

**COORDINATED PUBLIC TRANSIT –  
HUMAN SERVICES  
TRANSPORTATION PLAN FOR THE  
INDIANAPOLIS REGIONS**

**FINAL REPORT**

**PREPARED FOR THE**

**INDIANA DEPARTMENT OF  
TRANSPORTATION**

**MAY 28, 2009**



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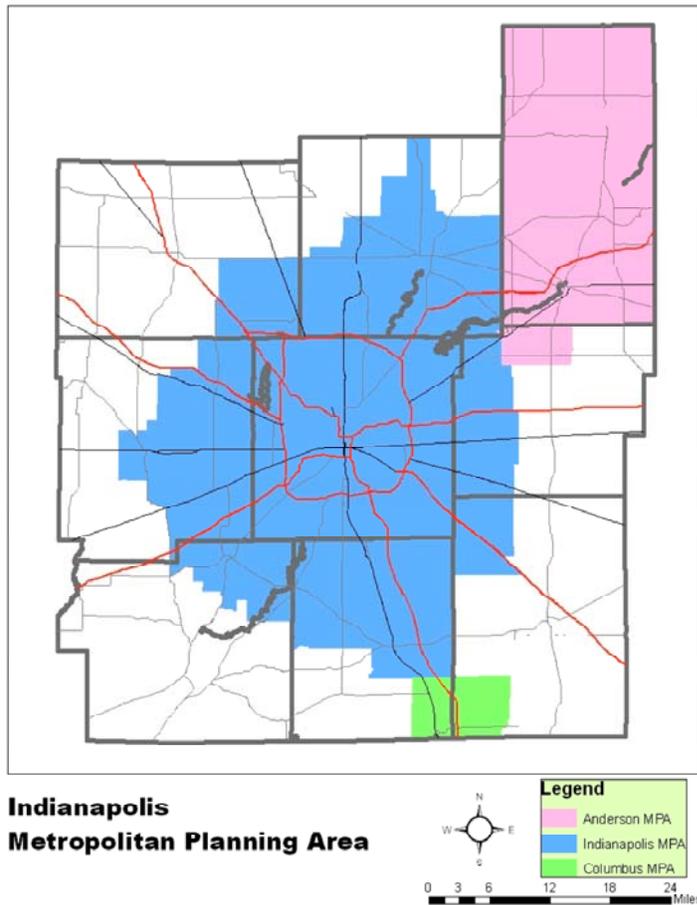
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# I. INTRODUCTION

This Indianapolis Regional Coordinated Human Services Transportation Plan (HSTP) contains all information, analyses, and findings compiled to date, an evaluation of community characteristics, a stakeholder assessment, and an inventory of existing transportation services. It also provides a preliminary description of the unmet transportation needs in the region as determined through various analytical methods such as human service agency and transportation provider surveys, demographic research, local meetings and ongoing interviews, and conversations with local stakeholders. Ultimately, this report will be the foundation for a series of recommendations to address current and projected unmet transportation needs for people with low incomes, older adults, and individuals with disabilities. The intent of this planning process is to create a guide for local decision-makers as they consider advances in the coordination of transportation resources within the region. For planning purposes, the Indianapolis region includes Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby counties (Exhibit 1.1).

Exhibit 1.1: Study Area



When finalized, this HSTP document also will meet the requirements for the Federal Transit Administration's (FTA) required local coordinated transportation plan as set forth in the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) guidelines.

The planning process was undertaken by the Indianapolis Public Transportation Corporation (IndyGo) with financial assistance from the Indiana Department of Transportation (INDOT). INDOT requested this plan as an update to the 2007 Coordinated Transportation Plan completed by the Indianapolis Metropolitan Planning Organization (IMPO) in 2007. Any public transportation provider that intends to apply for grant funding in FY 2009 through 2013 for which SAFETEA-LU guidelines apply will use the information contained in this updated plan.

Source: Indianapolis Metropolitan Planning Organization

## ***WHY A COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN?***

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the Surface Transportation Act. As part of this reauthorization, grantees under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom (Section 5317) grant programs must meet certain requirements in order to receive funding for fiscal 2007 (October 1, 2006) and beyond.

One of the SAFETEA-LU requirements is that projects from the programs listed above must be part of a "*locally developed Coordinated Public Transit-Human Services Transportation Plan.*" This Transportation Plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers, and the general public.

Transportation coordination has been increasing across the nation because the benefits of coordination are clear. According to the Federal Coordinating Council on Access and Mobility's (CCAM) United We Ride information on its website, nationally, \$700 million could be saved if transportation providers would coordinate their individual resources which are dedicated to providing transportation. This conservative estimate is based on a study conducted by the National Academy of Science's Transportation Research Board (TRB), but it highlights the fact that transportation resources (funding, people, vehicles, and services) could be more effectively utilized to provide more transportation for communities.

Transportation is the vital link to jobs, medical care, and community support services. Without it, citizens cannot be productive because they do not have reliable access to employment centers; health care becomes more expensive as citizens are admitted to hospitals with serious health problems because they were without necessary resources to travel to preventative care appointments, etc. The lack of affordable and useable transportation options frustrates the ability of many citizens to achieve economic and personal independence (CCAM, 2006). Transportation coordination can help to provide more trips for agency clients and the general public, and link them to life-supporting employment and services.

Transportation coordination, while making sense from an efficiency and resource utilization standpoint, is also becoming a national mandate. During the last few years, the Federal Transit Administration, with the CCAM, developed a national campaign entitled "United We Ride," to help promote transportation coordination. A "United We Ride" website has been posted as a resource for any organization with an interest in transportation of older adults, people with low incomes, and individuals with disabilities. The website contains "A Framework for Action" for local communities and state governments, a coordination planning tool, along with a multitude of other coordination resources. State "United We Ride" grants have also been awarded to encourage transportation coordination planning at the state level. This locally developed HSTP for the Indianapolis region is a result of the national United We Ride campaign and efforts for coordination that originated at the

Federal level and have reached through to State Departments of Transportation and, finally, to local communities.

As indicated above, the U.S. Congress is also supporting the new emphasis on coordinated human service agency and public transportation efforts with the passage of SAFETEA-LU. Coordinated transportation is now an eligibility requirement for the following FTA grant programs:

*Transportation for Elderly Persons and Persons with Disabilities (Section 5310)* - This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the existing transportation service is unavailable, insufficient, or inappropriate to meeting these needs. States apply for funds on behalf of local private non-profit agencies and certain public bodies. Capital projects are eligible for funding. Most funds are used to purchase vehicles, but acquisition of transportation services under contract, lease or other arrangements, and state program administration are also eligible expenses.

*Job Access and Reverse Commute (JARC) Program (Section 5316)* - The purpose of this grant program is to develop transportation services designed to transport welfare recipients and people with low incomes to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services. Job Access grants are intended to provide new transit service to assist welfare recipients and other low-income individuals in getting to jobs, training, and child care. Reverse Commute grants are designed to develop transit services to transport workers to suburban job sites. Eligible recipients include local governmental authorities, agencies, and non-profit entities. Eligible activities for Job Access grants include capital and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs. Also included are the costs of promoting the use of transit by workers with nontraditional work schedules, promoting the use of transit vouchers, and promoting the use of employer-provided transportation including transit benefits. For Reverse Commute grants, the following activities are eligible: operating costs, capital costs, and other costs associated with reverse commute by bus, train, carpool, vans, or other transit service.

*New Freedom Program (Section 5317)* – A new funding program beginning in Federal Fiscal Year 2006, New Freedom is designed to encourage services and facility improvements to address the transportation needs of individuals with disabilities that go beyond those required by the Americans with Disabilities Act. The New Freedom formula grant program has been designed to expand the transportation mobility options available to individuals with disabilities beyond the requirements of the ADA. Examples of projects and activities that might be funded under the program include, but are not limited to:

- ◆ Purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs.
- ◆ Providing paratransit services beyond minimum requirements (3/4 mile to either side of a fixed route), including for routes that run seasonally.

- ◆ Making accessibility improvements to transit and intermodal stations not designated as key stations.
- ◆ Supporting voucher programs for transportation services offered by human service providers.
- ◆ Supporting volunteer driver and aide programs.
- ◆ Supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

One of the prerequisites to apply for funding under these SAFETEA-LU programs is participation in the creation of a “locally developed Coordinated Public Transit-Human Services Transportation Plan.” This HSTP is the first step for all of the organizations that participated in the plan toward satisfying that application requirement. The plan should become a living document so that it may be amended as new organizations join the effort in future years.

## II. EXISTING CONDITIONS

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The eight (8) county region lies in central Indiana. The region is south of Kokomo and north of Bloomington and includes the counties of Boone (population of 46,107), Hamilton (182,740), Hancock (55,391), Hendricks (104,093), Johnson (115,209), Marion (860,454), Morgan (66,689), and Shelby (43,445) in Indiana. Larger cities in the region include Indianapolis (781,870); Fishers (66,081); Carmel (64,400); Greenwood (46,389); and Lawrence (42,736).<sup>1</sup> The region is bordered by the counties of Clinton and Tipton to the north; Montgomery, Putnam, and Owen to the west; Monroe, Brown, Bartholomew, and Decatur to the south; and Rush, Henry, and Madison to the east.

Exhibit II.1 on the following page is a highway and location map of the eight (8) county region. The region is served by the following major highways: Interstates 65, 69, 70, 74, and 465; U.S. Routes 31, 36, 40, 52, 136, and 421; and Indiana Routes 9, 32, 37, 39, 44, 47, 67, and 135.

### *ECONOMIC/DEMOGRAPHIC CHARACTERISTICS OF THE GREATER INDIANAPOLIS REGION*

#### *Population*

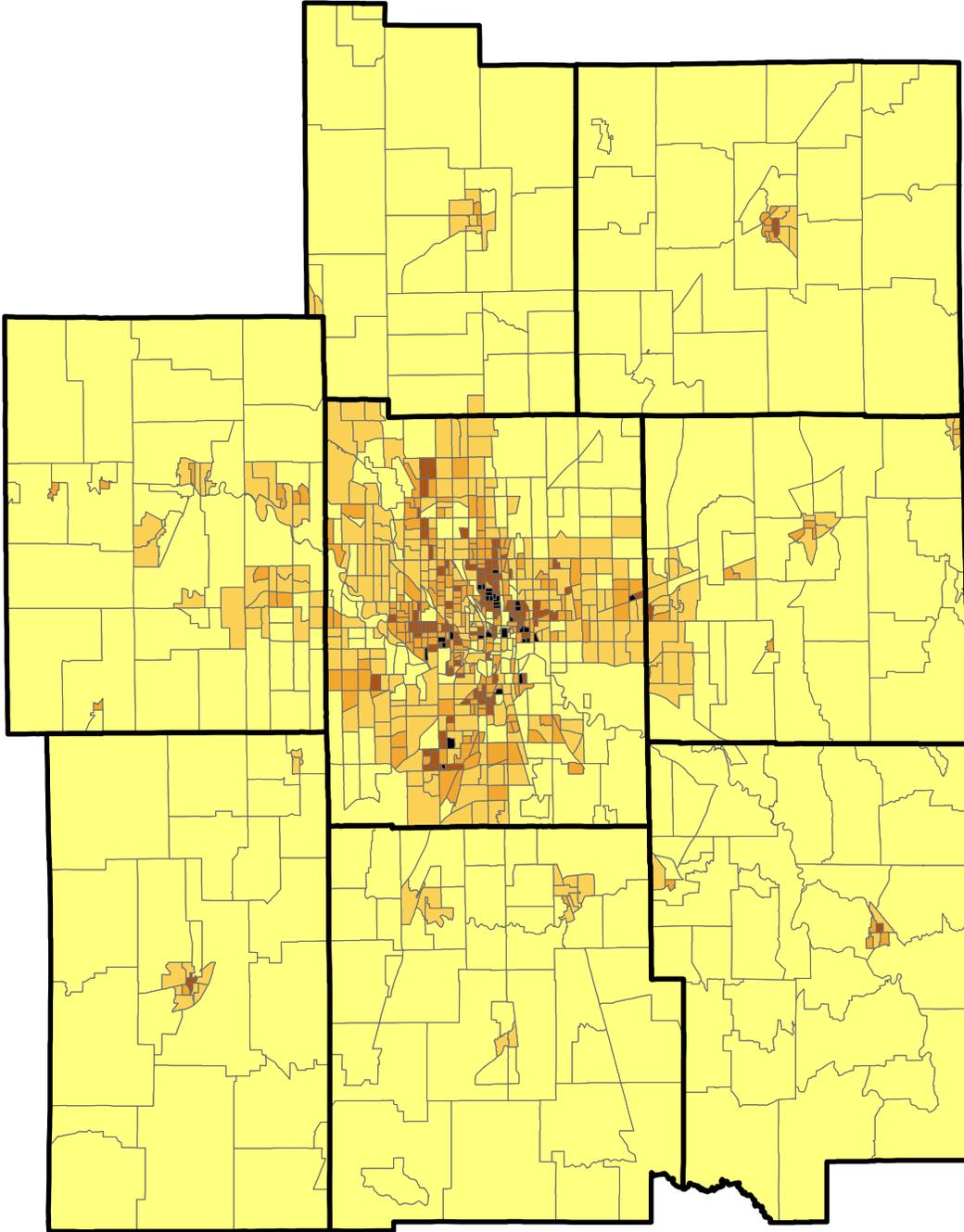
The region is approximately 3,071 square miles in size and has a total population of 1,474,128 people according to the 2000 U.S. Census. The map in Exhibit II.2 shows the population density for each block group within the eight (8) county region. The block groups of highest population density (9,853 – 20,730) were located in and around the city center of Indianapolis. Speedway and Southport also had block groups of highest population density. The block groups with moderate to high population density (6,172 – 9,852) are also highly located in Indianapolis. Speedway, Lawrence, Lebanon, Southport, Greenwood, Shelbyville, and Martinsville also had block groups with moderate to high population densities. Block groups with moderate population density (3,643 – 6,171) outlined the moderate to high population density block groups. The remainder of the block groups in the region is low to very low population density per square mile.

In terms of the region's most populous places in 2007, the City of Indianapolis ranked first with 781,870. See Exhibit II.3 for the list of the region's largest cities and towns and their percentage of the region's total population in 2007.

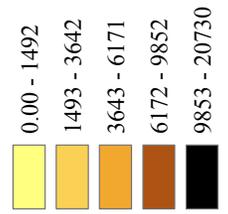
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<sup>1</sup> Population statistics based on 2000 U.S. Census.





**Density by Square Mile**



**Exhibit II.2: Population Density**

**Indianapolis Regional Coordinated  
Transportation Plan**

### Exhibit II.3: Population of the Region's Largest Places, 2007

	2007	% of Region's Total Pop.
Indianapolis	781,870	53%
Fishers	66,080	4.5%
Carmel	64,400	4.4%
Greenwood	46,389	3.1%
Lawrence	42,736	2.9%
Noblesville	41,561	2.8%
Plainfield	25,739	1.7%
Franklin	22,672	1.5%
Westfield	20,459	1.4%

Source: 2007 data: Indiana University Business Research Center

### Race

According to 2000 data from the U.S. Census, the region's population was primarily White/Caucasian (81.27 percent of the population). The total minority population was reported to be 18.7 percent of the population. Exhibit II.4 lists the breakdown of the different race categories for the region's population.

### Exhibit II.4: Race Distribution

Race	Population	Percent
White	1,198,018	81.27%
African American	212,256	14.40%
Native American	4,066	0.28%
Asian	18,131	1.23%
Other	19,235	1.30%
Two or More Races	3,822	1.1%
Total Minority	276,110	18.73%
Total Population	1,474,128	100.0%

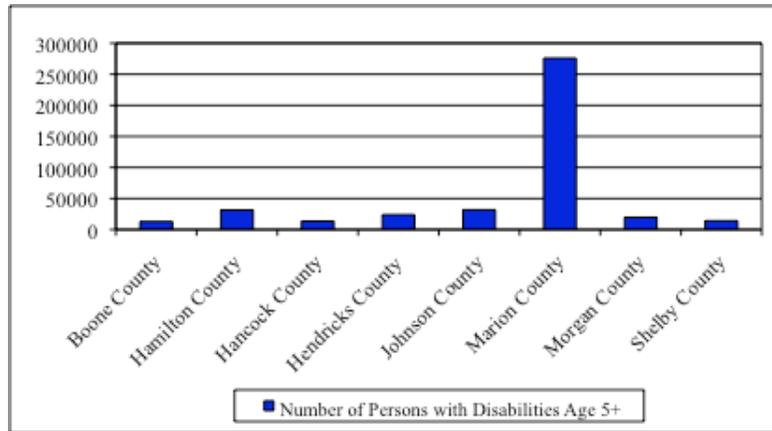
Source: U.S. Census Bureau, 2000

### Disability Incidence

Disability incidence data was collected using the 2000 U.S. Census. Exhibit II.5 shows the number of persons in each county in the region over the age of five (5) with disabilities. Some 423,705, or 28.7 percent, of the region's population reported that they had some type of disability. This is a somewhat high rate of disability incidence as the State of Indiana's percentage of persons with disabilities is only 19 percent and the United States' percentage 19.3 percent. Disabilities include sensory, mental, physical, and self-care limitations.

It should be noted that these are self-reported disabilities, many of which do not affect the need for specialized transportation service.

**Exhibit II.5: Disability Incidence by County, 2000**



Source: U.S. Census 2000

***ECONOMIC PROFILE***

***Employment and Income***

According to the Indiana University Business Research Center, the household income figures reported the average per capita income in the region was \$38,008 for 2006. Exhibit II.6 below lists the 2006 per capita incomes, and 2005 median household incomes for the eight (8) counties in the region.

**Exhibit II.6: Per Capita and Median Household Income**

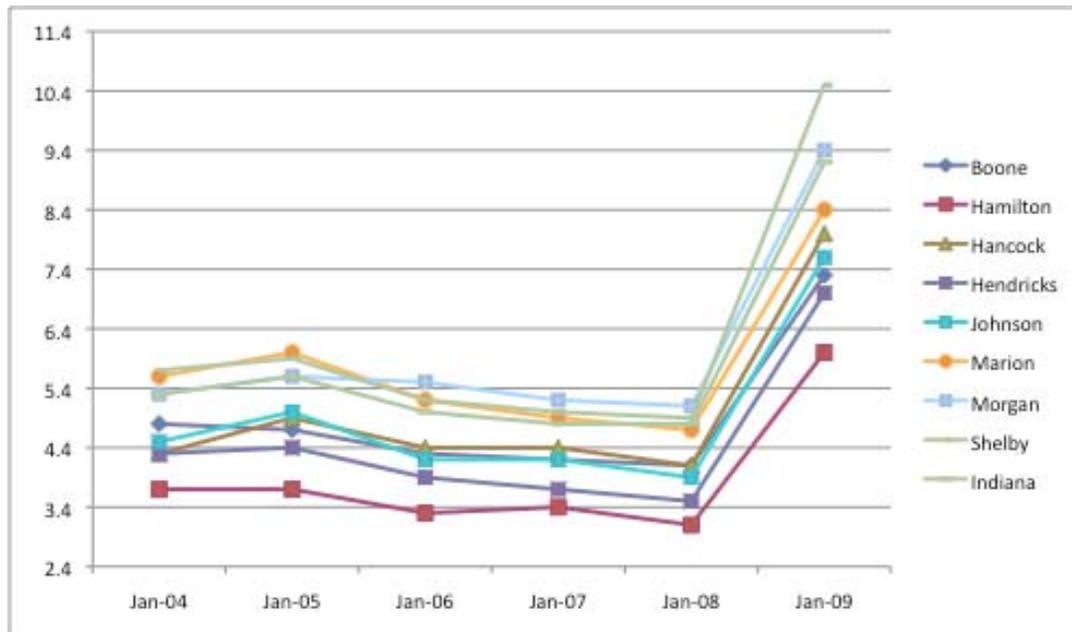
County	Per Capita Income (2006)	Median HH Income (2005)
Boone County	\$46,608	\$60,539
Hamilton County	\$45,676	\$79,927
Hancock County	\$38,593	\$60,343
Hendricks County	\$33,446	\$59,720
Johnson County	\$33,329	\$56,854
Marion County	\$37,403	\$42,129
Morgan County	\$32,351	\$51,329
Shelby County	\$31,418	\$47,161
State of Indiana	\$32,288	\$44,051

Source: U.S. Bureau of Economic Analysis; U.S. Census Bureau; Indiana Family Social Services Administration; Indiana Department of Education

## INDUSTRY AND LABOR FORCE

Unemployment is a rising concern in today's economic times. As the job market becomes increasingly competitive, the need for reliable, consistent, convenient employment related transportation also increases. The following exhibit illustrates the climbing unemployment rate for each county in the Indianapolis region. As illustrated, the unemployment rate in August 2008 was significantly higher for all counties than the 2007 rates. The year 2007 had the lowest unemployment rates for every county in the region. Now, 2008 rates are higher than any year since 2003. The unemployment rate in Marion County has been significantly higher than the surrounding rural counties since 2003. The unemployment rates for Indiana and Marion County surpassed the national unemployment rate in August 2008.

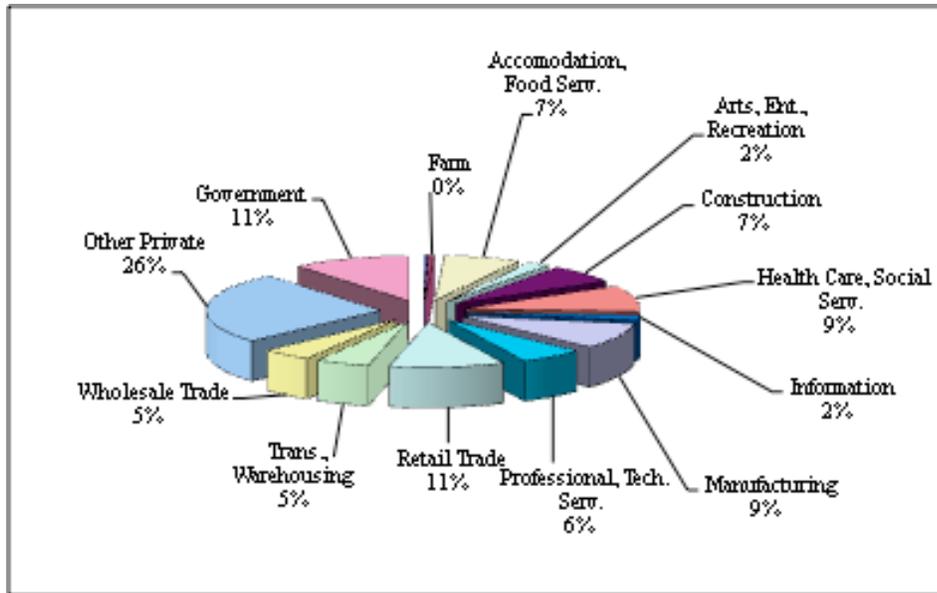
Exhibit II.7: Comparison of Unemployment Rates



Source: U.S. Bureau of Labor Statistics

'Other Private' trades employed the most people in the region with 280,015 employees. The second highest employer in the region was government offices, which employed 118,924 workers. Exhibit II.8 is an illustration of the employment by industry. Some of these totals do not include select county data, as it was not available due to U.S. Bureau of Economic Analysis non-disclosure requirements.

### Exhibit II.8: Regional Employment by Industry



Source: U.S. Bureau of Economic Analysis

'Manufacturing' had the highest reported average annual earnings per job of 2006. Employees in the manufacturing industry earned an average of \$94,157, annually. Other industries in the region paid significantly lower salaries according to the U.S. Bureau of Economic Analysis (see Exhibit II.9). The table in Exhibit II.8 outlines the average earnings, by industry.

### Exhibit II.9: Average Earnings per Job, by Industry, 2006

Employment	Avg. Earnings per Job (2006)
Other Private *	\$39,844
Manufacturing	\$94,157
Government	\$53,825
Health Care and Social Assistance *	\$49,151
Professional and Technical Service *	\$64,749
Construction	\$52,890
Wholesale Trade	\$68,638
Retail Trade	\$27,578
Transportation, Warehousing	\$43,664
Accommodation, Food Service	\$17,696
Information	\$59,350
Arts, Entertainment, Recreation	\$32,455
Private	\$47,801
Agriculture	\$8,107

\*These totals do not include county data that is not available due to Bureau of Economic Analysis non-disclosure requirements  
 Source: U.S. Bureau of Economic Analysis, 2006

## *Major Employers*

Exhibit II.10 is a list of major employers and the number of employees from the Greater Indianapolis study area. This information was gathered from The Indy Partnership Employer Database. Local, State, and Federal employers were excluded from this list. The majority of the region's largest employers are in Marion County.

Exhibit II.10 Major Employers

Major Employer	Number of Employees
Eli Lilly and Company	14,000
Clarian Health Partners Inc.	7,503
Community Health Network	7,500
Indiana University/Purdue University Indianapolis	7,066
FedEx	6,311
St. Vincent Hospital & Health Services	6,000
<i>WellPoint Inc.</i>	4,200
<i>Allison Transmission/Division of GMC</i>	4,000
<i>Rolls-Royce</i>	4,000
<i>AT&amp;T</i>	3,500
St. Francis Hospital & Health Centers	3,000
<i>Roche Diagnostics</i>	3,000
United Parcel Service	2,708
Defense Finance & Accounting Service	2,600
Hewlett Packard	2,500
Chase Bank	2,500
U. S. Defense Dept	2,500
Conseco Inc.	2,300
United Technologies Carrier Corp.	2,000
Automotive Components Holdings LLC	2,000
Meridian Security Insurance Company	2,000

Exhibit II.11 illustrates the locations of major employers.



## *Journey to Work*

Approximately 97 percent of the region's labor force commutes to work. The average commute time to work for the region is 25 minutes. Four (4) percent of commuters travel more than one hour to work. Generally, such commuter statistics do not support the use of public transportation and shared rides. However, other factors such as traffic congestion, construction, and parking could outweigh the commuter's tendency to utilize shared ride options. Exhibit II.12 illustrates the average commute time for each county in the region, according to 2000 U.S. Census Bureau statistics.

**Exhibit II.12 Average Commute Time to Work**

County	Travel Time
Boone County	23 minutes
Hamilton County	25 minutes
Hancock County	26 minutes
Hendricks County	26 minutes
Johnson County	25 minutes
Marion County	23 minutes
Morgan County	28 minutes
Shelby County	22 minutes

Source: U.S. Census Bureau (2000)

### **REGIONAL SUMMARY**

Overall, the population of this eight (8) county region has grown from 2000 to 2007. This trend is expected to continue, as the state has projected some more growth (2.89 percent) by the year 2010.

The region has a young population - the region's age distribution indicates that it has a population with a similar percentage of young persons as compared to the state average (34.3 percent of population age 24 and under for 2006) and a lower percentage of the population age 65 and older (11.2 percent) when compared to the state average in 2006.

Some 423,705 people in the region reported that they had some type of disability in 2000. This means that nearly 29 percent of the region's population reported having some type of disability. Disabilities include sensory, mental, physical, and self-care limitations. About one third of this population normally relies on public transportation services.

Other segments of the population that also usually rely on public transportation services are households below poverty level and households without an automobile. Areas having a high density (39.59 – 100 percent) of households below the poverty level were found in the central sections of Indianapolis. There are 41,031 households in the region that have no available vehicle. This is approximately seven (7) percent of all the households in the region. The block groups with the highest densities of zero-vehicle households are found in central Indianapolis.

The labor force in the region consisted of 867,776 individuals in 2006, according to the Indiana Department of Workforce Development. The region's unemployment rate has been consistently lower than the rate for Indiana since 2003. The average unemployment rate in August 2008 was 5.1 percent, a rate lower than the State of Indiana's rate of 6.3 percent.

The 'other private' sector was the largest industry in the region with 280,015 employees in 2006. 'Government' and 'Retail Trade' were the second and third largest employers for the region.

Transportation needs and existing transportation providers in the Indianapolis region are discussed by county in the County Profiles section of this document.

### ***COUNTY PROFILES***

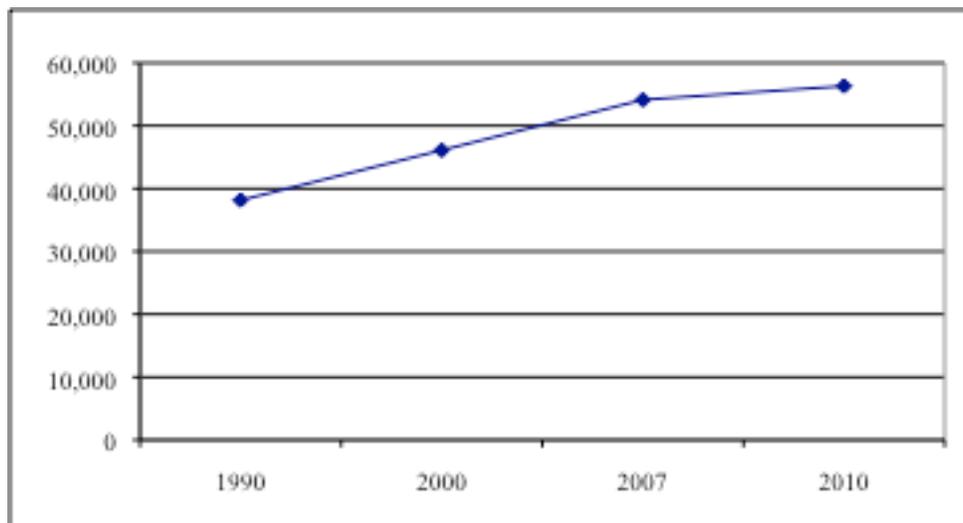
The following sections explain the demographic and economic characteristics of each county within the region, the available transit and paratransit services, and the transportation needs and challenges identified by the transportation providers and participating stakeholders. County demographic categories are similar to the regional categories, but are intended to provide a more detailed description of existing conditions in each county.

**BOONE COUNTY**

***Population Growth***

According to information from the Indiana University Business Research Center, the total population of Boone County in 2007 was 54,137 people. This is an increase from the 2000 Census population of 46,107. This means the region has grown 17.4 percent between 2000 and 2007. The Indiana University Business Research Center is projecting continued growth for Boone County. Thus, the projected population for 2010 is 56,319, which represents an increase of four (4) percent from 2007. Exhibit II.1.1 illustrates the historical and projected population trends for Boone County region through the year 2010.

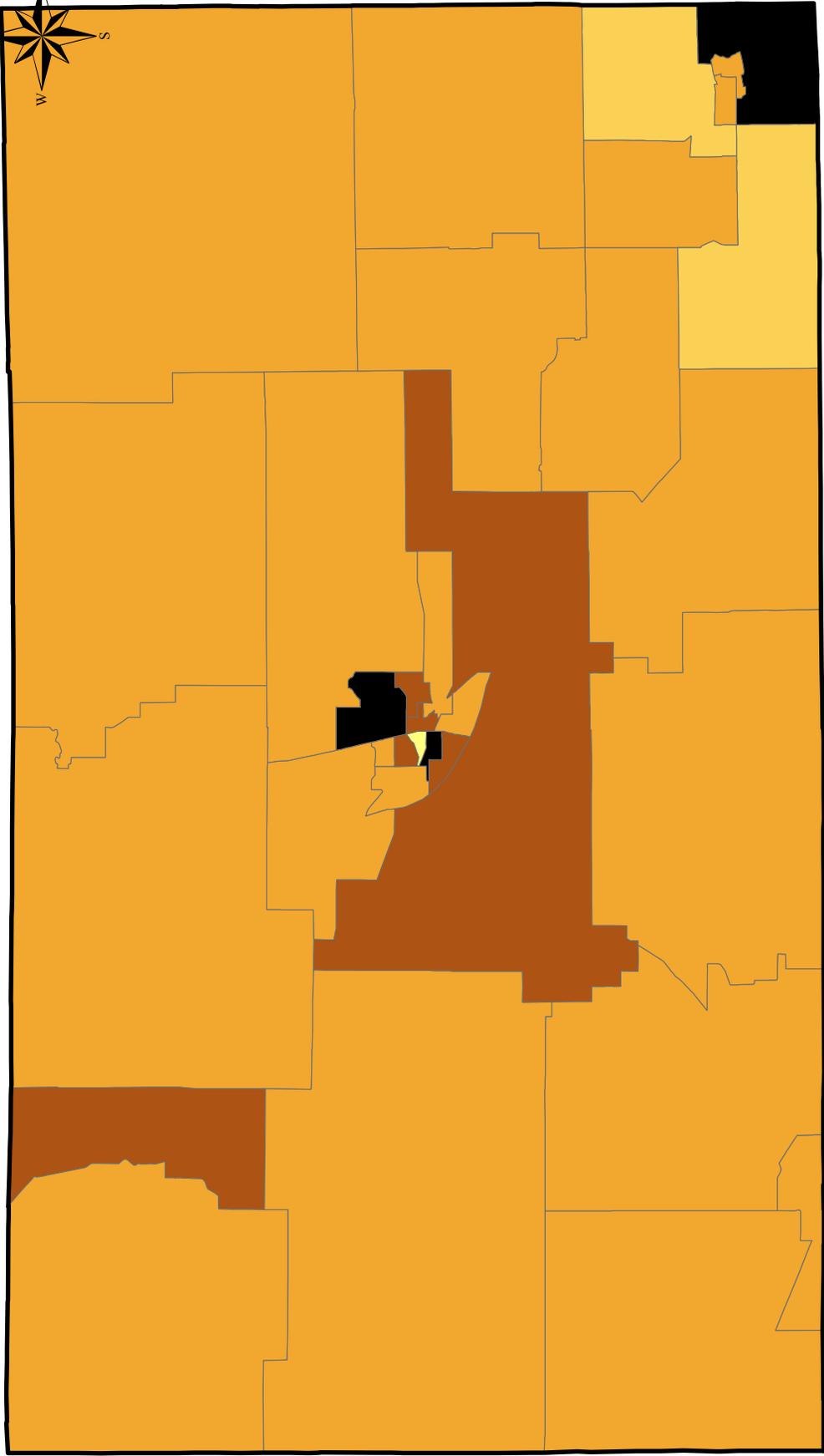
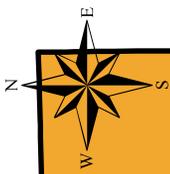
**Exhibit II.1.1: County Population Trend**



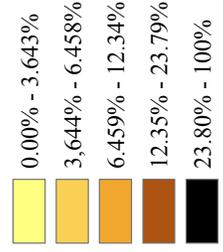
Source: 1990 & 2000 Census Bureau & Indiana University Business Research Center

**Age**

Exhibit II.1.2 illustrates the density of population aged 65 and older by Census block group. Areas of moderately high density (24.89 – 50.82%) of older adults are found in and around the cities of Lebanon and Zionsville. The remainder of the region has moderate to low older adult population density.



**Density by Total Population**

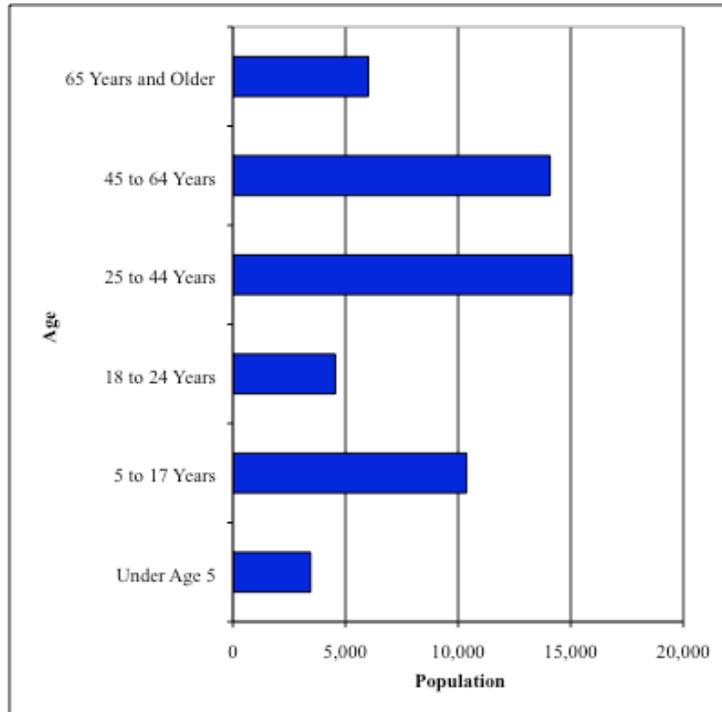


**Exhibit II.1.2: Population Density Age 65 and Over**

**Indianapolis Regional Coordinated  
Transportation Plan: Boone County**

According to the 2000 statistics from the U.S. Census, the largest age cohort for Boone County in 2000 was between age 25 and 44, constituting 28 percent of the county's population (see Exhibit II.1.3). The second largest age group was 45 to 64 year olds (26 percent). Approximately 26 percent of the population in Boone County was under age 18, while only 11 percent was age 65 or older. The distribution indicates that the majority of the county's population was in the working age groups and moving toward the age for retirement.

**Exhibit II.1.3: Population by Age**

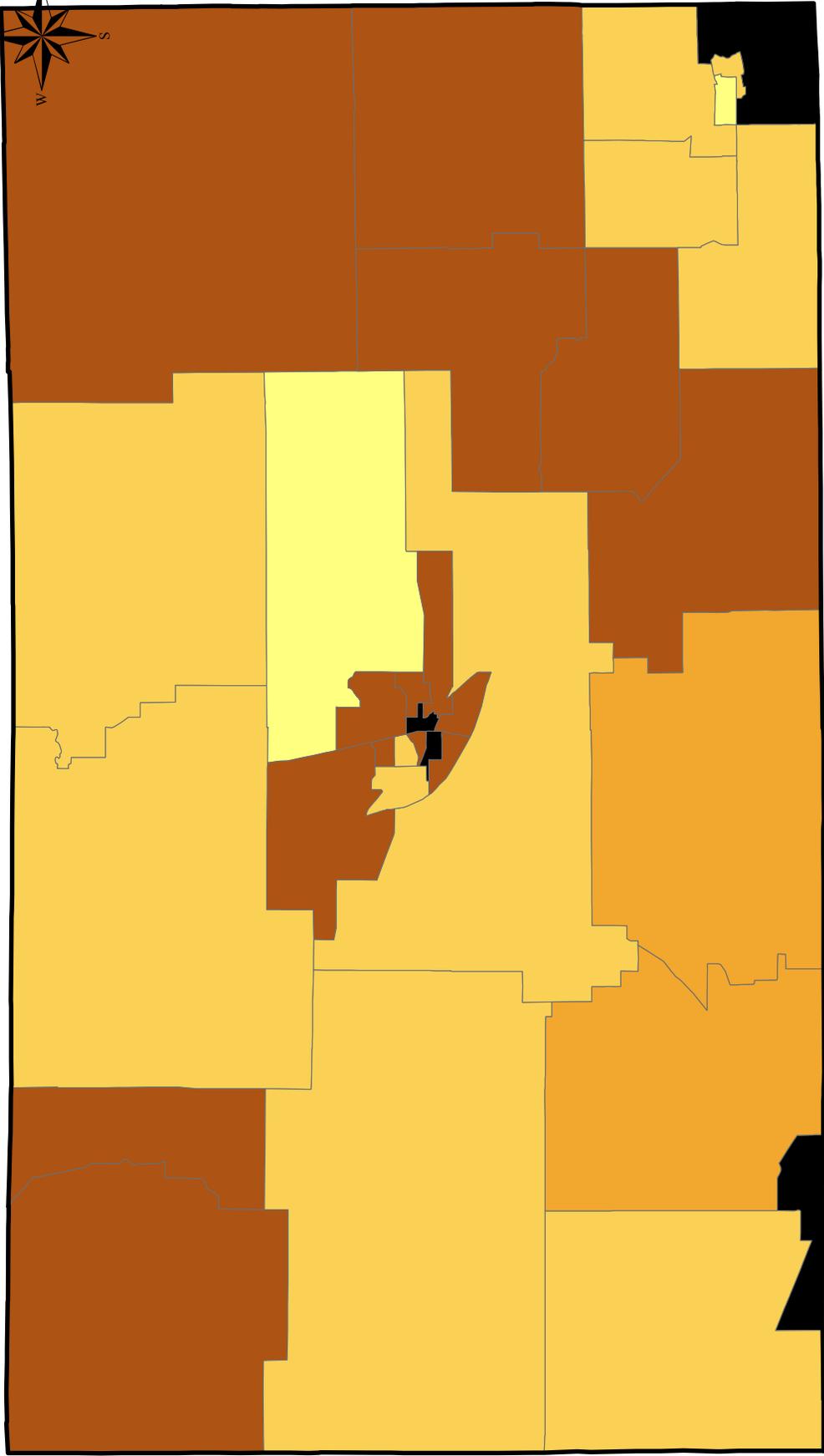
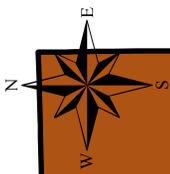


Source: 2000 U.S. Census Data; Indiana Business Research Center

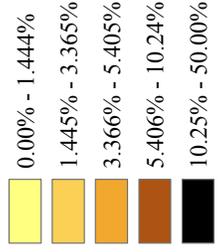
***Economic Profile***

**Employment and Income**

The U.S. Census Bureau reported in 2000 that there were 17,081 total households in Boone County. Exhibit II.1.4 illustrates the density of households below the poverty level within the county. Block groups with the highest densities of households below the poverty level (10.25-50.00%) are in or near Lebanon, Jamestown, and Zionsville. The block groups with moderately high densities (5.4 – 10.24%) are in and around Lebanon, Thorntown, and the northeast and north central portions of the county. Areas of moderate density (3.366 – 5.405%) are in the south central portion of the county.



