Coordinated Public Transit - Human Services Transportation Plan Update

Columbus Area Metropolitan Planning Organization

Prepared for Columbus Area Metropolitan Planning Organization

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RESOLUTION 2022-05

RESOLUTION ADOPTING THE 2022 COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN UPDATE OF THE COLUMBUS AREA METROPOLITAN PLANNING ORGANIZATION (CAMPO)

WHEREAS, CAMPO is the designated Metropolitan Planning Organization responsible for transportation planning in the City of Columbus and Bartholomew County, and

WHEREAS, The MPO is responsible for ensuring that the transportation planning program is coordinated with the public and transportation service providers in the planning area, and

WHEREAS, a locally developed Coordinated Plan is required to be developed and updated every four years in order for transportation providers to be eligible to receive funding under the Section 5310 Program and serve the transportation needs of the general public, older adults, and individuals with disabilities, and

WHEREAS, the CAMPO Technical and Citizens Advisory Committees, the Columbus Transit Advisory Committee, area transportation service providers and users, members of the public, and representatives of local agencies, organizations, and employers, and who have interests in and/or knowledge of a variety of transportation modes participated in the development of the Coordinated Plan, and

WHEREAS, the Coordinated Plan was provided to the public for a 30-day review period on CAMPO's website, in the Columbus-Bartholomew County Planning Department, at the Columbus Transit Depot, and local libraries, and

WHEREAS, the CAMPO Technical Committee voted to recommend approval for the 2022 Coordinated Human Services Transportation Plan.

NOW THEREFORE BE IT RESOLVED by the Policy Board of the Columbus Area Metropolitan Planning Organization that the 2022 Coordinated Human Services Transportation Plan Update is hereby accepted and adopted.

Approved February 14, 2022

Tom R. Finke, Chair

Laura Thayer, CAMPO Director

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INTRODUCTION

OVERVIEW

This plan updates the Columbus Area Metropolitan Planning Organization (CAMPO) Coordinated Human Services Transportation Plan that was developed in 2007 to fulfill the planning requirements for the Federal Transit Administration's (FTA) United We Ride initiative and the Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), the 2005 authorization of U.S. Department of Transportation funding programs. These requirements continued under the Moving Ahead for Progress in the 21st Century (MAP-21) Act. The SAFTEA-LU and MAP-21 Acts were effective through September 30, 2015.

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

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

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

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

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

The Section 5310 Program provides formula funding to States and urbanized areas for the purpose of assisting public and private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when transportation service provided is unavailable, insufficient, or inappropriate to meet those needs. The FTA apportions Section 5310 Program funds to direct recipients based on the

population within the recipient service area. For rural and small urban areas in Indiana, the Indiana Department of Transportation (INDOT) is the direct recipient. As the direct recipient, INDOT solicits applications and selects Section 5310 Program recipient projects for funding through a formula-based, competitive process which is clearly explained in the INDOT Transit Section 5310 State Management Plan. In Indiana, eligible activities for Section 5310 Program funds include purchasing buses and vans, wheelchair lifts, ramps, and securement devices.

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

PLAN DEVELOPMENT METHODOLOGY

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

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

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

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

The coordination plan update incorporated the following planning elements:

1. Review of the previous coordination plan to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;

3. Conduct of a survey of the general public. It must be noted that general public survey results are not statistically valid, but are intended to provide insight into the opinions of the local community. The survey also includes distribution to agencies that serve older adults and individuals with disabilities and their consumers. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;
4. Conduct of two local meetings for stakeholders and the general public for the purpose of soliciting input on transportation needs, service gaps, and goals, objectives and implementation strategies to meet these deficiencies;
5. Update of the inventory of existing transportation services provided by public, private and non-profit organizations;
6. Update of the assessment of unmet transportation needs and gaps in service obtained through meetings, interviews, and surveys; and
7. Development of an updated implementation plan including current goals, strategies, responsible parties and performance measures.

GLOSSARY OF TERMS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

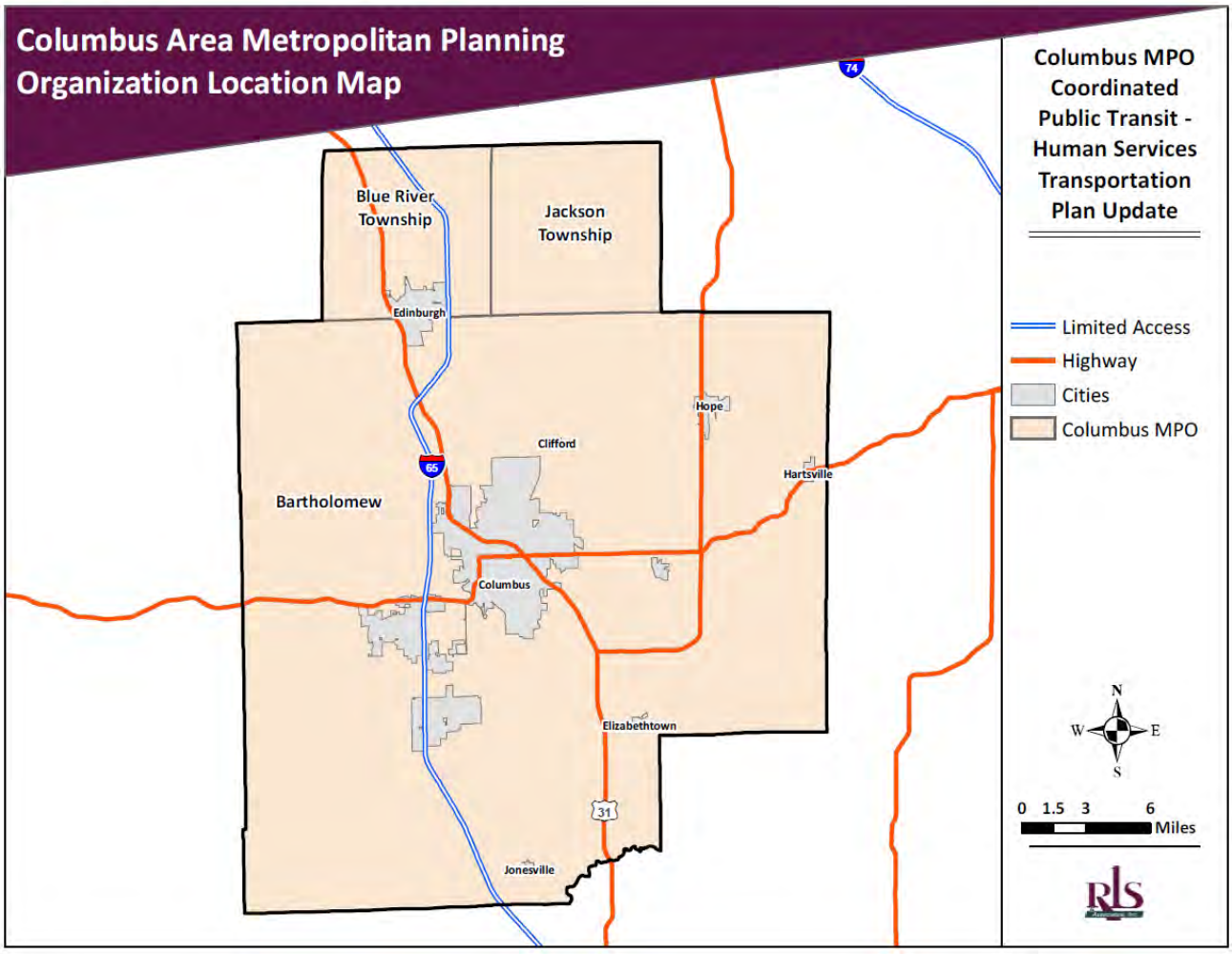
Urbanized Area Formula Grants Program (Section 5307 Program) - The Urbanized Area Formula Funding program makes Federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas. An urbanized area is an incorporated area with a population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

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

EXISTING CONDITIONS

The CAMPO planning area includes Bartholomew County and two adjacent townships, Blue River (in Johnson County) and Jackson (in Shelby County). The map in Figure 1 provides a depiction of the area included in this study.

Figure 1: Location Map



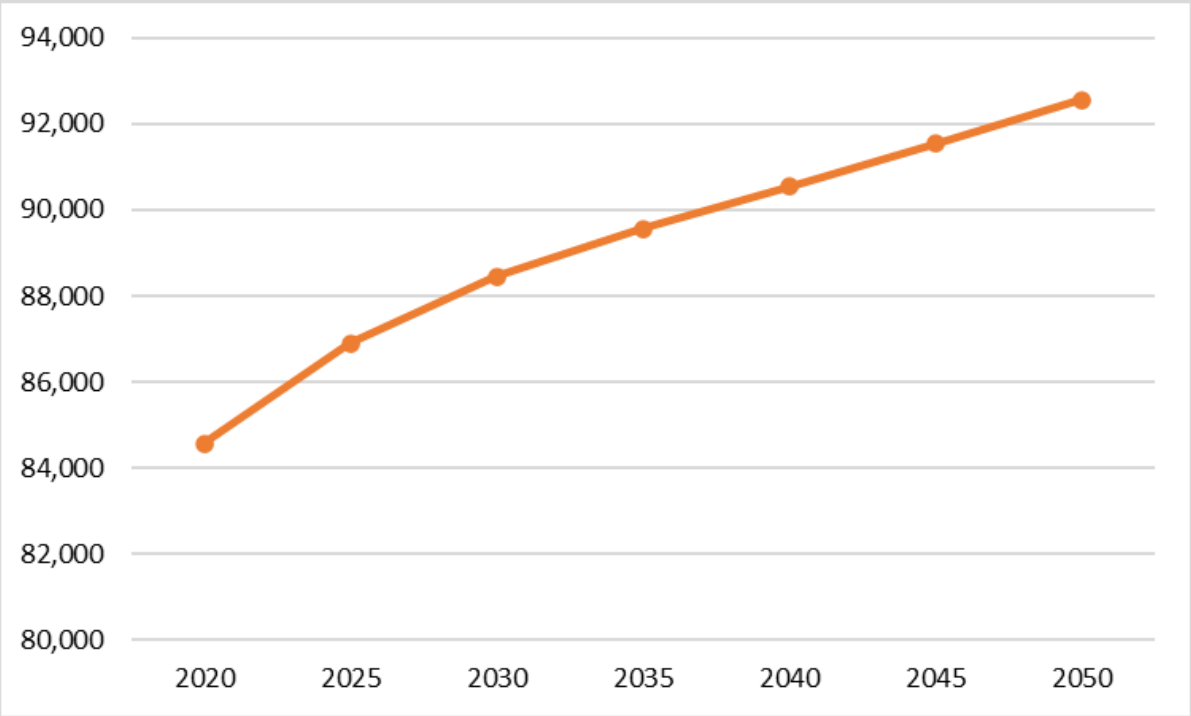
The demographics of an area are a strong indicator of demand for transportation service. Relevant demographic data was collected and is summarized in this section. The data provided in this chapter was gathered from multiple sources, including the U.S. Census Bureau's 2019 American Community Survey (ACS)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

POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business projects that the Bartholomew County population will grow to 92,955 by 2050, an estimated gain of 9.4 percent over the population projection for 2020. Figure 2 shows the population trend between 2020 and 2050 for the county.

While population projections are not available at the township level, the current population of Blue River and Jackson Townships is estimated to be 6,975. Jackson Township (Shelby County) has had flat population since 2010 while Blue River Township's (Johnson County) population has increased by 3.9% over the same time period.

Figure 2: Population Growth Projection for Bartholomew County, 2020 – 2050



OLDER ADULT POPULATION

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

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

Figure 3 shows the population growth projections by age group for Bartholomew County. The "senior" category, representing individuals aged 65 and older, will grow at a rate of 35.4 percent, compared to an average rate of 9.4 percent for all age groups. Figure 4 displays the population percentage of persons over 65 years of age by block group in the CAMPO planning area.

Figure 3: Population Growth Projections by Age Group for Bartholomew County, 2020-2050

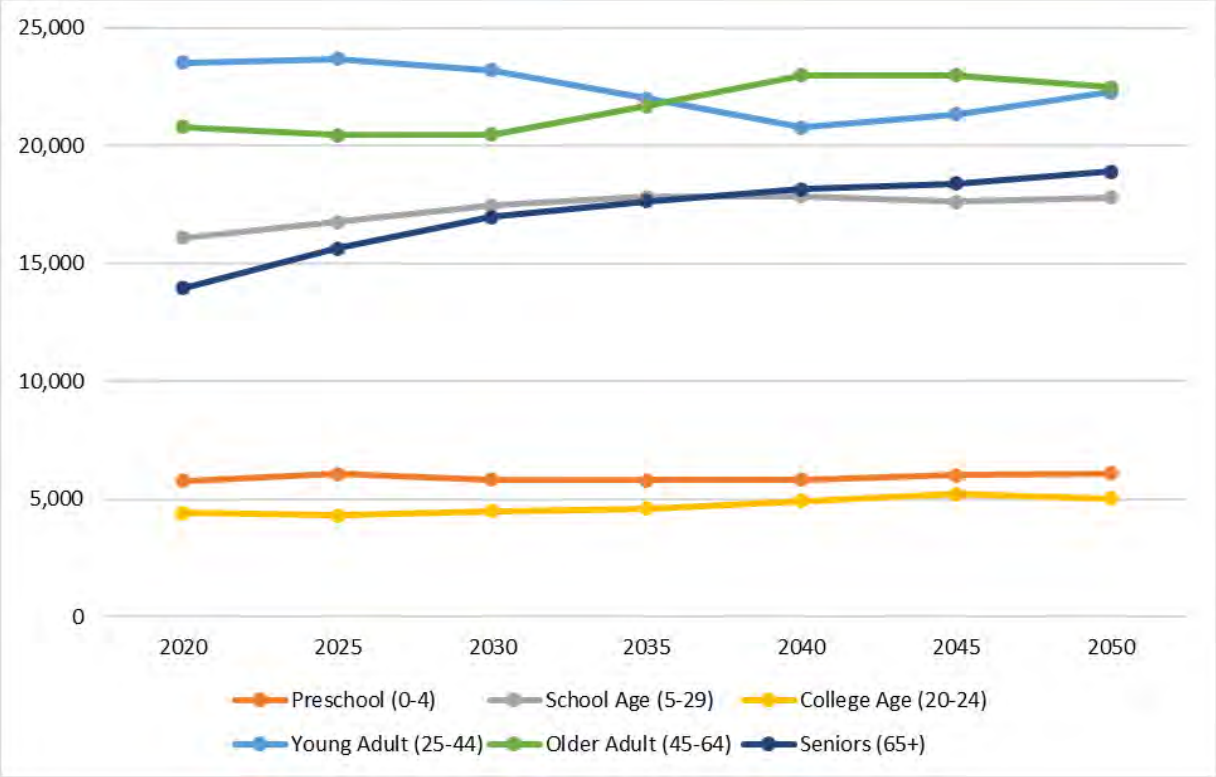
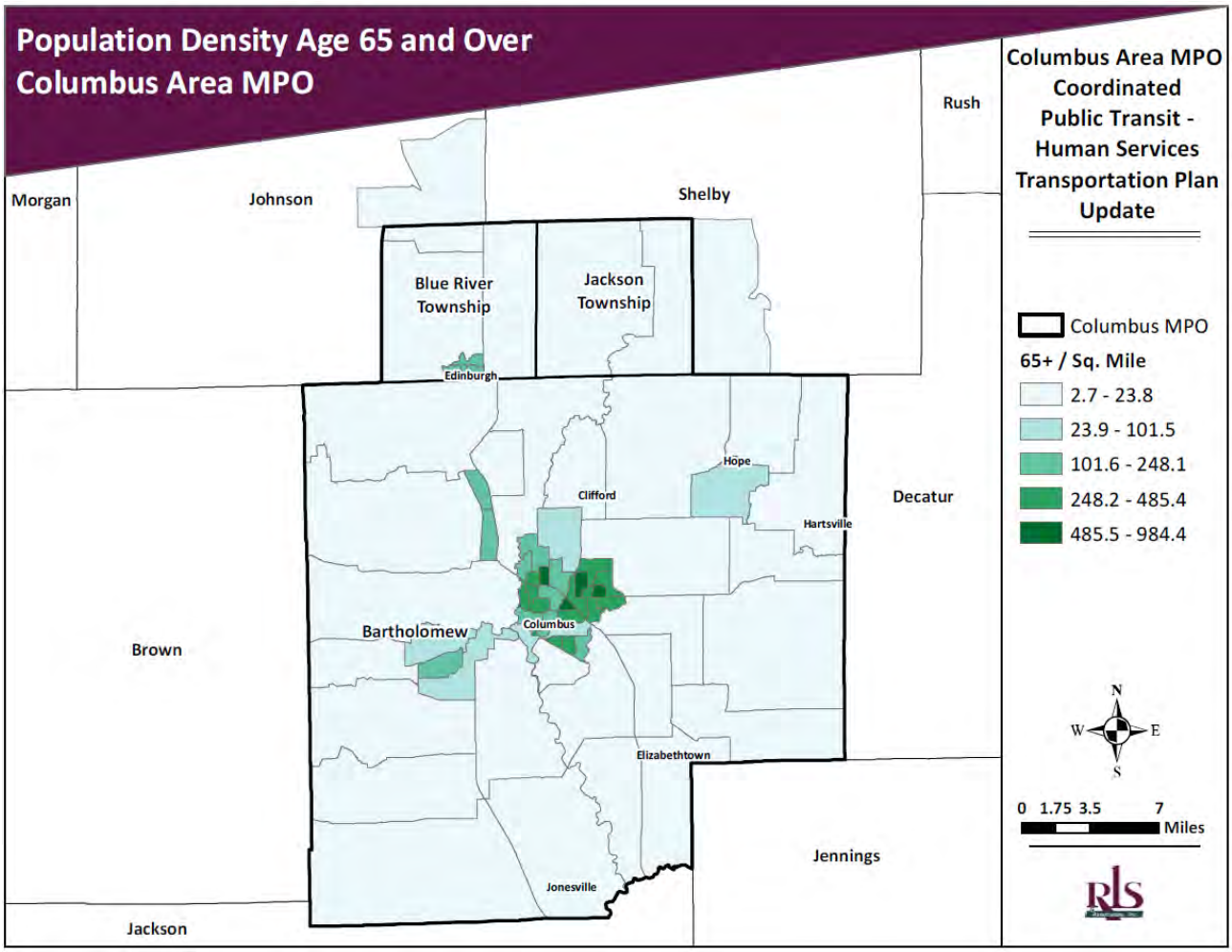


Figure 4: Older Adult Population Density



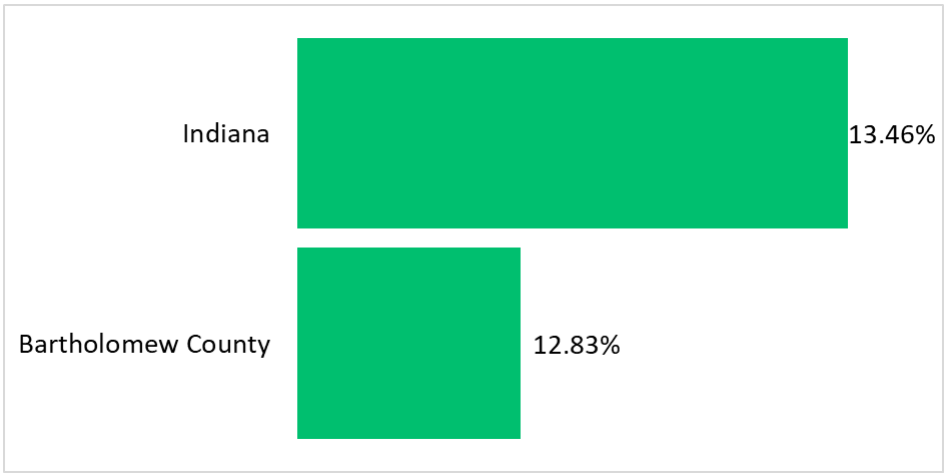
INDIVIDUALS WITH DISABILITIES

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

The U.S. Census offers no method of identifying individuals as having a transportation-related disability. The best available data for Bartholomew County is available through the 2019 ACS Five-Year Estimates of disability for the non-institutionalized population.

Figure 5 provides a comparison of the population percentage of individuals with disabilities in Bartholomew County and the entire state. In Bartholomew County, approximately 12.8 percent of the population has a disability.

Figure 5: Disability Incidence



HOUSEHOLD INCOME AND POVERTY STATUS

Figure 6 illustrates the household incomes for the study area according to the 2019 ACS Five-Year Estimates. According to the survey, there are a total of 31,452 households in Bartholomew County. Of those households, 26.2 percent make less than $35,000 per year. Of the households earning less than $35,000, 9.0 percent earned between $25,000 and $34,999. Another 11.9 percent earned between $10,000 and $24,999, and 5.3 percent earned less than $10,000 per year. The median household income for Bartholomew County is $63,431, as compared to $56,303 for the state of Indiana.

