

# **Michiana Area Council of Governments**

## **Public Transit – Human Services Coordinated Transportation Plan 2013-14 Updates and Revisions**



**December 2012**

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## EXECUTIVE SUMMARY

The Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was enacted on August 10, 2005. This federal law requires that transit projects funded under particular Federal Transit Administration (FTA) programs be derived from a locally developed, coordinated public transit-human services transportation plan and be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.

MAP-21, "Moving Ahead for Progress in the 21<sup>st</sup> Century," is the new funding source for transit programs, effective October, 2012. Funding for transit projects for Enhanced Mobility of Seniors and Individuals with Disabilities, Job Access and Reverse Commute, and New Freedom are included in MAP-21, which is a two-year federal funding source for FY2013 and FY 2014.

The Michiana Area Council of Governments (MACOG), a four-county regional planning organization, undertook this planning effort in 2007 for its region, which includes Elkhart, St. Joseph, Marshall, and Kosciusko counties. The *2007 Public Transit – Human Services Coordinated Transportation Plan* ("The Coordinated Plan") illustrated the initial gaps, needs strategies and activities to meet the transit planning process identified in SAFETEA-LU and MAP-21. Annual updates have occurred making minor revisions to the original Coordinated Plan, based on information obtained from the service providers in the region, along with staff knowledge.

Specifically, the Coordinated Plan is required to include the following:

1. An assessment of current transit providers in the four-county area, including public, private, and non-profit providers.
2. An assessment of transit needs for older adults, individuals with disabilities, and persons with low income.
3. Strategies, projects and/or activities to address identified gaps between current services and opportunities to improve service efficiency.
4. A prioritization process for selection of projects to implement specific strategies or activities for potential funding.

MACOG staff held a round of Stakeholder meetings in the MACOG Region (one in each county) to develop a new Coordinated Plan with a scope for the next two years--2013-2014--based on MAP-21 funding. Several planning components were developed during this process for the following needs:

- Documentation of regional transit statistical data

- Identification of transit service providers: human services agencies, public transit, and private transit providers
- Identification of stakeholders in each county to participate in stakeholder meetings
- Administer and document an agency survey and a client survey
- Update of the regional fleet inventory

*Public Transit – Human Services Coordinated Transportation Plan, 2013-14 Update and Revisions* (“The Coordinated Plan”) represents documentation of completed or ongoing strategies and activities since the original Coordinated Plan, along with new gaps and opportunities to meet current and future regional transit needs.

The transit needs of three specific population segments are to be assessed in development of the Coordinated Plan as spelled out in the regulations: elderly persons, persons with disabilities, and low-income individuals. Particular attention was paid to job access, existing transit service to medical sites, schools, public agencies, along with other related travel needs for these individuals.

A client survey and a transit provider survey were administered to the Stakeholder groups. This was a new activity and resulted in over 200 surveys returned. One highlight was the fact that 64% of clients knew that public transit was available in their community, and 27% stated they have used these services. The survey results are included in Section 4 of this document.

Strategies and Priorities are found in Section 7. Several of the strategies include the review of the fleet inventory by the Stakeholders. This will acquaint these agency personnel with the current transit providers in the four-county MACOG Region. Summarized data of the fleet inventory is included in Section 2. The complete fleet inventory is included in the Appendix to the Plan.

A repeated concern expressed by Stakeholders at each input meeting was the overwhelming need for public transportation at an affordable price. Stakeholders expressed the concern that available transportation, aside from personal vehicles, is critical and has an economic impact on communities. Stakeholder participants relayed stories of clients that were not able to make job interviews, job training, or work evening or night shifts which often come with a higher wage, because they had no way of getting there.

Stakeholders also expressed concern that clients were not able to make medical appointments or had to reschedule appointments because medical transport options were not available at the needed time. With the decline in the number of private transit providers that accept Medicaid, it has become even harder for low income clients to find transportation to medical services.

Stakeholders concurred that regional transit gaps include the lack of transit services on Sundays, holidays, and late night or between towns and cities in some counties. The Stakeholders also indentified that there are limited transit services that accept Medicaid, since no local taxi service will accept this type of reimbursement. The lack of a Greyhound bus stop in Elkhart was also listed as a service gap.

While some Stakeholders representing social service agencies indicated that they provide tokens, bus passes and may provide some funding for taxi services for their clients, the need is greater than their budgets can handle.

Developed as a result of an identified transit gap in the original Coordinated Plan, the transit route that interconnects public bus travel between Goshen/Elkhart and South Bend/Mishawaka has been developed since the last planning process and is successful. The route represents a connection between the Interurban Trolley in Elkhart County with Transpo (South Bend/Mishawaka) at Bittersweet Road in St. Joseph County. This connection has been retained unchanged by Transpo and the Interurban Trolley. The description of current transit services is contained in Section 1, and the description of transit service changes are contained in Section 3.

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## **GLOSSARY OF TERMS**

<b>Demand-Response</b>	A form of transit service where a request for a ride is made (demand) and a service vehicle is sent (response) to pick up the rider.
<b>FHWA</b>	Federal Highway Administration.
<b>FTA</b>	Federal Transit Administration—The federal agency that funds and oversees public transit.
<b>Fixed-Route Service</b>	A form of transit that is operated on designated routes (fixed) whereby the rider must go to the route to use the transit service.
<b>INDOT</b>	Indiana Department of Transportation.
<b>LEED</b>	“Leaderships in Energy and Environmental Design” is a set of rating systems developed by the U.S. Green Building Council intended to provide building owners and operators a framework for identifying and implementing practical and measurable solutions to improve and protect the environment and energy consumption.
<b>MACOG</b>	Michiana Area Council of Governments--the regional planning agency for Elkhart, Kosciusko, Marshall and St. Joseph Counties in northern Indiana.
<b>MAP-21</b>	<i>Moving Ahead for Progress in the 21<sup>st</sup> Century</i> , P.L. 112-141 is the federal law that authorizes two years of funding for surface transportation programs including highway, transit, bike and pedestrian programs, under the Federal Highway Administration.
<b>Paratransit Service</b>	Enhanced transit that allows seniors or persons with disabilities increased mobility using transit services. Paratransit service vehicles are usually wheelchair accessible with special lifts or ramps.
<b>SAFETEA-LU</b>	<i>Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users</i> , is the federal law that authorizes four years of funding for surface transportation programs including highway, transit, bike and pedestrian programs, under the Federal Highway Administration.

**Subscription rides**

Transit services that provide a set schedule of trips to a specific destination at a specified rate.

**User-side subsidy**

Subsidized transit service with the rider (user) paying a portion of the trip cost, and the transit provider or other agency paying a portion of the fare.

## INTRODUCTION

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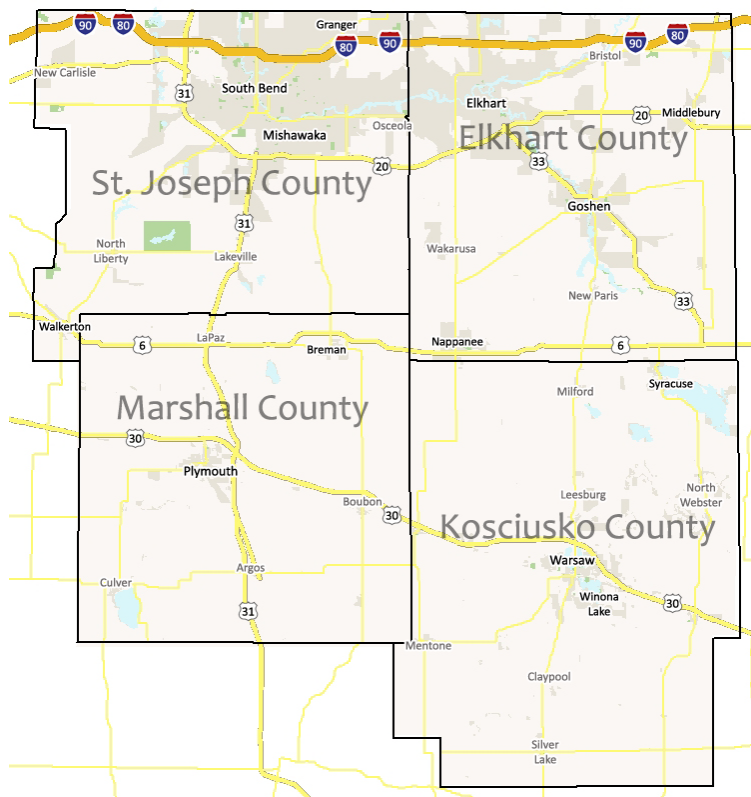
Completion of the needs was incorporated into the development of the 2013-2014 Public Transit – Human Services Coordinated Transportation Plan.

The Plan includes a summary of gaps and needs in current transit services. Additionally strategies and activities are included that could serve to fill the gaps and needs.

## ABOUT THE REGION

The region that the Michiana Area Council of Governments focuses on is comprised of a mix of urban (St. Joseph and Elkhart Counties) and rural counties (Kosciusko and Marshall Counties) in northern Indiana. Each county also has a mix of concentrated population areas associated with cities and towns, but includes unincorporated segments that would be considered low density rural or suburban in nature where population densities could be higher. The composition of urban, suburban and rural with various unincorporated and incorporated areas may cause complications when trying to provide transit services for the entire regional population, if coordination is not used. The Regional map shows the four counties in the MACOG region, the major cities and towns, and the major roads. The Coordinated Plan is based on this geographical area.

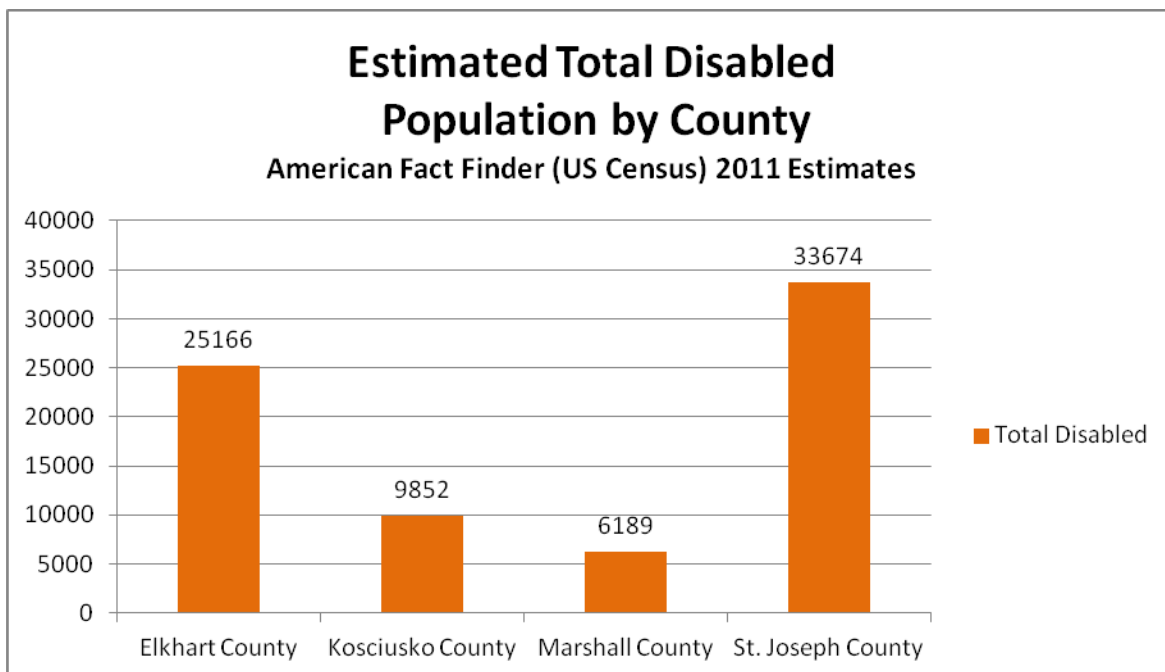
MACOG Regional Map



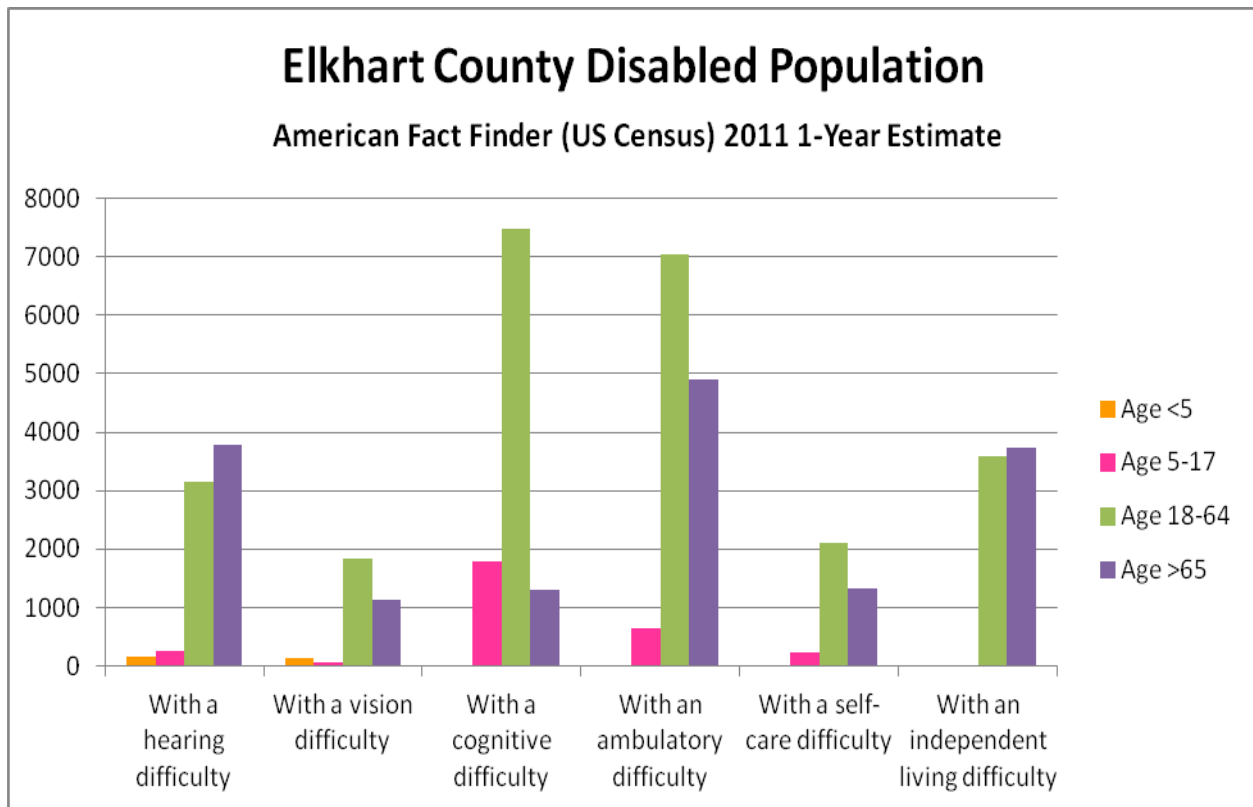
Based on review of census data estimates from the American Family Survey, residents in the MACOG region use a number of modes of transportation. Pie charts for each county showing this information located in Appendix 3.

The Coordinated Plan serves to evaluate the transportation needs of specific segments of the regional population. The following graphs identify the concentration of those segments within each county in the region: Low income residents, persons with disabilities, and older adults.

The data in the following charts is based on the American Fact Finder survey that was used during the 2010 Census. This data is based on the survey responses, and represents how the respondents described themselves.

