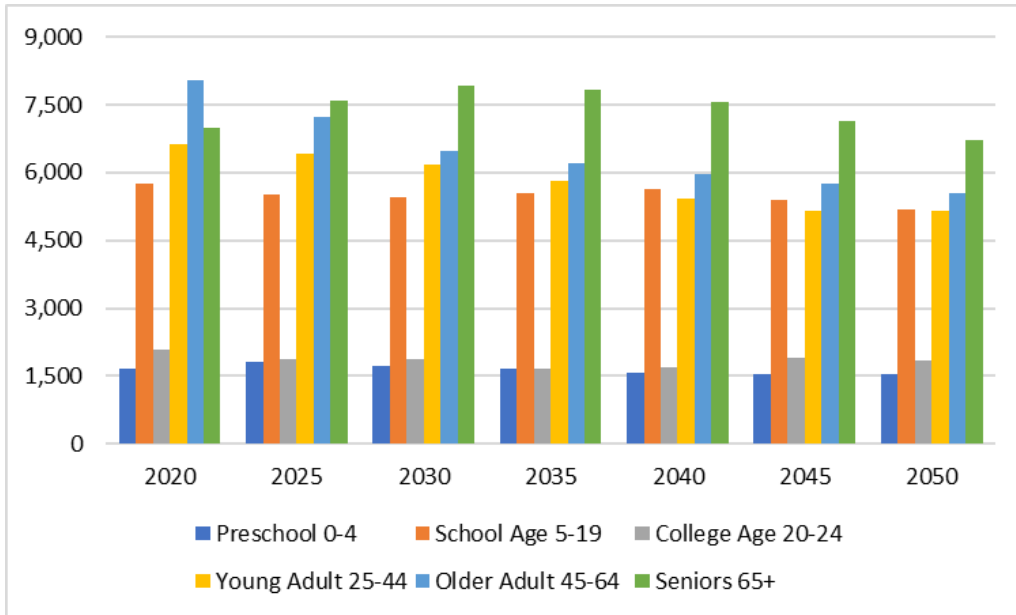
Figure 97: Wabash County Older Adult Population Density



**Population by Age**

Figure 38 shows that the largest age cohort for Wabash County is between the ages of 45 and 64. This age group is expected to decrease in size over the next 30 years and become the second largest age group in Wabash County. Seniors are expected to become the largest age cohort beginning in 2025 through 2050. Currently, the smallest age group in Wabash County is children under the age of five, who are expected to see little to no change between 2020 and 2050.

**Figure 38: Wabash County Population by Age**



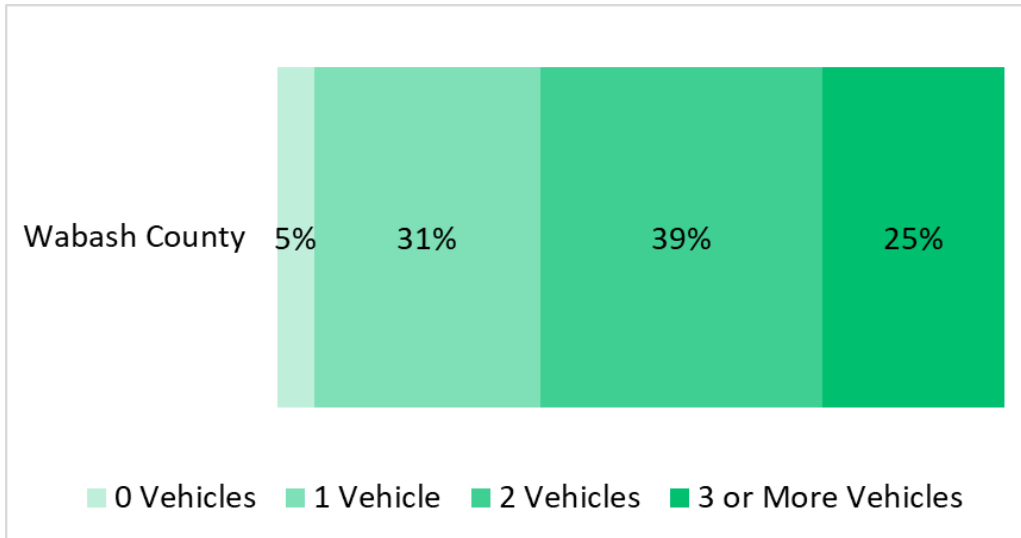
Source: 2019 ACS Five-Year Estimates

**Zero Vehicle Households**

Figure 39 shows the breakdown of vehicle availability by household within Wabash County. Of all households in the county, only five percent of the households do not have a vehicle and an additional 31 percent only have one vehicle.

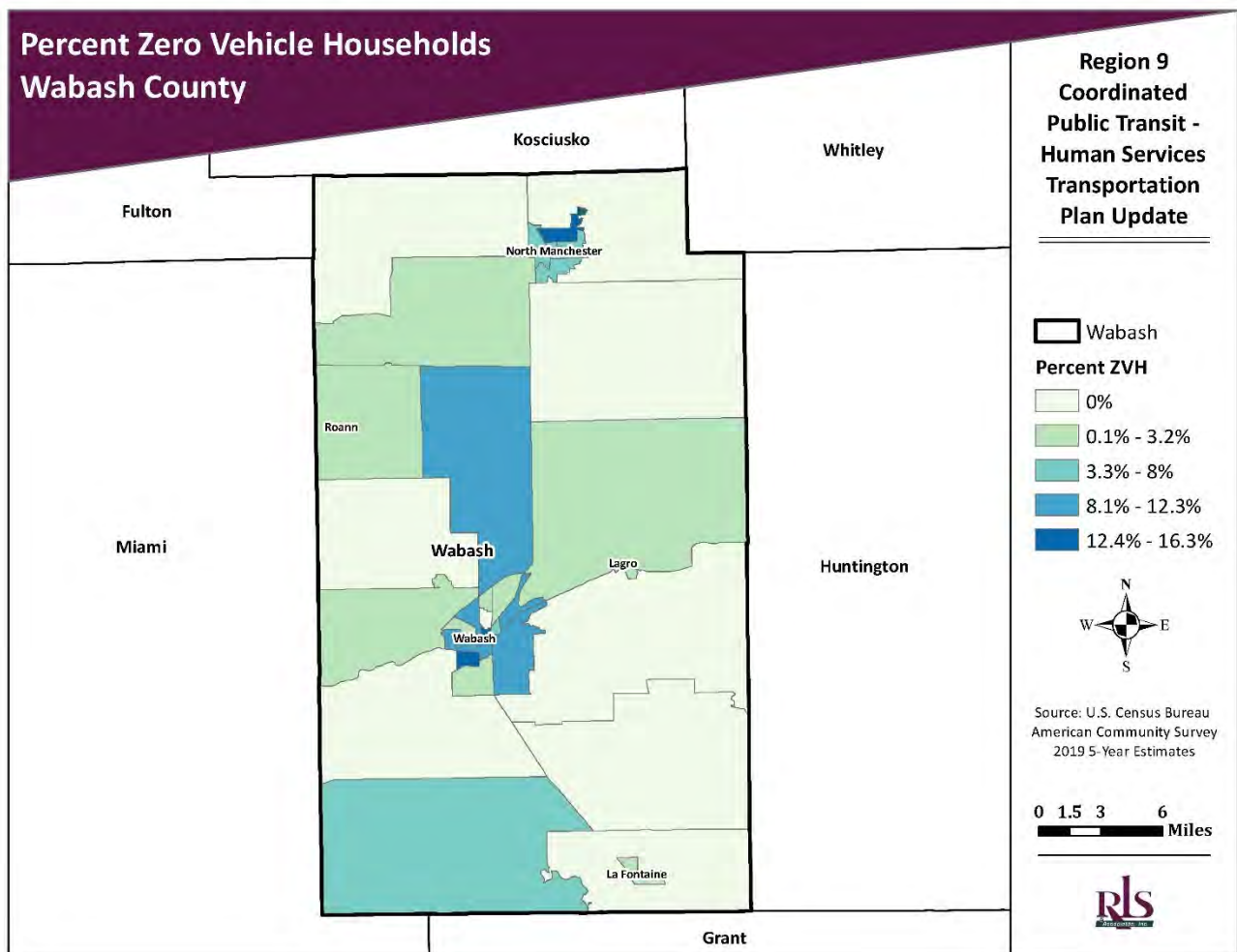
Figure 40 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in North Manchester. Over 12.4 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 8.1 to 12.3 percent of zero vehicle households can also be found in and around Wabash and North Manchester. The remainder of the county has moderate to very low percentages of zero vehicle households.

**Figure 39: Wabash County Household Vehicle Availability**



Source: 2019 ACS Five-Year Estimates

**Figure 40: Wabash County Zero Vehicle Households**

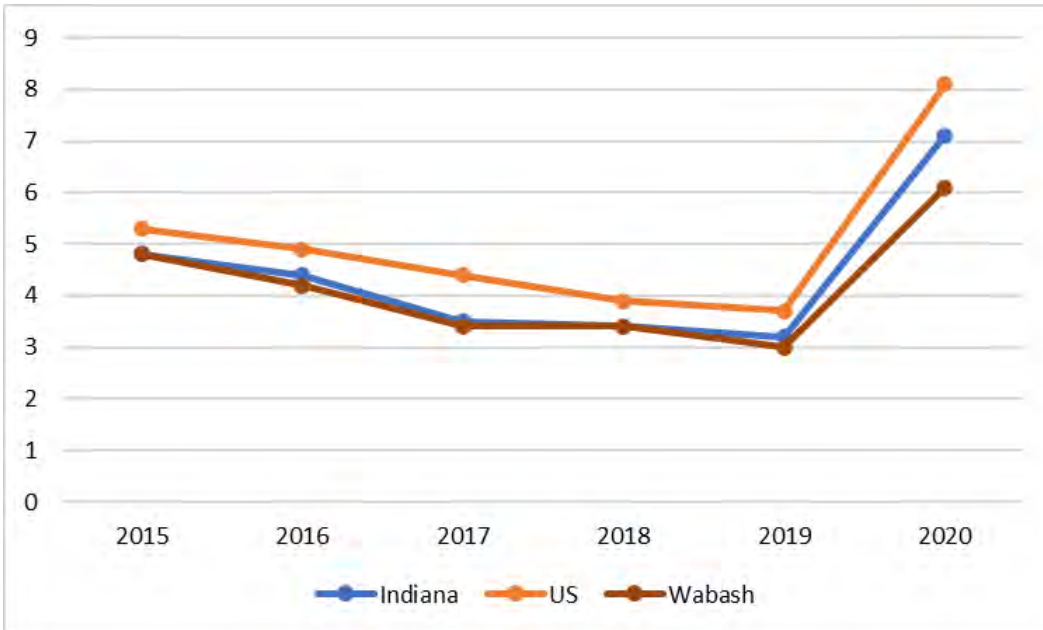


### Unemployment

Wabash County's unemployment rate reached a high in 2020 of 6.1 percent, due to the COVID-19 pandemic. This was lower than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Wabash County paralleled the national unemployment average trend, but fluctuated with matching and being lower than the Indiana rate. Figure 41 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Figure 41: Wabash County Comparison of Unemployment Rates**

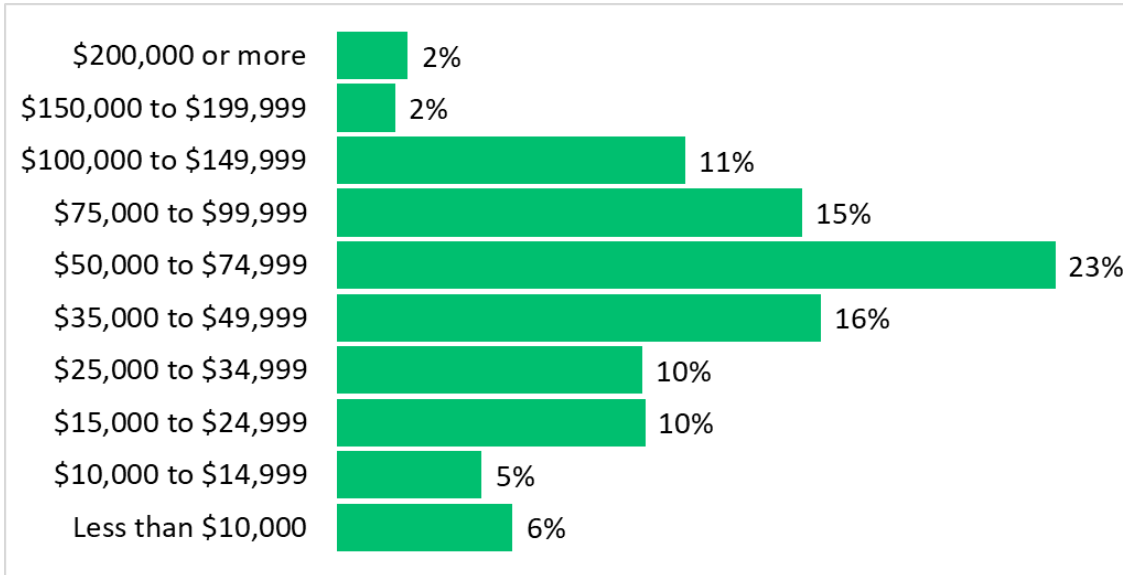


Source: STATS Indiana using Bureau of Labor Statistics Data

### Household Income

Figure 42 shows the annual household income breakdown by percentage of total households in the county. Out of 12,862 households in the county, 31 percent of them make less than \$35,000 per year. Of which, six percent earn less than \$10,000 per year.