Figure 6: Distribution of Household Income

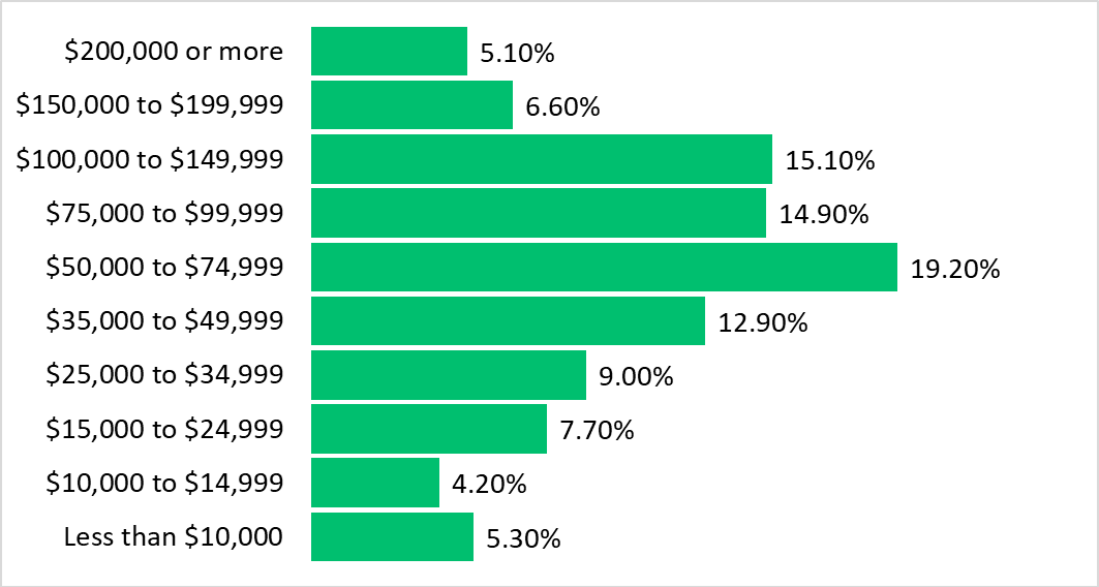


Table 1 illustrates the portion of the population in each area that is living below the poverty level. When the Census data was reported for 2019, the poverty guideline had been set at an annual income of $25,750 for a family of four. In the City of Columbus, 6,535 individuals, or 11.4 percent, are in poverty. While Bartholomew County has a slightly higher rate at 15.7 percent, the City of Columbus has lower incidence of poverty compared with 13.4 percent for the State of Indiana. In 2021, the poverty guideline is an annual income of $26,500 for a family of four or $12,880 for an individual.

Table 1: Percent Population Below Poverty

Geography	Population	Poverty	Percent Poverty
Bartholomew County	82,481	10,859	15.7%
City of Columbus	48,150	6,535	11.4%
Indiana	6,665,703	867,996	13.4%

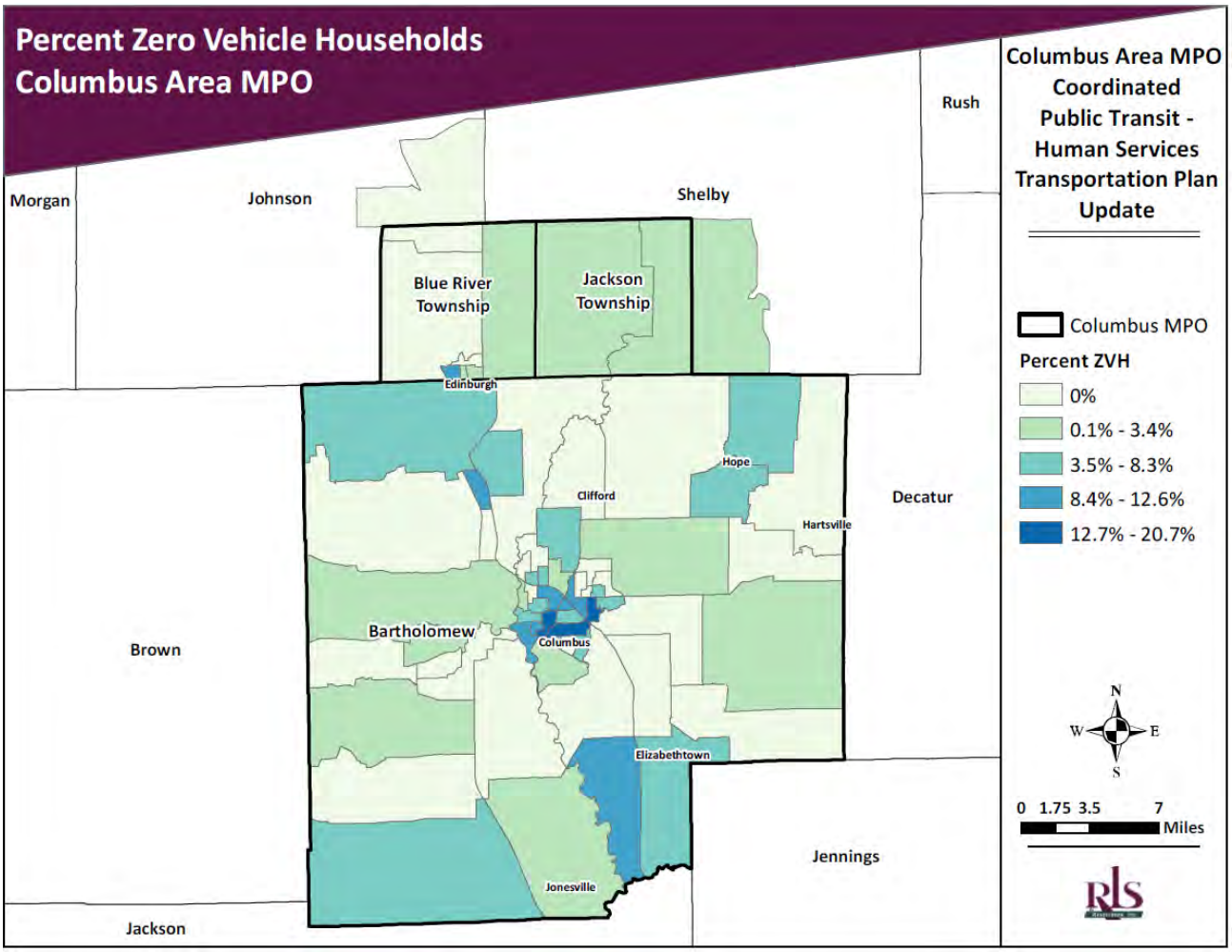
According to data from Stats Indiana, the largest percentage of jobs in Bartholomew County is in the manufacturing sector, at 38.6 percent. Retail trade (9.8 percent), health care and social assistance (8.6 percent), accommodation and food service (6.9 percent), and administrative and waste services (4.3 percent) are the next largest employment sectors. Health care, social service, and retail jobs are typically lower-wage sectors. The unemployment rate for Bartholomew County was 3.7 percent of the labor force in June 2021.

ZERO VEHICLE HOUSEHOLDS

Transportation is typically a household's second-largest expense after housing. The characteristics of the household's neighborhood or community will impact the costs of transportation. Locations that are close to services and employment will allow the household to spend less time, energy, and money on transportation, while more spread-out locations may involve higher costs and more time for transportation. The Center for Neighborhood Technology's Housing and Transportation (H+T) Index calculation for Bartholomew County is $13,754 for the typical household's annual transportation spending, an average of 25 percent of household income. Combining this with the average housing expenses in the county, at 23 percent of average household income, means that the typical household spends 48 percent of income on housing and transportation. While housing alone is traditionally deemed affordable when consuming no more than 30 percent of income, the H+T Index incorporates transportation costs—usually a household's second-largest expense—to show that location-efficient places can be more livable and affordable. More information about the H+T Index can be found at https://htaindex.cnt.org/map/.

Figure 7 illustrates the percentage of housing units that have no available vehicle, according to the 2019 ACS Five-Year Estimates. The block groups with the darkest shading have the highest percentage of housing units with no available vehicles. These block groups are concentrated in and around Columbus, with moderate percentages of zero vehicle households in several rural areas. In the block groups with the highest densities of zero vehicle households, between 12.7 and 20.7 percent of households have no access to a vehicle.

Figure 7: Zero Vehicle Household Density



INVENTORY OF EXISTING TRANSPORTATION PROVIDERS AND SERVICE GAPS

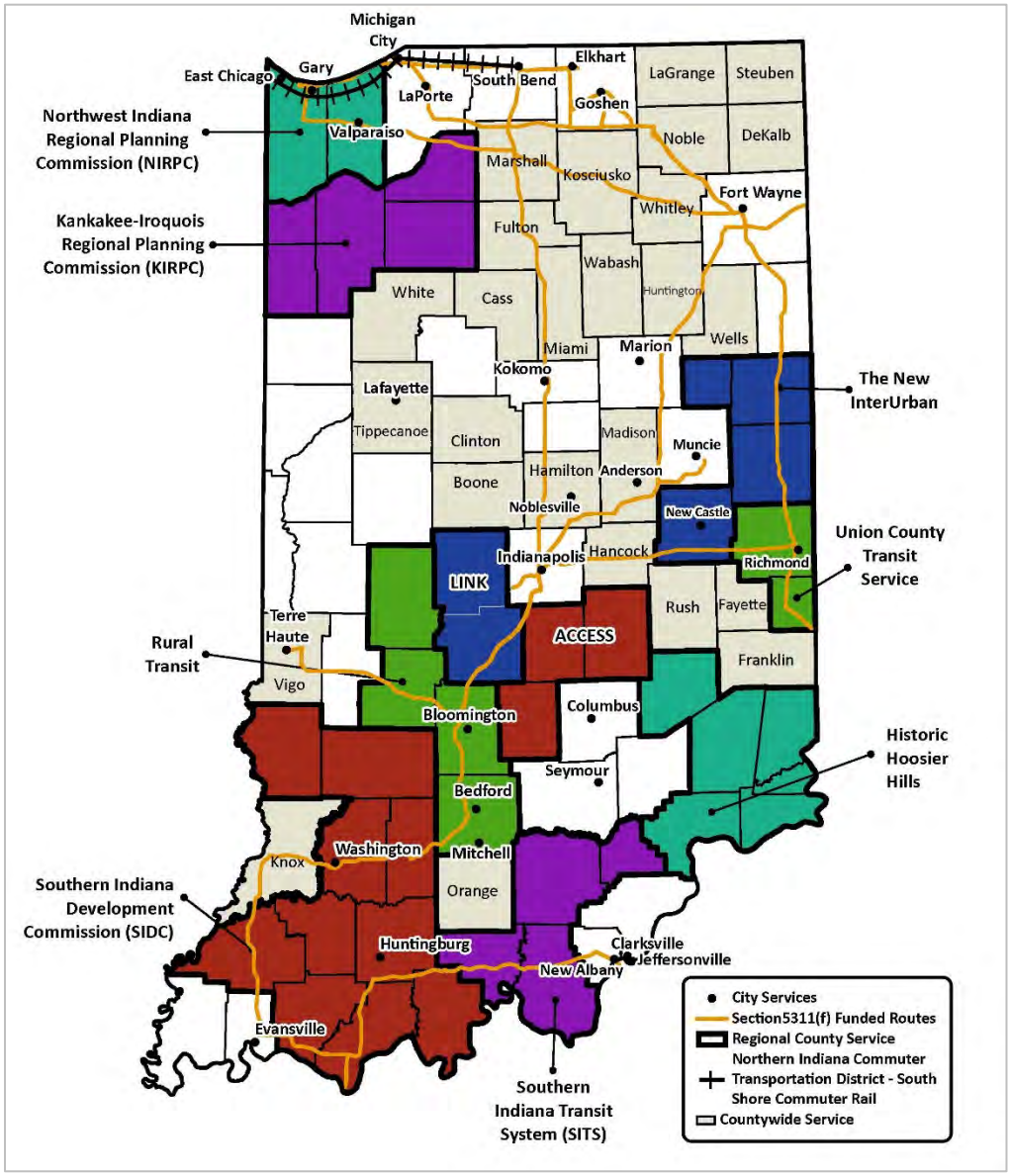
Providers of public and human service transportation were asked to participate in interviews and to share service and asset data to update the transportation provider inventory for the MPO area. Providers were also invited to participate in a virtual public meeting to evaluate unmet human service transportation needs and service gaps. The public meeting included a discussion of goals and strategies/projects to address unmet needs and service gaps, promoting coordination in the delivery of transportation services to maximize the use of resources.

An update of the inventory of provider services and vehicles was obtained through phone interviews and e-mail requests. A set of scripted questions was used for the interviews to ensure that similar information was gathered from all agencies. The provider summaries listed below include providers who serve primarily older adults and individuals with disabilities. Some of these agencies provide transportation primarily to their agency consumers, but may have the potential for shared services with other providers

in the future. Public transit agencies, like ColumBUS, also serve these same populations of older adults and individuals with disabilities, within the City of Columbus.

The map in Figure 8 shows where public transit systems are working across the state, including intercity bus connections between cities. Intercity buses in Indiana are operated by private companies, but serve a general public purpose and receive public funding for critical route connections. These routes are marked as 5311(f)-funded routes on the map legend.

Figure 8: Public Transit Systems in Indiana



Source: CY 2020 Indiana Public Transit Annual Report

EXISTING PUBLIC TRANSPORTATION RESOURCES

Table 2 provides information about the study area's public transit systems. The City of Columbus' transit system, ColumBUS, is the largest public transit operator in the MPO area. Rural Bartholomew County does not have public transit service. Jackson Township (Shelby County) is served by ShelbyGo. Blue River Township (Johnson County) is served by Access Johnson County. The following table provides basic information about each system. Operating budget figures are for 2019.

Table 2: Public Transit Providers

	ColumBUS	Access Johnson County	ShelbyGo
Location and Contact Information	850 Lindsey St., Columbus, IN 47201 (812) 376-2506 https://www.columbus.in.gov/columbus-transit	3500 N. Morton St., Franklin, IN 46131 (317) 738-5500 https://www.gatewayarc.com/access-johnson-county.html	1504 S. Harrison St., Shelbyville, IN 46176 (317) 398-7614 http://shelbyseniorservices.org/shelby-go
Service Area	City of Columbus	Johnson County	Shelby County
Days/Hours of Service	Monday – Friday, 6:00 AM to 8:00 PM Saturday, 6:00 AM – 6:00 PM	Monday – Friday, 6:00 AM – 7:30 PM	Monday – Friday, 8:00 AM – 4:30 PM
Ridership	2019 – 228,818 2020 – 127,986	2019 – 87,477 2020 – 52,130	Not available
Fare/Donation Structure	$0.25; $0.10 for the elderly and disabled; Free for youth	$1 on routes; $2 for deviation; $4 for demand response; $5 for demand response to Marion County (as far north as Stop 11 Rd.)	$4 within Shelbyville; $7 in the county
Funding Sources	Section 5307; PMTF; Local Revenue	Section 5311; PMTF; United Way; Medicaid; Local Governments	Section 5311; PMTF; Local Revenue
Operating Budget	$1,631,092	$1,606,243	$175,834
Fleet by Location and Wheelchair Accessibility	Columbus – 16 (all WC-accessible)	Franklin – 19 (all WC-accessible)	Shelbyville – 5 (all WC-accessible)
Service Type(s)	Fixed Route; ADA Complementary Paratransit	Deviated Fixed Route; Demand Response	Fixed Route; Demand Response
Scheduling/ Dispatching	Easy Rides software	Easy Rides software	Manual (pen and paper)

	ColumBUS	Access Johnson County	ShelbyGo
Trip Denials	Not tracked (no general public demand response service)	About 30 per month	About 25 per month

*2019 total represents normal ridership; 2020 ridership was heavily impacted by the COVID pandemic

HUMAN SERVICE TRANSPORTATION PROVIDERS

Table 3 lists the human service agencies that offer transportation to their clients.

Table 3: Human Service Transportation Providers

	Developmental Services, Inc.	Just Friends	Mill Race Center	Bartholomew Co. Veterans Services
Location and Contact Information	2920 Tenth St., Columbus, IN 47202 (800) 745-7686 https://www.dsiservices.org	900 Lindsey St., Columbus, IN 47201 (812) 372-6415 http://www.justfriendscolumbus.com	900 Lindsey St., Columbus, IN 47201 (812) 376-9241 https://www.millracecenter.org/	440 Third St., Ste. C, Columbus, IN 47201 (812) 379-1540 https://www.bartholomew.in.gov/veteran-services.html
Service Area	50 counties in central and southern Indiana	Columbus	Bartholomew County	Bartholomew County/VA Facilities
Eligibility Criteria	Agency Clients	Older adults; Medical and senior center trips	Older adults; Medical and senior center trips	Veterans traveling to VA medical appointments
Days/Hours of Service	Monday – Sunday, 6:00 AM – 11:00 PM	Monday – Friday, 8:00 AM – 4:00 PM	Not reported	Monday – Friday
Funding Sources	Medicaid; FTA Section 5310	Medicaid; Older Americans Act Title III-B; Veterans Administration; FTA Section 5310	Medicaid; Older Americans Act Title III-B; Veterans Administration; FTA Section 5310	Bartholomew County
Fleet by Location and Wheelchair Accessibility	Not reported	Columbus – 3 (WC accessible)	Columbus – 3 (WC accessible	Columbus – 1
Service Type(s)	Demand response	Demand response	Demand response	Demand response

NEEDS ASSESSMENT

OVERVIEW

Local human service agencies, all transportation providers serving each county, and the general public were invited to participate in the coordinated transportation plan needs assessment process. An online public survey and two virtual meetings for stakeholders and the public were used to gather input. The provider interviews described in the previous chapter supplemented the needs assessment. The following paragraphs outline transportation needs identified through public surveys and stakeholder coordinated transportation meetings.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

Due to pandemic-related restrictions, online input meetings were organized in lieu of in-person meetings to identify ongoing or new transportation needs. RLS & Associates facilitated two discussions at CAMPO-sponsored meetings in March, 2021 to discuss unmet needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. A combined meeting of the CAMPO Technical Committee and the Transit Advisory Committee was held on March 17, 2021, at 9:00 AM. Additionally, CAMPO called a special meeting of the CAMPO Citizens Advisory Committee on Thursday March 18, at 6:00 PM. Both meetings were held virtually using the WebEx meeting platform. Local organizations serving older adults and people with disabilities, as well as city and county government officials were invited to these meetings via email. Lists of attendees and meeting notes are provided in the appendix. Organizations that were represented at the meetings are listed below:

- CAMPO
- ColumBUS Transit
- Developmental Services, Inc.
- Mill Race Center
- City of Columbus
- Bartholomew County
- CAMPO Citizens' Advisory Committee

During the two meetings, the RLS facilitator presented facts about the Section 5310 program and discussed the activities since the 2007 Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area.

The meeting attendees were asked to review the gaps in transportation services and needs from the 2007 plan, to identify any gaps that were no longer valid, and any new needs/gaps. The focus of the discussion was transportation for older adults and individuals with disabilities. However, several topics discussed also impact mobility options for the general public, especially the local workforce.

Following meetings, public surveys were distributed in the county by some of the transportation providers, as well as online. Surveys were available for approximately three months. The purpose of the survey was to gather input about transportation from the general public and transportation customers. In addition, printed surveys were distributed by local stakeholders.

This section provides the identified unmet transportation needs and gaps in services that were identified by meeting participants or during the public survey process. Coordinated transportation stakeholders will consider these unmet needs and gaps in service when developing transportation strategies and grant applications.

RESULTS OF THE GENERAL PUBLIC SURVEY

The following charts outline the public survey results received from individuals living in Bartholomew County. Surveys were available online, on public transit vehicles, and at various non-profits in English and Spanish. The survey was available January 2021 through May 2021. The survey instrument is provided in the appendix.

