REGIONAL
MOBILITY
PLAN

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Introduction

Overview

The Regional Mobility Plan (RMP) is intended to serve as the Michiana region's Coordinated Public Transit - Human Services Transportation Plan. This plan seeks to identify and understand the state of transportation services in Elkhart, Kosciusko, Marshall, and St. Joseph Counties. It includes existing issues, needs, and gaps that limit people's access to their needed services and destinations. The purpose of the plan is to promote collaboration and coordination across broad sectors to ensure people, particularly those with disabilities, lower incomes, and seniors are able to remain active in the community - accessing medical care, education and employment opportunities, shopping, and other critical services. According to the National Institutes of Health, an estimated 5.8 million individuals in the US delay medical care every year due to transportation barriers, especially those facing other socioeconomic, racial, and disability-related disadvantages.

What is a Regional Mobility Plan?

A Regional Mobility Plan is designed to improve and manage transportation systems within a specific region. It evaluates current infrastructure, projects future needs, and sets goals like reducing congestion and enhancing public transit. The plan involves public input and focuses on various transportation modes.

Why a Regional Mobility Plan?

The Michiana Area Council of Governments (MACOG) recognizes an increasing need to plan for and address the mobility needs of the Michiana region. The ability of the transportation system to effectively, efficiently, and equitably connect residents to the places they need to access is a driving force to the economic success of the region. As such, the goal should not just be to provide fast and safe transportation but also to provide accessible and convenient transportation options that meet the crucial needs of residents and enhance the region's quality of life.

Ensuring that residents in our community, no matter their ability, income, or race — have equitable and adequate access to the various services and jobs they need is an important issue for the entire region.

The Regional Mobility Action Plan sets a framework focused on defining and understanding accessibility in the Michiana region by establishing regional benchmarks

and identifying gaps and barriers in the accessibility of the transportation network. It sets regional policies and local actions designed to address the identified gaps in accessibility and improve current benchmarks of residents' ability to reach needed core services and job opportunities.

Regional Mobility Plan Planning Process

MACOG began engagement with stakeholders in late 2019 and utilized a series of focus group meetings, stakeholder questionnaires, public surveys, and virtual interviews to gather information for the Regional Mobility Plan. From December 2019 to February 2020, four (4) county-wide focus group meetings were held, involving representatives from transportation providers, human service agencies, non-profit organizations, and staff from important services and destinations. The focus groups were divided into several stations that addressed different themes, including defining equitable mobility, identifying vulnerable populations and essential services,

mapping important origins and destinations, listing current transportation needs, gaps, and challenges, and identifying other important stakeholders. Members of the public were invited to participate in a survey, which was available online or via paper copy. These findings are summarized in Chapter 4. Due to the COVID-19 pandemic, further engagement to establish priorities and strategies took place virtually via stakeholder questionnaires and interviews, as identified in Chapter 5. This also resulted in a delay in completing this plan.

In 2023 and 2024, a survey for fleet inventory was created, and follow-up engagements, such as small group discussions and individual interviews, were conducted. Additionally, the Annual Fleet Inventory and the Regional Transportation Guide were developed during this period.

The plan will be out for Public Comment from July 8 to August 7, 2024, with a virtual open house scheduled for July 23. The plan will be available on www.macog.com, in the MACOG office, as well as in select libraries.
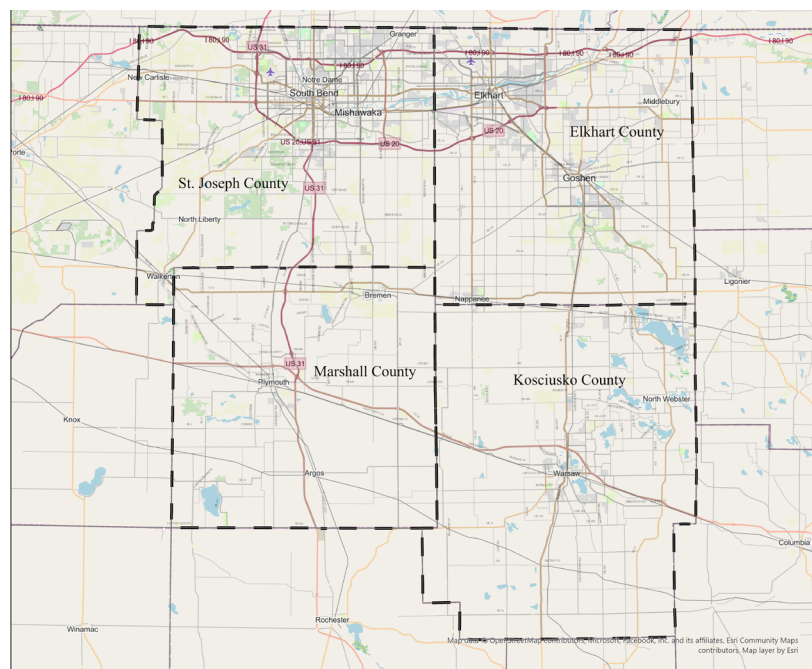
MACOG Region

Figure 1.1 : MACOG Region Map Geographic Coverage

The region that the Michiana Area Council of Governments focuses on is a mix of urban (St. Joseph and Elkhart Counties) and rural counties (Kosciusko and Marshall Counties) in northern Indiana. Each county has a mix of concentrated population areas with seven cities and thirty-five towns. A large portion of the region is unincorporated and primarily low-density rural with some high-density unincorporated suburban areas. 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. Figure 1.1, The Regional map shows the four counties in the MACOG region, the major cities and towns, and the major roads. The Regional Mobility Plan is based on this geographical area.

Vision

The vision of the Regional Mobility Plan is to create a transformative transportation network that empowers essential populations, including people with disabilities, carless households, seniors, and individuals with limited income. The goal is to ensure that transportation is not only safe, accessible, affordable, and convenient, but also a reliable lifeline connecting individuals to the core services and opportunities that are vital for a fulfilling life. Through the enhancement of services, infrastructure, programming, and resources, this plan aspires to remove barriers and provide seamless, burden-free mobility for all.

Legislation: Infrastructure Investment and Jobs Act

This plan is MACOG's Coordinated Public Transit Human Services Transportation Plan. This coordinated plan is a requirement for Section 5310 funding under the Infrastructure Investment and Jobs Act (IIJA). IIJA, enacted in November 2021, is a landmark U.S. federal legislation aimed at revitalizing the nation's infrastructure. With a budget of $1.2 trillion, it allocates substantial funds for repairing and upgrading roads, bridges, railways, and public transit systems. Additionally, the act invests in expanding broadband internet access, modernizing the electric grid, enhancing water systems, and promoting clean energy initiatives. IIJA is designed to address long-standing infrastructure deficits, stimulate economic growth, create jobs, and improve overall resilience and sustainability across the United States.

Transportation Funding Mechanisms

Section 5310 Program Overview

This program (49 U.S.C. 5310) provides formula funding to states and designated recipients to meet the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meet these needs. Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state Department of Transportation, while in large urban areas, a designated recipient is chosen by the governor. Direct recipients have flexibility in how they select sub-recipient projects for funding, but their decision process must be noted in a state/program management plan. The selection process may be formula-based, competitive, or discretionary, and sub-recipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

The program aims to improve mobility for older adults and people with disabilities by removing barriers to transportation services and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the transportation needs of older

adults and people with disabilities in all areas — large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). The funding can be used for "traditional" or "nontraditional" projects. "Traditional" projects are capital projects as defined in 49 U.S.C. 5302(3). "Nontraditional" projects are capital and/or operating projects that go beyond the scope of the Americans with Disabilities Act (ADA) complementary paratransit services or public transportation alternatives designed to assist older adults and people with disabilities.

Funding is apportioned to states and urbanized areas. 60% of the allocation goes to designated recipients in large urbanized areas (over 200,000 in population), 20% to States for small urbanized areas (between 50,000 to 200,000 in population), and 20% to States for rural areas (under 50,000 population). For our region, the FY 2024 Section 5310 apportionment totals $393,169 for the South Bend Urbanized area, while the remaining areas of our region are eligible for funds administered by the Indiana Department of Transportation (INDOT); $2,431,678 for small urbanized areas and $2,476,090 for rural areas.

Eligible Recipients

States, local government authorities, and designated recipients are direct recipients; Eligible subrecipients include private nonprofit organizations, states or local government authorities, and operators of public transportation. Operators of public transportation are entities that provide regular continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low-income. Operators of public transportation are eligible as sub-recipients for nontraditional Section 5310 projects.

Eligible Activities

Traditional Section 5310 project examples include:

- Buses and vans
- Wheelchair lifts, ramps, and securement devices
- Transit-related information technology systems, including scheduling/routing/one-call systems
- Mobility management programs
- Acquisition of transportation services under a contract, lease, or other arrangement

Nontraditional Section 5310 project examples include:

- Travel training
- Volunteer driver programs
- Construction of an accessible path to a bus stop, including curb cuts, sidewalks, accessible pedestrian signals, or other accessible features
- Improvements to signage, or way-finding technology
- The incremental cost of providing same-day service or door-to-door service
- Purchase of vehicles to support new accessible taxi, rides sharing, and/or vanpooling programs
- Mobility management programs

South Bend UZA FTA 5310 Funding Process

The MACOG region includes the South Bend Urbanized Area where MACOG is the direct recipient of 5310 funding. In the rural and small urban areas of the region, including the Elkhart-Goshen UZA 5310 funds are administered directly by the Indiana Department of Transportation (INDOT).

For the South Bend UZA, the Michiana Area Council of Governments (MACOG) reached out to local non-profit agencies in St. Joseph County, offering them an opportunity to apply for federal funds under the Section 5310 "Enhanced Mobility of Seniors and Individuals with Disabilities" program. Managed by MACOG as a recipient of Federal Transit Administration (FTA) funding, this program aims to support capital projects such as procuring vehicles for elderly and disabled individuals. Eligible recipients, including private not-for-profit organizations and authorized units of local government within the South Bend Urbanized Area, were invited to apply for grants.

MACOG continues to play a crucial role in supporting local agencies through programs like Section 5310, ensuring that the transportation needs of vulnerable populations are met. This initiative not only promotes greater independence and accessibility but also strengthens the support network for seniors and individuals with disabilities.

For the areas outside the South Bend Urbanized Areas MACOG provides technical assistance to 5310-eligible transit providers assisting with their applications to INDOT for the statewide calls for small urban and rural funding.

CHAPTER 2

Context & Community

2.1 Community Background

The Michiana Area Council of Governments (MACOG) region, located in North Central Indiana, comprises four counties and seven cities. The region comprises two urbanized areas: the South Bend Urbanized Area and the Elkhart-Goshen Urbanized Area. These urbanized areas are situated in the urban counties of St. Joseph and Elkhart, respectively. Additionally, MACOG serves two rural counties, Marshall and Kosciusko. The region encompasses existing issues, needs, and gaps that limit people's access to essential services and resources.