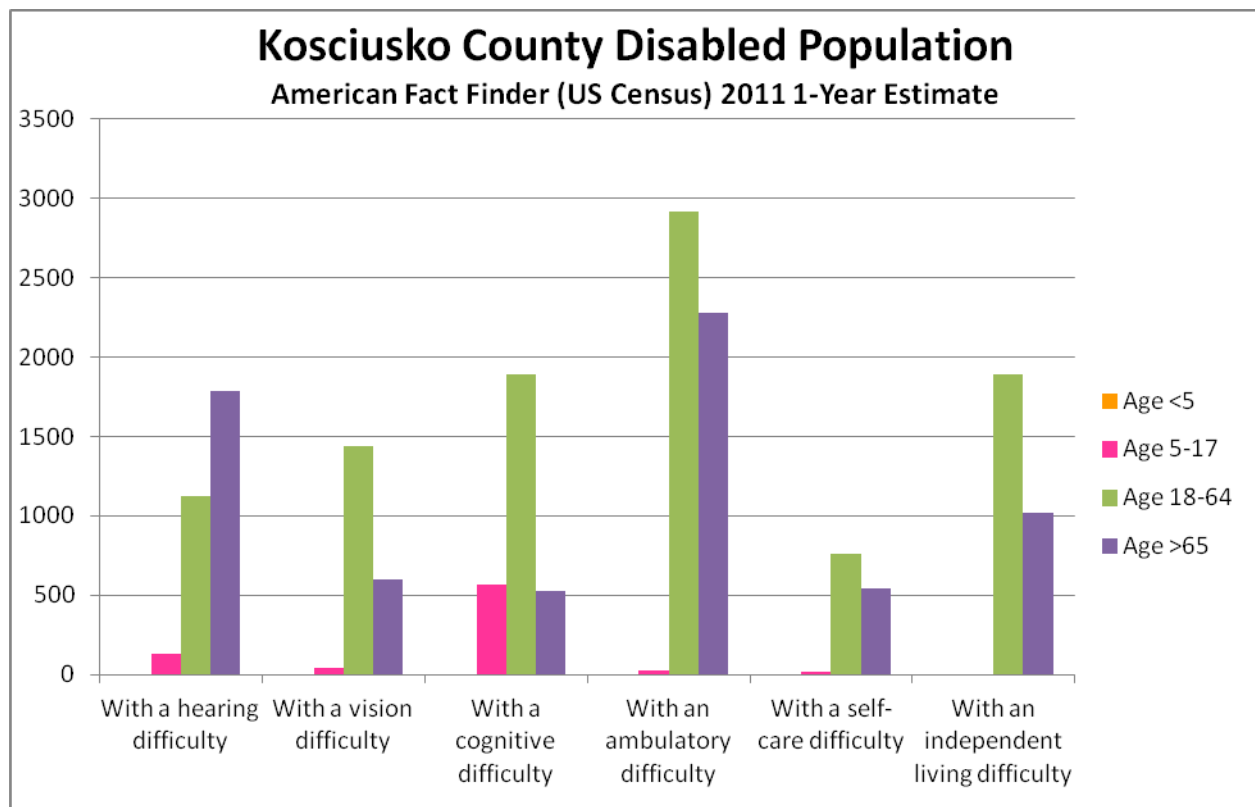


This chart shows the number of persons in each of the four counties that have described themselves as disabled. The following County charts display the type of disabilities the respondents used. Please note that the respondents were able to pick more than one disability on the following charts, so the total number of persons will not necessarily match the total population in this four county chart.



The Elkhart County chart shows that persons aged 18-64 with a cognitive difficulty is the largest group citing a disability, with ambulatory difficulties cited as the next highest disability.

Older persons aged 65 and above cite ambulatory difficulty, hearing difficulty and independent living as their main disabilities.

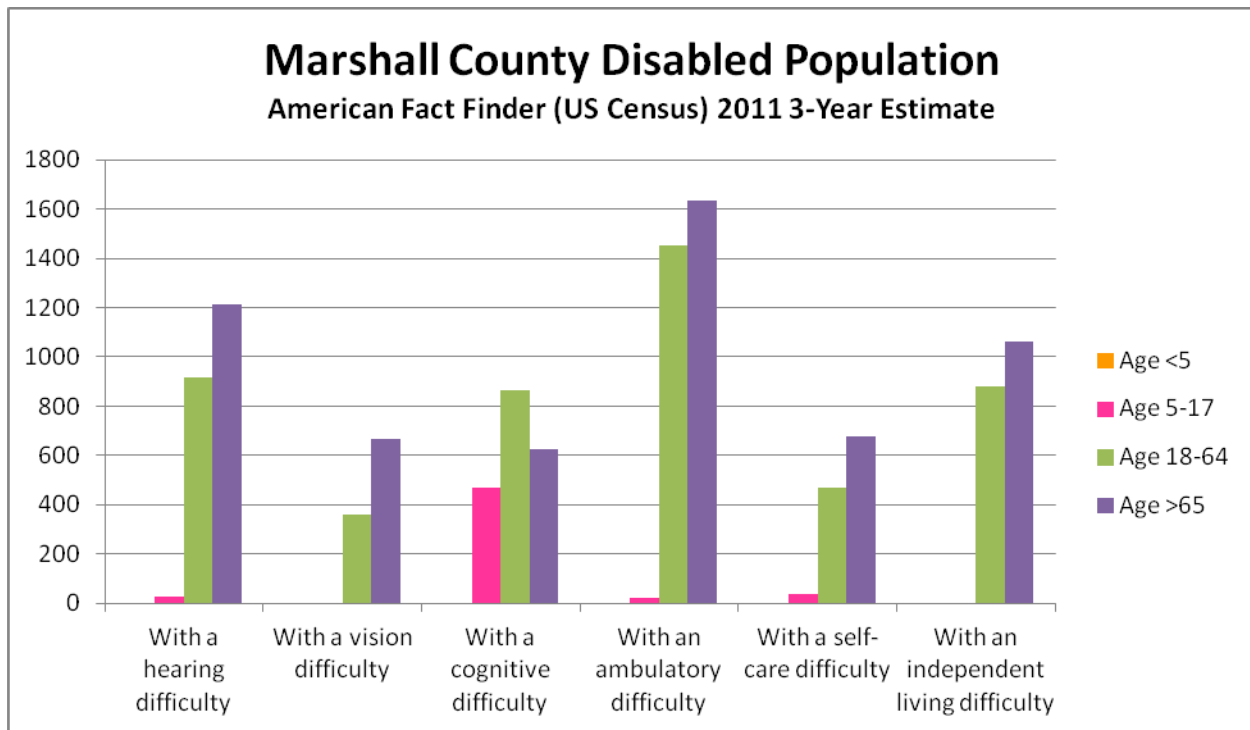


The Kosciusko County chart shows that persons aged 18-64 have cited ambulatory difficulty as their main disability, with independent living and cognitive difficulty as other major disabilities.

Older persons aged 65 and above cite ambulatory difficulty and hearing difficulty as their main disabilities.

The Kosciusko County data also show a segment of younger persons that cite cognitive difficulty as their disability.

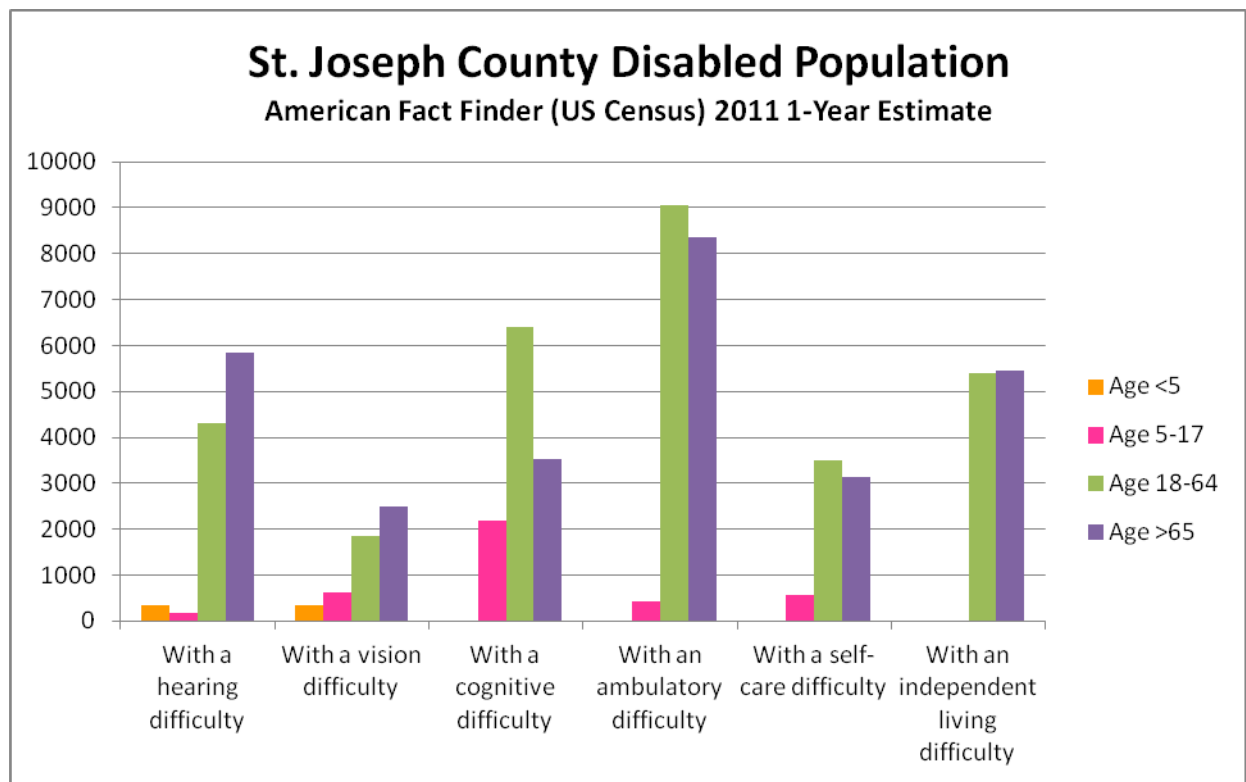




The Marshall County chart shows that older persons aged 65 and above is the largest group and cites ambulatory difficulty, hearing difficulty and independent living as their main disabilities.

Persons aged 18-64 have cited ambulatory difficulty as their main disability, with hearing difficulty and independent living as other major disabilities.

The Marshall County data also show a segment of younger persons that cite cognitive difficulty as their disability.

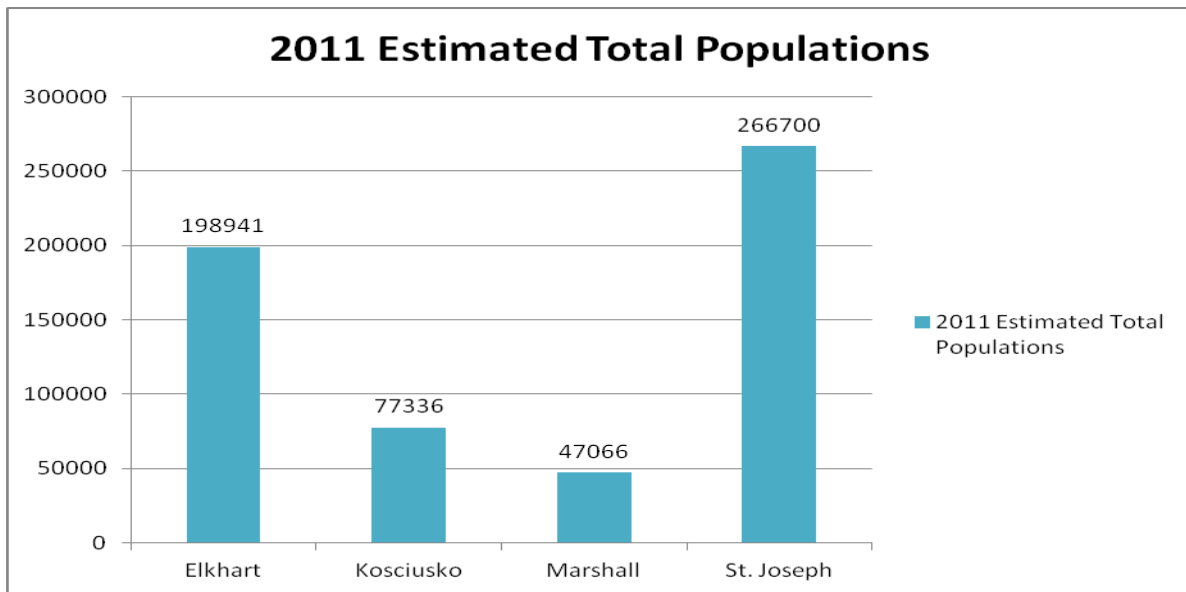


The St. Joseph County chart shows that persons aged 18-64 are the largest group and cite ambulatory difficulty and cognitive difficulty as their main disabilities.

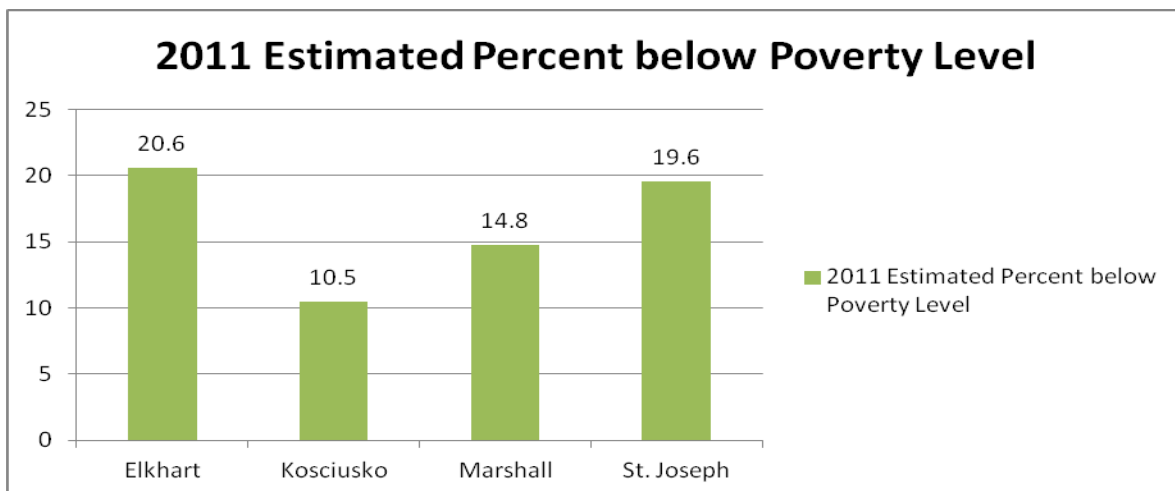
Persons aged 65 and above cite ambulatory difficulty as their main disability, with cognitive difficulty and independent living as other major disabilities.