**Figure 42: Wabash County Annual Household Income**



Source: 2019 ACS Five-Year Estimates

# INVENTORY OF EXISTING TRANSPORTATION PROVIDERS AND SERVICE GAPS

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## INTRODUCTION

Providers of public and human service transportation were asked to provide service and asset data to for the purpose of updating the transportation provider inventory for the Region. Provider agencies were also invited to participate in a public meeting to evaluate unmet human service transportation needs and service gaps. The public meeting included a discussion of goals and strategies/projects to address unmet needs and service gaps, and promote 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 in order 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 the types and manner of service delivery (including types of services, funding sources, eligibility, hours of service, ridership and fare/donation policies) for the providers in the Region.

The Region 9 provider summaries listed below include Section 5310-funded 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 shared services with other providers in the future.

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

The list also includes agencies that are eligible for Section 5310 vehicle funding but until now experienced limited coordination with other providers and have been focused on providing services to their agency program consumers. However, their participation in the coordination process is essential so that their consumers are afforded the opportunity to access other community transit services.

## EXISTING PUBLIC TRANSPORTATION RESOURCES

Every county of Region 9 is served by a public transportation operator, although Howard County does not have public transit outside of Kokomo. Additionally, Tipton County's program, which was initiated in 2015, is not currently subsidized by FTA Section 5311 or PMTF funding. Table 2 lists the public transit operators.

**Table 2: Region 9 Public Transit Systems**

	<b>City Line Trolley/Spirit of Kokomo</b>	<b>Fulton County Transpo</b>	<b>Miami County YMCA Transit</b>	<b>Cass Area Transit</b>	<b>Encore Center</b>	<b>Wabash County Public Transportation</b>
<b>Operator and Contact Information</b>	Kokomo/Howard Co. Government- al Coordinating Council 219 E. Sycamore St. Kokomo, IN 46901 (765) 456-7556 <a href="http://cityofkokomo.org/residents/public_transportation_city_line_trolley.php">cityofkokomo.org/ residents/public t ransportation_city line_trolley.php</a>	Fulton County Council on Aging 625 Pontiac St. Rochester, IN 46975 (574) 223-6953 <a href="http://fultoncountycommunitycenter.com/transpo">fultoncountycom munitycenter.com /transpo</a>	Miami County YMCA 34 E. Sixth St. Peru, IN 46970 (765) 472-1979 Ext. 213 <a href="http://mcyymca.org/transportation.html">mcyymca.org/trans portation.html</a>	Cass County Council on Aging 115 S. Sixth St. Logansport, IN 46947 (574) 722-2424 <a href="http://casstransit.com">casstransit.com</a>	Tipton County Council on Aging 900 E. Jefferson St. Suite A Tipton, IN 46072 (765) 675-4746 <a href="http://encorecenter.org">encorecenter.org</a>	Living Well in Wabash County 239 Bond St. Wabash, IN 46992 (260) 563-4475 <a href="http://livingwellinwabashcounty.org/public">livingwellinwabas hcounty.org/publi</a>
<b>Service Area</b>	City of Kokomo	Fulton County	Miami County	Cass County	Tipton County and Surrounding Areas (Upon Availability)	Wabash County
<b>Days/Hours of Service</b>	Monday – Friday 6:30 AM – 7 PM	Monday – Friday 6:30 AM – 5 PM	Monday – Friday 6 AM – 8 PM Saturday 9 AM – 1 PM	Monday – Friday 6 AM – 6 PM	Monday – Friday 8 AM – 4 PM	Monday – Friday 5:30 AM – 6 PM
<b>Ridership*</b>	2019: 461,187 2020: 253,417	2019: 18,968 2020: 12,597	2019: 46,583 2020: 46,907	2019: 151,692 2020: 112,052	2019: 5,947 2020: 2,302	2019: 24,045 2020: 13,320
<b>Fare/Donation Structure</b>	Free	\$2 Donation-based for elderly/ disabled	\$2 \$4 within 10 mi. \$6 outside 10 mi.	\$2 In Town \$3 In County Donation-based for age 60+	\$3 In County \$20 Kokomo \$12 Elwood \$20 Noblesville \$35 Carmel/North Indy	\$2 In Town (Wabash/North Manchester) \$4 In County Donation-based for age 60+

	<b>City Line Trolley/Spirit of Kokomo</b>	<b>Fulton County Transpo</b>	<b>Miami County YMCA Transit</b>	<b>Cass Area Transit</b>	<b>Encore Center</b>	<b>Wabash County Public Transportation</b>
<b>Funding Sources</b>	FTA Section 5307, PMTF, Local government	FTA Section 5311, PMTF, Contract revenue, Older Americans Act Title III-B, Local government	FTA Section 5311, PMTF, Contract revenue, Local government	FTA Section 5311, PMTF, Contract revenue, Older Americans Act Title III-B, Local government	City of Tipton; Tipton County; Older Americans Act Title III-B; Fares/ Donations; FTA Section 5310	FTA Section 5311, PMTF, Contract revenue, Older Americans Act Title III-B, Local government
<b>Operating Budget</b>	\$2,579,110	\$213,138	\$499,508	\$1,238,685	\$53,900	\$451,267
<b>Fleet by Location and Wheelchair Accessibility</b>	Kokomo: 37 (All WC-accessible)	Rochester: 11 (9 WC-accessible)	Peru: 14 (13 WC-accessible)	Logansport: 29 (All WC-accessible)	Tipton – 2 (All wheelchair-accessible)	Wabash: 11 (All WC-accessible)
<b>Service Type(s)</b>	Fixed Route and Demand Response	Demand Response	Demand Response	Deviated Route and Demand Response	Demand Response	Demand Response

\*2019 total represents normal ridership; 2020 ridership was heavily impacted by COVID-19



## HUMAN SERVICE TRANSPORTATION PROVIDERS

Several agencies provide demand responsive transportation for clients in Region 9. These agencies are listed in Table 3. Additionally, the public transit systems listed in the previous section provide transportation under contract to many human service program consumers, such as Medicaid beneficiaries and older adults whose transportation is funded by Older Americans Act Title III-B funds.

Additionally, Region 9 residents who use Medicaid non-emergency transportation are sometimes served by providers from outside of the area. These providers are typically dispatched to the area by the State of Indiana’s contracted managed care organizations or transportation brokerages.

**Table 3: Region 9 Human Service Transportation Providers**

	<b>Miami County Veterans Service Office</b>	<b>Peak Community Services</b>	<b>Pathfinder Services</b>	<b>Arc of Wabash County</b>	<b>Marshall Starke Development Center</b>	<b>Janus Developmental Services</b>
<b>Contact Information</b>	25 N. Broadway Rm 107 Peru, IN 46970 (765) 472-3901 <a href="http://miamicountyin.gov/154/Veterans-Services">miamicountyin.gov/154/Veterans-Services</a>	1416 Woodlawn Ave. Logansport, IN 46947 (574) 753-4104 <a href="http://peakcommunity.com">peakcommunity.com</a>	2824 Theater Ave. Huntington, IN 46750 (260) 356-0500 <a href="http://pathfinderservices.org">pathfinderservices.org</a>	P.O. Box 400 Wabash, IN 46992 (260) 563-8411 <a href="http://arcwabash.org">arcwabash.org</a>	1901 PIDCO Dr. Plymouth, IN 46563 (574) 936-9400 <a href="http://marshall-starke.org">marshall-starke.org</a>	1555 Westfield Rd. Noblesville, IN 46062 (317) 773-8787 <a href="http://janus-inc.org">janus-inc.org</a>
<b>Service Area</b>	Miami County; VA health care locations	Cass, Carroll, Fulton, Howard, Miami, Pulaski, Tippecanoe, and White Counties	Allen, Huntington, Jay, Marshall, Noble, Wabash, and Whitley Counties	Wabash County and Surrounding Areas	Fulton, Starke, and Marshall Counties	Hamilton and Tipton Counties
<b>Eligibility Criteria</b>	Veterans residing in Miami County	Agency clients	Agency clients	Agency clients	Agency clients	Agency clients (Tipton Co.);

	Miami County Veterans Service Office	Peak Community Services	Pathfinder Services	Arc of Wabash County	Marshall Starke Development Center	Janus Developmental Services
						Riverview Health patients; General Public (Hamilton Co.)
<b>Days/Hours of Service</b>	Not reported	Not reported	Not reported	Not reported	Not reported	Monday – Friday 6 AM – 6 PM Saturday 7 AM – 3 PM
<b>Ridership (2020)</b>	Not reported	Not reported	35,855	15,414 (FY 20-21)	Not reported	45,054
<b>Funding Sources</b>	Miami County	Medicaid; FTA Section 5310	Medicaid; FTA Section 5310; Huntington County	Medicaid; FTA Section 5310	Medicaid; Head Start; FTA Section 5310	FTA Section 5311; PMTF; Medicaid; Riverview Health; Advertising
<b>Operating Budget</b>	Not reported	Not reported	\$1,194,451	Not reported	Not reported	\$2,094,597
<b>Fleet by Location and Wheelchair Accessibility</b>	Peru - 1 (Not wheelchair-accessible)	Logansport – 4 (All WC-Accessible)*	Huntington – 23 (All WC-Accessible)*	Wabash – 18 (All WC-Accessible)*	Plymouth – 19 (All WC-Accessible)*	Noblesville – 31 (All WC-accessible)

\*Represents Section 5310-funded vehicles only

## NEEDS ASSESSMENT

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### OVERVIEW

RLS & Associates, Inc. (RLS) contacted local human service agencies, faith-based organizations, employers, and all transportation providers serving each county in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. Meeting invitations were mailed to all identified organizations, those that participated in the 2017 Coordinated Public Transit Human Services Transportation Plan, and agencies that applied for Section 5310 grants from INDOT since 2013. Documentation of outreach efforts included in this project to date and the level of participation from each organization is provided in the Appendix. The following paragraphs outline results from the local general public and stakeholder coordinated transportation meeting.

### GENERAL PUBLIC AND STAKEHOLDER MEETINGS

A virtual meeting was facilitated by RLS Inc. to discuss the unmet transportation needs and gaps in service and establish goals for older adults, individuals with disabilities, people with low incomes, and the general public. A virtual meeting was chosen due to the risk of transmission of COVID-19 at an in-person meeting. The meeting was held on March 25, 2021, from 12:00 PM to 1:30 PM.

Invitations to the meeting were distributed via the U.S. Postal Service to more than 140 individuals or organizations that represent transportation providers, older adults, individuals with disabilities, and/or people with low incomes. The general public was invited and notified of the meeting through a variety of public announcements through the following websites and newspapers:

- ◆ Pharos Tribune
- ◆ Ink Free News
- ◆ Kokomo Tribune
- ◆ Peru Tribune
- ◆ Tipton County Tribune
- ◆ The Elwood Call-Leader
- ◆ Alexandria Times Tribune
- ◆ Wabash Plain Dealer

A list of all organizations invited to the meeting is provided in the Appendix. Organizations that were represented at the meetings are listed below:

- ◆ Wabash County Public Transit/Living Well in Wabash County
- ◆ Fulton County Hope
- ◆ Fulton County Transpo/Fulton County Council on Aging
- ◆ Encore Center/Tipton County Council on Aging
- ◆ Peak Community Services
- ◆ INDOT Office of Transit
- ◆ Oklahoma Transit Association

During the meeting, the RLS facilitator presented highlights of historical coordinated transportation in the Region and discussed the activities since the 2017 Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area. Many of the participants in the meetings were involved in the 2017 planning process.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the 2017 plan, to identify any gaps that were no longer valid, and any new needs/gaps, which the facilitator deleted/added to/from a list that the stakeholders could view on the screen. The focus of the discussion was transportation for older adults and individuals with disabilities. However, several topics discussed also impact mobility options for the general public. After the changes to the needs/gaps list were completed, each participant was asked to rank the needs/gaps.