2.2 Demographics and Data Trends

Demographics are crucial for understanding who lives in the region and identifying their needs. For this plan, MACOG is using demographic data to assess current and future public transit service requirements, including both fixed-route and on-demand services. This section provides an overview of five demographic datasets: Population, Age, Group Quarters, Physical Limitations, and Resource Limitations. Data was collected for the four counties: Elkhart, Kosciusko, Marshall, and St. Joseph, and the seven cities: South Bend, Mishawaka, Elkhart, Goshen, Nappanee, Warsaw, and Plymouth. Unless otherwise noted, all data was sourced from the American Community Survey (ACS) 2018-2022 5-Year Estimates.
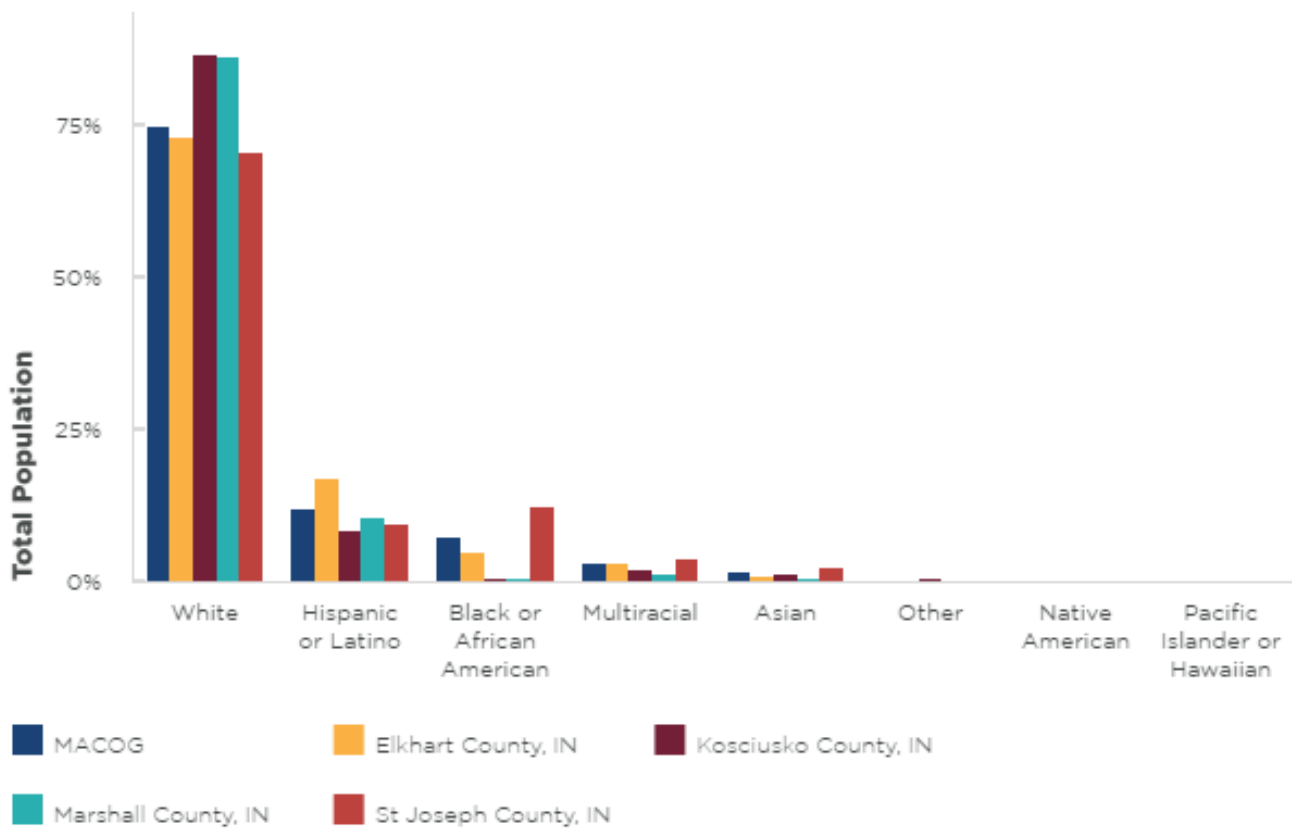
Total Population Change Over Time
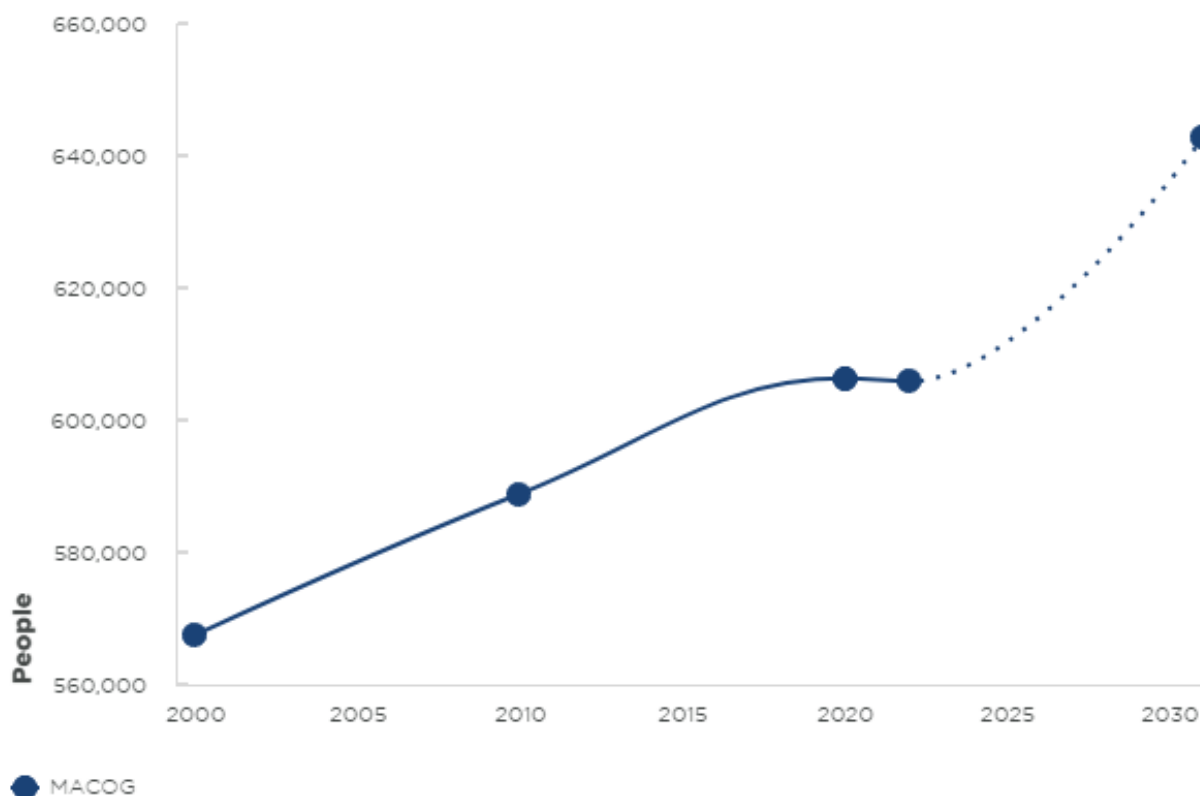
Sources: US Census Bureau; US Census Bureau ACS 5-year

Figure 2.1: MACOG region total population

The population has steadily increased from around 570,000 in 2000 to just over 620,000 in 2020. The growth trend paused slightly around 2020, likely due to external factors such as the COVID-19 pandemic. The dotted line indicates future projections, suggesting the population will continue to grow, reaching about 650,000 by 2030. This consistent increase highlights the region's ongoing development. The population growth emphasizes the need for careful planning to support future expansion, ensuring infrastructure and services can meet the needs of a growing and diverse population.
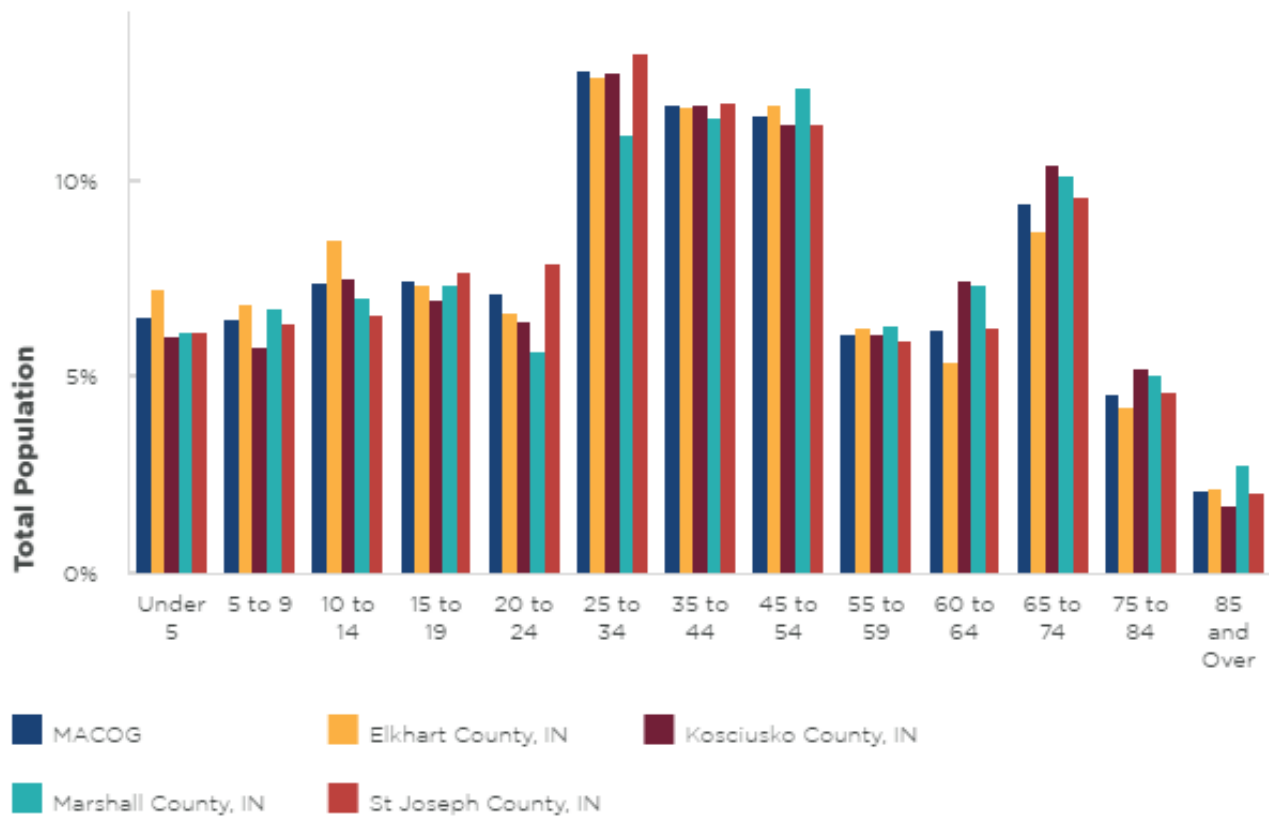
Figure 2.2: Race and Ethnicity

Population (Racial Composition)

The majority population is White, with percentages around 75% in all counties, notably highest in Kosciusko and Marshall Counties. Hispanic or Latino populations are most prominent in Elkhart County, making up a significant portion of the population. Black or African American residents are primarily concentrated in St. Joseph County.

Multiracial, Asian, and other racial groups constitute smaller proportions, with minimal representation of Native American and Pacific Islander or Hawaiian populations across all counties. Overall, the MACOG region displays a predominantly White demographic with growing Hispanic or Latino and Black or African American communities, reflecting a trend towards increasing diversity.

Figure 2.3: Age group

Population (Age Group)

St. Joseph County leads in the percentage of young children (under 5), while Kosciusko County has the lowest. Kosciusko County shows a notable increase in the 5-9 age group. Elkhart and St. Joseph counties have a stable young adult population (15-24).

The prime working-age groups (25-44) are significant in all counties, with St. Joseph and Kosciusko counties leading in the 25-34 and 35-44 age groups, respectively. Older adults (65+) increase notably in the 65-74 age group, especially in Elkhart County.

Overall, the MACOG region demonstrates a balanced age distribution, highlighting a strong working-age demographic and a significant proportion of both young and older adults, suggesting a diverse and sustainable population structure for future development.
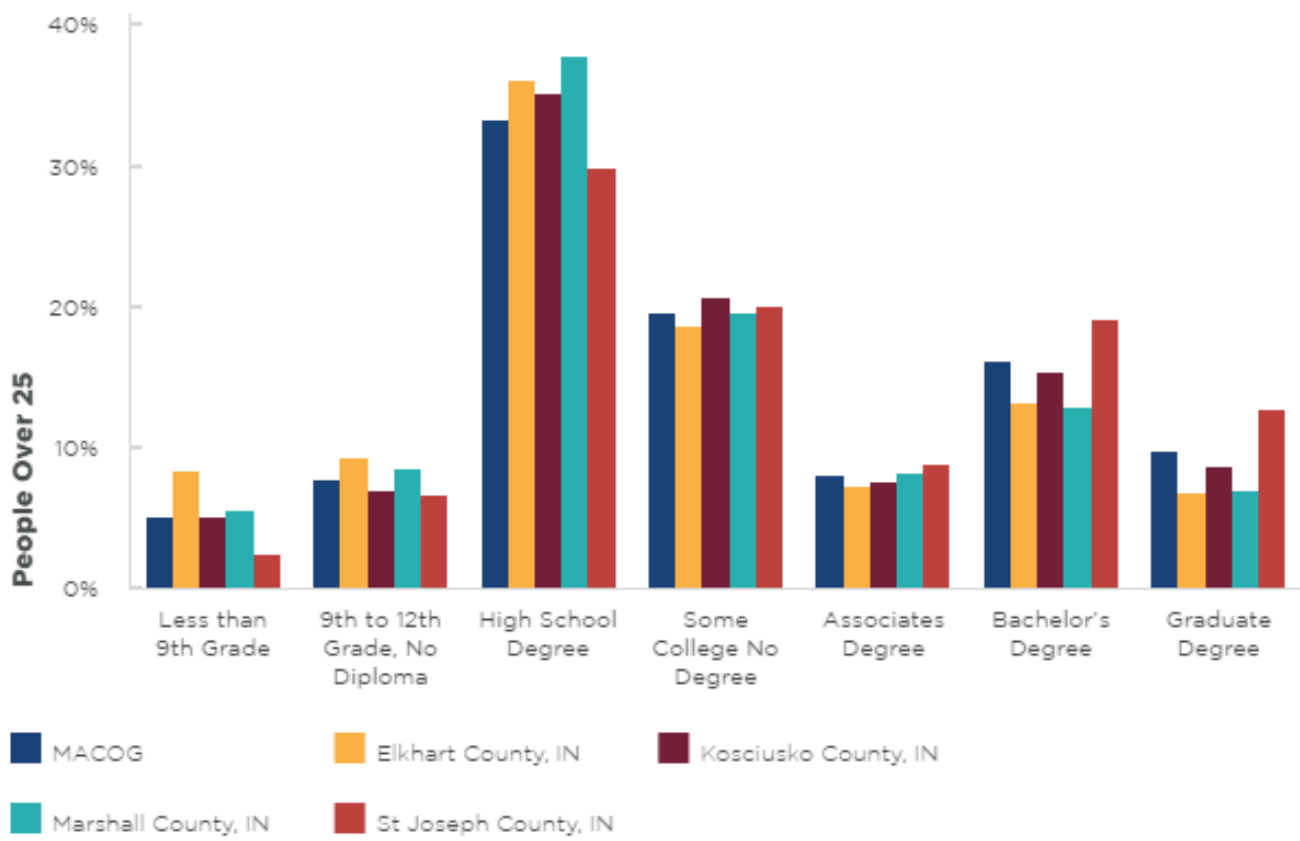
Figure 2.4: Educational attainment

Education Attainment

High school graduates constitute the largest group, particularly in St. Joseph County, followed by those with some college but no degree, with Kosciusko County leading in this category. Associate degree holders show a balanced distribution across counties, while bachelor's degree holders are most prominent in Elkhart County. Graduate degree attainment is highest in St. Joseph County. The proportion of individuals with less than a 9th-grade education or without a high school diploma remains relatively low across all counties.