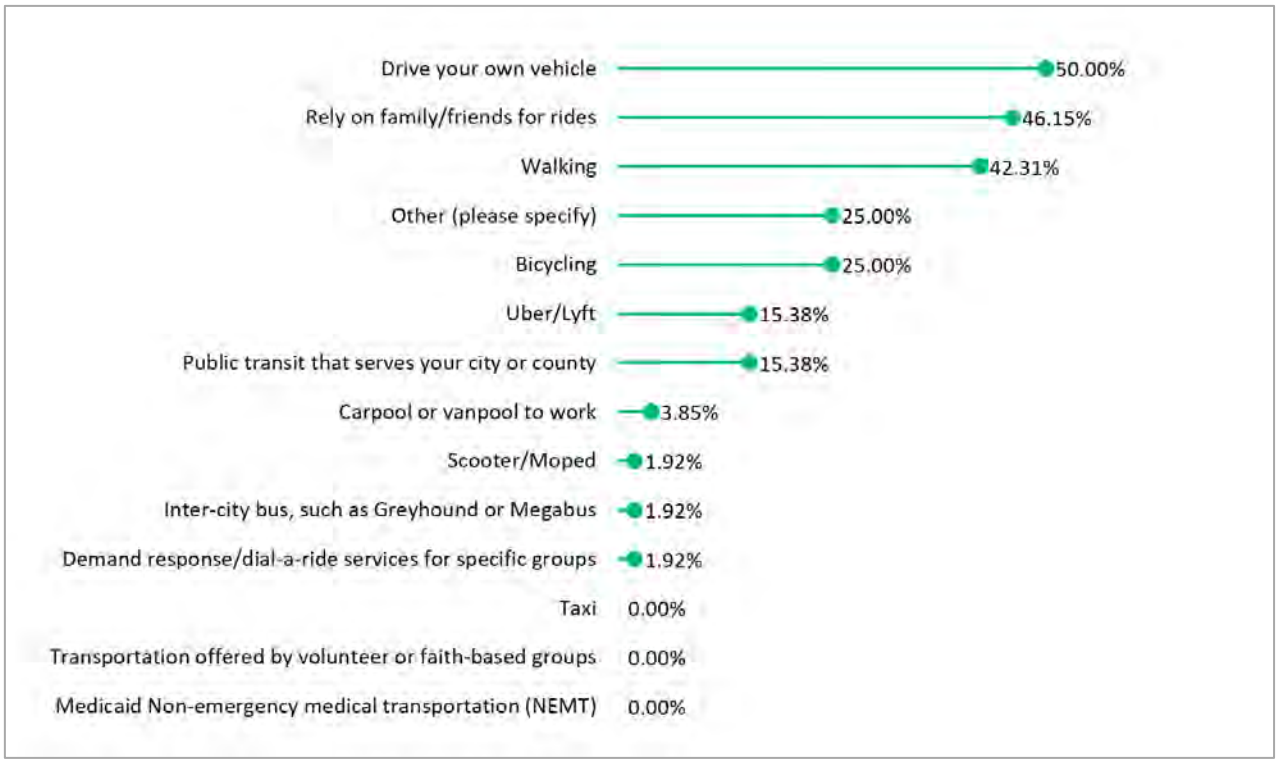
This section includes the information gained from 52 surveys from the general public. Each chart is based on the number of responses received for individual questions. If an individual skipped a question or did not provide an eligible answer, the distribution of responses for that particular question will be based on fewer than 52 surveys. Respondents had the ability to select more than one answer on multiple questions, resulting in percentages that add up to more or less than 100 percent for some questions. The survey results are not statistically valid, but do offer insight into the unmet transportation needs and gaps in services for the general public in the county.

Modes of Transportation Used

Survey respondents were asked to report all forms of transportation they or their family have used in the past 12 months. As indicated in Figure 9, half of the respondents (50 percent) indicated that they drove their own vehicle, and 15.4 percent of respondents indicated that they used public transportation. Also, 42.3 percent of respondents reported that they walk for transportation, while 25 percent reported that they ride a bicycle.

Twenty-five percent of the respondents selected “Other.” Those who specified what form of transportation said that they used Integrated Healthcare via Medicaid Waiver (6), Caregiver/Integrated Healthcare via Medicaid Waiver (2), Adult Day Services (1), Just Friends/Choiceguard Transport (2), Caregiver or Just Friends/Choiceguard Transport (1), or that they drove a company vehicle (1).

Figure 9: Modes of Transportation Used



Transportation Services Used

Respondents were asked to name any transportation services that they use. Table 4 displays the services used by the survey respondents. While this question has similar data to the "other" category of the previous question, this question was asked of all respondents. Twenty-two respondents provided the names of one or more transportation services. The results are provided in Table 4.

Table 4: Transportation Services Used by Respondents

Service Name (provided by respondent)	Count
Adult Day transport	2
Bus	1
ChoiceGuard of Columbus IHCC	10
ColumBUS	7
Integrated Health transport	1
Just Friends	2
Lyft	1
Uber	2

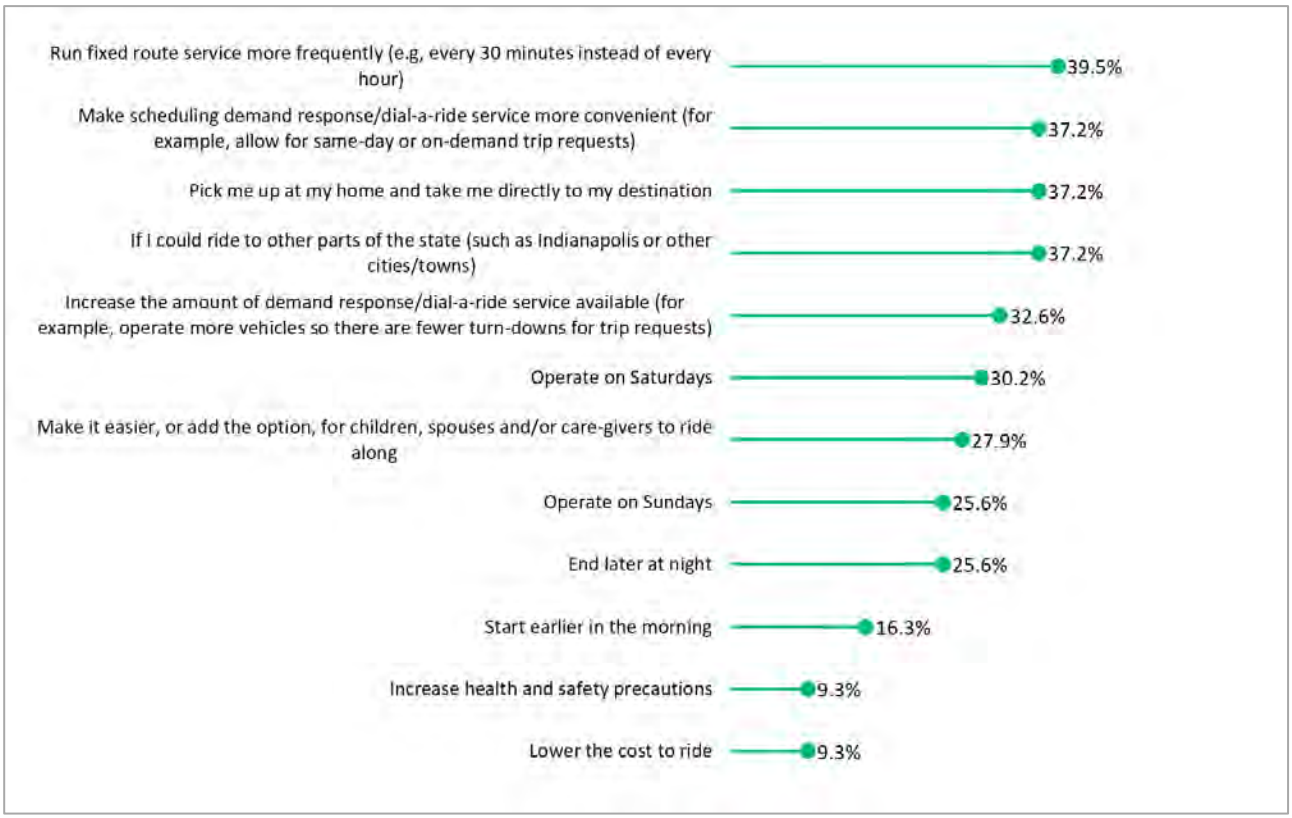
Desired Changes to Local Transportation Options

When asked what changes could be made to the local transportation options to make using them more appealing, the most common response was increased bus route frequency (39.5 percent). Making scheduling demand response rides more convenient, providing rides directly from the rider's home to their destination, and providing rides to other parts of the state were each selected by 37.2 percent of respondents. For the most part, demand response service requires at least a day's notice; however, new technologies have allowed many public and human service transportation providers to incorporate same-day and on-demand services into their operations.

"Other" responses, selected by 34.9 percent of respondents, allowed for write-in comments. These responses were as follows:

- Need return of/increase in shuttle service from Columbus, IN to Indianapolis Airport
- More reliable medical appointment transportation
- Assistance w/devices such as oxygen
- Wheelchair accessibility
- Must be accompanied due to memory impairment
- Expand bus routes to edge of county
- All rides must be accompanied due to cognitive impairment
- All rides must be accompanied due to memory impairment
- An escort from door to door - for visually impaired
- Increase routes to include county destinations
- Come to the area around my home outside of city limits or offer another service to meet at an area to get people from those places
- There needs to be a service that runs to Walesboro area to help people get to work, and runs hours in the early morning, nights and weekends
- Cover few more areas within the city
- More protected paths and safe cycling routes
- Transportation to Walesboro for work opportunity
- I currently live in an area without public transportation service

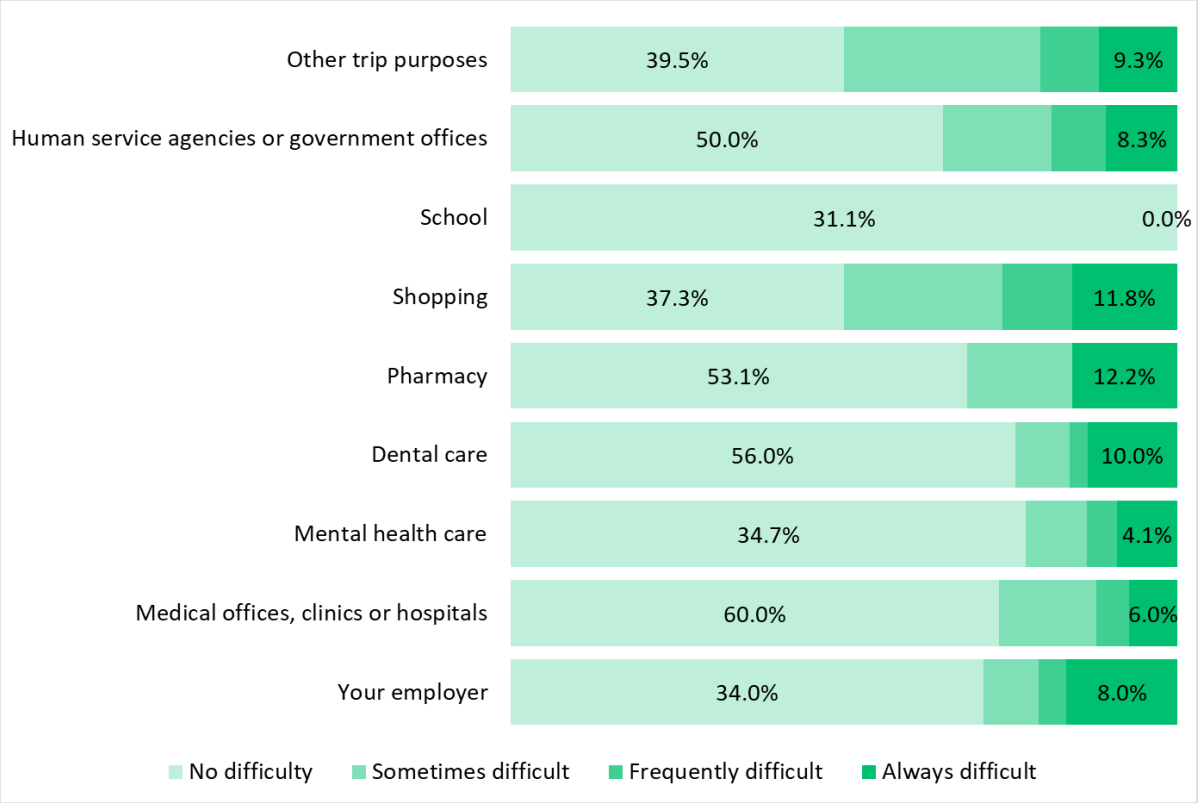
Figure 10: Changes that Would Make Transportation Options More Appealing



Difficulty Getting Needed Transportation

Respondents were asked if they have difficulty getting the transportation they need to a variety of specific types of destinations. The results are provided in Figure 11. “Not applicable” responses are left off the chart. The most difficulty was indicated for shopping and other trip purposes, with 37.3 and 39.5 percent of respondents respectively selecting ‘sometimes’, ‘frequently’, or ‘always difficult’.

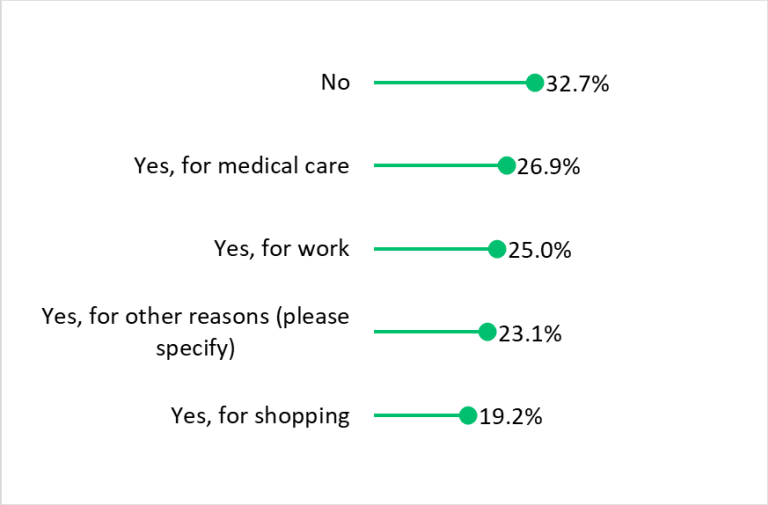
Figure 11: Difficulty with Transportation to Specific Destination Types



Out-of-County Destinations

Two questions concerned travel to out-of-county destinations. Respondents indicated whether they needed to travel outside of the county for work, medical care, shopping, or other reasons. As shown in Figure 12, 19.2 to 26.9 percent of respondents have out-of-county travel needs. The specified other reasons included socializing with family or friends (8), going to the Indianapolis airport (2), and attending church meetings (1).

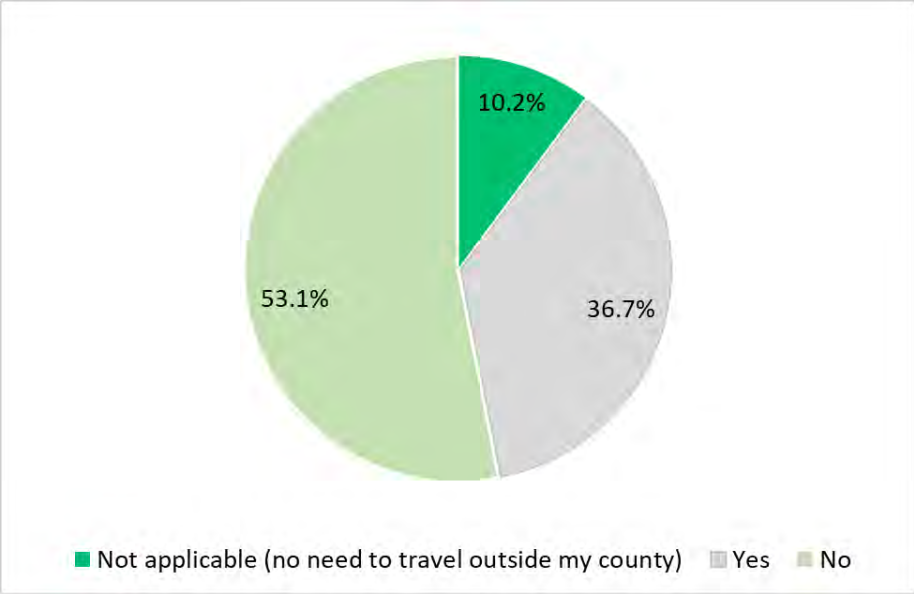
Figure 12: Need for Travel Outside of the County



Respondents also indicated whether it was difficult to travel outside of the county (see Figure 13), and if yes, to provide more information in an open-ended response. 36.7 percent of respondents to this question (18 respondents) said that they have difficulty leaving the county. Their open-ended responses were:

- Few or no public transit options
- Need return of/increase in shuttle service from Columbus, IN to Indianapolis Airport
- No services for elderly with disabilities, $10/trip and unreliable
- Transit services don't serve outside county
- Wheelchair accessible vehicle
- Must rely on friends and family
- No public transit between counties
- No public transport
- I have cerebral palsy it is really hard to get me in and out of vehicle
- No car, high fees for long rides with Lyft/Uber, only one friend gives me rides
- Money
- Don't have public transit to Greenwood, Indianapolis or Bloomington
- There are few options that run from my home in Columbus to my place of work in Seymour (Walmart Distribution Center)
- Not yet, but my husband is no longer able to drive and there will come a day when I won't be able to drive as I get older

Figure 13: Is It Difficult for You to Travel Outside Your County?



Other Comments About Community Transportation Services

Finally, the survey included an open-ended question that asked if the respondent had any other comments about transportation services in their community. Seventeen respondents provided input. The responses are provided below.

- Glad to have a bus system in Columbus, although it's rudimentary. Big part of the reason I moved here. Documentation seriously needs upgrading (schedules, maps, etc.). Very difficult to read. An hour between buses is too long; lots of waiting around after shopping. I primarily bike everywhere, but will need reliable bus service when it's icy/snowy.
- Many thanks.
- Very sparse for seniors with disabilities.
- Need to service Taylorsville area.
- Expand the transportation area to 150 W, Waters Edge apartments.
- Having a train provide transportation from Indianapolis to Columbus would be something that myself and several others would use on a daily basis.
- Our current bus system is kind of a joke, and we don't have a reliable Taxi or Uber/Lyft or other rideshare service that makes up for it. If you don't have a car in Columbus, you're pretty screwed.
- I believe that it should operate 24/7 and go to the industrial parks for work transportation.
- Operate on Sundays.
- I just believe you should offer rides out to other areas so people could use services to get to and from work.
- It would be great to provide transportation means later at night on the weekend. Often there are drunk drivers and many close friends have passed away due to drunk drivers or they were in an accident.
- Lots of empty buses running around.

- I would love to see regular routes to Bloomington, Indianapolis, etc. My husband and I would love to see regular passenger train service from Columbus to points north, west, east, and south. If the train is not an option, at least regular bus transportation to other towns and cities.
- Transportation to the Walesboro industrial park has been an ongoing issue in Columbus, IN.
- I do hear that a lot of people have challenges getting to medical appointments.
- We need public transportation out to the Walesboro industrial area so that industries can have better access to more employees.
- I work with homeless and the bus schedule is horrible!

Respondent Demographics

Demographic questions on the survey included age group (Figure 14), physical disability status (Figure 15), and ZIP code (Figure 16).