Prior to the public and stakeholder meeting, public surveys were distributed in each county. Surveys were available for approximately six months. The purpose of the survey was to gather additional input about transportation from the general public and those individuals who may or may not be clients of the participating agencies. In addition to printed surveys that were distributed by local stakeholders and volunteers, the public survey was also available online, and advertised in local newspapers. Survey results are included at the end of this chapter.

Table 4 provides the identified unmet transportation needs and gaps in services that were identified by meeting participants or during the public survey process. The list includes unmet needs and gaps documented during the previous coordinated plan and the status of that need (satisfied, solutions in progress, not addressed) as well as the needs that were documented for the first time in 2017. The table also includes a reference to the goal (explained in the next chapter) that corresponds with each identified need or gap. Coordinated transportation stakeholders will consider these unmet needs and gaps in service when developing transportation strategies and grant applications.

**Table 4: Unmet Mobility Needs and Gaps in Service**

2017 Need/Gap	2021 Need/Gap	2021 Priority Level	Goal
Expanded service to out-of-county and regional destinations.	Expand the availability and affordability of out-of-county transportation.	Medium	2, 3
Expand out-of-county medical transportation for (1) non-Medicaid trips and (2) drug treatment.			
Increase provision of broker Medicaid trips by local providers.	Not discussed as a need in 2021.	N/A	N/A
Increased span of hours for employment trips.	Increased evening hours	Medium	2
Weekend hours for houses of worship and recreation.	Availability of transportation on Saturdays and Sundays.	Medium	2

2017 Need/Gap	2021 Need/Gap	2021 Priority Level	Goal
Additional funding for operation costs.	Additional funding for operation costs.	High	4
Replace Headstart vehicles.	Not discussed as a need in 2021.	N/A	N/A
Expand fleets with additional (1) 15+ passenger vehicles and (2) smaller, accessible vehicles.	Vehicles for additional capacity.	Medium	1, 3, 4
Improve community and local official education of transit needs and services.	Continue to inform local officials and the community about transit services and needs.	Medium	4
Automated RSD software	Not identified as a need in 2021.	N/A	N/A
	Employment transportation, especially in Fulton County for jobs with hours outside of 8 AM to 5 PM on weekdays.	Medium	2
	Hospital discharge transportation	Medium	2, 3
	There is a shortage of people who want to work as drivers.	High	1

### PROGRESS SINCE THE 2017 COORDINATED PLAN AND CONTINUING CHALLENGES TO COORDINATED TRANSPORTATION

As indicated in Table 4, several of the unmet needs identified in 2017 continue to exist today. However, some progress has been made. The Encore Center in Tipton County has grown its transportation service through adding a second vehicle and expanding ridership. Wabash County Public Transportation has participated in a study on deviated route public transit in the City of Wabash, and is interested in implementing this type of service.

There are numerous challenges to the coordination of human service agency and public transportation in any community or region. Some of the unmet transportation needs listed in Table 4 are unmet either because of the level of difficulty to implement strategies that will address them or funding to support the activity is not available. While these needs remain top priority, some may take more time to implement because of the necessary steps and changes that must precede them. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are a step that will improve the likelihood of implementing a priority improvement.

During the 2016 public and stakeholder meeting as well as in 2013, participants mentioned that inadequate funding, as well as the real and perceived limitations on use of available funding resources create challenges to achieving a higher level of service or service expansions. Furthermore, the lack of a local or regional committee to take a proactive role in leadership of coordinated transportation efforts makes progress toward addressing unmet needs and gaps in services move very slowly and without direction.

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

## RESULTS OF THE GENERAL PUBLIC SURVEY

The following charts outline the public survey results received from individuals living in the Region. Surveys were available on-line, on public transit vehicles, at various non-profits, and distributed by volunteers through organizations that serve seniors and individuals with disabilities. The on-line and paper versions of the survey were also advertised in local newspapers. The survey period was November 2020 through May 2021.

The following survey summary includes the information gained from 43 surveys from the general public. Each chart is based on the number of responses received for individual questions. If an individual skipped a question or did not provide an eligible answer, the distribution of responses for that particular question will be based on fewer than 43 surveys. The survey results are not statistically valid, but do offer insight into the unmet transportation needs and gaps in services for the general public in each county. The distribution of survey results is listed below:

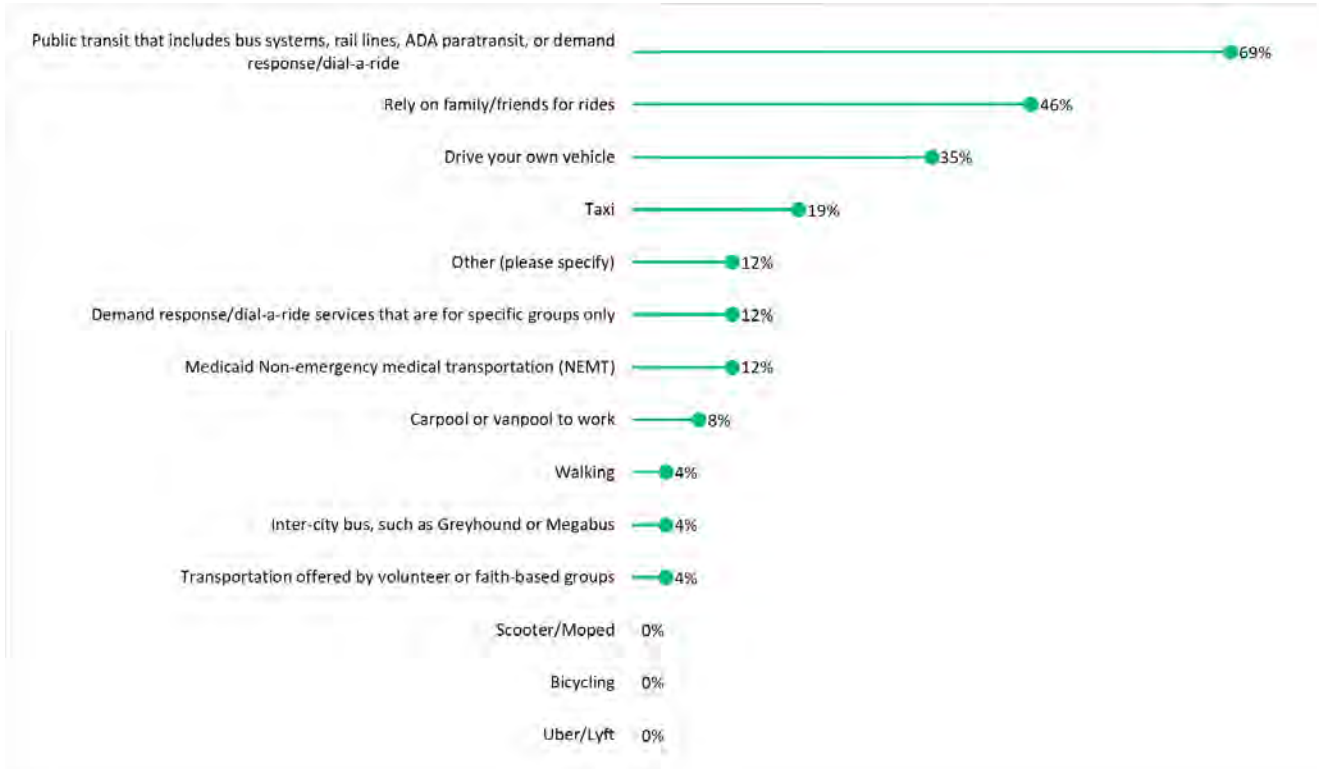
- ◆ Cass: 32.56% (14 surveys)
- ◆ Fulton: 23.26% (10 surveys)
- ◆ Howard: 2.33% (1 survey)
- ◆ Miami: 6.98% (3 surveys)
- ◆ Tipton: 2.33% (1 survey)
- ◆ Wabash: 32.56% (14 surveys)

### **Modes of Transportation Used**

Survey respondents were asked to report all forms of transportation they or their family have used in the past 12 months. As indicated in Figure 43, the respondents used all forms of transportation available as response choices, as well as other modes. Those who selected “Other” specified the following forms of transportation:

- First Baptist Church of Tipton
- Senior Bus Encore
- Walking

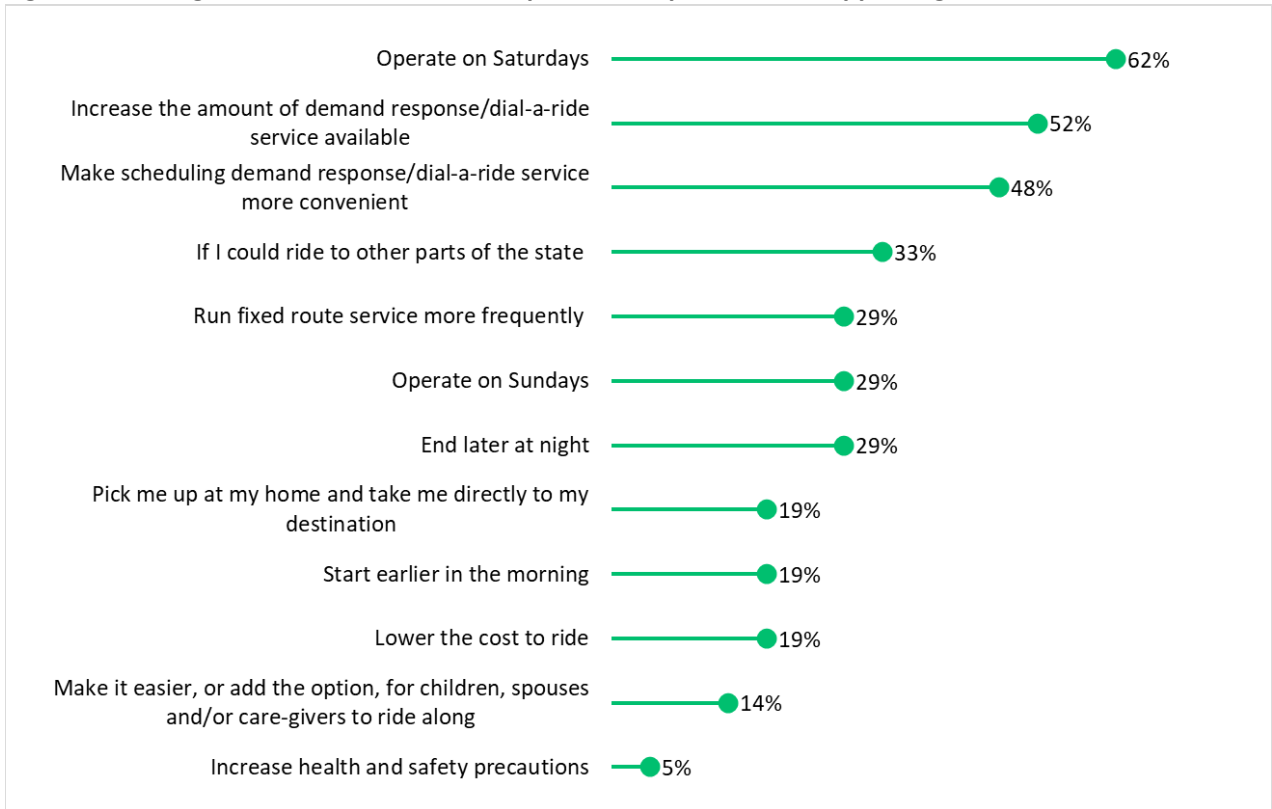
**Figure 43: Modes of Transportation Used**



**Desired Changes to Local Transportation Options**

When asked what changes could be made to the local transportation options to make using them more appealing, the most common responses were for fixed routes to run more frequently and the ability to ride to other parts of the state. About 62 percent said that the availability of transit on Saturdays would make transportation options more appealing. All responses to this question are displayed in Figure 44.