Overall, the MACOG region demonstrates a varied educational landscape, with a strong foundation of high school graduates and a substantial number pursuing higher education, contributing to a well-educated workforce essential for regional development.

Road Network Density by Means of Transportation

Figure 2.5: Road Network Density by means of transportation.

Road Network Density by means of transportation
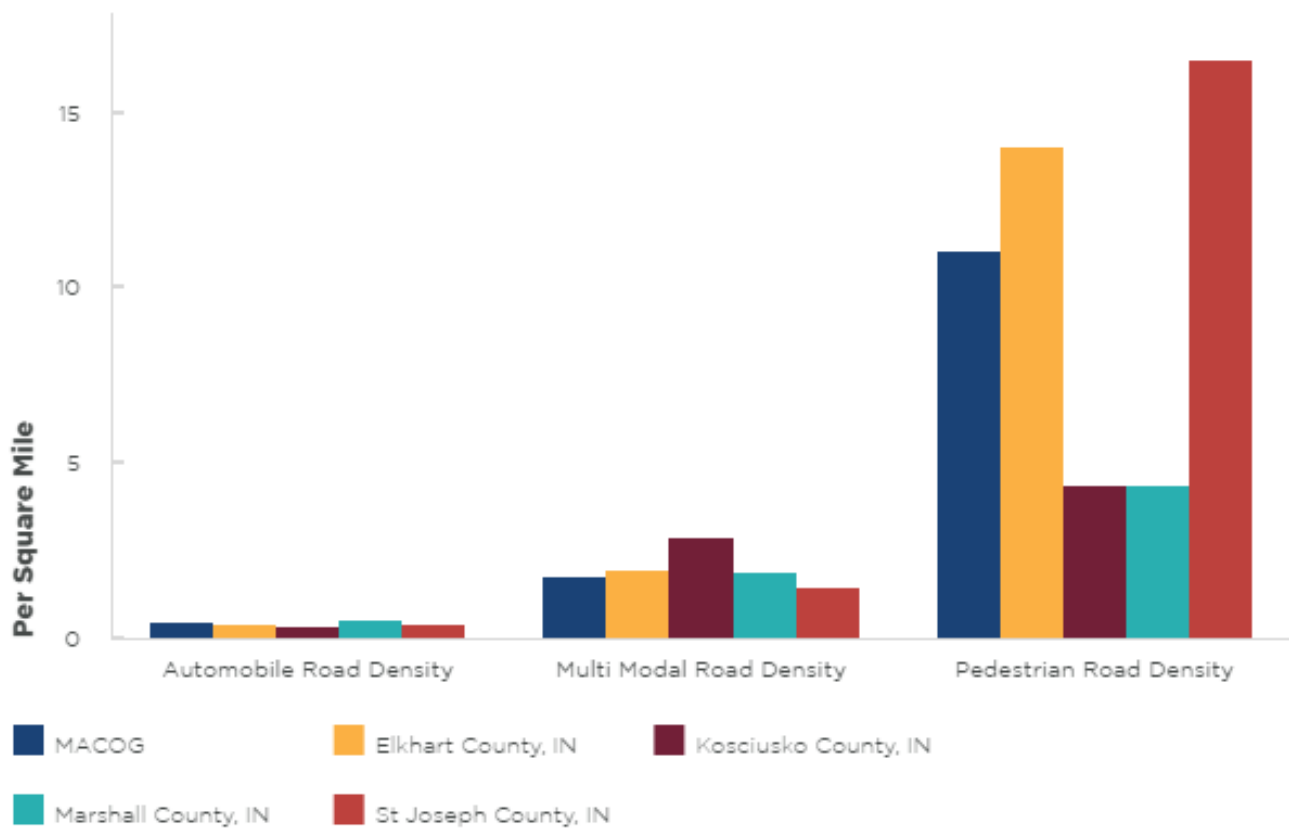
The chart illustrates road network density by transportation means in the MACOG region, covering Elkhart, Kosciusko, Marshall, and St. Joseph counties, based on the EPA Smart Location Database (2019). Automobile road density is relatively low across all counties, with minimal variations. Multi-modal road density, which supports various transportation types, shows a slight increase, with Elkhart and St. Joseph counties leading. Pedestrian road density is significantly higher, particularly in St. Joseph and Elkhart counties, indicating a strong infrastructure for walking. Marshall County exhibits the lowest densities across all categories. Overall, the MACOG region's transportation network supports diverse transportation needs, fostering a balanced and accessible environment for its residents.
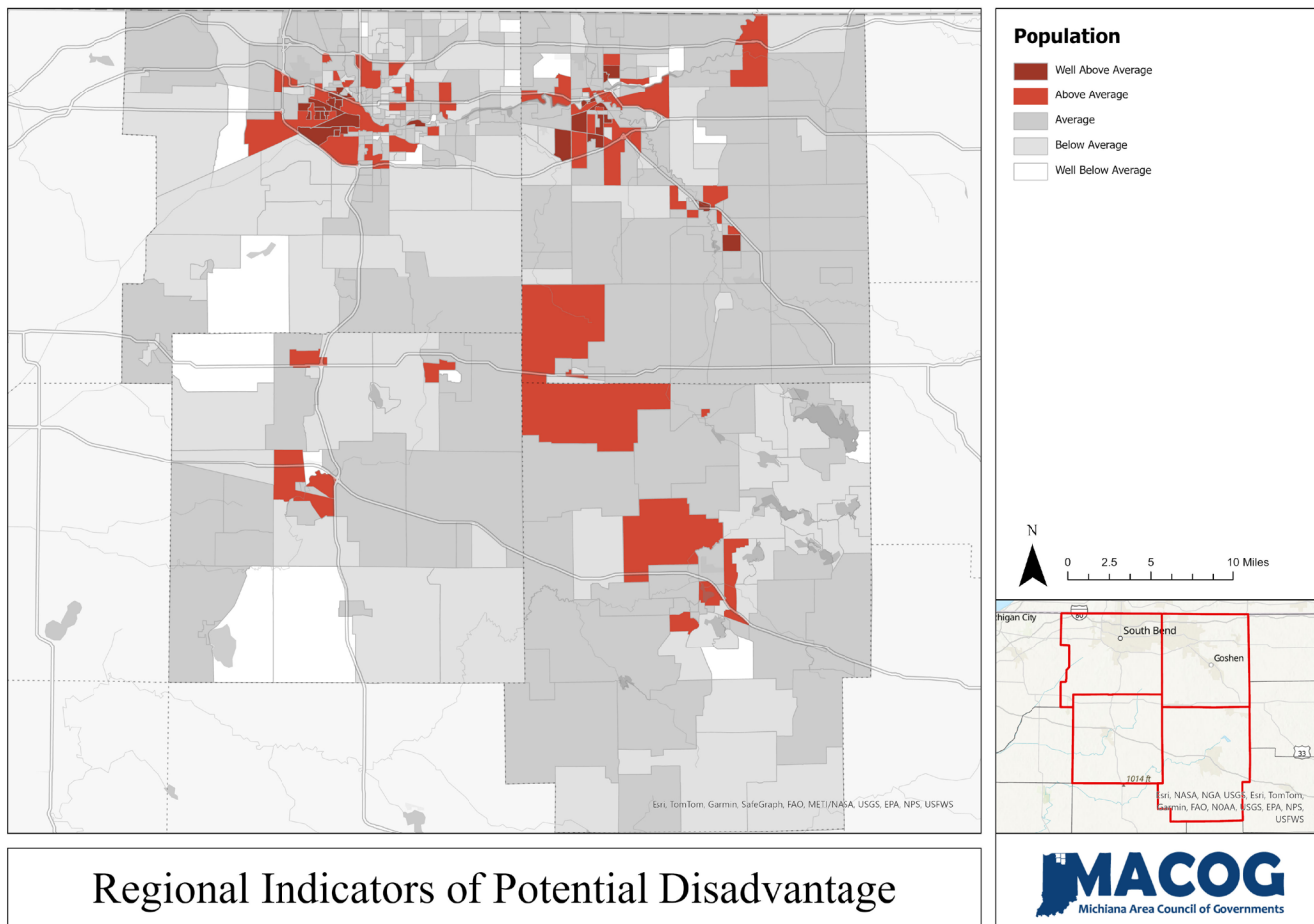
Figure 2.6: Regional Indicators of Potential Disadvantage

Regional Indicators of Potential Disadvantage

This map in Figure 2.6, gives an overview of areas in the MACOG region that contain high proportions of households that may be facing potential disadvantages that impact their ability or need to access transportation services. This map is a composite of several different indicators of disadvantage, which will be explored individually through the next series of maps. Overall, St. Joseph and Elkhart counties have the highest concentrations of disadvantaged households, though Marshall and Kosciusko counties have disadvantaged areas as well. Different areas may have more households that face specific challenges than others, but this breakdown highlights the need for a regional approach to accessible transportation that can address a wide range of needs.

Figure 2.7: Household with Disabilities

People with Disabilities

It is important to know how many people with mobility-limiting disabilities live in the region and may need access to public transportation or paratransit services. While there are paratransit services in all four counties, access for some may be limited due to their location, creating gaps in accessible transit service. In Figure 2.7, the map shows the distribution of households with persons with disabilities categorized by population density in census tracts. Dark red census tracts, such as those in the northern and southern parts of the region, represent areas with a well-above-average population of persons with disabilities. Elkhart and St. Joseph counties have higher percentages compared to Marshall and Kosciusko counties, indicating a significant need for accessible transportation services in these areas to support individuals with disabilities.
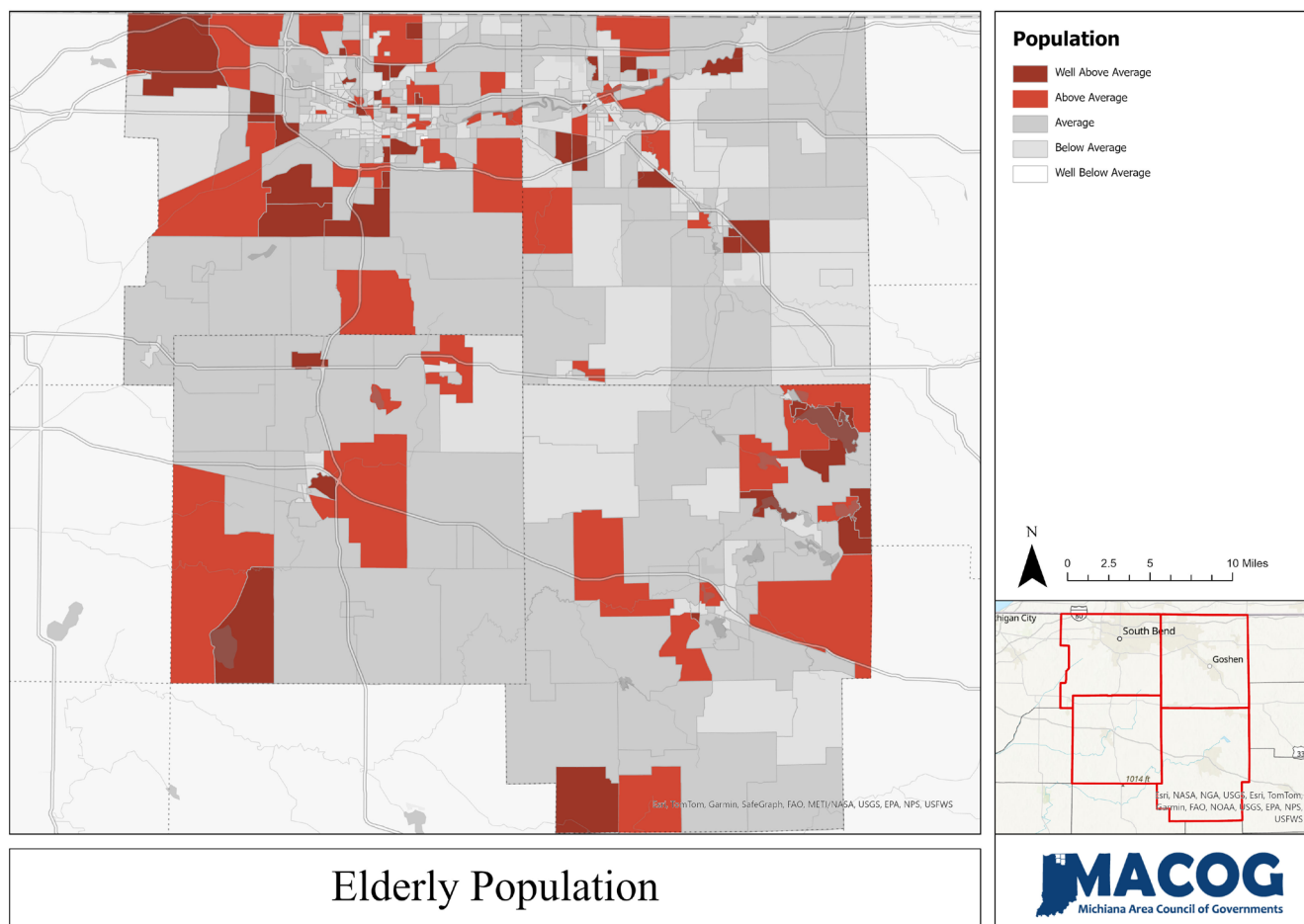
Figure 2.8: Elderly population in the region