Figure 14: Age Ranges

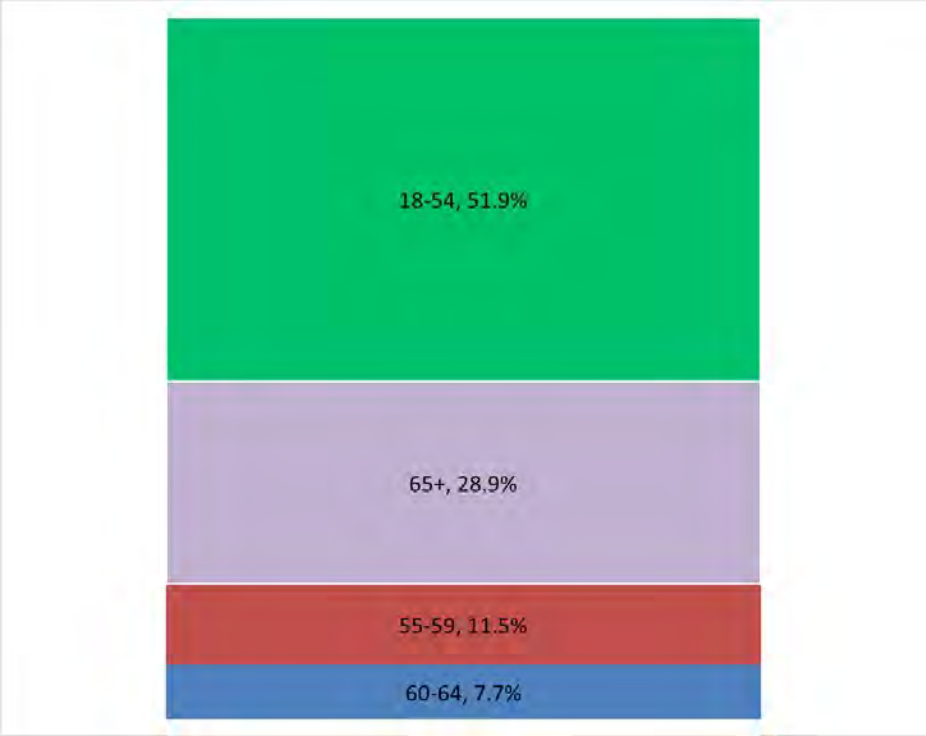


Figure 15: Disability Status that Requires a Cane, Walker, Wheelchair, or Other Device, or a Service Animal

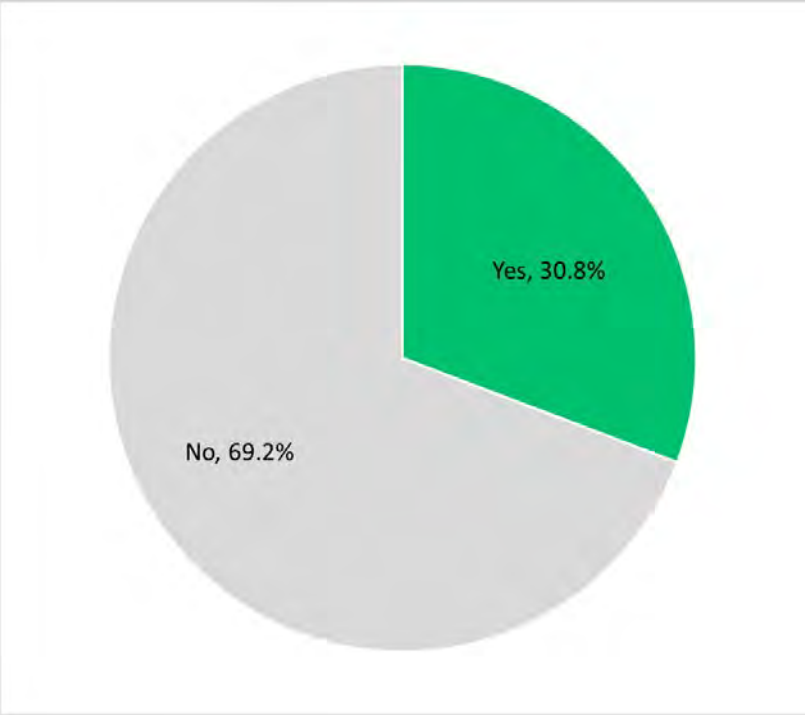
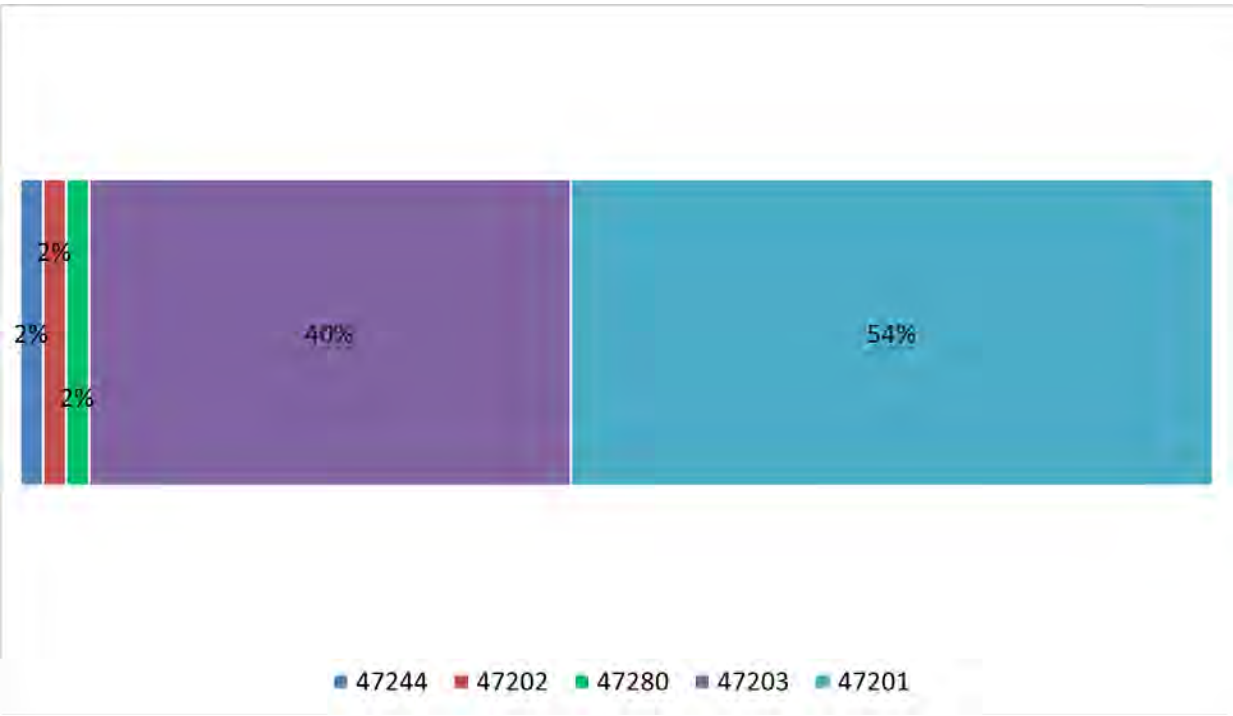


Figure 16: ZIP Code



NEEDS IDENTIFIED IN THE 2007 COORDINATED PLAN

The 2007 Coordinated Public Transit Human Services Transportation Plan included a summary of unmet needs identified by regional stakeholders and as ascertained by various transit demand estimation techniques and demographic analysis.

- A local agency or individual "champion" for coordination of services needs to be identified.
- There is a need for additional operating funding for county transportation providers. Coordination opportunities should be explored which would help alleviate the need for additional funding.
- There is a need for better driver recruitment for transportation providers in the region. Good drivers provide good service and good service produces more passengers.
- There is a need for transportation services to be made available throughout Bartholomew County. The Columbus urbanized area houses a large concentration of medical facilities, retail venues, and a host of social services. Bartholomew County residents currently living outside of the city limits have no access to public transportation, thereby making it difficult to experience independent living or utilize the available social service programs.
- Community awareness of and public perception of coordinated and public transportation should be improved.
- There is a lack of support for transportation coordination in the county by local leaders.
- Areas not currently in the public transportation service area experience a high volume of employee and retail visitors often requiring transportation services not currently available.
- Larger employers located in Bartholomew County are relocating to more rural areas not currently serviced by public transportation.
- Relationships with state agencies that fund local transportation services need to be improved.
- Communication between all parties who could be involved in transportation coordination in the region needs to be improved.
- There will be a greater need for transportation services in the near future as the number of persons with disabilities and seniors is expected to grow at a significant rate for at least the next five years.

Discussion at the stakeholder input meetings indicated that the needs identified in 2007 remain as unmet needs. The 2007 plan laid out several strategies for addressing these needs, but these measures were not taken for one reason another; in some cases, there was no clear responsible party for implementing the strategy, and in others, funding was not available to support implementation.

UNMET NEEDS AND GAPS IN SERVICE

The unmet transportation needs and service gaps listed in Table 5 were identified through reviewing the input received in the survey, the stakeholder input meetings, the demographic analysis, and the 2007 plan. Following the table, each need or gap is explained in further detail.

Table 5: Unmet Needs and Service Gaps

Unmet Transportation Needs and Gaps in Service
Affordable Out-of-County Transportation
Better Awareness and Public Perception of Transit
Connections with Transit Systems in Neighboring Counties
Driver Recruitment and Retention
Employment Transportation to Walesboro Industrial Parks
Increased Frequency on Fixed Bus Routes
Late Evening and Weekend Service
More Funding for Transportation
Political Support for Transit and Leadership on Coordination
Same-Day and On-Demand Origin-to-Destination Service
Transit Network Routing Changes
Transportation to Indiana Premium Outlets and Edinburgh Industrial Park
Transportation Outside of Columbus City Limits
Transportation to Substance Abuse Treatment and Other Medical Appointments

Affordable Out-of-County Transportation

At present, there are very few choices for residents of the study area to travel outside of the ColumBUS Transit service area at affordable rates. More than one-third of survey respondents (36.7 percent) said that they have difficulty finding transportation to travel outside of the county. Uber and Lyft are available, but charge prices that are higher than many people can afford. Uber and Lyft are not wheelchair-accessible, either. Residents need access to transportation outside of county that they can afford. Survey respondents and human service agencies indicated that transportation is needed to out-of-county destinations like Greenwood, Indianapolis, Bloomington, Brown County, Clarksville, Edinburgh, and Seymour.

Better Awareness and Public Perception of Transit

During stakeholder interviews for the Columbus Transit Study, conducted for ColumBUS Transit in 2018, some stakeholders said that they were unsure how to learn about the system's routes and schedules. Marketing and public awareness are a common challenge for small transit systems like ColumBUS Transit. Columbus is unique for Indiana in that it has many residents who relocated from outside the United States, due to the presence of Cummins. These residents are often interested in using public transit. Human service agency personnel report that the transit system does a good job of training clients on using the system. Potentially, additional outreach methods could help educate the community about riding the bus, and improve the public's perception of the system.

Connections with Transit Systems in Neighboring Counties

Some of Bartholomew County's adjacent counties, including Brown, Decatur, Johnson, and Shelby, have countywide public transit systems. If Columbus' public transit system expanded to the county line, riders

could schedule rides on multiple providers that could connect at the county line for transfers. These transfers would need to occur in safe, accessible locations.

Driver Recruitment and Retention

Stakeholder input indicated that ColumBUS Transit and the human service transportation providers struggle to recruit and retain staff to operate their vehicles. Public transit systems nationwide have similar challenges, particularly since the beginning of the COVID-19 pandemic.

Employment Transportation to Walesboro Industrial Parks

Survey responses and stakeholder comments indicated that a top unmet need is transportation to the industrial parks located around the Walesboro community. Additionally, the top underserved area identified during the 2018 Columbus Transit Study was the Walesboro industrial park area. There are an estimated 7,000 jobs at the businesses located in this area. A strong bus service to the industrial parks would provide access for the city's low-income population to a large number of job opportunities.

Increased Frequency on Fixed Bus Routes

The top desired change in the public survey was increased fixed route frequency, with 39.5 percent of respondents selecting this option. Also, in the public input survey for the 2018 Columbus Transit Study, nearly 50 percent of respondents indicated that their preferred service expansion would be increased route frequency (to every 30 minutes). Frequency increases received more support than the addition of Sunday service (less than 40 percent) and the addition of later evening service on weekdays (less than 20 percent).

Late Evening and Weekend Service

Later evening and weekend service would benefit many customers with employment and other trip needs. Potentially, ColumBUS could offer limited demand response service to the general public during the evenings and/or on Sundays instead of operating the fixed route network. This would be a less expensive alternative for days and times when demand is lighter. Potentially, late evening or weekend service would be important for a route serving Walesboro, because the employers in that area may operate non-traditional shifts. An employer survey on shift times and employee transportation needs would help with identifying whether late evening or weekend service is needed.

More Funding for Transportation

ColumBUS Transit's 2019 budget was approximately $1.88 million. The system's expense per revenue hour in that year was about $62.00, which is typical for a system of this size in a small midwestern city. The system is not able to operate more service without additional revenue. To meet needs for service in rural areas or the Walesboro industrial parks, or to increase frequency, new funding sources must be identified.

Same-Day and On-Demand Origin-to-Destination Service

The second most desired change in the public survey was more convenience for demand response service, with 37.2 percent of respondents selecting both "Make scheduling demand response/dial-a-ride service more convenient (for example, allow for same-day or on-demand trip requests)" and "Pick me up

at my home and take me directly to my destination." Newer forms of scheduling and dispatching technology have made it easier for providers to schedule same-day and on-demand trips. Some public transit systems have partnered with taxis and transportation network companies (e.g., Uber or Lyft) to offer subsidized on-demand rides, which can increase customer satisfaction while reducing ADA complementary paratransit costs.

Transit Network Routing Changes

The 2018 Columbus Transit Study examined the productivity of all segments of the system's fixed routes. The study also made recommendations about moving the system's transfer hub to a location that would be more convenient for customers. Routing changes and a new transfer hub location are still under discussion. During the study, the system's fixed route drivers provided some suggestions for improving the routes so that they would have more realistic schedules and would eliminate some points where there is little or no ridership. The drivers also recommended eliminating the "at-will" system in which buses will stop anywhere riders request (vs. only at signed bus stops).

Transportation to Indiana Premium Outlets and Edinburgh Industrial Park

Public input gathered for the Metropolitan Transportation Plan indicated that residents would like public transit access to destinations in Edinburgh, including the Indiana Premium Outlets shopping center and the Edinburgh Industrial Park. Not only do these locations have large numbers of employment opportunities, but the outlets are a regional destination for shopping.

Transportation Outside of Columbus City Limits

ColumBUS Transit serves the City of Columbus only. Public and stakeholder input indicated rides are needed to and from Walesboro, Hope, places in Columbus that are not on bus lines, and Taylorsville. The demographic analysis for this plan showed that Bartholomew County has some Census block groups in rural areas where up to 8.4 percent of households do not have access to a vehicle. Even a small fleet of vehicles dedicated to providing rural service would make an impact for the rural population.

Transportation to Substance Abuse Treatment and Other Medical Appointments

The main local hospital/healthcare network has reported that lack of transportation is a major barrier for individuals undergoing substance abuse treatment and low-income pregnant women. These populations need transportation to health care services in Columbus from all areas of Bartholomew County.

CONTINUING CHALLENGES TO COORDINATED TRANSPORTATION

There are numerous challenges to the coordination of human service agency and public transportation in any community or region. Some of the unmet transportation needs listed in Table 5 are unmet either because of the level of difficulty to implement strategies that will address them, or funding to support the activity is not available. While these needs remain top priority, some may take more time to implement because of the necessary steps and changes that must precede them. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are a step that will improve the

likelihood of implementing a priority improvement.

During the stakeholder meetings, participants mentioned that inadequate funding, as well as the real and perceived limitations on use of available funding resources create challenges to achieving a higher level of service or service expansions. It is also critical for individuals to actively champion the cause of improved transportation. Change requires leadership with long-term commitment and the ability to generate buy-in and support from the right players.

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

IMPLEMENTATION PLAN

Stakeholders are willing to continue to work toward coordinated regional transportation services by utilizing existing resources and implementing new projects that fill the service gaps associated with employment related trips, rural trips, and general quality of life for older adults, individuals with disabilities, and the general public. Local stakeholders set four coordinated transportation goals to address the unmet needs. The coordinated transportation goals are as follows:

- Goal 1: Maintain Existing Transportation Services for Human Service Agency Clients and the General Public
- Goal 2: Expand Transportation Service for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public
- Goal 3: Adopt New Technologies to Enhance Customer Service and Increase Efficiency
- Goal 4: Increase Participation in Initiatives to Enhance Mobility

STRATEGIES FOR IMPLEMENTATION

The following strategies are needed in order to make further progress on the accepted goals. These strategies were presented to the ColumBUS Transit Advisory Committee meeting on Thursday, August 26, 2021 at 2:00 PM via WebEx. In a follow-up survey, the committee members voted on the priority for the strategies (high, medium, low) and the consensus of that voting is shown for each strategy. The survey results are provided in the appendix.

The following paragraphs outline the timeframe, responsible party, and performance measure(s) for implementation of each of the above noted coordination goals and objectives. The implementation

timeframes/milestones are defined as follows:

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

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

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

Strategy 1.1: Continue to Provide Public Transit and Human Service Transportation at Existing Levels

The services provided by ColumBUS Transit and human service agencies, including those identified in Table 3, will maintain their existing transportation services through continuing to secure their routine funding sources and networking to ensure they are meeting the mobility needs of their clients/customers.

Implementation Time Frame:	Staffing Implications:
Ongoing	Staff time to continue to fulfill requirements for receiving funding from various sources.

Implementation Budget:
Not applicable

Potential Grant Funding Sources: Section 5310 funding for vehicles; Section 5307 for public transit in the Columbus urbanized area; human services funding.

Priority level: High

Responsible Parties: ColumBUS Transit, Developmental Services, Inc., Just Friends, and Mill Race Center

Performance Measures:

- Number of passenger trips provided

Strategy 1.2: Generate Public Awareness of Existing Transportation Options

ColumBUS Transit and the human service transportation providers will expand their marketing of provider information to increase public awareness of services. Potentially, these organizations will collaborate to produce a "Ride Guide" that describes all public and human service transportation options in the area. This guide can be printed, made available online, or both.

Implementation Time Frame:	Staffing Implications:
Near-Term (1-12 months)	No additional staff required but additional time by existing staff will be necessary for updating and maintaining information.

Implementation Budget: Additional marketing and outreach efforts involve labor time for existing staff and potentially up to $1,000 in graphic design and printing costs to ensure information is available and widely distributed.

Potential Grant Funding Sources: FTA Section 5307 (50% local match required) and human service agency grant funds can be used for printing costs.

Priority level: High

Responsible Parties: ColumBUS Transit, Developmental Services, Inc., Just Friends, and Mill Race Center

Performance Measures:

- Number of brochures distributed
- Increase in number of calls from passengers to request trips, and passenger trips provided

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

Expanded transportation services could meet a variety of the unmet needs identified in this plan. Different types of service expansions could meet needs for affordable out-of-city and out-of-county transportation, connections with transit systems in neighboring counties, employment transportation to the Walesboro industrial parks, increased frequency on fixed bus routes, late evening and weekend service, and same day and on-demand origin-to-destination service.

Strategy 2.1: Initiate Demand Response Public Transportation Service in Rural Areas Outside of the City of Columbus Limits

As shown in Figure 8, Bartholomew County is one of the Indiana counties that does not have countywide public transit service. Even a small transportation program to provide rides outside of the city limits would be beneficial to people who are unable to drive or do not have a vehicle available to them. Such a program could be implemented as an expansion of ColumBUS Transit, or another provider could expand

their services to provide rides to the general public in rural areas. Early steps toward implementation could include forming a committee of interested community stakeholders, working with potential funders to identify operating and capital funds for the expansion, and initiating a service planning study.

This type of service would meet two types of needs. Rural county residents would have access to transportation to destinations in Columbus and throughout the county. Additionally, the service would provide access to key destinations outside of Columbus, including the Indiana Premium Outlets and Edinburgh Industrial Park.

Implementation Time Frame:	Staffing Implications:
Long-Term (2-4 years)	No additional staff required during the planning stages, but additional time by existing staff will be necessary for conducting preliminary research and holding meetings with interested stakeholders. To launch a new transportation program, a new or existing organization would have to hire drivers and other personnel.

Implementation Budget: Demand response transportation services typically range in cost from $45 to $100 per vehicle service hour, depending on the type of operator.

Potential Grant Funding Sources: Section 5311 provided through INDOT if available (50% local match required), contracted human service transportation revenue, or other sources identified by local stakeholders.

Priority level: Medium

Responsible Parties: Bartholomew County, CAMPO**,** ColumBUS Transit, Developmental Services, Inc., Just Friends, and Mill Race Center would conduct initial meetings to discuss this strategy. A lead organization would need to be identified to carry the program forward by securing funding and creating a service plan.

Performance Measures:

- Meetings among providers held to discuss expanded services
- Service plan developed
- Funding secured
- General public services initiated
- Number of passenger trips provided

Strategy 2.2: Establish a ColumBUS Transit Fixed Route to Serve the Walesboro Industrial Parks

The public input process for this plan and the 2018 Columbus Transit Study revealed that bus service to the industrial parks would provide access for the city's low-income population to a large number of job opportunities. This strategy is for ColumBUS Transit to add a new fixed route that would operate between the depot at 850 Lindsey Street and the Walesboro area.

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

Potentially, the industrial park landowners could form an EID to generate enough funding to provide to ColumBUS Transit to offer a fixed route to the area. The budget for this route would depend on the number of hours it would run, and the costs associated with launching and marketing the route.

This strategy could also be used to extend public transit to Edinburgh in order to connect Columbus to the Indiana Premium Outlets and Edinburgh Industrial Park, a need that was identified during the public input process for the updated Metropolitan Transportation Plan, which occurred after the input phase for the Coordinated Plan.

Implementation Time Frame:	Staffing Implications:
Long-Term (2-4 years)	No additional staff required during the planning stages, but additional time by existing staff will be necessary for educating landowners and municipal partners about establishing an EID. Potentially, a consultant specializing in EID formation could be hired to assist. After receiving a commitment of funding, ColumBUS Transit would need to plan the route, hire additional drivers, and potentially, purchase or lease a bus for the route.

Implementation Budget: According to the 2018 Columbus Transit Study, it cost ColumBUS Transit approximately $59 per revenue hour to operate fixed route service from 2012 to 2016. A bus route operating Monday-Saturday for 12-14 hours per day would likely cost between $250,000 and $300,000 annually. This cost does not include any special marketing efforts, which would be required to educate residents and employers about the new route.

Potential Grant Funding Sources: Economic Improvement District funding, Section 5307 (50% local match required), or other sources determined by local stakeholders.

Priority level: Medium

Responsible Parties: ColumBUS Transit and the City of Columbus would conduct initial meetings to discuss this strategy. A lead organization would need to be identified to carry the program forward by initiating conversations about potential EID formation.