**Below Poverty by Total Households**



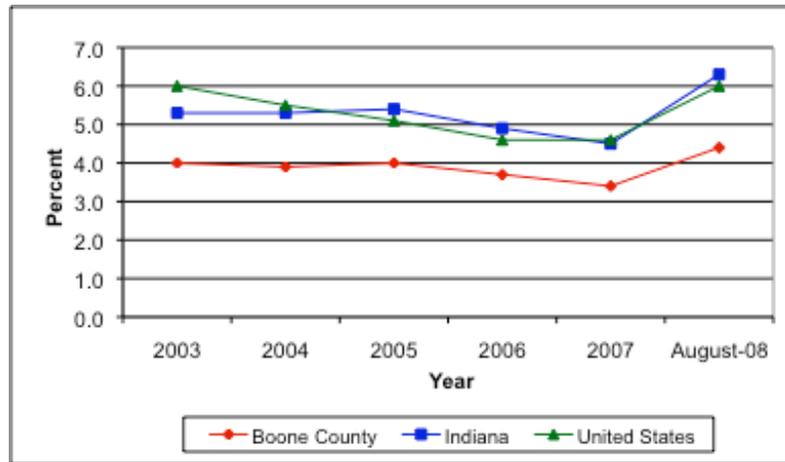
**Exhibit II.1.4: Households Below Poverty**

**Indianapolis Regional Coordinated  
Transportation Plan: Boone County**

***Industry and Labor Force***

The 2007 Boone County labor force consisted of 28,143 individuals according to the U. S. Bureau of Labor Statistics and Indiana Department of Workforce Development. The county's unemployment rate reached a high of 4.4 percent in August of 2008, a rate lower than the State of Indiana's August 2008 unemployment rate of 6.0 percent. Since 2003, the unemployment rate had remained relatively unchanged until an increase in August of 2008. Exhibit II.1.5 illustrates a comparison of the unemployment rates in the county, state, and nation.

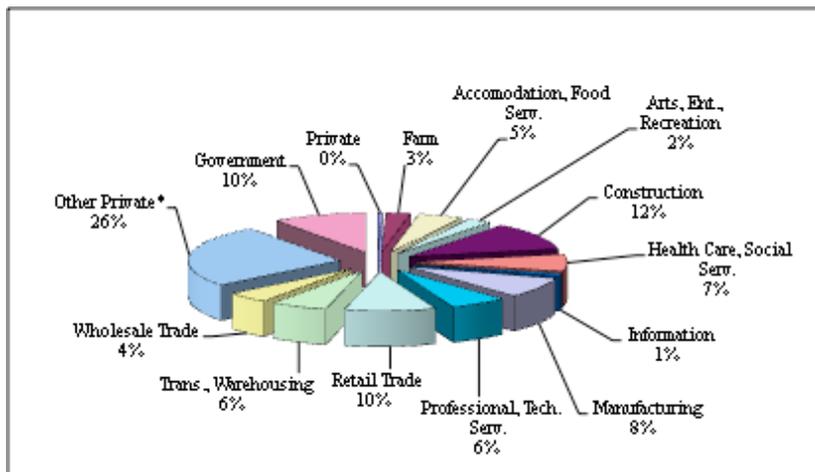
**Exhibit II.1.5: Comparison of Unemployment Rates**



Source: Bureau of Labor Statistics

The 'Private' industry was the largest industry in the county with 7,950 employees in 2006. 'Government' industries were the second largest employer (3,073 employees) and 'Retail Trade' was the third largest. Exhibit II.1.6 is an illustration of the employment by industry.

**Exhibit II.1.6: Employment by Industry**



Source: U.S. Bureau of Economic Analysis, 2006

The county's largest employer paid wages that were about average for the county (\$32,354). The 'Wholesale Trade' sector had the highest reported average annual earnings per job in 2006 at \$98,445. 'Manufacturing' and 'Government' employment reported the second and third highest average annual earnings, respectively, according to the U.S. Bureau of Economic Analysis (see Exhibit II.1.7). 'Agriculture' and the 'Arts and Recreation' industries earned the lowest annual incomes. The table in Exhibit II.18 outlines the average annual wages earned, by industry.

**Exhibit II.1.7: Average Annual Earnings, per Job (2006)**

Industry	Avg. Annual Earnings
Private	\$32,354
Manufacturing	\$67,129
Construction	\$42,913
Government	\$45,061
Wholesale Trade	\$98,445
Transportation and Warehouse	\$43,486
Health Care, Social Service	\$33,175
Prof. and Tech.	\$33,878
Retail Trade	\$17,703
Accommodation, Food Service	\$12,971
Information	\$30,288
Agriculture	\$10,508
Arts & Rec.	\$10,538

Source: U.S. Bureau of Economic Analysis

***Existing Transportation Services***

The following paragraphs outline the existing transportation services in Boone County as of the date of this report.

**Arc Rehab Services**

Arc Rehab Services of Lebanon is a non-profit social service agency that provides day treatment, job training, employment assistance, and job placement services for consumers. The organization's service area includes Boone, Hamilton, Marion, and Montgomery Counties.

Arc Rehab purchases transportation for a select few people with disabilities. Transportation for Arc Rehab in Boone County is purchased from Boone County Senior Services, Inc (BCSSI). Arc purchases approximately 2,400 trips per year from BCSSI; during the last year, Arc paid \$12,000 for purchased transportation from BCSSI.

The agency also operates three (3) minivans that are not wheelchair accessible. Staff members are assigned vehicles in which they manage schedules for their designated clients. In-house

transportation is available between 8:00 AM and 5:00 PM, Monday through Friday. Consumers must make an advance reservation, and late reservations are accommodated on a space available basis. During the last 12-month period, Arc Rehab provided approximately 1,221 passenger trips for 680 clients.

### **Boone Area Transit System (BATS) (5311)**

The Boone Area Transit System provides demand response and door-to-door transportation service to the general public in Boone County. Hours of operation are 7:30 AM to 4:30 PM, Monday through Friday. BATS will accommodate work related trips on an individual basis for passengers who need to be at work at 7:00 AM, or before regular hours of operation. The service area includes all of Boone County. Service is curb-to-curb or door-to-door and is available upon a first come, first served basis.

BATS has a fare structure and accepts cash fare or tickets. Drivers do not make change for passengers. Tickets are available for purchase from the driver or at the BATS administrative offices. The BATS fare structure is listed below:

#### **BATS Fare Structure:**

##### General Public:

- \$3 per stop in town
- \$5 per stop in county

##### Age 60 and Older:

Donation Only (a suggested donation schedule is provided)

##### Medicaid Approved:

- \$1 per one-way trip to medical appointments

Peak hours of service are between 9:30 and 11:30 AM and between 2:30 and 3:30 PM. BATS operates fifteen vehicles; twelve vehicles in the fleet are wheelchair accessible. Peak services include routes operated in a coordination project with Arc Rehabilitative Services. BATS operates three vehicles daily from 8:00 to 9:00 AM and 3:00 to 4:00 PM for Arc Rehab. BATS also utilizes three vehicles for dialysis between 9:30 and 11:00 AM and 2:30 to 4:30 PM.

During 2007, BATS had an operating budget of \$230,214. Operating expenses were \$13.64 per passenger trip.

### **Boone County Senior Services, Inc. (BCSSI) (5310)**

Boone County Senior Services, Inc. (BCSSI) provides a myriad of services for older adults in Boone County. The mission of the agency is "to provide life sustaining and enriching services for older adults in Boone County to live independently with purpose and dignity in the environment of their

choice.” Boone County Senior Services has a staff and volunteers who provide for the emotional, social, physical and educational wellbeing of Boone County residents who are over the age of 60.

Transportation is provided to Boone County residents over the age of 60 and to Medicaid clients for appointments, errands, and more. BCSSI transportation travels across county lines for older adults & Medicaid recipients for doctor appointments. Older adults may be transported to any venue in or around Boone County. Reservations for appointments must be made in advance. BCSSI is a partnering agency with the United Way of Central Indiana. Over the years, BCSSI has received several low floor mini vans from the Section 5310 program.

### **Bosma Industries for the Blind, dba Bosma Enterprises**

Bosma Industries for the Blind is a private, non-profit social service agency that provides social services, counseling, job training, transportation, employment, rehabilitation services, and job placement for consumers in all 92 Indiana counties. Individuals must be blind or visually impaired to qualify for services at Bosma Industries.

Bosma Industries operates a fleet of five (5) vehicles to provide transportation for consumers. Four (4) vehicles are wheelchair accessible. It also utilizes personal vehicles of agency staff, pre-purchased tickets for other modes of paratransit/transit, reimbursement of mileage or auto expenses paid to employees, volunteers, and information and referral about other community transportation resources to meet consumer transportation needs.

Transportation service begins at 7:00 AM, Monday through Friday. Service ends at 5:00 PM, Monday through Thursday and at 4:00 PM on Fridays. No service on weekends. During calendar year 2008, the agency provided 780 passenger trips for 120 individuals. Approximately 10 percent of the trips were for riders who required a wheelchair.

### **Child-Adult Resource Services, Inc (CARS) (5310)**

CARS is a non-profit social service agency that provides social services, day treatment, job training, employment assistance, rehabilitation services, and residential facilities for individuals who qualify for programming services. CARS provides transportation as well as the services mentioned above to its consumers in Benton, Carroll, Clinton, Hendricks, Marion, Morgan, Park, Sullivan, Vermillion, Warren, Boone, Clay, Fountain, Knox, Montgomery, Owen, Putnam, Tippecanoe, and Vigo Counties.

CARS operates a fleet of 51 vehicles. Twenty percent of the vehicles in the CARS fleet are wheelchair accessible. During 2008, CARS provided 19,276 trips for 115 individuals.

Transportation service is curbside and drivers are permitted to assist passengers with a limited number of packages. There are no advance reservation requirements. Service is available between 8:00 AM and 4:00 PM, Monday through Friday. CARS also provides transportation 24-hours a day, 7-days a week for residential homes.

CARS currently participates in the Area 7 and Area 4 Transportation Advisory Committees.

### **Goodwill Industries of Central Indiana**

Goodwill Industries of Central Indiana is a private non-profit community resources agency that offers educational and employment services to adults and young people throughout Central Indiana. Goodwill helps people find jobs and helps young people prepare for life and work.

Goodwill Industries also provides transportation for its eligible consumers. It also offers a program for auto auctions.

### **Other Transportation Providers**

During the 2007 Coordinated Public Transit Human Services Plan, the IMPO identified two commercial transportation operators in Boone County: Friendly City Cab and Indianapolis Yellow Cab, Inc. According to the 2007 plan, Friendly City Cab operates in Lebanon, Thorntown, and Whitestown. It offers reduced fares to older adults and individuals with disabilities, but does not have wheelchair accessible vehicles. Indianapolis Yellow Cab, Inc. serves the entire Indianapolis Region. It also offers reduced fares for older adults and reportedly has wheelchair accessible vehicles. More information regarding Indianapolis Yellow Cab, Inc. is provided in the regional service provider section of this report.

The American Cancer Society and the Boone County Cancer Society also provide transportation in Boone County. Transportation is provided exclusively for cancer patients who need transportation for medical purposes. The Boone County Cancer Society provides transportation to Boone County residents of any age. BATS is coordinating with Boone County Cancer Society to provide transportation at a discounted rate to the passenger and with less expense to the agency. Because of its volunteer basis, Boone County Cancer Society does not operate wheelchair accessible vehicles. The American Cancer Society refers requests for wheelchair accessible transportation to Need-A-Lift, a transportation service for personal or medical trips, for a fee. Need-A-Lift serves the entire Indianapolis region.

In addition to the transportation providers noted above, Love, Inc. (Love in the name of Christ) also provides information and referral services for individuals who need transportation. Love, Inc. is a collaboration of churches that helps people to find a way to meet transportation needs.

### ***Summary of Transportation Providers***

Volunteer-staffed services provide transportation based on volunteer availability. The commercial operators provide transportation 24-hours a day. Boone County Senior Services and Boone Area Transportation Service operate during business hours and on weekdays. The American Cancer Society, Need-A-Lift, and Indianapolis Yellow Cab, Inc. offer transportation that crosses county lines.

The table in Exhibit II.1.8 outlines the transportation services available in Boone County.

**Exhibit II.1.8: Existing Transportation Services for Boone County**

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
American Cancer Society	People of any age with cancer	Medical	Boone County	No
Arc Rehab Services	Individuals with Disabilities- Consumers Only	Purchases transportation for clients.	Boone, Hamilton, Marion, & Montgomery Counties	No
Boone Area Transit System (BATS) (5311)	General Public	Any	Boone County	Yes
Boone County Cancer Society	People of any age with cancer	Medical	Boone County and out-of-county	No
Boone County Senior Services, Inc. (BCSSI) (5310)	Age 60 and older	Any	Boone County and out-of-county	Yes
Bosma Industries for the Blind,	Blind or Visually Impaired	Any	Statewide	Yes
Carmel Circle City Cab	General Public	Any	Carmel, Zionsville, Westfield, Noblesville, Fishers, Geist, North Harbour	No

Exhibit II.1.8: Existing Transportation Services for Boone County (Cont'd)

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Child and Adult Resources, Inc. (CARS)	Consumers	Any	Benton, Carroll, Clinton, Hendricks, Marion, Morgan, Park, Sullivan, Vermilion, Warren, Boone, Clay, Fountain, Knox, Montgomery, Owen, Putnam, Tippecanoe, and Vigo Counties	Yes
Friendly City Cab	General Public	Any	Lebanon	No
Goodwill Industries	Individuals with Low Incomes	Any	Central Indiana	
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
Need-A-Lift	General Public	Non-emergency medical	Nationwide	Yes

***Summary of Transportation Needs for Boone County***

Boone County transportation providers have a strong network of communication, information, and referral. Basic coordination of services has been achieved in Boone County and transportation providers indicate that additional coordination is achievable. The following transportation needs for

Boone County residents were identified by survey respondents who participated in the 2007 Coordinated Public Transit-Human Services Transportation Plan and updated in 2008 and 2009 through interviews and surveys conducted for this plan:

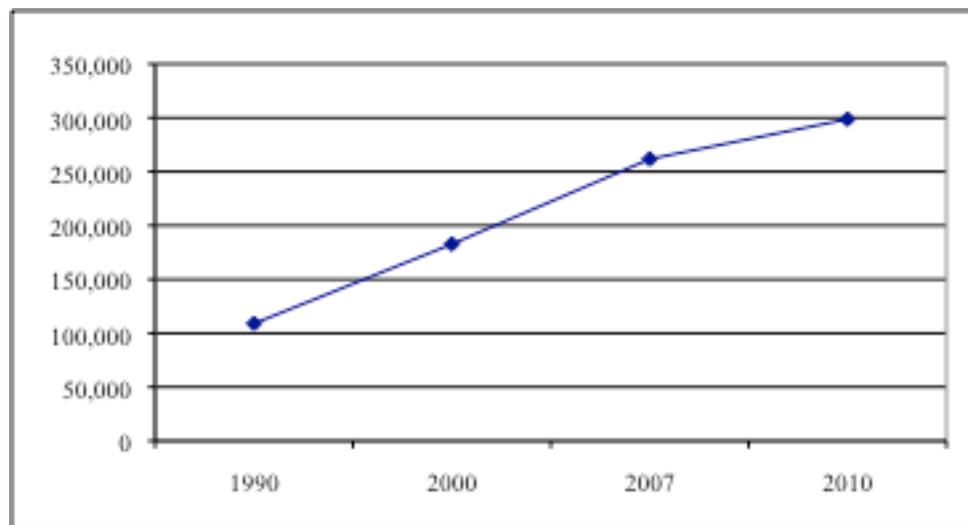
- ◆ Increase Number of Wheelchair Accessible Vehicles - According to the 2007 Coordination Plan, several survey respondents were concerned that the challenge to serve increasing demand for wheelchair accessible transportation, as well as increasing difficulty moving the wheelchairs as both the chairs and the individuals are increasing in size and weight. The need was expressed for additional wheelchair accessible vehicles that are capable of better accommodating larger-sized individuals.
- ◆ Expand Hours and Days of Service - Boone County Senior Services expressed an interest in expanding their hours of operation to include weekends and nights. The service expansion is particularly intended for dialysis patients.
- ◆ Expand Service Hours - Boone Area Transit System needs to expand current service hours to begin at 6:00 AM, particularly for workers.
- ◆ Transportation Across County Lines - Boone County Senior Services indicated a need to establish more reliable transportation that crosses the county lines or connects with other transportation services that operate outside of Boone County.
- ◆ Anson Development Area – There is a growing need to serve new development area off of I-65 between Zionsville and Whitestown (Anson).
- ◆ Connect with IndyGo – Boone County would like to establish a connection service with IndyGo similar to the service IndyGo operates in Fishers. Boone County needs to conduct a study to better evaluate the actual demand for such a connection service.
- ◆ Preserve Relationship with Employers – Boone County transportation providers have developed a good working relationship with local employers which should be preserved and nurtured so that transportation providers can help to meet employment related trip needs.
- ◆ Passenger Assistant/Aide – There is a growing need for an assistant or aide to ride with passengers from a nursing home.
- ◆ Last-Minute Trip Requests – Boone County transportation providers need a resource to meet demand for last minute trip requests. BATS and BCSSI strive to meet last-minute requests but are not always capable.
- ◆ Transportation to Indianapolis and Neighboring Counties – Boone County residents need more options for transportation to/from Indianapolis and neighboring counties for medical appointments and any other trip purposes.
- ◆ Drivers – Boone County needs additional part-time drivers.
- ◆ Dialysis – Boone County needs additional services for dialysis and chemotherapy patients.
- ◆ Thorntown Vehicle – Boone County placed a vehicle in Thorntown on January 1, 2009. An additional vehicle stationed in Thorntown is needed to provide general public transportation and assist with transportation to employment for people with low incomes.
- ◆ Joint Training – Transportation providers need a resource for sharing staff training schedules so that all providers have an opportunity to share training courses available to the region.

## HAMILTON COUNTY

### Population Growth

According to information from the Indiana University's Business Research Center, the total population of Hamilton County in 2007 was 261,661 people. This is an increase from the 2000 Census population of 182,740 and a growth in the county population of 30 percent between 2000 and 2007. The Indiana University Business Research Center is projecting a continuation of the increase in population for Hamilton County. The projected population for 2010 is 298,642, an increase of over 12 percent from 2007. Exhibit II.2.1 illustrates the historical and projected population trends for Hamilton County through the year 2010.

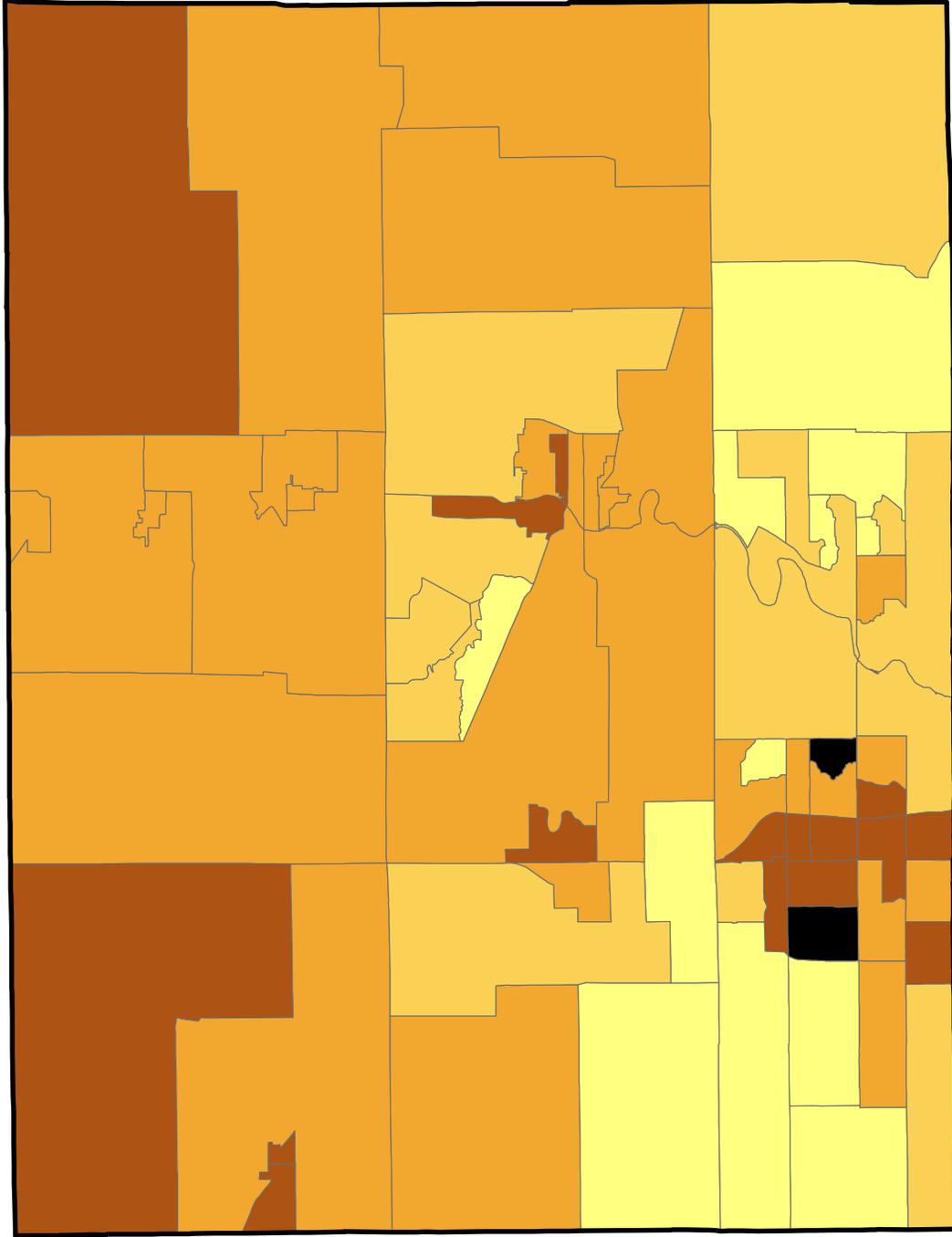
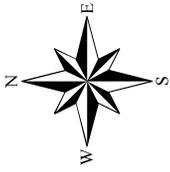
Exhibit II.2.1: Population Trends



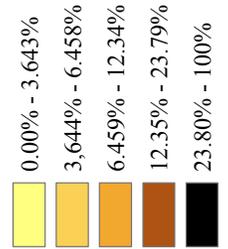
Source: 1990 & 2000 Census Bureau & Indiana University Business Research Center

### Age

Exhibit II.2.2 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of residents aged 65 and older (23.80 – 100%) are located in the area of Carmel and Fishers. Block groups with moderately high densities (12.35 – 23.79%) of older adults are found in and around Carmel, Noblesville, Arcadia, and Sheridan. The remainder of the county has moderate to low older adult population densities per block group.



**Density by Total Population**

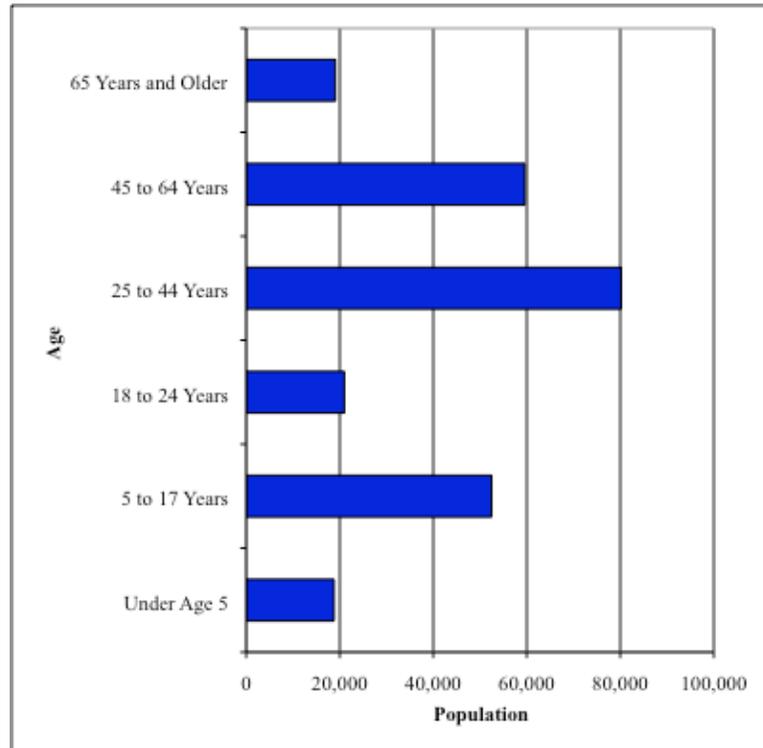


**Exhibit II.2.2: Population Density Age 65 and Over**

**Indianapolis Regional Coordinated  
Transportation Plan: Hamilton County**

According to the statistics from the U.S. Census (2000), the largest age cohort for Hamilton County in 2000 was between age 25 and 44, constituting nearly 32 percent of the county's population (see Exhibit II.2.3). The second largest age group was 45 to 64 year olds (24 percent). Approximately 28 percent of the population in Hamilton County was under age 18, while eight (8) percent were age 65 or older. The distribution indicates that the county has a relatively young population.

Exhibit II.2.3: Population by Age

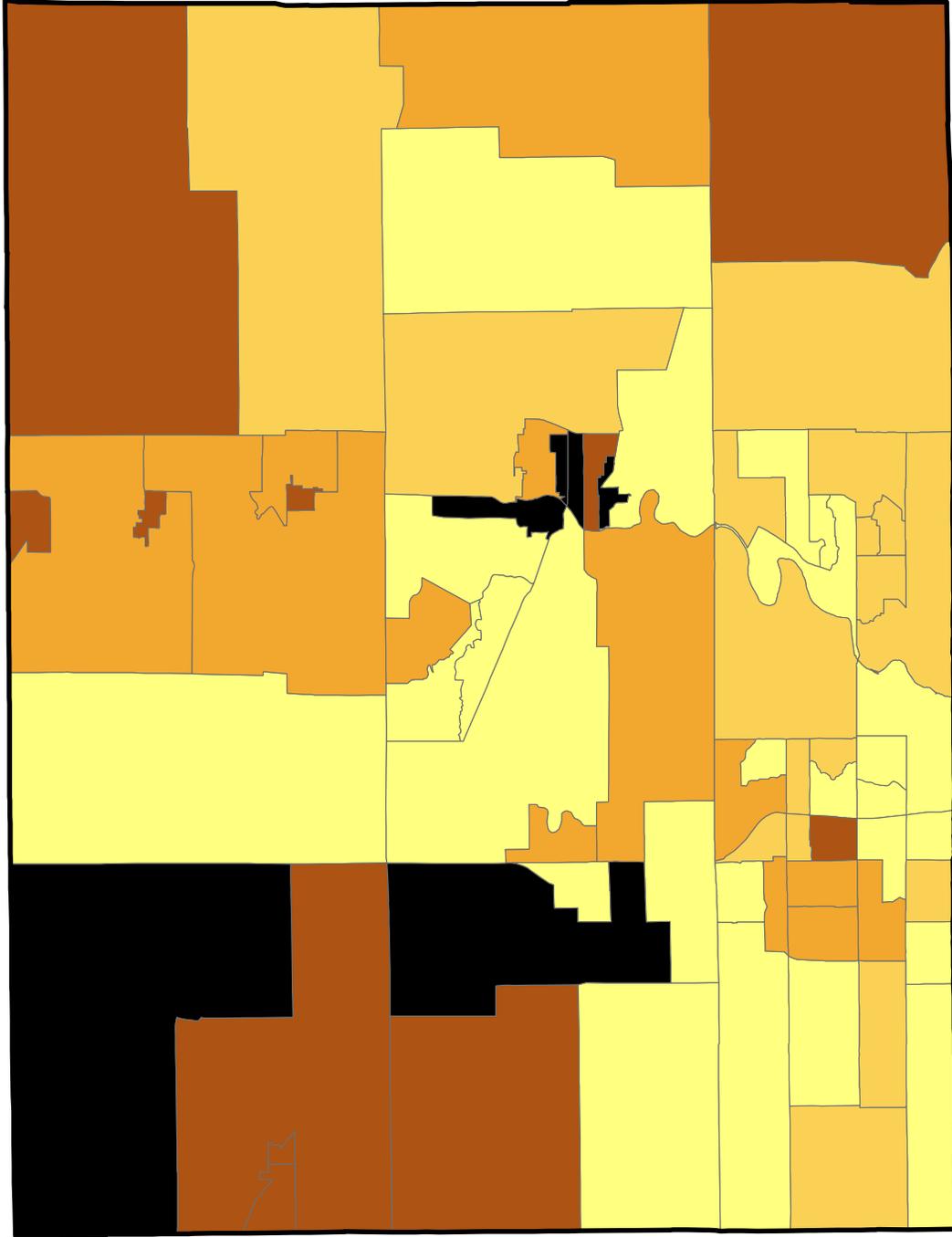
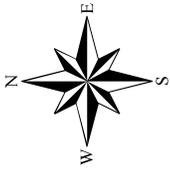


Source: 2000 U.S. Census Data

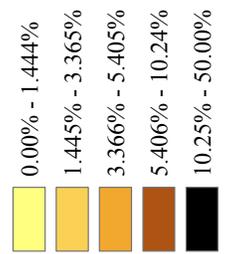
### *Economic Profile*

#### Employment and Income

The U.S. Census Bureau reported in 2000 that there were 65,933 total households in Hamilton County. Exhibit II.2.4 illustrates the density of households below the poverty level within the county. When examining the region as a whole, the block groups having a high density of households below the poverty level were not found in Hamilton County. This is a typical occurrence because of the population differences between Hamilton and Marion Counties. As a stand-alone county, however, the block groups with the highest densities of households below the poverty level (10.25 – 50.00%) were located in Noblesville, Westfield, and north of Sharidan. The remainder of the block groups in the county had moderate to low densities of households below the poverty level.



**Below Poverty by Total Households**



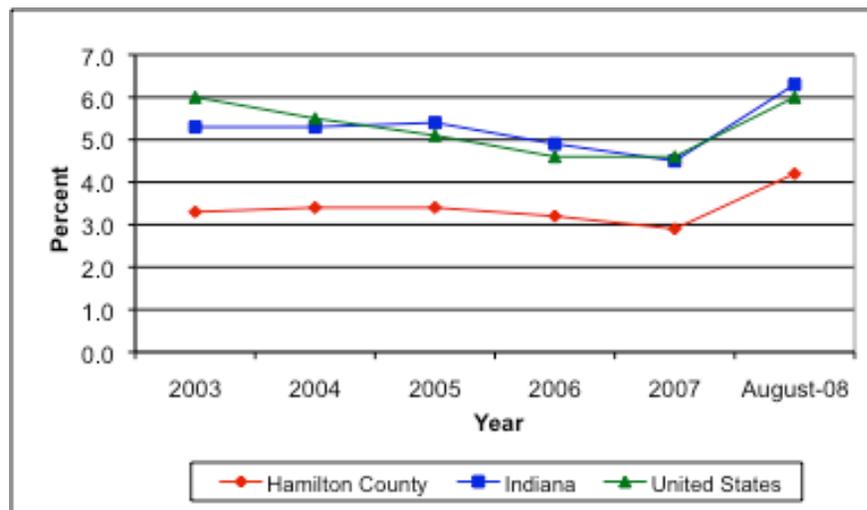
**Exhibit II.2.4: Households Below Poverty**

**Indianapolis Regional Coordinated  
Transportation Plan: Hamilton County**

## *Industry and Labor Force*

The 2007 Hamilton County labor force consisted of 137,512 individuals according to the U. S. Bureau of Labor Statistics and Indiana Department of Workforce Development. The county's unemployment rate reached a high in August 2008 of approximately four (4) percent, a lower rate than the State of Indiana's August 2008 unemployment rate. Since 2003, the unemployment rate for Hamilton County has stayed relatively the same, but remained lower than the state and national levels. Exhibit II.2.5 illustrates a comparison of the unemployment rates in the county, the State of Indiana, and the nation.

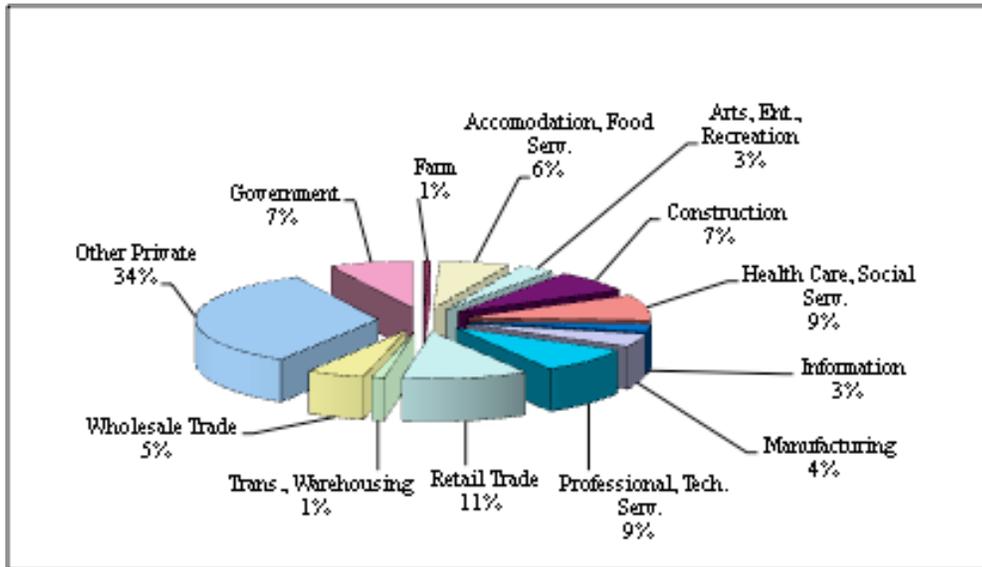
Exhibit II.2.5: Comparison of Unemployment Rates



Source: Bureau of Labor Statistics

The 'Other Private' sector employed the most people in the county with 52,192 employees in 2006. The 'Retail Trade' sector was the second largest employer (17,299 employees) and 'Health Care, Social Service' was the third largest. Reportedly, 13,485 workers were employed by the 'Health Care, Social Service' industry. Exhibit II.2.6 is an illustration of the employment by industry.

Exhibit II.2.6: Employment by Industry



Source: U.S. Bureau of Economic Analysis, 2006

The 'Wholesale Trade' industry had the highest reported average earnings per job in 2006. 'Manufacturing' and 'Information' had the second and third highest average wages, respectively, according to the U.S. Bureau of Economic Analysis. Average earnings for the county's largest employment industry fell into the middle of the range of earnings per job. The table in Exhibit II.2.7 outlines the average earnings, by industry.

Exhibit II.2.7: Average Earnings per Job, by Industry (2006)

Employment Industry	Avg. Earnings per Job
Other Private	\$41,064
Prof. and Tech.	\$49,397
Retail Trade	\$33,694
Health Care and Social Asst.	\$42,534
Wholesale Trade	\$71,076
Government	\$48,013
Construction	\$46,518
Manufacturing	\$64,054
Information	\$50,855
Accommodation, Food Service	\$18,639
Arts & Rec.	\$13,160
Trans., Warehousing	\$26,921
Agriculture	\$13,837

Source: U.S. Bureau of Economic Analysis

### ***Existing Transportation Services***

The following paragraphs outline the transportation services available in Hamilton County as of the date of this report. Sources for information include survey results, interviews, the 2007 IMPO survey, and the 2007 INDOT Public Transit Annual Report.

#### **Albert and Sara Reuben Senior Resource Center**

The Senior Resource Center is a non-profit social service agency located in Indianapolis and serving clients from Marion County and a small portion of Hamilton County. The Center operates fixed route and demand response transportation for clients. Transportation is not available to the general public.

The Center utilizes multiple resources to provide transportation. It operates a fleet of two leased vehicles, utilizes volunteers, purchases tickets from other transportation providers, and provides information and referral about other community transportation resources. When utilizing transportation services provided by the Center, passengers are permitted to travel with their own personal care attendants or escorts, and drivers are permitted to assist passengers with a limited number of packages. Transportation service is offered Monday through Friday between 8:00 AM and 2:00 PM.

During calendar year 2008, the center provided a total of 1,500 passenger trips for 100 people.

#### **Boone County Senior Services, Inc. (BCSSI) (5310)**

Boone County Senior Services, Inc. (BCSSI) provides a myriad of services for older adults in Boone County. The mission of the agency is "to provide life sustaining and enriching services for older adults in Boone County to live independently with purpose and dignity in the environment of their choice." Boone County Senior Services has a staff and volunteers who provide for the emotional, social, physical and educational wellbeing of Boone County residents who are over the age of 60.

Transportation is provided to Boone County residents over the age of 60 and to Medicaid clients for appointments, errands, and more. Reservations for appointments must be made in advance. BCSSI is a partnering agency with the United Way of Central Indiana. BCSSI received a low floor mini van in 2001 with assistance from the Section 5310 program.

#### **Bosma Industries for the Blind, dba Bosma Enterprises**

Bosma Industries for the Blind is a private, non-profit social service agency that provides social services, counseling, job training, transportation, employment, rehabilitation services, and job placement for consumers in all 92 Indiana counties. Individuals must be blind or visually impaired to qualify for services at Bosma Industries.

Bosma Industries operates a fleet of five (5) vehicles to provide transportation for consumers. Four (4) vehicles are wheelchair accessible. It also utilizes personal vehicles of agency staff, pre-purchased tickets for other modes of paratransit/transit, reimbursement of mileage or auto expenses paid to employees, volunteers, and information and referral about other community transportation resources to meet consumer transportation needs.

Transportation service begins at 7:00 AM, Monday through Friday. Service ends at 5:00 PM, Monday through Thursday and at 4:00 PM on Fridays. No service on weekends. During calendar year 2008, the agency provided 780 passenger trips for 120 individuals. Approximately 10 percent of the trips were for riders who required a wheelchair.

#### **Hamilton Centers Youth Services Bureau, Inc.**

Hamilton Centers Youth Services Bureau, Inc. is a non-profit social service agency located in Noblesville. The Bureau provides social services, counseling, residential facilities, and information and referral services for individuals in Hamilton, Tipton, Madison, and Marion Counties. The Bureau provides transportation for its consumers and does not coordinate with any other transportation providers at this time. The Bureau would like for Hamilton County to offer a public transportation service that links with IndyGo so that people can travel between Hamilton and Marion Counties.

#### **Goodwill Industries of Central Indiana**

Goodwill Industries of Central Indiana is a private non-profit community resources agency that offers educational and employment services to adults and young people throughout Central Indiana. Goodwill helps people find jobs and helps young people prepare for life and work.

Goodwill Industries also provides transportation for its eligible consumers. It also offers a program for auto auctions.