Age Breakdown

When determining current and future transit use, age becomes an important factor. Older adults may be unable to drive due to health or other reasons, while children and teens do not have a driver's license or personal car, often relying on friends, family, and public transit to navigate their city. Figure 2.8 shows the distribution of the elderly population based on the 2022 American Community Survey for the Michiana region, categorized by population density in census tracts. Areas are shaded from white to dark red, indicating varying levels of elderly presence. Dark red census tracts, such as those in the northern and southern parts of the region, represent areas with a well-above-average elderly population, while white census tracts indicate well-below-average levels. The map highlights higher concentrations of elderly individuals in specific urban and rural census tracts, showing the varied distribution of the elderly population across the region.
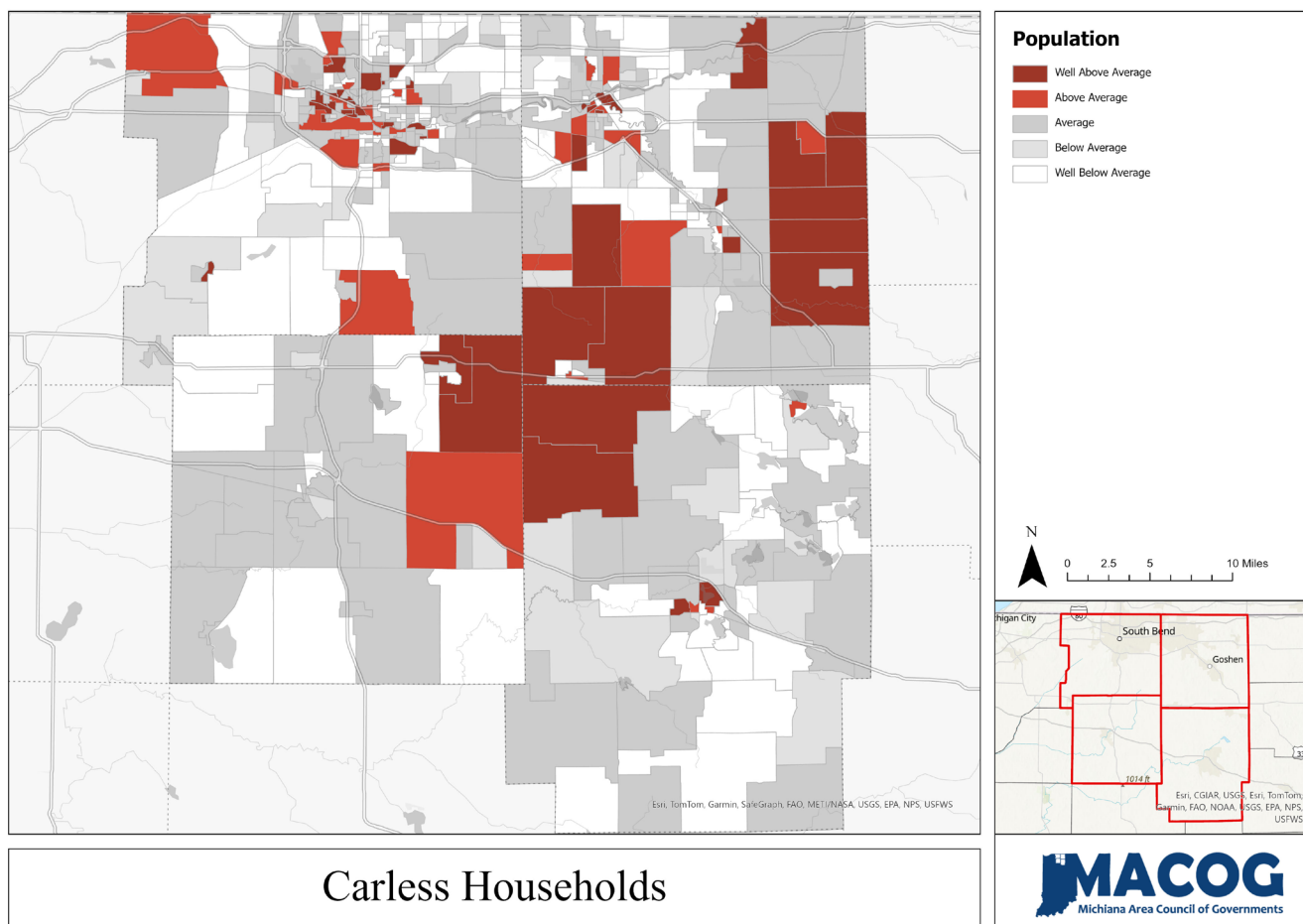
Figure 2.9: Carless Households

Carless Households

Transit services are essential to mobility for those who do not own a car, providing a means of transportation to jobs and other services as well as to run errands. Figure 2.9 displays the percentage of households without access to a car in each county. Elkhart County has the highest percentage of carless households, which could be influenced by the presence of the Amish community. The graph underscores the importance of public transportation options in areas with higher percentages of carless households to ensure mobility and access to essential services.

Racial Minority Population

Figure 2.10: Race and Ethnicity
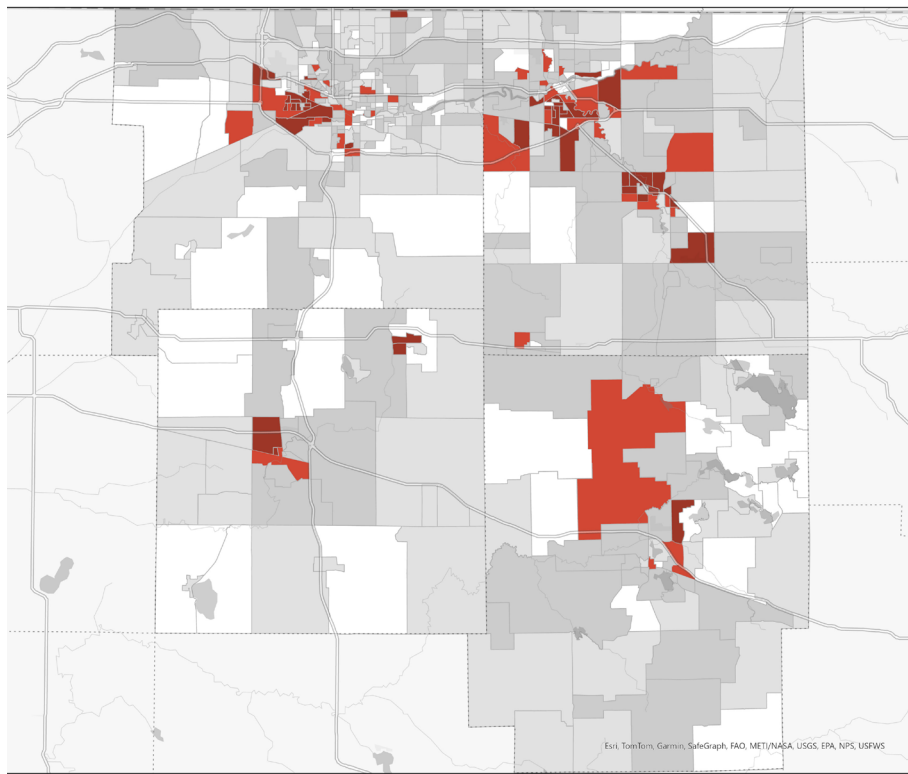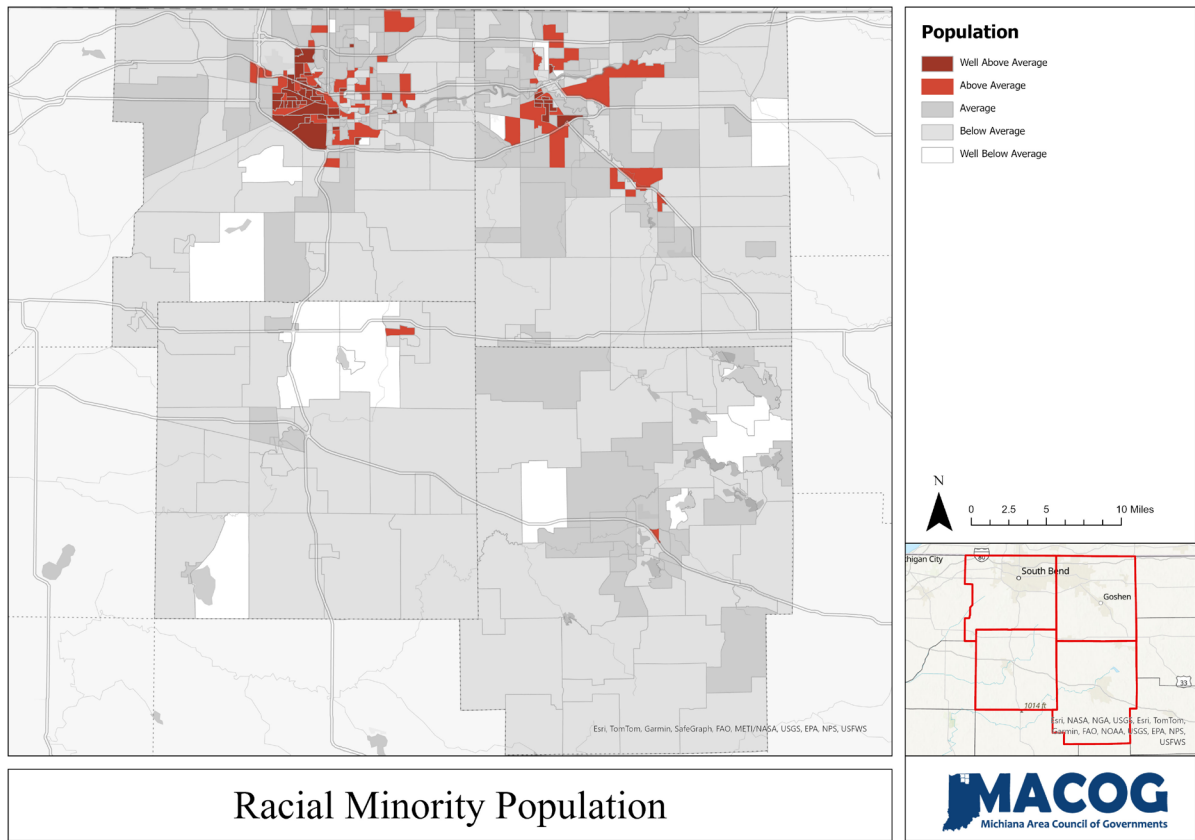
Race and Ethnicity

Another potential indicator of disadvantage in public transportation is race and ethnicity. According to a 2023 study by the NIH, "black populations are 3 times and Hispanic populations are 2 times more likely to use public transportation compared with White populations." The MACOG region has a large number of individuals who identify as black, Hispanic, or part of another racial or ethnic minority group. These groups tend to be disproportionately dependent on public transit, which can drastically impact their ability to access essential services in a convenient and timely manner. Figures 2.10 and 2.11 show the areas in the MACOG region with the highest Hispanic and racial minority populations. The disadvantage faced by these groups is compounded by decades of segregation and redlining, which often place them farther away from essential services.
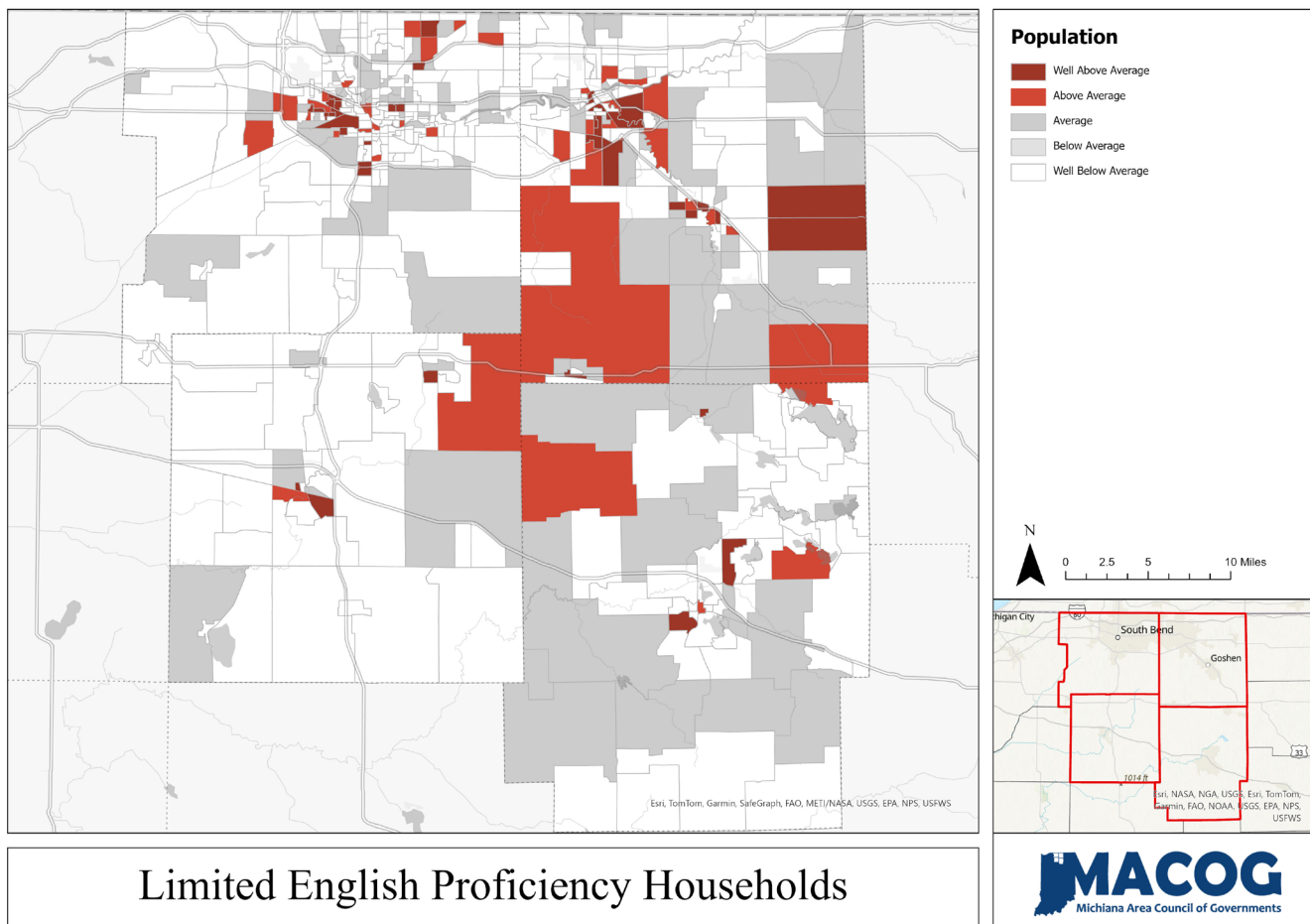