Performance Measures:

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

Strategy 2.3 Ensure Availability of Rides to Addiction Treatment and Other Medical Care

Input from health care providers indicated that lack of transportation is a major barrier for individuals undergoing substance abuse treatment and low-income pregnant women. These populations need transportation to Columbus-based health care services from all areas of Bartholomew County. The local hospital has expressed interest in establishing transportation to support vulnerable patients. The hospital will work with ColumBUS Transit, CAMPO, and other stakeholders to plan a small transportation service to meet these needs.

Implementation Time Frame:	Staffing Implications:
Mid-Term (13-24 months)	To operate transportation, hospital staff will have to take on additional duties, including driving, scheduling rides, and program administration.

Implementation Budget: Demand response transportation services typically range in cost from $45 to $100 per vehicle service hour, depending on the type of operator. To operate one or two vehicles using existing staff as part-time drivers, the cost per hour would be on the low end of this range.

Potential Grant Funding Sources: Section 5310 funding for vehicles; hospital funding would likely be necessary to support operating costs and provide local match for Section 5310 funding.

Priority level: High

Responsible parties: Columbus Regional Health, CAMPO**,** and ColumBUS Transit would conduct initial meetings to discuss this strategy. Columbus Regional Health would secure funding and develop and operate the program.

Performance Measures:

- Service plan developed
- Funding secured
- Services initiated
- Number of passenger trips provided

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

Strategy 3.1: Add Technological Capacity for Improving Scheduling and Dispatching, Tracking Vehicles, and Responding to Unforeseen Changes in Service Needs

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

Automatic vehicle locators, tablets for dispatch communications, automatic passenger counters, cameras, and other tools are becoming more common in rural systems. Even in human service transportation programs, the ability to improve scheduling, dispatching, and vehicle tracking can strengthen operational effectiveness. These tools can make responding to unforeseen events like cancellations, no-shows or add-on trip requests easy to respond to in an efficient manner. The ability of scheduling and dispatch software to generate reports is also beneficial for many human service providers that are required to file reports with multiple funders. In some communities, a lead transportation provider has incorporated other, smaller transportation providers into their scheduling software in order to schedule trips with multiple providers through inter-provider service contracts. This type of coordinated arrangement creates new efficiencies within the community's network of public and human service transportation providers.

Implementation Time Frame:	Staffing Implications:
Near-Term (1-12 months)	Staff time to evaluate technology alternatives and participate in training.

Implementation Budget:
Cost of items purchased.

Potential Grant Funding Sources: Section 5307 or 5339 for public transportation providers. Local match may be derived from nonprofit or state/local government sources. For human service transportation, a joint purchasing program may reduce costs over several agencies. One-time technology acquisitions for non-profit organizations may be eligible for local philanthropic funding.

Priority level: Medium

Responsible parties: ColumBUS Transit and current and potential Section 5310 recipient organizations.

Performance Measures:

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

Strategy 3.2: Add Customer-Facing Technology for Scheduling Trips

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

Implementation Time Frame:	Staffing Implications:
Near-Term (1-12 months)	Staff time to evaluate software options and mobile apps, undergo training, and develop a media and rider roll out.

Implementation Budget:
Cost of software license or app licenses purchased.

Potential Grant Funding Sources: Section 5307 or 5339 for public transportation providers. Local match may be derived from nonprofit or state/local government sources. For human service transportation, a joint purchasing program may reduce costs over several agencies. One-time technology acquisitions for non-profit organizations may be eligible for local philanthropic funding.

Priority level: Medium

Responsible parties: ColumBUS Transit and current and potential Section 5310 recipient organizations.

Performance measures:

- Number of trips scheduled online compared with overall trips

GOAL 4: INCREASE PARTICIPATION IN INITIATIVES TO ENHANCE MOBILITY

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

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

There are many other interest groups and advocacy organizations that discuss transportation issues and advocate for improvements. The Governor's Council for People with Disabilities, for example, conducted

a statewide study revealing that transportation is one of the top needs for their constituents, prompting new policy and program discussion. The National Federation for the Blind has similar state and local chapters. The American Planning Association organizes professionals that care deeply about filling infrastructure gaps. Health by Design advocates for increased transportation funding and built environment changes that increase accessibility and quality of life. Participation in these and other statewide networks which may lead to opportunities for new grants, pilot projects and funding partnerships.

Implementation Time Frame:	Staffing Implications:
Immediate and Ongoing	Staff time to provide meaningful participation in meetings.

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

Potential Grant Funding Sources: Not required.

Priority level: Low

Responsible Parties: Public and human service transportation providers

Performance Measures

- Number of representatives from Bartholomew County organizations who attend meetings of INCOST and other statewide organizations
- Number of contacts with state-level policymakers about transportation needs and funding concerns

Strategy 4.2: Educate Local Elected Officials About Transportation Needs

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

Implementation Time Frame:	Staffing Implications:
Immediate and Ongoing	Staff time to provide meaningful participation in meetings.

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

Potential Grant Funding Sources: Not required.

Priority level: High

Responsible Parties: Public and human service transportation providers

Performance Measures:

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

POTENTIAL GRANT APPLICATIONS

The following table outlines the strategies and objectives designated to achieve the locally identified transportation goals that are intended to meet local unmet transportation needs, reduce duplication, and improve coordination of human service agency and transportation provider resources. The table includes strategies eligible for implementation with the assistance of a grant from the Transportation for Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310) and the Urbanized Area Formula Grants Program (Section 5307)/Formula Grants for Rural Areas (Section 5311) programs for public transportation providers. Page numbers are provided in Table 6 for quick reference to detailed information for each objective.

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

The implementation timeframe for each strategy ranges from the date of this report through 2024. It is noted that a coordinated transportation working group (such as a regional coordination committee) should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed.

Table 6: Implementation Key

Goal 1: Maintain Existing Transportation Services for Human Service Agency Clients and the General Public			
Page Number	**Strategy Number**	**Objective/Strategy Description**	**Priority**
32	1.1	Continue to Provide Public Transit and Human Service Transportation at Existing Levels	High
33	1.2	Generate Public Awareness of Existing Transportation Options	High
Goal 2: Expand Transportation Service for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public			
Page Number	**Strategy Number**	**Objective/Strategy Description**	**Priority**
33	2.1	Initiate Demand Response Public Transportation Service in Rural Areas Outside of the City of Columbus Limits	Medium
35	2.2	Establish a ColumBUS Transit Fixed Route to Serve the Walesboro Industrial Parks	Medium
37	2.3	Ensure Availability of Rides to Addiction Treatment and Other Medical Care	High
Goal 3: Adopt New Technologies to Enhance Customer Service and Increase Efficiency			
Page Number	**Strategy Number**	**Objective/Strategy Description**	**Priority**
38	3.1	Add Technological Capacity for Improving Scheduling and Dispatching, Tracking Vehicles, and Responding to Unforeseen Changes in Service Needs	Medium
39	3.2	Add Customer-Facing Technology for Scheduling Trips	Medium
Goal 4: Increase Participation in Initiatives to Enhance Mobility			
Page Number	**Strategy Number**	**Objective/Strategy Description**	**Priority**
39	4.1	Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations	Low
40	4.2	Educate Local Elected Officials About Transportation Needs	High

APPENDIX: OUTREACH DOCUMENTATION

Christy Campoll <ccampoll@rlsandassoc.com>

Citizens Advisory Committee Special Meeting

1 message

Thayer, Laura <lthayer@columbus.in.gov> Mon, Feb 22, 2021 at 3:14 PM
To: Andrea Bland <andrea.bland@strand.com>, David Doup <ddoup@tbcci.com>, Dennis Baute <dwbaute@yahoo.com>, "Pinkston, Emilie" <epinkston@columbus.in.gov>, Eric Riddle <eric.r.riddle@gmail.com>, Greg Lewis <lewisg@bcsc.k12.in.us>, James Drechsel <soulwealth@gmail.com>, Jessica Gomez <jgomez@moralesgroup.net>, Julian Heichelbech <julianheichelbech@gmail.com>, Lori Rowan <lori@zellerinsurance.com>, Lowell Engelking <lowell.engelking@gmail.com>, Mahvish Ghufran <mahvishg2@gmail.com>, "Meek, Janie" <jmeek@columbus.in.gov>, Paul Sowerby <paul.sowerby@cummins.com>, Ricky Berkey <rickyberkey@gmail.com>, Roger Lang <lang_roger@live.com>, Steve Ruble <steve.ruble@strand.com>, Christy Campoll <ccampoll@rlsandassoc.com>

Greetings,

We will have a special meeting of the CAMPO Citizens Advisory Committee on Thursday March 18, at 6:00 PM to discuss the update of the Coordinated Public Transit Human Services Transportation Plan for Columbus and Bartholomew County. Christy Campoll of RLS and Associates is working with INDOT Transit to complete this plan. The coordinated plan assesses mobility needs and gaps in transportation service for older adults, individuals with disabilities, people with low incomes, and the general public, and identifies projects that will meet these needs and close the gaps. I encourage you to participate in the meeting if you are available. Your knowledge and views will be important in identifying local needs.

A brief survey on transportation needs in our community is part of a needs assessment that will be included in the coordinated plan. Please help us by participating in the survey and forwarding it to others in our community who may be interested. The survey is available at https://www.surveymonkey.com/r/Indiana_Transportation. If you would prefer to receive a printed copy of the survey with a stamped return envelope, or if you would like to receive the survey in an alternate format, please contact RLS & Associates at (937) 299-5007 or rlsasc@rlsandassoc.com.

The meeting will be an online Webex video meeting. Let me know if you have any questions about joining the meeting.

Thanks,
Laura

Laura Thayer, AICP
CAMPO Director

City of Columbus - Bartholomew County
Planning Department

123 Washington Street
Columbus, Indiana 47201
(812) 376-2557
lthayer@columbus.in.gov

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Join by meeting number
Meeting number (access code): 160 636 3619
Meeting password: SPySgdNr624

Tap to join from a mobile device (attendees only)
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You can also dial 173.243.2.68 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business
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Christy Campoll <ccampoll@rlsandassoc.com>

Technical Committee/Transit Advisory Committee Combined Meeting

1 message

Thayer, Laura <lthayer@columbus.in.gov> Mon, Feb 22, 2021 at 3:17 PM
To: Alicia McCreary <amccreary@uwbarthco.org>, "Burton, Bryan" <bryanburton@columbus.in.gov>, "Setser, Cindy" <csetser@columbus.in.gov>, Dan Mustard <dmustard@millracecenter.org>, "Pinkston, Emilie" <epinkston@columbus.in.gov>, "Hayward, Dave" <dhayward@columbus.in.gov>, Jackie Combest <jcombest@sbcglobel.net>, Brandon Shumaker <bshumaker@dsiservices.org>, Eric Frey <ericfrey@aracities.org>, John Tinkey <johntinkey0@gmail.com>, "Bergman, Jeffrey" <jbergman@columbus.in.gov>, Danny Hollander <dhollander@bartholomew.in.gov>, "Jones, Mark" <mjones@columbus.in.gov>, Jeff Lucas <jlucas@bartholomew.in.gov>, "Brown, Matthew" <mbrown@columbus.in.gov>, "Richardson, Mike" <mrichardson@columbus.in.gov>, Becky Packer <BPacker@indot.in.gov>, Brett Boezeman <boezemanb@bcsc.k12.in.us>, Christy Campoll <ccampoll@rlsandassoc.com>, "sdompke@columbusutilities.org" <sdompke@columbusutilities.org>
Cc: Alicia Monroe <amonroe@uwbarthco.org>

Greetings,

We will have a combined meeting of the CAMPO Technical Committee and the Transit Advisory Committee on Wednesday March 17, at 9:00 AM to discuss the update of the Coordinated Public Transit Human Services Transportation Plan for Columbus and Bartholomew County. Christy Campoll of RLS and Associates is working with INDOT Transit to complete this plan. The coordinated plan assesses mobility needs and gaps in transportation service for older adults, individuals with disabilities, people with low incomes, and the general public, and identifies projects that will meet these needs and close the gaps. I encourage you to participate in the meeting if you are available. The knowledge and views of both committees will be important in identifying local needs. For the Transit Advisory Committee, the March 17 meeting will replace the regular February meeting.

A brief survey on transportation needs in our community is part of a needs assessment that will be included in the coordinated plan. Please help us by participating in the survey and forwarding it to others in our community who may be interested. The survey is available at https://www.surveymonkey.com/r/Indiana_Transportation. If you would prefer to receive a printed copy of the survey with a stamped return envelope, or if you would like to receive the survey in an alternate format, please contact RLS & Associates at (937) 299-5007 or rlsasc@rlsandassoc.com.

The meeting will be an online Webex video meeting. At the time of the meeting, click the green “Join Meeting” link below. If you have questions about how to join, please feel free to contact me. Alternately, you can call into the meeting at the phone number given below.

Thanks,
Laura

Laura Thayer, AICP
CAMPO Director

City of Columbus - Bartholomew County
Planning Department

123 Washington Street
Columbus, Indiana 47201
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lthayer@columbus.in.gov

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Join by meeting number
Meeting number (access code): 160 940 7710
Meeting password: 6rVT9yNUWc8

Tap to join from a mobile device (attendees only)
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Join by phone
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RLS & Associates, Inc.

Moving Public Transportation
Into the Future

Coordinated Public Transit – Human Service Transportation Plan 2021 Update

Transportation for Older Adults, Individuals with Disabilities, People with Low Incomes, & General Public

March 17th and 18th, 2021

Agenda

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

Introductions

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

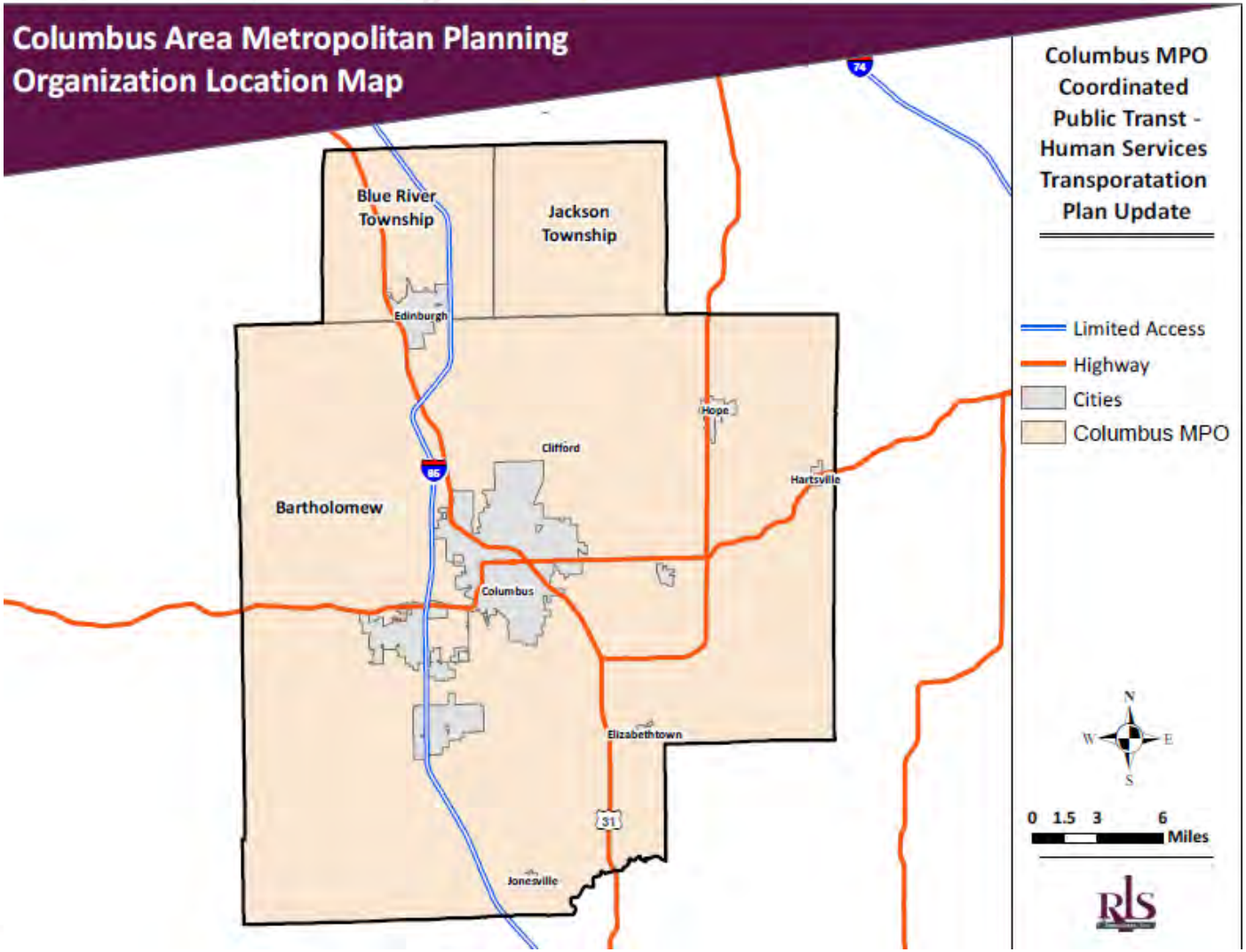
What Is A Coordinated Plan?

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

Section 5310 Funding

- Projects Must Be Included in the Coordinated Plan
- Enhanced Mobility for Seniors and Individuals with Disabilities
  - 49 U.S.C. Section 5310
- Provides Formula Funding to Improve Mobility for Seniors and Individuals with Disabilities
  - Removing Barriers to Transportation Service
  - Expanding Mobility Options

Study Area


Columbus Area Metropolitan Planning Organization Location Map
Blue River Township
Jackson Township
Edinburgh
Hope
Clifford
Hartsville
Bartholomew
Columbus
Elizabethtown
Jonesville
74
65
31
Columbus MPO Coordinated Public Transt - Human Services Transporatation Plan Update
Limited Access
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Current 5310 Projects (2016-20)

Agency	Vehicles	5310 Funding	20% Local Match
Developmental Services, Inc.	13	$378,288	$94,572
Just Friends, Inc.	1	$27,988	$6,997