**Figure 44: Changes that Would Make Transportation Options More Appealing**

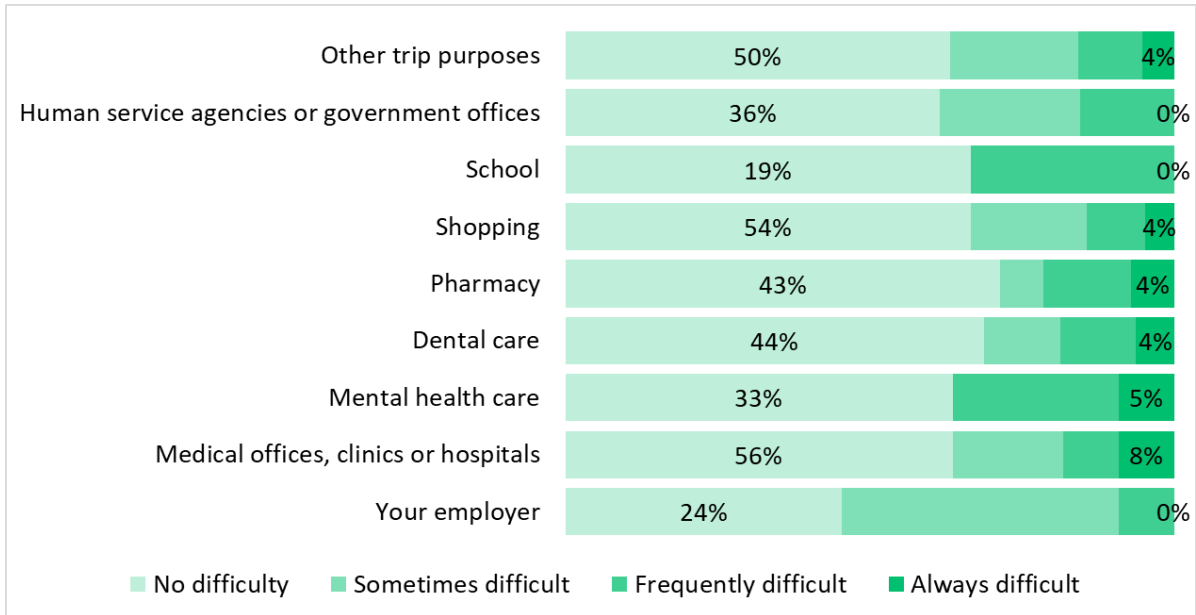


**Difficulty Getting Needed Transportation**

Respondents were asked if they have difficulty getting the transportation they need to a variety of specific types of destinations. The results are provided in Figure 45. The most difficulty was indicated for medical offices, clinics or hospitals, multiple respondents selecting ‘sometimes’, ‘frequently’, or ‘always difficult’.



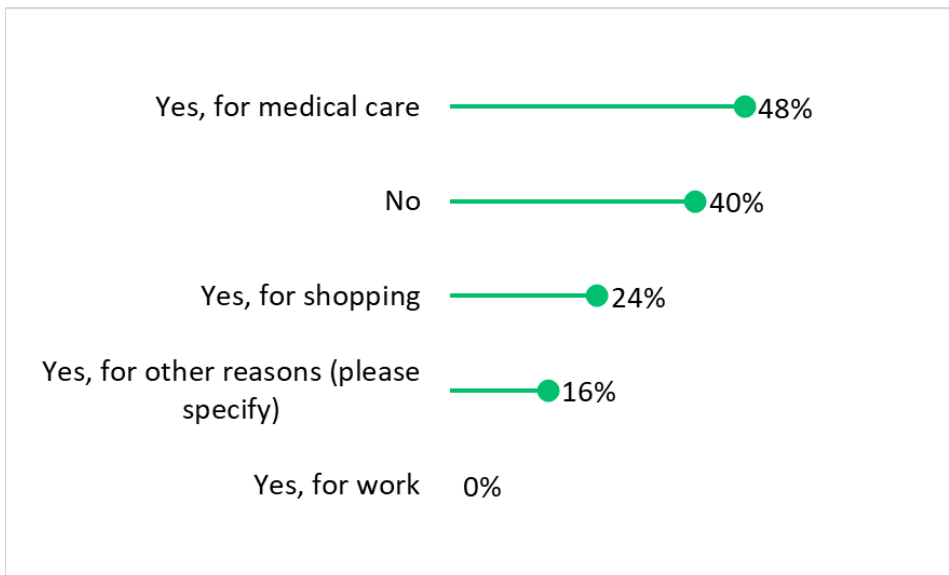
**Figure 45: Difficulty with Transportation to Specific Destination Types**



**Out-of-County Destinations**

Two questions concerned travel to out-of-county destinations. Respondents indicated whether they needed to travel outside of the county for work, medical care, shopping, or other reasons. As shown in Figure 46, most of the respondents who need to travel outside of the county either need to for medical care or shopping. For those who need to travel outside the county for ‘other reasons’ their responses were entertainment, dialysis, and same day medical care.

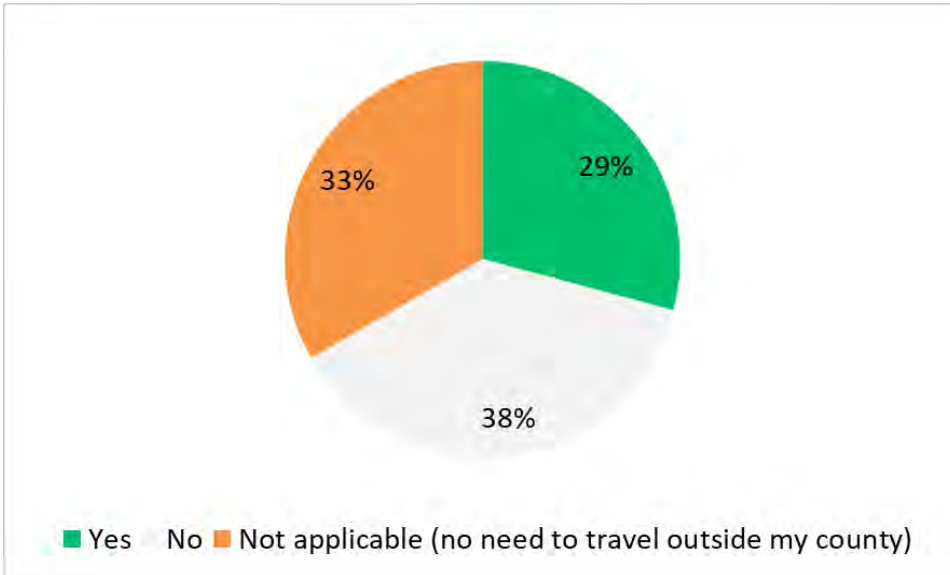
**Figure 46: Need for Travel Outside of the County**



Respondents also indicated whether it was difficult to travel outside of the county (see Figure 47), and if yes, to provide more information in an open-ended response. 30 percent of the respondents to this question said that they have difficulty leaving the county. Their open-ended responses can be found below:

- ◆ Lack of Transit Service (2)
- ◆ Scheduling
- ◆ No vehicle

**Figure 47: Is It Difficult for You to Travel Outside Your County?**



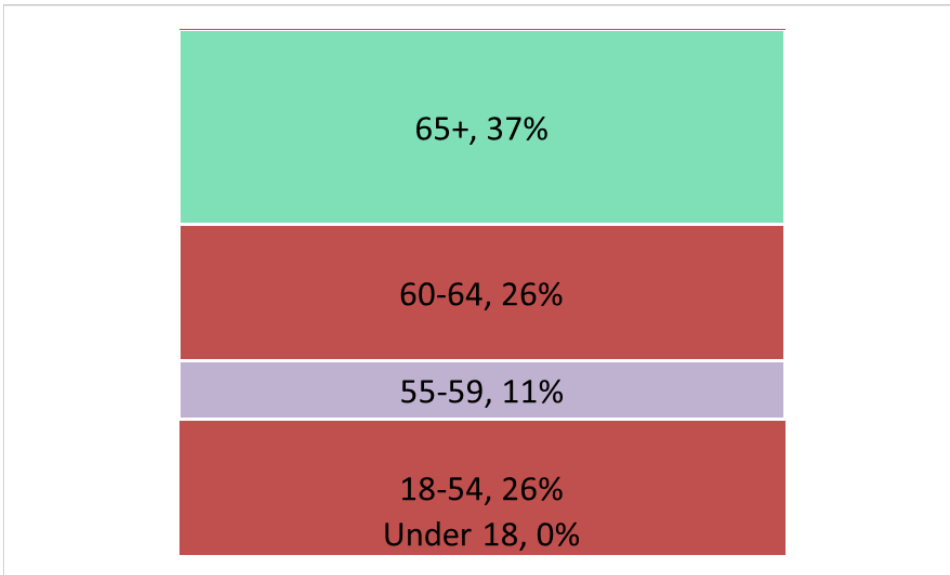
**Other Comments About Community Transportation Services**

Finally, the survey included an open-ended question that asked if the respondent had any other comments about transportation services in their community. Of the 27 total respondents, 10 provided input, which can be found in the appendix.

**Respondent Demographics**

Demographic questions on the survey included age group (Figure 48), status as an individual with a disability that requires a mobility device (Figure 49), and ZIP code (Figure 50).

**Figure 48: Age Ranges**



**Figure 49: Disability Status that Requires a Cane, Walker, Wheelchair, or Other Device, or a Service Animal**

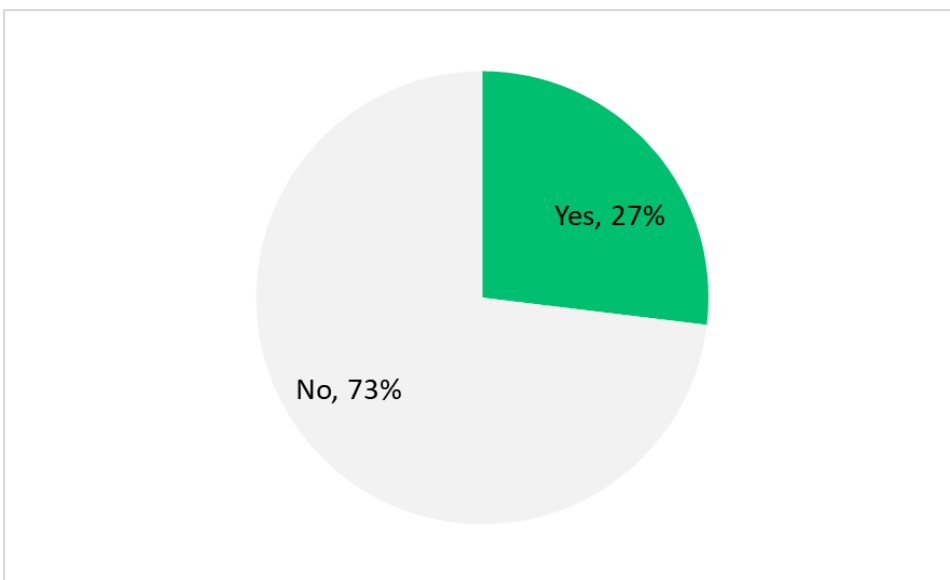
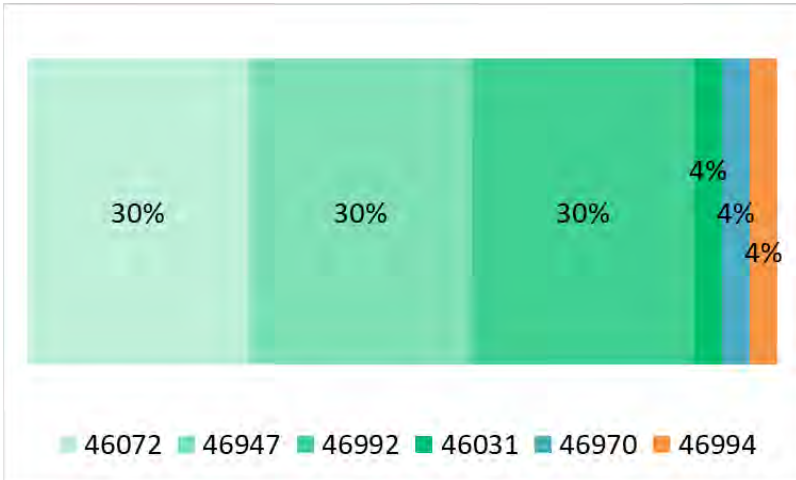


Figure 5010: ZIP Code



## IMPLEMENTATION PLAN

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

Local stakeholders set four coordinated transportation goals to address the high, medium, and low priority needs. The strategies under each goal should be addressed by the responsible parties, as identified in this chapter. Strategies should be addressed in order of priority, unless funding or other factors are present which make accomplishing a lower priority strategy more feasible than one of higher priority. The coordinated transportation goals are as follows:

**Goal 1: Maintain Existing Transportation Services for Human Service Agency Clients and the General Public**

**Goal 2: Expand Transportation Service for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public**

**Goal 3: Identify Cost-Efficient Strategies and/or New Funding Sources That Can Be Maximized Through Coordinated Activities**

**Goal 4: Increase Participation in Initiatives to Enhance Mobility**

### GOALS AND STRATEGIES

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

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

Goals and implementation strategies are offered in this chapter as a guideline for leaders in the coordination effort 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.