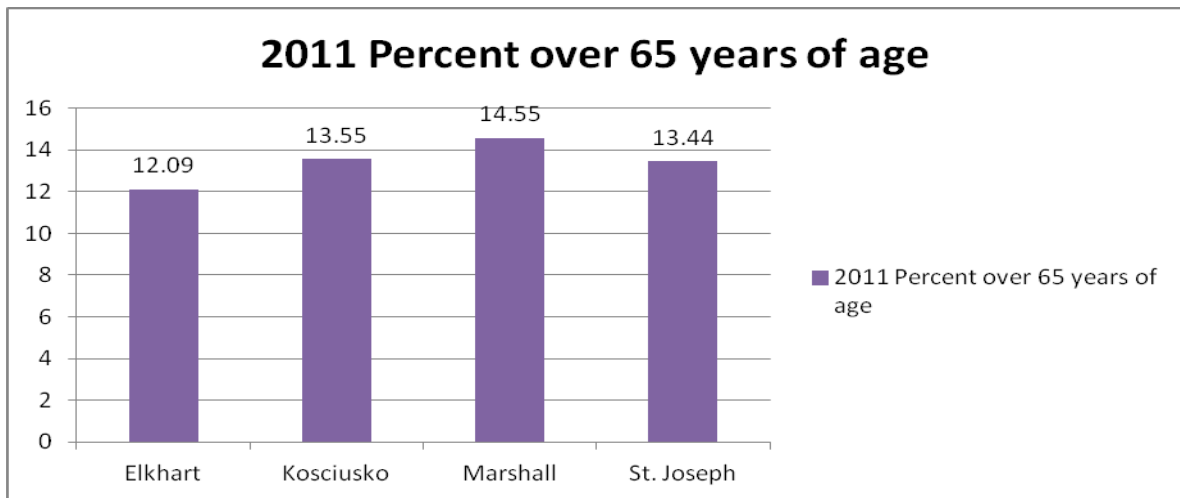
The St. Joseph County data also show a segment of younger persons aged 5-17 that cite cognitive difficulty as their disability. Also a small group of persons under age 5 are cited with vision and hearing difficulties.

The charts on the following pages show County data on the number of low income persons and the number of older adults in the counties.



This chart represents the 2011 estimated Total estimated population by county. The low income and older adult populations are shown below and on the following page.





This completes the data for the populations targeted by the Federal Transit Administration (FTA) for consideration in the Coordination Plan: Low income residents, persons with disabilities, and older adults.

## **Section 1: Public Transit Services in the MACOG Region**

Several public transit agencies are available in the four-county region. These transit services may be fixed-routes, demand response, or even county-wide. Also included are the public rail services in the region. These public services are described in this Section by County.

### **Elkhart County Public Transit Service Providers**

#### Heart City Rider/Goshen Transit Service

Demand-response paratransit service is operated in Elkhart and Goshen through a user-side subsidy program and a MACOG service contract with local taxi companies. Demand response trips are scheduled in “real time,” no prior reservation is needed, but advanced reservations are requested. The vans used in this service are wheelchair accessible. This demand response service operates curb to curb. Riders must register at local intake sites to obtain a rider card that must be shown when riding to obtain the subsidy. There is no cost to register for a rider card.

Service operates seven days a week, 24 hours a day, including holidays. The vehicle fleet is comprised of 2 hybrid vehicles and 12 low-floor minivans equipped with ramps for wheelchair accessibility. A computerized dispatching system is used to document trip requests and the associated trip data for each rider trip. The service is also used as paratransit service for persons who are unable to use the bus system due to disabilities.

Ridership: 65,275 demand response trips were taken in 2010, 75,989 trips were taken in 2011--an increase of 16.8%. During 2012, 12,292 trips had been taken through June-- a 7.3% increase from June 2011.

The rider fare is based on trip mileage: As of 2012, \$3.70 is charged for the first mile and \$1.80 for each additional mile. Ambulatory rider trips are subsidized at half fare, up to a \$3.00 subsidy.

Persons using wheelchairs are charged \$12.00 for the first 3 miles, and \$1.80 for each additional mile. These trips are subsidized up to \$9.60. ADA-eligible riders pay \$2.00 per trip, if the origin and destination of the trip is within the ADA corridor (which is an area 3/4 mile on either side of the fixed bus routes).

#### The Interurban Trolley – Fixed Route Service: Elkhart/Goshen

Fixed route service in Elkhart/Goshen started in 1999 with one main transit line connecting Elkhart and Goshen. In subsequent years the Interurban Trolley service has expanded to four inter-linked routes within Elkhart County and one route that links Elkhart County transit service to St. Joseph County transit service.

In response to identified gaps and needs in the 2007 Coordinated Plan, MACOG developed the Bittersweet/Mishawaka Interurban Trolley route in September 2009. The

Interurban Trolley connects to the South Bend Transpo Rt.9-bus at Martin's Supermarket on Bittersweet Road, Mishawaka. This route connection expanded transit travel between the Elkhart/Goshen area and the South Bend/Mishawaka area producing access to the South Bend Regional Airport and the South Shore train service expanding travel opportunities to Northwest Indiana and Chicago, as well as colleges and universities, retail areas, and other popular transit locations for Elkhart county residents.

During 2012 the fixed routes were revised due to funding issues. The Elkhart East/West route and the Concord route were realigned and renamed. At the same time all the route names were changed to include a color in the route name, such as the "Blue Line/North Pointe". The route colors coordinate with the same colors used on the transit route map for each individual route and also on the route schedules providing ease by riders in identifying the right schedule and service map for the desired Trolley. These changes were made in April 2012.

The revised routes include the following:

- Hourly trips to the new Ivy Tech College on County Road 18, Elkhart County, which had been served with only three daily trips on the Orange Line East
- Faith Mission, a nonprofit service for homeless and low income persons, was added to the Green Line/South West route (give street/intersection locations)
- A new transfer point between the Green and Orange routes at the Kroger/Sears site in Elkhart (give street/intersection location)

Ridership: 217,837 passenger trips were taken in 2010; 302,118 passenger trips were taken in 2011 which was a 39% increase. During 2012, 177,705 passenger trips had been taken through June--a 31% increase compared with the same period in 2011.

Eight lift-equipped trolley buses operate on the five-route system. Drivers assist riders who are wheelchair-bound, using a lift to board the vehicle. Drivers also secure the rider and their wheelchair onboard.

The base fare is \$1.00 per one-way trip. One transfer between routes may be issued free. Seniors aged 65+ and Medicaid card holders can ride for half-fare during non-peak hours (5:00 am-7:00 am, 11:00 am-3:00 pm and 6:00 pm-7:00 pm. The service spans from 5:00 am to 7:55 pm on weekdays and from 5:40 am to 7:00 pm on Saturdays. There is no Saturday or Holiday service.

Information on the Elkhart and Goshen transit services is available online at [www.macog.com](http://www.macog.com) and [www.interurbantrolley.com](http://www.interurbantrolley.com)

## **St. Joseph County Public Transit Service Providers**

### South Bend Public Transportation Corporation (Transpo)

Transpo operates the fixed route service in South Bend and Mishawaka with twenty transit routes. A peak hour weekday shuttle service to the Blackthorn Industrial area (located in northwest South Bend) is also available.

During the school year Transpo operates the school “Tripper” service for Mishawaka schools, since the school system does not operate a school bus service. Five fixed routes service many of the schools. Four additional routes operate in the morning and afternoon to serve other specific Mishawaka schools. Transpo also operates a route serving Notre Dame and St. Mary’s College during the school year.

#### Service Span: Fixed Route (Transpo)

Transpo’s fixed route service operates on weekdays from 5:20 am to 10:10 pm and from 6:40 am to 7:10 pm on Saturdays.

The #7 ND route operates until 10:18 pm on Saturdays; the #7A Midnight Express operates from 9:40 pm to 3:38 am on Fridays and Saturdays.

The Blackthorn Express route has four trips on weekdays at 7:20 am, 8:20 pm, 2:20 pm and 3:20 pm. One additional am and pm trip is added when the South Bend Career Academy is in session.

Transpo routes do not operate on Sundays or on Holidays.

The current bus fare for a one-way trip is \$1.00, which increased in 2010 from 75 cents. Passengers can request one free transfer to travel on another route. Persons aged 65+, disabled persons, and Medicare cardholders ride for half-fare. Up to two children aged 4 and under ride free with a fare-paying passenger.

Four types of passes are available:

- 31-day Adult pass for \$35
- 2-week pass for \$18.00
- 2-Ride Pass for \$2.00
- 31-day Student pass
- 10-Ride ACCESS punch card for \$20.00
- 2-Ride ACCESS punch card for \$2.00

Bus passes can be purchased online or at the South Street Station transfer station of Transpo.

## Service Span: Paratransit (Transpo Access)

Transpo's Paratransit service, Transpo Access, is ADA complementary paratransit service. It provides comparable service to the fixed route service for persons whose disabling conditions prevent their use of the regular bus service. This service is provided according to guidelines set forth by the Americans with Disabilities Act of 1990. Persons who use this service must be certified as ADA paratransit-eligible. The current fare is \$2.00—an increase from the 2010 fare of \$1.50.

Transpo Access operates the same days and hours as the fixed route--Monday-Thursday from 5:10 am to 10:15 pm; Friday from 5:10 am – 2:30 am; and Saturday on the same hours as Transpo routes. Transpo Access does not operate on Sundays or on Holidays.

Ridership:	<u>Year</u>	<u>Fixed Route</u>	<u>Paratransit</u>	<u>TOTAL</u>
	2009	2,470,120	44,931	2,515,051
	2010	2,105,135	48,464	2,153,599
	2011			1,354,741

(Source: National Transit Data for 2009 and 2010, Indiana Public Transit 2011 Annual Report for 2011).

Transpo route schedules and paratransit information and other transit information is available at [www.sbtranspo.com](http://www.sbtranspo.com)



## **Kosciusko County Public Transit Service Providers**

### **Kosciusko Area Bus Service (KABS)**

The Kosciusko Area Bus Service (KABS) operates demand-response service from 5:30 am to 8:00 pm. on weekdays in Kosciusko County, Indiana. There is no Saturday or Sunday or Holiday service.

KABS operates with 12 vehicles in its fleet which are all ADA accessible. 8 vehicles are required for the Base/Peak Hour Fleet. KABS also provides Medicaid transportation anywhere in the State of Indiana for eligible passengers and special transportation can be set up for groups, organizations or businesses Two new county routes were implemented in 2010 to serve the County.

KABS has a guaranteed on-time service policy. If the vehicle arrives late, the ride is given free. A 10-ride pass or tokens are available. KABS accepts subscription rides, which schedules a “standing” reservation. KABS services all social service agencies, industrial areas, medical facilities, retail and commercial areas, and residential areas in Kosciusko County.

Base fare is \$1.00 for one-way trips up to 10 miles, \$2.00 for trips from 11-25 miles, and \$3.00 for trips 26 or more miles, with 24-hour notice. An additional fee of \$4.00 is charged for same day service. This fare change was implemented in 2010.

Ridership:	<u>Year</u>	<u>Passenger Trips</u>
	2009	54,884
	2010	60,944
	2111	65,931

Source: INDOT 2010 and 2011 Public Transit Annual Reports

## **Marshall County Public Transit Service Providers**

### Marshall County Council on Aging

Marshall County Council on Aging (COA) transit service operates on weekdays from 7:00 am to 5:30 pm by appointment. There is no weekend or holiday service. The service area includes the entire Marshall County. The COA also has funding that allows them to provide trips in all of Indiana.

This public paratransit service operates with 8 vehicles that are ADA accessible--four vans, three buses, and one car. The general service area is Marshall County. However this service can be used to travel anywhere in Indiana. Medicaid transportation is also provided.

Additional daily service to and within several towns in the County, including Bremen (Mondays), Bourbon(Thursdays) and Culver(Wednesdays), has been incorporated into the COA transit program. This extended service fills a transit gap identified in the 2007 Coordinated Plan.

Marshall County Council on Aging continues to provide transit services through "New Freedom" funding. Route-type transit service is offered for "JESSE" Special Education programs and Marshall-Starke Development Center Work Experience clients. These individuals use expanded public service to reach employment, volunteer services, and life-skill training in the Marshall County area. The goal of both these programs is for independence and quality of life, and the expanded transportation is a pivotal element.

COA transit fare is \$2.00 per pick up and first stop, with a \$1.00 charge for each additional stop in the local area. A \$5.00 fee per one-way trip is charged for trips up to 30 miles; and a \$10.00 per one-way fee is charged for trips that are 31 or more miles.

Ridership:	<u>Year</u>	<u>Passenger Trips</u>
	2009	10,382
	2010	11,578
	2111	15,270

Source: INDOT 2010 and 2011 Public Transit Annual Reports

## Rail Service in the MACOG Region

### Amtrak

Three daily **Amtrak** routes serve the MACOG region. Amtrak stations are located in South Bend and Elkhart and also in Niles, MI. The route names and major cities served are show below with the train stations also identified.

Amtrak Station: South Bend: 2702 W. Washington St.

Amtrak Station: Elkhart: 131 Tyler Avenue in downtown Elkhart

Routes (serve South Bend and Elkhart)

- Capital Limited: Chicago – Pittsburgh-Cleveland – Washington
- Lakeshore Limited: New York/Boston – Albany-Syracuse-Buffalo-Erie-Cleveland-Toledo-Chicago

Amtrak Station: Niles: 598 Dey Street

- Wolverine Service Blue Water and Pere Marquette (Niles)

Information on train schedules and fares is available at [www.amtrak.com](http://www.amtrak.com).

### Northern Indiana Commuter Transportation District—South Shore Line

The **South Shore Line** commuter trains are operated by the Northern Indiana Commuter Transportation District (NICTD). Daily and weekend commuter trains operate between the South Bend Regional Airport and downtown Chicago. There are five daily trips to and from South Bend and five weekend/holiday trips to and from South Bend. Passengers board at the rail platform at the South Bend Regional Airport. 65 peak hour trains are operated to maintain this rail service. During 2011 NICTD completed rebuilding its signal system, replaced its overhead power wire form Gary to Michigan City, and rehabilitated its station platform in downtown Gary.

Base fares are \$4.75-\$11.75 depending on boarding location and destination. Elderly/Disabled fares are \$2.25-\$5.75. Monthly passes are \$135.12 to \$331.50.

Ridership in 2011 was 3,706,676 passenger trips.

(Source: 2011 Indiana Public Transit Annual Report)

Additional information about this commuter service is available at [www.nictd.com](http://www.nictd.com).

## **Section 2: Private Transit Services in the MACOG Region**

One of the requirements for the Coordinated Plan is to provide an assessment of current transit providers in the four-county area, including public, private, and non-profit providers. The invitation letters to the Stakeholder agencies included a provider survey that was to be completed and provided to MACOG for this assessment. A copy of the regional fleet inventory maintained by MACOG is included in the Appendix. A condensed chart with information about the private and non-profit fleets in the region is shown in the chart below.