Transportation Public Survey

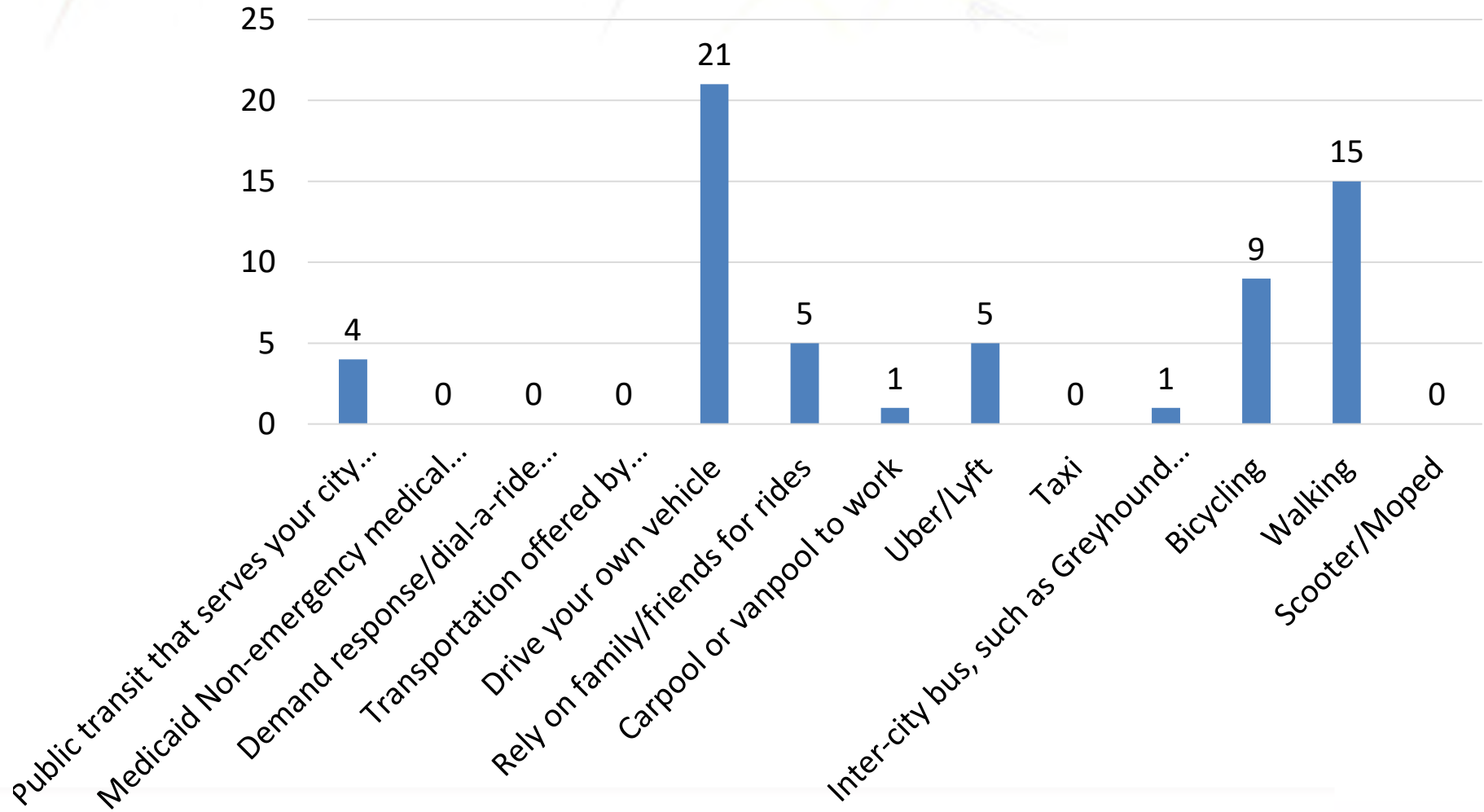
AVAILABLE NOW

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

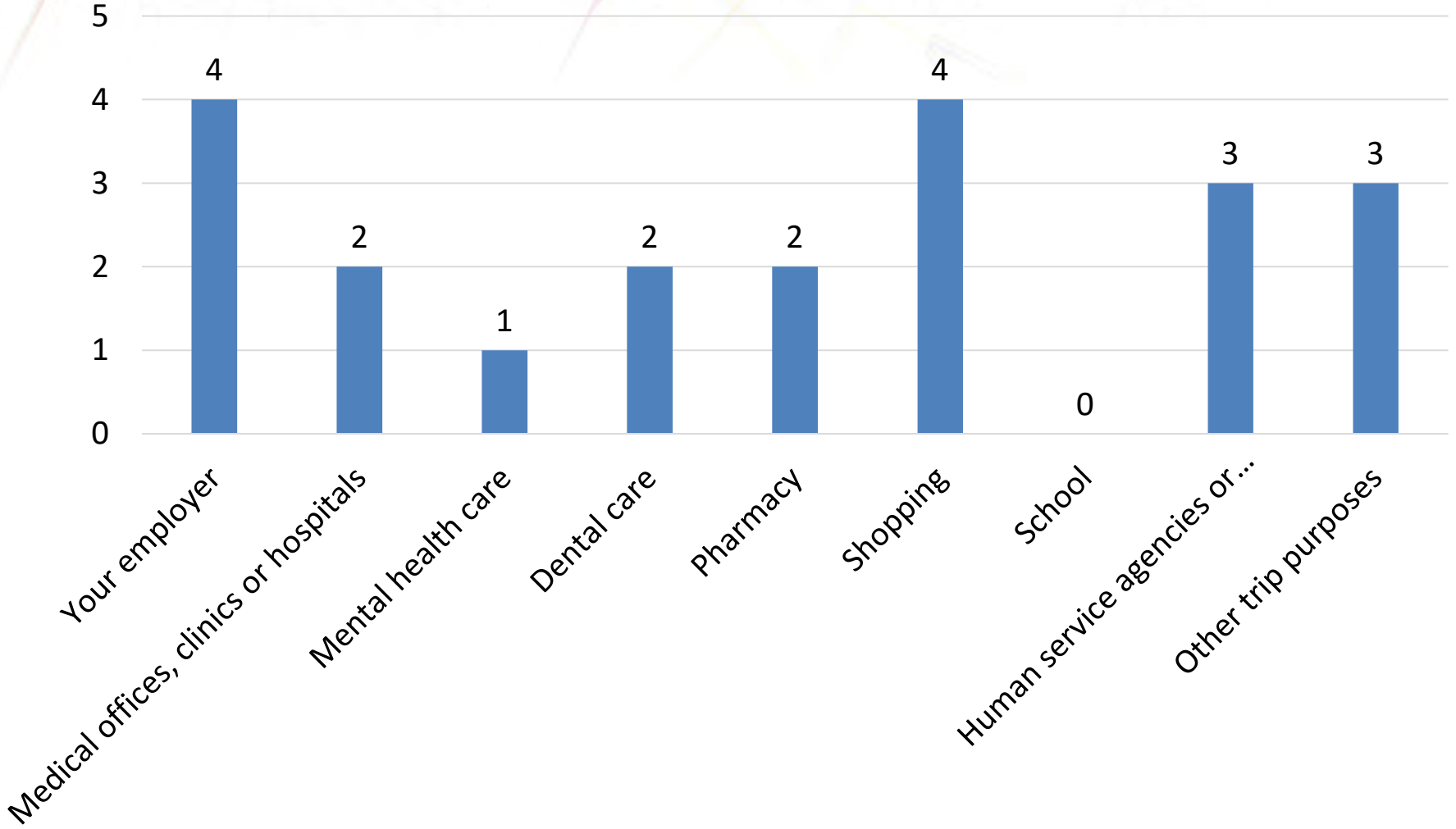
  https://www.surveymonkey.com/r/Indiana_Transportation

  - Spanish Version Available
  - Print and Large Print Available

Forms of Transportation Used



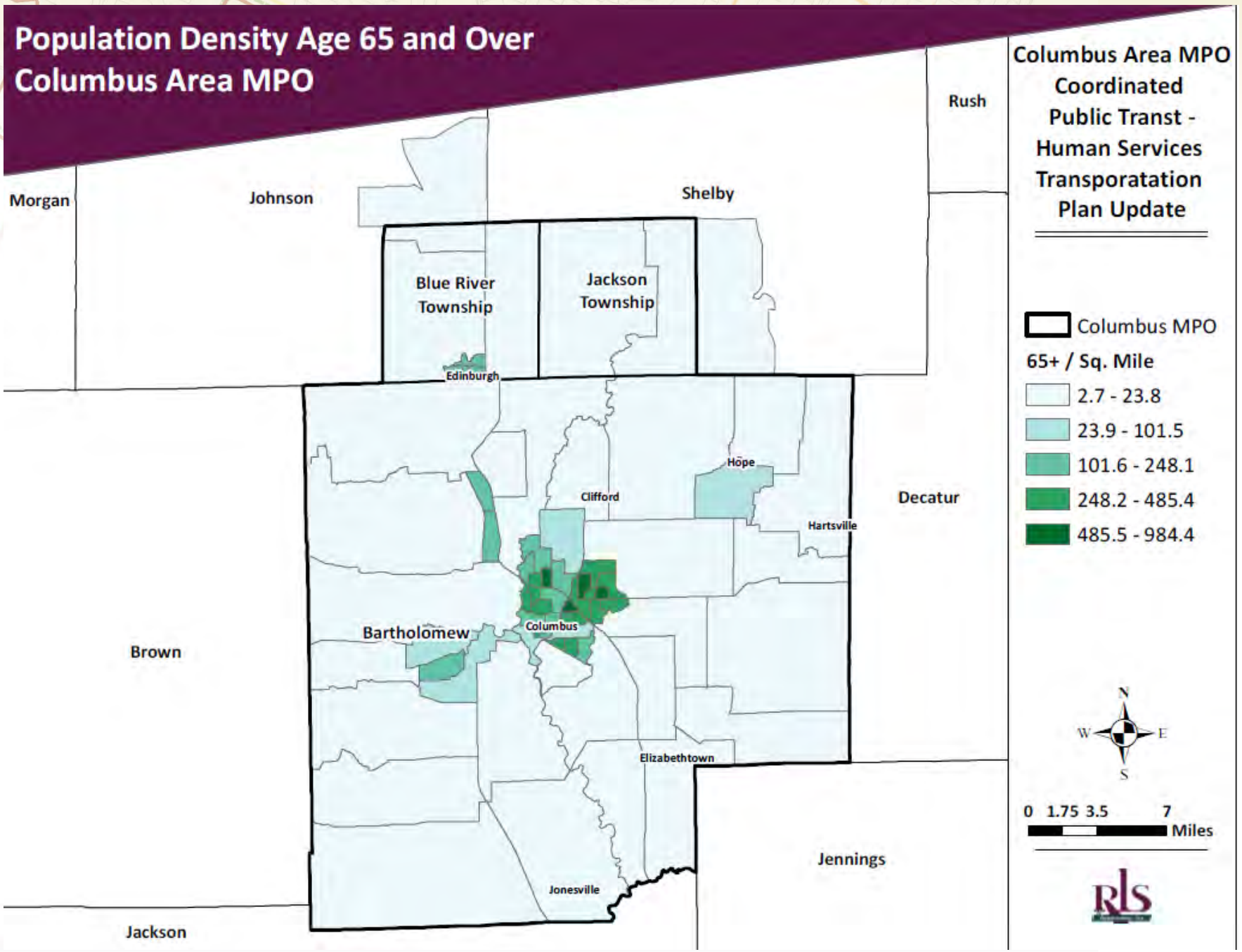
Difficulty with Getting to Destinations



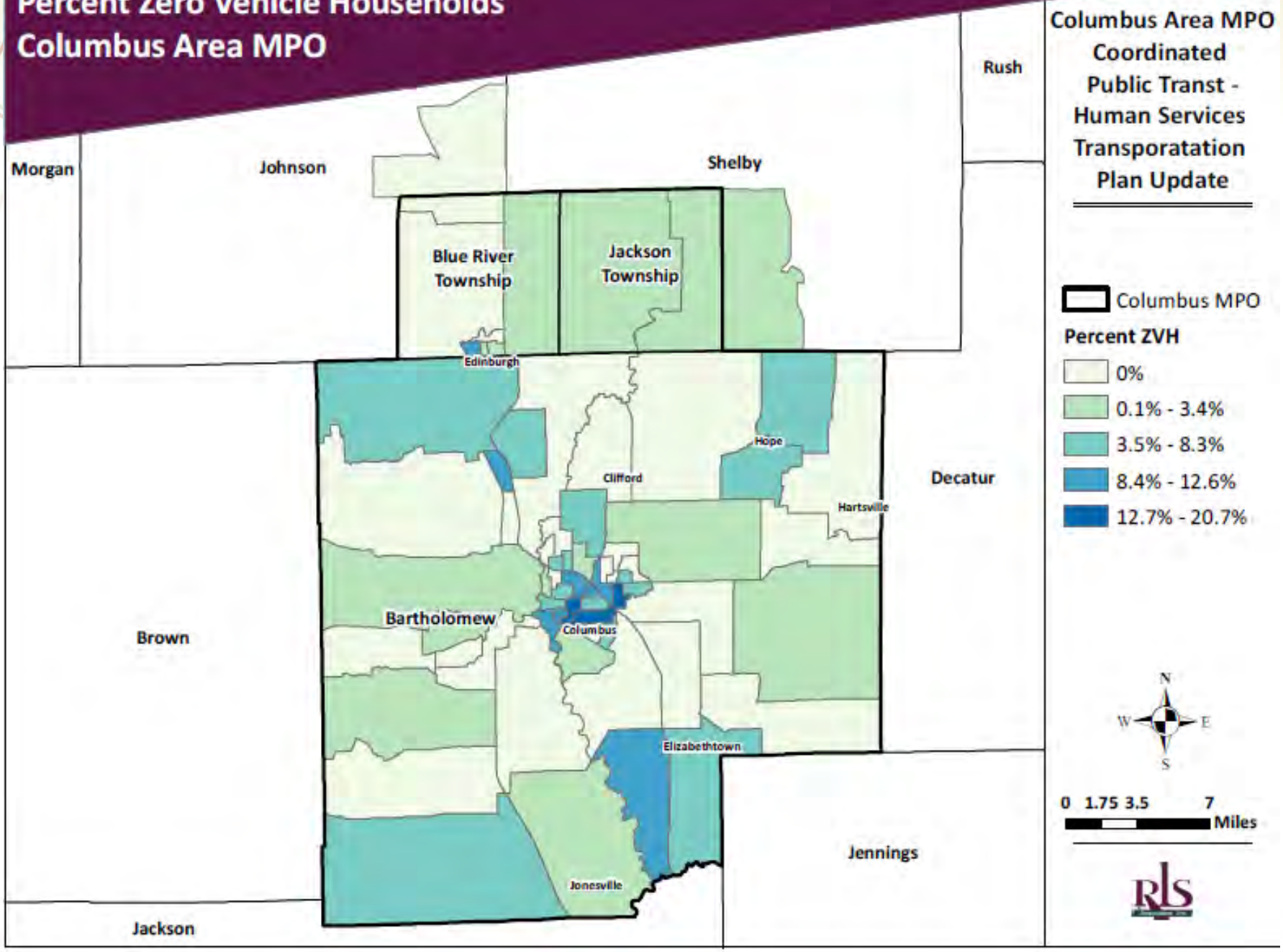
Comments/Suggestions

- “Operate 24/7 and go to the industrial parks for work transportation.”
- “Offer rides out to other areas so people could use services to get to and from work.”
- “Operate on Sundays.”
- “Transportation to the Walesboro industrial park has been an ongoing issue.”
- “A lot of people have challenges getting to medical appointments.”

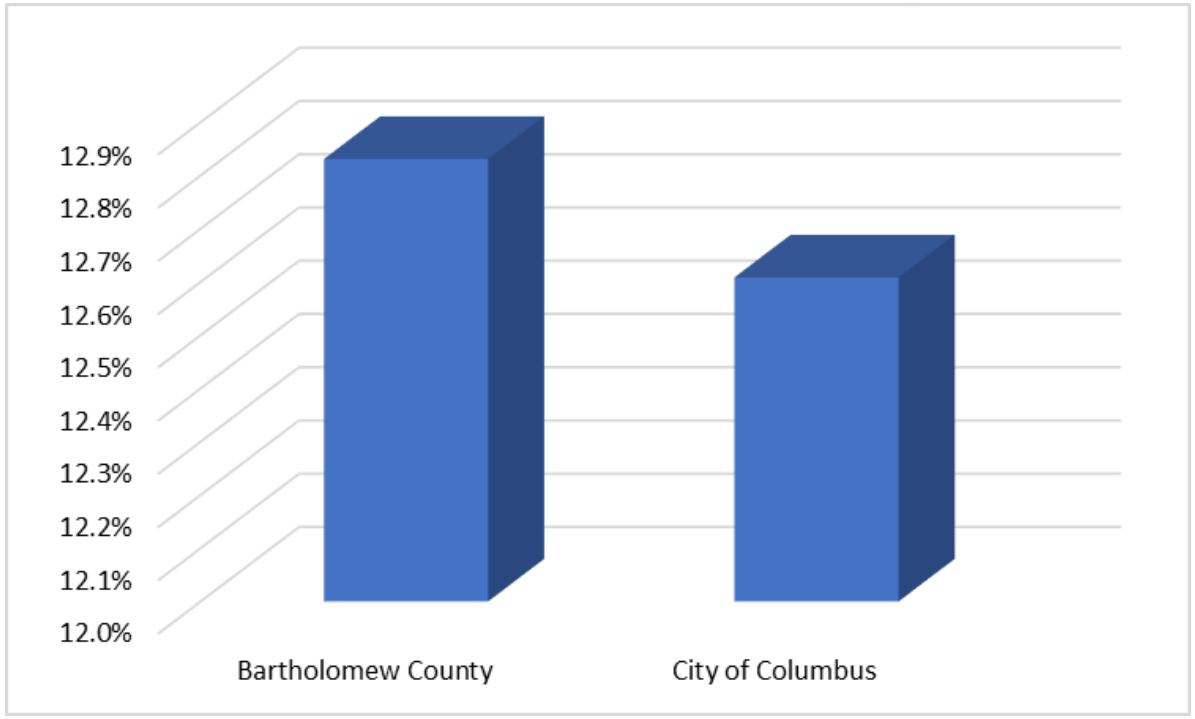
Population Density Age 65 and Over
Columbus Area MPO



Percent Zero Vehicle Households
Columbus Area MPO



Individuals with Disabilities



Transportation Providers

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

Transportation Providers

- ColumBUS
- Development Services Inc.
- Just Friends
- Mill Race Center
- Access Johnson County
- DAV vehicle – Bartholomew County Veteran Services

Who Are We Missing?

Mobility Needs - 2007

- Countywide service
  - No service in rural Bartholomew County
- Service to employers
- Service to retail areas for visitors
- Additional capacity to meet needs of growing populations of older adults and people with disabilities

2007 Prioritized Strategies

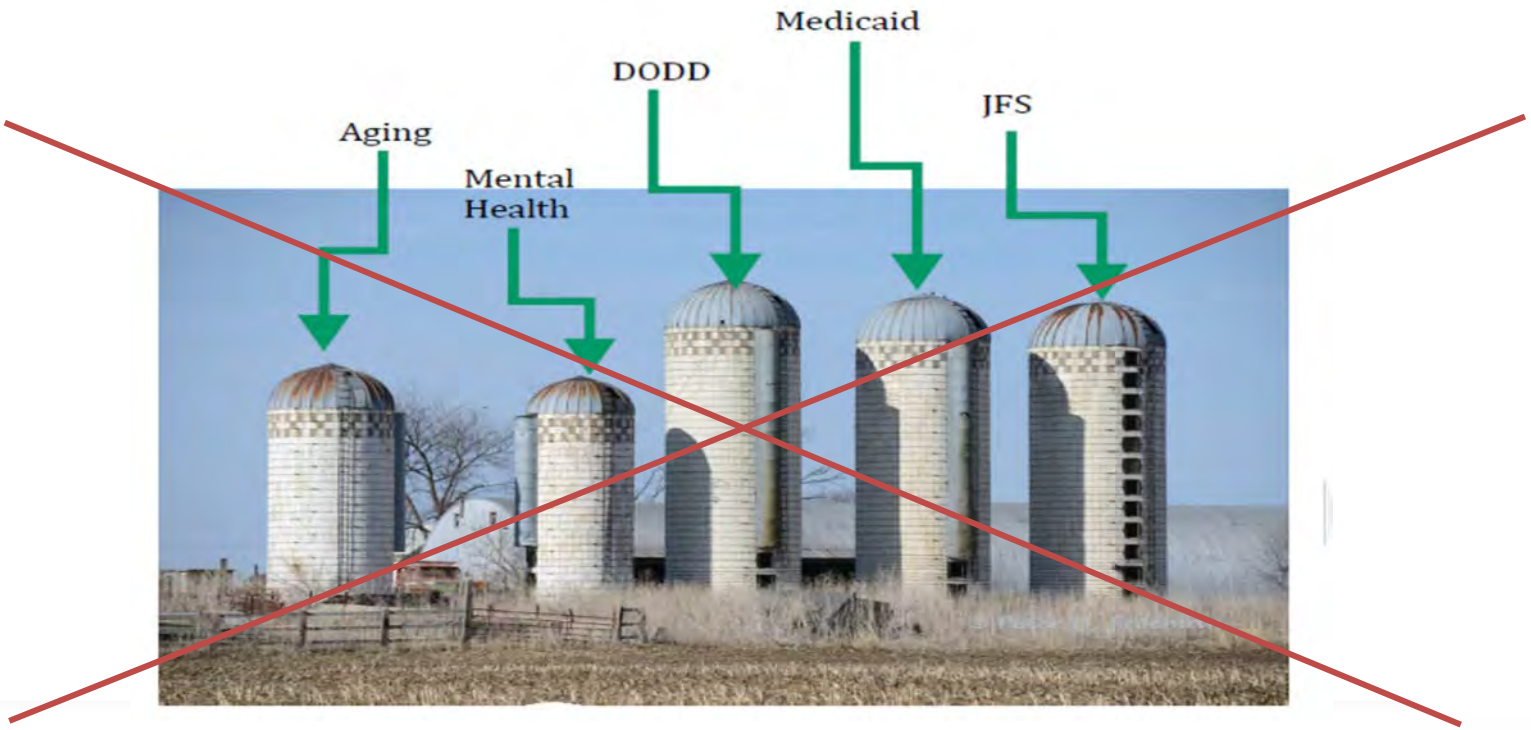
- Develop a Central Call Number for Information, Referral, and Trip Reservation for Bartholomew County Citizens Requiring Transportation
- Create a Coordinated Transportation Advisory Committee
- Explore Trip Sharing between Agencies
- Utilize Agency Vehicles during “Down Time”
- Explore Joint Procurements by Providers

What is Mobility Management?

- Evolving Concept that Aims to Improve Specialized Transportation, Particularly for Veterans, Older Adults, People with Disabilities, and Individuals with Lower Incomes
- Looks Beyond a Single Transportation Service or Solution to a “Family of Services” Philosophy that Can Offer a Wide Range of Services and Options

Person-Centered Mobility

- Mobility Management Places the Person and their Mobility Experience at the Center



Discussion

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

Next Steps

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

We appreciate your participation!

THANK YOU FOR YOUR TIME!

Combined meeting of the CAMPO Technical Committee and the Transit Advisory Committee
March 17, 2021 - 9:00 AM; Held via WebEx

Facilitator: Christy Campoll, RLS & Associates, Inc.
Notetaker: Kjirsten Frank Hoppe, RLS & Associates, Inc.