Hispanic Population

Figure 2.11: Hispanic Population

Figure 2.12: Limited English Proficiency Households

Limited English Proficiency

Low proficiency in the English language is a major disadvantage for individuals seeking to use public transit. Without a solid understanding of English, it becomes difficult to understand printed and online materials, read timetables, and navigate the network to get to the desired destination. Limited English proficiency also prevents potential riders from calling to get their questions answered, as most service providers in the area do not have much support for non-English languages. Individuals with low proficiency in English are likely to be disadvantaged in income and employment as well and may be in serious need of the transportation services that they have difficulty accessing. Figure 2.12 shows the areas in the MACOG region with the most limited English proficiency households, suggesting potential areas to increase support and outreach for riders in alternative languages.
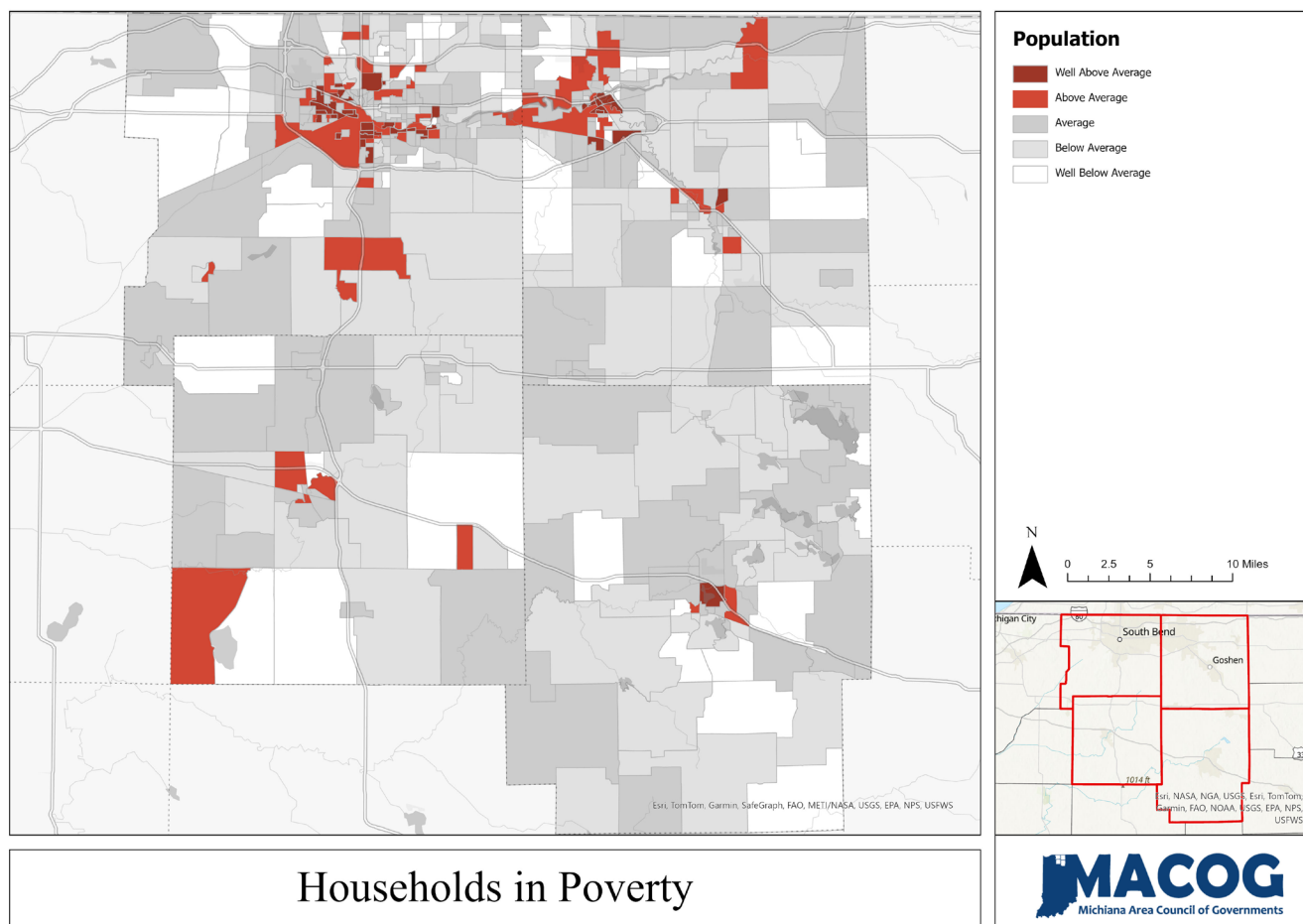
Households in Poverty

Figure 2.13 : Low Income Households

Households with a Low Income

Household income can be related to the number of cars a household has, meaning that a household with a higher income is more likely to own multiple vehicles than a household with a lower income. Households with a lower income and that own either one or no personal car are more likely to rely on public transportation to get around.

In 2022, the median income in the State of Indiana was $69,636. In the MACOG region, only two counties have a higher median income: Elkhart and Kosciusko Counties. Both St. Joseph and Marshall Counties have a median income below the State. Figure 2.13 shows the census tracts in each county with the highest percentage of low-income households.
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2.3 Inventory of Local Resources and Service

The MACOG region is served by public, private, and non-profit transportation providers. The South Bend-Mishawaka Urbanized Area is serviced by South Bend Transpo, which operates both fixed route and paratransit buses. In addition, private and non-profit agencies provide services to those living outside of the Transpo system. These agencies provide transportation to essential services such as medical appointments or general outings, although most are limited to the clients they serve.

The Elkhart-Goshen Urbanized Area is serviced by the Interurban Trolley, which provides both fixed route and paratransit bus services. Outside of the Interurban Trolley service area, non-profit agencies such as ADEC and the Elkhart Council of Aging, and private agencies such as assisted living homes provide on-demand transportation to medical appointments and other services or errands.

Marshall and Kosciusko Counties do not have a fixed route transit system, however, both counties have public and private services that offer transportation. The Marshall County Council on Aging offers weekday transportation for the general public. In Kosciusko County, on-demand transportation for the public is offered through the Kosciusko Area Bus Service (KABS), while other non-profit agencies provide services for their clients. However, neither of these agencies offers night or weekend service.

There are gaps in service and unmet transportation needs in each county, and this plan aims to explore solutions so that all residents have access to reliable transportation, and to increase the accessibility and mobility within the region. Several public transit agencies are available in the four-country 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.

2.4 Public Transportation Inventory

Fixed-Route Transit Service: Transpo and the Interurban Trolley

The South Bend Public Transportation Corporation (Transpo) operates the fixed route service in South Bend and Mishawaka, with sixteen regularly scheduled transit routes throughout these two cities. A peak-hour weekday express 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. 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. Transpo routes do not operate on Sundays or Holidays. Transpo is the direct successor of privately funded streetcars in the South Bend area and was established as a publicly funded transportation corporation under Indiana State law in 1968.

The original fixed-route transit service (within the past 70 years) in the Elkhart/Goshen urbanized area was started by the Concord Township Trustee in the 1980s. Fixed route service connecting Elkhart and Goshen started in 1999 with one transit line connecting Elkhart and Goshen, administered by the Michiana Area Council of Governments. The administration of this transit line was later combined with the Concord Township transit route, forming the Interurban Trolley system in 2006 that continues to be administered by MACOG today. Today the Interurban Trolley

continues to operate bus service between Elkhart and Goshen operating one route between the cities of Elkhart and Goshen and three circulator loops within the city of Elkhart. Bus service operates from 5:00 am to 8:00 pm on weekdays and until 7:00 pm on Saturdays.

Tranpso and the Interurban Trolley co-operate the Yellow Line connecting Downtown Elkhart with Downtown Mishawaka. The Yellow Line began in response to identified gaps and needs in the 2007 Coordinated Plan, MACOG developed the Bittersweet/Mishawaka Interurban Trolley route in September 2009. The Yellow Line originally connected with the South Bend Transpo Route 9-bus at Martin's Supermarket on Bittersweet Road, Mishawaka. Due to site issues at the Martin's shopping plaza, the connection site was relocated to be on the street in the Twin Branch Park neighborhood in 2015. To improve this poor connection location and increase service, the Yellow Line incorporated the portion of Transpo Route 9 between Downtown Mishawaka and the Twin Branch Park neighborhood in 2018, and today is jointly operated by both agencies, with some trips operated by Tranpso and some trips operated by the Interurban Trolley.

Fares for fixed-route transit in the region are $1 per ride. 50 cents for seniors 65 and older, or passengers with disabilities). Free transfers are no longer available between routes in the region, with Day Passes costing $3 for Transpo and $2 for the Interurban Trolley. 14-Day Passes are available for $18, and 31-Day Passes for $35 for each transit agency. Passes allow for unlimited rides on either Transpo buses or Interurban Trolley buses, with passes from both agencies allowed on the jointly operated Interurban Trolley Yellow Line.

The Interurban Trolley and Transpo fixed-route network routes are shown in Figure 2.17. Transpo fixed-route Ridership in 2022 totaled 1,096,886 passengers. Interurban Trolley Fixed Route ridership totaled 338,606 passengers. See Figures 2.14 and 2.15 for full fixed-route ridership, passenger miles, and passenger hours data.

Two additional public transit agencies provide fixed-route public transit connections from the region's regional destinations beyond the region. The South Shore Line is a commuter train that operates 7 weekday and 6 weekend trips between the South Bend International Airport through Northwest Indiana to Chicago. Most South Shore Line trains also stop at Hudson Lake in LaPorte County but less than three-quarters of a mile from St. Joseph County and the Town of Carlisle. South Shore Line ridership to and from South Bend totaled 176,581 in 2023.

Niles Dial-A-Ride also provides limited connections to South Bend Transpo Route 5 during weekdays via a stop at Arden Road and 933, along with a stop at Stateline Road just off of Michigan Street (SR-933) at the northern border of Indiana and St. Joseph County. Figure 2.16 is the total Niles Dial-a-ride ridership. The majority of this ridership within the state of Michigan is part of the South Bend-Niles urbanized area but, under the jurisdiction of the Southwest Michigan Planning Commission, is responsible for the Coordinated Human Services Transportation Plan for the majority of their service area.
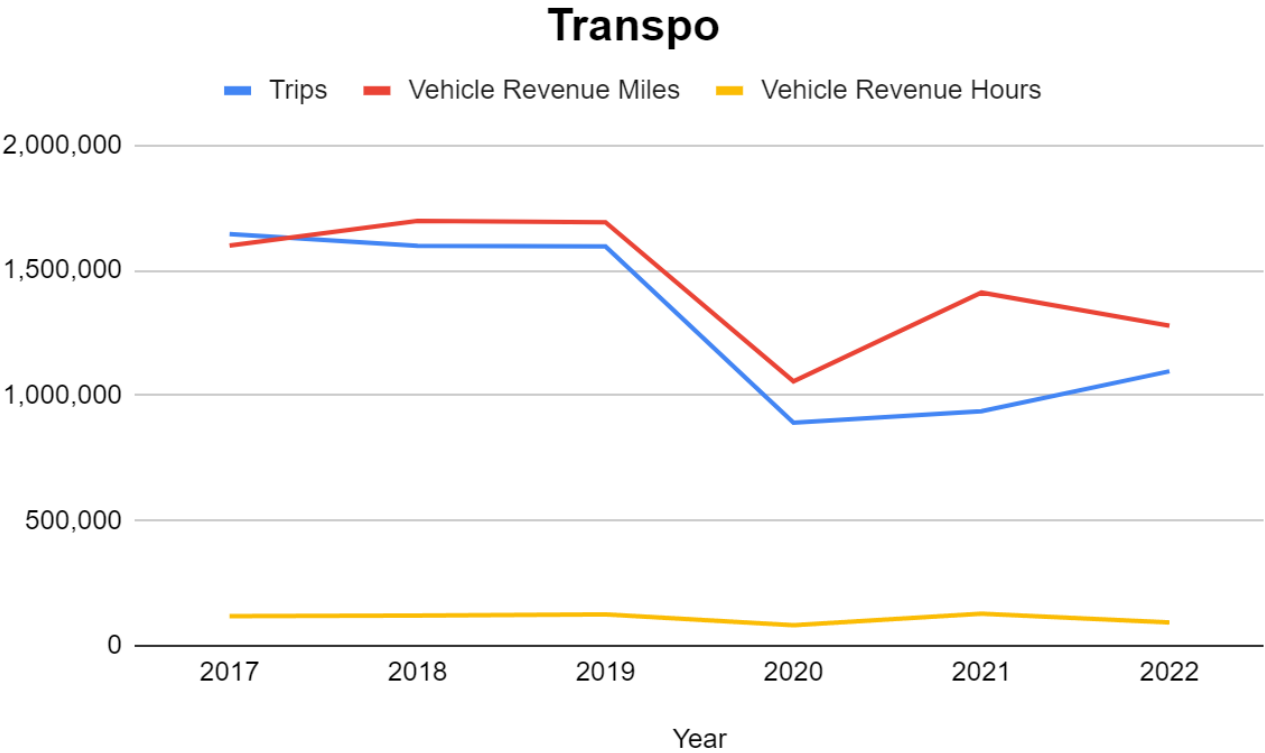