### Private and Non-Profit Vehicle Fleets in the MACOG Region

Agency	Service Type	County/City	Vehicle Fleet	Service Span
ABC Cab	Taxi service, \$6.00 base fare	St. Joseph/Elkhart	2 vans, 7 taxis	24/7
ADEC Inc.	Non-Profit	Elkhart County	7 accessible buses	24/7
Aids Ministries	Non-Profit	St. Joseph County	1 van	Monday-Friday, 8:00 am-4:30 Pm
American Cab	Taxi service, \$7.00 base fare	St. Joseph/Elkhart	6 taxis	24/7
Argos Community Schools	Public School	Marshall County	1 84-passenger buses, 9 66- passenger buses, 4 15-passenger buses	School Hours
Atria Living Center- Tanglewood Trance	Rehab/Senior Living Center	St. Joseph County	1 bus	
Bashor Children's Home	Non-Profit	Elkhart County	8 vans, 3 minivans, 5 cars, 3 maintenance trucks	
Baugo Community Schools	Public School	Elkhart County	13 buses	School Hours
Blue Ribbon Taxi	Taxi service	St. Joseph/Elkhart	20 taxis/South Bend, 2 taxis/Elk/Goshen, and one accessible 15-passenger bus w/1 tie-down position	24/7
Boys and Girls Club of Nappanee	Non-Profit	Elkhart County	One 15-passenger van	
Bremen Community Schools	Public School	Marshall County	19 buses	School Hours
Brentwood at Elkhart	Rehab/Senior Living Center	Elkhart County	One 12-passenger van with 2 tie-down positions	
Cardinal Charters	Bus Charter Company	Regional	44 buses, 4 have lifts, also 3 accessible minivans	by charter

Agency	Service Type	County/City	Vehicle Fleet	Service Span
Checker Cab	Taxi service, \$7.00 base fare	St. Joseph/Elkhart		24/7
City Cab Company	Taxi service	Plymouth		
Coach USA	Bus Charter Company	Regional	Daily trips to Midway and O'Hare Airports	From SB Regional Airport
Concord Community Schools	Public School	Elkhart County	137 buses	School Hours
Corvilla Inc.	Non-Profit	St. Joseph County	1 van, 7 vans with lifts, 1 pickup truck	
Courtyard Healthcare Center	Rehab/Senior Living Center	Goshen	1 van	24/7
Culver Community Schools	Public School	Marshall County	26 buses	School Hours
Ducomb Community Corrections	Non-Profit	St. Joseph County	Two 15-passenger vans, 1 minivan, 1 car	Monday- Sunday, 8:00 am-Midnight
East Lake Terrance	Rehab/Senior Living Center	Elkhart County	1 van	24/7
Elder Haus, Nappanee	Non-Profit	Elkhart County	2 vans	Monday-Friday, 9:00 am -4:00 pm
Elkhart Community Schools	Public School	Elkhart County	137 buses	School Hours
Elkhart Council of Aging	Non-Profit	Elkhart County	3 low-floor minivans, one 4-door sedan, 1 small transit bus	Monday-Friday, 8:00 am-8:00 pm
Express Cab	Taxi service, \$6.00 base fare	St. Joseph/Elkhart		24/7
Fairfield Community Schools	Public School	Goshen	26 buses	School Hours
Greencroft, Goshen	Non-Profit	Elkhart County	6 buses	Monday-Friday, 7:00 am - 5:00 pm

Agency	Service Type	County/City	Vehicle Fleet	Service Span
Greyhound	Bus Charter Company	Regional	Daily trips to Chicago, Detroit, Indpls, Toledo	From SB Regional Airport
Healthwin Specialized Care Facility	Rehab/Senior Living Center	St. Joseph County	1 van	
Hoosier EMS				
Hoosier Ride	Bus Charter Company	Regional	Daily trips to Indpls & Benton Harbor, with stops in South Bend LaPaz, Rochester, Peru, & Kokomo	From SB Regional Airport
Inwood Hill Estates	Rehab/Senior Living Center	St. Joseph County	1 bus	
Jewish Federation Senior Services	Non-Profit	St. Joseph County	1 van	Monday-Friday, 9:00 am-5:00 pm by appointment
John Glenn Schools, Walkerton	Public School	Walkerton	32 buses	School Hours
Juvenile Justice Center	Non-Profit	St. Joseph County	3 vans, 1 minibus (no lifts)	
Marshall County Council of Aging	Non-Profit	Marshall County	7 vans, 1 car	Monday-Friday, 8:00-4:00 pm
Marshall-Starke Development Center	Non-Profit	Plymouth	8 lift-equipped vans	
MDC-Goldenrod, Goshen	Non-Profit	Elkhart County	One 15-passenger van, 2 7-passenger vans	
Michiana Cab	Taxi service, \$6.00 base fare	St. Joseph/Elkhart	5 vans	24/7
Middlebury Community Schools	Public School	Elkhart County	52 buses, 2 minibuses	School Hours
Miller's Merry Manor, Plymouth	Rehab/Senior Living Center	Marshall County	2 accessible buses	Monday-Friday, whenever needed
MTC-Intrans/Kangakab	Private Charter	St. Joseph/Elkhart	7 accessible vans	

Agency	Service Type	County/City	Vehicle Fleet	Service Span
New Prairie United School Corp., New Carlisle	Public School	New Carlisle	36 buses	School Hours
Niles Dial A Ride	Public Transit (Auten/St.Rd.933)	Niles, Michigan	5 accessible buses	Monday-Friday
Penn Harris Madison School Corp.	Public School	Penn, Harris, & Madison townships	132 buses, 2 smaller buses	School Hours
Plymouth Community Schools	Public School	Marshall County	40 buses	School Hours
Real Services	Senior Center	St. Joseph County	7 vans (no lifts)	
Royal Excursion	Bus Charter Company	Regional	22 motor coaches (2 w/ lifts), 8 minibuses (2 w/lifts), 3 vans, 2 cars	by charter
School City Of Mishawaka	Public School	Mishawaka	10 buses, 3 smaller buses	School Hours
Shady Rest Home	Rehab/Senior Living Center	Plymouth	1 minibus and 1 minivan	
South Bend Community School Corp.	Public School	South Bend	235 buses	School Hours
St. Paul's Estates	Rehab/Senior Living Center	St. Joseph County	1 bus	
The Arbors at Southfield Village	Rehab/Senior Living Center	St. Joseph	1 bus	
Tippecanoe Township Trustee	Township Trustee	Plymouth	1 van	by appointment
Triton Community Schools	Public School	Marshall County	21 buses	School Hours
Union North United Schools, Lakeville	Public School	Lakeville	19 buses. 4 midsize, 2 smaller	School Hours
Village at Arborwood	Rehab/Senior Living Center	St. Joseph County	1 bus	



Agency	Service Type	County/City	Vehicle Fleet	Service Span
Wa-Nee Community Schools	Public School	Nappanee	34 buses	School Hours
Waterford Crossing	Rehab/Senior Living Center	Goshen	2 vans	24/7
Yellow Cab	Taxi service, \$7.00 base fare	St. Joseph/Elkhart	12 taxis	24/7
YMCA of Elkhart	Non-Profit	Elkhart County	2 minivans	Monday-Friday, 8:00 am -4:00 pm
Youth for Christ, Elkhart	Non-Profit	Elkhart County	1 bus	
Youth Services Bureau	Non-Profit	St. Joseph	1 minivan	
YWCA North Central	Non-Profit	St. Joseph County	1 van	operates 24/7

### **Section 3: Service Changes Implemented: 2008-2012**

Public Transit services regularly assess their established routes in order to develop a system that best serves its ridership and falls within budget constraints. Since the last 2007 Coordinated Plan was developed, route changes have been made on the public transit services in South Bend, Mishawaka, Elkhart and Goshen. Changes made by the Interurban Trolley and by Transpo are summarized below.

#### Interurban Trolley: Route Changes

- September 2, 2009 – The Bittersweet/Mishawaka route was introduced. The route serves the west side of Elkhart. It also extends to a shopping center on Bittersweet Road with a bus stop at the Martin's Supermarket store. Transpo already had a stop at this location prior to 2009. The new route allows linkage between the two bus services and filled a transit gap between Elkhart and South Bend. Bus riders can now ride between the two counties, and also reach the Amtrak stations, the South Shore commuter line, and the South Bend Regional Airport. Interstate bus lines also board at this airport. Therefore, this transit connection opens up many travel options, including retail areas and industrial sites, and will improve transit access to jobs.
- February 1, 2010 – The North Pointe route was extended to the new Martin's/Goodwill location at Cassopolis and County Road 4 and also used a different entrance to the North Pointe shopping center that extended bus service to the hotels in this retail area (North of Elkhart).
- February 1, 2010 – The Bittersweet/Mishawaka route was revised to include a bus stop at Elkhart Hospital on both the inbound and the outbound trips.
- August 16, 2010 – The East/West Elkhart Route was revised to include a transit connection to the new Ivy Tech State College location on County Road 18 in Elkhart.
- April 2, 2012 -- The Concord & East-West routes were realigned due to funding. This alignment kept the service to key locations on the prior routes, such as major apartments and low income residential areas. Access to Ivy Tech, which had been served with three daily trips, was improved to hourly service.

The entire Interurban Trolley system was also improved by using a color/route name designation for each route (i.e. Orange Line East). These colors had been on the route schedules for several years. The riders can now identify each transit route by name or color.

## TRANSPO Route Changes

April 2, 2012 -- Transpo conducted an operating (operations?) analysis on its transit routes during 2011-2012 that resulted in several route changes that took effect on April 2, 2012. Many of the changes were made to be efficient with less transit funding available. Most routes were maintained with their current routing and continue to provide transit service in South Bend and Mishawaka. Changes include the following:

- Route 15A–UP Mall route was revised to include direct service to the new St. Joseph Regional Medical Center on Douglas Road.
- Route 2-Bendix route was eliminated, with a section of this route transferred to Route 4-Lincolnway/Airport route to maintain transit to a neighborhood with transit users.
- Direct access to Work One, the South Bend Ivy Tech State College parking lot, Ironwood Rehab and the VA Clinic was eliminated. Transpo is referring Rehab and VA riders to paratransit (Transpo Access). The VA Clinic has since moved and is located on a Transpo route.
- Early morning hours and early evening hours were eliminated on weekdays on several routes, however the current routing was not changed.
- Service east of the Mishawaka Transfer Center (downtown Mishawaka at 4<sup>th</sup> & Church) was eliminated on Route 1-Madison, however two other routes maintain their routes past this transit center.
- Most of their 21 transit routes were redesigned to eliminate unproductive sections.
- Unproductive trips on Route 5-North Michigan were eliminated, however the amended route continued to be maintained on weekdays and Saturdays
- Saturday service was eliminated on three routes, which were then combined with other routes on Saturdays to maintain service
- The downtown South Bend Trolley route was discontinued.

(Source: Transpo Information Packet for April 2, 2012 Route Changes).

## TRANSPO Improvements

TRANSPO constructed a new operating and administrative facility in South Bend since the 2007 Coordinated Plan. The new facility is certified LEED Platinum, making Transpo the first LEED Platinum multi-use transit facility in the country. This facility allows room for all the route buses being housed inside, with maintenance and cleaning also performed inside. Increased efficiencies due to alternative fuels and reduced

distance between the new facility and the existing transfer facility are enhancing the overall service. More information on the facility is available on their website [www.sbtranspo.com](http://www.sbtranspo.com).

Transpo also added their bus passes on their Website ([www.sbtranspo.com](http://www.sbtranspo.com)) for purchase online.

#### PRIVATE BUS SERVICE: "Hoosier Ride" and Greyhound Route Changes

The Hoosier Ride bus service is operated by Miller Transportation as intercity bus service funded by federal funds through the Indiana Department of Transportation (INDOT). This route originally operated between Indianapolis and Kalamazoo, MI, with stops in Kokomo, Peru, Rochester, LaPaz, and Elkhart. The route has since been changed to operate between Indianapolis and Benton Harbor, MI, with South Bend replacing the Elkhart stop. The South Bend Stop is located at the South Bend Regional Airport.

The Greyhound bus service closed its bus stop in Elkhart in 2011, leaving Elkhart with no direct interstate bus service. However; Miller Transportation stated they will operate a route between Chicago and Columbus, Ohio after October 29, 2012, that will stop in Elkhart at the Days Inn on St. Rd. 19. (Source: INDOT)

## **Section 4: Stakeholder Meetings**

In development of the 2012 Coordinated Plan, MACOG conducted meetings or contacted individuals in all four counties of MACOG region to collect information about current transit options and activities, gaps and needs. Persons from transit agencies, non-profit agencies, schools, community groups, and other interested persons were invited to attend their respective county meeting.

A transit provider survey was included with the invitation. Forty-nine surveys were returned with information from five agencies in Marshall County, five agencies in Kosciusko County, nineteen agencies in Elkhart County, and twenty agencies St. Joseph County. This information was documented in the Fleet Inventory that is summarized in Section 2. A complete Fleet Inventory is in the Appendix.

The following information was included on the provider survey:

- Description of agency
- Days and hours of service
- Geographic area
- Type of transportation provided
- Type of service (i.e. on-demand, fixed route or other)
- Map of service area, if available
- Number of operating vehicles
- Description of riders (i.e. general public, disabled, clients, etc.)
- Number to people riding daily
- Peak hour service hours (i.e. 9:00 am-2:00 pm)
- Contract with a transit service; identify if use a provider
- Rider fare
- Method to inform riders of changes (i.e. phone, e-mail etc)
- Government funding sources, if any
- Other transit agencies to contact
- Interest in Travel Training
- Unmet service requests (i.e. service locations, vehicle capacity, times/days)
- Comments

A Client survey was also made available at the stakeholders' meetings for the attendees to take to their agencies to distribute to their clients. Two agencies responded to this request: Real Services of Northern Indiana and Church Community Services in Elkhart. Over 200 of these client surveys were returned to MACOG.

Included on this survey were the questions about their needs for transit, which transit services they have used, how often they used them, and also demographic data.

## Demographics and Trip Purposes: Client Survey

- 67% of the respondents described themselves as Adult, with 60% also responding as Elderly(65+)
- 39% drive a vehicle regularly, while 25% do not own a vehicle
- 42% own a vehicle to travel to work or seek employment, while 12% drive with a friend, and 16% walk or bike to work. 28% of the respondents chose “Not Applicable.”
- 22% drive their own vehicle to School or Training. 48% of the respondents chose “Not Applicable.”
- Similar percents recorded for Shopping or Visiting, with 14% walking, 12% using a van pool, and 10% using public transit
- Trips to Medical facilities were similar percents to the Shopping/Visiting trips
- 48% of the respondents use their vehicles for Recreation/Social trips, 20% drive with a friend, 10% use public transit, and 10% walk.
- The clients were asked reasons for delayed or cancelled trips due to transportation; 16% said they did not use public transit and 14% said they had no transportation, while another 23 percent said they do not drive or do not own a vehicle. 5% said public transit was late, and 6% cited the transportation cost.
- Clients were asked if public transit is available in their community. 64% answered yes, 18% answered no, and the remainder were not certain.
- When asked if they used public transportation, 46% said no, 27% said yes, and the remainder stated Not Applicable.
- When asked if they knew how to use public transportation, 54% said they knew how, and 18% stated they did not. The remainder chose Not Applicable.
- 33% of the clients responded that if public transit became available in their community they would use it, while 30% stated they would not. Only 105 of the clients answered this question.
- Clients were asked which specific public or private transportation they use.

31% stated they do not use any	7%: Church transportation
20%: Transpo	6%: Medicaid transportation
17%: taxi cab	5%: Heart City Rider/Goshen Transit
12%: Interurban Trolley	3%: KABS
10%: Senior Center transportation	2%: Transpo Access

Data regarding transit service issues is summarized in Section 6, “Needs, Gaps and Duplication.”

**The following changes, improvements and concerns were noted by the Stakeholder- agencies:**

- The Vocational Rehab Center in Elkhart has moved and is within a two block walking distance to a Trolley route.
- Memorial Hospital in South Bend has a limited amount of discretionary emergency money from donations that they can provide for taxi service for people coming through their Emergency Room.
- Youth Service Bureau (South Bend) buys Transpo passes to provide to their clients to get to work and to training opportunities.
- The YWCA pays for limited taxi service for their clients and also purchases Transpo passes to help their clients with transportation needs.
- The Marshall County Council on Aging (COA) has formal agreements with Marshall Starke Development Center and the Boys and Girls Club to use a COA vehicle as a backup when their vehicles are broken down.
- Marshall County COA has a voucher program with the Bowen Center and the Jesse/Welfare Impact program to provide transit service to child care, counseling, drug and alcohol counseling and probation. The COA uses “New Freedom” federal funds through the Indiana Department of Transportation (INDOT) for this program.
- The Marshall County COA is also coordinating with the St. Joseph Regional Hospital in Plymouth to transport persons using the cancer and radiation facilities; with the Hospital Clinic; and with Path Finders group home for disabled persons.