#### **Hamilton County Council**

The Hamilton County Council is a county fiscal body that can grant or appropriate matching funds for public and coordinated transportation. The Council is represented on the Transportation Advisory Committee (TAC) in Hamilton County. The Council is participating in this study because it believes that coordination of transportation services can produce real and tangible benefits to the county.

#### **Janus Developmental Services, Inc. and Hamilton County Express (5310 and 5311)**

Janus Developmental Services, Inc. (Janus) is a non-profit social service agency that provides transportation, social services, job training, rehabilitation services, and job placement for consumers with disabilities. Janus also operates public transportation under the title, Hamilton County Express. The public transit service area is Hamilton county. Modes of transit service delivery include fixed route service for the human service agency consumers and demand response

service for consumers with causal appointments and those attending daily program activities, and the general public. All demand response transportation is operated as curb-to-curb; drivers will assist passengers in and out of the vehicle. Passengers are permitted to travel with their own personal care attendants or escorts.

Janus Developmental Services, Inc. provided approximately 13,418 consumer trips for 32 individuals during 2007. The service area for consumer trips includes Hamilton and Tipton Counties. Approximately nine (9) percent of consumer trips were for individuals who used a wheelchair.

Hamilton County Express (a public section 5311 program) operates with a fleet of 11 vehicles, including 9 vehicles that are wheelchair accessible. Daily demand response transportation operations begin at 6:00 AM and end at 6:00 PM, Monday through Friday. Saturday service is available between 7:00 AM and 3:00 PM. There is no Sunday service. Hamilton County Express did not purchase transportation from other service providers during 2007. Reservations for demand response service are requested 24-hours in advance but late reservations are accepted if space is available.

During calendar year 2007, Hamilton County Express provided 32,964 general public trips, making it a record-breaking year for the system. Approximately 15 percent of the annual general public trips were for passengers who used a wheelchair. Ridership trends on Hamilton County Express have increased from approximately 25 percent since 2006. Hamilton County received three (3) buses with assistance from the Section 5311 capital program through INDOT in October 2007 to assist with meeting the expanding demand for ridership. Within one week of receiving the new buses, they were operating full of passengers. The general public fare structure is listed below:

**Hamilton County Express Fare Structure:**

**General Public Adults:**

- \$4 one-way
- \$50 adult pass for one-month of unlimited rides

**General Public Students:**

- \$2 one-way
- \$40 student pass for one-month of unlimited rides

**Noble of Indiana**

Noble of Indiana is a non-profit social service agency that provides social services, day treatment, job training, employment, rehabilitation services, and job placement assistance for individuals in Marion and Hamilton Counties. Noble of Indiana does not provide transportation directly but it purchases transportation on behalf of consumers or the general public. Noble of Indiana purchases approximately 72,000 trips per year from IndyGo. During the most recent fiscal year, Noble of Indiana spent \$293,000 on purchased transportation.

## **Neighborhood Christian Legal Clinic**

Neighborhood Christian Legal Clinic is a non-profit social service agency located in Indianapolis. It provides pro bono legal services, housing counseling, and tax education for individuals with low incomes in Marion, Hamilton, and Allen Counties. The legal clinic does not operate or purchase transportation.

## **Tangram (formerly Independent Residential Living of Central Indiana) (5310)**

Tangram provides a range of services to support older adults, individuals with disabilities, and their families in Marion, Hancock, Shelby, Johnson, and Hamilton Counties. Tangram services include supervised group living, community living services, employment training and placement, and home healthcare services. Administrative offices are located in Hancock County and regional service centers are in Greenfield and Shelbyville. Tangram is a United Way of Central Indiana partner.

Tangram operates a fleet of 14 vehicles including one maintenance vehicle and two (2) vehicles that are leased. Twelve (12) vehicles are wheelchair accessible. The Tangram fleet includes one (1) medium transit vehicle that was purchased in 2007 with assistance from the Section 5310 program.

Tangram vehicles are located at the group homes and duplexes so that the staff at those locations are able to drive consumers to their appointments, jobs, errands, or other activities on an on-demand basis. The agency vehicles are operated as if they were a family car for each home and duplex. Tangram does not charge a fare to consumers who need to use the vehicle unless the trip request is outside of the normal scope of services (i.e., charging the customer for gasoline for long distance trips). Normal transportation expenses are included in the daily living rate for Tangram consumers.

Tangram has a preventive maintenance program and schedule for monthly vehicle inspections of the vehicles. Staff at the home sites also are responsible for notifying the maintenance manager when there is an issue with the vehicle. Many of the vehicles have low mileage and are in poor condition.

## **Other Transportation Providers**

Indianapolis Yellow Cab, Inc. and Carmel Circle City Cab also provide 24-hour taxi service in Hamilton County and throughout the region. The 2007 Coordinated Public Transit Human Services Transportation Plan identified the American Cancer Society and the American Red Cross of Greater Indianapolis-Hamilton Center as organizations that provide non-emergency medical transportation exclusively to people with cancer in Hamilton County. PrimeLife Enrichment, Inc. also provides service exclusively to Hamilton County residents aged 50 or older. PrimeLife provides free transportation within Hamilton County and will take riders outside of the county for a per-mile fee. PrimeLife Enrichment acquired two (2) low-floor minivans in 2007 with assistance from the Section 5310 program.

***Summary of Transportation Providers***

Various public, private, volunteer, older adult, and human service agency transportation services are available in Hamilton County. The table in Exhibit II.2.8 outlines the transportation services.

**Exhibit II.2.8: Existing Transportation Services for Hamilton County**

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Albert & Sara Reuben Senior Resource Ctr.	Older Adults	Any	Hamilton County	No
American Cancer Society	People of any age with cancer	Medical	Hamilton County	No
American Red Cross of Greater Indianapolis-Hamilton Center	People of any age with cancer	Medical	Indianapolis Region	No
Boone County Arc Rehab Services	Individuals with Disabilities-Consumers Only	Purchases transportation for clients.	Boone, Hamilton, Marion, & Montgomery Counties	No
Bosma Industries for the Blind,	Blind or Visually Impaired	Any	Statewide	Yes
Carmel Circle City Cab	General Public	Any	Carmel, Zionsville, Westfield, Noblesville, Fishers, Geist, North Harbour	No
Goodwill Industries	Individuals with Low Incomes	Any	Central Indiana	
Hamilton Centers Youth Services Bureau	Troubled & At Risk Youth & Families	Any	Hamilton, Tipton, Madison, & Marion Counties	No
Hamilton County Express (5311)	General Public	Any	Hamilton County	Yes

**Exhibit II.2.8: Existing Transportation Services for Hamilton County (Cont'd)**

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Janus Developmental Services (5310)	Individuals with Disabilities	Any	Hamilton & Tipton Counties	Yes
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
PrimeLife Enrichment, Inc. (5310)	Age 50 and older	Non-emergency medical	Hamilton County	
Tangram	Consumers and their Families	Any	Marion, Hancock, Shelby, Johnson, & Hamilton Counties	Yes

***Summary of Transportation Needs for Hamilton County***

The following transportation needs for Hamilton County residents were identified by survey respondents who participated in the 2007 Coordinated Public Transit-Human Services Transportation Plan and updated in 2008 and 2009 through interviews and surveys conducted for this plan:

- ◆ Regional Transportation – Several local residents and human service agency representatives indicated that they would like to see a comprehensive effort to build a regional transportation system with a light rail metro and buses. A general need to improve transit service and create connections to other public transit systems that operate beyond the county boundaries was expressed in Hamilton County and throughout the region.
- ◆ More Transportation Options – Stakeholders indicated that the existing transportation options available in Hamilton County for older adults, individuals with disabilities, or people with low incomes, or the general public who do not own or have access to a vehicle or do not drive are not expansive enough to meet needs.

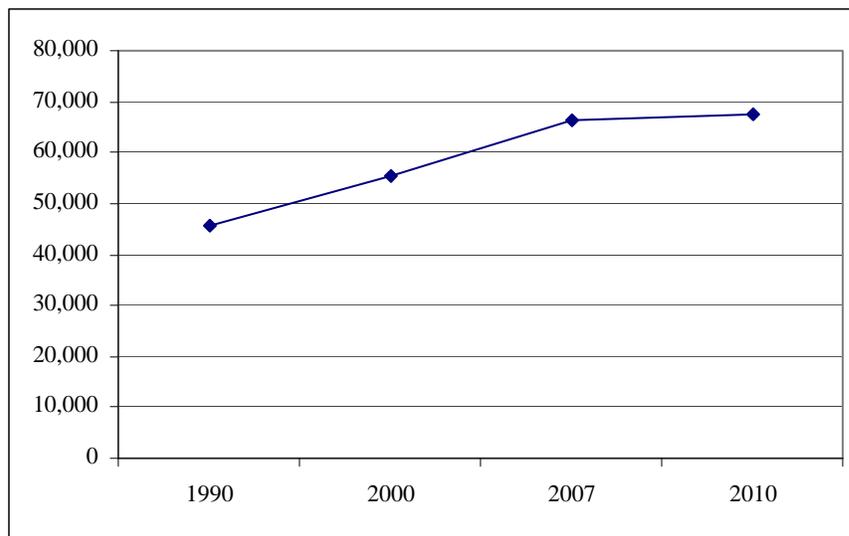
- ◆ Education and Training – The community is somewhat unaware of the transportation options that are available in Hamilton County. Transportation providers need to promote awareness of the options, especially to older adults, youth, individuals with disabilities, veterans, people with low incomes, and local employers.
- ◆ Wheelchair Accessible Vehicles – Many stakeholders indicated that there is a need for more wheelchair accessible vehicles in Hamilton County and throughout the region.
- ◆ Expanded Hours of Service – In 2007, several survey respondents indicated that there is a need to expand service hours in their communities. In particular, this need was identified for early-morning and late-afternoon hours.
- ◆ Drivers – Transportation providers indicated a need for additional drivers so that expansions in service frequency and hours could be sustained.
- ◆ Increased Frequency – In 2007, survey respondents indicated that the demand for increased frequency of service has been documented.
- ◆ Additional Funding – Transportation providers indicated that additional funding is needed to add more vehicles and manage the volume of requests for service.
- ◆ Maintenance – Transportation providers need to improve the maintenance program for existing vehicles throughout the county.

## HANCOCK COUNTY

### Population Growth

According to information from the Indiana University Business Research Center, the total population of Hancock County in 2007 was 66,305 people. This is an increase from the 2000 Census population of 55,391 reflecting a growth of 16.5 percent between 2000 and 2007. The Indiana University Business Research Center is projecting a continued increase in population for Hancock County. The projected population for 2010 is 67,426, an increase of nearly two (2) percent from 2007. Exhibit II.3.1 illustrates the historical and projected population trends for the county through the year 2010.

Exhibit II.3.1: Population Trends

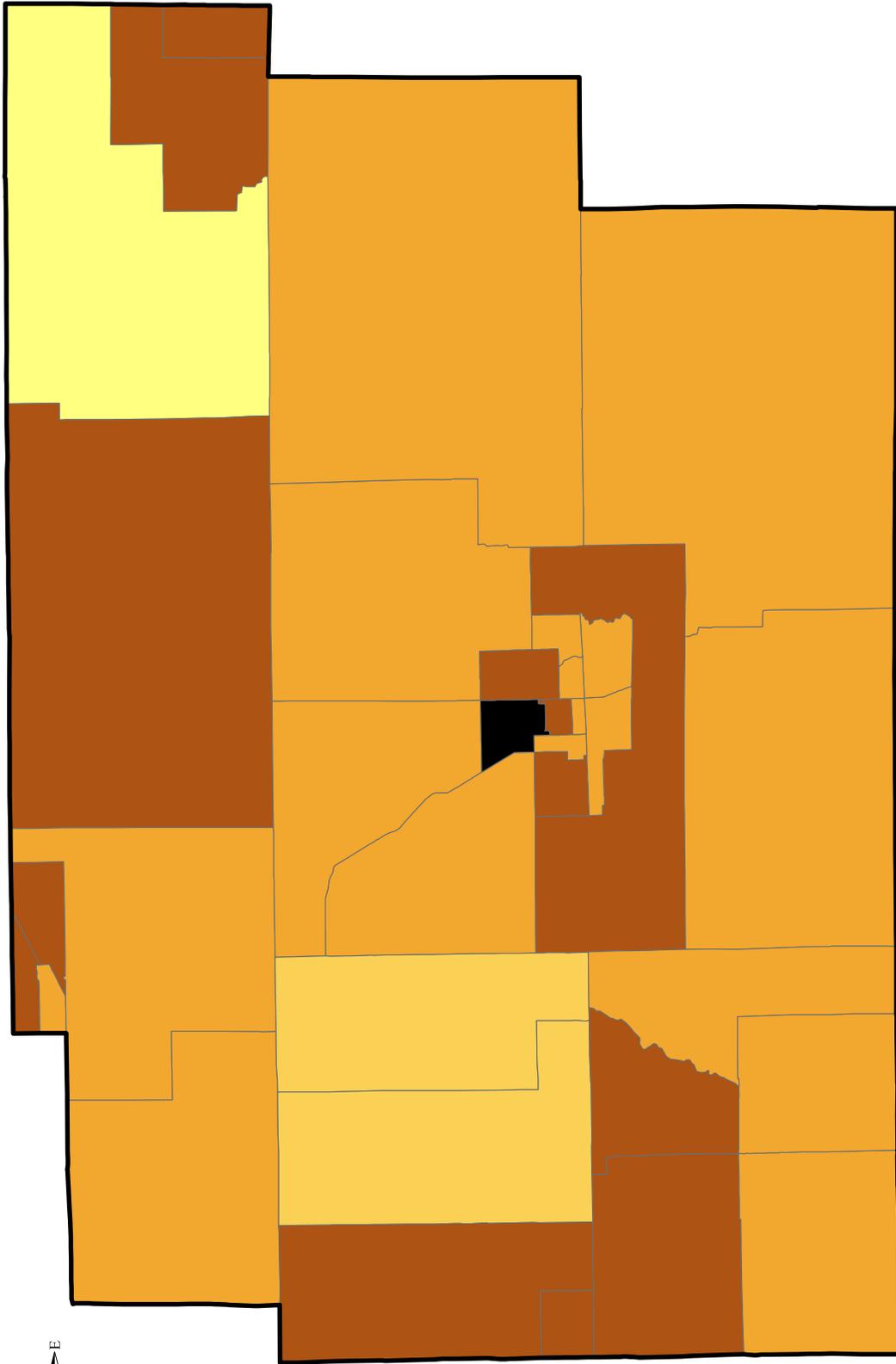
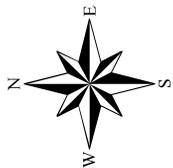


Source: 1990 & 2000 U.S. Census Bureau & Indiana University Business Research Center

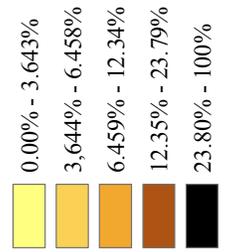
### Age

Exhibit II.3.2 illustrates the density of the population aged 65 and older by Census block group. The block group with a high density (23.8 – 100%) of older adults is in Greenfield. The block groups around Greenfield, Eden, Spring Lake, Wilkinson, Warrington, and Shirley have moderate population densities of older adults. Only two block groups have moderately low-to-low densities of older adults.

According to the 2000 statistics from the U.S. Census, the largest age cohort for Hancock County in 2000 was between age 25 and 44, constituting 28 percent of the county's population (see Exhibit II.3.3). The second largest age group was 45 to 64 year olds (27 percent). Approximately 24 percent of the population was under age 18, while 12 percent was age 65 or older. The age distribution indicates that the county has a relatively young population.



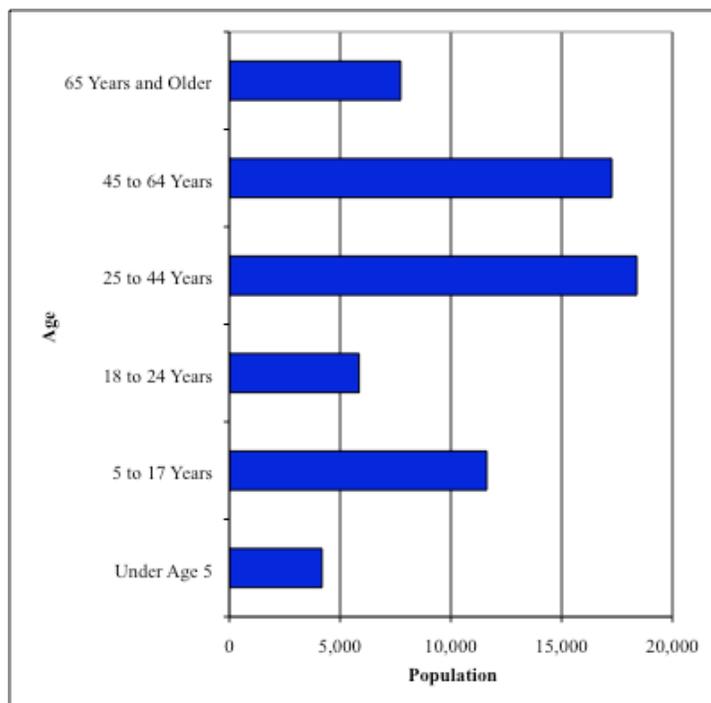
**Density by Total Population**



**Exhibit II.3.2: Population Density Age 65 and Over**

**Indianapolis Regional Coordinated  
Transportation Plan: Hancock County**

Exhibit II.3.3: Population by Age

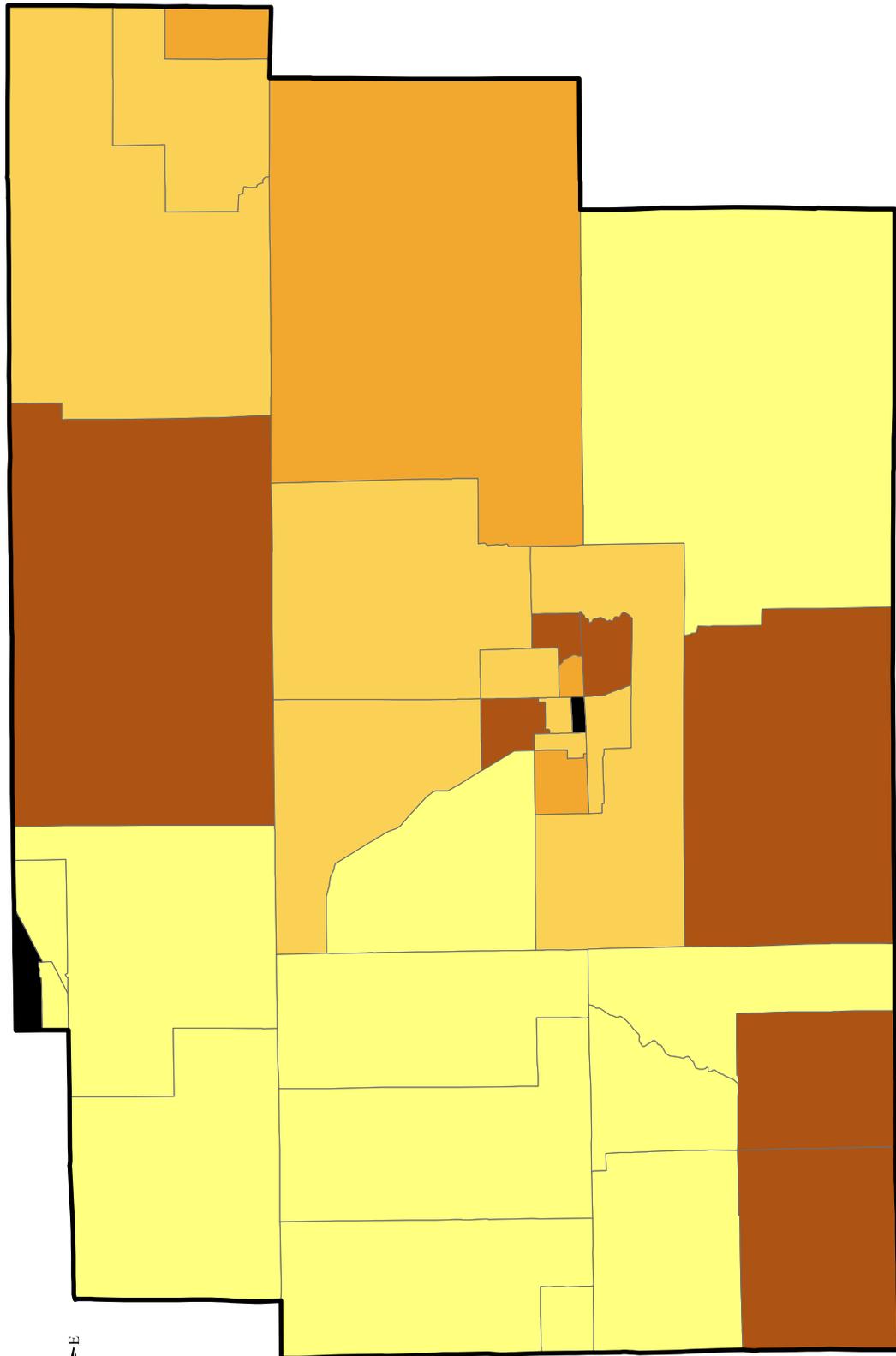
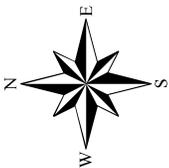


Source: 2000 U.S. Census Data

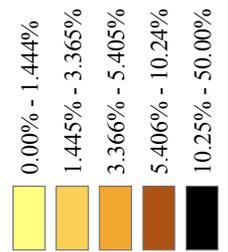
### Economic Profile

#### Employment and Income

The U.S. Census Bureau reported in 2000 that there were 20,718 total households in Hancock County. Exhibit II.3.4 illustrates the density of households below the poverty level within the county. Block groups with high densities of households below the poverty level were located in Greenfield and Fortville. Block groups with moderately high densities of households below the poverty level were located in Greenfield, Eden, and north of Fountaintown. The area around New Palestine also had block groups with moderately high densities of households below the poverty level.



**Below Poverty by Total Households**



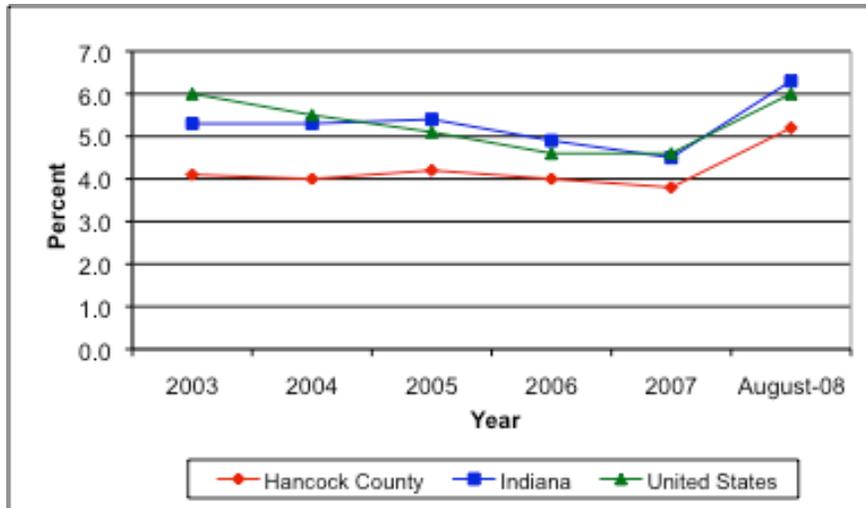
**Exhibit II.3.4: Households Below Poverty**

**Indianapolis Regional Coordinated  
Transportation Plan: Hancock County**

*Industry and Labor Force*

The 2007 Hancock County labor force consisted of 35,782 individuals according to the U. S. Bureau of Labor Statistics and the Indiana Department of Workforce Labor. The county's unemployment rate reached a high in August 2008 of five (5) percent, but remained less than the state and national unemployment rates. From 2003 to 2007, the unemployment rate for Hancock County had been around 4 percent, but remained lower than the state and national levels. Exhibit II.3.5 illustrates a comparison of the unemployment rates in the county, the state, and nation.

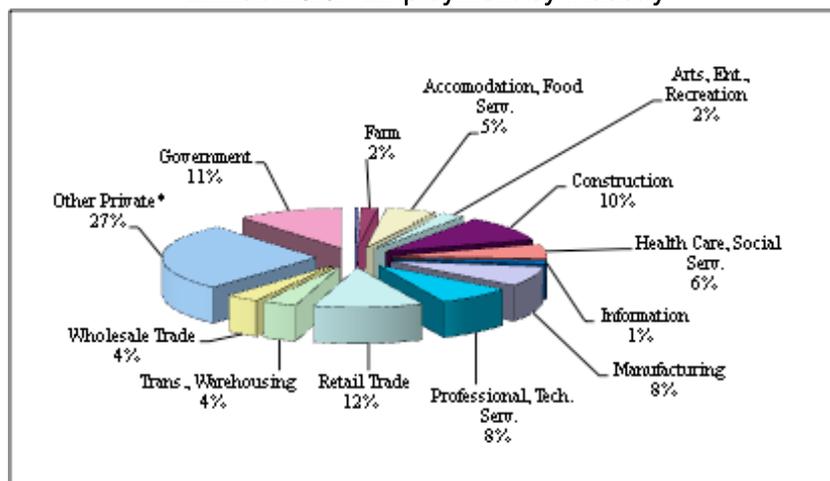
**Exhibit II.3.5: Comparison of Unemployment Rates**



Source: Bureau of Labor Statistics

The 'Other Private' sector was the largest industry in the region with 10,220 employees in 2006. 'Retail trade' was the second largest industry (4,296 employees) and 'Government' was the third largest (4,170 employees). Exhibit II.3.6 is an illustration of the employment by industry.

**Exhibit II.3.6: Employment by Industry**



Source: U.S. Bureau of Economic Analysis, 2006

The 'Wholesale Trade' sector had the highest reported average earnings per job in 2006. 'Manufacturing' reported the second highest average earnings according to the U.S. Bureau of Economic Analysis (see Exhibit II.3.7). The 'Other Private' sector held the highest percentage of the workforce and had average earnings per job of \$15,344, which falls on the lower end of the earnings scale for the county.

**Exhibit II.3.7: Average Earnings, by Industry (2006)**

Employment Industry	Avg. Earnings per Job (2006)
Manufacturing	\$62,013
Government	\$44,357
Other Private*	\$15,344
Professional and Technical	\$46,754
Construction	\$33,177
Wholesale Trade	\$69,476
Retail Trade	\$17,523
Health Care and Social Service	\$31,177
Transportation and Warehousing	\$24,592
Accommodations, Food Service	\$12,728
Information	\$26,356
Arts & Rec.	\$12,214
Private	\$28,597
Agriculture	\$6,973

\* Some data not available due to BEA non-disclosure requirements.  
Source: U.S. Bureau of Economic Analysis

### *Existing Transportation Services*

The following paragraphs outline the transportation services available in Hancock County as of the date of this report. Sources for information include survey results, interviews, the 2007 IMPO survey, and the 2007 INDOT Public Transit Annual Report.

#### **Hancock Area Rural Transit (5311)**

Hancock Area Rural Transit (HART) is the public transportation system for Hancock County. The public transportation program is administered and operated by the Hancock County Senior Services (HCSS). Transportation was one of HCSS' original programs 30 years ago when eligibility was limited to older adults and individuals with disabilities. In 2005, the public transportation program, HART, was established successfully. Since then, HART service has been open to the general public for any trip purpose. The primary service area is Hancock County, however, HART will provide transportation to surrounding counties, including Marion. Out of 1,485 trips provided in

August 2008, approximately 14 percent were to out-of-county destinations. Recently, HART has experienced an increase in out-of-county trip requests for medical appointments.

HART provides demand response transportation between 8:00 AM and 4:00 PM, Monday through Friday. There is no service on weekends. Between December 2007 and November 2008, HART provided 9,657 general public passenger trips for 465 different people. Approximately 580 trips were for riders who used a wheelchair.

HART operates a fleet of 10 vehicles and 60 percent of the fleet is Americans with Disabilities Act (ADA) wheelchair accessible. The passenger fare structure is outlined below:

### **HART Passenger Fare Structure**

Adult (age 16 to 59):

\$2.00

\$10.00 out-of-county

Youth (under age 16 years):

Free

Elderly/Disabled:

Donation or \$2.00, depending on destination (in-county)

\$10.00 out-of-county

HART is administered through the Hancock County Senior Services (HCSS). HART coordinates transportation activities with HCSS, Hancock Inter Agency, Healthy Families, Hancock Hope House, Alternatives, Division of Family Resources, and Developmental Services.

### **Hancock County Senior Services (5310)**

Hancock County Senior Services (HCSS) is a non-profit social service agency that provides social services, information and referral, homemaker assistance, and general in-home non-medical services for individuals age 60 and older in Hancock County.

Transportation is provided in Hancock County as demand response, curb-to-curb or door-to-door service for eligible passengers. Hours of operation are 8:00 AM to 4:00 PM, Monday through Friday. There is no limitation on trip purposes. Passengers are permitted to travel with their own personal care attendant or escort, and drivers will assist passengers with a limited number of packages. Passengers are requested to make advance reservations and trips are provided on a first come/first served basis.

Between December 2007 and November 2008, HCSS provided 16,515 passenger trips for 690 older adults. Approximately 1,552 trips were for riders who use a wheelchair.

HCSS refers and HART are operated and administered from a shared facility and with a shared staff. Passengers who are not eligible for HCSS transportation are referred to HART public transportation. HCSS coordinates with HART, Hancock Inter Agency, Healthy Families, Hancock Hope House, Alternatives, Division of Family Resources, and Developmental Services.

HCSS received one (1) low floor mini van in 2007 with assistance from the Section 5310 program. The agency operates a fleet of ten (10) vehicles, six (6) of which are wheelchair accessible.

### **Gallahue Mental Health Services**

Gallahue Mental Health Services is a private, non-profit social service agency that provides social and rehabilitation services, counseling, job placement, diagnosis/evaluation, recreation and social activities and psychosocial rehabilitation for individuals in Marion and Hancock Counties, and Shelbyville.

Temporary transportation is offered to consumers who are clients of the agency, have an appointment, or are enrolled in a program until the individual is trained to use public transportation, if it is available near his or her home. The agency provides transportation for consumers using a fleet of six (6) minivans. None of the vehicles are wheelchair accessible. Transportation service begins at 8:00 AM and ends at 3:00 PM, Monday through Saturday.

During 2008, the agency provided 8,000 passenger trips for 30 individuals. Transportation is free to the passenger. Operating costs for transportation service are provided through the Community Health Network.

### **Tangram (formerly Independent Residential Living of Central Indiana) (5310)**

Tangram provides a range of services to support older adults, individuals with disabilities, and their families in Marion, Hancock, Shelby, Johnson, and Hamilton Counties. Tangram services include supervised group living, community living services, employment training and placement, and home healthcare services. Administrative offices are located in Hancock County and regional service centers are in Greenfield and Shelbyville. Tangram is a United Way of Central Indiana partner.

Tangram operates a fleet of 14 vehicles including one maintenance vehicle and two (2) vehicles that are leased. Twelve (12) vehicles are wheelchair accessible. The Tangram fleet includes one (1) medium transit vehicle that was purchased in 2007 with assistance from the Section 5310 program.

Tangram vehicles are located at the group homes and duplexes so that the staff at those locations are able to drive consumers to their appointments, jobs, errands, or other activities on an on-demand basis. The agency vehicles are operated as if they were a family car for each home and duplex. Tangram does not charge a fare to consumers who need to use the vehicle unless the trip request is outside of the normal scope of services (i.e., charging the customer for gasoline for long distance trips). Normal transportation expenses are included in the daily living rate for Tangram consumers.

Tangram has a preventive maintenance program and schedule for monthly vehicle inspections of the vehicles. Staff at the home sites also are responsible for notifying the maintenance manager when there is an issue with the vehicle. Many of the vehicles have low mileage and are in poor condition.

### Other Transportation Providers

In addition to the transportation providers listed in the paragraphs above, regional transportation providers that serve Hancock County also include the Indianapolis Yellow Cab, American Cancer Society, Need-A-Lift, and American Red Cross, Hancock Center.

### *Summary of Transportation Providers*

Various public, private, volunteer, older adult, and human service agency transportation services are available in Hancock County. The table in Exhibit II.3.8 outlines the transportation services.

Exhibit II.3.8: Existing Transportation Services for Hancock County

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
American Cancer Society	People of any age with cancer	Medical	Hancock County	No
American Red Cross of Greater Indianapolis-Hancock Center	People of any age with medical appointments	Medical	Hancock County & Indianapolis Region	No
Gallahue Mental Health Services	Mental Health Services Consumers	Any	Marion & Hancock Counties, & Shelbyville	No
Hancock Area Rural Transit (HART) (5311)	General Public	Any	Hancock County	Yes
Hancock County Senior Services (HCSS) (5310)	Age 60 and older	Any	Hancock County	Yes

Exhibit II.3.8: Existing Transportation Services for Hancock County (Cont'd)

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
Tangram (5310)	Consumers (Older Adults, Individuals with Disabilities) and their Families	Any	Marion, Hancock, Shelby, Johnson, & Hamilton Counties	Yes

***Summary of Transportation Needs for Hancock County***

The following transportation needs were identified by survey respondents who participated in the 2007 Coordinated Public Transit-Human Services Transportation Plan and updated in 2008 and 2009 through interviews and surveys conducted for this plan:

- ◆ Employment Transportation – Stakeholders indicated that the biggest challenge facing the county is reliable transportation to and from employment on a daily basis. It was reported that current transportation providers do not have the capacity to serve routine daily work transportation effectively.
- ◆ Wheelchair Accessible Vehicles – Stakeholders indicated a need for more Americans With Disabilities Act (ADA) accessible vehicles in Hancock County.
- ◆ Regional Transportation – Several stakeholders indicated a need for transportation to neighboring counties, including Marion County, for employment, medical, and other purposes.
- ◆ Coordination Leadership – Some agencies in Hancock County have expressed the need for a leader to assist with exploring the possibilities of coordinated transportation operations in the county and the region.
- ◆ Passenger Assistants on Transit/Paratransit – Public transportation and human service agency transportation providers need assistants on vehicles for individuals with disabilities and frail older adults who would not otherwise be able to utilize public transportation.

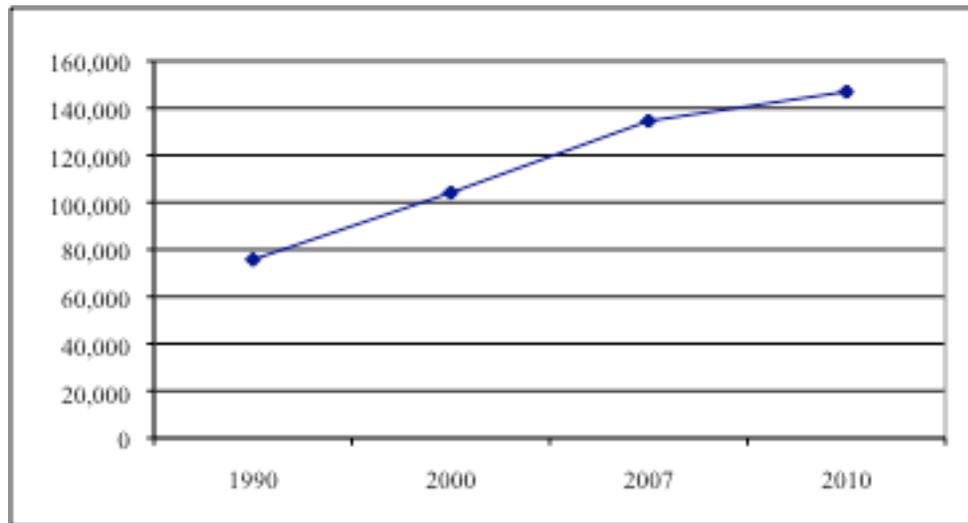
- ◆ Maintenance and Procurement – Explore the potential to coordinate vehicle maintenance and transportation related procurement activities.
- ◆ Educational Materials – Stakeholders indicated a need to educate the public about transportation services that are available to meet their needs or as an alternative to the single occupancy vehicle.
- ◆ After-school Activities – Stakeholders indicated that there are insufficient transportation alternatives available for youth to attend after-school activities.
- ◆ Increased Transportation – The United Way survey in 2003 indicated a need for additional transportation services for older adults and individuals with disabilities. In particular, the additional services would provide people living outside of a managed care facility with an option for easy access to necessary services and ultimately extend the person’s ability to live independently in his or her own home.

*HENDRICKS COUNTY*

*Population Growth*

According to information from the Indiana University Business Research Center, the total population of Hendricks County in 2007 was 134,558 people. This is an increase from the 2000 Census population of 104,093. This means that the population has grown by 22 percent between 2000 and 2007. The Indiana Business Research Center is projecting a continued increase in population for the county. The projected population for 2010 is 146,966, an increase of 8.4 percent from 2007. Exhibit II.4.1 illustrates the historical and projected population trends for Hendricks County through the year 2010.

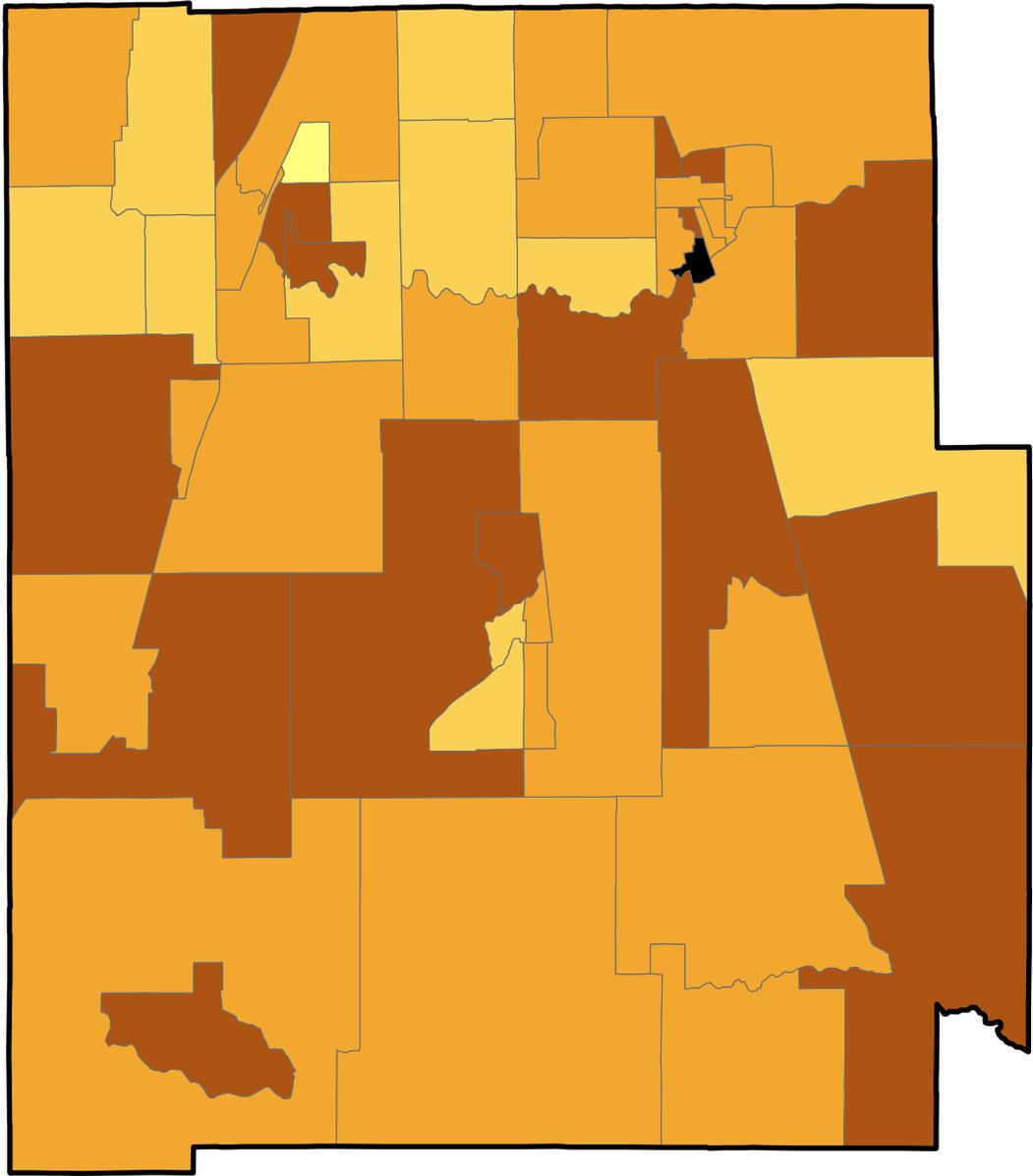
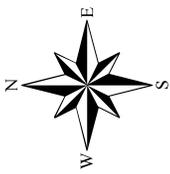
Exhibit II.4.1: Population Trends



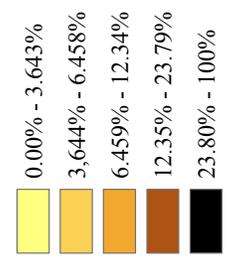
Source: 1990 & 2000 Census Bureau & Indiana University Business Research Center

**Age**

Exhibit II.4.2 illustrates the density of persons aged 65 and older by Census block group. The block group with a high density (23.8 – 100%) of older adults is in city of Plainfield. Areas with moderately high densities of people age 65 and over (12.35 – 23.79%) were found around the Stilesville, Danville, Brownsburg, and Plainfield. The remainder of the county has moderate to low older adult population densities per block group.