**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**

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

Local organizations serving the rural areas will strategically apply for funding through the Sections 5310 and 5311 programs to replace aging vehicles and to expand vehicle fleets or the number of providers serving individuals with disabilities, older adults, people with low incomes, and the general public.

**Priority:** Medium

**Counties Included:** All Region 9 counties

**Responsible Parties:** Agencies and organizations eligible for FTA Section 5310/11 program grants

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 and administer services.

Potential Funding Sources: FTA Section 5311 (public transit)/5310; Local match funding from agency funds, county or municipality general fund, dedicated tax, or private fundraising. Local match for may also be derived from State programs or other non-U.S. DOT Federal funding programs.

**Performance Measures:**

- ◆ Tally of vehicles applied for and received in region.
- ◆ Percent of fleet in region that is accessible to individuals with disabilities.
- ◆ Average annual passenger trips provided per vehicle should demonstrate that vehicles are actively used in service delivery for older adults and individuals with disabilities.

**Strategy 1.2 Develop Local Tools for Driver Recruitment and Retention**

An advertising campaign to recruit drivers can benefit several agencies at minimal cost to each. Typically, advertising for driver positions also raises the awareness of the agencies’ resources for individuals.

Providers should communicate to the State DOT office how their recruitment efforts are impacted by policies and rules. For example, some agencies may offer entry-level pay, incentives, and benefits packages that are not sufficient to attract and maintain staff in the competitive market.

Local transit and human service agencies may create connections with local economic development and training programs to funnel good candidates into their driving programs. In an agency has need for drivers of larger vehicles, the agency may partner with driving schools to create bus practicums that bring drivers through their programs as a part of CDL training.

**Priority:** Medium

**Counties Included:** All Region 9 counties

**Responsible Parties:** Representatives from each Section 5311 and Section 5310 recipient organization. Representatives from local and regional economic development and workforce programs.

<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 Funding Sources:</u> Local grants may be available. Otherwise, transportation providers will use existing funds.	

**Performance Measures:**

- ◆ “Drivers wanted” media campaign produced and launched.
- ◆ New, regular and ongoing engagement with development and job-training programs.
- ◆ Creative incentive packages are established, and open positions are filled.

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

**Strategy 2.1 Expand the Capacity of Existing Transportation Providers**

Evening and weekend service was mentioned by survey respondents and meetings attendees as a desired improvement. Stakeholders also confirmed that residents of the region need transportation outside of the available providers’ regular hours of operations for trip purposes such as hospital discharges, releases from jail, addiction treatment, and employment.

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. Expansions of hours and days of service would depend on the availability of funding as well as the ability to hire and retain drivers. Additionally, providers are encouraged to offer transportation across city and county lines if feasible; extending the geographical boundaries of trip eligibility for even one day per week would help individuals who need to travel longer distances.

**Priority:** Medium

**Counties Included:** All Region 9 counties

**Responsible Parties:** Public and human service transportation providers. Representatives from local and regional human service agencies with clients that need travel outside of regular operating hours.

Implementation Time Frame:

Mid-Term (13 – 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:

The cost of service hour expansions would be based on the actual changes to be implemented.

Potential Funding Sources: Human service transportation contracts; local charitable or governmental funding.

**Performance Measures:**

- ◆ Additional revenue hours/miles of service provided.
- ◆ New hours and days of service provided.
- ◆ New locations served by providers.
- ◆ Number of hospital discharge trips accommodated by transportation agencies.
- ◆ Ridership on expanded services.



**Strategy 2.2 Establish Employment Transportation to Serve Manufacturing/Logistics Workers**

Bus service to employers in areas with significant manufacturing or logistics employment, such as Rochester in Fulton County, would provide the region’s low-income population with access to a large number of job opportunities. This strategy is for a public transit or human service transportation provider to operate an employment shuttle to provide access to jobs.

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

Potentially, the landowners in business parks and high employment areas could fund a job shuttle service with EID funding. The budget for this service would depend on the number of hours it would run, and the costs associated with launching and marketing the route. In a rural area, a zoned demand-response or deviated route would be a more effective service model than a fixed route.

<p><u>Implementation Time Frame:</u> Long-Term (2-4 years)</p>	<p><u>Staffing Implications:</u> No additional staff required during the planning stages, but additional time by existing staff will be necessary for educating landowners and municipal partners about establishing an EID. Potentially, a consultant specializing in EID formation could be hired to assist. After receiving a commitment of funding, a transportation provider would need to plan the service, hire additional drivers, and potentially, purchase or lease a bus for the service.</p>
<p><u>Implementation Budget:</u> A one-bus service operating Monday-Saturday for 12-14 hours per day would likely cost between \$250,000 and \$300,000 annually. This cost does not include any special marketing efforts, which would be required to educate residents and employers about the new route.</p>	
<p><u>Potential Funding Sources:</u> Economic Improvement District funding, Section 5311 (local match required), or other sources determined by local stakeholders.</p>	

**Priority:** Medium

**Counties Included:** Region 9 counties with concentrations of major employers with labor needs.

**Responsible Parties:** Interested transportation providers and local employment would conduct initial meetings to discuss this strategy. A lead organization would need to be identified to carry the program forward by initiating conversations about potential EID formation.

**Performance Measures:**

- ◆ Service plan developed.
- ◆ Funding secured, potentially through the formation of an EID.
- ◆ New bus route initiated.
- ◆ Number of passenger trips provided.

**GOAL 3: IDENTIFY COST-EFFICIENT STRATEGIES AND/OR NEW FUNDING SOURCES THAT CAN BE MAXIMIZED THROUGH COORDINATED ACTIVITIES**

**Strategy 3.1: Implement an Interagency Transportation Coordination Committee (ITCC) as a Regional Transportation Council**

Strategy 3.1 will help stakeholders implement projects that meet the identified needs of expanding service capacity, extending hours of operation, adding employment transportation, providing hospital discharge transportation, and other unmet needs in Region 9.

Members will facilitate and lead the region through the implementable steps identified in this plan to address the gaps and unmet needs in transportation services for all counties. The Council will provide leadership through clarifying policy requirements and restrictions. Meeting discussions could focus on opportunities to share trips, purchase service from transportation operators, joint procurement and administrative activities that will result in more efficient use of operating funds, an involve new stakeholders, like healthcare providers and employers, in transportation discussions.

One of the initial tasks for the committee will be to identify new operating dollars or re-direct existing operating dollars to expand the driver workforce. The ITCC should be a regional subcommittee of the Transportation Advisory Committees for each provider. This committee can accomplish goals by networking and sharing information to support participating counties. The ITCC should meet quarterly.

**Priority:** High

**Counties Included:** All Region 9 counties

**Responsible Parties:** Representatives from each Section 5311 and Section 5310 recipient organization. Representatives from local and regional medical hospitals and clinics and major employers. One agency must take leadership for the ITCC. That agency was not identified during the planning process, but leadership could come from any of the stakeholder agencies that is motivated to take action.

Implementation Time Frame:

Immediate and Ongoing

Staffing Implications:

Staff time from all stakeholder agencies and leadership from at least one agency to provide meaningful participation in meetings.

Implementation Budget:

Minimal expense for staff time to participate in meetings and contribute leadership to initiatives.

Potential Funding Sources: Not required.

**Performance Measures:**

- ◆ ITCC includes representation from transportation providers and representatives from the general public from each county.
- ◆ ITCC implements at least one new coordination activity per year. Activities could range from shared information, grant writing, to trip sharing and coordinated transfers.
- ◆ Monitor the number of trip requests received by each participating organization for transportation during evenings and weekends. Create a coordinated plan to expand hours of operation in the areas of highest demand.
- ◆ ITCC shares information with the Transportation Advisory Committee (TAC). All Section 5311 rural transit systems are members of the TAC. Those members could serve on both committees to create an avenue for open communication.

**GOAL 4: INCREASE PARTICIPATION IN INITIATIVES TO ENHANCE MOBILITY**

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

INCOST is the most active statewide association for rural and specialized transportation providers. Participation is not limited to public transit systems; human service agencies may also participate. INCOST meets on a regular basis to discuss statewide policy issues and network to find solutions to common problems. The organization holds an annual conference. The Indiana Transportation Association (ITA) as another statewide transportation organization that focuses on public transit.

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

**Counties Included:** All Region 9 counties

**Responsible Parties:** Public and human service transportation providers

<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 expense for staff time to participate in meetings and contribute leadership to initiatives.	
<u>Potential Funding Sources:</u> Not required.	

**Performance Measures**

- ◆ Number of representatives from Region 9 representatives who attend meetings of INCOST and other statewide organizations.
- ◆ Number of contacts with state-level policymakers about transportation needs and funding concerns.

**Strategy 4.2 Educate Local Elected Officials About Transportation Needs**

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

**Priority:** High

**Counties Included:** All Region 9 counties

**Responsible Parties:** Public and human service transportation providers

<u>Implementation Time Frame:</u> Immediate and Ongoing	<u>Staffing Implications:</u> Staff time to communicate transportation needs and value.
<u>Implementation Budget:</u> Minimal expense for staff time to participate in meetings.	
<u>Potential Funding Sources:</u> Not required.	

**Performance Measures:**

- ◆ Number of networking and outreach activities that are used to educate local policymakers about transportation needs.

**Strategy 4.3 Track and Communicate Concerns About Brokered Service Delivery to FSSA and INDOT**

During many of the 2021 regional Coordinated Plan public and stakeholder meetings, attendees spoke of problems with the statewide Medicaid non-emergency medical transportation (NEMT) brokerage, including missed trips, customers who are told by the brokerage they have a trip but no provider shows up, and difficulties receiving payment for provided trips. The brokerage contract is held by the Indiana Family and Social Services Administration (FSSA). While contract oversight is carried out by FSSA, the Indiana Nonemergency Medical Transportation Commission provides a state-level forum for discussing problems within NEMT service delivery. These entities need to be made aware of ongoing difficulties experienced by customers and providers. With better awareness of the existing challenges, FSSA, the NEMT Commission, or state legislators can make policy improvements and changes based on local feedback.

Address information for the FSSA/NEMT Commission:

Office of Medicaid Policy and Planning  
MS 07, 402 W. Washington St., Room W382  
Indianapolis, IN 46204-2739

Address information for NEMT brokerage as of December 2021:

Southeastrans, Inc.  
4751 Best Road, Suite 300  
Atlanta, GA 30337

Complaint form available at <https://www.southeastrans.com/facilities-file-a-complaint-form>.

**Priority:** Medium

**Counties Included:** All Region 9 counties

**Responsible Parties:** Providers of NEMT

<u>Implementation Time Frame:</u> Immediate and Ongoing	<u>Staffing Implications:</u> Staff time to document problems.
<u>Implementation Budget:</u> None	
<u>Potential Funding Sources:</u> Not required	

**Performance Measures:**

- ◆ Number of NEMT brokerage complaints and incidents documented by transportation providers
- ◆ Number of communications relayed to the NEMT brokerage, FSSA, NEMT Commission members, or state legislators

## POTENTIAL GRANT APPLICATIONS

The following table outlines the strategies and objectives designated to achieve the locally identified transportation goals that are intended to meet local unmet transportation needs, reduce duplication, and improve coordination of human service agency and transportation provider resources. The table includes strategies that are eligible for implementation with the assistance of a grant from the Transportation for Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) and the Formula Grants for Rural Areas (Section 5311) for rural public transportation providers. Page numbers are provided in Table 5 for quick reference to detailed information for each objective.