Attendees:

- Laura Thayer, CAMPO
- Mike Richardson, City of Columbus
- Jeff Bergman, City of Columbus
- Brandon Shumaker, DSI
- Cindy Setser, ColumBUS Transit
- Dan Mustard, Mill Race Center
- Eric Frey, Administrative Resources association
- Robin Hilber, City of Columbus
- Matthew Brown, City of Columbus
- Danny Hollander, Bartholomew County

Overview

INDOT providing funding for small urban plans. Study area – Columbus, Bartholomew County. MPO also extends around Edinburgh. Developmental Services and Just Friends received 14 vehicles in 5 years. Online survey – 25 responses so far from Bartholomew County. Hoping to boost input – online and paper. Demographic analysis, density of senior population, zero vehicle households, individuals with disabilities – need to correct the population of Columbus.

Inventory of agencies that provide transportation – network of available services. Add Millrace (Senior) Center to list. 8+2 mini transit bus is wheelchair accessible, and a minivan. Partner with Just Friends (in their building). Mainly medical transportation, some limited senior center activity transportation. ColumBus, Access Johnson County, Development Services Inc., Just Friends.

Local taxi, limited business, one driver.

Unmet needs from 2007: County-wide service in rural areas. Service to employers, Service to retail areas. Additional capacity to meet needs of growing older adult population.

2007 Strategies: Develop Central call number for info, referral, reservations; create a coordinated TAC; explore trip sharing, vehicle sharing; explore joint procurement.

Mobility Management – trend to coordinate resources for vulnerable populations and treat local options as a family of services.

Discussion

How have needs changed? Strategies to meet needs? Any current plans or local initiatives? Coordination with other organizations?

Cindy with Columbus Transit – would like to connect with Access Johnson County in Edinburgh area. So close, but haven't been able to do that. Looking at a lot of changes – possibility of new depot, changing routes, new stops/service area. CallBus would be reduced to FTA criteria – currently numbers are down due to Covid. Can't deny services - can only deny a certain amount or must increase capacity for services. Currently cover all of Columbus City Limits – only required to cover ¾ mile from fixed route. Had 13,000 in 2013, and now down to 8,000 in 2019.

Veterans –The County owns a van used to take veterans to the VA. They once had a van the VA owned but the driver requirements were onerous. The County bought their own bus, and still makes trips. They are way down because of pandemic. The volunteer drivers are not willing/able to drive. Were going 20 times a month, prior to pandemic. Still provide report to county commissioners each month.

Eric – policy changes came from recent route study – may have a copy, good reference – report on website.

Cindy – there were some dead areas, so if they get more centrally located they could do more 30 minute runs. Currently 5 routes. Still looking to get out to Walesboro area where industrial/employment park is located, 7000 jobs.

Robin – service was offered a couple years ago – vanpooling? Never had an operational van. Idea was if no bus service to Walesboro, they thought it might work. They took people's names, but interest died out when pandemic started. CIRTA was going to manage it, but didn't renew contract. Might want to revisit at some point, but not right now.

Brandon - developmental services – experiencing severe staffing problems. Governmental assistance has slowed people down from coming into to work. They aren't providing as much transportation. If everyone is cutting back and they are having staffing trouble, then they might run into trouble. They don't hire highly skilled drivers – they're down 100 FTE in the last year – so it's affecting how they get around. Focused on getting to doctors and needed appointments, but can't get to all the social appointments. Need more people to get to the grocery in the evening, etc. Any and all transportation is provided to clients. Some do ride the bus, and Cindy has trained folks on what they can do, where they can go. Bringing 30-35 people a day into the day care/activities during the day. Can also help their people with afternoon and evening transportation – go to the stores, go out to a movie, go to a bar, whatever they need. Serve group homes and residential programs, as well as other trips for clients. Clients have to go to Clarksville for the Dentist. Hours are not set – based on need. Start around 6 am and get back in 11 pm. Majority is between 7-5. No cost to client.

Cindy – requests going to Hope and Brown counties because the Medicaid providers are there. May have a Medicaid provider in Columbus? CallABus is just paratransit – they don't do Medicaid contracts.

Dan - Just Friends is a Medicaid provider, has a new service ChoiceGuard – provides some social service and transportation under that program. They primarily serve folks with dementia and Alzheimer's. They get OA funding, but can bill Medicaid and VA for participants. With ChoiceGuard they can work with clients who aren't part of the day program.

Needs; employment transportation, may have need for paratransit beyond ADA

Laura – a couple years ago, the city was interested in rural transportation as an unmet need. Committee met but realized they couldn't get any funding from INDOT – funds were used up already in other jurisdictions. Access was part of conversation. Idea of contracting with them, but no new money to use. They would need to cut their existing service to provide services here.

Brandon operates large transit operation in southern part of the state. They inquired with INDOT about expanding their service to include rural Bartholomew but INDOT was not in favor of this proposal.

CAMPO Citizens Advisory Committee Special Meeting
March 18, 2021 - 6:00 PM; Held via WebEx

Facilitator: Christy Campoll, RLS & Associates, Inc.
Notetaker: Laura Brown, RLS & Associates, Inc.

Attendees:

- Roger Lang, Active in several planning committees.
- Eric Riddle, works for a local project development company in marketing and project development. Has been in the group since January 2019.
- David Doup (did not share the organization he represents)
- Laura Thayer, CAMPO

Christy gave an overview of the coordinated plan and its purpose. She also presented an overview of the needs and prioritized strategies from the 2007 Coordinated Plan.
Discussion

- What has happened since 2007?
    - The central call center has not been set up.
    - They do have a Transit Advisory Committee and they do try to coordinate.
    - Tried to start a rural transportation system but they were not able to get assistance from INDOT.
    - They have tried different things but there always seems to be barriers.
- Have transportation needs in the community changed since the 2007 plan?

    - Eric Riddle – Feels a pretty constant question about how to get people to places of employment. He thinks there have been various plans floated but he wasn't sur what the barriers were to getting them done.
        - Laura said it is a big issue. She thinks it comes down to how to serve all of the various employer shifts.
        - They tried a vanpool program but Covid kind of ended the vanpool program temporarily. They may need to start from scratch.
    - Christy brought up the concept of Economic Investment Districts such as the one that is funding the Plainfield Connector in the Indy area. Johnson County is also considering it.
        - Laura Thayer thought it could help with getting low income people to work.
    - Erick Riddle has also heard that the current main bus depot is not the most central location for people. There was talk of moving it to a location more near the United Way so that it is more central to people who need to access the services.
        - Laura agreed that they are looking into moving it but she said they have not decided on a location.
        - Relocating the depot to a place that is closer to shopping will go along way in improving the utilization of the transit service.
    - Eric believes that the bus system is underutilized. There was (pre Covid) a movement to change the bus routes. Not sure where that project stands today.
- Plans on the horizon?
    - ColumBUS route study which includes relocating the transit depot.
- Connecting with other counties?
    - They formed a committee about connecting to other counties but found they would not be eligible for the funding that was needed.

Christy let them know that we would bring people back together to provide input in the plan. It may be virtual meetings or phone calls. Christy discussed next steps.

2020 INDIANA PUBLIC & HUMAN SERVICE TRANSPORTATION NEEDS SURVEY

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

1. **What forms of transportation do you use? Select all that apply.**

☐ Public transit that serves your city or county, including bus systems, rail lines, ADA paratransit, or general public demand response/dial-a-ride

☐ Medicaid Non-emergency medical transportation (NEMT)

☐ Demand response/dial-a-ride services that are for specific groups only – for example, older adults or people with disabilities (this excludes ADA complementary paratransit provided by public transit systems)

☐ Transportation offered by volunteer or faith-based groups

☐ Drive your own vehicle

☐ Rely on family/friends for rides

☐ Carpool or vanpool to work

☐ Uber/Lyft

☐ Taxi

☐ Inter-city bus, such as Greyhound or Megabus

☐ Other (please specify) _____

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

Name of Service 1: _____

Name of Service 2: _____

Name of Service 3: _____

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

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

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

	No difficulty	Sometimes difficult	Frequently difficult	Always difficult	Not applicable to me
Your employer	☐	☐	☐	☐	☐
Medical offices, clinics or hospitals	☐	☐	☐	☐	☐
Mental health care	☐	☐	☐	☐	☐
Dental care	☐	☐	☐	☐	☐
Pharmacy	☐	☐	☐	☐	☐
Shopping	☐	☐	☐	☐	☐
School	☐	☐	☐	☐	☐
Human service agencies or government offices	☐	☐	☐	☐	☐
Other trip purposes	☐	☐	☐	☐	☐

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

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

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

☐ Yes
☐ No
☐ Not applicable (No need to travel outside my county)
If yes, please provide more information: _____

_____

_____

7. **What is your age group?**

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

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

☐ Yes
☐ No

9. **What county do you live in?** _____

10. **What is your ZIP code?** _____

11. **Do you have other comments about transportation services in your community?**

_____

_____

_____

_____

ENCUESTA DE NECESIDADES DE TRANSPORTE DE SERVICIO PÚBLICO Y HUMANO EN INDIANA 2020

Por favor complete esta encuesta sobre sus necesidades y preferencias de transporte. Esta información se utilizará en el Plan de transporte coordinado de transporte público-servicio humano de su área local. Para obtener más información, comuníquese con RLS & Associates al (937) 299-5007. ¡Gracias!

1. Formas de transporte que utiliza. Seleccione todas las que correspondan.

☐ Transporte público que sirve a su ciudad o condado, incluidos los sistemas de autobuses, líneas ferroviarias, paratránsito de la ADA o respuesta a la demanda del público en general/dial-a-ride

☐ Transporte médico que no sea de emergencia (NEMT) de Medicaid

☐ Servicios de respuesta a la demanda/dial-a-ride que son solo para grupos específicos, por ejemplo, adultos mayores o personas con discapacidades (esto excluye el paratránsito complementario de la ADA proporcionado por los sistemas de transporte público)

☐ Transporte ofrecido por voluntarios o grupos basados en la fe

☐ Conduce su propio vehículo

☐ Depende de familiares/amigos para transporte

☐ Viaje compartido o camioneta compartida al trabajo

☐ Uber/Lyft

☐ Taxi

☐ Camión inter-urbano, como Greyhound o Megabus

☐ Otro (por favor especifique) _____

2. Si utiliza algún servicio de transporte, como transporte público o respuesta a la demanda dial-a-ride, indíquenos el nombre de los servicios que utiliza:

Nombre del Servicio 1: _____

Nombre del Servicio 2: _____

Nombre del Servicio 3: _____

3. ¿Qué cambios se podrían realizar en sus opciones de transporte local para hacer que su uso sea más atractivo para usted?

☐ Si pudiera viajar a otras partes del estado (como Indianápolis u otras ciudades pueblos)

☐ Reducir el costo de viaje

☐ Empezar más temprano en la mañana

☐ Terminar más tarde en la noche

☐ Operar en sábados

☐ Operar en domingos

☐ Recogerme en mi casa y llevarme directamente a mi destino

☐ Aumentar las precauciones de salud y seguridad

☐ Tener servicio de ruta fija con más frecuencia (por ejemplo, hacer que una ruta de autobús pase cada 30 minutos en lugar de cada 60 minutos)

☐ Incrementar la cantidad de servicio de respuesta a la demanda/dial-a-ride disponible (por ejemplo, operar más vehículos para que haya menos rechazos para solicitudes de viaje)

☐ Hacer que la programación de respuesta a la demanda/dial-a-ride sea más conveniente (por ejemplo, permitir solicitudes de viaje el mismo día o bajo demanda)

☐ Facilitar o agregar la opción que los niños, cónyuges, y/o cuidadores viajen con ellos

☐ Otro (por favor especifique

4. ¿Tiene dificultades para conseguir el transporte que necesita a alguno de los siguientes tipos de destinos?

	Sin Dificultad	Algunas veces con dificultad	Frecuentemente con dificultad	Siempre con dificultad	No Aplica
Su empleador	☐	☐	☐	☐	☐
Oficinas médicas, clínicas u hospitales	☐	☐	☐	☐	☐
Cuidado de la salud mental	☐	☐	☐	☐	☐
Cuidado dental	☐	☐	☐	☐	☐
Farmacia	☐	☐	☐	☐	☐
Compras	☐	☐	☐	☐	☐
Escuela	☐	☐	☐	☐	☐
Agencias de servicios humanos u oficinas de Gobierno	☐	☐	☐	☐	☐
Viajes con otros propósitos	☐	☐	☐	☐	☐

5. ¿Necesita viajar a destinos fuera de su condado por trabajo, recibir atención médica, ir de compras u otras razones?

☐ No
☐ Si, por trabajo
☐ Si, por cuidado médico
☐ Si, por compras
☐ Si, por otras razones (por favor especifique) _____
_____
_____

6. **¿Le resulta difícil viajar fuera de su condado? En caso afirmativo, indique que lo dificulta.**

☐ Si
☐ No
☐ No aplica (No es necesario viajar fuera de mi condado) En caso de que aplique, por favor proporcione más información: _____
_____
_____

7. **¿Cuál es su rango de edad?**

☐ Menor de 18
☐ 18-54
☐ 55-59
☐ 60-64
☐ 65+

8. **¿Tiene una discapacidad que requiera que use un bastón, andador, silla de ruedas y/u otro dispositivo, o un animal de servicio para ayudarlo a moverse?**

☐ Si
☐ No

9. **¿En qué condado vive? _____**

10. **¿Cuál es su código postal? _____**

11. **¿Tiene otros comentarios sobre los servicios de transporte en su comunidad?**

_____

_____

_____

_____

Christy Campoll <ccampoll@rlsandassoc.com>

Transit Advisory Committee meeting

1 message

Thayer, Laura <lthayer@columbus.in.gov> Wed, Aug 25, 2021 at 12:11 PM
To: Christy Campoll <ccampoll@rlsandassoc.com>

Greetings,

Our next Transit Advisory Committee meeting is scheduled for Thursday, August 26 at 2:00 PM. We are back to meeting virtually to ensure everyone's safety. The instructions below have information on how to join the meeting by computer or phone, and the agenda is attached. Please feel free to call me at 812-376-2557 if you have any questions about joining the meeting.

Looking forward to talking to you soon!

Laura

Laura Thayer, AICP
CAMPO Director

City of Columbus - Bartholomew County
Planning Department

123 Washington Street
Columbus, Indiana 47201
(812) 376-2557
lthayer@columbus.in.gov

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Meeting number (access code): 1803 16 7650
Meeting password: ZfAn7AWPj32

Tap to join from a mobile device (attendees only)
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2 attachments

TAC agenda August 2021.docx
17K

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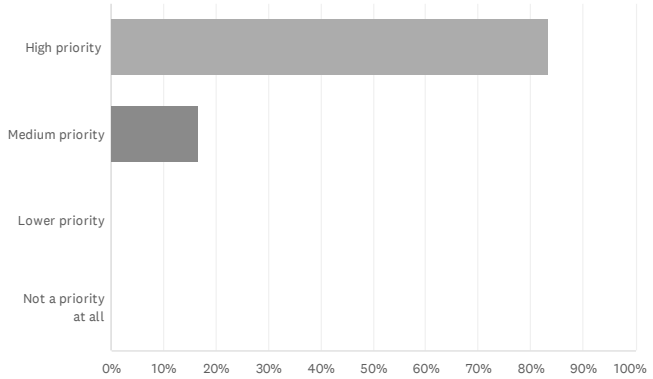
Q1 Goal 1: Maintain Existing Transportation Services for Human Service Agency Clients and the General Public Strategy 1.1: Continue to Provide Public Transit and Human Service Transportation at Existing LevelsThe services provided by ColumBUS Transit and human service agencies will maintain their existing transportation services through continuing to secure their routine funding sources and networking to ensure they are meeting the mobility needs of their clients/customers.Please rate the priority level of this strategy.

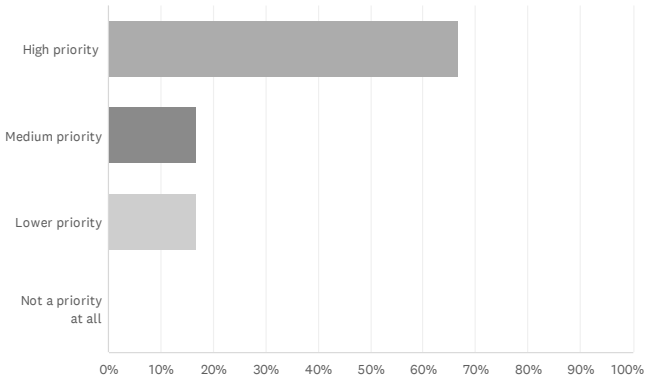
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
High priority	83.33%	10
Medium priority	16.67%	2
Lower priority	0.00%	0
Not a priority at all	0.00%	0
TOTAL		12

Q2 Strategy 1.2: Generate Public Awareness of Existing Transportation OptionsColumBUS Transit and the human service transportation providers will expand their marketing of provider information to increase public awareness of services. Potentially, these organizations will collaborate to produce a “Ride Guide” that describes all public and human service transportation options in the area. This guide can be printed, made available online, or both.Please rate the priority level of this strategy.

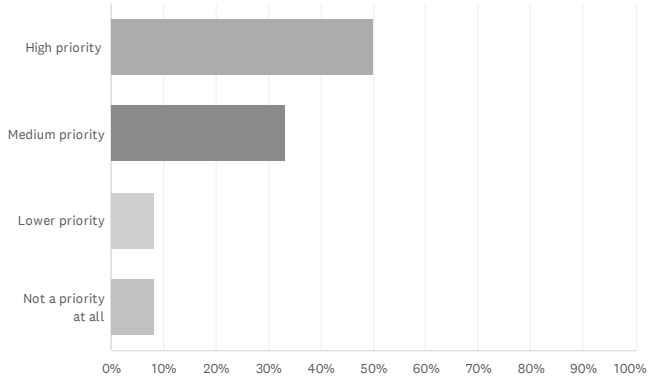
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
High priority	66.67%	8
Medium priority	16.67%	2
Lower priority	16.67%	2
Not a priority at all	0.00%	0
TOTAL		12

Q3 Goal 2: Expand Transportation Service for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public Strategy 2.1: Initiate Demand Response Public Transportation Service in Rural Areas Outside of the City of Columbus LimitsBartholomew County is one of the Indiana counties that does not have countywide public transit service. Even a small transportation program to provide rides outside of the city limits would be beneficial to people who are unable to drive or do not have a vehicle available to them. Such a program could be implemented as an expansion of ColumBUS Transit, or another provider could expand their services to provide rides to the general public in rural areas. Early steps toward implementation could include forming a committee of interested community stakeholders, working with potential funders to identify operating and capital funds for the expansion, and initiating a service planning study.Please rate the priority level of this strategy.

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
High priority	50.00%	6
Medium priority	33.33%	4
Lower priority	8.33%	1
Not a priority at all	8.33%	1
TOTAL		12

Q4 Strategy 2.2: Establish a ColumBUS Transit Fixed Route to Serve the Walesboro Industrial ParksThe public input process for this plan and the 2018 Columbus Transit Study revealed that bus service to the industrial parks would provide access for the city's low-income population to a large number of job opportunities. This strategy is for ColumBUS Transit to add a new fixed route that would operate between the depot at 850 Lindsey Street and the Walesboro area.The Central Indiana Regional Transportation Authority (CIRTA) and its municipal partners have been able to establish Workforce Connector bus routes that operate in a similar fashion. These bus routes connect Indianapolis with suburban industrial parks in Plainfield and Whitestown. CIRTA's first Workforce Connector was established in 2012 with pilot demonstration grant funding. When this funding source was exhausted, landowners established an Economic Improvement District (EID) to raise funding to continue the service. Since then, two additional EIDs have been formed to fund CIRTA bus routes. EIDs involve special assessments for parcels within designated boundaries selected by participating landowners. The districts are created by petitioning a local municipality with a petition signed by 60 percent of landowners representing 60 percent of assessed value. An EID must be contiguous, but may exclude parcels.Potentially, the industrial park landowners could form an EID to generate enough funding to provide to ColumBUS Transit to offer a fixed route to the area. The budget for this route would depend on the number of hours it would run, and the costs associated with launching and marketing the route.Please rate the priority level of this strategy.

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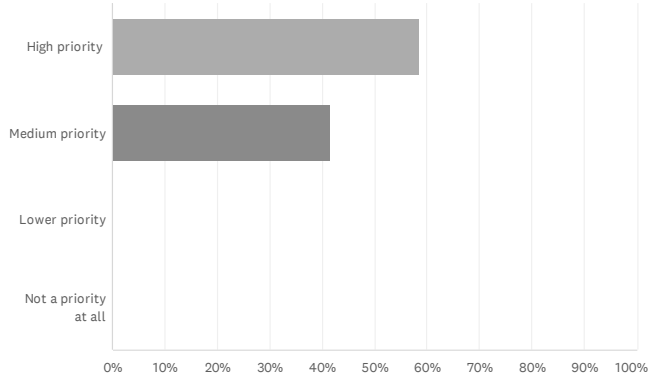

ANSWER CHOICES	RESPONSES	
High priority	58.33%	7
Medium priority	41.67%	5
Lower priority	0.00%	0
Not a priority at all	0.00%	0
TOTAL		12

Q5 Strategy 2.3 Ensure Availability of Rides to Addiction Treatment and Other Medical CareInput from health care providers indicated that lack of transportation is a major barrier for individuals undergoing substance abuse treatment and low-income pregnant women. These populations need transportation to Columbus-based health care services from all areas of Bartholomew County. The local hospital has expressed interest in establishing transportation to support vulnerable patients.The hospital will work with ColumBUS Transit, CAMPO, and other stakeholders to plan a small transportation service to meet these needs.Please rate the priority level of this strategy.