**Density by Total Population**

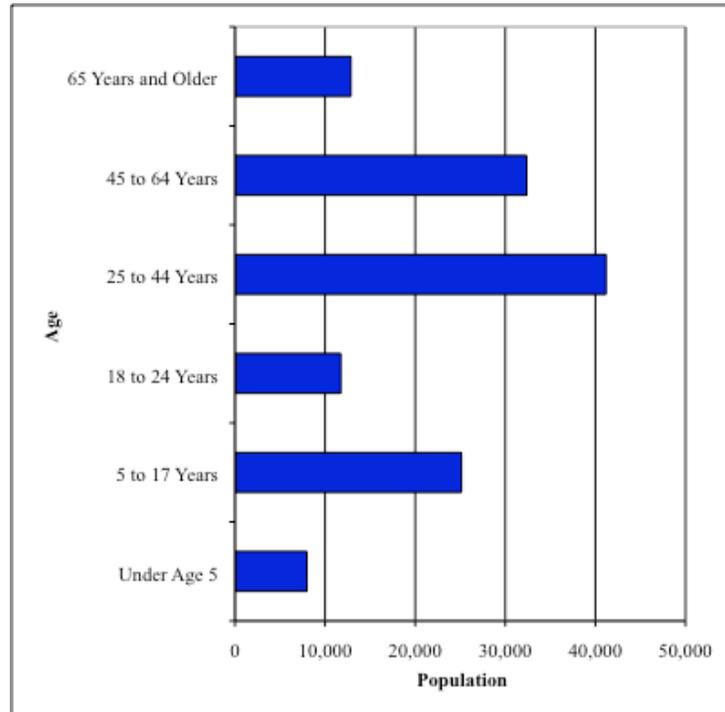


**Exhibit II.4.2: Population Density Age 65 and Over**

**Indianapolis Regional Coordinated  
Transportation Plan: Hendricks County**

According to the 2000 statistics from the U.S. Census, the largest age cohort for Hendricks County in 2000 was between age 25 and 44, constituting approximately 31 percent of the county's population (see Exhibit II.4.3). The second largest age group was 45 to 64 year olds (25 percent). Approximately 25 percent of the population in Hendricks County was under age 18, while 10 percent was age 65 or older. The distribution indicates that the majority of the county's population was in the working age groups and moving toward the age for retirement.

**Exhibit II.4.3: Population by Age**

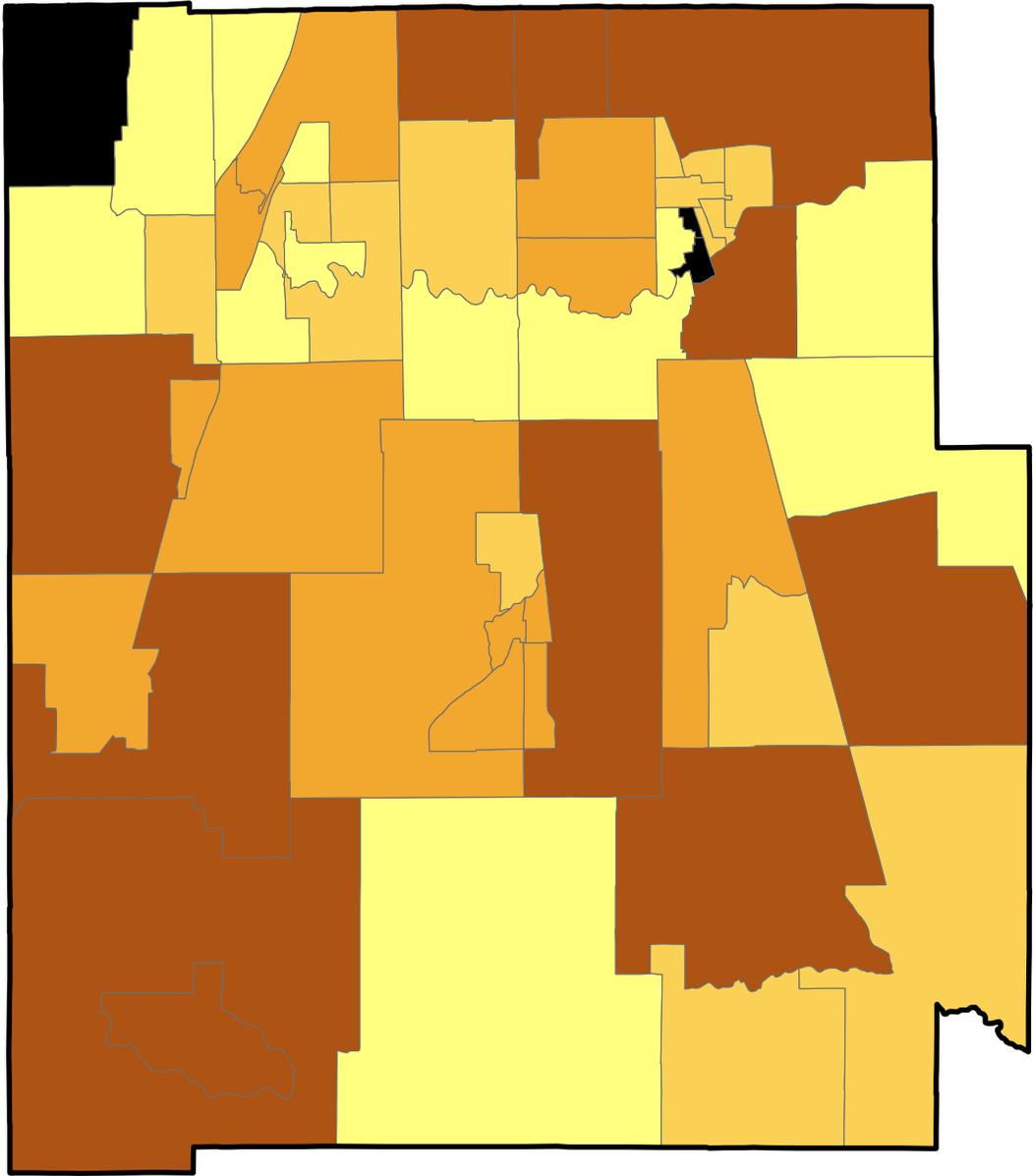
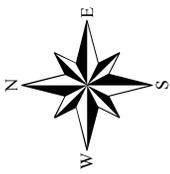


Source: 2000 U.S. Census Data

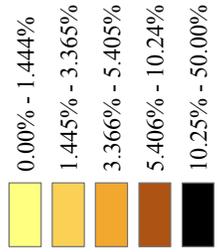
***Economic Profile***

**Employment and Income**

The U.S. Census Bureau reported in 2000 that there were 37,275 total households in Hendricks County. Exhibit II.4.4 illustrates the density of households below the poverty level per block group. Similar to the densities of older adults, the block group with the highest density of households below the poverty level was in Plainfield and also south of Zionsville (Boone County). Block groups with moderate densities of households below the poverty level are in Avon, Plainfield, Brownsburg, North Salem, Danville, Clayton, and Stilesville. The remainder of the region had moderate to low densities of households below the poverty level.



**Below Poverty by Total Households**



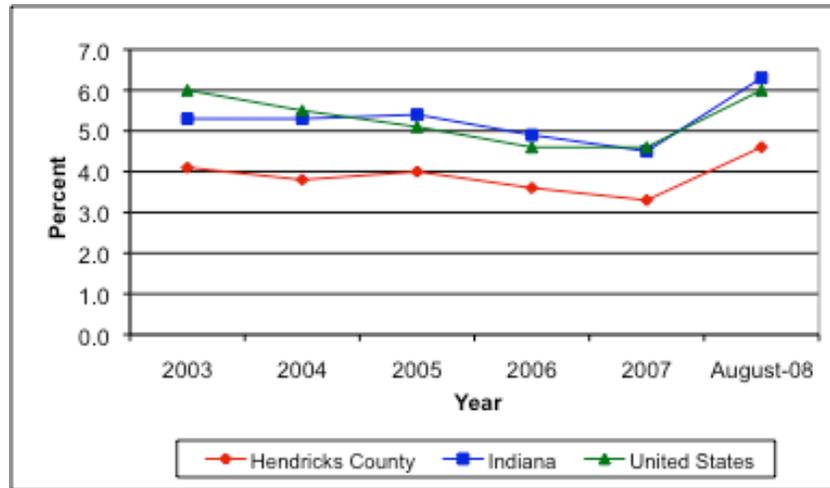
**Exhibit II.4.4: Households Below Poverty**

**Indianapolis Regional Coordinated  
Transportation Plan: Hendricks County**

***Industry and Labor Force***

The 2007 Hendricks County labor force consisted of 71,909 individuals according to the U. S. Bureau of Labor Statistics and the Indiana Department of Workforce Labor. The county's unemployment rate reached a high in August 2008 of 4.6 percent, which was less than the State of Indiana and the national unemployment rates. Exhibit II.4.5 illustrates a comparison.

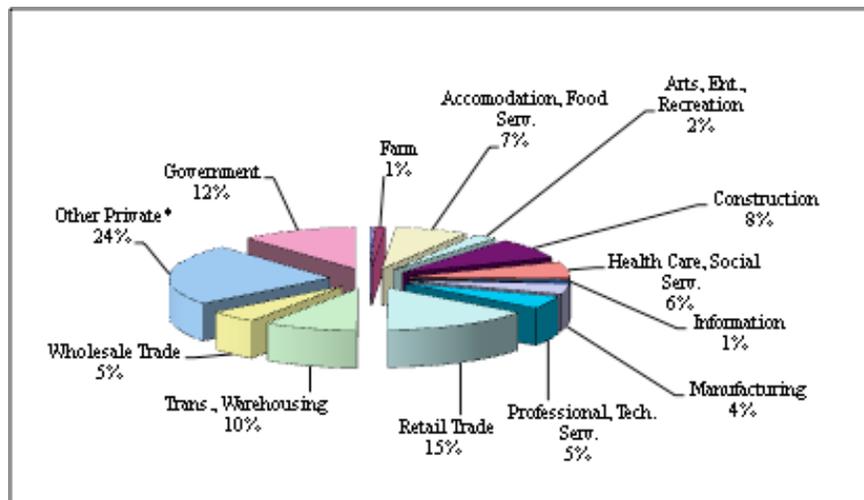
**Exhibit II.4.5: Comparison of Unemployment Rates**



Source: Bureau of Labor Statistics

The 'Other Private' sector was the largest employer in the region with 16,362 employees in 2006. The 'Retail Trade' sector was the second largest employer (10,285 employees) and 'government' was the third largest. Exhibit II.4.6 is an illustration of the employment by industry.

**Exhibit II.4.6: Employment by Industry**



Source: U.S. Bureau of Economic Analysis, 2005

The 'Other Private' sector had the highest percentage of jobs and the average annual earnings per job were \$24,412. 'Manufacturing' paid the highest average salary per job in 2006 and 'Agriculture' paid the lowest salary, according to the U.S. Bureau of Economic Analysis (see Exhibit II.4.7).

**Exhibit II.4.7: Average Earnings per Job, by Industry (2006)**

Employment Industry	Avg. Earnings per Job (2006)
Other Private*	\$24,412
Government	\$45,501
Transportation and Warehouse	\$37,878
Retail Trade	\$22,605
Manufacturing	\$74,373
Construction	\$31,744
Wholesale Trade	\$51,148
Health Care, Social Service	\$34,508
Professional and Tech.	\$38,345
Accommodation, Food Service	\$14,697
Arts & Rec.	\$18,107
Information	\$16,839
Private	\$30,446
Agriculture	\$8,107

\*Does not include data that are not available due to BEA non-disclosure requirements.  
Source: U.S. Bureau of Economic Analysis

### ***Existing Transportation Services***

The following paragraphs outline the transportation services available in Hendricks County as of the date of this report. Sources for information include survey results, interviews, the 2007 IMPO survey, and the 2007 INDOT Public Transit Annual Report.

#### **Child-Adult Resource Services, Inc (CARS) (5310)**

CARS is a non-profit social service agency that provides social services, day treatment, job training, employment assistance, rehabilitation services, and residential facilities for individuals who qualify for programming services. In Hendricks County, CARS provides a route for Head Start.

CARS operates a fleet of 51 vehicles. Twenty percent of the vehicles in the CARS fleet are wheelchair accessible. During 2008, CARS provided 19,276 trips for 115 individuals.

Transportation service is curb-to-curb and drivers are permitted to assist passengers with a limited number of packages. There are no advance reservation requirements. Service is available between 8:00 AM and 4:00 PM, Monday through Friday. CARS also provides transportation 24-hours a day, 7-days a week for residential homes.

CARS currently participates in the Area 7 and Area 4 Transportation Advisory Committees.

### **Hendricks County Senior Services and LINK Hendricks County (5311) (5310)**

Hendricks County Senior Services is a non-profit social service agency that provides transportation, social services, nutrition, information and referral, recreational activities, and homemaker services for Hendricks and Morgan Counties. Transportation is open to the general public.

Older adult and general public transportation is provided as demand response service between 6:00 AM and 6:00 PM, Monday through Friday. Transportation is curb-to-curb and door-to-door, and drivers will assist passengers with a limited number of packages.

Hendricks County Senior Services provides personal care attendants or escorts to those passengers who require such services. Passengers are also permitted to travel with their own personal care attendants or escorts. Advance reservations are requested and trips are scheduled on a first come/first served basis. Service is usually fully booked two-weeks in advance.

Older adults are permitted to ride for a donation on the Hendricks County Senior Services transportation. The passenger fare structure for LINK Hendricks County is listed below:

#### **LINK Hendricks County Fare Structure:**

##### In-Town:

\$3.00 One-way

##### In-County:

\$4.00 One-way

Hendricks County Senior Services and LINK Hendricks County operate a fleet of 26 vehicles for older adult and general public transportation; 73 percent of the fleet is wheelchair accessible. Between July 2007 and June 2008, LINK Hendricks County provided 19,363 passenger trips for 530 individuals. Approximately 16 percent of the trips were for riders who used a wheelchair. During 2008, LINK Hendricks County provided 44,121 rides for 632 passengers.

Hendricks County Senior Services received three (3) vehicles in 2007 with assistance from the Section 5310 program. The agency coordinates with Marion County transportation providers to arrange drop-off transfers at the county line.

## Other Transportation Providers

In addition to the transportation providers listed in the paragraphs above, regional transportation providers that serve Hendricks County also include the Indianapolis Yellow Cab, Helping Hand Chauffeur Services, Need-A-Lift, and Sycamore Services.

### *Summary of Transportation Providers*

Various public, private, volunteer, older adult, and human service agency transportation services are available in Hendricks County. The table in Exhibit II.4.8 outlines the transportation services.

**Exhibit II.4.8: Existing Transportation Services for Hendricks County**

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Child and Adult Resources, Inc. (CARS)	Headstart Program Consumers	Any	Benton, Carroll, Clinton, Hendricks, Marion, Morgan, Park, Sullivan, Vermillion, Warren, Boone, Clay, Fountain, Knox, Montgomery, Owen, Putnam, Tippecanoe, and Vigo Counties	Yes
Hendricks County Senior Services	Older Adults	Any	Hendricks County	Yes
LINK Hendricks County	General Public	Any	Hendricks & Morgan Counties	Yes
Helping Hand Chauffeur Service	General Public	Medical and School	Hendricks and Montgomery Counties	No

Exhibit II.4.8: Existing Transportation Services for Hendricks County (Cont'd)

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
Need-A-Lift	General Public	Non-emergency Medical	Nationwide	Yes
Sycamore Services	Older Adults, Individuals with Disabilities, and General Public	Any	Hendricks & Morgan Counties	Yes

***Summary of Transportation Needs for Hendricks County***

The following transportation needs for Hendricks County residents were identified by survey respondents who participated in the 2007 Coordinated Public Transit-Human Services Transportation Plan and updated in 2008 and 2009 through interviews and surveys conducted for this plan:

- ◆ Additional Funding – Transportation providers indicated that they could better meet the needs of older adults, individuals with disabilities, people with low incomes, and the general public if additional funding were available to cover the cost of expanded services.
- ◆ Extended Hours of Service – Transportation providers have experienced a need for transportation during early-morning and late-afternoon hours in Hendricks County, and regionally.
- ◆ Additional Days of Service – Options for transportation on weekends in Hendricks county are limited to private taxi providers and, for those who are eligible, certain human service agencies. Hendricks County needs transportation on weekends for people with low incomes to access employment opportunities and older adults and individuals with disabilities to have access to community activities and services.

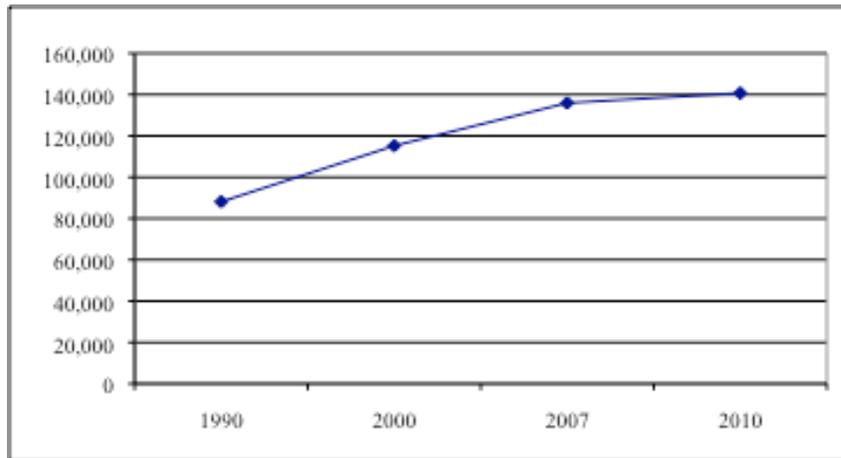
- ◆ Transportation for Work and School – Stakeholders indicated that transportation in Hendricks County for individuals who need to access employment opportunities (particularly to receive assistance in obtaining a GED) and school is insufficient to meet needs. Additional hours of service and frequency are needed.
- ◆ Additional Vehicles and Drivers – Public transportation offered by LINK Hendricks County is booked at least two-weeks in advance. With increased capacity and drivers, LINK could increase the amount of service provided within its service area.
- ◆ Additional Wheelchair Accessible Vehicles – Several respondents stated that the biggest problem facing public transportation in their community is the insufficient number of paratransit vehicles available, particularly those vehicles capable of handling large-sized individuals and wheelchairs. One of the biggest barriers for individuals with disabilities to sustain employment is the lack of affordable and reliable paratransit wheelchair transportation.
- ◆ Regional Wheelchair Accessible Transportation – The expense of long-distance trips is a burden for all transportation providers, but such trips are necessary. A regional coordinated transportation structure that is safe, efficient, affordable, and user-friendly for individuals in wheelchairs is needed.
- ◆ Passenger Assistance to/from The Origin/Destination – Transportation providers need ramps at the doorways of the homes of passengers who are unable to maneuver steps so that the passenger can safely move from his or her home to the vehicle.
- ◆ Environmentally Friendly Vehicles – Stakeholders indicated a need for environmentally friendly vehicles that are efficient and clean for use throughout the community.

*JOHNSON COUNTY*

*Population Growth*

According to information from the Indiana University Business Research Center, the total population of Johnson County in 2007 was 135,951 people. This is an increase from the 2000 Census population of 115,209. This means that the county population has grown by more than 15 percent between 2000 and 2007. The Indiana Business Research Center is projecting a slight increase in population for Johnson County between 2007 and 2010. Exhibit II.5.1 illustrates the historical and projected population trends for the county through the year 2010.

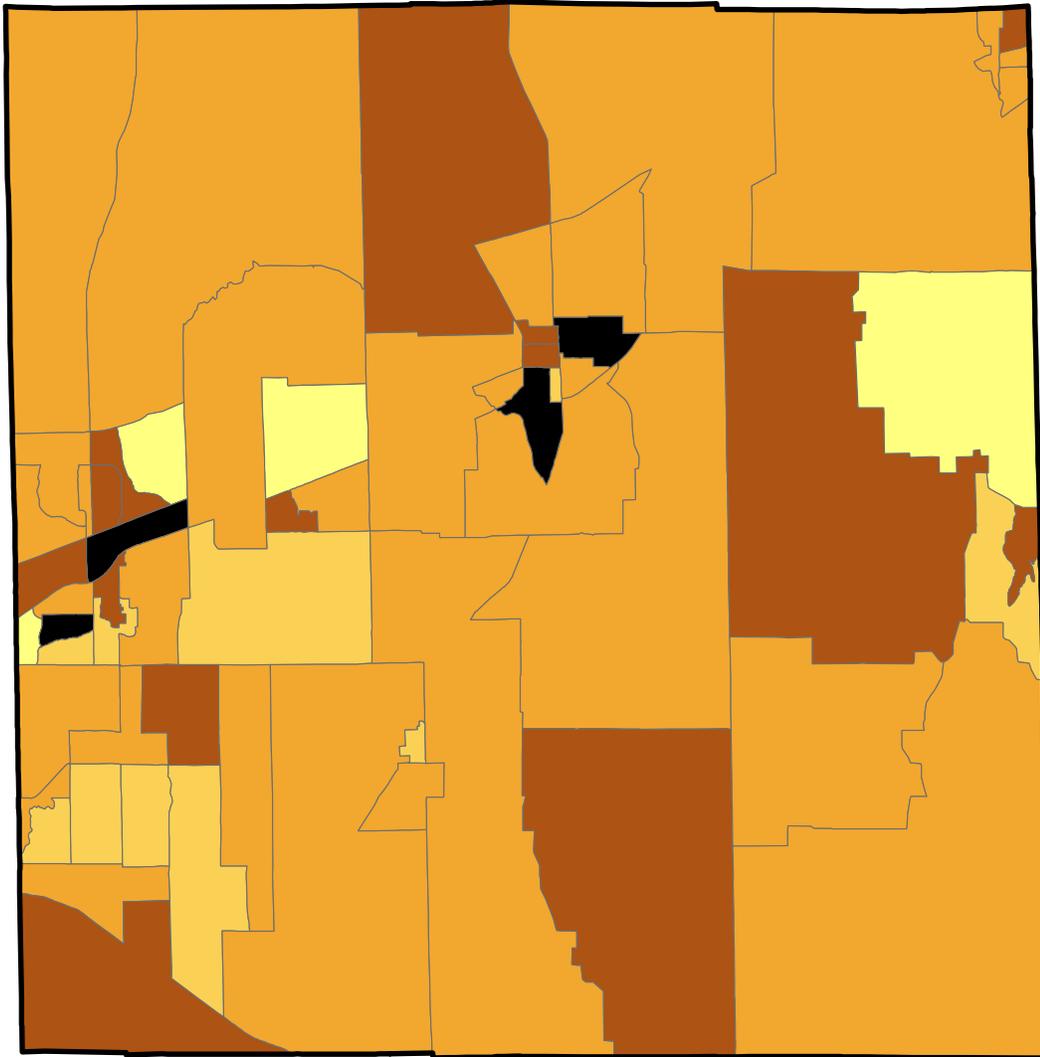
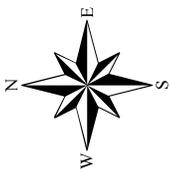
**Exhibit II.5.1: Population Trends**



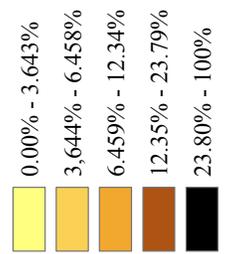
Source: 1990 & 2000 U.S. Census Bureau & Indiana University Business Research Center

**Age**

Exhibit II.5.2 illustrates the density of persons aged 65 and older by Census block group. The block groups with high densities of residents aged 65 and older are in the cities of Greenwood and Franklin. Block groups in the west central, northwest, east central, and around Trafalgar have moderately high densities of older adults. The remainder of the county has mostly moderate densities of older adults per block group. The distribution reflects a high percentage of older adults in the Johnson County population.



**Density by Total Population**

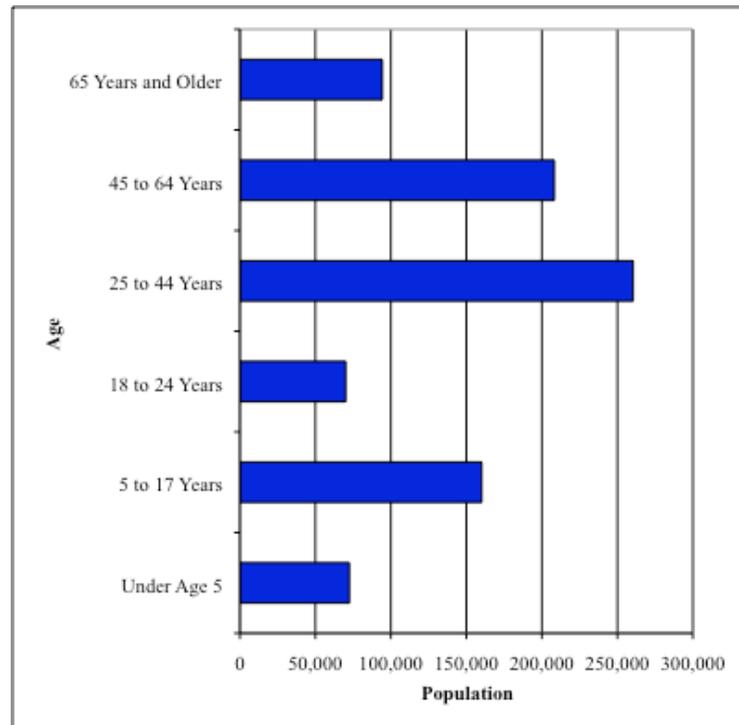


**Exhibit II.5.2: Population Density Age 65 and Over**

**Indianapolis Regional Coordinated  
Transportation Plan: Johnson County**

According to the 2000 statistics from the U.S. Census, the largest age cohort for Johnson County in 2000 was between age 25 and 44, constituting nearly 30 percent of the county's population (see Exhibit II.5.3). The second largest age group was 45 to 64 year olds (25 percent). Another 25 percent of the population was under age 18, while 11 percent was age 65 or older. The distribution indicates that the county has an older population with a higher percentage of population in the working class and reaching retirement.

**Exhibit II.5.3: Population by Age**

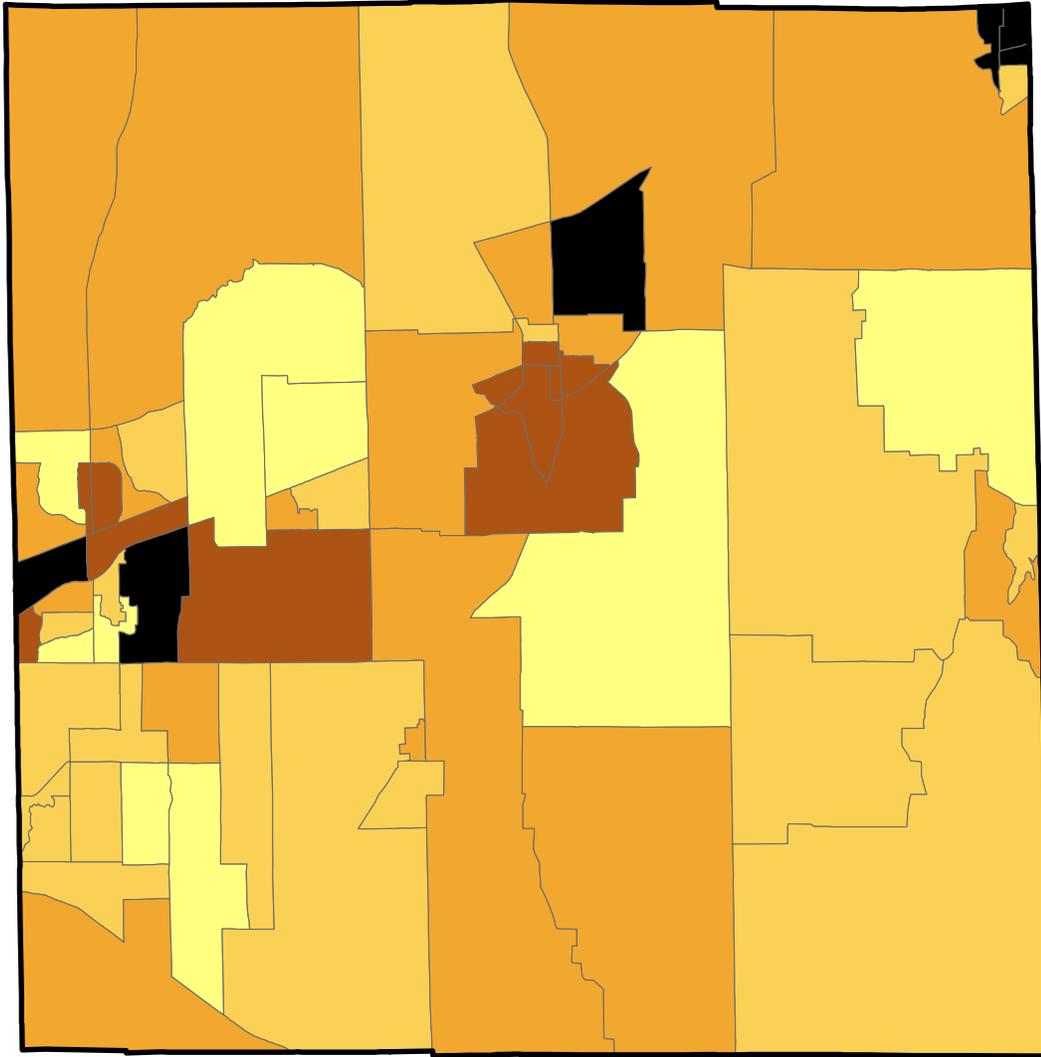
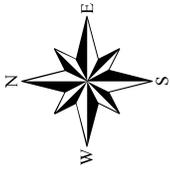


Source: 2000 U.S. Census Data

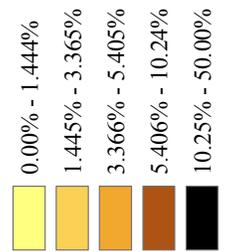
### ***Economic Profile***

#### **Employment and Income**

The U.S. Census Bureau reported in 2000 that there were 42,434 total households in Johnson County. Exhibit II.5.4 illustrates the density of households below the poverty level per block group. Block groups with the highest densities of households below the poverty level were in and around Greenwood, Franklin, and Edinburgh. Block groups with moderately high densities were in Franklin, and Whiteland. The remainder of the county had moderate to low densities of households below the poverty level per block group.



**Below Poverty by Total Households**



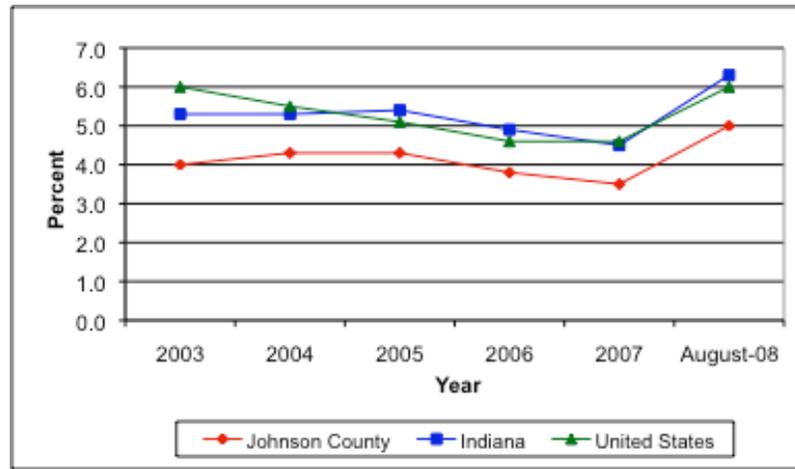
**Exhibit II.5.4: Households Below Poverty**

**Indianapolis Regional Coordinated  
Transportation Plan: Johnson County**

*Industry and Labor Force*

The 2007 Johnson County labor force consisted of 73,090 individuals according to the U.S. Bureau of Labor Statistics and the Indiana Department of Workforce Labor. The county's unemployment rate reached a high in August 2008 of 5 percent, which was lower than the State of Indiana and the national unemployment rates. From 2004 to 2007, the unemployment rate for Johnson County had slowly decreased and stayed lower than the state and national levels. Exhibit II.5.5 illustrates a comparison of the unemployment rates in the county, state, and nation.

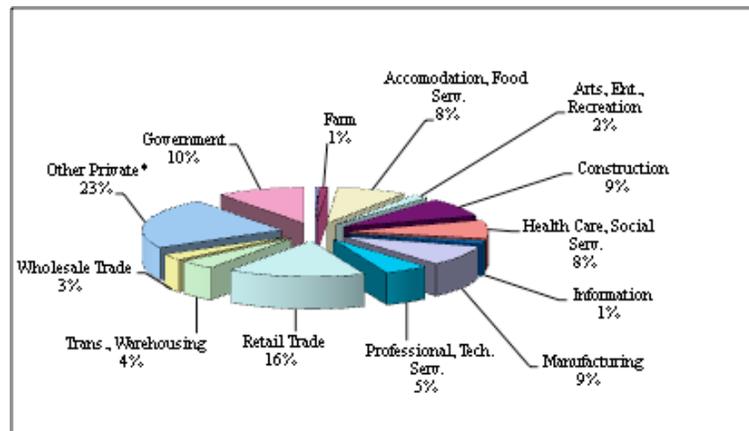
Exhibit II.5.5: Comparison of Unemployment Rates



Source: U.S. Bureau of Labor Statistics

The 'Other Private' sector was the largest employer in the county with 15,393 employees in 2006. The 'Retail Trade' sector was the second largest employer (10,811 employees) and 'Government' was the third largest. In addition, 6,106 people were employed by the 'Manufacturing' industry. Exhibit II.5.6 is an illustration of the employment by industry.

Exhibit II.5.6: Employment by Industry



Source: U.S. Bureau of Economic Analysis, 2006

The 'Manufacturing' and 'Wholesale Trade' industries pay the highest average earnings per job, according to the U.S. Bureau of Economic Analysis. 'Agriculture' and 'Arts & Recreation' reported the lowest average wages. The table in Exhibit II.5.7 outlines the average earnings, by industry.

**Exhibit II.5.7: Average Earnings per Job, by Industry (2006)**

Employment	Avg. Earnings per Job (2006)
Manufacturing	\$ 51,662
Other Private*	\$20,272
Government	\$44,784
Retail Trade	\$19,739
Health Care and Social Asst.	\$36,302
Construction	\$32,632
Professional and Tech.	\$33,454
Wholesale Trade	\$57,854
Transportation and Warehousing	\$33,570
Accommodation, Food Service	\$14,362
Information	\$40,040
Arts & Rec.	\$7,912
Private	\$28,135
Agriculture	\$4,970

\* County data was not available due to BEA non-disclosure requirements.  
Source: U.S. Bureau of Economic Analysis

***Existing Transportation Services***

The following paragraphs outline the transportation services available in Johnson County as of the date of this report. Sources for information include survey results, interviews, the 2007 IMPO survey, and the 2007 INDOT Public Transit Annual Report.

**Access Johnson County (5311)**

ACCESS Johnson County Public Transit provides demand response transportation in Johnson and Shelby Counties and also offers deviated fixed-route (Connector) service within major cities or towns in Johnson County. ACCESS Johnson County Public Transit provides free transfer between the flexible fixed-route connectors. The system also has formal bus stops where riders may access IndyGo, which are included in the published schedules for both systems. Passengers can also arrange to get pick up between Shelby and Johnson County.

General public transportation is provided between 5:30 AM and 10:00 PM, Monday through Friday and between 9:00 AM and 5:00 PM on Saturdays. No service is operated on Sundays. Transportation is provided with a fleet of 25 vehicles. The fleet is 100 percent wheelchair accessible.

During 2007, Access Johnson County Public Transit had 72,261 total passenger boardings. Access also provided an additional 24,192 passenger trips on the InterCity Johnson County Connectors. Total passenger trips increased system-wide by 4.5 percent, with an increase of 30 percent on the InterCity Johnson County Connectors due to increased schedule frequency and planned shift of part of Johnson County demand response capacity to InterCity service. ShelbyGo Public Transit finished its second full year of operation with 17,320 trips, an increase of 25 percent.

Also during 2007, Access Johnson County had 1,388 newly registered first-time passengers for a total of 9,541 registered passengers since 1995, in addition to walk-on passengers who do not register. Trip purposes for 2007 were distributed as follows:

- ◆ 41 percent for employment;
- ◆ 33 percent for an undisclosed reason;
- ◆ 10 percent for education;
- ◆ 10 percent for community resources (legal, shopping, banking)
- ◆ 4 percent for medical; and,
- ◆ 2 percent volunteer.

Eighty-three percent of passengers were general public while 11 percent were older adults and six (6) percent had a disability.

In 2008, Access Johnson County Public Transit registered its 10,000<sup>th</sup> first time rider and exceeded 100,000 trips system wide for the first time.

The fare structure is provided below:

**Fare Structure:**

County-wide:

\$3.50

Across County Line:

\$4.50 (1 mile into Marion County)

Cross county

\$5.00

Deviated Fixed-Route:

\$1.50 with free transfers

Passengers are asked to make reservations for demand response transportation at least 24-hours in advance. Deviated fixed-route riders can ride by getting on at a bus stop or calling 2 hours in advance for a deviation.

Access Johnson County Public Transit coordinates transportation with Johnson County Transportation Advisory Committee, Partnership for a Healthier Johnson County, United Way of Johnson County, Johnson County Community Organizations Active in Disaster, IndyGO, CIRTA, Johnson County Senior Services, Adult Education Council, Johnson County Area XI Aging and Community Services, and is actively involved in local emergency flood relief.

One of the most significant challenges to coordinated transportation services in Johnson County is the perception that insurance prohibits sharing vehicles. Organizations also fear losing autonomy.

### **Johnson County Senior Services**

Johnson County Senior Services is a non-profit senior center in Franklin that provides transportation, information and referral, homemaker services, offers durable medical equipment loans (i.e., wheelchairs, canes, etc.), and other services for older adults (age 60 and older), individuals with disabilities, and veterans in Johnson County. The Center also acts as a 'help and information line' for older adults who want information from Medicaid and senior insurance for food pantries. Transportation for Johnson County's older adults includes a service area from Columbus south to 38<sup>th</sup> Street in Indianapolis (including the Veterans Administration and the Methodist and other large hospitals).

Johnson County Senior Services offers the only non-emergency wheelchair accessible transportation for veterans going directly to the hospital at no cost to the client. The Johnson County Senior Services accepts donations for this service.

Transportation services are provided by agency staff as well as volunteers. Some volunteers are reimbursed for mileage expenses while others do not accept reimbursements. In addition to volunteer services, the agency operates a fleet of four (4) vehicles. One (1) vehicle is wheelchair accessible. The fleet is aging and replacement vehicles will be needed soon.

Between January and November 2008, the agency provided 6,466 passenger trips for 1,016 individuals. Approximately 20 percent of trips were for riders who used a wheelchair.

The agency is currently working with Access Johnson County to coordinate Veteran trips and other out-of-county trips. They are also working with the City of Franklin Parks and Recreation Department to utilize that driver.