## **Section 5: Planned Transit Improvements**

### Marshall County

The Marshall County Council on Aging (COA) is considering changing service hours to 6:00 am - 6:00 pm. The current service hours are 7:00 am-5:30 pm.

### Elkhart County

Elkhart County will begin a new program in Summer 2012 that will replace the 211 services. United Way of Elkhart County, the current provider, will change to Connect-A Help. This is an internal change, so the 211 users will not be aware of the change. This change is expected to improve the service.

Elkhart County Council of Aging (COA) now services all of Elkhart County. The COA now accepts Medicaid for their transit program.

New bus stop signs for the Interurban Trolley routes will be installed by MACOG during 2012 and 2013. The new signs feature colored decals that correspond with the route names, such as Red Line: Elkhart/Goshen. This will help the riders to identify the routes served at each bus stop. The signs will be placed at high ridership locations and will increase the number of signed bus stops.

MACOG is considering building a transit facility in downtown Elkhart for the Interurban Trolley fixed route service, if funding and a proper site can be indentified and funded.

### St. Joseph County

MACOG is designing a new website that will feature all the public transit providers in their planning region. The actual fixed routes will be included in the MACOG GIS site as well.

Transpo and the Mishawaka Planning Department representatives are working together to identify site modifications that could be made to improve bus stop locations.

The River Park neighborhood in South Bend wants to become a LEED (Leaderships in Energy and Environmental Design) Community, and will place emphasis on community, transit oriented design, neighborhoods, walking, biking, etc.

### Kosciusko County

Kosciusko County Public Transit (KABS) conducted a Feasibility Study with the assistance of RLS & Associates.



## **Section 6: Needs, Gaps and Duplication**

This Section summarizes the issues and needs discussed at the Stakeholder meetings that are still unmet since the last round of stakeholders meetings. These are only listed by County and are not listed in a prioritized ranking.

### **Elkhart County:**

#### **Transit Service Gaps:**

- Transit service needed for Industrial Park at County Road 17/Middleton Run Road
- No Greyhound service in Elkhart County at this time

#### **Other Issues:**

- A bus stop at Supreme Corporation (Goshen) was requested. MACOG staff suggested they send a written request to MACOG.
- There are 2-hour or longer waits for a cab in Goshen
- The Elkhart County COA would extend their transit service beyond Elkhart County if funding sources were available.

### **St. Joseph County:**

#### **Transit Service Gaps:**

- No taxis accept Medicaid payments in the St. Joseph County region, citing the amount of paper work and the reimbursement was not timely
- The Leeper Park (North Michigan Street/South Bend) bridge reconstruction project has a weight limitation that results in a major detour of the Transpo route due to the weight of their buses. The detour has been in effect prior to April 2012. This route serviced Memorial Hospital of South Bend, but due to the detour no longer goes by this facility. This results in people having to walk six to eight blocks to or from the Hospital in order to use the Transpo bus if no other transit is available. INDOT will lift the weight limitation when this project is finished, which is anticipated by the end of calendar year 2012.
- St. Joseph Regional Medical Center needs more transit access, especially at night and on weekends. As of April 2, 2012 Transpo Route 15A goes directly to this medical center on an hourly schedule from 7:00 am to 9:22 pm on weekdays, and from 9:00 am to 6:22 pm on Saturdays. However, there is no Transpo service on Sundays or holidays.

- The YWCA has requested a direct route between their facility and IUSB. Transpo serves the YWCA on Route 8-Miami which goes to the Transpo transit center where the clients could transfer to any available routes, including Route 9-Northside that stops at IUSB.

### **Marshall County:**

#### Transit Service Gaps:

- No public transit service operates at night or on weekends. The Stakeholders stated that Taxi Express is available but would be more expensive.

#### Other Issues:

- While the COA provides once a week transit within the towns of Culver, Bremen, and Bourbon, while two vans remain in Plymouth for local trips. The COA also provides one day in the month to provide trips between Plymouth and Bremen. If funding could be increased perhaps the town services could operate more frequently.

### **Kosciusko County:**

#### Transit Service Gaps:

- No dedicated public transit service is available in the outlying areas, specifically Syracuse and Milford.

KABS have decreased the level of county-wide service due to cuts in State and local funding.

#### Other Issues:

- Kosciusko County residents travel to South Bend or Ft. Wayne for airport service. There is no public transit alternative for these trips.

## **Section 7: Strategies, Priorities & Project Lists**

The purpose of this Section is to identify methods to improve the transportation alternatives and potential coordination between public and nonprofit organizations, as well as transit providers in the four-county region. Priority statements are listed to suggest ways to meet the transportation needs. Similar to other listings in this document, the priority statements are not listed in a ranked list.

### **Priority 1     Provide access to jobs in Elkhart and South Bend Urban Areas via public transit**

*Strategy 1.1   Implement public transit services between the Elkhart/Goshen and South Bend Urban Areas – achieved.*

This Priority was identified in the 2007 Coordinated Plan. This transit need was achieved with introduction of the "Bittersweet/Mishawaka" Interurban Trolley route on 9/21/2009. This public transit route connects with the Transpo Route 9 – Northside/Mishawaka, with a transfer point at the Martin's Supermarket Plaza on Bittersweet Road in Mishawaka.

This transit connection allows riders to travel within South Bend, Mishawaka, Elkhart and Goshen. Public transit trips can be made to industrial parks and commercial corridors for jobs, and also to two Amtrak stations, and to the South Bend Regional Airport. This airport also houses the privately operated intercity bus station and the South Shore commuter train that travels through northwest Indiana to downtown Chicago.

The bus fare for both Transpo and the Interurban Trolley is \$1.00 per trip. This means persons can travel from Goshen all the way to the South Bend Regional Airport for \$2.00.

Both Transpo and MACOG made rerouting changes on April 2, 2012. However, both the Interurban Trolley Bittersweet/Mishawaka and Transpo Route 9 – Northside routes were maintained unchanged to keep these transit connections operating.

### **Priority 2     Provide transit services during late-night hours, on Sundays and holidays**

*Strategy 2.1   Increase awareness of private and public transit providers offering these services*

Activities     Maintain an inventory of transit fleets in the four-county region that identifies the service hours and days, as well as other data, and provider contacts. (MACOG responsibility)

Activities Provide the Fleet Inventory to the Stakeholders on a bi-annual basis (MACOG). Stakeholders will review the inventory and provide updates of their own transit services to MACOG. Stakeholders will also provide contact information to MACOG for any new transit providers they may know that should be included in the fleet inventory.

**Priority 3 Implement coordination/referral programs to other transit providers during non-peak hours.**

Activities Clients, Agencies and the Public can use the 211 system for transit referrals. This service is currently operated by the United Way agencies.

**Priority 4 Coordinate public and/or private paratransit providers who operate door-to-door access to public facilities**

*Strategy 4.1 Promote public and private transit providers who offer paratransit **medical** service*

Activities Highlight these medical transit providers on MACOG's fleet inventory. These will be reviewed bi-annually by the Stakeholders as documented in *Strategy 2.1*.

*Strategy 4.2 Promote public and private transit providers who offer paratransit non-medical service*

Activities Maintain the fleet inventory and identify the paratransit providers. Use the same bi-annual process to inform the Stakeholders and to update this inventory.

*Strategy 4.3 Promote public and private transit providers who offer Medicaid transit services*

Activities Use the fleet inventory to identify Medicaid transit providers in the four-county region. Use the same bi-annual process to inform the Stakeholders and to update this inventory.

*Strategy 4.4 Promote coordination of transportation trips between agencies to reduce cost and expand transportation service options*

Activities Hold an annual Stakeholder meeting to discuss the potential for coordinating transit trips or other common services between agencies. (MACOG to host)

Activities Use agency newsletters and other communication resources to promote coordinated services

**Priority 5     Promote public transit services to small towns and rural communities in the region**

*Strategy 5.1   Increase awareness of existing transit service providers that have a broad area of service*

Activities     Identify agencies that operate countywide transit services and promote the services to the Stakeholders.

Activities     Promote marketing activities used by current transit providers.

For Example:

Marshall County Council of Aging advertises their service in the Senior Guide that has a wide distribution of 15,000 copies distributed every two years in the County.

Marshall County Council of Aging also participates in the annual Senior Expo to market their service.

**Priority 6     Provide safe accessible public transit service for transit riders**

*Strategy 6.1   Designate safe, secure, accessible locations for passengers to wait*

Activities     Transit providers could work with local authorities to identify locations for accessible sidewalks/multiuse paths at designated transit stops

Activities     Transit providers should work with local decision makers to coordinate funding and installation of accessible transit shelters at safe and secure designated locations

*Strategy 6.2   Increase passenger safety and security while using transit services*

Activities     Transit providers shall strive to implement security precautions such as CCTV (closed circuit TV monitoring), enhanced lighting at transit stops, and implementation of the Transit Watch program

**Priority 7     Work with employers or groups of employees to provide ridesharing / carpooling / vanpooling transit services**

*Strategy 7.1   Identify potential employer-based transit programs in the region*

Activities Use the Stakeholders as a resource to indentify and promote current vanpool programs to employers or groups of employees in the four-county region

Activities Document and raise awareness among Stakeholders of existing vanpool programs as an example for other employers and agencies to duplicate.

**Priority 8 Research and identify funding sources for public and private transit providers**

*Strategy 8.1 Develop and expand resources for local funding*

Activities Non Profit Agencies and MACOG will research local and national funding though federal and state sources along with private/public partnerships that are successful..

Activities Research Map 21 Federal funding for potential federal funding sources

**Public Comments  
to the Draft Copy of the 2013-14 Updated  
Public Transit-Human Service Coordinated Transportation Plan**

The Public Comment period extended from November 2, 2012 through November 30, 2012. Letters were sent to all stakeholders and a legal ad was published in the local newspapers. The draft Plan was also available on the MACOG website and was distributed to the Transit Advisory Committee, to the MACOG Transportation Technical Committee (TTAC) and to the MACOG Policy Board.

No public comments were received.

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## APPENDIX 1--LISTING OF PARTICPATING STAKEHOLDERS

### ST. JOSEPH COUNTY

<b>Agency</b>	<b>Stakeholder</b>
AIDS Ministries/Aids Assist	Leah Hopper, Executive Director
City of Mishawaka	Ken Prince
City of South Bend	Chris Dressel, Community & Economic Dev.
City of South Bend	Jitin Kain, Community Development
DuComb Center of St. Joseph Co.	Sharon McBride, Director
El Campito	Rosa Rickman, Director
Family Children's Center	Kim Teska, Regional Manager
Goodwill of Michiana	Dan Scarsell, Human Resources
Hannah's House	Karen Deluceny, Executive Director
Juvenile Justice Center	Bill Bruinsma, JJC Administrator
La Casa De Amistad Youth Center	Rebecca Ruvalcaba, Executive Director
Niles Dial-A Ride	Kelley Getman-Dissette, Transit Coordinator
NRC, Neighborhood Associations	Diana Hess, Director
Real Services	George Hawthorne, Transit Manager
River Park Neighborhood Assoc.	Perry Stow
South Bend Comm. School Corp.	Richard Hammond, Director of Transportation
St. Joseph Co. Area Plan Comm.	John Byorni, Director
St. Joseph Co. WIC	Kellis McGilvira, Executive Director
St. Joseph Co. Youth Serv. Bureau	Susan Tourney
South Bend PTC (Transpo)	Jennette Parcoast
United Way of St. Joseph Co.	Karen Sommers, V.P. Community Develop.
Veterans' Affairs	Kevin Kelscheimer, Services Officer
YWCA of St. Joseph Co.	Linda Baechle, Executive Director

## **PARTICIPATINGSTAKEHOLDERS**

(continued)

### **ELKHART COUNTY**

#### **Agency**

#### **Stakeholder**

York Township, Elkhart County	Christine J. Artley, Trustee
Elkhart County Work Release	Lynn Bauman, Supervisor
Eastlake Terrace	Tom Brakie, Administrator
Disability Resource Network	Brian Cook, Executive Director
Child/Youth Services	Brigette Fairchild-Leasenby, Team Leader
LaCasa of Goshen	Larry Gautsche, President
Elkhart County Plan Commission	Chris Godlewski, Plan Director
Cleveland Township	Kathy J Gordon, Trustee
Elkhart Chamber of Commerce	Kyle Hannon
Church Community Services	Vonda Horst, Counselor
Center for Community Justice	Dawit Y. Kebede, Case Worker
Veterans' Affairs	Drew McClain
Hubbard Hill	Patrick Pingel, Executive Director
Salvation Army	Julie Poertner, Director of Social Services
Waterford Crossing	Sharon Risser, Managing Agent
Maple City Health Center	Lora Rusel, Social Worker
Transit Advisory Committee	Vivian Schmucker, Transit Rider
ADEC	Jeffrey L. Schrock, Transportation Director
Greencroft Communities	Kelly Schrock, Older Adult Services
City of Goshen	Ryan Smith, Planner
Elkhart Co. Council of Aging	Tammy Smith, Executive Director
Division of Family Resources	Jon Smoker, State Eligibility Manager
Goodwill Vocational Services	Jill Powers
Concord Schools	Wayne Stubbs, Superintendent
Heart City Health Clinic	Vernita Todd, Chief Executive Director
MDC – Goldenrod	Don Yost

## **PARTICIPATINGSTAKEHOLDERS**

(continued)

### **MARSHALL COUNTY**

#### **Agency**

Bremen Manor/The Whitlock  
Marshall County Council of Aging  
Marshall Stark Development  
Boys and Girls Club  
North Township  
Tippecanoe Township  
Center Township

#### **Stakeholder**

Karen Wills, Director  
Jackie Wright, Director  
Marilyn Felger, Executive Vice President  
Billie Treber, Executive Director  
Chelsea Roose, Trustee  
James A. Bates, Trustee  
Doug Kusera, Trustee

### **KOSCIUSKO COUNTY**

#### **Agency**

KABS  
Veterans' Affairs  
Grace Village Retirement Community  
Kosciusko Coutny EMA  
Franklin Township  
Kosciusko Co. Chamber of Commerce  
Ivy Tech Community College  
Kosciusko Community Foundation

#### **Stakeholder**

Matt Boren, Director  
Richard Maron, Services Officer  
Faye Myers, Dir. of Programs & Services  
Edward Rock, Director  
Trillia Gearhart, Trustee  
Mark Dobson, President  
Kathy Kurosky, Transit Board member  
Stephanie Overby, Transit Board member

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## **APPENDIX 2--2012 FLEET INVENTORY**