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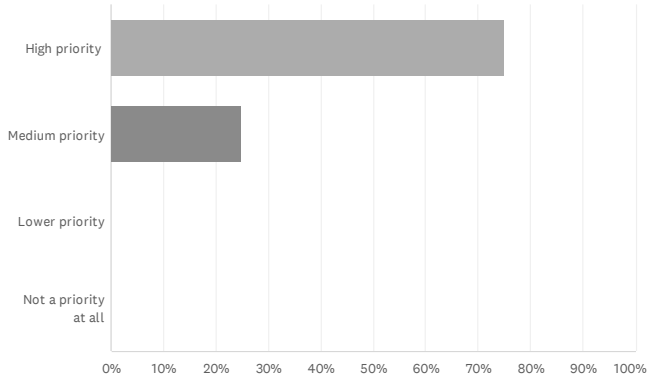

ANSWER CHOICES	RESPONSES	
High priority	75.00%	9
Medium priority	25.00%	3
Lower priority	0.00%	0
Not a priority at all	0.00%	0
TOTAL		12

Q6 Goal 3: Adopt New Technologies to Enhance Customer Service and Increase Efficiency Strategy 3.1 Add Technological Capacity for Improving Scheduling and Dispatching, Tracking Vehicles, and Responding to Unforeseen Changes in Service NeedsRecent improvements in transit technology have resulted in providers finding new levels of efficiency in terms of communicating with passengers, scheduling trips, billing, and managing safe transportation programs.Automatic vehicle locators, tablets for dispatch communications, automatic passenger counters, cameras, and other tools are becoming more common in rural systems. Even in human service transportation programs, the ability to improve scheduling, dispatching, and vehicle tracking can strengthen operations effectiveness. These tools can make responding to unforeseen events like cancellations, no-shows or add-on trip requests easy to respond to in an efficient manner. The ability of scheduling and dispatch software to generate reports is also beneficial for many human service providers that are required to file reports with multiple funders. In some communities, a lead transportation provider has incorporated other, smaller transportation providers into their scheduling software in order to schedule trips with multiple providers through inter-provider service contracts. This type of coordinated arrangement creates new efficiencies within the community's network of public and human service transportation providers.Please rate the priority level of this strategy.

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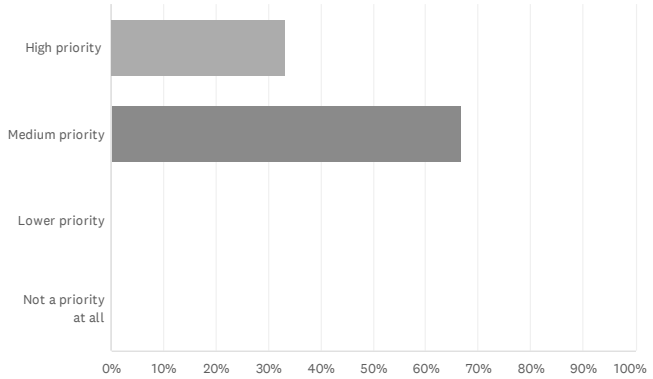
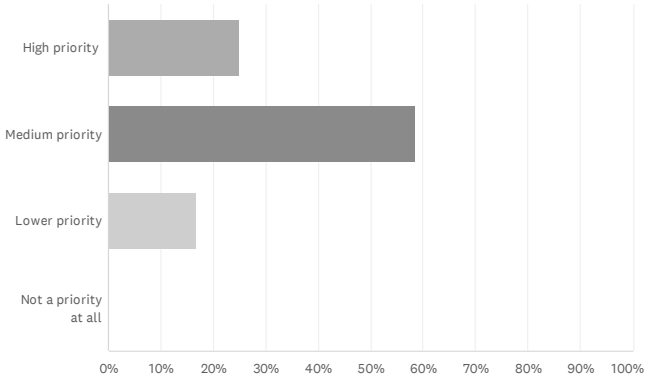


ANSWER CHOICES	RESPONSES	
High priority	33.33%	4
Medium priority	66.67%	8
Lower priority	0.00%	0
Not a priority at all	0.00%	0
TOTAL		12

Q7 Strategy 3.2 Add Customer-Facing Technology for Scheduling TripsCustomer-facing web- or app-based scheduling for trips can provide their riders with greater independence and flexibility. In examining options for scheduling and dispatch technology, consideration should be made for the customer experience and the ability for a customer to schedule their own trip. The implementation of electronic fare media may also play a role in reducing fraud. A variety of web tools and mobile apps are available that meet the needs of agencies at different scales. Please rate the priority level of this strategy.

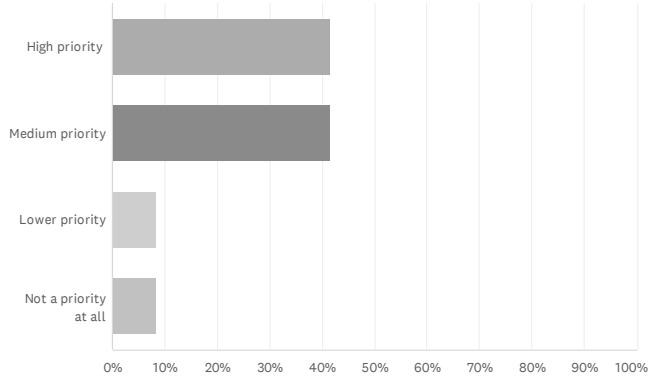
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
High priority	25.00%	3
Medium priority	58.33%	7
Lower priority	16.67%	2
Not a priority at all	0.00%	0
TOTAL		12

Q8 Goal 4: Increase Participation in Initiatives to Enhance MobilityStrategy 4.1 Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations INCOST is the most active statewide association for rural and specialized transportation providers. Participation is not limited to public transit systems; human service agencies may also participate. INCOST meets on a regular basis to discuss statewide policy issues and network to find solutions to common problems. The organization holds an annual conference. The Indiana Transportation Association (ITA) as another statewide transportation organization that focuses on public transit.There are many other interest groups and advocacy organizations that discuss transportation issues and advocate for improvements. The Governor’s Council for People with Disabilities, for example, conducted a statewide study revealing that transportation is one of the top needs for their constituents, prompting new policy and program discussion. The National Federation for the Blind has similar state and local chapters. The American Planning Association organizes professionals that care deeply about filling infrastructure gaps. Health by Design advocates for increased transportation funding and built environment changes that increase accessibility and quality of life. Participation in these and other statewide networks which may lead to opportunities for new grants, pilot projects and funding partnerships.Please rate the priority level of this strategy.

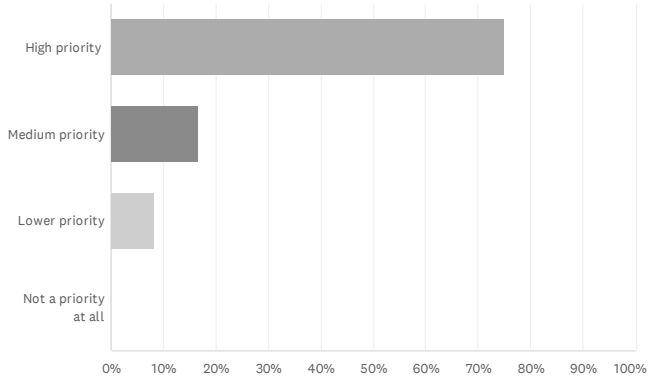
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
High priority	41.67%	5
Medium priority	41.67%	5
Lower priority	8.33%	1
Not a priority at all	8.33%	1
TOTAL		12

Q9 Strategy 4.2 Educate Local Elected Officials About Transportation NeedsIt is critical that transportation providers and stakeholders educate County Commissioners, City Council members, and other local elected officials about the value of public transit and human service transportation. The disconnect between transit and other transportation programs (roads and bridges) can be resolved by bringing transit conversations and trainings to the notice of elected officials.Please rate the priority level of this strategy.

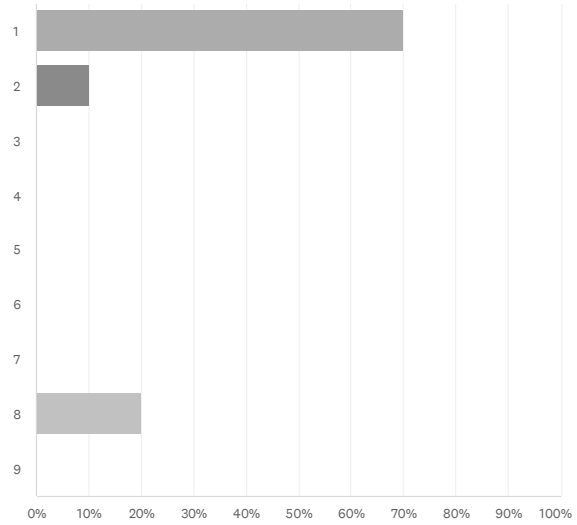
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
High priority	75.00%	9
Medium priority	16.67%	2
Lower priority	8.33%	1
Not a priority at all	0.00%	0
TOTAL		12

Q10 Strategy 1.1: Continue to Provide Public Transit and Human Service Transportation at Existing Levels

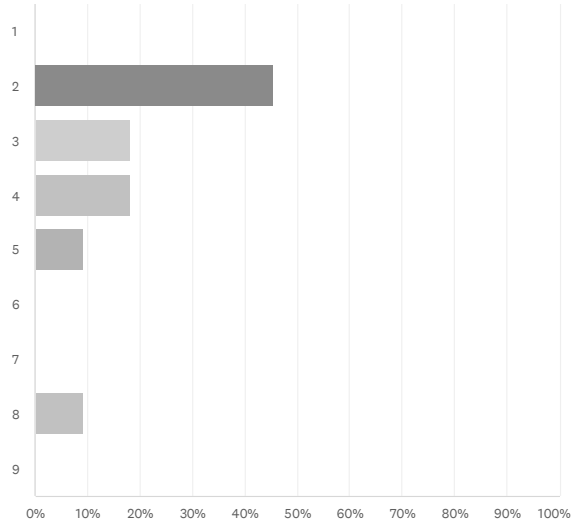
Answered: 10 Skipped: 2



ANSWER CHOICES	RESPONSES	
1	70.00%	7
2	10.00%	1
3	0.00%	0
4	0.00%	0
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	20.00%	2
9	0.00%	0
TOTAL		10

Q11 Strategy 1.2: Generate Public Awareness of Existing Transportation Options

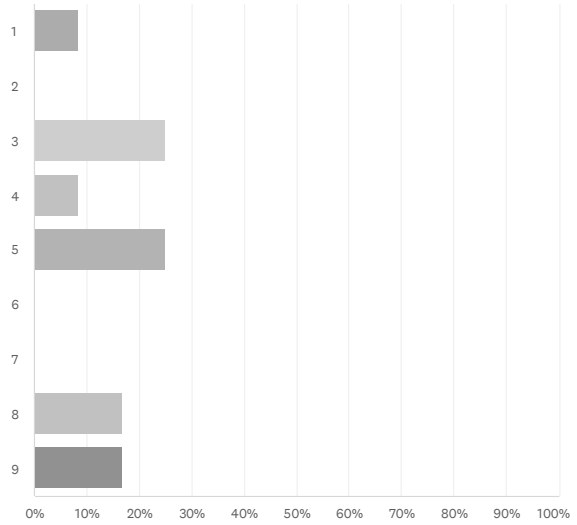
Answered: 11 Skipped: 1



ANSWER CHOICES	RESPONSES	
1	0.00%	0
2	45.45%	5
3	18.18%	2
4	18.18%	2
5	9.09%	1
6	0.00%	0
7	0.00%	0
8	9.09%	1
9	0.00%	0
TOTAL		11

Q12 Strategy 2.1: Initiate Demand Response Public Transportation Service in Rural Areas Outside of the City of Columbus Limits

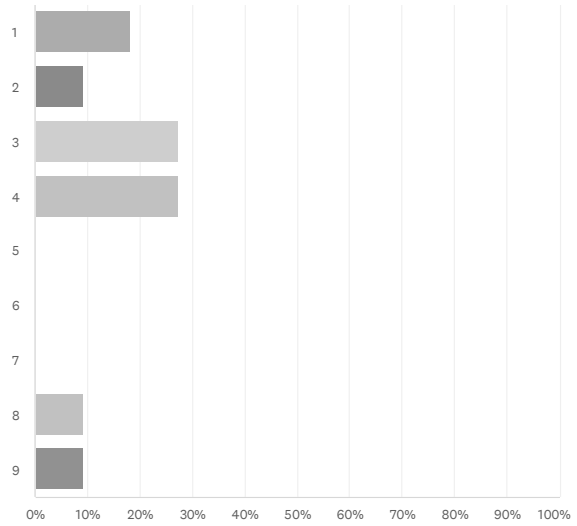
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
1	8.33%	1
2	0.00%	0
3	25.00%	3
4	8.33%	1
5	25.00%	3
6	0.00%	0
7	0.00%	0
8	16.67%	2
9	16.67%	2
TOTAL		12

Q13 Strategy 2.2: Establish a ColumBUS Transit Fixed Route to Serve the Walesboro Industrial Parks

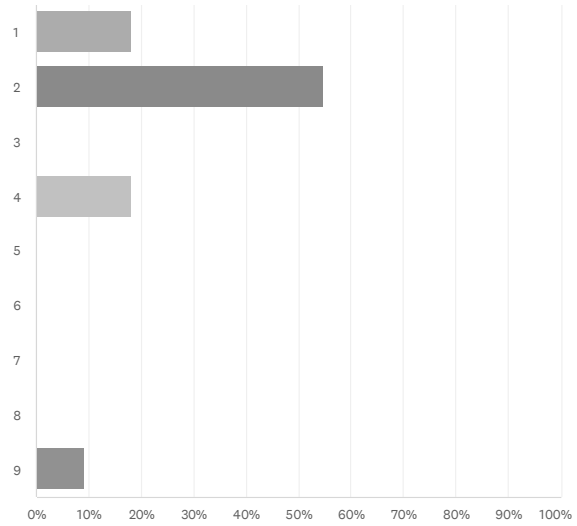
Answered: 11 Skipped: 1



ANSWER CHOICES	RESPONSES	
1	18.18%	2
2	9.09%	1
3	27.27%	3
4	27.27%	3
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	9.09%	1
9	9.09%	1
TOTAL		11

Q14 Strategy 2.3 Ensure Availability of Rides to Addiction Treatment and Other Medical Care

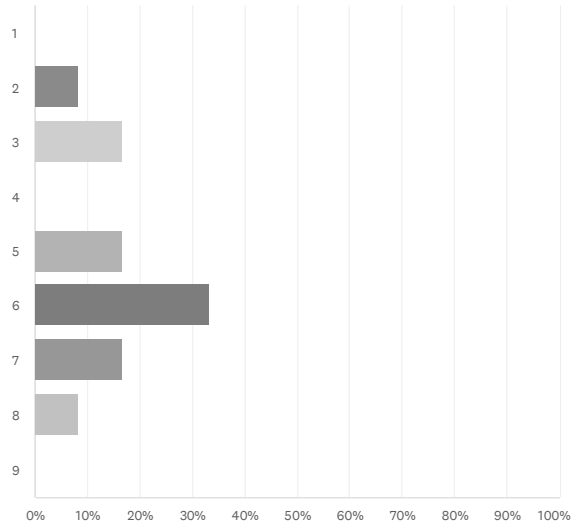
Answered: 11 Skipped: 1



ANSWER CHOICES	RESPONSES	
1	18.18%	2
2	54.55%	6
3	0.00%	0
4	18.18%	2
5	0.00%	0
6	0.00%	0
7	0.00%	0
8	0.00%	0
9	9.09%	1
TOTAL		11

Q15 Strategy 3.1 Add Technological Capacity for Improving Scheduling and Dispatching, Tracking Vehicles, and Responding to Unforeseen Changes in Service Needs

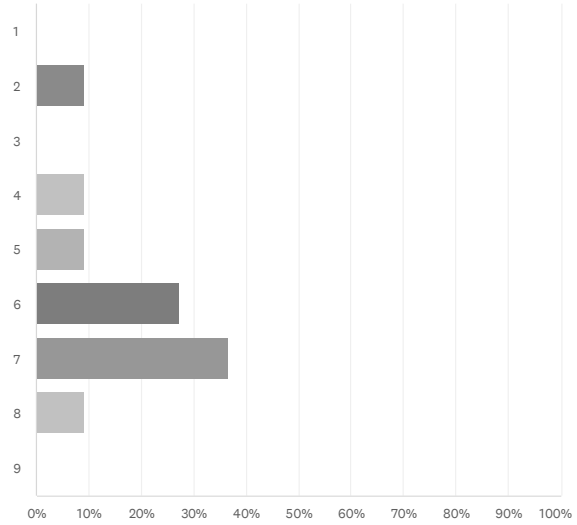
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
1	0.00%	0
2	8.33%	1
3	16.67%	2
4	0.00%	0
5	16.67%	2
6	33.33%	4
7	16.67%	2
8	8.33%	1
9	0.00%	0
TOTAL		12

Q16 Strategy 3.2 Add Customer-Facing Technology for Scheduling Trips

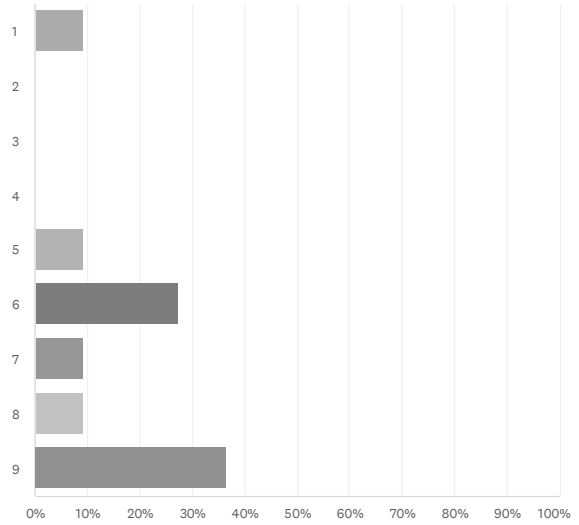
Answered: 11 Skipped: 1



ANSWER CHOICES	RESPONSES	
1	0.00%	0
2	9.09%	1
3	0.00%	0
4	9.09%	1
5	9.09%	1
6	27.27%	3
7	36.36%	4
8	9.09%	1
9	0.00%	0
TOTAL		11

Q17 Strategy 4.1 Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations

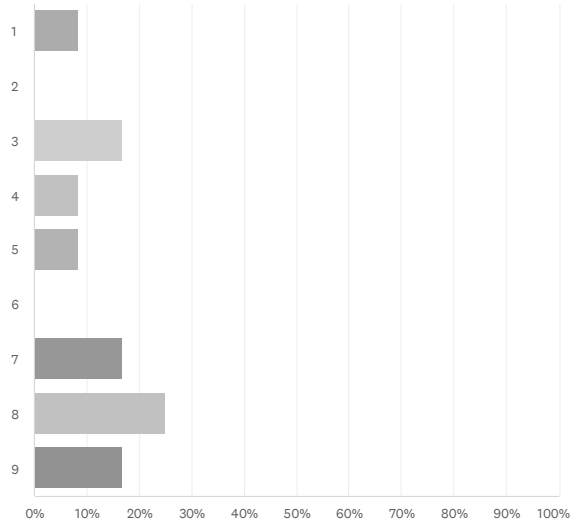
Answered: 11 Skipped: 1



ANSWER CHOICES	RESPONSES	
1	9.09%	1
2	0.00%	0
3	0.00%	0
4	0.00%	0
5	9.09%	1
6	27.27%	3
7	9.09%	1
8	9.09%	1
9	36.36%	4
TOTAL		11

Q18 Strategy 4.2 Educate Local Elected Officials About Transportation Needs

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
1	8.33%	1
2	0.00%	0
3	16.67%	2
4	8.33%	1
5	8.33%	1
6	0.00%	0
7	16.67%	2
8	25.00%	3
9	16.67%	2
TOTAL		12

Q19 We welcome your feedback! Do you have any comments or questions about the goals and strategies?

Answered: 2 Skipped: 10

Q20 Contact Information:

Answered: 6 Skipped: 6

ANSWER CHOICES	RESPONSES	
Name	100.00%	6
Agency	50.00%	3
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	6
Phone Number	83.33%	5