### **Johnson County Arc/Gateway Services (5310)**

See Access Johnson County Public Transit which is operated by Gateway Services.

## Other Transportation Providers

In addition to the transportation providers listed in the paragraphs above, regional transportation providers that serve Johnson County also include Medicab and Indianapolis Yellow Cab. Medicab only provides transportation for medical appointments for ambulatory passengers within two-square miles of Edinburgh.

Four (4) other providers (the American Cancer Society, Tangram, Need-A-Lift, and Franklin Senior Center) offer limited transportation services in Johnson County. The American Cancer Society provides transportation exclusively to cancer patients for medical purposes only. The Franklin Senior Center provides transportation to Franklin City residents age 55 years or older within the Franklin City limits.

## Summary of Transportation Providers

Various public, private, volunteer, older adult, and human service agency transportation services are available in Johnson County. The table in Exhibit II.5.8 outlines the transportation services.

**Exhibit II.5.8: Existing Transportation Services for Johnson County**

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Access Johnson County	General Public	Any	Johnson & Shelby Counties	Yes
American Cancer Society	People with cancer.	Medical	Regional	No
Franklin Senior Center	Age 55 and older	Any	Franklin City	
Johnson County Senior Services	Age 60 and older, Individuals with Disabilities, & Veterans.	Any	Johnson County and hospitals in Marion County	Yes
Johnson County ARC/Gateway Services	See Access Johnson	County	Public	

Exhibit II.5.8: Existing Transportation Services for Johnson County (Cont'd)

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
Medicab	General Public	Medical Appointments	Edinburgh	No
Need-A-Lift	General Public	Non-emergency Medical	Nationwide	Yes
Tangram	Consumers and their Families	Any	Marion, Hancock, Shelby, Johnson, & Hamilton Counties	Yes

***Summary of Transportation Needs for Johnson County***

The following transportation needs were identified by survey respondents who participated in the 2007 Coordinated Public Transit-Human Services Transportation Plan and updated in 2008 and 2009 through interviews and surveys conducted for this plan:

- ◆ Immediate Response Transportation (i.e., taxi service) – Affordable transportation that can be scheduled at the last minute to take a passenger directly to his or her destination is lacking in Johnson County. Private taxi fares are sometimes cost prohibitive for individuals with low incomes; therefore, even when the service is available it may not meet the need for certain individuals. Additional capital and operating resources are required to support implementation of the immediate response 'taxi' service.
- ◆ Additional Capacity – Additional capacity for existing demand response & same day service in Johnson County is needed to meet demand and need.
- ◆ Regional Training – Transportation providers other than public transportation systems indicated a need to become involved in regional driver training activities so that their costs can be reduced while drivers continue to get quality training.

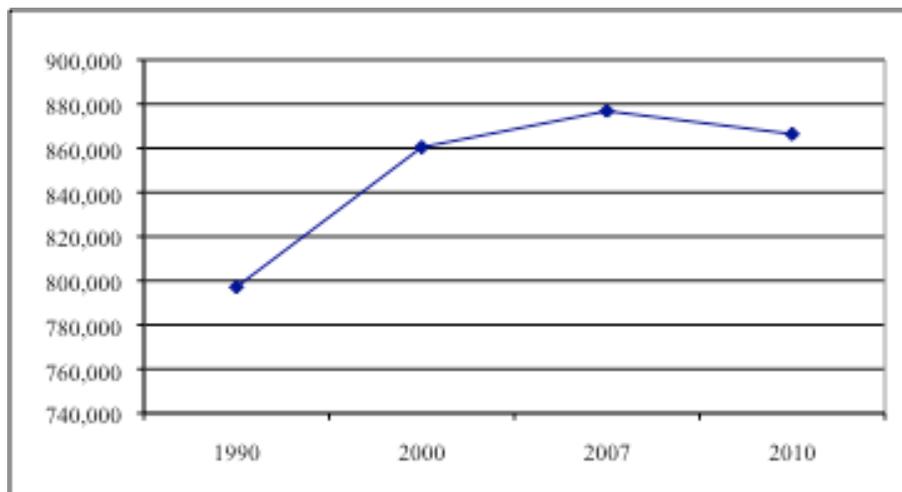
- ◆ Additional Wheelchair Accessible Vehicles – Improve overall accessibility and ease of use for passengers with disabilities. Even though all vehicles operated by Access Johnson County Public Transit are accessible, ADA wheelchair accessible vehicles for replacement and expansion are needed in Johnson County to meet demand and overcome current capacity limitations, as well as improve ability to accommodate passenger needs (oversized wheelchair and scooter, more comfortable ride, etc).
- ◆ Coordination with CICS – CICS could expand outreach to employers in Johnson County to encourage their active participation in transportation for the workforce.
- ◆ Replacement Vehicles – Some transportation providers in Johnson County are operating with older vehicles. New, replacement vehicles will be needed to continue safe, reliable, and efficient transportation services.
- ◆ Regional and Cross-County Transportation Coordination – Stakeholders discussed a growing need for transportation that crosses county lines and/or enables connections with transportation providers in neighboring counties. This type of connected or regional transportation will improve access to medical services, employment opportunities, as well as other community events and resources. It will also generally increase the mobility of transportation dependent individuals.
- ◆ Expand Hours of Service – Stakeholders indicated a need to extend the current hours of public transportation service to early mornings and nights to support employment and medical trip purposes for older adults, individuals with disabilities, and people with low incomes. Most organizations would need to hire additional drivers in order to provide service during expanded hours.
- ◆ Affordable Service – More affordable transportation for the general public is needed throughout the county and the region. Funding is always a major issue as is sufficient local match, an increasing problem as non-federal sources are declining or at risk. In the current economy, affordable transportation is a major issue for consumers and the general public and additional funding is a challenge for the local governments and organizations as they work with increasingly limited operating budgets.
- ◆ Improve Job Access – Improving job access through public transportation is needed for the entire county, especially for individuals with disabilities.

## MARION COUNTY

### Population Growth

According to information from the Indiana University Business Research Center, the total population of Marion County in 2007 was 876,804. This is an increase of nearly two (2) percent from the 2000 Census population of 860,454. The Indiana Business Research Center is projecting a decrease in population for Marion County of one (1) percent between 2007 and 2010. Exhibit II.6.1 illustrates the historical and projected population trends for Marion County through the year 2010.

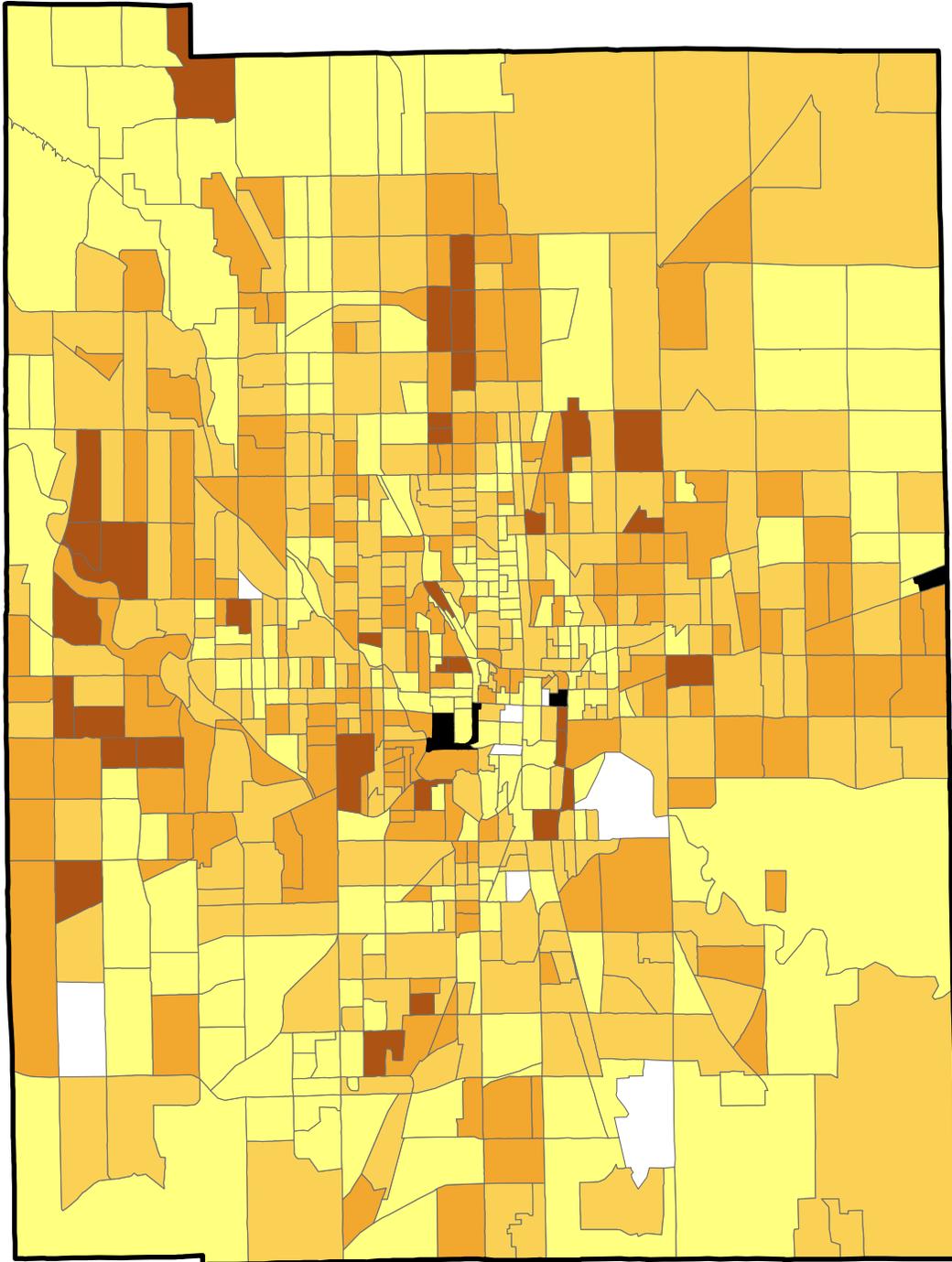
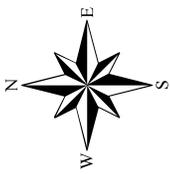
Exhibit II.6.1: Population Trends



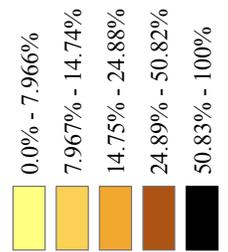
Source: U.S. Census Bureau (1990 & 2000) & Indiana University Business Research Center

### Age

Exhibit II.6.2 illustrates the density of population aged 65 and older by Census block group. The block groups with the highest density of residents aged 65 and older (50.83 – 100 percent) are in the central portion of the Indianapolis and in Southport. Areas of moderately high density (24.89 – 50.82 percent) of older adults are found in and around the center of Indianapolis as well as in Speedway, Beech Grove, Warren Park, and Lawrence. Moderate levels of population densities of people aged 65 and older can be found in the remaining parts of the county.



**Density by Total Population**



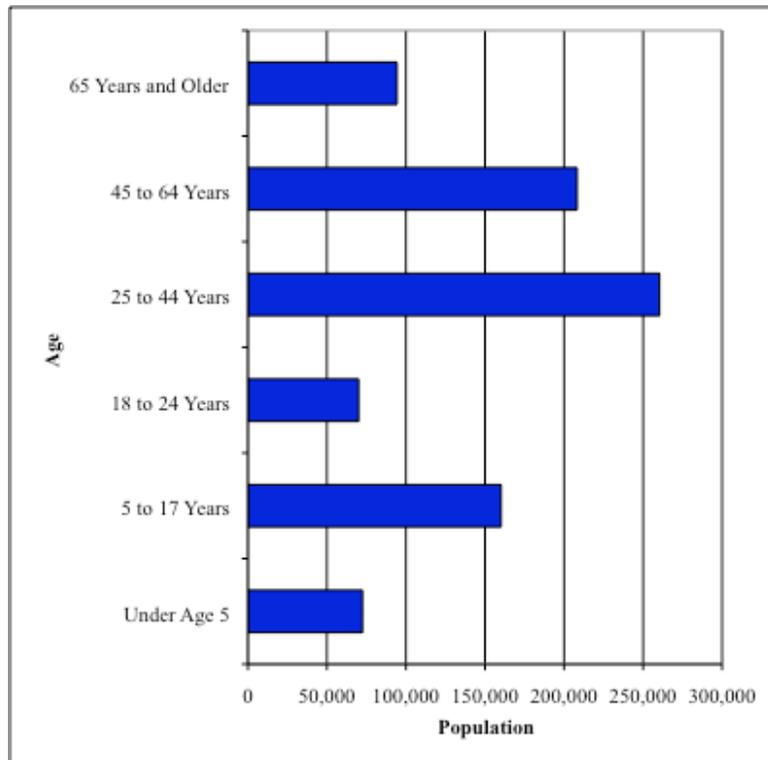
**Exhibit II.6.2: Population Density Age 65 and Over**

**Indianapolis Regional Coordinated  
Transportation Plan: Marion County**

Areas in white have no recorded census data

According to the 2000 statistics from the U.S. Census, the largest age cohort for Marion County in 2000 was between age 25 and 44, constituting 30 percent of the county's population (see Exhibit II.6.3). The second largest age group was 45 to 64 year olds (24 percent). Approximately 27 percent of the population in Marion County was under age 18, while 11 percent was age 65 or older. The distribution indicates that the majority of the county's population was in the working age groups and moving toward the age for retirement.

Exhibit II.6.3: Population by Age

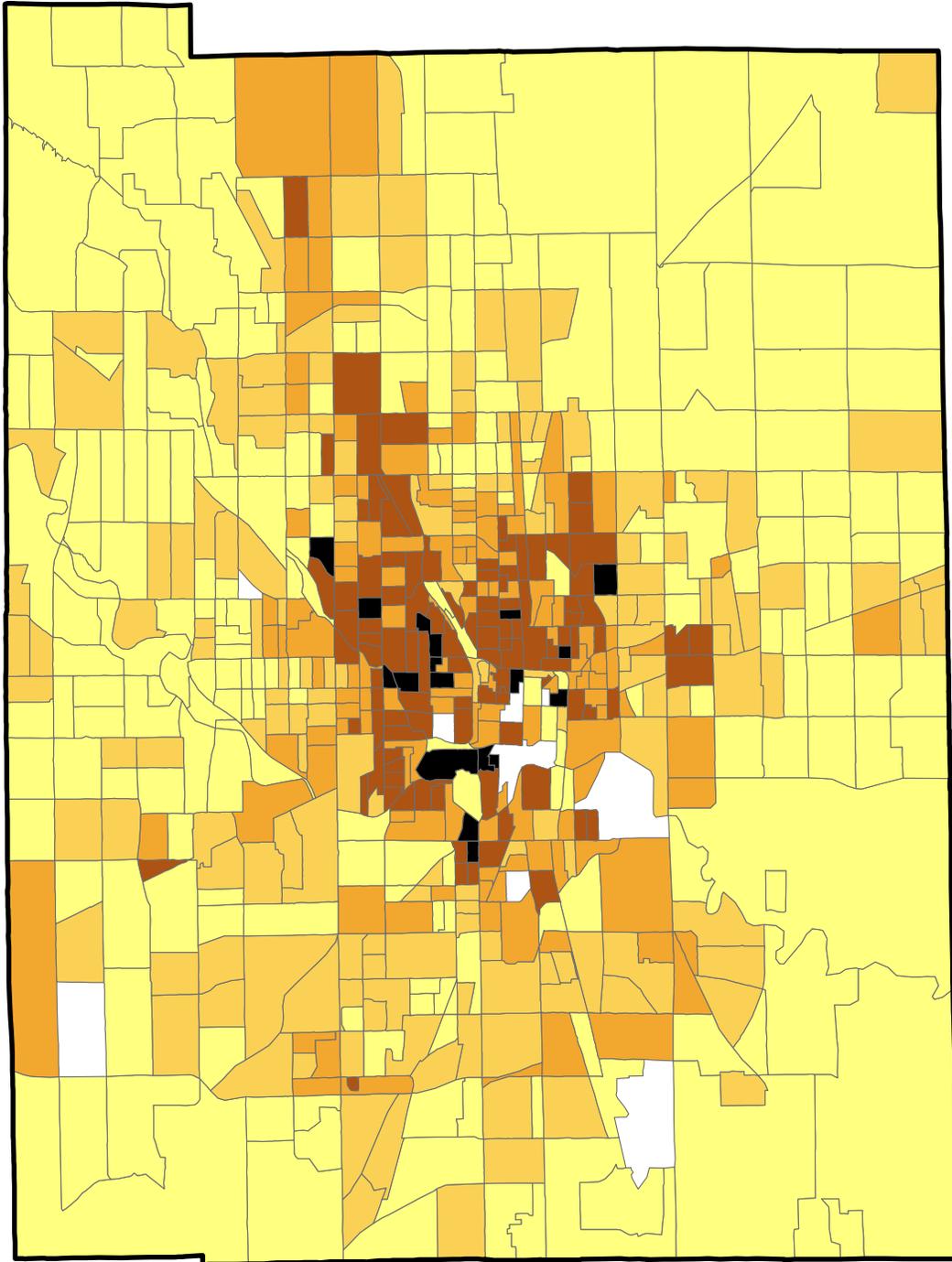
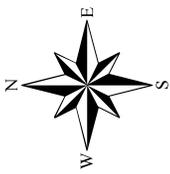


Source: 2000 U.S. Census Data

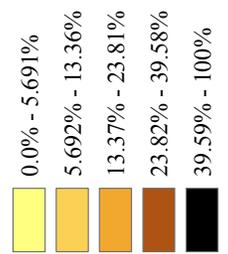
### ***Economic Profile***

#### **Employment and Income**

The U.S. Census Bureau reported in 2000 that there were 352,164 total households in Marion County. Exhibit II.6.4 illustrates the density of households below the poverty level per square mile. In Marion County there are many block groups with high densities (39.59 – 100 percent) of households below the poverty level. Most of the block groups are in and around the center of the city of Indianapolis. Areas of moderate density of households below the poverty level (23.82 – 39.58 percent) exist in the block groups just outside those of high densities. The remainder of the region had low densities of households below the poverty level.



**Below Poverty by Total Households**



**Exhibit II.6.4: Households Below Poverty**

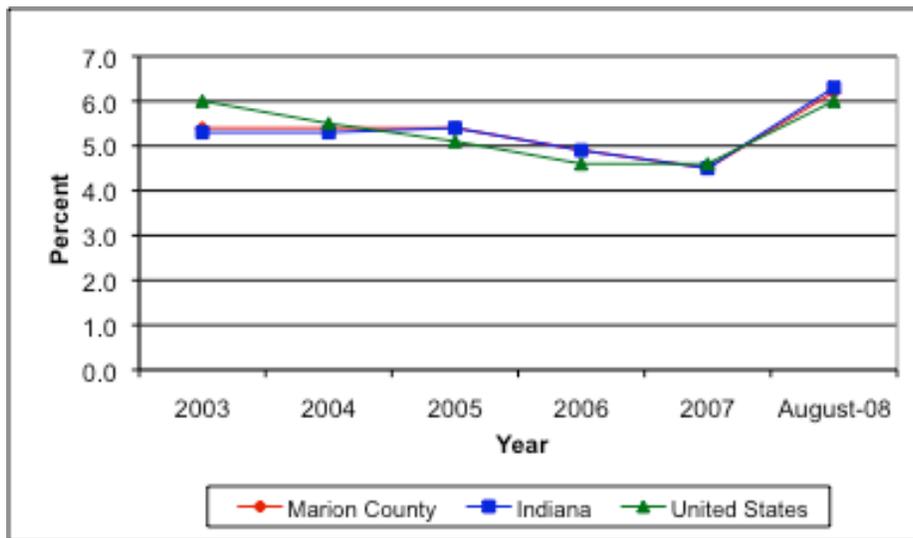
**Indianapolis Regional Coordinated  
Transportation Plan: Marion County**

Areas in white have no recorded census data

### *Industry and Labor Force*

The 2007 Marion County labor force consisted of 462,173 individuals according to the U. S. Bureau of Labor Statistics and the Indiana Department of Workforce Labor. The county's unemployment rate reached a high in August 2008 of 6.2 percent. From 2003 to 2007 the Marion County unemployment rate decreased from 5.4 to 4.5. Since 2003, the unemployment rate for Marion County has remained nearly equal to the state and less than national levels until August 2008 when it surpassed the national rate. Exhibit II.6.5 illustrates a comparison of the unemployment rates in the county, state, and nation.

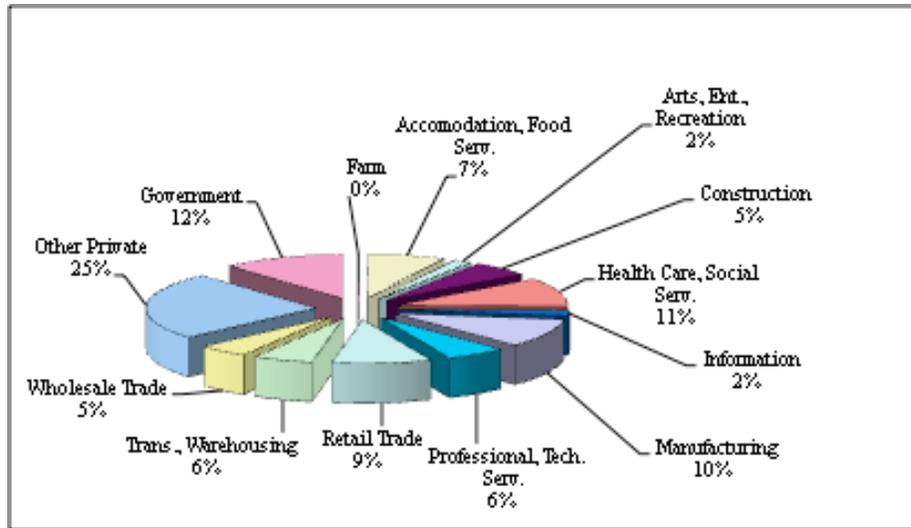
Exhibit II.6.5: Comparison of Unemployment Rates



Source: U.S. Bureau of Labor Statistics

The 'Other Private' sector was the largest industry in the region with 169,473 employees in 2006. 'Government' sector was the second largest employer (79,154 employees) and 'Health Care, Social Service' was the third largest (72,140 employees). Exhibit II.6.6 is an illustration of the employment by industry.

Exhibit II.6.6: Employment by Industry



Source: U.S. Bureau of Economic Analysis, 2006

The 'Manufacturing' sector had the highest average earnings per job in 2006 earning \$108,288. 'Professional and Technology' and 'Wholesale Trade' had the second and third highest average earnings per job according to the U.S. Bureau of Economic Analysis (see Exhibit II.6.7).

Exhibit II.6.7: Average Earnings per Job, by Industry (2006)

Industry	Avg. Earnings per job (2006)
Other Private	\$45,380
Manufacturing	\$108,288
Government	\$57,980
Health Care and Social Asst.	\$53,562
Professional and Tech.	\$77,778
Construction	\$66,011
Wholesale Trade	\$69,786
Retail Trade	\$29,667
Transportation and Warehouse	\$47,045
Accommodation, Food Service	\$18,798
Information	\$67,683
Arts & Rec.	\$49,306
Agriculture	\$15,484

Source: U.S. Bureau of Economic Analysis

### Existing Transportation Services

The following paragraphs outline the transportation services available in Marion County as of the date of this report. Sources for information include survey results, interviews, the 2007 IMPO survey, and the 2007 INDOT Public Transit Annual Report.

#### **Indianapolis Public Transportation Corporation (IPTC) (5307, 5316)**

IPTC is a publicly sponsored transit agency that operates as a unit or department of the local government. IPTC provides public transportation in Marion County. Fixed route transportation (IndyGo) is available for the general public and demand response paratransit service (Open Door) is available to Americans with Disabilities Act (ADA) eligible consumers. Paratransit service offered by IPTC is called "Open Door."

IndyGo operates a fleet of 158 medium or heavy-duty transit buses that are wheelchair accessible. Hours of operation are as follows:

#### **IndyGo Hours of Operation**

<b>Monday-Friday</b>	<b>Saturday</b>	<b>Sunday</b>
4:00 AM to 1:00 AM	5:00 AM to 1:00 AM	6:00 AM to 10:00 PM

For the Open Door paratransit service, riders are asked to reserve a trip three days before travel. IPTC will accommodate late reservations if space is available. Passengers are permitted to travel with their own personal care attendants or escorts.

As of year end 2007, IndyGo provided 9,408,226 general public passenger trips on the fixed route service. Approximately 470,411 of those trips were for riders who use a wheelchair. During the same period of time, the "Open Door" service provided 303,998 passenger trips for ADA eligible consumers. Approximately 76,000 of the trips were for riders who use a wheelchair. The fare structure for IndyGo fixed route service is provided below. Eligible paratransit (Open Door) passengers ride free on fixed routes.

#### **IndyGo Fare Structure:**

	<b>Single Ride</b>	<b>Day Pass</b>	<b>7-Day Pass</b>	<b>31-Day Pass</b>
<b>Full Fare</b>	\$1.75	\$4.00	\$20.00	\$60.00
<b>Half Fare</b>	\$0.85	\$2.00	\$10.00	\$30.00

In addition to directly providing transportation, IndyGo also purchases transportation from MV Transportation. During the last fiscal year, IPTC purchased 186,547 trips from MV Transportation.

IPTC participates in a variety of coordination activities throughout the region and strives to meet passenger needs. IPTC is represented on a number of advisory committees and boards including: Central Indiana Regional Transportation Authority (CIRTA), Indianapolis northside Naturally Occurring Retirement Community (NORC), Indianapolis Housing Agency (IHA), Indianapolis Headstart Transportation Advisory Committee, Indiana Council on Specialized Transportation (INCOST), and the Indianapolis Metropolitan Planning Organization (IMPO) Transportation Advisory Committee on Specialized Transportation.

### **American Red Cross of Greater Indianapolis**

The American Red Cross of Greater Indianapolis is a private, non-profit organization that operates within the Red Cross organization. The American Red Cross of Greater Indianapolis provides volunteer transportation in Marion, Clinton, Hancock, Hamilton, and Morgan Counties. Anyone in these counties with no other reliable transportation to medical appointments is eligible for transportation assistance from the Red Cross.

The organization provides volunteer transportation with a fleet of 11 vehicles. The vehicles are not wheelchair accessible. Between July 1, 2007 and June 30, 2008, the Red Cross of Greater Indianapolis provided 3,988 passenger trips for 1,930 different individuals.

Door-to-door transportation is available on weekdays between 9:00 AM and 2:00 PM. Passengers must be pre-qualified for transportation. Qualification can be obtained with a referral from a medical or social worker and proof of no reliable transportation. Consumers, or their medical or social worker must make an advance reservation. The American Red Cross prefers an advance reservation of two to three weeks, but late reservations will be accommodated if a volunteer and vehicle are available.

The American Red Cross of Greater Indianapolis coordinates with other agencies in the region by providing information and referrals for transportation, sharing drivers, and participating in the Homeless Initiative Project, which requires coordination among social service agencies, service providers, shelters, and transportation providers.

### **Child-Adult Resource Services, Inc (CARS) (5310)**

CARS is a non-profit social service agency that provides social services, day treatment, job training, employment assistance, rehabilitation services, and residential facilities for individuals who qualify for programming services. CARS provides transportation as well as the services mentioned above to its consumers in Benton, Carroll, Clinton, Hendricks, Marion, Morgan, Park, Sullivan, Vermilion, Warren, Boone, Clay, Fountain, Knox, Montgomery, Owen, Putnam, Tippecanoe, and Vigo Counties.

CARS operates a fleet of 51 vehicles. Twenty percent of the vehicles in the CARS fleet are wheelchair accessible. During 2008, CARS provided 19,276 trips for 115 individuals.

Transportation service is curb-to-curb, and drivers are permitted to assist passengers with a limited number of packages. There are no advance reservation requirements. Service is available between 8:00 AM and 4:00 PM, Monday through Friday. CARS also provides transportation 24-hours a day, 7-days a week for residential homes.

CARS currently participates in the Area 7 and Area 4 Transportation Advisory Committees.

### **John H. Bonor Community Center**

The John H. Bonor Community Center is a private non-profit one-stop agency/community organization located on 10<sup>th</sup> Street in Indianapolis. The agency provides transportation, social services, nutrition, employment, income assistance, recreation and social activities, and housing services in Marion County. The center is a United Way agency that serves the needs of residents of the community.

The center provides curb-to-curb, demand response transportation for program participants in a variety of manners including: personal vehicles of agency staff; agency employees using agency owned fleet vehicles; pre-purchased tickets for other modes of paratransit/transit; reimbursement of mileage or auto expenses paid to employees, clients, families, or friends; and an organized program with vehicles and staff designated specifically for transportation.

The center operates a fleet of four (4) vehicles and 50 percent of the fleet is wheelchair accessible. Transportation service begins at 8:00 AM and ends at 5:00 PM, Monday through Friday. Advance reservations are requested but last minute trips are provided if space is available. A fare of \$35 per hour is charged to groups requesting transportation.

During calendar year 2008, the center provided 1,627 passenger trips. Approximately 23 percent of the trips were for riders using a wheelchair.

The center coordinates with Flanner House and meets quarterly with the IMPO to discuss transportation needs and possibilities for coordination that would create efficiencies such as combining staff training.

### **Family Services (Wheels to Work (5316))**

Family Services is a non-profit organization dedicated to preserving and strengthening families through professional help that families can afford. The organization offers professional counseling, education, and support that enables individuals to become better parents, spouses, caregivers, and money managers; and allows older and disabled adults to continue to live independently in their own homes. Consumers of family services include individuals and families with low incomes, and older and challenged adults.

Many Family Services consumers are dependent upon public transportation for access to the programs offered by the organization as well as using public transportation to go about their daily

responsibilities. Many times, consumers of Family Services are required to participate in counseling or group programs to satisfy court or other legal requirements. The challenge of maintaining employment and attending required programs is significant for people who are dependent upon public transportation.

In addition to its local programs and services, Family Services also administers a “Wheels to Work” program to assist people with credit problems to purchase a vehicle that they can use for transportation to and from work. Family Services recently received assistance through the Section 5316, JARC program to support “Wheels to Work.” The Indianapolis “Wheels to Work” program provides approximately 25 loans per year.

Family Services recognizes a significant need for its consumers to have reliable, convenient, and safe transportation for employment, childcare, attending required programs, education, and daily life. The transportation offered by IndyGo is very beneficial and would be even more useful if it were expanded to cover more areas and passenger ride times and delays between transfers were reduced.

### **Flanner House**

The Flanner House is a private, non-profit organization that serves individuals in Marion County who have low incomes, are older adults, or have a disability. Transportation for consumers is provided with a fleet of two (2) vehicles, including one (1) wheelchair accessible light-duty bus. Consumers must be registered for the Flanner House senior program to be eligible for transportation service. Transportation is free for eligible consumers.

The organization provides door-to-door service and drivers are permitted to assist passengers with packages. Consumers can call on the same day of the trip, but advance reservations are appreciated.

During 2008, Flanner House provided 688 passenger trips for approximately 30 different individuals. The organization estimated that less than 10 percent of the trips were for riders who used a wheelchair.

The Flanner House currently shares drivers and trips and allows joint use of vehicles with other organizations in the county. It is noted that Flanner House assists the Martin Luther King Center with their transportation needs.

### **Senior Transportation Programs**

Senior Transportation Programs is a private, non-profit social service agency that provides transportation to older adults (age 60 and older) in Marion County. The agency operates a fleet of 10 vehicles, including two (2) wheelchair accessible vehicles. It also purchases transportation on behalf of its consumers from other service providers. In addition to these services, the agency operates five (5) sedans with volunteer drivers.

Senior Transportation Programs utilizes multiple service modes to meet the transportation needs of its consumers. Some of the options other than drivers using the agency's fleet of vehicles include pre-purchasing tickets from other modes of paratransit/transit, volunteers, and information and referral about other community transportation resources.

In-house transportation is available 7-days a week between 12:00 AM and 11:00 PM. Consumers are asked to make an advance reservation but late requests will be accommodated if space is available.

### **Gallahue Mental Health Services**

Gallahue Mental Health Services is a private, non-profit social service agency that provides social and rehabilitation services, counseling, job placement, diagnosis/evaluation, recreation and social activities and psychosocial rehabilitation for individuals in Marion and Hancock Counties, and Shelbyville.

Temporary transportation is offered to consumers who are a client of the agency, have an appointment, or are enrolled in a program until the individual is trained to use public transportation, if it is available near his or her home. The agency provides transportation for consumers using a fleet of six (6) minivans. None of the vehicles are wheelchair accessible. Transportation service begins at 8:00 AM and ends at 3:00 PM, Monday through Saturday.

During 2008, the agency provided 8,000 passenger trips for 30 individuals. Transportation is free to the passenger. Operating costs for transportation service are provided through the Community Health Network.

### **Bosma Industries for the Blind, dba Bosma Enterprises**

Bosma Industries for the Blind is a private, non-profit social service agency that provides social services, counseling, job training, transportation, employment, rehabilitation services, and job placement for consumers in all 92 Indiana counties. Individuals must be blind or visually impaired to qualify for services at Bosma Industries.

Bosma Industries operates a fleet of five (5) vehicles to provide transportation for consumers. Four (4) vehicles are wheelchair accessible. It also utilizes personal vehicles of agency staff, pre-purchased tickets for other modes of paratransit/transit, reimbursement of mileage or auto expenses paid to employees, volunteers, and information and referral about other community transportation resources to meet consumer transportation needs.

Transportation service begins at 7:00 AM, Monday through Friday. Service ends at 5:00 PM, Monday through Thursday and at 4:00 PM on Fridays. No service on weekends. During calendar year 2008, the agency provided 780 passenger trips for 120 individuals. Approximately 10 percent of the trips were for riders who required a wheelchair.

## **Goodwill Industries of Central Indiana**

Goodwill Industries of Central Indiana is a private non-profit community resources agency that offers educational and employment services to adults and young people throughout Central Indiana. Goodwill helps people find jobs and helps young people prepare for life and work.

Goodwill Industries also provides transportation for its eligible consumers. It also offers a program for auto auctions.

## **Neighborhood Christian Legal Clinic**

Neighborhood Christian Legal Clinic is a non-profit social service agency located in Indianapolis. It provides pro bono legal services, housing counseling, and tax education for individuals with low incomes in Marion, Hamilton, and Allen Counties. The legal clinic does not operate or purchase transportation.

## **Indianapolis Parks, Recreation, and Sports**

Indianapolis Parks, Recreation, and Sports is a department of the Indianapolis city government that has a mission to provide recreational and social activities in Indianapolis. The department does not directly operate transportation, but does purchase trips from the John H. Bonor Community Center (John Bonor Transportation, Inc.). During the last fiscal year, the department purchased more than 100 trips and spent approximately \$8,000 on purchased transportation.

The center would like to see greater coordination among the transportation providers in the Indianapolis region.

## **Tangram (formerly Independent Residential Living of Central Indiana) (5310)**

Tangram provides a range of services to support older adults, individuals with disabilities, and their families in Marion, Hancock, Shelby, Johnson, and Hamilton Counties. Tangram services include supervised group living, community living services, employment training and placement, and home healthcare services. Administrative offices are located in Hancock County and regional service centers are in Greenfield and Shelbyville. Tangram is a United Way of Central Indiana partner.

Tangram operates a fleet of 14 vehicles including one maintenance vehicle and two (2) vehicles that are leased. Twelve (12) vehicles are wheelchair accessible. The Tangram fleet includes one (1) medium transit vehicle that was purchased in 2007 with assistance from the Section 5310 program.

Tangram vehicles are located at the group homes and duplexes so that the staff at those locations are able to drive consumers to their appointments, jobs, errands, or other activities on an on-demand basis. The agency vehicles are operated as if they were a family car for each home and duplex. Tangram does not charge a fare to consumers who need to use the vehicle unless the trip

request is outside of the normal scope of services (i.e., charging the customer for gasoline for long distance trips). Normal transportation expenses are included in the daily living rate for Tangram consumers.

Tangram has a preventive maintenance program and schedule for monthly vehicle inspections of the vehicles. Staff at the home sites also are responsible for notifying the maintenance manager when there is an issue with the vehicle. Many of the vehicles have low mileage and are in poor condition.

### **Indianapolis Yellow Cab, Inc.**

Indianapolis Yellow Cab is a private, for-profit taxi service that provides public transportation in Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, and Shelby Counties. The cab company is of significant size with a fleet of 110 vehicles, including 20 wheelchair accessible minivans. Transportation service is available 24-hours a day, 7-days a week.

Independently contracted drivers provide curb-to-curb service and are permitted to assist passengers with a limited number of packages. Passengers are also permitted to travel with their own personal care attendants or escorts. The taxi service is on-demand. Therefore, customers may call up to 15 minutes prior to when they need the trip. The base passenger fares are \$3.00 per pick-up and \$2.00 per mile. The cab company also offers a \$4.00 discount on a voucher book with a face value of \$20.00 for older adults and people with disabilities.

Between November 2007 and November 2008, the taxi company provided 634,000 passenger trips for approximately 900,000 different people. Nearly five (5) percent of trips were for riders who use a wheelchair.

The taxi company currently participates in coordination by providing information and referral services and brokering trips.

### **Mr. A'z Limo**

Mr. A'z Limo is a private, for-profit taxi service that operates in Marion, Lawrence, and Tippecanoe Counties. The service operates one (1) sedan that is not wheelchair accessible. Transportation service is available between 5:00 AM and 4:00 AM, Sunday through Monday.

During calendar year 2008, the service provided approximately 150 passenger trips for 35 different individuals. Passenger fares are established at \$25 per hour for older adults or a flat fee of \$25 to include pharmacy stops for older adults and individuals with disabilities. Also, the average fare for an airport trip is \$45.

## Other Transportation Providers

During the 2007 Coordinated Public Transit Human Services Transportation Plan, the IMPO identified 18 transportation providers in Marion County, including the providers listed in this update.

In addition to the organizations summarized above, the American Cancer Society provides transportation exclusively to people with cancer for cancer treatment or services only.

The Perry Senior Citizens Services offers transportation assistance to ambulatory Perry Township residents age 60 and older. Volunteer drivers will transport these individuals throughout Perry Township and the rest of Marion County for medical purposes.

Also, the Jewish Community Outreach Service's Wheels to Wellness program targets service to ambulatory adults age 60 and older, primarily for medical appointments. The primary service area is Washington and Pike Townships, but they take people into other areas of Marion County as the schedule permits. They contract transportation through Elder Care.

CARE Ambulance Services offers medical transportation throughout the greater Indianapolis region to Marion County residents, including riders who use a wheelchair.

The Indianapolis Senior Center offers two voucher programs for the Indianapolis Yellow Cab, Inc to provide reduced-cost taxi or paratransit service. The center also has a transportation program for medical trips and another for grocery shopping. The shopping service consists of daily trips from group housing to shopping centers.

Little Red Door and the Leukemia and Lymphoma Society provide funding assistance to Marion County's cancer and leukemia, lymphoma, and Hodgkin's disease patients for medical-related transportation costs.

## Summary of Transportation Providers

Various public, private, volunteer, older adult, and human service agency transportation services are available in Marion County. The table in Exhibit II.6.8 outlines the transportation services that are included in this report.