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

The implementation timeframe for each strategy ranges from the date of this report through 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 5: Implementation Key**

<b>Goal 1: Maintain Existing Transportation Services for Human Service Agency Clients and the General Public</b>			
<b>Page Number</b>	<b>Strategy Number</b>	<b>Objective/Strategy Description</b>	<b>Priority</b>
58	1.1	Replace and Maintain Vehicles through FTA/INDOT Funding and Local Sources	Medium
69	1.2	Develop Local Tools for Driver Recruitment and Retention	Medium
<b>Goal 2: Expand Transportation Service for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public</b>			
<b>Page Number</b>	<b>Strategy Number</b>	<b>Objective/Strategy Description</b>	<b>Priority</b>
60	2.1	Expand the Capacity of Existing Transportation Providers	Medium
61	2.2	Establish Employment Transportation to Serve Manufacturing/Logistics Workers	Medium

*Table continues on following page*

<b>Goal 3: Identify Cost-Efficient Strategies and/or New Funding Sources That Can Be Maximized Through Coordinated Activities</b>			
<b>Page Number</b>	<b>Strategy Number</b>	<b>Objective/Strategy Description</b>	<b>Priority</b>
62	3.1	Implement an Interagency Transportation Coordination Committee (ITCC) as a Regional Transportation Council	High
<b>Goal 4: Increase Participation in Initiatives to Enhance Mobility</b>			
63	4.1	Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations	Medium
64	4.2	Educate Local Elected Officials About Transportation Needs	High
65	4.3	Track and Communicate Concerns About Brokered Service Delivery to FSSA and INDOT	Medium



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

**Region 9: Cass, Fulton, Howard, Miami,  
Tipton and Wabash Counties**

**Appendix – Outreach Documentation**



Prepared for Indiana  
Department of Transportation  
January, 2022

Prepared by:  
RLS & Associates, Inc.

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



## COORDINATED PLAN OUTREACH CHECKLIST

### **Focus Groups, Workshops, and Public Meetings**

*Stakeholder Focus Group Meetings (held on Zoom)*

Date: March 25, 2021 from 12:00 PM to 1:30 PM

#### *Invitations Distributed*

- ✓ Email: Postcards sent to regional stakeholders on March 8, 2021; Email sent to all public and human service transportation providers on March 4, 2021
- ✓ Information was provided in alternative formats, upon request
- ✓ Events were open to all individuals, including hearing impaired and limited English proficient
- ✓ Press release included; sent to:
  - Pharos Tribune
  - Ink Free News
  - Kokomo Tribune
  - Peru Tribune
  - Tipton County Tribune
  - The Elwood Call-Leader
  - Alexandria Times Tribune
  - Wabash Plain Dealer

Number of Attendees: 7

- ✓ Invitation emails and mailing list included
- ✓ Attendee list included
- ✓ Public Meeting Presentation included

### **Public Input Survey**

Date(s) Surveys Were Distributed/Available Online: November 2021 through May 2021

- ✓ Web Posting: Survey Monkey
- ✓ E-mail and hard copy of survey provided upon request (hard copy included)
- ✓ Information was provided in alternative formats, upon request

Total number of electronic and paper surveys completed: 43

### **Other Outreach Efforts**

- ✓ Interviews with major transportation providers to collect input about their services and coordination

### Organization Contact List

Contact Person	Organization
John Niederman	Pathfinder Service Inc
Georgia Moudy	Fulton County Council on Aging/Transport
Anginette Ankney	Miami Co. Transit
ATTN: Executive Director	AREA 5 Agency on Aging & Community Services, Inc.
ATTN: Auditor	Howard County Admin Center
ATTN: Director	Bona Vista-Disabled Workplace
ATTN: Director	Four County Counseling Center
ATTN: Director	Howard Community Hospital-Psychiatric Services
ATTN: Director	Rolling Meadows Health Care Center
ATTN: Director	RSVP of Fulton County
ATTN: Transit Manager	First City Rider
Auditor	Tipton County
Auditor-Jane Lilley	Miami County Courthouse
Auditor-Linda Conrad	Wabash County
B.J. DeCola	Miller's Merry Manor West
Barry Hazel	Fulton County - County Council
Beverly Ferry	Living Well in Wabash County CoA, Inc.
Bill Calhoun	Cass Area Transit
Brena Pearson	Cass County - Commissioners' Office
Brian Brown	Cass Co. DCS Office
Brian Brown	Howard Co. DCS Office
Brian Lewis	Fulton County - Commissioners' Office
Brian Reed	Cass County - Council
Cara Kellerman	Tipton County Council on Aging, Inc.
Cathy Martinez	Cass Area Transit
CHRISTY CAMPOLL	Janus Developmental Services, Inc.
Cindy Douglass	Caston School Corporation
Commissioner - Larry West	Miami County Courthouse
Commissioner- Gerald Shuck	Tipton County
Commissioner- Jerry Hamman	Miami County Courthouse
Commissioner- Joe VanBibber	Tipton County
Commissioner- Josh Francis	Miami County Courthouse
Commissioner-Barry Eppley	Wabash County
Commissioner-Bradley Bray	Howard County Admin Center
Commissioner-Brian K. Hauptert	Wabash County
Commissioner-Mike Cline	Tipton County
Commissioner-Paul Wyman	Howard County Admin Center
Commissioner-Scott Givens	Wabash County
Commissioner-Tyler Moore	Howard County Admin Center

Contact Person	Organization
Council - Dwight V. Singer, Jr.	Howard County
Council - Jeffrey A. Stout	Howard County
Council Jennifer Richey	Tipton County
Council- Jim Ashley	Tipton County
Council - John Roberts	Howard County
Council- C. Craig Boyer	Miami County Courthouse
Council- Ethan Manning	Miami County Courthouse
Council- Leslie W. Ellison	Howard County
Council- Linda Harp	Miami County Courthouse
Council- Ralph Duckwall II	Miami County Courthouse
Council- Richard G. Wood	Miami County Courthouse
Council- Richard H. Miller	Howard County
Council- Richard Wiles	Miami County Courthouse
Council- Shirley A. Mul	Miami County Courthouse
Council- Stanley Ortman	Howard County
Council-Beth Roach	Tipton County
Council-Bill Ruppel	Wabash County
Council-Claude Markstahler	Wabash County
Council-Dennis Henderson	Tipton County
Council-Helen Tragesser	Tipton County
Council-Jeff Dawes	Wabash County
Council-Jim Leffler	Tipton County
Council-Jim Powell	Tipton County
Council-Kyle Bowman	Wabash County
Council-Matt Dillon	Wabash County
Council-Mike Ridenour	Wabash County
Council-Randy Curless	Wabash County
Craig Taskey	Indiana Migrant Head Start
Debi Wallick, Executive Director	United Way of Miami County
Denae Green	White's Residential and Family Services
Director of Highways- Brett Morris	Tipton County
Dr. Doug Arnold	Maconaquah School Corp
Dr. Jeff Hauswald	Kokomo-Center Twp Con Sch Corp
Elaina Freeman	OVO, Inc
Elizabeth Dickerson	Tipton Co. DCS Office
Erica Cain	Wabash County Transit
Gary Sriver	Fulton County - County Council
George Stebbins	Cass County - Council
Grover Bishop	Cass County - Council
Harrison Smith	Peak Community Services, Inc.
Highway Clerk-Sherry Crawford	Tipton County

Contact Person	Organization
James Allbaugh	Carey Services
James Calloway	Imperial Royal Tours
James Sailors	Cass County - Commissioners' Office
Jana Vance	Rochester Community Sch Corp
Jay A. Kendall	Veterans Services Office
Jeff Florian	Lafayette Limo, Inc.
Jeff LeDonne	Cass County - Commissioners' Office
Jeff Patton	Arc of Wabash County, Inc.
Jeff Smith	Cass County - County Highway Garage
Jenny Clark	Cass County - Surveyor
Jill Hammer	Human Services Inc.
Jim Showley	Fulton County - County Council
Jim Walker	City of Peru
Jim Widman	Fulton County - County Council
Joel Martin	Oak Hill United School Corp
John Geier	Fulton County - Highways Dept.
Joyce Mayhill	United Way of Cass County
Judith Reed	Fulton County - Auditor's Office
Julie Hobbs	Wabash Co. DCS Office
Kathleen Brehmer	Miami County YMCA
Kathy Easterday	Fulton County - County Council
Kim Hazlett	Four County Counseling Center
Leigha Buscher	Kokomo Senior Citizen Bus
Linda Garner	Fulton County - Highways Dept.
Linda Tilley	Vernon Manor Home for Children
Lori Foust - Public Health Nurse	Wabash County
Mary Guthrie	Arc of Wabash County, Inc.
Mary Ogle	Arc of Wabash County, Inc.
Nancy Hoffman	AREA 5 Agency on Aging & Community Services, Inc.
Nancy Hoffman, President/CEO	The Arc of Wabash County
Nick Eccles	North Miami Community Schools
Northern Com Sch Tipton Co	Tipton
Pat Calloway	Imperial Royal Tours
Phil Rains	Cass County - Council
Phyl Olinger	Fulton County - County Council
President Susan Sefton	United Way of Adams County
Ralph Anderson	Cass County - Commissioners' Office
Randy Sutton	Fulton County - County Council
Richard Ranstead	Fulton County - Highways Dept.
Roger Rose	Fulton County - Commissioners' Office
Rusty Moore	Fulton Co. COA

Contact Person	Organization
Ruth Fuchs	Miller's Merry Manor-Nursing Home
Sam Daughtry	Wabash County DVA
Sam Watkins	Peru Community Schools
Scott A. Long	City of Wabash
Scott Pense	Peak Community Services, Inc.
Sherry Fulton	Fulton County - Commissioners' Office
Stacy Donato	Cass County - Council
Stacy McBride	Miami Co. Transit
Steve Kain	Cass County - Council
Steve Scot	Miller's Merry Manor East
Surveyor- Jason Henderson	Tipton County
Tammy Corn	KHGCC
Tiffany Moore	Wabash Co. Transit
Tipton Community School Corp	Tipton
Trancy Williamson	Cass County - Council
Transportation/Parking	Heartland Career Center
Van Ide	Cass County - Auditors Office
Vicki Harrold	United Way of Fulton County
Vicki Knott	Wabash Co. Transit
	B & E Cabs
	Caring Hands-Nursing Home
	Hilltop Taxi
	LifeMED EMS
	Peabody Retirement Community HCC
	Peak Community Services

## 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](https://tinyurl.com/783czmmm)

For more information, contact RLS & Associates at 937-299-5007 or email [ccampoll@rlsandassoc.com](mailto:ccampoll@rlsandassoc.com)



## **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 Cass, Fulton, Howard, Miami, Tipton and Wabash Counties (Region 9)**

**Thursday, March 25, 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](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.