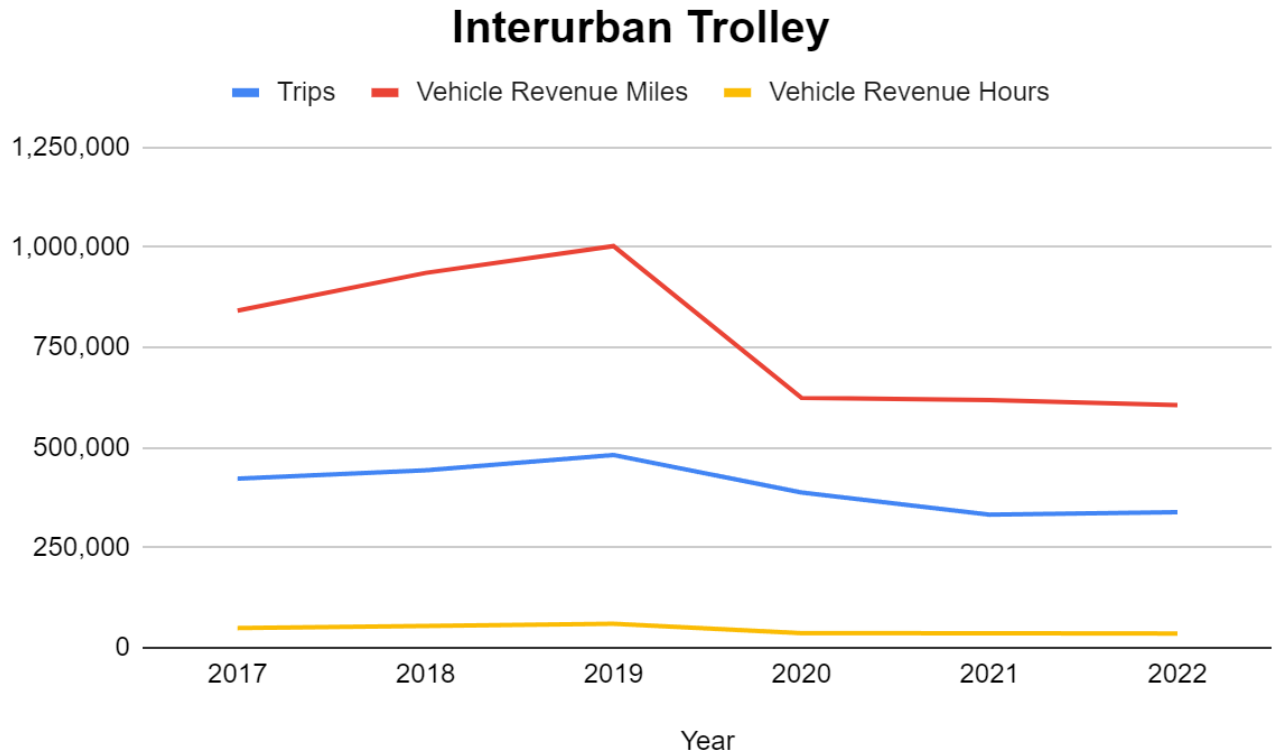Figure 2.14: 2017-2022 Transpo Fixed-Route Ridership

Interurban Trolley

Figure 2.15: 2017-2022 Interurban Trolley Fixed-Route Ridership
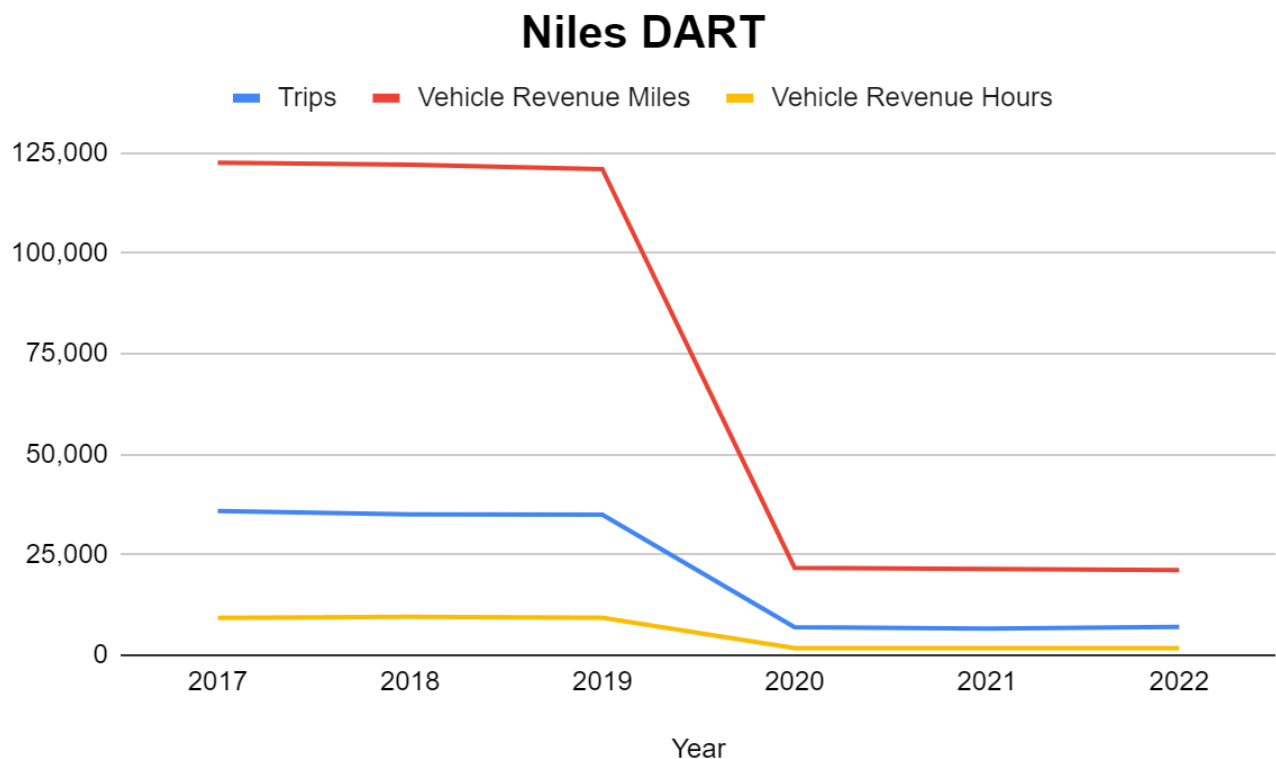
Niles DART

Figure 2.16: 2017-2022 Niles DART Trolley Fixed-Route Ridership

Paratransit Service

Transpo and the Interurban Trolley each operate their own ADA complementary paratransit services. Access services provide comparable door-to-door service in the same areas as the fixed-route service for persons whose disabilities prevent their use of the regular fixed-route 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 with each respective transit agency. Passengers must schedule their rides by 4:00 pm one day in advance. Fares cost $2 per ride.

The Transpo Access service provides transportation to individuals who live within three-quarters of a mile of the Tranpso fixed-route system. Service hours are the same as the fixed-route transit system: Weekdays from 5:20 am to 10:10 pm and from 6:40 am to 7:10 pm on Saturdays with no Sunday Service. The Interurban Trolley Access Corridor is defined as a continuous 1.5 miles corridor around the Interurban Trolley fixed route service area, except for the portion of the Yellow Line Mishawaka/Elkhart Route between the Twin Branch Park area and Mishawaka Transfer Center. This portion of the Yellow Line receives ADA Paratransit coverage from South Bend Transpo's Access Service. Service hours are the same as the Trolley fixed-route system: from 5:00 am to 8:00 pm on Weekdays and 5:00 am to 7:00 pm on Saturdays, with no Sunday service.

A map of the two paratransit zones is shown in Figure 2.17. The systems both cover different portions of the Interurban Trolley Yellow Line, with eligible passengers able to transfer in the Twin Branch Park neighborhood of Mishawaka.
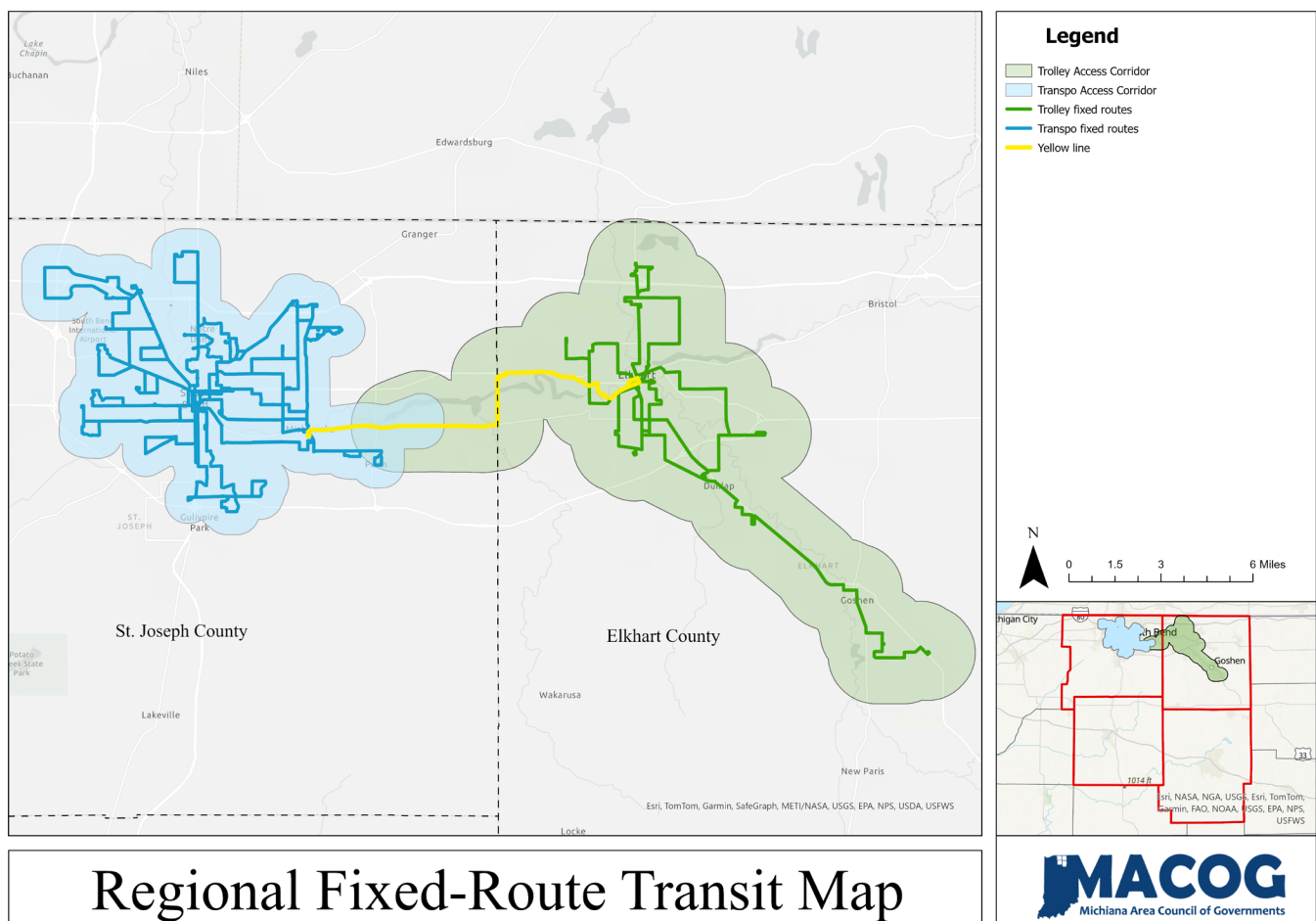