Exhibit II.6.8: Existing Transportation Services for Marion County

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
American Cancer Society	People with cancer	Medical	Regional	No
American Red Cross	General Public with No Reliable Transportation	Non-emergency Medical	Marion, Clinton, Hancock, Hamilton, & Morgan Counties	No
Bosma Industries for the Blind,	Blind or Visually Impaired	Any	Statewide	Yes
Child and Adult Resources, Inc. (CARS)	Consumers	Any	Benton, Carroll, Clinton, Hendricks, Marion, Morgan, Park, Sullivan, Vermillion, Warren, Boone, Clay, Fountain, Knox, Montgomery, Owen, Putnam, Tippecanoe, and Vigo Counties	Yes
Flanner House	Older Adults, Individuals with low incomes, and People with Disabilities	Any	Marion County	Yes
Gallahue Mental Health Services	Mental Health Services Consumers	Any	Marion & Hancock Counties, & Shelbyville	No

Exhibit II.6.8: Existing Transportation Services for Marion County (Cont'd)

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Goodwill Industries	Individuals with Low Incomes	Any	Central Indiana	
Indianapolis Public Transportation Corporation	General Public	Any	Marion County	Yes
Indianapolis Senior Center	Older Adults/ Consumers	Any	Marion County	
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
Jewish Community Outreach Service	Age 60 and Older	Non-emergency Medical	Washington and Pike Townships, and Marion County	No
John H. Boner Community Center	Community Center Consumers	Any	Marion County	Yes
Mr. A'z Limo	General Public	Any	Marion, Lawrence, and Tippecanoe Counties	No
Need-A-Lift	General Public	Non-emergency Medical	Nationwide	Yes
Perry Senior Citizens Services	Age 60 and Older	Any	Perry Township and Marion County	No
Tangram	Consumers and their Families	Any	Marion, Hancock, Shelby, Johnson, & Hamilton Counties	Yes

### *Summary of Transportation Needs for Marion County*

The following transportation needs were identified by survey respondents who participated in the 2007 Coordinated Public Transit-Human Services Transportation Plan and updated in 2008 and 2009 through interviews and surveys conducted for this plan:

- ◆ Multi-modal Transportation – Throughout the region, and especially in Marion County, stakeholders emphasized the need for multi-modal transportation to meet the needs of people traveling to work, medical appointments, and community events. Several stakeholders indicated a need to explore implementation of a rail service. If rail service were implemented, bus service should feed into rail stations.
- ◆ Regional Transportation – Stakeholders strongly indicated that the need for regional transportation or connections between transportation providers in neighboring counties is increasing and must be addressed. Regional transportation opportunities are necessary for employment, medical, and social purposes.
- ◆ Extended Hours – Local stakeholders indicated that the existing transportation services in Marion County and the region need longer hours of service to meet the needs of older adults, individuals with disabilities, and people with low incomes.
- ◆ More Days of Service – Some transportation providers limit service days to Monday through Friday leaving people who rely on mass transportation with fewer options for weekend transportation. Stakeholders indicated a need for transportation providers to offer transportation service on weekends.
- ◆ More Fixed Route Bus Service – Stakeholders indicated that the IndyGo service is of high value to the community and they would like to make the services provided by IndyGo more robust.
- ◆ Respond to Changes in the Economy – Stakeholders indicated that all organizations need to be prepared to respond to changes in the local economy that may push more people to utilize public transportation. It was noted by several stakeholders that the transportation providers will need to coordinate services to create efficiencies and funders will need to support service expansions.
- ◆ Improve Coordination – Transportation providers and organizations that provide services to older adults, individuals with disabilities, and people with low incomes need to continue to improve coordinated transportation efforts to better meet the needs of consumers and the general public.
- ◆ Employment Transportation – Transportation providers and other stakeholders indicated an increasing need for transportation that supports employment related trips within Marion County and between Marion and the surrounding counties. Such transportation may, in some circumstances, be improved through coordination between the transportation provider and the employer (i.e., employer shuttle).
- ◆ Reduced Passenger Fares – Stakeholders understand that the cost of providing transportation is significant, but feel that public transportation may not be affordable for

people with limited or low incomes. An alternative fare structure or voucher to assist individuals with low incomes is needed.

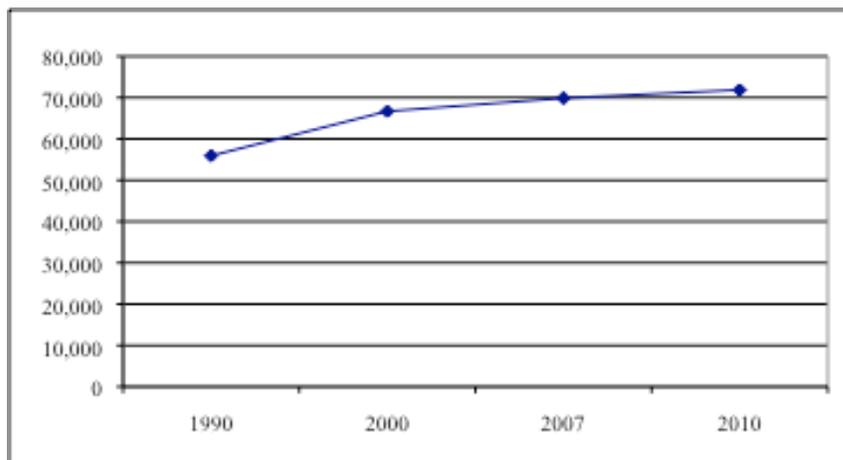
- ◆ Additional Wheelchair Accessible Vehicles – Paratransit providers need additional wheelchair accessible vehicles to meet transportation needs of older adults and individuals with disabilities. With additional vehicles, employment, medical, and recreational trips could be provided.
- ◆ Reduce Travel Time on Fixed Routes – The amount of time for passengers to travel from origin to destination, including transfers, should be reduced if possible. Passengers who rely on public transportation need an option that will permit them to get to and from work, childcare, and other necessary activities within a reasonable amount of time. Less time in travel will improve the quality of family life, reduce stress, improve access to medical resources, and encourage individuals to use public transportation for recreational activities.
- ◆ Safety Accessing Bus Stops – Passengers are sometimes unable to access bus stops and sidewalks after a snowfall. Stakeholders request that IndyGo work with the city to clear snow from bus stops.
- ◆ Bus Stop Accessibility: Work with the city to increase the number of sidewalks and curb cuts to improve accessibility to bus stops for individuals with disabilities. Install more shelters at bus stops for security and cover from the elements. Install improved signage, audible signaling, and information technology for disabled individuals.
- ◆ Improve Reliability of Fixed Route Service – Passengers who use public transportation to work need IndyGo to continue to improve on-time performance, especially pertaining to transfers.
- ◆ Passenger Assistants – Passenger aids or assistants on transit vehicles are needed to encourage frail elderly and individuals with disabilities who need extra assistance to utilize public transportation.

## MORGAN COUNTY

### *Population Growth*

According to information from the Indiana University Business Research Center, the total population of Morgan County in 2007 was 69,874. This is an increase of nearly five (5) percent from the 2000 Census population count. The State of Indiana Business Research Center is projecting an increase in population for Morgan County of nearly three (3) percent between 2007 and 2010. Exhibit II.7.1 illustrates the historical and projected population trends for the county through the year 2010.

Exhibit II.7.1: Population Trends

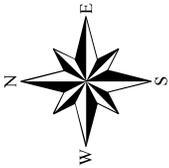
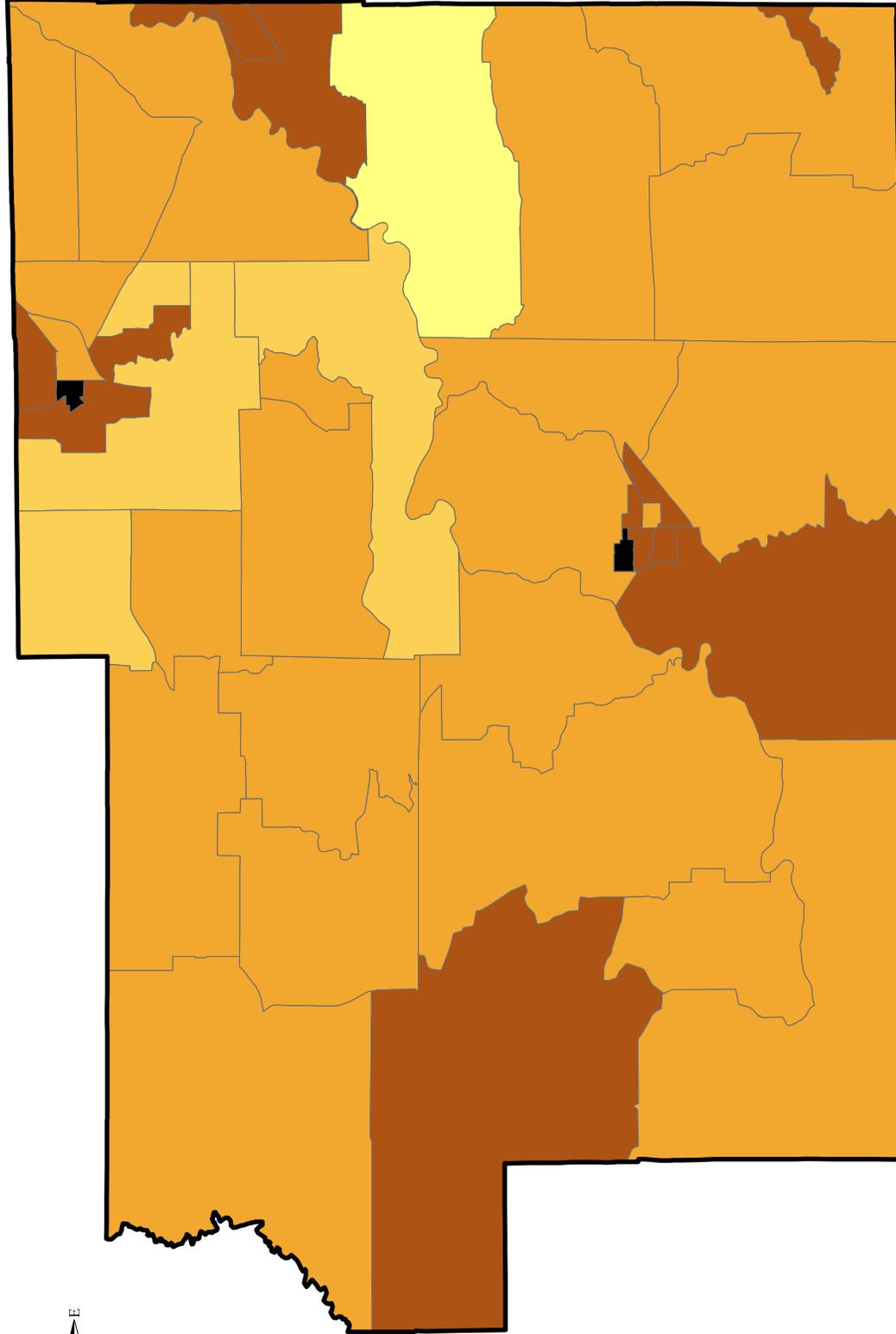


Source: 1990 & 2000 U.S. Census Bureau & Indiana University Business Research Center

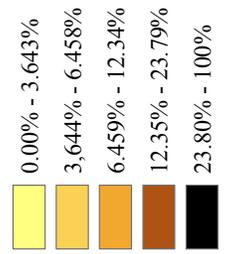
### Age

Exhibit II.7.2 illustrates the density of persons aged 65 and older by Census Block Group. Areas of moderately high older adult population densities are found in the city of Mooresville. Both Martinsville and Mooresville have areas with moderate population density of people aged 65 and older. The remainder of the region has low older adult population densities.

According to the 2000 statistics from the U.S. Census, the largest age cohort for Morgan County in 2000 was between age 25 and 44, constituting nearly 29 percent of the county's population (see Exhibit II.7.3). The second largest age group was 45 to 64 year olds (27 percent). Approximately 25 percent of the population was under age 18, while 11 percent was age 65 or older. The distribution indicates that the majority of the county's population was in the working age groups and moving toward the age for retirement.



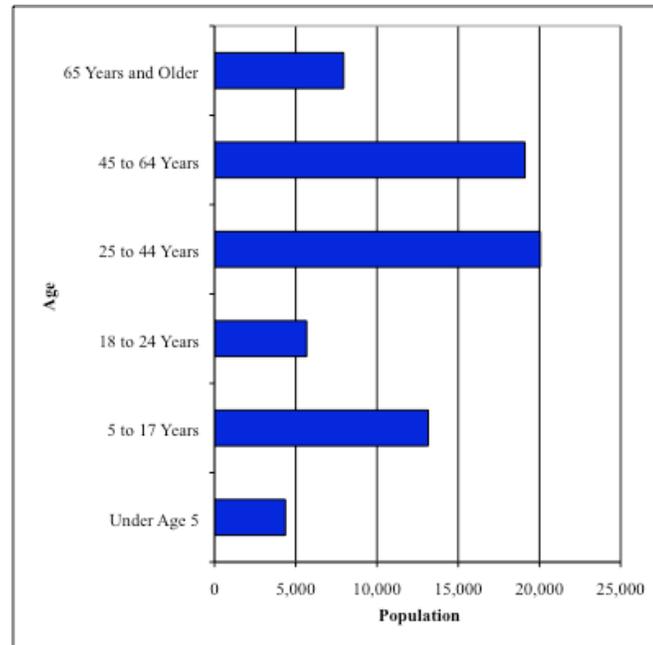
**Density by Total Population**



**Exhibit II.7.2: Population Density Age 65 and Over**

**Indianapolis Regional Coordinated  
Transportation Plan: Morgan County**

Exhibit II.7.3: Population by Age

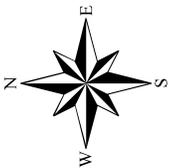
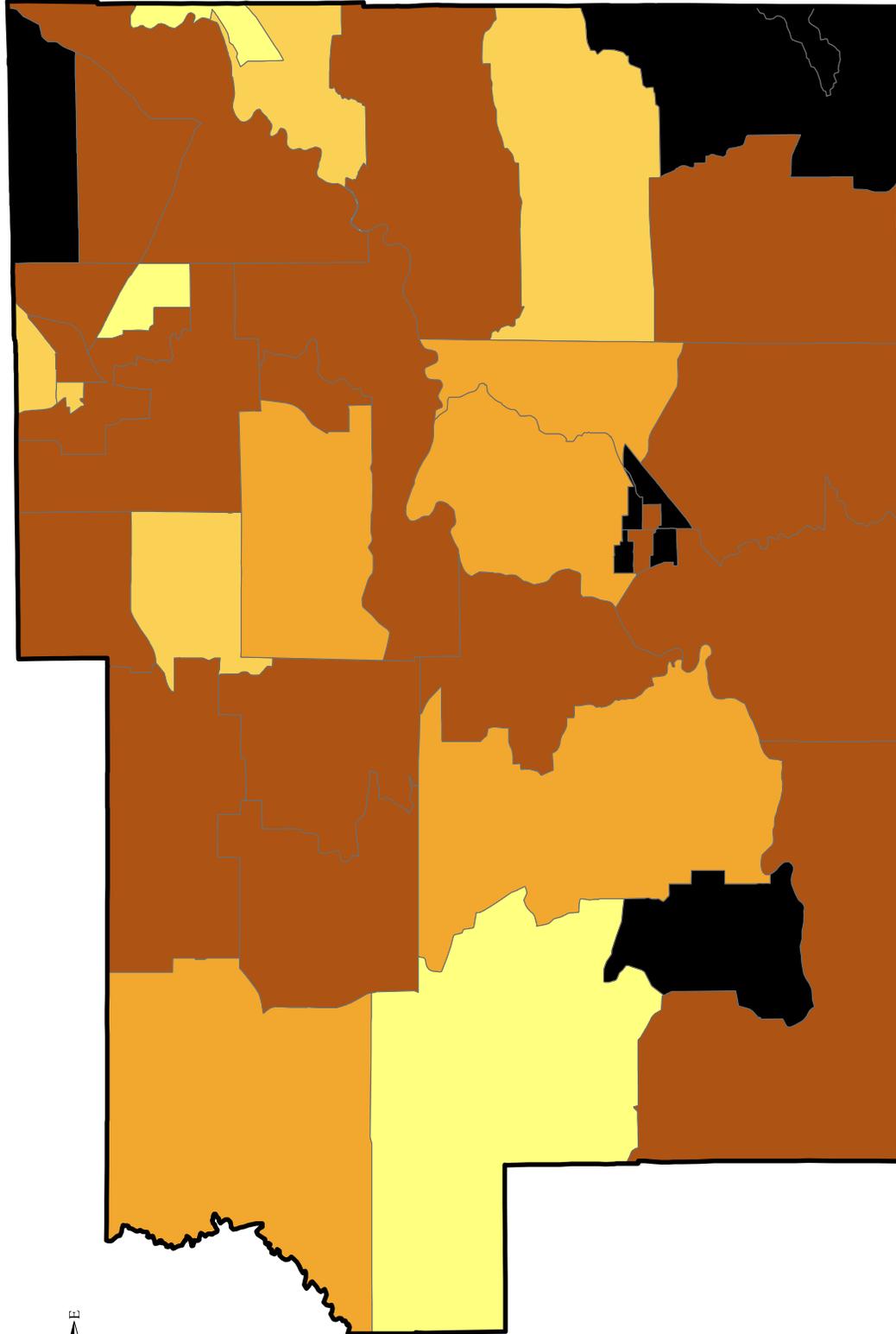


Source: 2000 U.S. Census Data

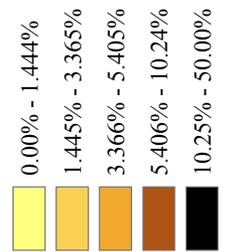
### *Economic Profile*

#### Employment and Income

The U.S. Census Bureau reported in 2000 that there were 24,437 total households in Morgan County. Exhibit II.7.4 illustrates the density of households below the poverty level per square mile. Areas of moderate density of households below the poverty level (13.37 – 23.81 percent) exist in Martinsville, the southwest of Morgan County, and in and around Morgantown. The remainder of the county had low to very low densities of households below the poverty level.



**Below Poverty by Total Households**



**Exhibit II.7.4: Households Below Poverty**

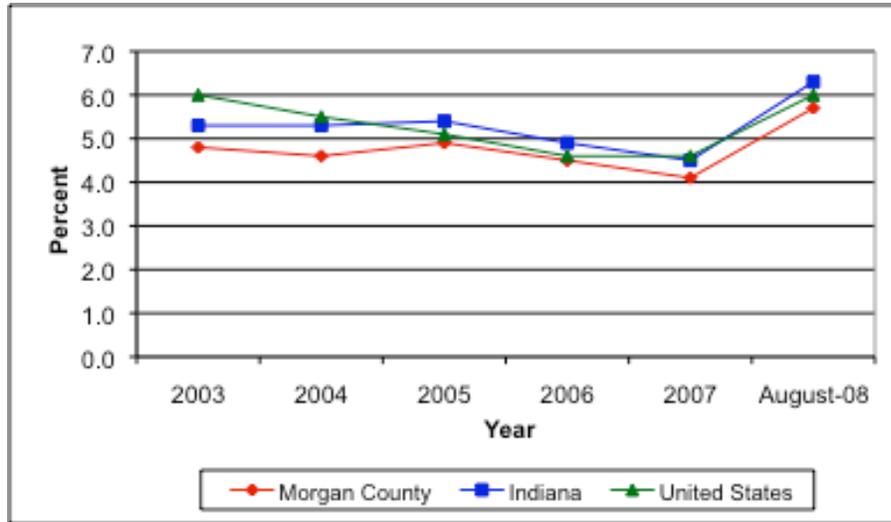
**Indianapolis Regional Coordinated  
Transportation Plan: Morgan County**



*Industry and Labor Force*

The 2007 Morgan County labor force consisted of 37,671 individuals according to the U. S. Bureau of Labor Statistics and the Indiana Department of Workforce Labor. From 2003 to 2007, the unemployment rate for Morgan County steadily decreased and remained lower than the state and national levels. The county's unemployment rate reached a high in August 2008 of 5.7 percent. Exhibit II.7.5 illustrates a comparison of the unemployment rates in the county, state, and nation.

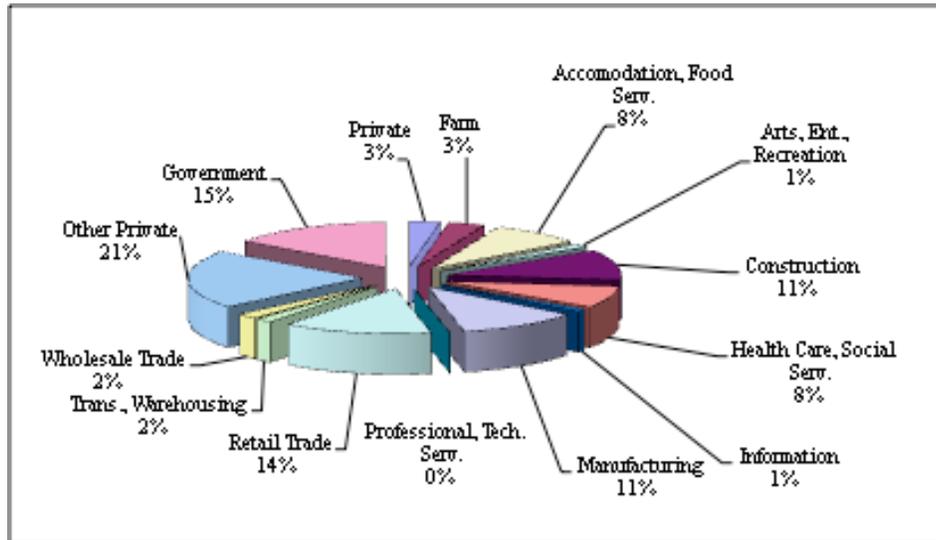
Exhibit II.7.5: Comparison of Unemployment Rates



Source: U.S. Bureau of Labor Statistics

The 'Other Private' sector was the largest industry in the region with 4,596 employees in 2006. 'Government' sector were the second largest employer (3,266 employees) and 'Manufacturing' was the third largest. Reportedly, 2,469 workers were employed by the 'Manufacturing' industry. Exhibit II.7.6 is an illustration of the employment by industry.

Exhibit II.7.6: Employment by Industry



Source: U.S. Bureau of Economic Analysis, 2006

'Wholesale Trade' paid the highest average earnings per job 2006. The 'Manufacturing' sector reported the second highest average earnings per job according to the U.S. Bureau of Economic Analysis (see Exhibit II.7.7).

Exhibit II.7.7: Average Earnings per Job, by Industry (2006)

Industry	Avg. Earnings per Job (2006)
Government	\$42,291
Manufacturing	\$53,839
Other Private	\$24,349
Construction	\$32,824
Retail Trade	\$22,546
Health Care and Social Asst.	\$36,036
Accommodation, Food Service	\$14,243
Wholesale Trade	\$54,091
Private	\$30,021
Transportation and Warehouse	\$19,834
Information	\$34,150
Arts & Rec.	\$9,844
Agriculture	\$1,949
Prof. and Tech.	\$*

\*County data was not available due to BEA non-disclosure requirements.

Source: U.S. Bureau of Economic Analysis

### ***Existing Transportation Services***

The following paragraphs outline the transportation services available in Morgan County as of the date of this report. Sources for information include survey results, interviews, the 2007 IMPO survey, and the 2007 INDOT Public Transit Annual Report.

#### **Connect Morgan County Public Transit (5311)**

LINK Hendricks County operates the Connect Morgan County Public Transit service in Morgan County. Ridership on Connect Morgan County is steadily increasing. Connect Morgan County is available for the general public. The service area includes all of Morgan County.

#### **Coordinated Aging Services for Morgan County (5310)**

Coordinated Aging Services for Morgan County provides transportation for individuals age 60 and older in Morgan County. Any medical or non-medical trip purpose is accommodated. Medical trips can be scheduled from Morgan County to any of the seven surrounding counties. Non-medical trips are limited to origins and destinations within Morgan County.

#### **Child-Adult Resource Services, Inc (CARS) (5310)**

CARS is a non-profit social service agency that provides social services, day treatment, job training, employment assistance, rehabilitation services, and residential facilities for individuals who qualify for programming services. CARS provides transportation as well as the services mentioned above to its consumers in Benton, Carroll, Clinton, Hendricks, Marion, Morgan, Park, Sullivan, Vermillion, Warren, Boone, Clay, Fountain, Knox, Montgomery, Owen, Putnam, Tippecanoe, and Vigo Counties.

CARS operates a fleet of 51 vehicles. Twenty percent of the vehicles in the CARS fleet are wheelchair accessible. During 2008, CARS provided 19,276 trips for 115 individuals.

Transportation service is curbside-to-curb and drivers are permitted to assist passengers with a limited number of packages. There are no advance reservation requirements. Service is available between 8:00 AM and 4:00 PM, Monday through Friday. CARS also provides transportation 24-hours a day, 7-days a week for residential homes.

CARS currently participates in the Area 7 and Area 4 Transportation Advisory Committees.

#### **Other Transportation Providers**

Indianapolis Yellow Cab, Inc. provides taxi services in Morgan County. Taxi service is available to the general public. The American Cancer Society, American Red Cross of Greater Indianapolis-Morgan County Center, Martinsville Area Senior Citizens Center, and the Mooresville Senior Citizens Center also provide transportation in Morgan County.

According to the IMPO Coordinated Public Transit Human Services Transportation Plan, the American Cancer Society provides transportation for medical purposes exclusively to people with cancer. The American Red Cross of Greater Indianapolis--Morgan County Center provides service to ambulatory residents of the county only for medical purposes on a referral only basis. The Martinsville Area Senior Citizens Center offers open transportation to area residents 55 years or older within the Martinsville city-area. The Mooresville Senior Citizens Center provides transportation within Mooresville for essential services to area residents 60 years or older. Mooresville will also provide transportation to ambulatory disabled area residents.

Also according to the IMPO plan, three operators, the Indianapolis Yellow Cab Company, Need-A-Lift, and Connect Morgan County Public Transit, offer wheelchair paratransit service. Only Need-A-Lift and the Yellow Cab Company offer service at night and throughout the weekend. The American Red Cross service schedule varies with volunteer availability. The remaining providers offer weekday service between normal business hours (no earlier than 8:00 AM and no later than 5:00 PM).

***Summary of Transportation Providers***

Various public, private, volunteer, older adult, and human service agency transportation services are available in Morgan County. The table in Exhibit II.7.8 outlines the transportation services that are included in this report.

**Exhibit II.7.8: Existing Transportation Services for Morgan County**

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
American Cancer Society	People with cancer	Medical	Regional	No
American Red Cross of Greater Indianapolis-Morgan County Center	General Public with No Reliable Transportation	Non-emergency Medical	Marion, Clinton, Hancock, Hamilton, & Morgan Counties	No
Bosma Industries for the Blind,	Blind or Visually Impaired	Any	Statewide	Yes

Exhibit II.7.8: Existing Transportation Services for Morgan County (Cont'd)

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Child and Adult Resources, Inc. (CARS)	Consumers	Any	Benton, Carroll, Clinton, Hendricks, Marion, Morgan, Park, Sullivan, Vermillion, Warren, Boone, Clay, Fountain, Knox, Montgomery, Owen, Putnam, Tippecanoe, and Vigo Counties	Yes
Connect Morgan County Public Transit	General Public	Any	Morgan County	Yes
Coordinated Aging Services for Morgan County	Age 60 and Older	Any	Morgan County (and out of county for medical trips)	Yes
Goodwill Industries	Individuals with Low Incomes	Any	Central Indiana	
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
Martinsville Area Senior Citizens Center	Age 55 and Older	Any	Martinsville Area	No
Mooreville Senior Citizens Center	Age 60 and Older	Essential Services	Mooreville	No

Exhibit II.7.8: Existing Transportation Services for Morgan County (Cont'd)

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Need-A-Lift	General Public	Non-emergency Medical	Nationwide	Yes
Tangram	Consumers and their Families	Any	Marion, Hancock, Shelby, Johnson, & Hamilton Counties	Yes

*Summary of Transportation Needs for Morgan County*

The following transportation needs were identified by survey respondents who participated in the 2007 Coordinated Public Transit-Human Services Transportation Plan and updated in 2008 and 2009 through interviews and surveys conducted for this plan:

- ◆ Additional Wheelchair Accessible Vehicles – During the 2007 survey, several stakeholders indicated that there is a need for additional paratransit wheelchair service in the county, particularly for vehicles capable of accommodating large-sized wheelchairs.
- ◆ After-Hour and Weekend Service – One provider in 2007 indicated that there is a need for evening and weekend transportation in Morgan County to support medical and employment related trip purposes.
- ◆ Regional Transportation – Stakeholders indicated a need for transportation to and from locations outside of Morgan County for medical and employment purposes.
- ◆ Improve Quality and Availability of Public Transit – Nearly 70 percent of survey respondents in 2007 indicated a need to improve the quality and availability of public transportation in Morgan County.
- ◆ Transportation to Support Employment – Results from the United Way survey in 2007 indicated that several people in Morgan County indicated a need to develop a reliable and consistent transit service that can be utilized for employment related trips.

According to the IMPO Coordinated Public Transit Human Services Transportation Plan, approximately 67.1 percent (N~208) of households surveyed in Morgan County by the United Way in 2007 responded that they think their community under-invests in transportation services. During the 2003 focus group session, those in attendance made no comment directly about transportation in the County. Concerns that are linked potentially to transportation included concern over the severe impact from the loss of airline and manufacturing jobs and an increased demand for basic needs (Cross 2003: 6). The development of a more reliable or consistent transit service may aid in

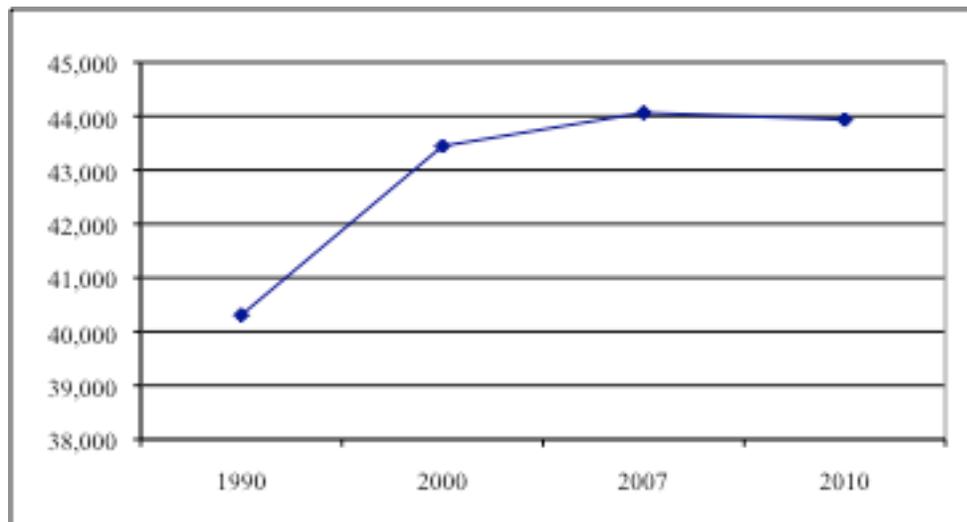
connecting unemployed individuals to new job opportunities. The IMPO is unclear about what the focus group intended in their comment on the increased demand for basic needs. This concern may encompass a need for transportation, as a basic need in and of itself, or the need for transportation in order to better access services that provide basic need assistance, such as food pantries or shelters.

## *SHELBY COUNTY*

### *Population Growth*

According to information from the Indiana University Business Research Center, the total population of Shelby County in 2007 was 44,063 persons. This is a 1.4 percent increase from the 2000 Census population. The Indiana University Business Research Center is projecting a slight decrease of 0.29 percent in the population for Shelby County between 2007 and 2010. Exhibit II.8.1 illustrates the historical and projected population trends for Shelby County through the year 2010.

**Exhibit II.8.1: Population Trends**

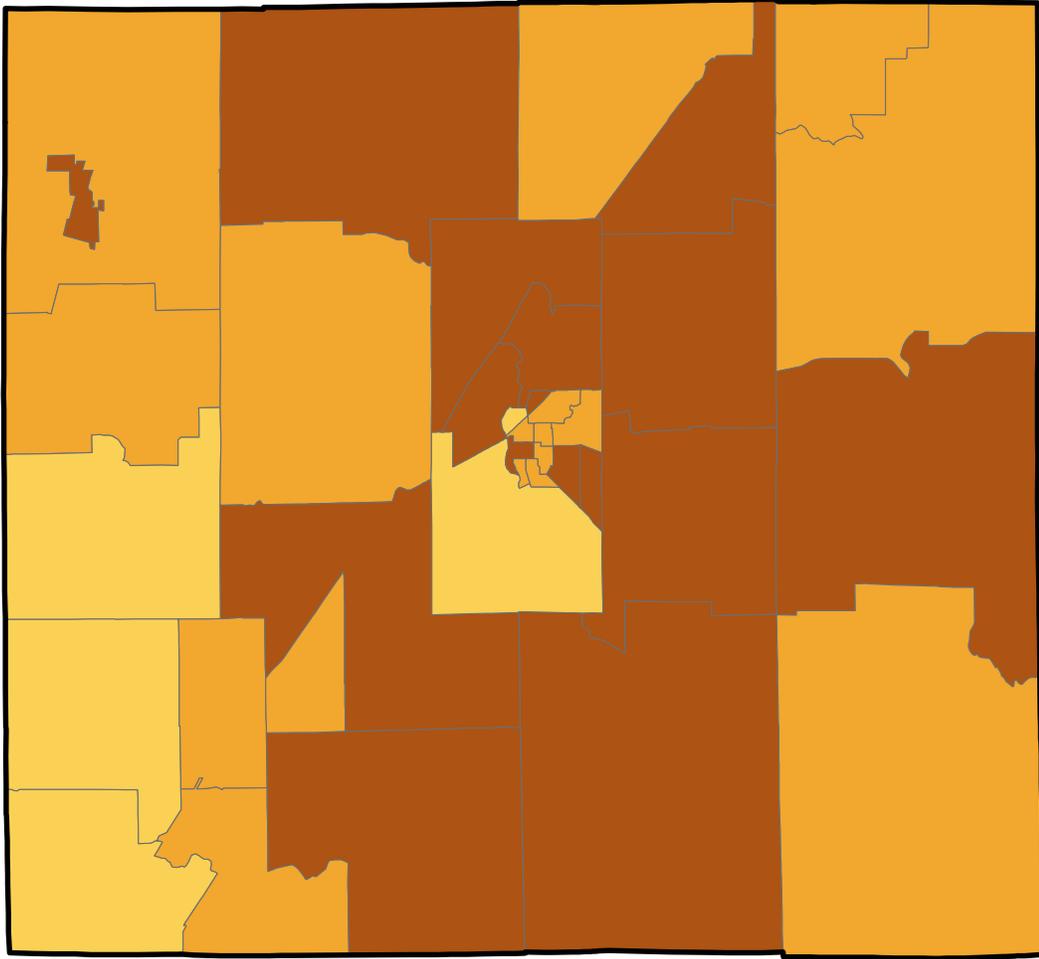
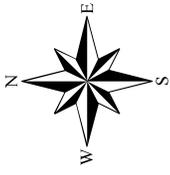


Source: 1990 & 2000 U.S. Census Bureau & Indiana University Business Research Center

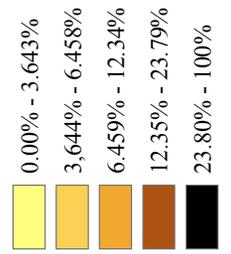
### **Age**

Exhibit II.8.2 illustrates the density of the population aged 65 and older by Census block group. Areas of moderate density of older adults are found around Shelbyville, Fairland, Morristown and throughout most of the most rural sections of the county. The remainder of the county has low to very low older adult population density.

According to the 2000 statistics from the U.S. Census, the largest age cohort for Shelby County in 2000 was between age 25 and 44, constituting approximately 28 percent of the county's population (see Exhibit II.8.3). The second largest age group was 45 to 64 year olds (27 percent). Approximately 25 percent of the population in Shelby County was under age 18, while 13 percent was age 65 or older. The distribution indicates that the majority of the county's population was in the working age groups and moving toward the age for retirement.



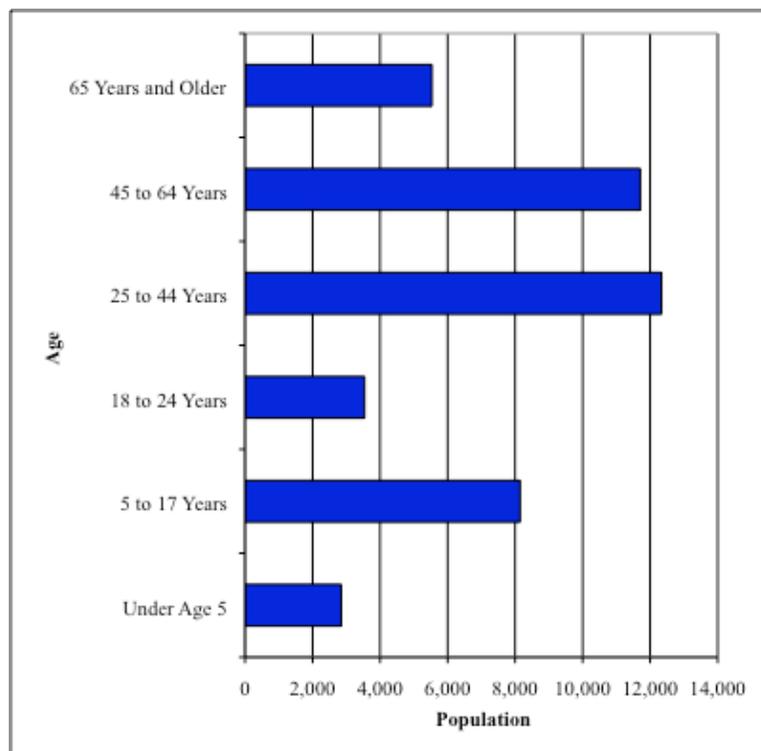
**Density by Total Population**



**Exhibit II.8.2: Population Density Age 65 and Over**

**Indianapolis Regional Coordinated  
Transportation Plan: Shelby County**

Exhibit II.8.3: Population by Age

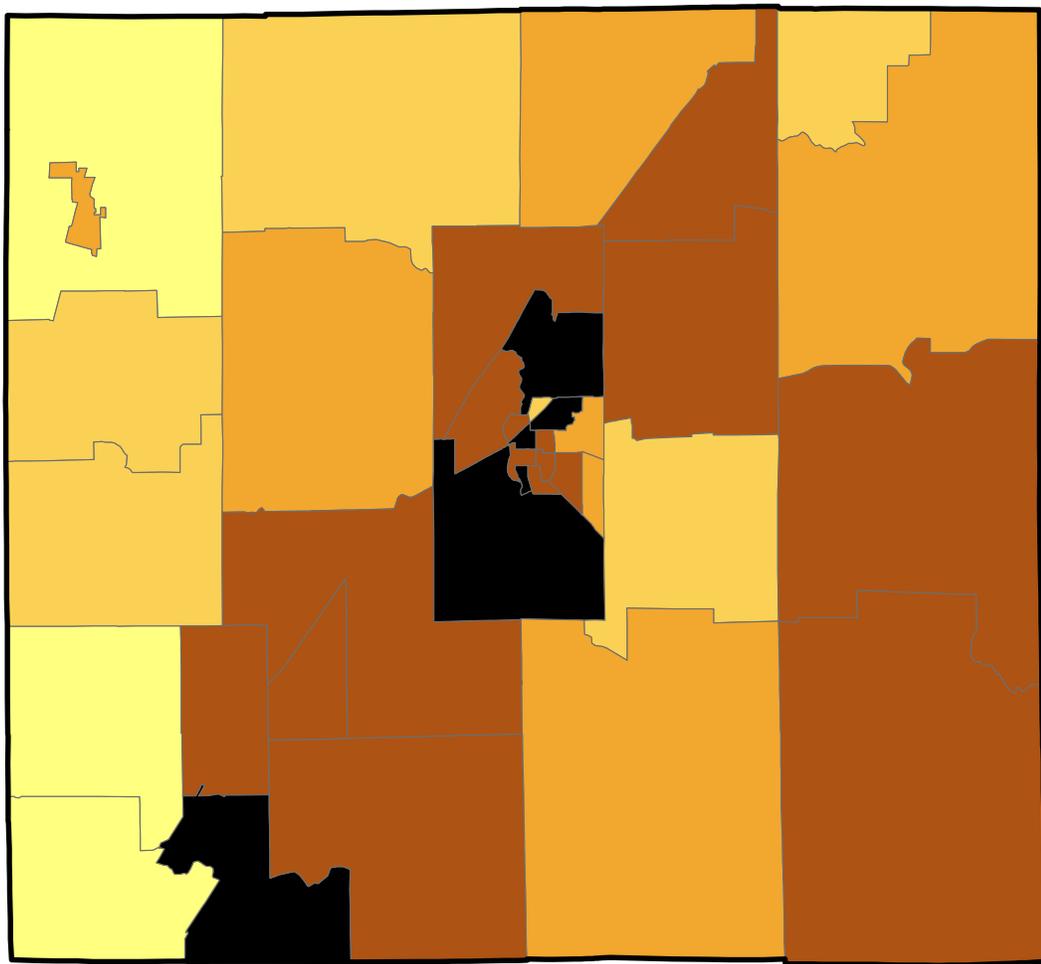
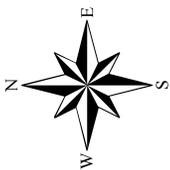


Source: 2000 U.S. Census Data

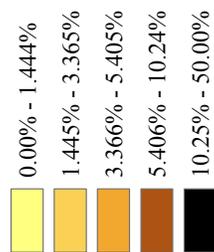
*Economic Profile*

Employment and Income

The U.S. Census Bureau reported in 2000 that there were 16,561 total households in Shelby County. Exhibit II.8.4 illustrates the density of households below the poverty level per square mile. Areas having the highest densities of households below the poverty level were found in Shelbyville and Morristown. Block groups with moderately high to moderate densities of households below the poverty level were scattered throughout the central and southern portions of the county while the northern quarter of the county had low densities of households below poverty.