Agency	Contact	City	Phone	Service Category	Service Type	Service Area	Total Fleet	Comments	One-Way Fare	Days Operated	Hours Operated		
											Weekday	Sat	Sun
Ace Cab (HCR)	Mike Reum	Elkhart	295-6886	private	Taxi	Elkhart Goshen	18 taxis	65,818 2011 Ridership	\$3.70 base \$1.80 per mile	Mon-Sun	24	24	24
ADEC, INC	Jeffrey L. Schrock	Bristol	848-2450	private	Client Specific	Elkhart County	7 buses		none	Mon-Fri	6:00am-5:00pm	by special appointment	by special appointment
Bashor Children's Home	Vince Turner	Goshen	875-5117	non-profit	Client Specific	Local	minivans, 5 cars, 3 maint.		none	24/7			
Baugo Community Schools	Jerry Cook	Elkhart	293-8583	school	School Bus	Baugo Twp.	13 buses		none				
Boys and Girls Club of Nappanee	Kay McCurtain	Nappanee	773-5200	non-profit	Client Specific	Local	1 15-passenger van		none	every day as needed	as needed	as needed	as needed
Brentwood at Elkhart		Elkhart	262-1626	non-profit	Client Specific	Local	1 12-passenger bus w/2 W/C tie-downs		none	Mon-Sun as needed			
Cardinal Buses Inc.	Dan Shoup	Middlebury	1-800-348-7487	private	Charter Bus	USA/Canada	24 full size buses, 1 mid sized bus		Charter rate				
Concord Community Schools	Jana	Elkhart	875-6577	school	School Bus	Concord Twp.	31 buses		none				
Courtyard Healthcare Center	Brian Cook	Goshen	533-0351	non-profit	Client Specific	Local	1 van		none	24/7	24/7	24/1	24/7
East Lake Terrance Assisted Living	Chris Peter	Elkhart	266-4508	non-profit	Client Specific	Local	1 van		none	24/7	24/7	24/1	24/7
Elder Haus Senior Center	Connie Fink	Nappanee	773-2424	non-profit	Client Specific	Local	2 passenger vans		none	Mon-Fri	9:00 am - 4:00 pm	none	none
Elkhart Council of Aging	Tammy Smith	Elkhart	295-1820	non-profit	Client Specific	Elkhart	5 W/C vans	accepts Medicaid	none	Mon-Fri	8:00 am - 4:30 pm	none	none
Elkhart Community Schools	Terry Chomer	Elkhart	262-5695	school	School Bus	Elkhart	137 buses		none				
Fairfield Community Schools	Roger Zentz	Goshen	831-2188	school	School Bus	Benton, Clinton, & Jackson Twp	26 buses		none				
Greyhound Bus Lines					Mass Transit	regional		Left Ekhat in 2012					
Goshen Community Schools		Goshen	533-8631	school	School Bus	Goshen	39 buses		none				

Agency	Contact	City	Phone	Service Category	Service Type	Service Area	Total Fleet	Comments	One-Way Fare	Days Operated	Hours Operated		
											Weekday	Sat	Sun
Goshen Transit Service	Mike Reum	Elkhart	295-6886	public	Demand Response	Elkhart Goshen	5 minivans	10,117 2011 ridership	\$3.30 base \$1.50 per mile	24 hrs/7 days	24 hours	24 hours	24 hours
Greencroft	Kelly Schrock	Goshen	537-4117	private	Client Specific	Local	6 buses		none	Mon-Fri	7:00 am-5:00pm	as needed	as needed
Interurban Trolley	Shannon Kaser	Elkhart	257-8540	public	Mass Transit	Elkhart Goshen	17 trolleys	311,864 2011 ridership	\$1.00	Mon-Sat	5:00 am - 7:55 pm	5:30 am - 6:50 pm	none
Louie's Limo & Taxi Service /Goshen		Goshen	533-2778	for-profit	limo/taxi	Elkhart County	5 vehicles		\$7.00 (taxi)	24 hrs/7 days	24 hours	24 hours	24 hours
MDC - Goldenrod	David Heusinkveld	Goshen	533-9720	non-profit	Client Specific	Local	1 15-passenger van, 2 7-passenger vans		none	Mon-Fri	00am-5:00pm	none	none
Middlebury Community Schools	Craig Baker	Middlebury	825-9425	school	School Bus	Middlebury	52 Buses, 2 mini buses		none				
Tri-County Ambulance	615 Nelsons Parkway	Wakarusa 46573	1-888-606-5050	private	Ambulance Service	Elk, St. Joe, Marshall Counties	Ambulances and 6 W/C vans	accepts Medicaid		Mon-Sat	6:00am-5:00pm	6:00am-5:00pm	none
YMCA of Elkhart	Clyde Remmo	Elkhart	849-4994	non-profit	elderly, disabled, after-school students	Local	2 minivans		none	Mon-Fri		none	as needed
Youth For Christ		Elkhart	294-7407	non-profit	Client Specific	Local	1 bus		none				
Wa-Nee Communtiy Schools	Scott Schafer	Nappanee	773-3131	school	School Bus	Nappanee	34 buses		none	Mon-Fri			
Waterford Crossing Sr. Living Village	Sharon Risser	Goshen	537-0300	non-profit	Client Specific	Local	2 vans		none	24/7	24/7	24/7	24/7

Agency	Contact	Address	City	Zip	Phone	Service Category	Service Type	Service Area	Total Fleet	Percent Accesible	Comments	One-Way Fare	Days Operated	Hours Operated		
														WeekDay	Sat	Sun
Accel EMS		1320 S. Main St	South Bend	46601	574-249-0734	private	Ambulance Service	St. Joe/Elk/Kos Counties			W/C access until 6:00 pm		24/7	24	24	24
Kos. Co. Veteran's Service Ofc.	Richard Maron	121 Lake St.	Warsaw	46580	574-372-2436	Veterans	On Demand	Local								
KABS	Matt Boren, Gen. Mgr.	1804 E. Winona Ave.	Warsaw	46580	574-551-6949	Public Transit	Demand Response	Warsaw	9 peak, 12 total							
Kosciusko Senior Services		800 N. Park Ave.	Warsaw	46580	574-627-2012	Client Specific	2-3 day advanced notice	Kosciusko County		100%		\$3.00 donation				
Fast Cabs	David Cesaretti	1905 Letter Dr,	Warsaw	46580	574-269-2222	private	taxi	local				\$10 flat rate in Warsaw	24/7	24	24	24



Agency	Contact	City	Zip	Phone	Service Category	Service Type	Service Area	Total Fleet	Percent Accessibl	Comment	One-Way Fare	Days Operated	Hours Operated		
													WeekDay	Sat	Sun
Advanced Care Transit (ACT)	Ed & Renee Tharp	Plymouth	19341 Lincoln Hwy Plymouth 46563	574-936-9142	private	non-emergency medical transit	Plymouth and surrounding counties	Lift equipped vans	100%	Closed business in 2012					
Argos Community Schools	Tim Cripe	Argos	46501	892-5139	school	School Bus	Argos	one 84-pass bus, nine 66-pass buses, four 15-passenger buses	7%			Mon-Fri			
Bremen Public Schools		Bremen	46506	546-4808	school	School Bus	German Twp.	19 buses	16%			Mon-Fri			
City Cab/Plymouth		Plymouth	46563	936-5161	private	Taxi									
Culver Community Schools	Paul Widman	Culver	46511	842-3364	school	School Bus	Culver	26 Buses	12%			Mon-Fri			
Marshall County COA	Jackie Wright	Plymouth	46563	936-9904	public	Demand Response	towns & anywhere in IN if	7 van, 1 car	100%	3,303 2011 ridership	\$1.50	Mon-Fri	8:00-4:30	none	none
Miller's Merry Manor	BJ DeCola	Plymouth	46563	936-9981	non-profit	Client Specific	Plymouth	2 buses	100%			Mom-Fri	whenever needed		
Plymouth Community School Corp.		Plymouth	46563	936-3115	school	School Bus	Plymouth	40 buses	8%			Mon-Fri			
Shady Rest Home	Lynn Reynolds	Plymouth	46563	936-2635	non-profit	Client Specific	Plymouth	1 minibus, 1 minivan				Mon-Fri	8:00-4:00	none	none
Tippecanoe Township Trustee	Doug Kucera	Plymouth	46563	936-3726	non-profit	Client Specific	Plymouth	1 1994 van							
Triton Community Schools	Chris Burger	Bourbon	46504	342-3495	school	School Bus	County & Etna Twp in Kos. Co	21 buses	10%			Mon-Fri			
Tri-County Ambulance		Wakarusa	46573	1-888-606-5050	private	Ambulance Service	Elk, St. Joe, Marshall Counties	12 Ambulances and 6 W/C vans		accepts Medicaid		Mon-Sat	6:00am-5:00pm	6:00am-5:00pm	none

Agency	Contact	City	Phone	Service Category	Service Type	Service Area	Total Fleet	Percent Accessible	Comments	One-Way Fare	Days Operated	Hours Operated		
												Weekday	Sat	Sun
Accel EMS	1320 S. Main St	South Bend 46601	249-0734	private	Ambulance Service	St. Joe/Elk/Kos Counties					24/7	24	24	24
Advanced Care Transportation (ACT)	Went out of business 2012													
Aids Ministries/Assist of Northern IN	Lean Hopper Mike Beatty	South Bend	234-2870	non-profit	Client Specific	local	1 Van			no fare	M-F	8:00-4:30	none	none
American Cab		Mishawaka	259-5554	private	Taxi	All over towns	6 cabs	0%		\$7.00	24/7	24	24	24
Appointment Express	3006 Ardmore Trail	South Bend 46628	234-5040		Ambulatory Services	local			accepts Medicaid		Mon-Sat	5:00 am-10:00 pm	5:00 am-10:00 pm	none
Atria Living Center - Tanglewood Trace	Pam	Mishawaka	277-4310	private	Client Specific-elderly	local	"buses, vans, & drivers" - no specifics							
Blue Ribbon Taxi	422 S. Mayflower	South Bend 46619	233-4040	private	Taxi	local	22 taxis				24/7	24	24	24
Checker Cab		South Bend	288-7777	private	Taxi	local	accepts Medicaid			\$7.00	24/7	24	24	24
Coach USA		Gary IN		private	Bus Service to Chicago Airports	Regional		need 48 notice for disabled riders		\$40 one-way/ \$69 round trip	daily	6:35 am-8:45 pm	6:35 am-8:45 pm	6:35 am-8:45 pm
Corporate Limousine Service		Mishawaka	674-7100	private	Limousine	Regional								
Corvillia, Inc.	Diana Dolde	South Bend	289-9779	non-profit	Client Specific	local	1 van, 4 vans w/lifts, 1 pick-up truck	100%			as needed			
DuComb: Community Corrections of St. Joe Co.	Susan Hancock	South Bend	245-6584	non-profit	Client Specific	local	2 15-passenger vans, 1 minivan, 1 car	0%			Mon-Sun	8:00-midnight	8:00-midnight	8:00-midnight
Express Cab		South Bend	233-6000	private	Taxi	local				\$6.00	24/7	24	24	24
Greyhound Bus Lines - SB-Airport		South Bend	287-6542	private	Mass Transit	Regional				\$33.00 (South Bend - Chicago)	5 trips daily	9:35 am - 7:50 pm	9:35 am - 7:50 pm	9:35 am - 7:50 pm
Healthwin Specialized Care Facility		South Bend	272-0100	private	Client Specific	local	1 van							
Hoosier Ride			800-544-2383	private	Indianapolis to South Bend	Regional				\$55 one-way, \$78 round trip	daily	9:55 am depart, arrive at SB	9:55 am depart, arrive at	9:55 am depart, arrive at
Inwood Hill Estates		South Bend	291-2222	private	Client Specific	local	1 bus							

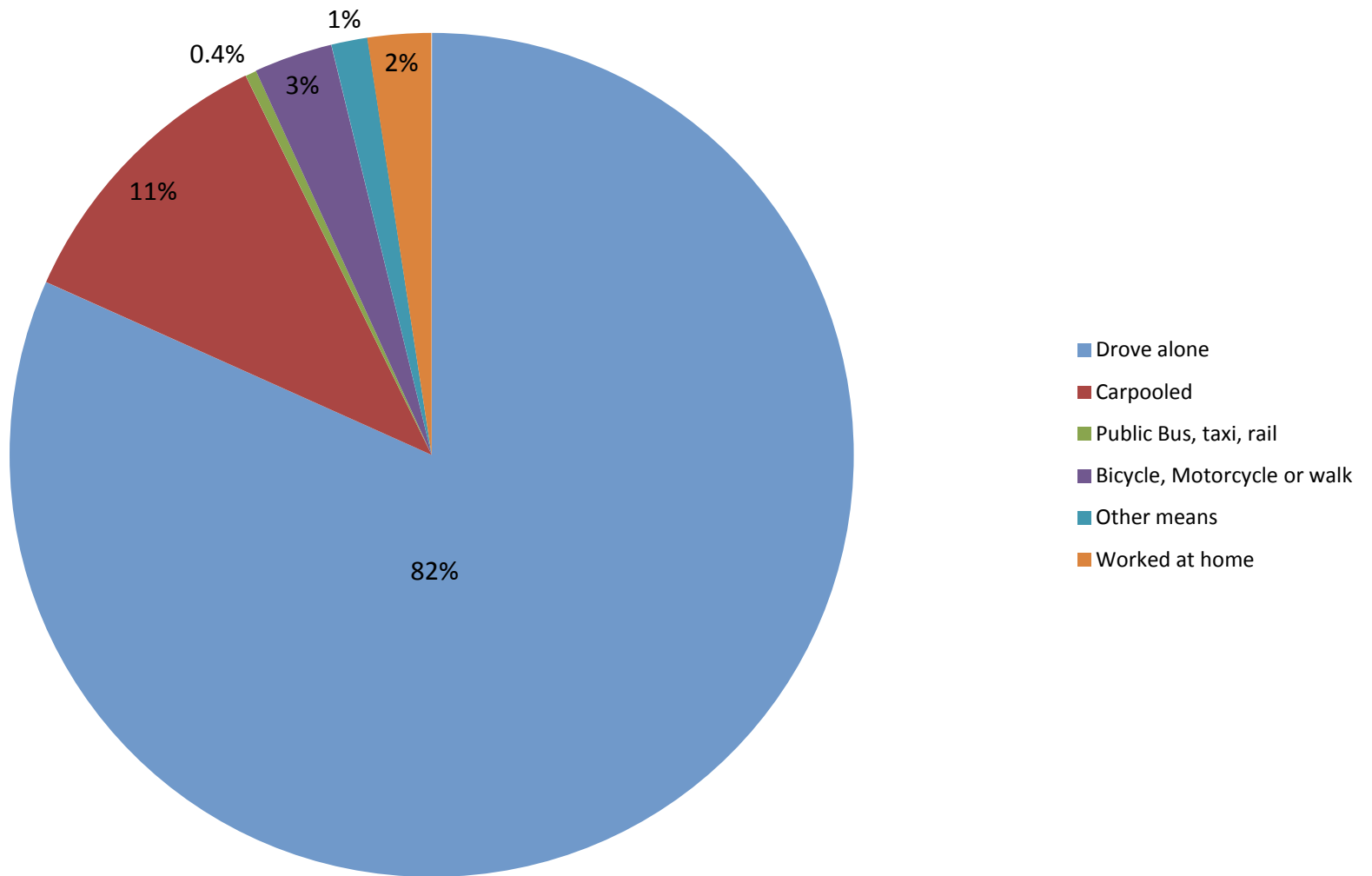
Agency	Contact	City	Phone	Service Category	Service Type	Service Area	Total Fleet	Percent Accessible	Comments	One-Way Fare	Days Operated	Hours Operated		
												Weekday	Sat	Sun
Jewish Federation of St. Joseph Valley - Senior Services	Ethyl Bartky	South Bend	233-1164	non-profit	Client Specific	local	1 15-pass. van	0%			Mon-Fri	9:00am-5:00am or by special arrangement	none	none
John Glenn School Corp.		Walkerton	586-3129	public	School Bus	Walkerton	32 buses	9%						
McGann's Executive Limousine Service		South Bend	232-1418	private	Limousine	MarshallSt. Joe Elkhart Counties								
Michiana Taxi		South Bend	233-4040	private	Taxi	airport/local	5 vans	0%		\$6.00	24/7	24	24	24
MTC Trans		Granger	272-5766	private	Private Charter	local	7 vans	100%						
New Prairie United School Corp.	Lloyd Wood	New Carlisle	654-7273	school	School Bus	LaPorte St Joseph Counties	36 buses	6%						
Niles Dial A Ride	Kelly Getman-Dissette	Niles, MI	269-684-5150	public trans	On demand & fixed deviation	local	5 buses	100%		\$2 disabled, 3\$ general	Mon-Sat	7:00am-5:00pm	10:00am-3:00pm	none
Penn Harris Madison School Corp.	Pam Skoglund	Mishawaka	258-9565	school	School Bus	Penn, Harris, Madison Twp	132 Buses, 2 Activity (shorter) buses	not reported						
Perfect Time	PO Box 3544	South Bend 46619	574-217-6214	private	Ambulance Service	local	W/C access				Mon-Sat	5:00am-10:00pm	5:00am-10:00pm	none
Prestige Limousine Service		South Bend	233-3333	private	Limousine	local								
Prompt Ambulance Service	9835 Express Dr.	Highland IN 46322 (Corp.Off.)	289-5736 (local #)	private	Ambulance Service	local	7 ambulances and 17 Med-Car vans	Med-Cars are WC Access	no walking patients		Mon-Sat	6:00am-10:00pm	6:00am-10:00pm	none
Real Services	George Hawthorne	South Bend	284-7174	non-profit	Seniors 60+, by appt.	SB, Mish, Granger, Osceola	7 vans	0%		Suggested donation \$10 round trip	Mon-Fri	8:30am-4:30pm	none	none
Road Runner		South Bend	277-7171	private	Medical	St Joseph County								
Royal Excursion	Shannon Kaser	Mishawaka	257-8540	private	Limousine & charter buses	regional/ and national	30 buses/vans	80%	"The Reel" South Bend to Midway Airport & Chicago	\$25 one-way, \$39 round trip, \$350 monthly Unlimited	3 daily trips	5:15 am-10: 50 pm	5:15 am-10: 50 pm	5:15 am-10: 50 pm
Satin Doll Transport , LLC	238 N. Wellington	South Bend 46619	237-9857	private	Ambulance Service	local	van							
School City of Mishawaka	Cari Miles	Mishawaka	254-4501	school	School Bus	Mishawaka	10 buses, 3 activity buses (shorter)	38%						
St. Paul's Retirement Community		South Bend	299-2250	private	Client Specific client	local	1 bus							
St. Joseph Probate Court/Juv. Justice Ctr.	Paul Jewell	South Bend	235-5336	county	school bus service	local	3 vans, 1 minibus	0%			24/7	24	24	24