###



Christy Campoll <ccampoll@rlsandassoc.com>

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## Rural Regional Coordinated Transportation Plan Meetings

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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 <astroth@firstchancecenter.com>, Greg Mahuron <greg@oasc.us>, Rebecca Kemple <remple@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@wcoa.comcastbiz.net>, juanita@wcoa.comcastbiz.net, mary.nichols@asipages.com, kclark@crawfordsville-in.gov, Roxanne Roman <rroman@cdcreources.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@nhvinc.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, fcoa@rtcol.com, transpo1@rtcol.com, Cara Kellerman <director@encorecenter.org>, becky@wcoa.biz, Bernie King <bernie@wcoa.biz>, Cheri Perkins <cperkins@lagrangecoa.org>, kstoltzfus@arcopportunities.org, director.ncoa@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](http://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	<a href="#">Click Here</a>	1-646-558-8656 ID: 96830626318; Pass: 429323
Region 2 (Crawford, Harrison, Orange, Scott, Washington)	March 17, 2021	11AM-12:30PM EDT	<a href="#">Click Here</a>	1-646-558-8656 ID: 97382822074; Pass: 634410
Region 3 (Brown, Jackson, Lawrence, Monroe, Owen)	March 18, 2021	12-1:30PM EDT	<a href="#">Click Here</a>	1-872-240-3412 Access: 210-438-509
Region 4 (Jasper, Newton, Pulaski, Starke)	March 30, 2021	12-1:30PM EDT	<a href="#">Click Here</a>	1-646-558-8656 ID: 99496904659; Pass: 023077
Region 5 (Benton, Carroll, Clinton, Fountain, Montgomery, Warren, White)	March 31, 2021	12-1:30PM EDT	<a href="#">Click Here</a>	1-646-558-8656 ID: 91364207144; Pass: 248613
Region 6 (Clay, Parke, Putnam, Vermillion)	March 24, 2021	4:30-6PM EDT	<a href="#">Click Here</a>	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	<a href="#">Click Here</a>	1-646-558-8656 ID: 97640193471; Pass: 810787
Region 8 (Dearborn, Decatur, Jefferson, Jennings, Ohio, Ripley, Switzerland)	March 24, 2021	12-1:30PM EDT	<a href="#">Click Here</a>	1-646-558-8656 ID: 91434469707; Pass: 382493
Region 9 (Cass, Fulton, Howard, Miami, Tipton, Wabash)	March 25, 2021	12-1:30PM EDT	<a href="#">Click Here</a>	1-646-558-8656 ID: 97515530161; Pass: 625782
Region 10 (DeKalb, Huntington, LaGrange, Noble, Steuben, Whitley)	March 29, 2021	12-1:30PM EDT	<a href="#">Click Here</a>	1-646-558-8656 ID: 98456315651; Pass: 925517
Region 11 (Fayette, Franklin, Rush, Union, Wayne)	March 25, 2021	4:30-6PM EDT	<a href="#">Click Here</a>	1-646-558-8656 ID: 96970251584; Pass: 792145

Please call Kjirsten Frank Hoppe at 937-299-5007 or email [kfrankhoppe@rlsandassoc.com](mailto: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](https://www.surveymonkey.com/r/Indiana_Transportation)

## **Region 9 HSTP Meeting Attendance List**

**March 25, 2021**

1. Brian Jones, INDOT Section 5310 Program Manager
2. Beverly Ferry, Wabash County Public Transit/Living Well in Wabash County
3. Bonnie Dunbar, President, Fulton County Hope
4. Olivia Hook, Oklahoma Transit Association
5. Amy Roe, Secretary, Fulton County Hope and Board Member for Council on Aging and Fulton County Transportation
6. Peter Wilson, Peak Community Services
7. Bill Gossard, Tipton County, works with Encore Senior Center

## Meeting Notes

### INDOT HSTP Region 9

March 25, 2021

Facilitator: Kjirsten Frank Hoppe

Attendance: 9 (including Kjirsten, Laura, Megan)

- Brian Jones, INDOT Section 5310 Program Manager
- Beverly Ferry, Wabash County Public Transit/Living Well in Wabash County
- Bonnie Dunbar, President, Fulton County Hope (a resource group and transportation is an issue on their radar for the past three years)
- Olivia Hook, Oklahoma Transit Association
- Amy Roe, Secretary, Fulton County Hope and Board Member for Council on Aging and Fulton County Transpo
- Peter (did not introduce himself) (Peter Wilson, Peak Community Services?)
- Bill Gossard, Tipton County, works with Encore Senior Center

Kjirsten provided an overview of the planning process.

Kjirsten provided a summary of public survey results so far.

Kjirsten provided an overview of demographic characteristics.

- Zero Vehicle HH Map
  - Zero vehicle hh in Rochester (Fulton Co) is probably Amish Country plus very low-income households.
  - ZVH in Logansport is also due to low-income apartments and single parent households.
  - On the east side of Tipton is where they recently built an affordable senior apartment complex and three or four low-income apartment complexes and a couple mobile home parks.
    - They are in the process of getting crosswalks built on Hwy. 28 east of Tipton because people do not have cars and seniors can't get across the highway to go to the grocery store.
- Population Age 65 and Older
  - Concentrated in communities
  - North Manchester high density is probably because of the senior living communities in Peabody.
  - Wabash has several housing developments just for seniors (they also have low to moderate income housing in Wabash)
  - On the south side of Tipton there are a few nursing homes and assisted living facilities.
- Individuals with Disabilities
  - Percentages in the region range from 14% to 17% across the various counties. All counties have a higher average than the State of IN.

Kjirsten Reviewed High, Medium, and Low Priority Needs identified in 2017

- Employment transportation is a big unmet need in Fulton County. People struggle to find a ride to available employment, particularly jobs that are not 8:00 to 5:00. It is hard for people to get back on their feet and into a job when they don't have a job.
  - Most 24 hour factories are in the Rochester area
  - Some factories are 12 to 15 miles from Rochester
- Trips home from the hospital in Fulton County is a big challenge. When released at night, there are very limited transportation options.
- As they work (Fulton County) to address substance abuse disorders, people are released from incarceration. Often people are released with no transportation. When the jail releases them after Transpo's hours, people may not have a ride.
  - Plus, they are building a new jail that is along Highway 31 (across from a low income housing area). This area is within the Transpo service area but only during Transpo's hours of operation. People may get released in the evenings.
- When the Senior Center building closed and people were not able to get meals, it was a big issue.
- When people were going to the Center for meals, they would have to wait 20 minutes to get a ride home because there were not enough drivers.
- People would like to get to the Center (Recovery Café) during evening hours but there is no transportation.
- Seniors trying to get to Walmart over by 31 are walking and those who cannot walk are unable to go.
- People needing to go out of town for medical treatments are having to rely on friends and family because there are not options or available options are not affordable. (non-Medicaid)
- For Dialysis appointments that have to go out of county, the providers are using small vehicles.
- Tipton County
  - Need expanded hours of transportation for people in recovery programs.
  - Tipton County has 2 buses. One is funded by 5310. The other bus is not constrained by any regulations (donated by the local hospital). They can use the second bus for general transportation services (not just eligible).
  - Tipton County receives a lot of requests for dialysis appointments and it ties up their vehicles. They are requesting additional vehicles.
  - Tipton County, the grocery store gave the senior center a golf car to use for transportation.
  - Tipton County, need more funding. They expect their funding to continue to decrease over the next few years.
  - Tipton County has a lot of lower income residents on the east side of town. Most of them are younger people and they lack transportation.
- Beverly Ferry discussed the Transit Advisory Council (TAC) that exists and invited Fulton County Hope to talk to Transpo about how to join their TAC or to call Beverly if they have questions. The regional TACs talk about the funding sources, among other relevant topics for 5310 and public transit recipients.
- All participants in the meeting are experiencing driver shortages. Fulton County has had to decrease service because they do not have enough drivers. Driver issues include wages and they also feel underappreciated in their jobs.

- Beverly Ferry is happy to share what they are looking at now to help maintain drivers or attract new drivers.
- Volunteerism in this area is slight. The hospital does have a small volunteer program.
  - Beverly Ferry added that operating as transit in IN is difficult using volunteers. IN insurance requirements are so strict that they were not able to make it happen. Cannot pay drivers to drive their own vehicles.
- Reliability is always critical to the riders.

#### Provider Inventory Update

- Add Marshall Starke (they took over the Manco Center worksite)
- Howard County may have a Behavioral Health organization that is providing transportation. Not sure.

#### How can we meet needs?

- Goal 1 is still a goal but the TAC is making progress in communication between providers.
- Goal 2 OOC transportation continues to be a need.
- Goals 3
  - Agencies may have less of a need for 15+passenger vehicles now.
    - Brian noted that the users of the larger vehicles tend to be the agencies that bring people into the workshops or do more supported living trips.
  - They do still need smaller vehicles.
  - Need to continue to update existing fleets with replacement vehicles. (including through 5339)
- Goal 4 is still a goal
- Goal 5 is still a goal
- Goal 6 is still a goal

#### New/Additional plans or programs you are working on?

- Wabash County is frustrated because people say they want Saturday hours but when they offered it as a pilot program, they did not get a lot of usage. They did promote it heavily but had few riders. They dropped the weekend service because they knew they could apply the resources to mid-week and serve more people.
- Beverly encouraged everyone to reach out to their local transportation system and talk to them about their next meeting. Partnerships need to be built between transit systems and other community services.
- In Wabash County there is a desire for deviated fixed routes. They did a study through National RTAP and the study showed that it would work. This is a big change for rural transportation. They would like to implement that new mode of service.
- Extended hours in Fulton County is one of the main goals and they will probably have other goals after they work with INDOT to clarify funding and organizational structure questions.

#### Next Steps

Kjirsten discussed the next steps and let everyone know that we would be coming back to ask for their input into the new goals and strategies. She informed them about the prioritization process.





**Moving Public Transportation**  
Into the Future

# Coordinated Public Transit – Human Service Transportation Plan 2021 Update

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

**MARCH 2021**

A background map showing a street grid with several colored overlays: a red outline on the left, a yellow line running diagonally, and an orange outline on the right. The word "Agenda" is centered in a dark red font.

# Agenda

- ◆ Introductions
- ◆ Project Overview/Section 5310 Program
- ◆ Discussion
  - Unmet Needs and Gaps in Service
  - Potential Solutions
- ◆ Next Steps

A background map showing a street grid with several colored overlays: a red outline on the left, a yellow outline at the top, and a purple outline in the center. The title 'Introductions' is centered over the map.

# 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)



# What Is A Coordinated Plan?

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



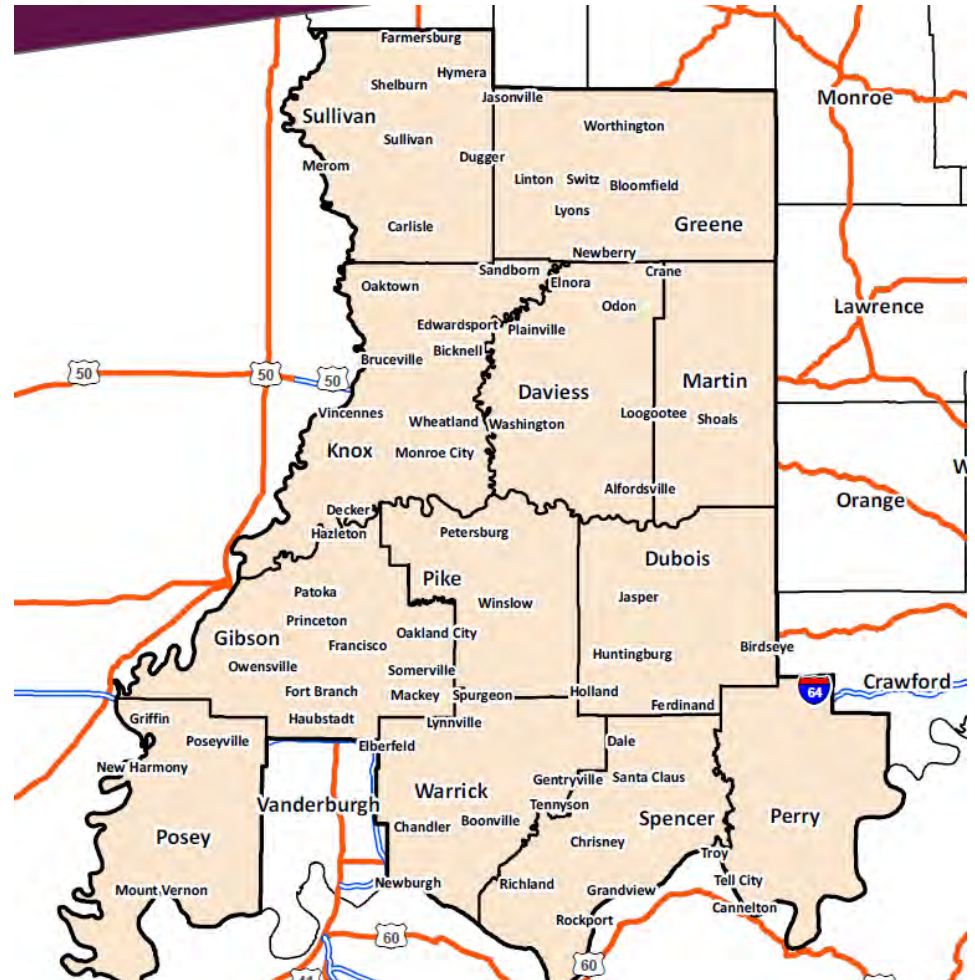
# Section 5310 Funding

## 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

# Study Area

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





# Region 1 5310 Projects (2016-20)

- ◆ Accessible Vehicles (51)
  - 2016-2020
  - \$2,057,920 Total (Local Share = \$411,584)
- ◆ Rural Areas
  - Historically, Demand for Vehicles in Indiana's Rural Areas Exceeds Available Funding