**Below Poverty by Total Households**



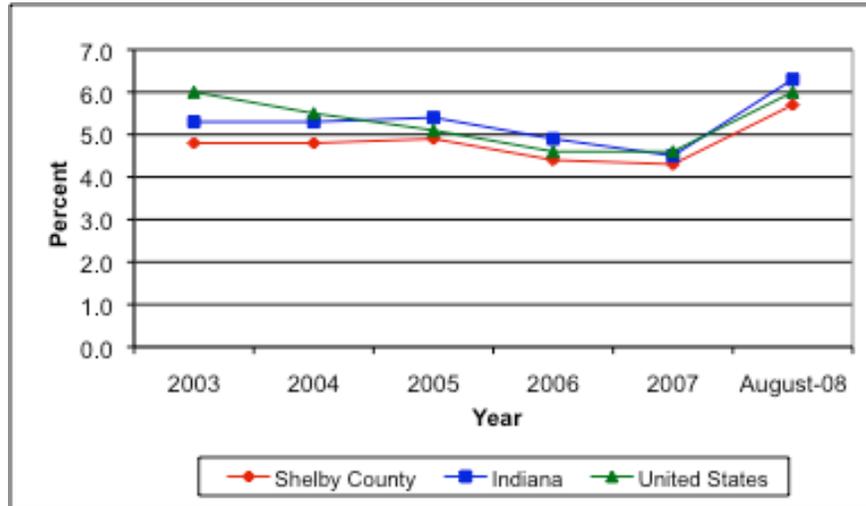
**Exhibit II.8.4: Households Below Poverty**

**Indianapolis Regional Coordinated  
Transportation Plan: Shelby County**

## *Industry and Labor Force*

The 2007 Shelby County labor force consisted of 24,021 individuals, according to the U. S. Bureau of Labor Statistics and the Indiana Department of Workforce Labor. The county's unemployment rate reached a high in August 2008 of 5.7 percent. Exhibit II.8.5 illustrates a comparison of the unemployment rates.

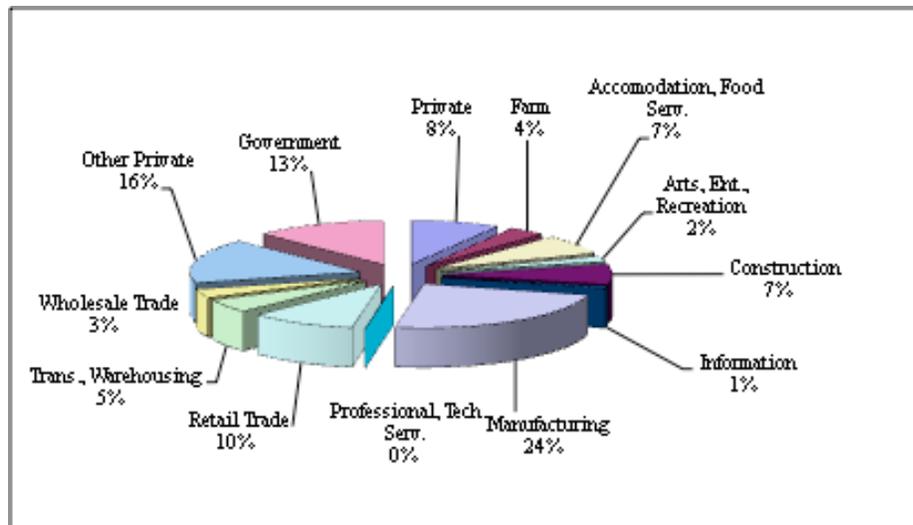
Exhibit II.8.5: Comparison of Unemployment Rates



Source: U.S. Bureau of Labor Statistics

The 'Manufacturing' sector was the largest industry in the region with 5,500 employees in 2006. 'Other Private' sector was the second largest employer (3,829 employees) and 'Government' was the third largest. Exhibit II.8.6 is an illustration of the employment by industry.

Exhibit II.8.6: Employment by Industry



Source: U.S. Bureau of Economic Analysis, 2006

The 'Manufacturing' industry paid the highest reported average earnings per job in 2006. 'Wholesale Trade' reported the second highest average earnings, according to the U.S. Bureau of Economic Analysis (see Exhibit II.8.7). 'Professional and Technical Service' and "Health Care, Social Service' did not have county data information available due to Bureau of Economic Analysis non-disclosure requirements.

**Exhibit II.8.7: Average Earnings per Job, by Industry (2006)**

Industry	Avg. Earnings per Job (2006)
Manufacturing	\$53,954
Government	\$43,773
Other Private	\$22,325
Private	\$34,484
Construction	\$33,708
Transportation and Warehouse	\$42,870
Retail Trade	\$20,561
Wholesale Trade	\$49,362
Accommodation, Food Service	\$13,386
Agriculture	\$10,220
Arts & Rec.	\$17,198
Information	\$36,993
Health Care and Social Asst.	\$*
Prof. and Tech.	\$*

\*County data was not available due to BEA non-disclosure requirements.  
Source: U.S. Bureau of Economic Analysis

***Existing Transportation Services***

The following paragraphs outline the transportation services available in Shelby County as of the date of this report. Sources for information include survey results, interviews, the 2007 IMPO survey, and the 2007 INDOT Public Transit Annual Report.

**ShelbyGo (5311)**

ACCESS Johnson County Public Transit in coordination with Shelby County Senior Services provides demand response transportation in Shelby County and also offers deviated fixed-route service within Shelbyville. ShelbyGo Public Transit finished the third full year of service for Shelby County in 2008.

General public transportation is provided between 8:00 AM and 4:30 PM, Monday through Friday. Currently there is no service operated on Saturday or Sundays. Transportation is provided with a fleet of 7 vehicles. The fleet is 99 percent wheelchair accessible.

ShelbyGo Public Transit provided 17,320 of the trips in 2007, an increase of 25 percent over the previous year. The year 2007 was ShelbyGo's second full year of operation.

The fare structure is provided below:

**Fare Structure:**

In City:

\$3.00

County-wide:

\$6.00

Cross County

\$6.00

Deviated Fixed Route "Loop"

\$1.00 per boarding

\$3 all day

Passengers are asked to make reservations for demand response transportation at least 24-hours in advance. Deviated fixed-route riders can ride by getting on at a bus stop or calling for deviation.

Access Johnson County Public Transit/ShelbyGo Public Transit coordinates transportation with Shelby County Transportation Advisory ShelbyGo also coordinates with Decatur Catch-a-Ride.

**Shelby County Senior Services, Inc. (5310)**

Shelby County Senior Services provides transportation for older adults in Shelby County. Eligible passengers are not required to pay a fare for transportation, but Senior Services will accept donations. Service is available within Shelbyville on weekdays.

The Center operates paratransit vehicles that are wheelchair accessible. Shelby County Senior Services received a medium transit vehicle in 2007 with assistance from the Section 5310 program.

**Gallahue Mental Health Services**

Gallahue Mental Health Services is a private, non-profit social service agency that provides social and rehabilitation services, counseling, job placement, diagnosis/evaluation, recreation and social activities and psychosocial rehabilitation for individuals in Marion and Hancock Counties, and Shelbyville.

Temporary transportation is offered to consumers who are clients of the agency, have an appointment, or are enrolled in a program until the individual is trained to use public transportation, if it is available near his or her home. The agency provides transportation for consumers using a

fleet of six (6) minivans. None of the vehicles are wheelchair accessible. Transportation service begins at 8:00 AM and ends at 3:00 PM, Monday through Saturday.

During 2008, the agency provided 8,000 passenger trips for 30 individuals. Transportation is free to the passenger. Operating costs for transportation service are provided through the Community Health Network.

### Other Transportation Providers

According to the 2007 IMPO Coordinated Public Transit Human Services Transportation Plan, two commercial operations, Comfort Keepers and the Indianapolis Yellow Cab, Inc., also deliver transportation services in Shelby County. In reality, Comfort Keepers is not a commercial transportation provider.

Need-A-Lift also provides transportation in Shelby County, including wheelchair accessible services.

Additionally, the Shelby County Cancer Society provides transportation exclusively for people with cancer for medical purposes. Comfort Keepers is a service that provides non-medical, in-home services such as assistance with bathing, medication reminders, cleaning, etc., which enable primarily seniors to remain at home; transportation is not a primary service, is provided to an appointment if no other arrangements can be made, and is only provided to contracted clients of the agency at the normal hourly rate.

Med-Waiver and Choice Services provide transportation to Shelby County residents who are registered clients if trip requests can be provided as part of the homecare services.

### Summary of Transportation Providers

Various public, private, volunteer, older adult, and human service agency transportation services are available in Shelby County. The table in Exhibit II.8.8 outlines the transportation services that are included in this report.

**Exhibit II.8.8: Existing Transportation Services for Shelby County**

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Shelby County Cancer Society	People with cancer	Medical	Regional	No
Bosma Industries for the Blind,	Blind or Visually Impaired	Any	Statewide	Yes
Choice Services	Homecare Clients	Any	Shelby County	No

Exhibit II.8.8: Existing Transportation Services for Shelby County (Cont'd)

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Service Area</u>	<u>Wheelchair Accessible Vehicles</u>
Comfort Keepers	Contracted clients of the agency	Any	Shelby County	No
Gallahue Mental Health Services	Mental Health Services Consumers	Any	Marion & Hancock Counties, & Shelbyville	No
Indianapolis Yellow Cab, Inc.	General Public	Any	Marion, Johnson, Morgan, Hendricks, Boone, Hamilton, Hancock, & Shelby Counties	Yes
Med-Waiver	Registered Consumers	Any	Shelby County	No
Need-A-Lift	General Public	Non-emergency Medical	Nationwide	Yes
Shelby County Senior Services	Older Adults	Any	Shelbyville	Yes
ShelbyGo	General Public	Any	Shelby County	Yes
Tangram	Consumers and their Families	Any	Marion, Hancock, Shelby, Johnson, & Hamilton Counties	Yes

*Summary of Transportation Needs for Shelby County*

The following transportation needs were identified by survey respondents who participated in the 2007 Coordinated Public Transit-Human Services Transportation Plan and updated in 2008 and 2009 through interviews and surveys conducted for this plan:

- ◆ Expand Hours of Service – Stakeholders indicated a need to extend the current hours of public transportation service to early mornings and nights to support employment and medical trip purposes for older adults, individuals with disabilities, and people with low incomes.
- ◆ Additional Days of Service – Providing public transportation service on weekends would enable transportation providers to better support employment related trips. Weekend hours would also encourage individuals with disabilities and people with low incomes to be active in the community.
- ◆ Additional Wheelchair Accessible Vehicles – Many stakeholders indicated that they are not able to meet the current transportation needs for passengers who use a wheelchair. Additional accessible vehicles, including vehicles that can accommodate large and heavy wheelchairs are needed.
- ◆ Transportation Across County Lines – Stakeholders discussed a growing need for transportation that crosses county lines and/or enables connections with transportation providers in neighboring counties. This type of connected or regional transportation will improve access to medical services and employment opportunities. It will also generally increase the mobility of transportation dependent individuals.
- ◆ Education for the Public – Education about public transportation services is a significant need that was demonstrated by the United Way survey results. Many residents in Shelby County are simply unaware of the transportation resources that are available to them, or are not sure how to access those services.
- ◆ Continued Inter-Agency Coordination – Agencies in Shelby County and the surrounding counties are coordinating services today, but additional coordination could be achieved through open communication between agencies to break down the real and perceived barriers to coordinating and sharing services.
- ◆ Employment Transportation – Organizations in Shelby County indicated a need for transportation that operates with a schedule and frequency to support shift work and other employment related opportunities within the county and in neighboring counties.
- ◆ Affordable Service – More affordable transportation for the general public is needed throughout the county and the region. Funding is always a major issue as is sufficient local match, an increasing problem as non-federal sources are declining or at risk, especially in current economy.

### **III. INVENTORY OF EXISTING TRANSPORTATION SERVICES**

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#### ***INTRODUCTION***

Evaluation of service provider capabilities and analysis of the existing gaps and duplications that exist in the structure of transportation resources in the region provides coordinated transportation planners with the necessary foundation for implementing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers to participate in the coordination planning efforts.

Stakeholders were encouraged to participate in the Coordinated Public Transit-Human Services Transportation Stakeholder Survey. The survey was designed for transportation providers, government and non-profit organizations, and funders. Survey questions were intended to update the information obtained during the 2007 Coordinated Public Transit Human Services Transportation Plan and were based, in part, upon the FTA's Framework for Action "Self Assessment Tool for Communities." The survey was implemented as a web-based application and hosted on the IndyGo website.

Finally, all of the stakeholder organizations that were represented at the local workshop (discussed in the next chapter) were invited to participate in a one-on-one interview. The purpose of the interview was to offer stakeholders the opportunity to work one-on-one with the consulting team about the specific transportation needs and priorities for their respective community of consumers.

Information reported in the 2007 Coordinated Public Transit Human Services Transportation Plan completed by the IMPO was used to supplement public information gathered during the coordination planning efforts.

#### ***HUMAN SERVICES AND PUBLIC TRANSPORTATION INVENTORY OF AVAILABLE RESOURCES***

Transportation stakeholders in the region were invited to participate in a coordinated transportation survey. Invitations were distributed to known stakeholders and also announced in local newspapers and websites for IndyGo, Indiana RTAP, and CIRT. The survey was available on-line and also in paper format, upon request. A copy of the survey questions is provided in the Appendix.

#### ***STAKEHOLDER SURVEY TABULATION AND RESULTS***

The survey posting automatically compiled the survey responses into a Microsoft Excel™ database for ease and accuracy of tabulations. A list of organizations that either completed a survey or participated in a one-on-one interview is included below:

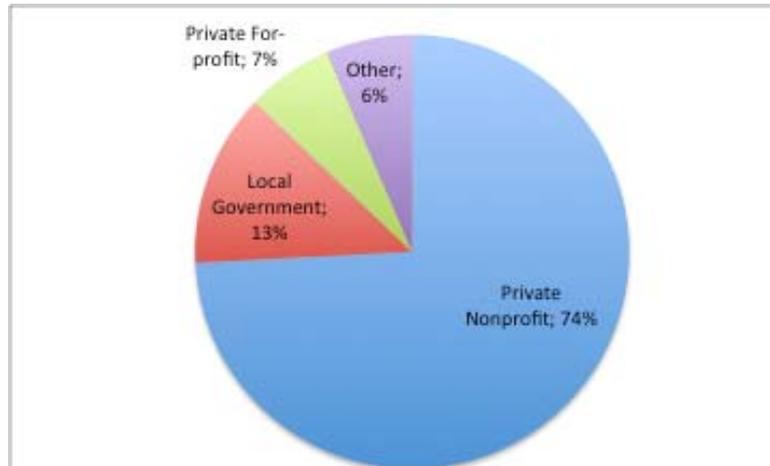
- ◆ Access Johnson County/ShelbyGo;
- ◆ Albert & Sara Reuben Senior Resource Center;
- ◆ American Red Cross of Greater Indianapolis;
- ◆ Arc Rehab of Boone County;
- ◆ Boone Area Transit Service;
- ◆ Boone County Senior Services, Inc.;
- ◆ Bosma Industries for the Blind;
- ◆ Child Adult Resource Services (CARS);
- ◆ Family Service;
- ◆ Flanner House;
- ◆ Gallahue Mental Health Services;
- ◆ Gateway Services/Johnson County ARC;
- ◆ Goodwill Industries of Central Indiana;
- ◆ Hancock County Senior Services/Hancock Area Rural Transit;
- ◆ Hendricks County Senior Services;
- ◆ Indianapolis Public Transportation Corporation;
- ◆ Indianapolis Yellow Cab, Inc.;
- ◆ Indy Park Recreation and Sports;
- ◆ Janus Developmental Services, Inc.
- ◆ John H. Boner Community Center & NESCO;
- ◆ Johnson County Senior Services;
- ◆ LINK Hendricks County
- ◆ Mr. A'z Limo;
- ◆ Noble of Indiana;
- ◆ Naturally Occurring Retirement Community (NORC);
- ◆ Neighborhood Christian Legal Clinic;
- ◆ Senior Transportation Programs;
- ◆ Shelby Senior Services/ShelbyGo;
- ◆ Tangram; and
- ◆ TRAM/MCCOG;

The following information is based upon the tabulations from the survey and interview database. A total of thirty (30) organizations provided information about their services. Twenty-seven (27) organizations submitted the stakeholder survey and three (3) participated in a one-on-one interview.

Seventeen (17) percent of survey/interview participants received financial assistance to purchase a vehicle through the Section 5310 program during 2007. During 2008, two (2) of the participating organizations received financial assistance through the Section 5316 program to provide employment related transportation for welfare recipients and other individuals with low incomes.

Seventy-four (74) percent of the participants represented a private, nonprofit social service agency. And, thirteen (13) percent represented a local government or department of local government. Another seven (7) percent represented a private, for-profit tax company and six (6) percent indicated some other affiliation including state government.

**Exhibit III.2: Authority of Organizations Surveyed**



Approximately sixty-eight (68) percent of those organizations that provide or purchase transportation indicated that their organization imposes some type of eligibility requirements (i.e., income or age eligibility). Thirty-two (32) percent of transportation providers offer transportation for the general public. The remaining survey/interview participants indicated that they did not provide transportation.

Purchased transportation activities range from pre-paid tickets or tokens to formal contracts between organizations. Only thirty (30) percent of the participants purchase transportation from another organization for their consumers or the general public. Therefore, the majority of transportation stakeholders in the region either rely on internal resources to provide transportation for their consumers or offer no financial assistance for transportation to their consumers. This statistic is an indication that there may be some degree of unnecessary overlap in services between the agencies that provide consumer transportation; the opportunities for coordinating transportation should be explored.

Nearly all transportation providers indicated that drivers carry cellular phones for communication with dispatch. Five (5) providers also indicated that drivers communicate with two-way mobile radios.

More than one-half of the transportation providers operate demand-response with curb-to-curb service. Forty (40) percent offer door-to-door service. And, 13 percent provide a personal care attendant or escort for individuals in need of extra assistance.

The majority of transportation is available on weekdays while only twenty-seven (27) percent of the transportation providers operate on Saturday and fewer, seventeen (17) percent, operate on Sundays. Three (3) of the transportation providers that operate on Sundays provide general public transportation; all have wheelchair accessible vehicles. On Saturdays, five (5) of the operators provide general public transportation; four (4) have wheelchair accessible vehicles.

The majority of transportation providers, except for private taxi companies, begin weekday transportation between 6:00 and 8:00 AM and end transportation service at 5:00 or 6:00 PM.

***Passenger Trips***

The following table illustrates the level of service provided by each organization, according to survey input.

**Exhibit III.2: Level of Annual Service Provided by Organization**

Organization	Annual General Public Trips (ambulatory/wheelchair)	# of Agency Consumers Transported Annually	Annual Agency Consumer Trips (ambulatory/wheelchair)
Access Johnson County/ShelbyGo	72,261	N/A	N/A
Albert & Sara Reuben Sr. Resource Ctr.	N/A	100	1,500/0
American Red Cross of Greater Indianapolis	N/A	1,930	3,988
Arc Rehab of Boone County	N/A	680	1,221
Boone Area Transit Service and BCSSI	16,875	N/A	N/A
Bosma Industries for the Blind	N/A	120	780/80
CARS	N/A		19,275
Flanner House	N/A	30	688/60

Gallahue Mental Health Svcs.	N/A	30	8,000
Hancock Co. Sr. Svcs./ Hancock Area Rural Transit	20,444/ 8,000	N/A	N/A
Hendricks Co. Sr. Svcs.	N/A	530	19,363/ 3,080
Indianapolis Public Transportation Corporation	9,408,226 /470,411	N/A	N/A
Indianapolis Yellow Cab, Inc.	634,000/ 32,400	N/A	N/A
Janus Developmental Svcs., Inc.	19,546/ 200	48	13,418/ 1,150
John H. Boner Community Center	N/A	9,946	1,627/ 374
Johnson Co. Sr. Svcs.	N/A	1,016	6,466/ 1,293
LINK Hendricks County & Morgan County Connect	53,761	N/A	N/A
Mr. A'z Limo	150	N/A	N/A

***Vehicles***

Survey/Interview participants listed a combined total of 437 vehicles. Approximately 61 percent of the vehicles are wheelchair accessible. Indianapolis Public Transportation Corporation operates 158 of the vehicles, and all of them are wheelchair accessible.

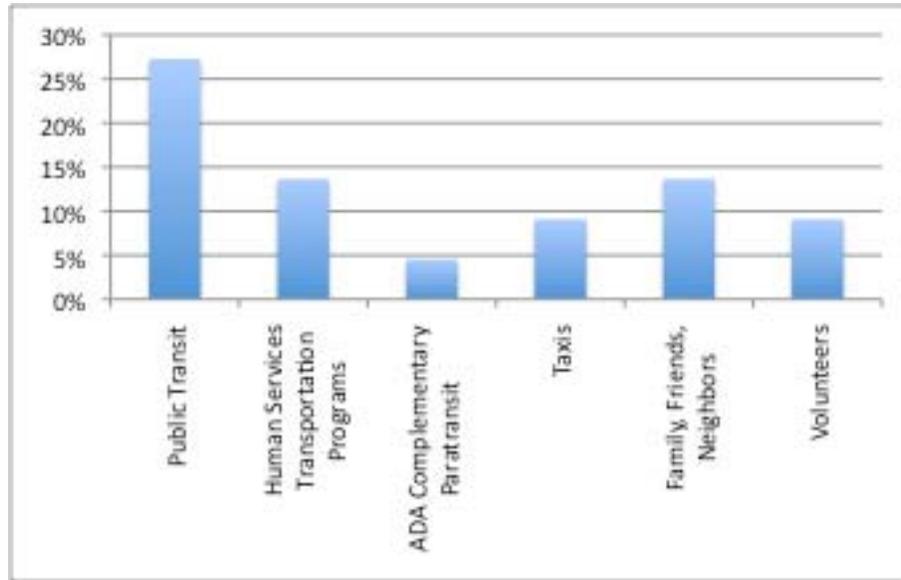
More than one-half of the transportation providers operate at least one (1) wheelchair accessible vehicle. And, some organizations have an entire fleet of wheelchair accessible vehicles. However, given the demand for wheelchair accessible vehicles and the fact that wheelchair accessible vehicles are utilized frequently for out-of-county trips, the number of accessible vehicles may be insufficient to meet needs for individuals with disabilities and older adults.

***Transportation Needs – Enhancements***

Approximately twenty-seven (27) percent of survey participants indicated that public transit provides the most useful personal transportation service within the existing network of transportation

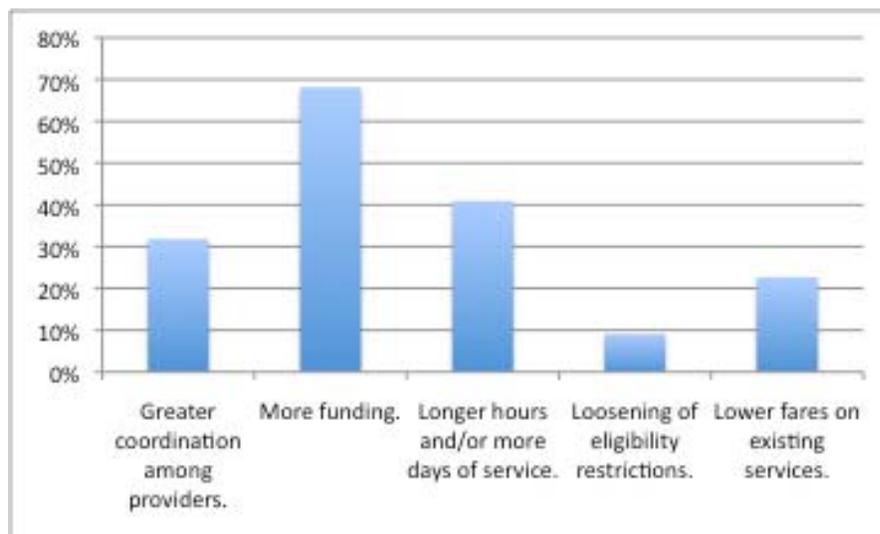
providers in the region. Human service agency transportation programs and family, friends, and neighbors ranked as the second most useful transportation options with 14 percent, each.

**Exhibit III.3: Most Useful Transportation Options, Existing Network**



According to survey responses, additional funding to support transportation was the most commonly cited need for enhancing mobility in the region for older adults, individuals with disabilities, people with low incomes, and the general public. The second most commonly cited need was for transportation providers to offer longer hours and/or more days of service. Approximately thirty (30) percent of survey participants also indicated that a greater amount of coordination among transportation providers was the most needed mobility enhancement.

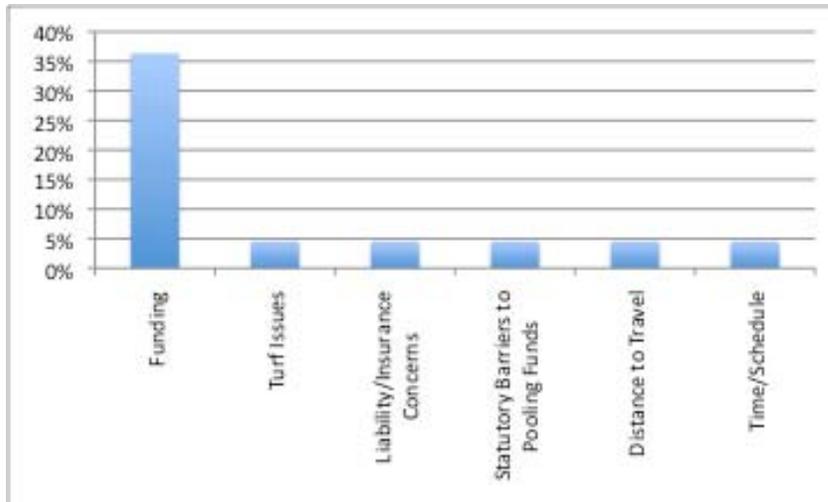
**Exhibit III.4: Most Needed Mobility Enhancement**



### Issues and Challenges for Coordinated Transportation

Nearly forty (40) percent of stakeholders who completed the survey indicated that they perceive that the greatest obstacle to coordination and personal mobility in their service areas is funding. Other challenges that were cited by survey participants included turf issues, liability/insurance concerns, statutory barriers to pooling funds, distance to travel, and the difference between providers hours of operation and peak hours of service.

Exhibit III.5: Challenges to Coordinating Transportation Resources



### **SUMMARY**

In order to understand the existing coordination activities in the Indianapolis region, multiple methods for contacting the community and stakeholders were deployed. Responses to outreach activities were utilized to provide a representative sample of the existing level of transportation an interagency coordination throughout the region. The findings offer valuable support for the coordinated transportation strategies that will be implemented by transportation providers. For example, information pertaining to the number of vehicles operated in the region and the amount of wheelchair accessible vehicles reveals opportunities and needs for coordinating resources to bring additional wheelchair accessible vehicles to the region.

Stakeholder survey and interview results indicated that the majority of transportation is available on weekdays while only twenty-seven (27) percent of the transportation providers operate on Saturday and fewer, seventeen (17) percent, operate on Sundays. This finding supports the commonly cited need for transportation to support employment for non-traditional hours and shift work.

Challenges to coordinating resources were also cited by the stakeholders. Additional work is required to determine which challenges are perceived issues that are easily overcome, and which challenges are actual barriers for which the stakeholders need to design strategies that will overcome.

## IV. NEEDS ASSESSMENT

### OVERVIEW

RLS & Associates, Inc. and IndyGo contacted local human service agencies, faith based organizations, employers, and all transportation providers serving the Indianapolis region in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. Documentation of outreach efforts included in this project to date and the level of participation from each organization is provided in the Appendix. A summary of the outreach efforts and results is also provided in Chapter III. The following paragraphs outline results from the local general public and stakeholder coordinated transportation workshops.

### GENERAL PUBLIC AND STAKEHOLDER WORKSHOP

IndyGo hosted, and RLS & Associates, Inc. facilitated, four (4) local workshops to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. The schedule for workshops is provided in the following tables:

<b>Date/Time</b>	November 18 <sup>th</sup> / 9:00 AM -12:00 PM	November 19 <sup>th</sup> /9:30 AM -12:00 PM
<b>Place</b>	Hendricks County Government Center, Rm. 3	Greenwood Public Library
<b>Address</b>	355 S. Washington St. Danville, IN 46122-1759	310 South Meridian St. Greenwood, IN 46143

<b>Date/Time</b>	December 10 <sup>th</sup> /9:00 AM -12:30 PM	December 11 <sup>th</sup> /9:00 AM -12:00 PM
<b>Place</b>	Julia Carson Center, Conf. Rm. B	JANUS Developmental Services
<b>Address</b>	300 East Fall Creek Pkwy Indianapolis, IN 46205	1555 Westfield Rd. Noblesville, IN 46062

Invitations to the meeting were distributed via the U.S. Postal Service to 344 organizations in the Indianapolis region that represent 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 in the following websites and newspapers:

- ◆ IndyGo website;
- ◆ CIRT website and newsletter;
- ◆ Indiana RTAP website;
- ◆ Indianapolis Star Newspaper;

- ◆ Hendricks County Flyer;
- ◆ The Republican (Danville); and
- ◆ Lebanon Reporter (Community Calendar).

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix. In total, 52 individuals representing the general public and agencies attended the local meetings.

During the workshop, the facilitator presented highlights of historical coordinated transportation in the region as well as the activities and results from the 2007 Coordinated Public Transit Human Services Transportation Plan completed by the IMPO. Many of the participants in the workshop were not involved in the 2007 planning process. Therefore, the presenter dedicated a portion of the workshop to defining coordination and understanding its benefits. She outlined basic coordination aspects for the stakeholders who were becoming involved for the first time, as well as intermediate level coordination aspects that could be utilized to help the region progress toward new levels of coordinated transportation.

Following the presentation, the workshop members were asked to identify transportation and mobility issues, successes, and challenges in the region and their neighborhoods. The focus of the discussions was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics also were geared toward the general public.

Workshop participants discussed more than seventy (70) mobility issues to achieve, preserve, avoid, or eliminate through coordination during the workshops. A complete list of mobility issues that were identified is included in the Appendix. A second workshop was conducted on March 17, 2009, where the stakeholders were invited to select the top priorities out of the 70+ issues that were discussed. The result of the prioritization activity is provided in the following table. The priorities are listed in order of the number of top priority votes received. Coordinated transportation stakeholders will consider these top priorities while developing transportation strategies and grant applications.

**Exhibit IV.1: Top Priority Unmet Mobility Needs  
for the Indianapolis Region, March 17, 2009**

<p>Additional wheelchair accessible (ADA) vehicles for all counties in the region to expand fleets, replace existing vehicles, and meet capacity needs so that access to community resources can be accommodated for individuals with disabilities.</p>
<p>Accessible and continuous sidewalks that provide access to all bus stops are needed to improve mobility options for older adults, individuals with disabilities, and the general public.</p>

Additional capital and operating grant funding from Federal, State, and Local resources to meet the need for on-demand transportation throughout the region.
Additional operating and capital assistance to implement employment related transportation services or service enhancements.
Providers need to expand service to meet the needs of employees with 'non-traditional' work hours. Capital as well as operating assistance for expanding weekday hours of service and implementing Saturday service is needed to address the needs of work shifts.
All organizations that provide transportation need to be included in regional driver training activities.
Overcome the image of public transportation as an inconvenient, and sometimes unsafe option of last resort and promote it as a valuable community service.
Land use and economic development plans for the Indianapolis region need to include public transportation so that residents and employers are encouraged to utilize public transportation options. Promote public transportation as an economic development advantage.
The region needs a collaborative multi-modal approach to public transportation. A strong network of services that includes carpools, vanpools, bus, demand response transportation, faith-based organizations, human service organizations, taxi, and rail was suggested.
Organizations need to work together and overcome coordination challenges such as insurance, cost to consumers, and streamlining scheduling and eligibility requirements.
Affordable transportation options for immediate, same-day, and advance reservation trips for individuals with low incomes.
Improve coordination efforts between schools and human service agencies/public transportation providers in an effort to reduce unnecessary duplication of trips.
Express bus routes that connect to IndyGo service from the counties surrounding Marion County are needed.
Promote transportation and attract individuals who are not regular riders.
Emergency management and organizations with a focus on public safety should be included in coordinated transportation planning efforts.

<p>Rural transportation providers need additional financial support to expand hours and days of service.</p>
<p>Additional bus shelters/additional ADA accessible bus shelters are needed.</p>
<p>Residents of all counties in the region, including Marion County, need regional transportation, not just to Indianapolis. A coordinated transportation effort for cross-county trips or to improve cross-county connectivity is needed to provide opportunities for employment, medical, and all general use purposes.</p>
<p>A rail service that is designed to improve access to downtown Indianapolis and other major destinations with connections to IndyGo and demand response transportation providers is needed to improve mobility for commuters, older adults, and the general public.</p>
<p>The Indianapolis region needs a transportation advisory group to promote coordinated transportation in the community and advocate for support from the state legislators and state level human service agency representatives.</p>
<p>Inter-agency coordination of the grant writing approach and use of transportation dollars is needed.</p>
<p>Implement a circulator type of route that includes stops at employment locations and childcare facilities.</p>
<p>IndyGo needs to extend the existing fixed route service area in order to improve opportunities for passengers to access resources in Indianapolis when beginning the trip outside of the current fixed route service area.</p>
<p>Indiana needs a statewide coordination effort to enable travel across the state. Indianapolis is the hub of resources and activities for the state.</p>
<p>All transportation providers in the Indianapolis region, and especially rural area transportation providers, need attendants on vehicles who can assist frail passengers and individuals with disabilities.</p>
<p>The region needs travel training that is available and routinely communicated to all types of transportation providers in the region.</p>
<p>Use CICS to publicize the available park-and-ride lots and ridesharing opportunities.</p>
<p>Make employers aware of tax incentives and other benefits available to them for supporting public transportation.</p>

<p>Planning assistance for public transportation providers is needed so that transportation stakeholders can research and document the current demand and need for employment related transportation as well as projected demand. An appropriate coordinated transportation program will be the result of such planning efforts.</p>
<p>Need to improve access from all surrounding areas to business parks on the Northwest side of Indianapolis, Plainfield, Avon, Brownsburg, and other suburban communities.</p>
<p>CIRTA outreach needs to be extended into Shelby and all other counties in the region to improve the carpooling, vanpooling, and guaranteed ride home opportunities for commuters.</p>
<p>Implement a program that will change the perspective of the public and local officials and educate them about the benefits of public transportation.</p>
<p>Transportation providers need to improve the Limited English Proficiency (LEP) program and provide mobility options and information to individuals who do not speak English as a first language.</p>
<p>More bus shelters are needed in Indianapolis.</p>

***CHALLENGES TO COORDINATED TRANSPORTATION***

There are numerous challenges to the initial coordination of human service agency and public transportation in any community and region. Some of the unmet transportation needs listed in Exhibit IV.1 are unmet because of the level of difficulty to implement strategies that will address them. While these needs remain top priorities for the region, some may take more time to implement because of the necessary steps and changes that must precede them. Additionally, some of the unmet transportation needs listed in the Appendix 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 top priority improvement.

While there are challenges to implementing coordination among various transportation providers, services, and funding sources, it is important to note that transportation coordination is being successfully implemented throughout the country, including in Indiana and the Indianapolis region. Therefore, issues such as conflicting or restrictive State and Federal guidelines for the use of funding and vehicles, insurance and liability, and unique needs presented by the different populations served, to name a few, should challenge, but not stop, a coordination effort. There are many resources available to assist communities as they work together to coordinate transportation.

Contact the Indiana Department of Transportation, Public Transit Section (INDOT) ([www.in.gov/indot/3251.htm](http://www.in.gov/indot/3251.htm)) for assistance.

## V. IMPLEMENTATION PLAN

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The general concept of coordination in the Indianapolis region has widespread support from local human service agencies, planning organizations, and transportation providers. Bringing new levels of coordination into reality will require these supporters to take action. Human service agencies, public and private transportation providers, and neighborhood organizations throughout the region are becoming increasingly aware of the benefits of sharing transportation resources and coordinating to create efficiencies that will permit them to utilize their limited resources to benefit the most people. There are numerous success stories in the region that demonstrate the impact of coordinating transportation resources including in Johnson County between Access Johnson County and the Veteran's Administration; and in Marion County between John H. Boner Community Center and NESCO. While these are excellent examples of coordinated transportation, the stakeholders who participated in this study indicated a need to continue to expand and enhance these existing coordinated transportation efforts. Stakeholders have demonstrated a willingness to continue to work toward achieving regional transportation service by coordinating the existing resources and implementing new projects that will fill the gaps in service related to employment related trips, medical trips, education, and general quality of life.

Caution about changing coordinated local and regional transportation concepts into realities may be derived somewhat from the feeling that some potential participating agencies have not yet been able to obtain a clear understanding of the actual commitment that would be required from all parties in order to make the end result worth the effort. Others may have some hesitation about maintaining autonomy and continuing to preserve the necessary services for their consumers while sharing resources. Opportunities for improving transportation services must, therefore, nurture a trusting relationship between participating organizations by clarifying objectives and costs, ultimately guiding the participants toward a more coordinated approach to transportation and mobility throughout Central Indiana.

Developing the following coordinated transportation goals will take time and effort. Therefore, it is recommended that the region implement the following coordinated transportation principles to guide them through successful funding decisions through 2013. The regional principles are as follows:

*Principle 1: Maintain the successful services and transportation programs and improve upon weaknesses.*

*Principle 2: Invest in programs and actions that improve community access and increase ridership.*

*Principle 3: Provide incentives for projects that emphasize coordination and collaboration.*

*Principle 4: Assure access, safety, and security for the individuals, groups, and stakeholders served.*

Immediate- through long-term goals to build upon these founding principles for coordinated transportation are outlined below. Each goal is supported by the input provided by the general public and participating organizations either through local stakeholder meetings, surveys, or one-on-one interviews.

**Goal #1: Improve communication between the public transportation providers, non-profit agencies, schools, faith-based organizations, and for-profit companies with the intent to coordinate transportation to fill gaps and reduce unnecessary duplication in each county and the region.**

Improving inter-agency communication is the first goal for the region because it represents a fundamental aspect of establishing a network of coordinated transportation. Each of the organizations and public stakeholders who participated in this planning process identified some unmet transportation need that could be satisfied or at least reduced through communication between transportation providers. The region's transportation providers and stakeholder organizations that represent older adults, people with disabilities, and individuals with low incomes need to share information such as schedules, hours of service, eligibility, maintenance, bulk purchases, insurance providers, and driver training opportunities for the region, reducing unnecessary duplication and increasing cost and service efficiency.

**Goal #2: Improve and increase regional, multi-modal, and coordinated transportation services.**

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

**Goal #3: Promote all new and existing coordinated regional, cross-county, and local public transportation and mobility options to older adults, people with disabilities, individuals with low incomes, and the general public in an effort to increase awareness and mobility.**

Marketing and promoting a positive image for public and coordinated transportation is the focus of this goal. Stakeholders indicated that in some cases, the service to meet transportation needs is already available but older adults, people with disabilities, and the general public do not use them because they have a perception that public transportation is not for them. Promotion of existing and new transportation programs, including educational materials to teach passengers how to utilize the services are the objectives listed under this goal.