Figure 2.17: Regional Fixed-Route Transit Map

Access Paratransit Rider Locations

Data was available and analyzed for all Interurban Trolley Access origins and the number of trips beginning at each origin throughout the Interurban Trolley Access corridor. This data is shown in Figure 2.18. The Access Paratransit service is limited to individuals with disabilities, meaning its usage is heavily weighted towards healthcare and other necessary services. Other than apartment complexes and housing developments, the most common locations served by Access include medical locations like the hospital, surgery centers, and clinics; as well as other essentials such as groceries, the public library, and the housing authority. These results show just how important it is for these individuals to have accessible transportation, as without it they are likely to have few other options for buying food and receiving medical care.
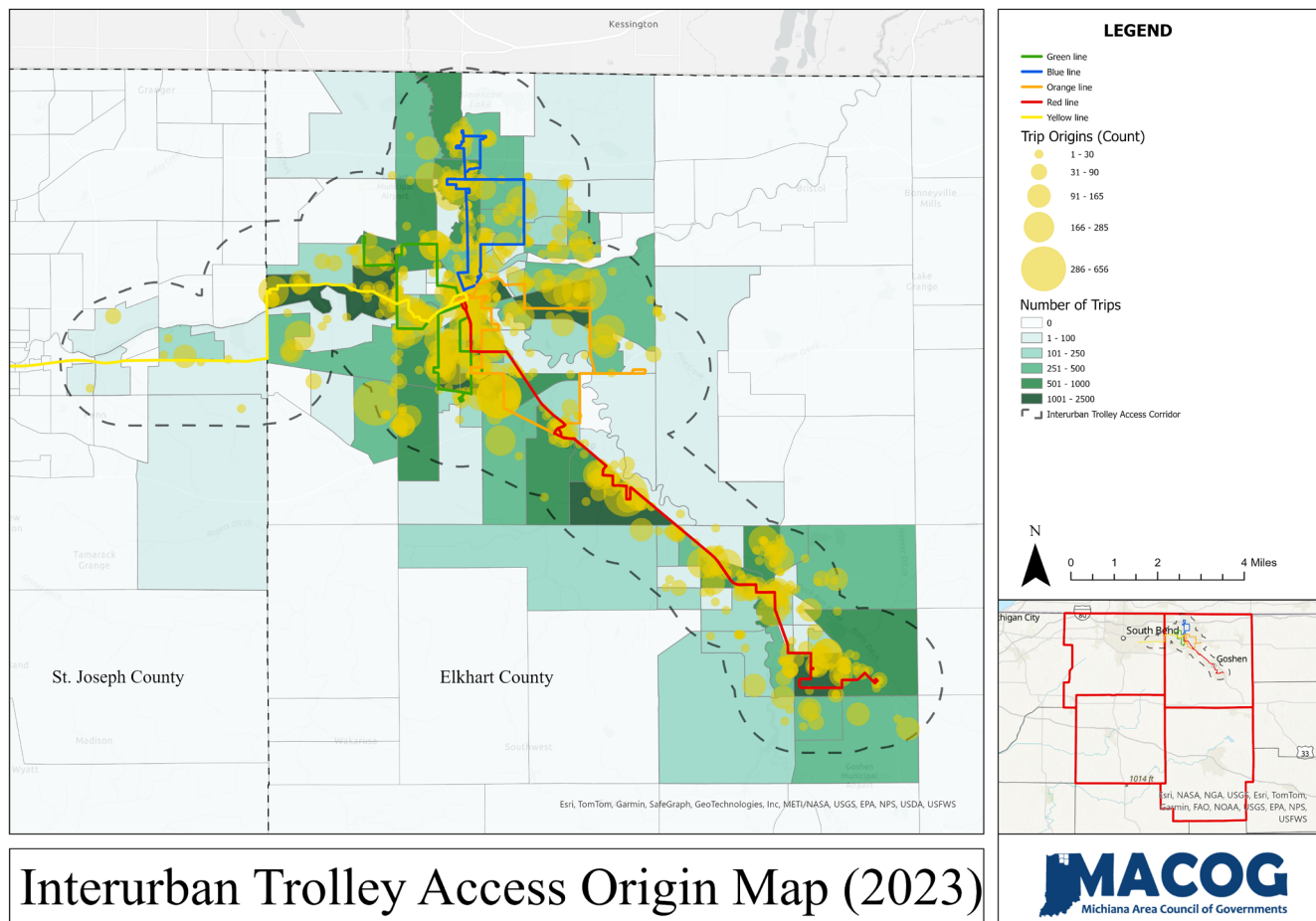

Interurban Trolley Access Origin Map (2023)

Figure 2.18: Interurban Trolley Access Origin Map

Marshall County Council on Aging

Marshall County Council on Aging (COA) transit service operates on weekdays from 7:00 am to 5:00 pm. The service area includes the entirety of Marshall County. Service with the City of Plymouth is a demand-response service with passengers able to call to schedule the same day. Service can be scheduled within Marshall County outside of Plymouth City limits on a first-come, first-served basis by appointment. There is no weekend or holiday service. The COA also has funding that allows them to provide trips primarily for medical appointments within a two-hour radius (within Indiana) from Marshall County including South Bend/Mishawaka, Indianapolis, and Fort Wayne.

This public paratransit service operates with 10 vehicles that are ADA accessible—8 low-floor minivans, and 2 medium transit buses. The general service area is Marshall County. However, this service can be used to travel anywhere in Indiana. Medicaid transportation is also provided.

COA transit fare (each way) is $2.50 per boarding up to 5 miles, $6.00 for 6 to 30 miles, and $11.00 for trips that are 31 or more miles. Figure 2.19 shows that the number of trips for the Marshall County Public Transit remained relatively stable from 2017 to 2022.
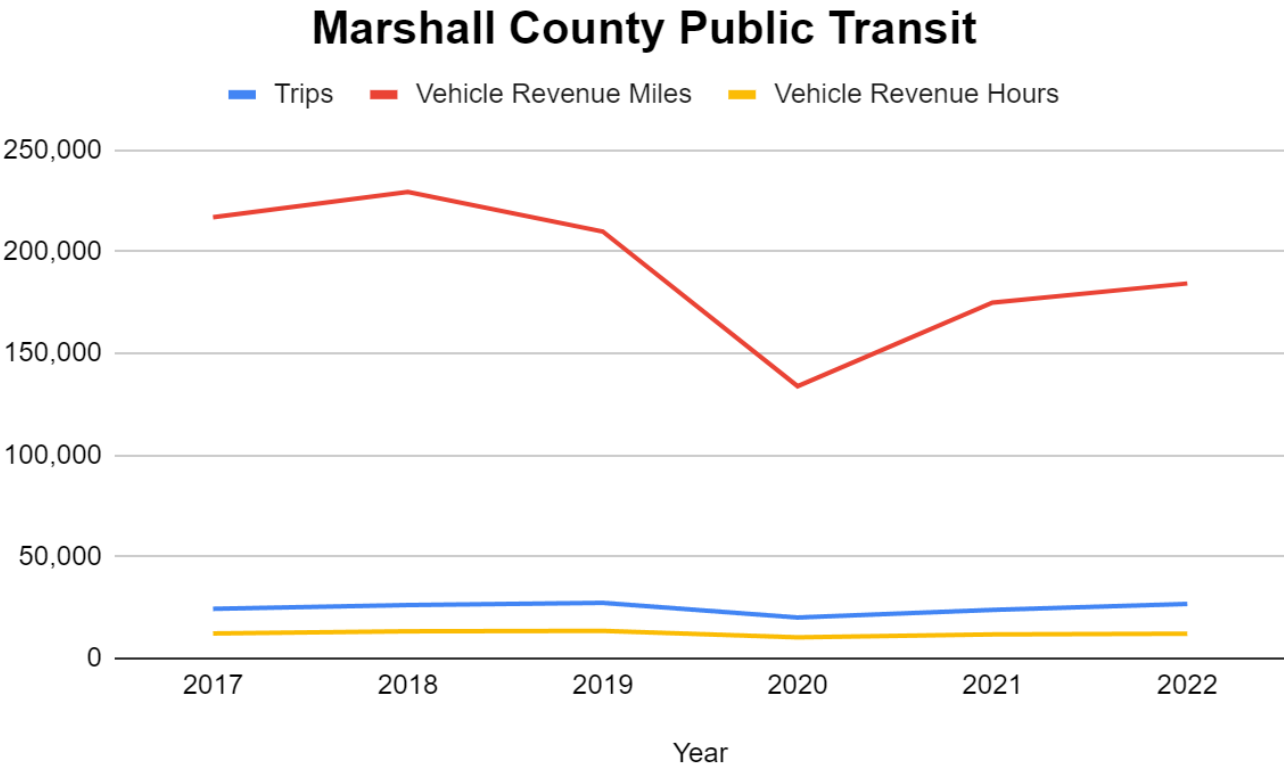

Figure 2.19: 2017-2022 Marshall County Public Ridership

Kosciusko Area Bus Service (KABS)

The Kosciusko Area Bus Service (KABS) operates a demand-response service from 5:30 am to 8:30 pm. on weekdays in Kosciusko County, Indiana. There is no weekend or Holiday service. The service area is the entirety of the county.

KABS operates with 11 vehicles in its fleet which are all ADA accessible - 9 buses and 2 minivans. 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.

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 $5.00 is charged for same-day service.

Figure 2.20 shows that the number of trips for the Kosciusko Area Bus Service remained relatively stable from 2017 to 2022, with a slight decline around 2020, likely due to the impact of the pandemic.
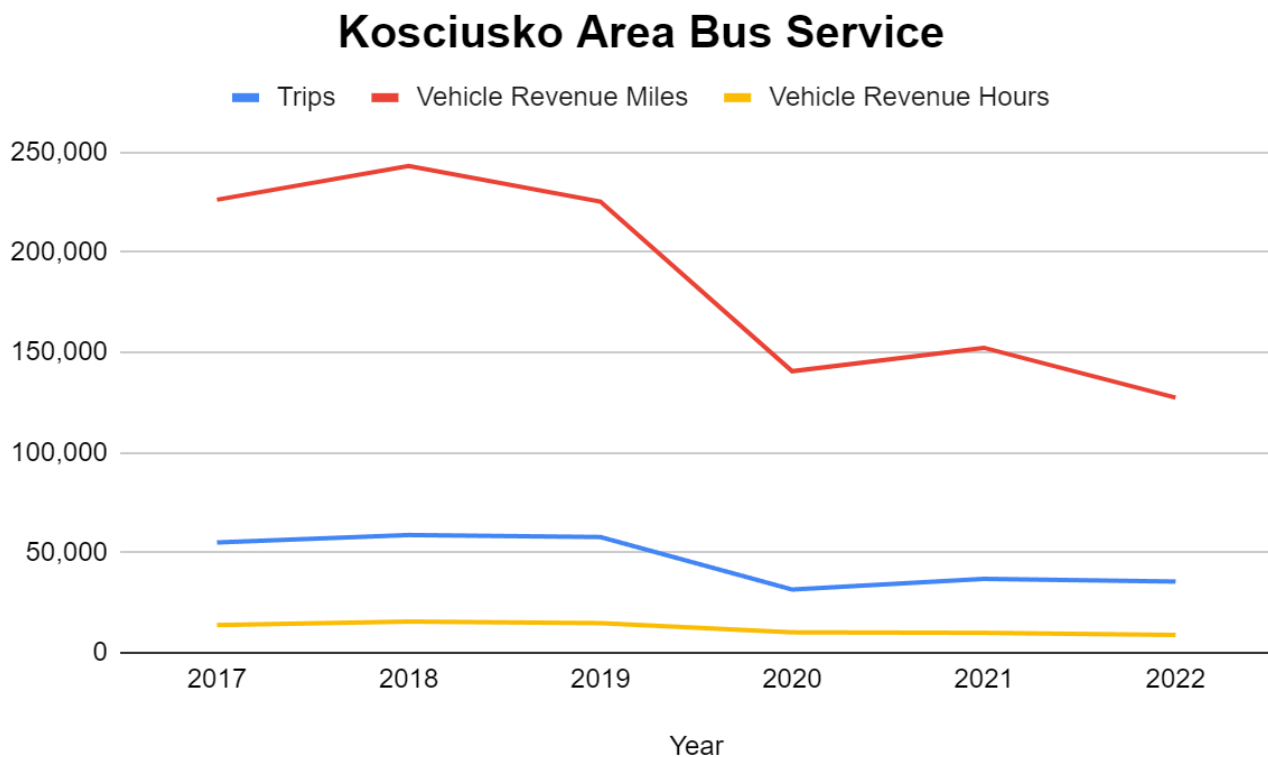

Figure 2.20: 2017-2022 Kosciusko Area Bus Service Ridership

CHAPTER 3

Accessibility

3.1 Introduction to Accessibility Analysis

Accessibility analysis is a vital tool in urban and regional planning, aimed at understanding how easily residents can access essential services, employment opportunities, and public transportation. This analysis provides critical insights into the spatial distribution of accessibility, highlighting areas of strength and identifying regions where improvements are needed. Effective accessibility analysis can uncover disparities and inform strategies to create more inclusive and efficient urban environments.