# 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

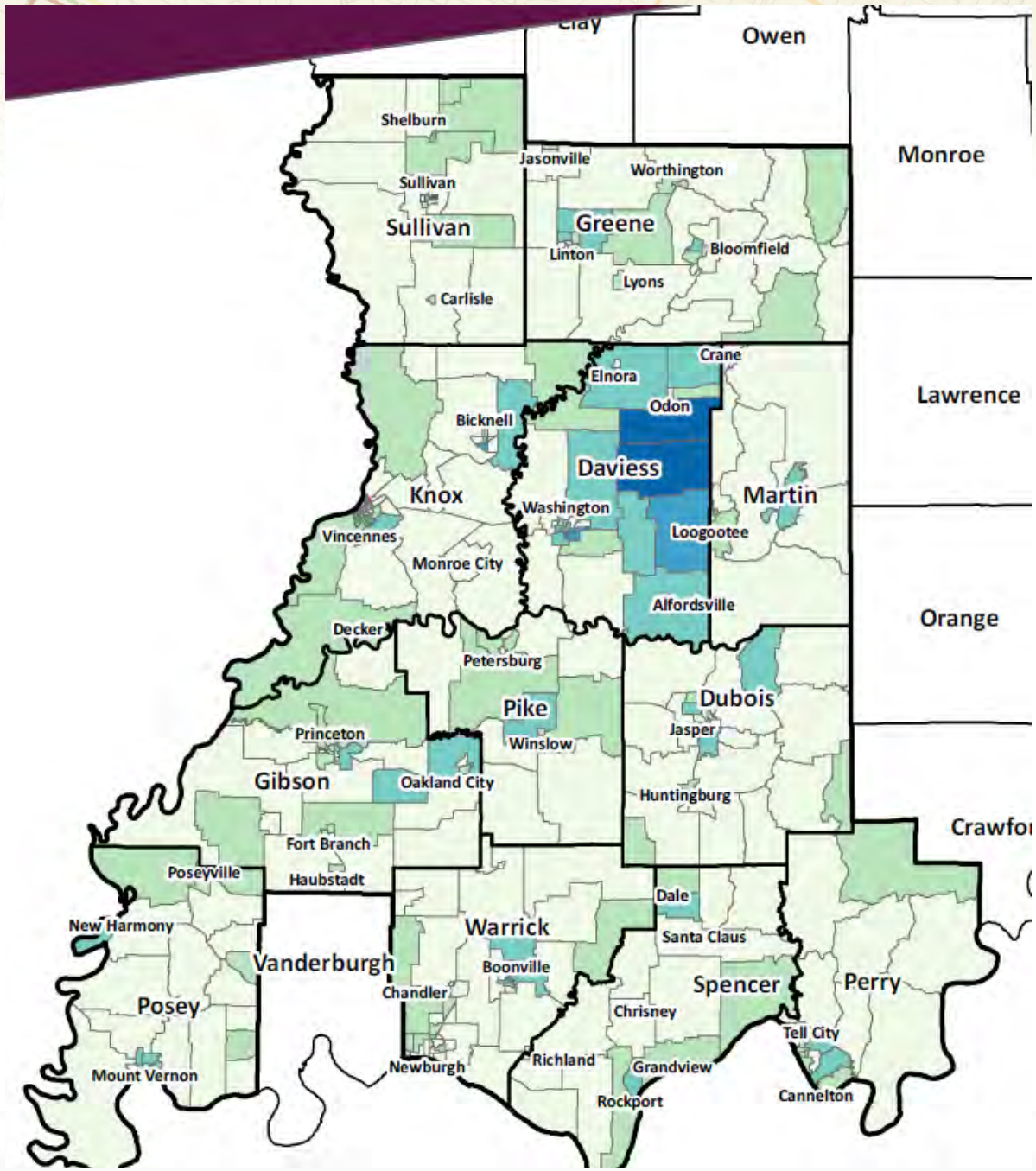


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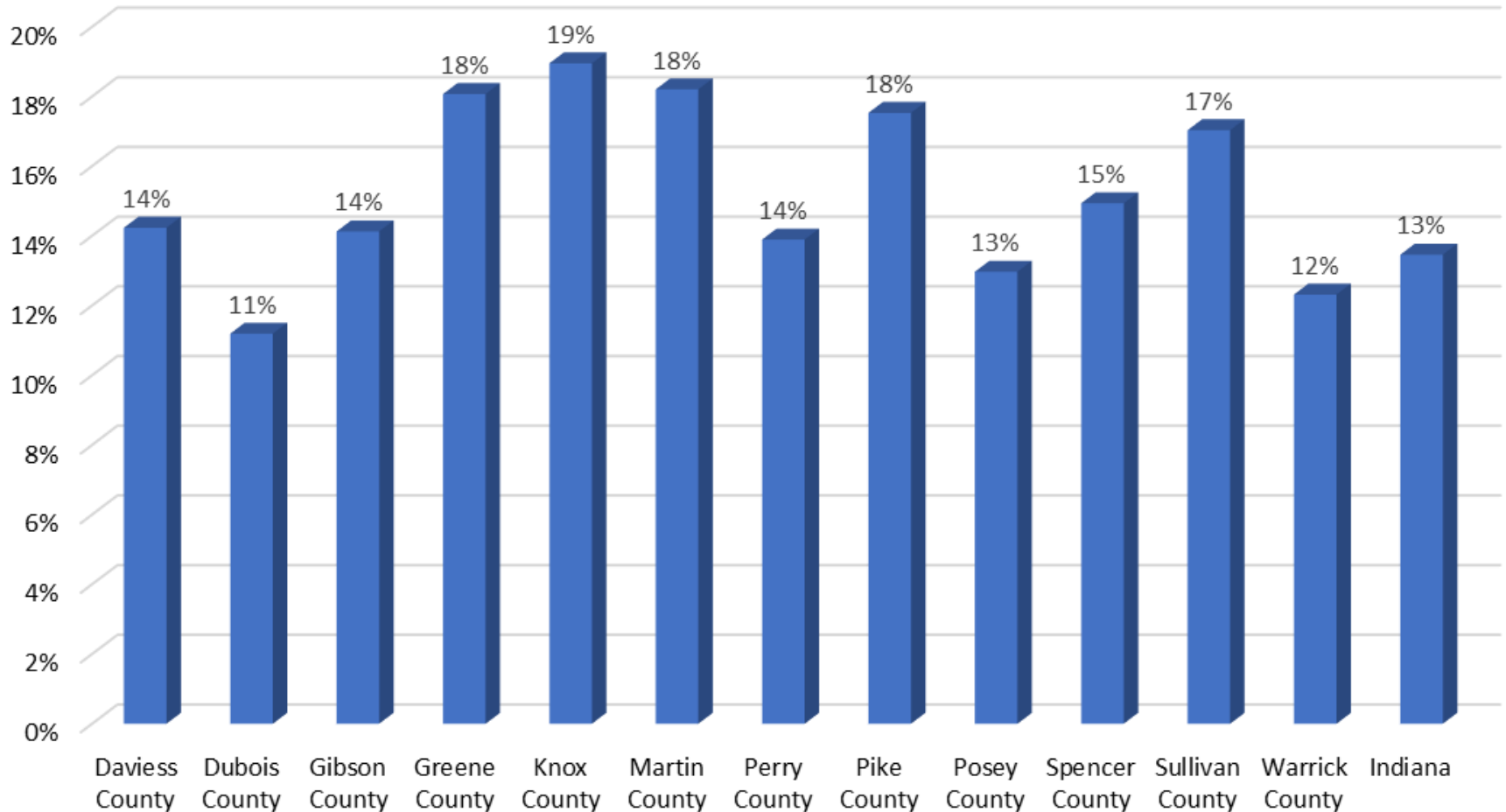
# Transportation Public Survey

- ◆ I wish GCCOA could be funded or hired by American Cancer Society to provide rides for chemo and radiation only patients. I only request GCCOA.
- ◆ Dispatch is difficult and getting a ride is not easy. Too many rules. Wont take calls after 3 or before 8.
- ◆ I went to the ER with LCP Services, but I was down there too long and when I called to get a ride home everyone was closed. I had to pay \$60 to get home.





# Individuals with Disabilities





# 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

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# Transportation Providers

- ◆ City of Huntingburg
- ◆ EasterSeals – Posey Co
- ◆ Gibson Council on Aging
- ◆ Older Americans/Ride Solution
- ◆ Perry Co COA
- ◆ Perry Co Veterans Van
- ◆ ARC of SW Indiana/Ride Solution
- ◆ Posey Co COA
- ◆ Sr and Family Svcs
- ◆ SIDC – Ride Solution and WATS
- ◆ Specer Co COA
- ◆ SIRS LinkNGo/Ride Solution
- ◆ Tri CAP
- ◆ Warrick Co COA
- ◆ Washington Transit System
- ◆ YMCA VanGo



# Mobility Needs - 2017

- ◆ Medicaid – long wait times/managed care broker issues
- ◆ Gibson County rides to Evansville
- ◆ Crossing state lines
- ◆ Vehicle tracking tech
- ◆ Communication at the county level
- ◆ Veterans transportation?
- ◆ Vehicle replacement needs



# 2017 Goals

- ◆ **Goal #1: Increase Participation of Community Transit Providers as Contract Providers for Medicaid Brokers**
- ◆ **Goal #2: Expand Provider Use of New Technology**
- ◆ **Goal #3: Promote the Efficient Use of Resources at the Local and Regional Level**
- ◆ **Goal #4: Improve the Perception of Public Transit by Educating the Local Officials and the General Public**
- ◆ **Goal #5: Expand Transportation Service Availability Within and Outside of the Region**
- ◆ **Goal #6: Coordinate Transportation Resources to Promote Expansion of Service Within and Outside of the Region**
- ◆ **Goal #7: Incorporate New Capital to Improve Existing Mobility Options and Serve More People**





# Discussion

- ◆ Have Transportation Needs in the Community Changed?
- ◆ What Strategies Could Help Meet Needs?
- ◆ What Plans are on the Horizon?
- ◆ Would More Coordination Help?
  - Within Counties
  - Inter-County Transportation

A background map showing a street grid with several colored overlays: a red outline on the left, a yellow line running diagonally, and an orange outline on the right. The title 'Next Steps' is centered over the map.

# Next Steps

- ◆ Continue the Needs Assessment and Analysis
  - Demographics, Survey Input
  - Existing Services
  - Geographic, temporal and eligibility gaps
- ◆ Develop Draft Coordinated Plan Goals & Strategies
- ◆ Prioritize Goals and Strategies
- ◆ Ongoing Work Toward Implementation



We appreciate your participation!

**THANK YOU FOR YOUR TIME!**

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**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)

- Public transit that serves your city or county, including bus systems, rail lines, ADA paratransit, or general public demand response/dial-a-ride
- Medicaid Non-emergency medical transportation (NEMT)
- 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)
- Transportation offered by volunteer or faith-based groups
- Drive your own vehicle
- Rely on family/friends for rides
- Carpool or vanpool to work
- Other (please specify)
- Uber/Lyft
- Taxi
- Inter-city bus, such as Greyhound or Megabus
- Bicycling
- Walking
- Scooter/Moped

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?

## OPEN-ENDED COMMENTS PROVIDED BY SURVEY RESPONDENTS

- Our Council on Aging is the only public transportation service provider. The operation expenses are funded completely by contributions. We never know how much the city or county will contribute. This makes planning and staffing difficult.
- Thankful for Senior Bus. Sometimes need transportation to Indianapolis for surgery. Wife and I don't drive there.
- Right now, pretty good - demand response.
- Make the free bus available every day and night.
- Bus service like larger towns so same day appointment can be kept.
- As stated above, I would like to see bus stops located in more convenient locations for the city bus.
- I know it is free and we should be grateful to have it at all, but I have talked to many other passengers and have found that I am not the lone rider who finds it inconvenient to have to walk a mile or two to the nearest bus stop...especially in the winter!
- Make them available for out of county medical trips (Medicaid/Medicare).
- I used it when I recovered from surgeries and could not drive. I also used it before replacing my car.