Agency	Contact	City	Phone	Service Category	Service Type	Service Area	Total Fleet	Percent Accessible	Comments	One-Way Fare	Days Operated	Hours Operated		
												Weekday	Sat	Sun
South Bend Community School Corp	Carol Smith	South Bend	287-7477	school	School Bus	South Bend	235 corp. owned buses	5%			Mon-Fri		none	none
South Bend PTC	Chris Kubasek	South Bend	232-9901	public	Mass Transit	South Bend Mishawaka	49 buses, 4 trolleys, 14 paratransit vans	100%	2,354,741 2011 ridership	\$1.00	Mon-Sat	5:00 am - 10:00 pm	6:00 am - 6:00 pm	none
Superior Transit			574-233-7400	private	Ambulance Service	local	stretcher & WC van		accepts Medicaid		24/7	24	24	24
The Arbors at Southfield Village	Pat Catanzarite	South Bend	231-1000	non-profit	Client Specific - elderly	local	1 bus	0%			Tues & Thurs	8:00am-4:00pm		
Tri-County Ambulance	615 Nelsons Parkway	Wakarusa 46573	1-888-606-5050	private	Ambulance Service	Elk, St. Joe, Marshall Counties	12 Ambulances and 6 W/C vans		accepts Medicaid		Mon-Sat	6:00am-5:00pm	6:00am-5:00pm	none
Union North United Schools		Lakeville	784-8141	school	School Bus	Union Twp.	19 buses , 4 Midsize, 6 Curricular	7%						
Village at Arborwood	820 E. Cleveland Rd.	Granger	247-4680	non-profit	Client Specific	local	1 bus					regular schedule		
Wci/RDY 2 Go	2015 W. Western	South Bend 46619	287-7068	private	Ambulance Service	local	Wheelchair Van	100%	accepts Medicaid		Mon-Sat	5:30 am-10:00pm	5:30 am-10:00pm	none
Yellow Cab		South Bend	233-9333	private	Taxi	airport/local	12 taxis	30%		\$7.00	24/7	24	24	24
Youth Services Bureau	Beth Morlock/Bonnie Strycker	South Bend	235-9396	non-profit	Client Specific	local	1 van	0		0				
YWCA North Central IN	Autumn McCully	South Bend	233-9491 x304	non-profit	Client Specific	local	1 van	0		no fare	24/7	24	24	24

## **APPENDIX 3--MEANS OF TRANSPORTATION**

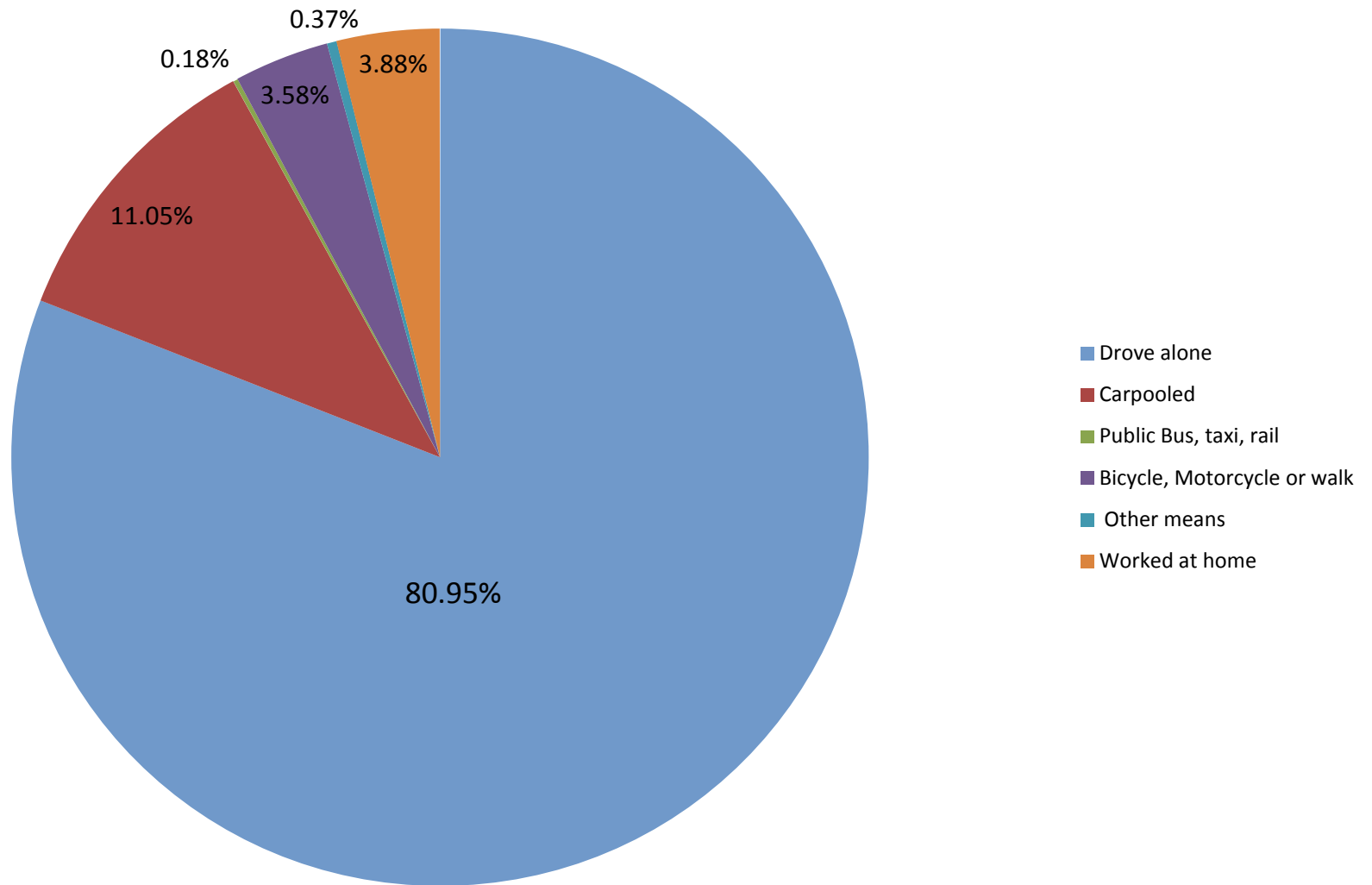
## Elkhart County: Means of Transportation

2011 American Community Survey 1 Year Estimates



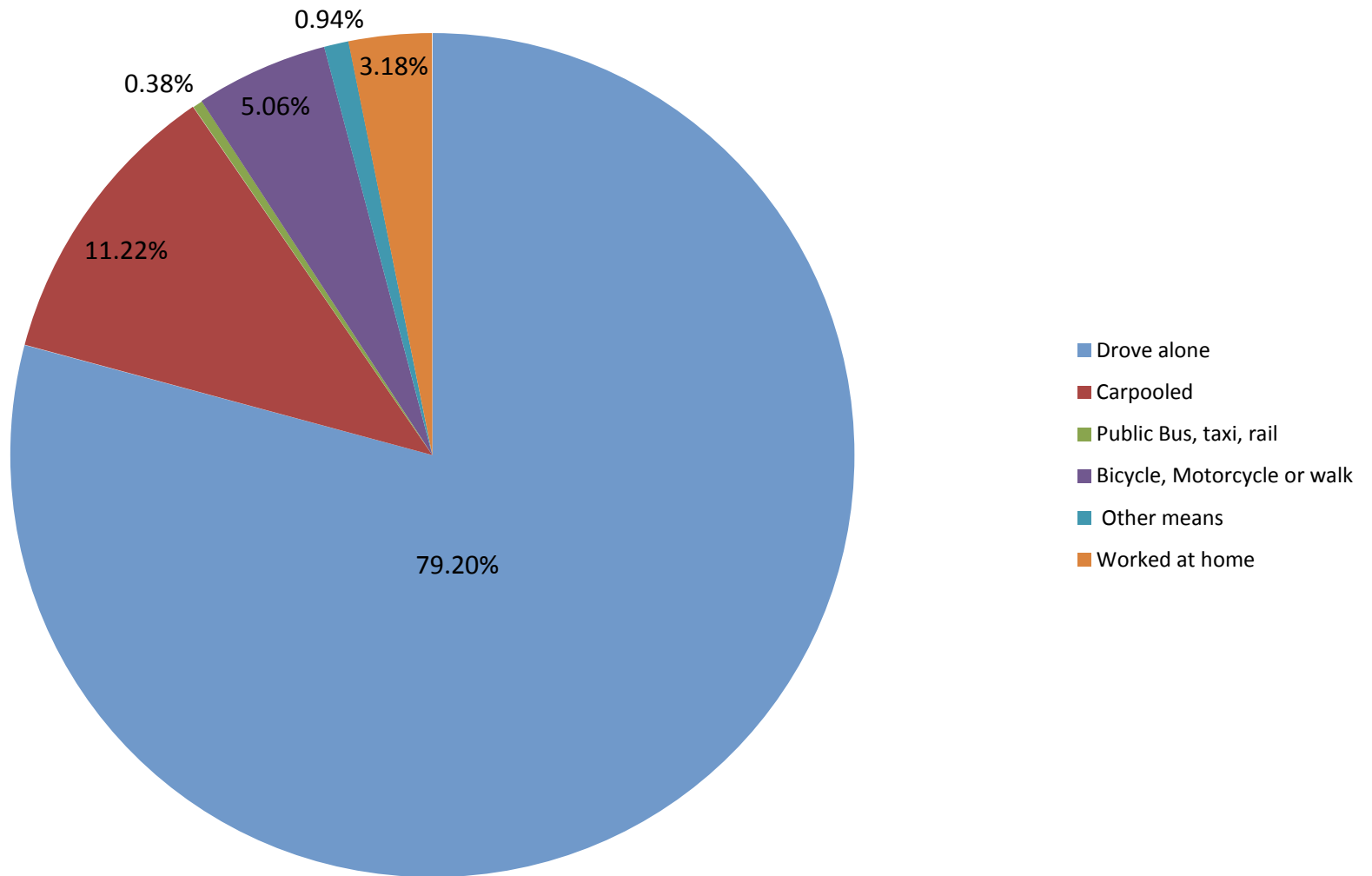
## Kosciusko County: Means of Transportation

2011 American Community Survey 1 Year Estimates



## Marshall County: Means of Transportation

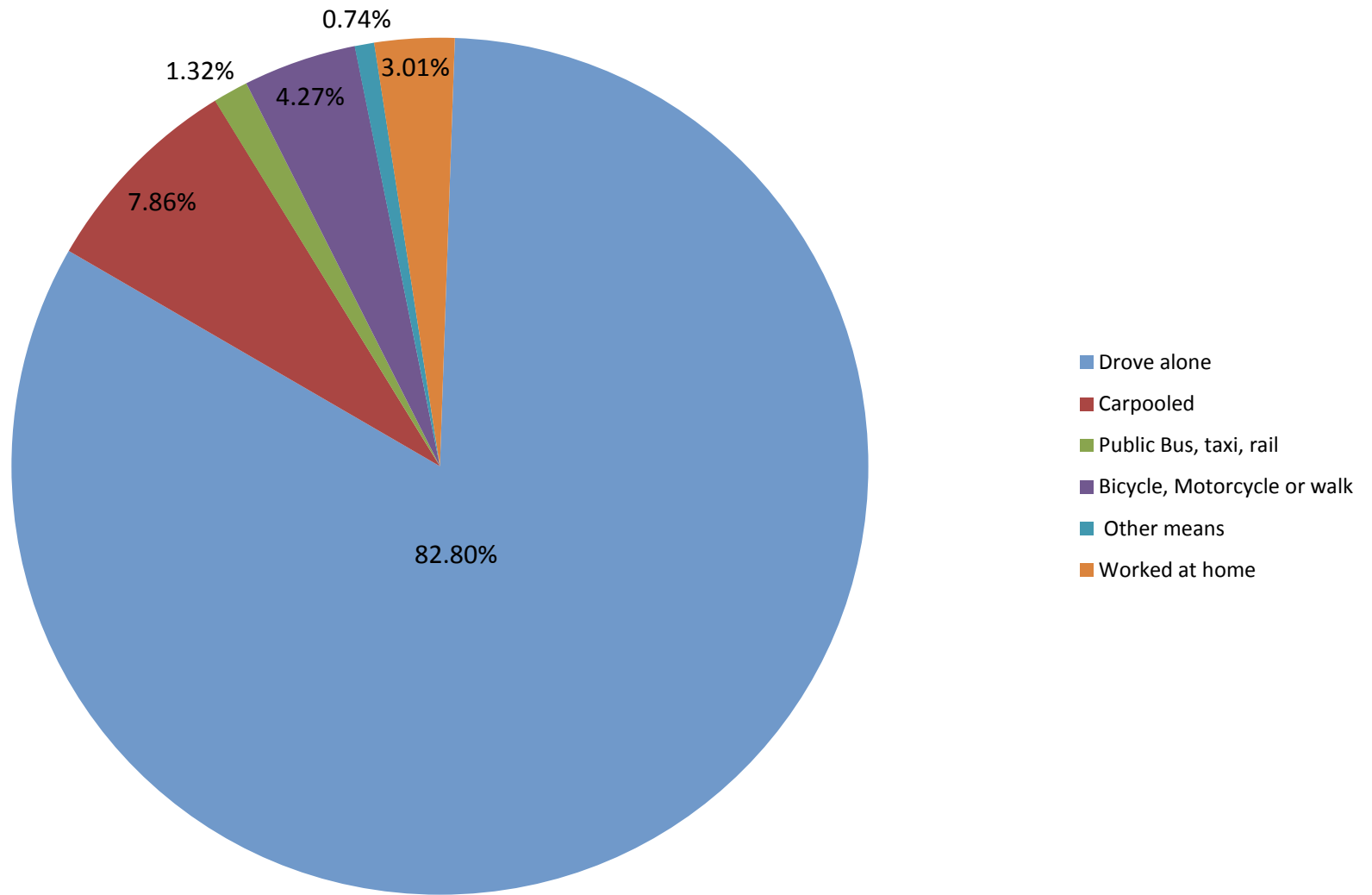
2011 American Community Survey 1 Yr Estimates





## St. Joseph County: Means of Transportation

2011 American Coumminty Survey 1 Year Estimates



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## **APPENDIX 4--CLIENT & SERVICE PROVIDER SURVEYS**

## COORDINATED HUMAN SERVICE TRANSPORTATION PLANNING SURVEY 2012

### \*\*\*Client Needs Survey\*\*\*

**Return completed form by mail, fax or email:**

MACOG  
227 W. Jefferson Blvd.--#1120  
South Bend, IN 46601-1830  
Fax: 574-239-4072  
[macogdir@macog.com](mailto:macogdir@macog.com)

The Michiana Area Council of Governments (MACOG) seeks to optimize the transportation services in the region, including Elkhart, Kosciusko, Marshall, and St. Joseph Counties. This survey serves to assess the transit needs of our region.