**Goal #4: Expand the service area, frequency, hours, and days of service for transportation providers in an effort to meet the needs of older adults, people with disabilities, and individuals with low incomes.**

Throughout the suburban and rural areas of the region, public and human service agency transportation providers typically operate service on weekdays between 7:00 AM and 6:00 PM. Private taxi companies are the exception. Transportation providers need to expand their hours and days of service to facilitate access to shift work and other employment opportunities with non-traditional work hours for older adults, people with disabilities, and individuals with low incomes. Also, for those organizations that operate during evenings, early mornings, and on weekends, there is a need to increase the frequency of service in certain areas so that public transportation becomes a viable alternative for commuters, including those who need to stop at a childcare facility and make appointments in addition to their normal workday.

**Goal #5: Implement new and enhance existing employment-related transportation options for individuals with low incomes and people with disabilities.**

Individuals with low incomes and people with disabilities in the Indianapolis region are seeking employment wherever they can find it. Sometimes, the employer is not in the same community or county where they live. Reliable, affordable, and convenient transportation is necessary to gaining and maintaining employment. Transportation providers in the region are committed to seeking affordable alternatives to enable successful employment.

**Goal #6: Improve safety and accessibility to vehicles, bus stops, and bus shelters.**

Transportation amenities include bus stop benches, signs, and shelters. Stakeholders indicated that, in some areas of the region, the bus amenities are appropriate but they are not accessible for people with disabilities and/or older adults. In inclement weather, the bus stops are not accessible, or safely accessible, to the general public because of their location. Sidewalks with wheelchair accessibility are needed around bus stops and shelters, especially for the IndyGo service area. Also, transfer center facilities are needed at the formal and informal transfer points throughout the region.

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

**Goal #7: Incorporate new technology and capital to improve existing mobility options and serve more people.**

Technology creates new levels of efficiency in terms of scheduling trips, billing, and managing a safe transportation program. As the service capacity and areas increase, transportation providers will benefit from incorporating new technology into their programs. Additional capital resources, along with technology, will create efficiencies and improve communication within and between

agencies.

***Goal #8: Increase available funding for coordinated transportation in Central Indiana.***

Limited funding was the most commonly noted challenge for transportation providers. Some of goals for expanding service and improving the existing services to address unmet transportation needs may only be achieved with additional funding. Therefore, strategies to increase the available, sustainable funding for transportation and mobility in the Indianapolis region stand apart from the previously mentioned goals and will require an individual focus.

***GOALS AND STRATEGIES***

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

- ◆ Immediate – Activities to be achieved within 6 months.
- ◆ Near-term – Activities to be achieved within 6 to 12 months.
- ◆ Mid-term – Activities to be achieved within 13 to 24 months.
- ◆ Long-term – Activities to be achieved within 2 to 4 years.
- ◆ Ongoing activities are those that either have been implemented prior to this report, or will be implemented at the earliest feasible time and will require ongoing activity.

Goals, objectives, 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 implementing each objective. Goals, objectives, and strategies are prioritized with consideration of the available resources for the region during the implementation time period.

**GOAL #1: IMPROVE COMMUNICATION BETWEEN PUBLIC TRANSPORTATION PROVIDERS, NON-PROFIT AGENCIES, SCHOOLS, FAITH-BASED ORGANIZATIONS, AND FOR-PROFIT COMPANIES WITH THE INTENT TO COORDINATE TRANSPORTATION TO FILL GAPS AND ELIMINATE UNNECESSARY DUPLICATION IN EACH COUNTY AND THROUGHOUT THE REGION.**

**Strategy 1.1:** Distribute the adopted Coordinated Public Transit-Human Services Transportation Plan to stakeholders who were invited to participate and any elected officials, older adult facilities, human service agencies, medical facilities, schools, non-profits, for-profit agencies, and major employers that serve older adults, people with disabilities, and individuals with low incomes.

<u>Implementation Time Frame:</u> Immediate (within 6 mos.)	<u>Staffing Implications:</u> No additional staff required.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Minimal expense for printing and postage.
Potential Grant Funding Sources: Local Grants	

**Responsible Parties:** Public transportation providers.

**Performance Measures:**

- Number of documents distributed (electronically or mail) to community stakeholders.
- Updated mailing list is established and saved for use when updating the plan.
- Number of new organizations added to the mailing list.

**Strategy 1.2:** Develop a **County-by-County Community Resource Guide** to explain the transportation resources available in each county. Include contact information, eligibility requirements, hours of operation, scheduling process, service area, and passenger fares for each organization. Distribute to all agencies, businesses, schools, and organizations for use by staff members and to open communication opportunities.

Include information about the benefits of coordinating transportation specific to each county.

Resources: United Way, existing agency databases, this report, and Chambers of Commerce.

<u>Implementation Time Frame:</u> Near-term (within 6 to 12 mos.)	<u>Staffing Implications:</u> Make use of volunteers or students.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Minimal expense for labor, printing, and postage.
Potential Grant Funding Sources: Local funding. Potential applications to Section 5316 if advertising use by workers with non-traditional schedules. Potential application for 5317 as part of Mobility Management functions.	

**Responsible Parties:** Public transportation providers.

**Performance Measures:**

- Resource Guides are developed and printed.
- Resource Guides are distributed to 100% of transportation providers in each county and posted on CIRTAs website.
- Duplication of transportation services decreases and new, shared services are developed (i.e., new contracts between agencies and/or new referrals).

**Strategy 1.3:** Share grant-writing expertise among eligible participating agencies (i.e., eligible for Federal, State, Local, or foundation grants) to research and submit grants for new funding as a collaborative effort.

A collaborative approach to grant writing will improve local awareness and understanding of the available funding opportunities, and broaden the eligibility for applying to foundations for support of the program.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> No additional costs other than labor.
Potential Grant Funding Sources: Not Required.	

**Responsible Parties:** All non-profit organizations eligible for transportation related grants. Public transportation providers will lead the effort. If hired, a Mobility Manager (MM) will lead the effort for the region.

**Performance Measures:**

- Number of joint grant-writing sessions scheduled and conducted.
- Number of organizations that participate in joint grant-writing sessions.
- Number of successful collaborative grant applications submitted.
- Amount of transportation grant funding awarded to any coordinating organization.

**Strategy 1.4:** Hire/Designate a Mobility Manager (MM) to be responsible for development of a coordinated human service agency and public transportation program for the region. The MM will work under general supervision of a regional board of directors composed of representatives from each public transportation provider in the region.

The MM will be responsible for providing leadership through the implementation of strategies outlined in this document, as well as community outreach, development of agreements for coordinated services, working one-on-one with each organization to develop coordinated transportation alternatives, meeting with state legislators and state-level human service agencies,

and other related duties that represent the coordinated transportation goals of the participating organizations.

**Responsible Parties:** Organizations eligible to apply for SAFETEA-LU funding should designate a lead organization to apply for funding, hire, and supervise a MM.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Mobility Manager hired.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Salary for MM required.
Potential Grant Funding Sources: MM is an eligible item for Section 5317 and 5316 funding. Local match of 20% is required from any non-transit dollars.	

**Performance Measures:**

- Secure local match for a MM (match for multiple years is preferred).
- Lead agency to hire and manage the MM is designated.
- MM job description is developed.
- MM is hired.

**Strategy 1.5:** Develop and operate a one-stop traveler information center to coordinate transportation information on all travel modes and manage eligibility regulations and arrangements for customers among supporting organizations. Ultimately, agree upon a service strategy to remove or reduce duplications in service, or unnecessary driver/vehicle downtime through sharing vehicles and/or mixing consumers on private and public non-profit agency vehicles. Could initially focus on long-distance and cross-county trips.

This strategy could build on the information collection process for strategy # 1.2.

Information center will be posted on an existing website for all providers to utilize/update and the public to access.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> MM, if hired.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Salary for MM. Potential savings if shared agreements are established.
Potential Grant Funding Sources: Mobility management activities are eligible for Section 5317 and 5316 funding. Local match required at 50% operating and/or 20% capital.	

**Responsible Parties:** Public transportation providers and human service agencies that provide transportation in multiple counties. If hired, the MM should lead this effort.

**Performance Measures:**

- Number of schedules shared.
- Information center established with information from all organizations.
- Ridership changes.
- Remaining duplications of service in the region.

**Strategy 1.6:** Coordinate driver and staff training with transportation providers throughout the region.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> More training for staff.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Potential savings if expenses for training are shared across multiple organizations.
Potential Grant Funding Sources: Local grants and Indiana Rural Transit Assistance Program (RTAP)	

**Responsible Parties:** Public transportation providers will organize and advertise training. Other transportation providers are responsible for participation from their staff and information distribution.

**Performance Measures:**

- Effective method of communicating driver or staff training is implemented.
- Number of organizations that participate in driver or staff training.
- Number of drivers and staff who participate in new training programs.
- Number and type of new training opportunities brought to the area through shared expenses.
- Number of trained drivers and staff in the Central Indiana region.

**GOAL #2: COLLABORATE TO IMPROVE AND INCREASE REGIONAL, MULTI-COUNTY, AND MULTI-MODAL COORDINATED TRANSPORTATION SERVICES.**

**Strategy 2.1:** Enhance and expand the network of regional transportation services including carpools, vanpools, park-and-ride, and public and private transportation through a collaborative outreach approach.

**Responsible Parties:** Transportation providers and CIRTA. CIRTA will help to organize regional efforts and make information available to the public. CICS will also help to understand and communicate commuter needs. Mobility Manager (MM), if hired.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> To be determined based on expansions. Possible duty for MM.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined based on level of service
Potential Grant Funding Sources: Potential for Section 5316, 5317, and/or 5310 (local match required).	

**Performance Measures:**

- Number of new vanpools, carpools, and park-and-ride lots created and sustained.
- Number of new connections and/or transfer opportunities between public transportation providers and carpool, vanpool, and park-and-ride lot locations.
- Number of people utilizing carpools, vanpools, and park-and-ride services.
- Increase in the size of service area for access to Indianapolis using coordinated transportation.

**Strategy 2.2:** Implement Express Bus routes that connect the IPTC fixed routes with all counties surrounding Marion County.

**Responsible Parties:** Indianapolis Public Transportation Corporation (IPTC) staff and staff from transportation providers in the counties surrounding Marion County will work together to implement the routes where demand exists.

<u>Implementation Time Frame:</u> Ongoing (timeframe varies for each county)	<u>Staffing Implications:</u> Additional drivers may be required for Express Bus routes.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined based on level of service
Potential Grant Funding Sources: Potential for Section 5316, and/or 5310 (local match required).	

**Performance Measures:**

- Express Bus routes established.
- Ridership on Express Bus routes.
- Number of individuals with low incomes who are able to gain and maintain employment, or improve income because of the available express service.
- Number of people with disabilities and older adults who travel to Indianapolis from surrounding counties on express service.

**Strategy 2.3:** Implement immediate response, demand response, or route deviation service for cross-county connectivity (between and through contiguous counties) to provide new opportunities for employment, access to medical services, and all general use purposes.

**Responsible Parties:** Public transportation providers will take the lead. Support from human service agencies will be necessary for coordination efforts and to reduce unnecessary duplication of trips.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> No additional staff required.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined based on new opportunities for service
Potential Grant Funding Sources: Potential for Section 5316 and/or 5310 (local match required).	

**Performance Measures:**

- Number of trips provided that cross county lines and jurisdictional boundaries or have formal transfer points at jurisdictional boundaries.
- Number of human service agencies and private providers participating with public transportation providers in the cross-county/multi-county effort.
- Number of people that utilize the new cross-county service for access to jobs, medical services, or to improve quality of life.

**Strategy 2.4:** Establish transfer centers throughout the region where passengers can transfer from a provider in the county of trip origin to the provider in a neighboring county.

**Responsible Parties:** Public transportation providers will collaborate and include private and inter-city providers to establish transfer centers. Local assistance may be required from elected officials and foundations.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> No additional staff required.
<u>Priority Level:</u> Medium	<u>Implementation Budget:</u> To be determined based on new opportunities for service
Potential Grant Funding Sources: To be determined.	

**Performance Measures:**

- Funding applied for and received to construct transfer centers throughout the region.
- Number of transfer centers procured and/or constructed.
- Number of routes/trips serving the new transfer centers each day.
- Number of older adults, people with disabilities, individuals with low incomes, and general public passengers utilizing the transfer opportunities to improve their quality of life and mobility throughout the region.
- Number of inter-city routes that utilize the transfer center on a regular basis.

**Strategy 2.5:** Implement a rail service that is designed to improve access to Indianapolis and other major destinations with feeder or shuttle service provided by IndyGo and demand response transportation providers.

<u>Implementation Time Frame:</u> Long-term (25 to 36 mos.)	<u>Staffing Implications:</u> To be determined.
<u>Priority Level:</u> Medium	<u>Implementation Budget:</u> To be determined based on new opportunities for service
Potential Grant Funding Sources: Potential for Section 5316 or 5317(local match required) to supplement cost of feeder routes and shuttle service.	

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

**Performance Measures:**

- Transportation stakeholders support legislation for implementing rail service.
- Legislation for implementing rail service in Indianapolis is approved.
- Rail service is planned, funded, and implemented.
- Feeder service is designed and established.

**Strategy 2.6:** Implement a statewide traveler information center to enable easy-to-schedule-and-ride public transportation throughout the state. Human service agencies and private transportation providers will be needed to fill gaps between counties where public transportation is not available or where a transfer at a jurisdictional boundary is not safe for the passenger (i.e., no assessable bus stop or shelter).

<u>Implementation Time Frame:</u> Long-term (25 to 36 mos.)	<u>Staffing Implications:</u> Staff time required to establish a network of communication between providers. MM, if hired.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> No significant budget implications unless additional vehicles are purchased to facilitate cross-county travel.
Potential Grant Funding Sources: Potential for Section 5316, 5317, and/or 5310 (local match required).	

**Responsible Parties:** INDOT, Mobility Managers from throughout the state, public and private transportation providers, regional planning commissions.

**Performance Measures:**

- Committee created to develop and implement the statewide communication network.
- A lead agency/organization is designated to create a resource/information database and manage the scheduling for people who call or make an on-line request for a trip across multiple counties.
- A single point of contact to schedule the entire trip (could be telephone and/or internet scheduling) is funded, implemented, and managed.

**Strategy 2.7:** Expand and enhance carpooling, vanpooling, and guaranteed ride home opportunities for commuters in Central Indiana counties. Provide leadership to counties outside of the region to implement similar services.

**Responsible Parties:** CIRTA and all transportation providers are responsible for establishing commuter services and outreach using websites, word of mouth, newspapers, brochures, and other materials.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> Additional funding to support guaranteed ride home and necessary vehicle purchases.
Potential Grant Funding Sources: Section 5316, 5317, and/or 5310 funding (local match required). Guaranteed Ride Home for eligible consumers is applicable for Section 5316 funding.	

**Performance Measures:**

- Estimate demand for carpooling, vanpooling, and other commuter opportunities in counties where the programs could be enhanced and where new service could be implemented.
- New commuter services are extended or created.
- Number of people who have access to employment opportunities can gain and/or maintain employment.

**GOAL #3: PROMOTE ALL NEW AND EXISTING COORDINATED REGIONAL, CROSS-COUNTY, AND LOCAL PUBLIC TRANSPORTATION AND MOBILITY OPTIONS TO OLDER ADULTS, PEOPLE WITH DISABILITIES, INDIVIDUALS WITH LOW INCOMES, AND THE GENERAL PUBLIC IN AN EFFORT TO INCREASE AWARENESS AND MOBILITY.**

**Strategy 3.1:** Advertise/Publicize available park-and-ride lots and ridesharing opportunities.

**Responsible Parties:** Central Indiana Commuter Services (CICS) is responsible for creating informational materials and distribution of information. Public transportation providers will assist with disseminating information.

**Performance Measures:**

- Publications on CIRTAs website and links to websites from other transportation providers are created.
- Number of people using park-and-ride lots and ridesharing opportunities that are publicized by CICS.

<u>Implementation Time Frame:</u> Immediate	<u>Staffing Implications:</u> No additional staff required.
<u>Priority Level:</u> Medium	<u>Implementation Budget:</u> No significant budget implications. Some marketing and printing expenses.
Potential Grant Funding Sources: Minimal budget impact.	

**Strategy 3.2:** Establish a marketing program to promote the effectiveness and safety of regional and multi-county coordinated transportation services provided for older adults, individuals with low incomes, and people with disabilities.

**Responsible Parties:** Mobility Manager (MM), if hired, will implement and sustain a marketing program. If no MM is hired, existing staff and TAC or board members will be responsible for developing and implementing the marketing program.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Responsibility of MM, TAC, or board members.
<u>Priority Level:</u> Medium	<u>Implementation Budget:</u> Cost of marketing materials could start at approximately \$500 to \$1,000 per county/year.
Potential Grant Funding Sources: Potential for Section 5316 for promotion of transportation for individuals with low incomes (local match required).	

**Performance Measures:**

- Transportation providers decide upon a marketing program and approach appropriate for each county.
- Marketing materials are developed.
- Passenger testimonials are gathered and documented in marketing materials.
- Number of venues, meetings, publications where the new coordinated regional service is promoted.
- Number of people who benefit from coordinated transportation services.

**Strategy 3.3:** Create and maintain an updated presentation and brochure that promotes new cross-county and regional coordinated transportation.

**Responsible Parties:** Public transportation providers will create materials specific to their counties and for regional service. CIRTAs will help promote coordinated transportation at events and on the website, as appropriate.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> No additional staff required. Function of MM, if hired
<u>Priority Level:</u> Medium	<u>Implementation Budget:</u> Funding required to develop and produce the presentation and brochures. Budget is estimated at \$500 - \$1,000 per county/year.
Potential Grant Funding Sources: Potential for Section 5316 for promotion of transportation for individuals with low incomes (local match required).	

**Performance Measures:**

- Power Point presentation and brochure are created.
- Number of venues where materials are presented each year.
- Presentation and brochures are updated and present current information.
- Additional funding opportunities that result from marketing materials that were used to educate funders.

**GOAL #4: EXPAND SERVICE AREAS, FREQUENCY, HOURS, AND DAYS OF EXISTING TRANSPORTATION OPTIONS TO MEET NEEDS OF OLDER ADULTS, PEOPLE WITH DISABILITIES, AND INDIVIDUALS WITH LOW INCOMES.**

**Strategy 4.1:** Establish ADA accessible on-demand transportation for earlier mornings, late evening, and weekend service in each county where financial support for operating additional service and demand for service exists. Expanded service will meet identified needs of all targeted populations.

**Responsible Parties:** Coordinated organizations that provide transportation.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Additional drivers and dispatcher may be required for some organizations.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined based on operating hours, service area, and service provider.
Potential Grant Funding Sources: Potential for Section 5316, and 5310 (local match required). Make every attempt to utilize vehicles from human service agencies, public, and private transportation providers. If additional vehicles are necessary, consider an application for capital assistance.	

**Performance Measures:**

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

**Strategy 4.2:** IndyGo and local providers will (internally and in coordination with human service agencies, private providers, and senior centers) supplement IndyGo fixed route service to enhance frequency of service that is available within the existing service areas. More frequent service will improve access to employment and employment related services, human service agencies/programs, and medical facilities for older adults, people with disabilities, and individuals with low incomes who live in or travel to underserved areas.

New service must be sustainable and affordable for the passenger.

**Responsible Parties:** IndyGo will lead the effort.

<u>Implementation Time Frame:</u> Near-term (6 to 12 mos.)	<u>Staffing Implications:</u> Additional drivers may be required for some organizations.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined based on operating hours, service area, and service provider.
Potential Grant Funding Sources: Potential for Section 5316, and 5310 (local match required). Make every attempt to utilize vehicles from human service agencies, public, and private transportation providers. If additional vehicles are necessary, consider an application for capital assistance. Seek operating and capital support from local employers and other local funders.	

**Performance Measures:**

- Areas of high demand and need are identified.
- Coordination partner(s) meet with IndyGo and develop a grant application for new service to meet identified need.
- Number of individuals who use or could use the new, more robust routes.

**Strategy 4.3:** Implement circulator, shuttles, or similar community based transportation routes in neighborhoods, and major employment centers that connect with IndyGo fixed routes. Improve access between IndyGo bus stops and employment sites, community facilities, childcare centers, and densely populated residential areas.

**Responsible Parties:** IndyGo will work with major employers and human service agencies that design shuttles and circulator type services to coordinate with fixed routes. CICS will help IndyGo and coordination partners with understanding demand and making connections with employers.

**Performance Measures:**

- Public meetings are conducted in the neighborhoods to be considered for service. Request input about the need for circulators, shuttles, or other services to connect with IndyGo fixed routes.
- Number of people who ride the new services.
- Cost effectiveness of new services.
- Number of individuals who use public transportation to access the major destinations served by new circulators and shuttles.

<u>Implementation Time Frame:</u> Near-term (6 to 12 mos.)	<u>Staffing Implications:</u> Additional drivers may be necessary, depending upon the level of service.
<u>Priority Level:</u> <u>Budget:</u> High	<u>Implementation</u>  To be determined based on operating hours, service area, and service provider.
Potential Grant Funding Sources: Potential for Section 5316, and 5310 (local match required). Make every attempt to utilize existing vehicles. Seek operating and capital support from local employers and other local funders.	

**GOAL #5: IMPLEMENT AND ENHANCE EMPLOYMENT RELATED TRANSPORTATION SERVICES FOR INDIVIDUALS WITH LOW INCOMES AND PEOPLE WITH DISABILITIES.**

**Strategy 5.1:** Coordinate the use of Section 5310 vehicles to implement routes or on-demand service that could serve 2<sup>nd</sup> and 3<sup>rd</sup> shift work-related trip purposes for individuals with low incomes traveling in or to suburban and rural area.

Participating transportation providers within each service area (i.e., public transportation, private transportation, and human service agencies in Shelby County) could rotate the responsibility to provide trips on a weekly or monthly basis, depending on how many participate.

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

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> In most cases, no additional drivers may be required for trips provided outside of normal operating hours. Part-time drivers may be necessary in some situations.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined based on operating hours, service area, and service provider.
Potential Grant Funding Sources: Potential for Section 5316, and 5310 (local match required). Make every attempt to utilize 5310 vehicles from human service agencies, public, and private transportation providers. Request local match from all potential sources, including major employers.	

**Performance Measures:**

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

**Strategy 5.2:** Implement a voucher program to support access to employment and work-related destinations for individuals with low incomes.

**Responsible Parties:** Applicants that are eligible for Section 5316 funding; human service agencies that have consumers with low incomes; and public, private, and human service agency transportation providers. If hired, the MM will assist with coordination and planning of the program.

**Performance Measures:**

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

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Staff time required for planning, administration, reporting, and maintenance of program. MM, if hired.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined based on scope of service
Potential Grant Funding Sources: Potential for Section 5316. Request local match from all potential sources, including major employers and non-Department of Transportation Federal programs.	

**Strategy 5.3:** Implement and/or extend IndyGo fixed routes that provide job access and reverse commute service between Indianapolis and the suburban and rural areas.

**Responsible Parties:** IndyGo and employers. CICS and CIRT A will facilitate coordination and information sharing between employers and IndyGo.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Potential need for additional drivers to operate routes.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined based on operating hours, service area, and service provider.
Potential Grant Funding Sources: Potential for Section 5316. Request local match from all potential sources, including major employers.	

**Performance Measures:**

- Number of JARC trips provided/month.
- Number of passengers who retain employment and use JARC routes to travel to/from work.
- Number of passengers who gain new employment and use JARC routes to travel to/from work.

**Strategy 5.4:** Implement an affordable on-demand or vanpool program for individuals with low incomes who need to stop at a childcare facility in transit to/from employment.

**Responsible Parties:** Eligible applicants for Section 5316 will work with all human service agencies and private taxi providers to design, apply for funding, and operate the program. A coordinated effort will be most effective.

**Performance Measures:**

- Demand for service is evaluated and accepted.
- Grant applications are submitted.

- Number of working parents served by the program.
- Parents are able to spend more quality time with children and less time in transit.
- Transportation is no longer a barrier for parents to sustain employment.
- Parents have access to more employment opportunities because of available transportation between their home, childcare, and work.

<u>Implementation Time Frame:</u> Near-term (6 to 12 mos.)	<u>Staffing Implications:</u> Staff time required for planning, administration, reporting, and maintenance of program. MM, if hired.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined based upon scope of service.
Potential Grant Funding Sources: Potential for Section 5316 (local match required). Request local match from all potential sources including major employers and non-Department of Transportation Federal programs. Fifty percent local match is required.	

**Strategy 5.5:** Create a new Central Indiana mobility-for-employment program for individuals with disabilities involving an agreement between multiple organizations to coordinate trip requests for trips that are outside of the current operating hours or service areas of public transportation providers and human service agencies. Trip sharing and mixing general public with agency consumers will reduce duplications and address gaps in service for individuals with disabilities. New program must meet the requirements of both “new” and “beyond the ADA” to be eligible for Section 5317 grant funding.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Staff time required for planning, coordination, and marketing of the program.
<u>Priority Level:</u> Medium	<u>Implementation Budget:</u> To be determined based on the scope of the program and participating organizations.
Potential Grant Funding Sources: Potential for Section 5316, 5317 and 5310 (local match required). No additional capital if service is provided with existing vehicles.	

**Responsible Parties:** Local non-profit organizations and public transportation providers administer and operate the program. Public transportation providers are eligible for submitting applications for SAFETEA-LU grant funding and non-profit organizations may work through the public transportation provider.

Mobility Manager (MM), if hired, will facilitate coordination and marketing of the program.

**Performance Measures:**

- Demand for the program is projected and accepted by all participants.
- Grant application is submitted.
- Coordinated mobility program is established.
- Number of organizations with qualified drivers participating in program.
- Consumer satisfaction.
- Number of passengers with disabilities that benefit from the program.

**Strategy 5.6:** Support a car loan program that assists with purchasing and maintaining vehicles for shared rides.

**Responsible Parties:**

Eligible coordinated transportation providers in each county and Family Service.

**Performance Measures:**

- No. of Vehicles purchased to support car loan program.
- No. of shared rides provided.
- Number of individuals and families with low incomes that gain and maintain employment.
- Participants in the program spend less time traveling.
- Consumer satisfaction.
- Job retention rate for consumers.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Administration of program and funding for vehicle loans.
Potential Grant Funding Sources: Section 5316 (local match required).	

**Strategy 5.7:** Develop employer-provided shuttles, ridesharing, and carpooling.

**Responsible Parties:** Transportation providers work with local employers. CICS will promote communication with employers.

**Performance Measures:**

- Number of employers that receive information about employer-provided transportation.
- Number of employers that provide transportation.
- Number of providers that coordinate with local transportation providers.
- Number of employees that participate in the program.
- Number of jobs filled because transportation was removed as a barrier to employment.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Responsibility of MM, if hired, and CICS.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> No additional budget.
Potential Grant Funding Sources: Potential application for Section 5316 (local match required.)	

**GOAL #6: IMPROVE SAFETY AND ACCESSIBILITY TO VEHICLES, BUS STOPS, AND BUS SHELTERS.**

**Strategy 6.1:** Include Emergency Management and all other organizations with a mission to protect public safety in all coordinated, local, and regional transportation planning efforts.

**Responsible Parties:** Public transportation providers in each county.

**Performance Measures:**

- Emergency Management organizations are invited to participate in coordinated and regional transportation planning efforts.
- All local transportation providers actively provide information and participate in Emergency Management Plans.
- Emergency response plans include public and all participating transportation providers.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Responsibility of MM, if hired.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> No additional budget.
Potential Grant Funding Sources: No additional budget.	

**Strategy 6.2:** Improve accessibility to all bus stops and bus shelters.

**Responsible Parties:** Transportation providers, CIRT, and advocacy groups will educate planning officials in cities, counties, and towns. Cities, counties, and towns build additional sidewalks that extend to bus stops and shelters.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined.
Potential Grant Funding Sources: Building an accessible path to a bus stop that is currently inaccessible including curb cuts, sidewalks, accessible pedestrian signals or other accessible features are eligible for Section 5317 (local match required).	

**Performance Measures:**

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

**Strategy 6.3:** Provide a new travel training program for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. Include travel instructions and training services.

**Responsible Parties:** Eligible coordinating organizations in each county. Collaborative efforts between transportation providers and non-profit organizations are encouraged.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Travel trainers and time involved to develop the program.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Program operation. Use volunteer trainers to reduce costs.
Potential Grant Funding Sources: Potential application for Section 5317 (local match required).	

**Performance Measures:**

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

**Strategy 6.4:** Enhance the level of ADA paratransit service by providing passenger escorts.

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

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Staff time to train escorts.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Use volunteer escorts to reduce costs.
Potential Grant Funding Sources: Potential application for Section 5317 (local match	

**Performance Measures:**

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

**GOAL #7: INCORPORATE NEW TECHNOLOGY AND CAPITAL TO IMPROVE EXISTING MOBILITY OPTIONS AND SERVE MORE PEOPLE.**

**Strategy 7.1:** Purchase and utilize scheduling software for public transportation providers in the region where the appropriate software does not exist. Scheduling software will enable the providers to share trip schedules, know the number of seats available on each trip, and track performance of all regional trips.

**Responsible Parties:** Public transportation providers that do not have the appropriate scheduling software.

<u>Implementation Time Frame:</u> Near-term (6 to 12 mos.)	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> Medium	<u>Implementation Budget:</u> Price of software and possibly some hardware.
Potential Grant Funding Sources: Section 5311 (local match required).	

**Performance Measures:**

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

**Strategy 7.2:** Acquire vehicles and equipment for ADA complementary paratransit services designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600 lb. design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand response service.

**Responsible Parties:** Eligible transportation providers.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Price of vehicles and equipment.
Potential Grant Funding Sources: Section 5317 and 5310 (local match required).	

**Performance Measures:**

- Number of over-sized mobility aides accommodated.
- Number of individuals with disabilities served.
- Number of trips provided for people with over-size mobility aids.

**GOAL #8: INCREASE FUNDING FOR COORDINATED TRANSPORTATION IN CENTRAL INDIANA.**

**Strategy 8.1:** Transportation providers will document regional transportation demands and meet with local planning organizations, state level human service departments, Economic Development offices, and state legislators to present the status of transportation along with unmet needs. Request a more coordinated approach to increase transportation funding from the state and local levels.

**Responsible Parties:** CIRTA and Indianapolis Metropolitan Planning Organization will assist with discussions and meetings with area leaders. Transportation providers and Mobility Manager (MM) will provide supporting documentation to CIRTA.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Staff time to gather supporting documentation. MM, if hired, will become the face of coordinated transportation and take responsibility of this duty.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> None.
Potential Grant Funding Sources: N/A.	

**Performance Measures:**

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

**Strategy 8.2:** Promote public transportation as an economic development advantage. Public transportation access will be included in land use and economic development plans.



**Responsible Parties:** Transportation providers will communicate with local planners and Economic Development offices. Mobility Manager (MM) responsibility, if hired.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> MM, if hired.
<u>Priority Level:</u> Medium	<u>Implementation Budget:</u> Staff time for meetings.
Potential Grant Funding Sources: This strategy is an important element to improving coordinated transportation in the region, but is not an eligible activity for SAFETEA-LU funding.	

**Performance Measures:**

- Number of presentations and informational materials provided to planning organizations and Economic Development.
- Transportation is included in Economic Development plans and materials.

## **VI. REFERENCE TABLE FOR IMPLEMENTATION STRATEGIES AND POTENTIAL GRANT APPLICATIONS**

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The following table outlines the strategies and objectives designated to achieve the locally identified transportation goals that are intended to meet local unmet transportation needs, reduce duplication, and improve coordination of human service agency and transportation provider resources. The table includes all strategies and designates those strategies that are currently eligible for implementation with the assistance of a grant from the Transportation for Elderly Persons and Persons with Disabilities (Section 5310), Job Access and Reverse Commute (Section 5316), or New Freedom (Section 5317). Page numbers are provided in Exhibit VII.1 for quick reference to detailed information of each objective.

All Section 5316, 5317, and 5310 grant funds will be available through a competitive process. Please also note that each grant application for Section 5310, 5316, or 5317 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 Federal SAFETEA-LU grant program 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 2013. It is noted that a coordinated transportation working group should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed.

**Goal #1: Improve communication between public transportation providers, non-profit agencies, schools, faith-based organizations, and for-profit companies with the intent to coordinate transportation to fill gaps and eliminate unnecessary duplication in each county and throughout the region.**

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Priority or Implementation Timeframe</u>	<u>Specialized Vehicles (5310)</u>	<u>Job Access &amp; Reverse Commute (5316)</u>	<u>New Freedom (5317)</u>
V - 5	1.1	Distribute the adopted Coordinated Public Transit-Human Services Transportation Plan to stakeholders who were invited to participate and any other organizations that represent older adults, people with disabilities, individuals with low incomes, or the general public.	High			
V - 5	1.2	Develop a County-by-County Resource Guide.	High		X	
V - 6	1.3	Share grant-writing expertise among eligible participating agencies to research and submit grants for new funding as a collaborative effort.	Ongoing			
V - 6	1.4	Hire/Designate a Mobility Manager (MM) to be responsible for development of a coordinated human service agency and public transportation program for the region.	High		X	X
V - 7	1.5	Develop and operate a one-stop traveler information center to coordinate transportation information on all travel modes and manage eligibility regulations and arrangements for customers among supporting organizations. Ultimately, agree upon a service strategy to remove or reduce duplications in service, or unnecessary driver/vehicle downtime through sharing vehicles and/or mixing consumers on private and public non-profit agency vehicles. Strategy could initially focus on long-distance and cross-county trips.	High		X	X
V - 8	1.6	Coordinate driver and staff training with transportation providers throughout the region.'	Ongoing			

**Goal #2: Collaborate to improve and increase regional, multi-county, and multi-modal coordinated transportation services.**

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Priority or Implementation Timeframe</u>	<u>Specialized Vehicles (5310)</u>	<u>Job Access &amp; Reverse Commute (5316)</u>	<u>New Freedom (5317)</u>
V - 8	2.1	Enhance and expand the network of regional transportation services including carpools, vanpools, park-and-ride, and public and private transportation through a collaborative outreach approach.	High	X	X	X
V - 9	2.2	Implement Express Bus routes that connect the IPTC fixed routes with all counties surrounding Marion County.	High	X	X	
V - 9	2.3	Implement immediate response, demand response, or route deviation service for cross-county connectivity (between and through contiguous counties) to provide new opportunities for employment, access to medical services, and all general use purposes.	High	X	X	
V - 10	2.4	Establish transfer centers throughout the region where passengers can transfer from a provider in the county of trip origin to the provider in a neighboring county.	Medium			
V - 11	2.5	Implement a rail service that is designed to improve access to Indianapolis and other major destinations with feeder or shuttle service provided by IndyGo and demand response transportation providers.	Medium		X	X
V - 11	2.6	Implement a statewide traveler information center to enable easy-to-schedule-and ride public transportation throughout the state.	Low	X	X	X
V - 12	2.7	Expand and enhance carpooling, vanpooling, and guaranteed ride home opportunities for commuters in Central Indiana counties. Provide leadership to counties outside of the region to implement similar services.	Low	X	X	X

**Goal #3: Promote mobility options to older adults, people with disabilities, individuals with low incomes, and the general public in an effort to increase awareness and mobility.**

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Priority or Implementation Timeframe</u>	<u>Specialized Vehicles (5310)</u>	<u>Job Access &amp; Reverse Commute (5316)</u>	<u>New Freedom (5317)</u>
V - 12	3.1	Advertise/Publicize available park-and-ride lots and ridesharing opportunities.	Medium			
V - 13	3.2	Establish a marketing program to promote the effectiveness and safety of regional and multi-county coordinated transportation services provided for older adults, individuals with low incomes, and people with disabilities.	Medium		X	
V - 14	3.3	Create and maintain an updated presentation and brochure that promotes new cross-county and regional coordinated transportation.	Medium		X	

**Goal #4: Expand service areas, frequency, hours, and days of existing transportation options to meet needs of older adults, people with disabilities, and individuals with low incomes.**

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Priority or Implementation Timeframe</u>	<u>Specialized Vehicles (5310)</u>	<u>Job Access &amp; Reverse Commute (5316)</u>	<u>New Freedom (5317)</u>
V - 14	4.1	Establish ADA accessible on-demand transportation for earlier mornings, late evening, and weekend service in each county where financial support for operating additional service and demand for service exists.	High	X	X	
V - 15	4.2	IndyGo and local providers will (internally and in coordination with human service agencies, private providers, and senior centers) supplement IndyGo fixed route service to enhance frequency of service that is available within the existing service areas.	High	X	X	
V - 16	4.3	Implement circulator, shuttles, or similar community based transportation routes in neighborhoods, and major employment centers that connect with IndyGo fixed routes. Improve access between IndyGo bus stops and employment sites, community facilities, childcare centers, and densely populated residential areas.	High	X	X	

**Goal #5: Implement and enhance employment related transportation services for individuals with low incomes and people with disabilities.**

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Priority or Implementation Timeframe</u>	<u>Specialized Vehicles (5310)</u>	<u>Job Access &amp; Reverse Commute (5316)</u>	<u>New Freedom (5317)</u>
V - 16	5.1	Coordinate the use of Section 5310 vehicles to implement routes or on-demand service that could serve 2nd and 3rd shift work-related trip purposes for individuals with low incomes traveling in or to suburban and rural area.	High	X	X	
V - 17	5.2	Implement a voucher program to support access to employment and work-related destinations for individuals with low incomes.	High		X	
V - 18	5.3	Implement and/or extend IndyGo fixed routes that provide job access and reverse commute service between Indianapolis and the suburban and rural areas.	High		X	
V - 18	5.4	Implement an affordable on-demand or vanpool program for individuals with low incomes who need to stop at a childcare facility in transit to/from employment.	High		X	

V - 19	5.5	Create a new Central Indiana mobility-for-employment program for individuals with disabilities involving an agreement between multiple organizations to coordinate trip requests for trips that are outside of the current operating hours or service areas of public transportation providers and human service agencies.	Medium	X	X	X
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V - 20	5.6	Support a car loan program that assists with purchasing and maintaining vehicles for shared rides.	High		X	
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V - 20	5.7	Develop employer-provided shuttles, ridesharing, and carpooling.	High		X	
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**Goal #6: Improve safety and accessibility to vehicles, bus stops, and bus shelters.**

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Priority or Implementation Timeframe</u>	<u>Specialized Vehicles (5310)</u>	<u>Job Access &amp; Reverse Commute (5316)</u>	<u>New Freedom (5317)</u>
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V - 21	6.1	Include Emergency Management and all other organizations with a mission to protect public safety in all coordinated, local, and regional transportation planning efforts.	High			
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V - 21	6.2	Improve accessibility to all bus stops and bus shelters.	High			X
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V - 22	6.3	Provide a new travel training program for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. Include travel instructions and training services.	High			X
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V - 22	6.4	Enhance the level of ADA paratransit service by providing passenger escorts.	High			X
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**Goal #7: Incorporate new technology and capital to improve existing mobility options and serve more people.**

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Priority or Implementation Timeframe</u>	<u>Specialized Vehicles (5310)</u>	<u>Job Access &amp; Reverse Commute (5316)</u>	<u>New Freedom (5317)</u>
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V - 23	7.1	Purchase and utilize scheduling software for public transportation providers in the region where the appropriate software does not exist.	Medium			
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V - 23	7.2	Acquire vehicles and equipment for ADA complementary paratransit services designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA.	High			X
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**Goal #8: Increase funding for coordinated transportation in Central Indiana.**

<u>Page Number</u>	<u>Strategy Identification Number</u>	<u>Strategy Description</u>	<u>Priority or Implementation Timeframe</u>	<u>Specialized Vehicles (5310)</u>	<u>Job Access &amp; Reverse Commute (5316)</u>	<u>New Freedom (5317)</u>
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V - 24	8.1	Transportation providers will document regional transportation demands and meet with local planning organizations, state level human service departments, economic development offices, and state legislators to present the status of transportation along with unmet needs. Request a more coordinated approach to increase transportation funding from the state and local levels.	High			
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V - 25	8.2	Promote public transportation as an economic development advantage.	Medium			
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