Please complete the survey; your comments will be included in our regional coordinated transit plan.

1) How would you describe yourself? Check all that apply.

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Youth                                     | <input type="checkbox"/> Adult                     | <input type="checkbox"/> Elderly (65+) |
| <input type="checkbox"/> Physically Active                         | <input type="checkbox"/> Disabled, but mobile      | <input type="checkbox"/> Immobile      |
| <input type="checkbox"/> Not Licensed to Drive                     | <input type="checkbox"/> Licensed to Drive         | <input type="checkbox"/> Do Not Drive  |
| <input type="checkbox"/> Don't Own a Vehicle                       | <input type="checkbox"/> Drive a Vehicle Regularly |  |
| <input type="checkbox"/> Disabled with Wheelchair Needs            |  |  |
| <input type="checkbox"/> Need Some Assistance with Transportation  |  |  |
| <input type="checkbox"/> Access to Other Transportation Options    |  |  |
| <input type="checkbox"/> No Access to Other Transportation Options |  |  |

2) Which type of transportation do you and others in your household use most often for the following purposes? Please check all that apply.

#### Work or Seeking Employment:

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="checkbox"/> Not Applicable | <input type="checkbox"/> Own vehicle | <input type="checkbox"/> Private car or private van pool |
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Taxi        | <input type="checkbox"/> Private (for hire) van operator |
| <input type="checkbox"/> Bicycle        | <input type="checkbox"/> Walk        | <input type="checkbox"/> A neighbor or friend drives     |

Other (specify): \_\_\_\_\_

#### School or Training:

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="checkbox"/> Not Applicable | <input type="checkbox"/> Own vehicle | <input type="checkbox"/> Private car or private van pool |
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Taxi        | <input type="checkbox"/> Private (for hire) van operator |
| <input type="checkbox"/> Bicycle        | <input type="checkbox"/> Walk        | <input type="checkbox"/> A neighbor or friend drives     |

Other (specify): \_\_\_\_\_

**Shopping or Visiting:**

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="checkbox"/> Not Applicable | <input type="checkbox"/> Own vehicle | <input type="checkbox"/> Private car or private van pool |
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Taxi        | <input type="checkbox"/> Private (for hire) van operator |
| <input type="checkbox"/> Bicycle        | <input type="checkbox"/> Walk        | <input type="checkbox"/> A neighbor or friend drives     |

Other (specify): \_\_\_\_\_

**Medical, Dental or Eye Appointments:**

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="checkbox"/> Not Applicable | <input type="checkbox"/> Own vehicle | <input type="checkbox"/> Private car or private van pool |
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Taxi        | <input type="checkbox"/> Private (for hire) van operator |
| <input type="checkbox"/> Bicycle        | <input type="checkbox"/> Walk        | <input type="checkbox"/> A neighbor or friend drives     |

Other (specify): \_\_\_\_\_

**Social events or Recreation Purposes:**

- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="checkbox"/> Not Applicable | <input type="checkbox"/> Own vehicle | <input type="checkbox"/> Private car or private van pool |
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Taxi        | <input type="checkbox"/> Private (for hire) van operator |
| <input type="checkbox"/> Bicycle        | <input type="checkbox"/> Walk        | <input type="checkbox"/> A neighbor or friend drives     |

Other (specify): \_\_\_\_\_

- 3) For each of the following items, during the past 12 months have you or anyone else in your household had to delay or cancel an appointment or errand because you didn't have transportation?

- |   |     |                             |                          |
|---|-----|-----------------------------|--------------------------|
| <input type="checkbox"/> Work                       | Yes | <input type="checkbox"/> No | <input type="checkbox"/> |
| <input type="checkbox"/> Medical/Dental appointment | Yes | <input type="checkbox"/> No | <input type="checkbox"/> |
| <input type="checkbox"/> School                     | Yes | <input type="checkbox"/> No | <input type="checkbox"/> |
| <input type="checkbox"/> Shopping                   | Yes | <input type="checkbox"/> No | <input type="checkbox"/> |
| <input type="checkbox"/> Social/Recreation          | Yes | <input type="checkbox"/> No | <input type="checkbox"/> |

Other (specify) \_\_\_\_\_

- 4) Which of the following reason(s) lead to delayed or cancelled events or appointments due to transportation availability? Check all that apply.

- |   |  |                                       |
|---|--|---------------------------------------|
| <input type="checkbox"/> No Transportation                | <input type="checkbox"/> Do not Drive        | <input type="checkbox"/> Not Licensed |
| <input type="checkbox"/> Do not own a vehicle             | <input type="checkbox"/> Transportation Cost |                                       |
| <input type="checkbox"/> Public Transportation was late   |  |                                       |
| <input type="checkbox"/> Do not Use Public Transportation |  |                                       |

Other (specify): \_\_\_\_\_

- 5) Is public transportation available in your community?
- ☐ Yes                      ☐ No                      ☐ Not Certain
- 6) If public transportation is available, have you used this system?
- ☐ Yes                      ☐ No                      ☐ Not applicable
- 7) If public transportation is available in your community, do you know how to use/access it?
- ☐ Yes                      ☐ No                      ☐ Not applicable
- 8) If the answer to #7 is no, would you like to participate in "Travel Training," a program that teaches individuals how to use public transportation?
- ☐ Yes                      ☐ No
- 9) If public transportation is not available in your community now, would you use it if it became available?
- ☐ Yes                      ☐ No

If "NO", why not? \_\_\_\_\_

Do you or any members of your household use, or have you used any of the following types of transportation? Check all that apply.

- ☐ Not Applicable
- ☐ Bus service—TRANSPO
- ☐ Transpo Access
- ☐ Interurban Trolley
- ☐ Heart City Rider or Goshen Transit
- ☐ Plymouth Community Cab (COA)
- ☐ KABS of Kosciusko County
- ☐ Taxi Cab
- ☐ Medicaid Transportation
- ☐ Private For-Hire Van
- ☐ Senior Center Transportation
- ☐ Non-Emergency Medical Transportation Services
- ☐ Church Transportation
- ☐ Other Assisted Transportation

- 10) How often do you or others in your household use these transportation services?

☐ A few times per week   ☐ A few times per month   ☐ A few times per year

- 11) Have you or members of your family encountered difficulty in accessing transportation?

☐ Yes   ☐ No

Please Explain: \_\_\_\_\_

- 12) How many operating passenger cars and/or trucks do you and other members of your household own? \_\_\_\_\_

- 13) How many licensed drivers live in the household? \_\_\_\_\_

- 14) What County do you live in?

☐ Elkhart   ☐ Kosciusko  
☐ Marshall   ☐ St. Joseph

What is the Zip Code of your home address? \_\_\_\_\_

How would you describe your race?

☐ White  
☐ African American  
☐ Asian  
☐ American Indian  
☐ Hispanic  
☐ Other \_\_\_\_\_  
☐ Do not Know  
☐ Do not care to answer

- 15) Respondent's Sex:

☐ MALE   ☐ FEMALE   ☐ Refused

- 16) Household Income:

☐ Under \$10,000  
☐ \$10,000 to less than \$20,000  
☐ \$20,000 to less than \$30,000  
☐ \$30,000 to less than \$40,000  
☐ \$40,000 to less than \$50,000  
☐ \$50,000 to less than \$60,000  
☐ \$60,000 to less than \$70,000

- ☐ \$70,000 to less than \$80,000
- ☐ \$80,000 or more
- ☐ Do not Know
- ☐ Do not care to answer

17) Please share any other comments or ideas you have to assist with coordinating transportation in your community:

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Form completed by:

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**Email address:** \_\_\_\_\_



## Regional Transit/Human Services Coordinated Transportation Plan

### 2012 Survey--SERVICE PROVIDERS

The Michiana Area Council of Governments (MACOG) seeks to optimize the transportation services in the region which includes Elkhart, Kosciusko, Marshall, and St. Joseph Counties in Indiana.

Please complete this survey (both sides) which serves to assess the transit needs of our region.

Your input is important in updating our Regional Transit/Human Services Coordinated Transportation Plan.

1) How would you describe your organization or agency? Check all that apply.

- |   |  |
|---|--|
| <input type="checkbox"/> Government   | <input type="checkbox"/> Non-Governmental        |
| <input type="checkbox"/> For Profit   | <input type="checkbox"/> Non-profit              |
| <input type="checkbox"/> Religious Institution                              | <input type="checkbox"/> Educational Institution |
| <input type="checkbox"/> Vendor providing services for another organization |  |

2) What are your days and hours of service?

- |   |                          |
|---|--------------------------|
| <input type="checkbox"/> Monday                         | _____ a.m. to _____ p.m. |
| <input type="checkbox"/> Tuesday                        | _____ a.m. to _____ p.m. |
| <input type="checkbox"/> Wednesday                      | _____ a.m. to _____ p.m. |
| <input type="checkbox"/> Thursday                       | _____ a.m. to _____ p.m. |
| <input type="checkbox"/> Friday                         | _____ a.m. to _____ p.m. |
| <input type="checkbox"/> Saturday                       | _____ a.m. to _____ p.m. |
| <input type="checkbox"/> Sunday                         | _____ a.m. to _____ p.m. |
| <input type="checkbox"/> 24 hour service, 7 day service |                          |

3) What is your geographic area of service? Please check all that apply.

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Elkhart County     | <input type="checkbox"/> Kosciusko County  | <input type="checkbox"/> Marshall County  |
| <input type="checkbox"/> St. Joseph County  | <input type="checkbox"/> City of Elkhart   | <input type="checkbox"/> City of Goshen   |
| <input type="checkbox"/> City of South Bend | <input type="checkbox"/> City of Mishawaka | <input type="checkbox"/> City of Plymouth |
| <input type="checkbox"/> City of Warsaw     |  |   |

Other (specify): \_\_\_\_\_

- 4) Which type of transportation services do you provide? Please check all that apply.  
If ☐ No Transportation services are provided, proceed to question #17, otherwise continue
- |  |  |
|--|--|
| <input type="checkbox"/> Public Bus or Trolley                         | <input type="checkbox"/> Event vehicle                 |
| <input type="checkbox"/> Para-transit services                         | <input type="checkbox"/> Private car or van pool       |
| <input type="checkbox"/> Taxi Cab                                      | <input type="checkbox"/> Medicaid Transportation       |
| <input type="checkbox"/> Private For-Hire Van                          | <input type="checkbox"/> Senior Center Transportation  |
| <input type="checkbox"/> Church Transportation                         | <input type="checkbox"/> Other Assisted Transportation |
| <input type="checkbox"/> Members only vehicle                          |  |
| <input type="checkbox"/> Non-Emergency Medical Transportation Services |  |
- Other (specify): \_\_\_\_\_
- 5) Which type of route service do you provide? Please check all that apply.  
☐ On-demand    ☐ Fixed-route  
Other (specify): \_\_\_\_\_
- 6) Do you have a map of your routes and/or service area?  
☐ Yes    ☐ No
- 7) If yes to No. 6, is your map available online to the general public?  
☐ Yes    ☐ No  
Please give web address: \_\_\_\_\_
- 
- 8) If no to No. 6, can you share a map of your routes and/or service area?  
☐ Yes    ☐ No
- Please send to MACOG at [macogdir@macog.com](mailto:macogdir@macog.com) or  
227 W. Jefferson Blvd, Room 1120, South Bend, IN 46601
- 9) How many operating vehicles are used for your fleet? \_\_\_\_\_
- 10) Which populations do you serve? Check all that apply.  
☐ Elderly    ☐ Disabled    ☐ Children    ☐ General Public  
☐ Clients/Members only  
Other (specify) \_\_\_\_\_
- 11) How many people ride your service daily? \_\_\_\_\_

12) What are your peak service times?

- ☐ Monday \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.  
☐ Tuesday \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.  
☐ Wednesday \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.  
☐ Thursday \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.  
☐ Friday \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.  
☐ Saturday \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.  
☐ Sunday \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.

13) Do you contract with a transportation service provider? If so, who?

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14) What is the rider fare?

- ☐ Elderly \$ \_\_\_\_\_  
☐ Disabled \$ \_\_\_\_\_  
☐ General \$ \_\_\_\_\_  
☐ Members \$ \_\_\_\_\_  
☐ Other \$ \_\_\_\_\_ (Please explain) \_\_\_\_\_

15) What method do you use to inform your riders of changes? Please select all that apply?

- ☐ Website ☐ E-Mail ☐ Phone ☐ Fax  
☐ Flyers ☐ Other (Please explain) \_\_\_\_\_

16) Are you subsidized by government funding? If so, which program(s) are you under?

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17) What other organization or individual do you know providing transportation services in your community that we should survey? These for-profit or non-profit organizations may include churches, senior centers, senior facilities, private transportation providers, etc....

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18) "Travel Training" is a program that teaches individuals how to use public transportation. Would you be willing to provide "Travel Training" for interested riders?

- ☐ Yes ☐ No

- 19) Clients will often request services that a provider cannot grant. What transportation service requests do you receive most often that are not being met? Answer this question in each of the following categories.

Route services \_\_\_\_\_

Service locations \_\_\_\_\_

Capacity of service \_\_\_\_\_

Service availability at certain times or days \_\_\_\_\_

- 20) Please share any other comments or ideas you have to assist with coordinating transportation in your community:

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**Survey completed by:**

Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

City: \_\_\_\_\_ State: IN Zip: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Website: \_\_\_\_\_