In the context of the Regional Mobility Plan, accessibility analysis plays a crucial role in ensuring that all residents, regardless of their location, have equitable access to necessary resources. This is particularly important in promoting social equity, as it ensures that vulnerable populations, such as low-income households, the elderly, and people with disabilities, are not disadvantaged by inadequate access to essential services.
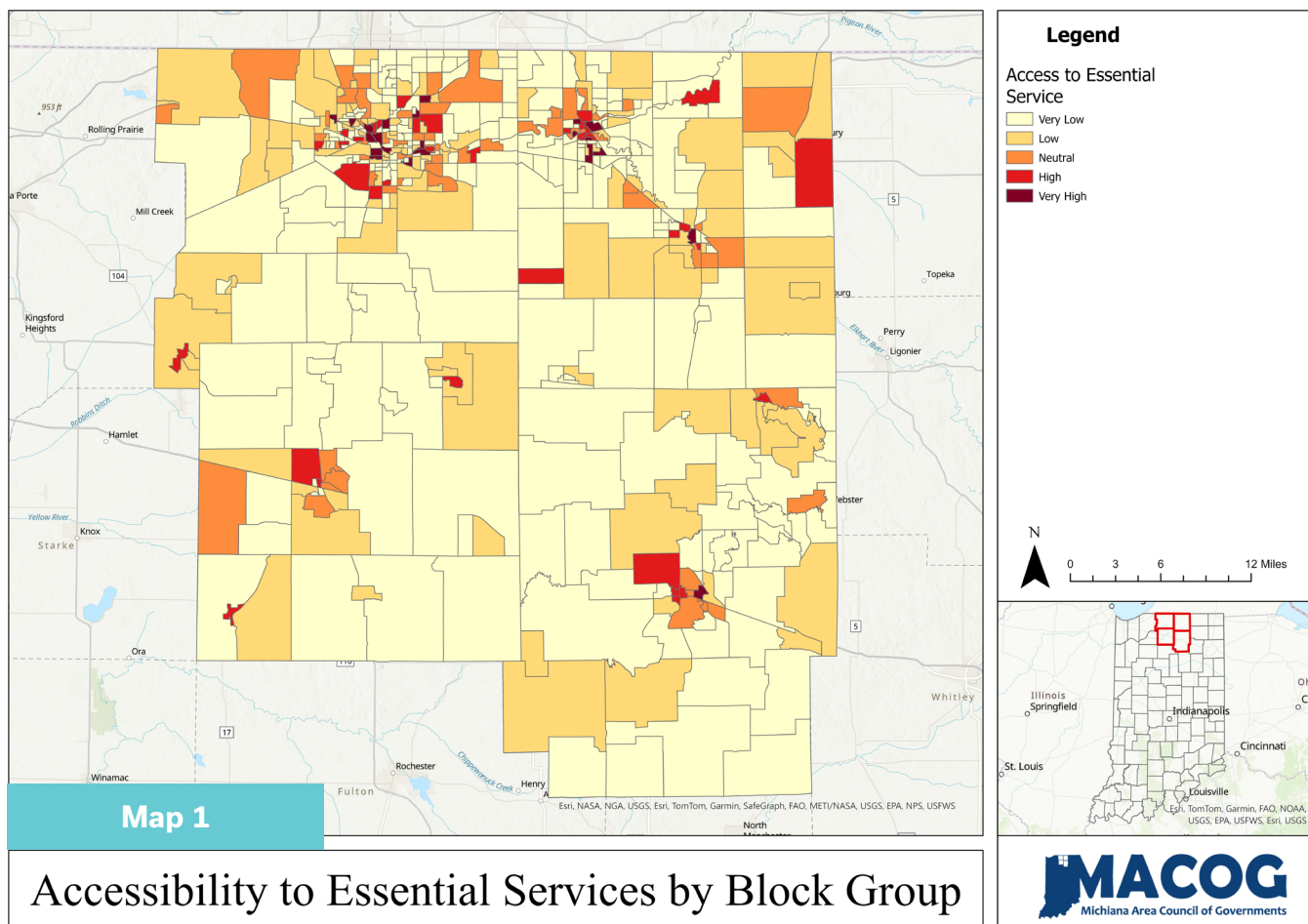
By evaluating accessibility, we can make informed decisions that promote inclusive and efficient mobility solutions. For instance, understanding which areas have poor access to

employment hubs can guide the development of new transit routes or the implementation of policies to incentivize job creation in underserved areas. Similarly, identifying regions with limited access to healthcare, education, or grocery stores can help direct investments in infrastructure and services to those who need them most.

In summary, accessibility analysis is an essential component of the Regional Mobility Plan. It helps to ensure that all residents can benefit from regional development, guides efficient resource allocation, and promotes equitable and sustainable urban growth. This analysis not only highlights areas of strength but also identifies regions needing improvement, driving future planning efforts to enhance overall mobility and accessibility for all residents.

3.2 Methodology

The methodology for the accessibility analysis in our Regional Mobility Plan is comprehensive, encompassing multiple layers to provide a detailed evaluation of accessibility across the MACOG region. Each layer focuses on a different aspect of accessibility, contributing to an overall understanding of how well the transit system serves the residents.

Map 1

Accessibility to Essential Services by Block Group

Legend

Access to Essential Service
- Very Low
- Low
- Neutral
- High
- Very High

3.2.1 Essential Services Accessibility

Map 1 assesses the accessibility of essential services at the block group level. Essential services include healthcare facilities, schools, grocery stores, and park/recreational amenities. This layer categorizes block groups as Very Low, Low, Neutral, High and Very High in terms of accessibility. The categorization is based on the number of facilities available per square mile within a particular block group.
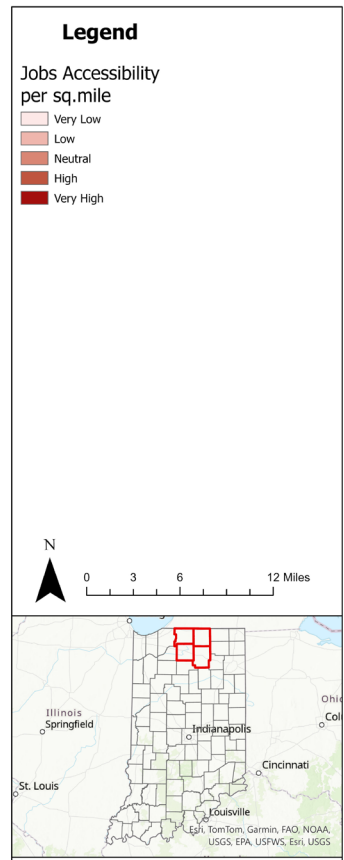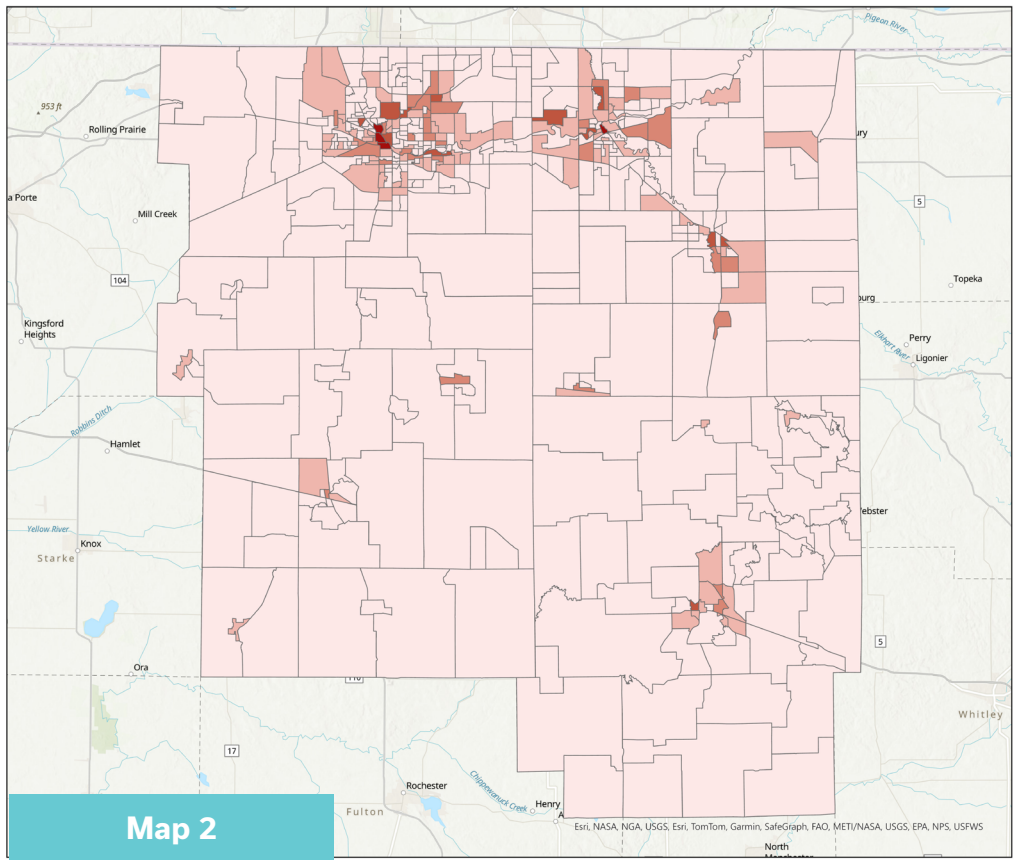
3.2.2 Layer 2: Job Accessibility

Map 2 focuses on job accessibility, which evaluates the number of jobs available per square mile within a particular block group. This analysis provides insights into the density of employment opportunities in different areas, helping to identify regions with high or low job availability. Job accessibility is a crucial aspect of overall accessibility as it directly impacts residents' ability to secure employment and contributes to economic stability and growth within the community.

3.2.3 Environmental Justice

Map 3 addresses Environmental Justice, ensuring that vulnerable populations have equitable access to necessary resources. This involves mapping the locations of low-income households, minority communities, and other disadvantaged groups, and comparing their accessibility to essential services and employment opportunities with that of the general population.

Map 2

Map of Job Accessibility per sq. mile by Block Group

Legend

Jobs Accessibility per sq.mile
- Very Low
- Low
- Neutral
- High
- Very High

MACOG
Michiana Area Council of Governments

Map 3

Map of Environmental Justice Analysis

Legend

Environmental Justice
- Well Below Average
- Below Average
- Average
- Above Average
- Well Above Average
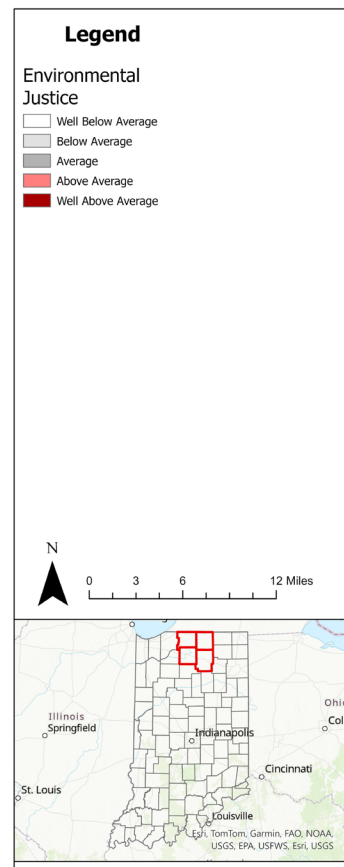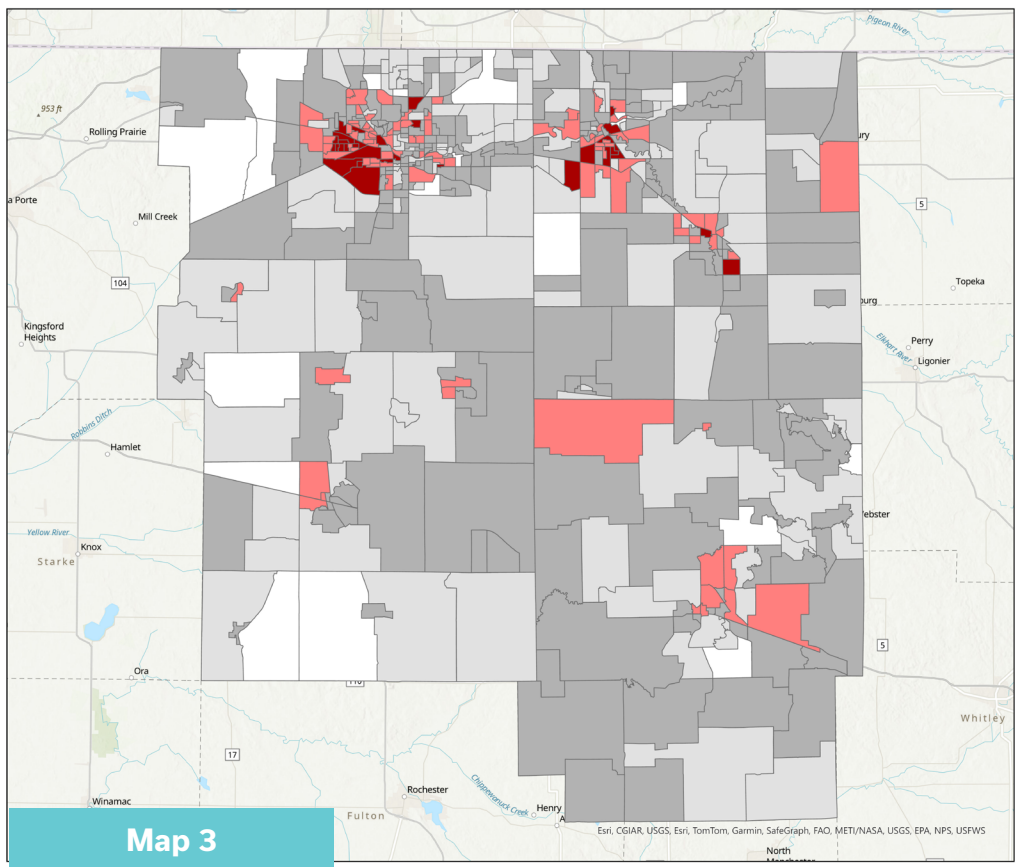
MACOG
Michiana Area Council of Governments

3.2.4 Accessibility from Transit Bus Stops and Routes

Map 4 examines accessibility from transit bus stops & routes within the MACOG region. This analysis looks at the coverage and reliability of public transit services. It assesses how well the transit network connects residents to essential services, employment centers, and other key destinations. By analyzing transit accessibility, we can identify gaps in service and areas where improvements are needed to enhance mobility for transit-dependent populations.

3.2.5 Integration of Layers

After evaluating each layer individually, they are integrated to generate a comprehensive accessibility score for each block group. This composite score reflects the overall accessibility of an area, taking into account essential services, employment opportunities, environmental justice considerations, and public transit access. The final evaluation helps prioritize areas for accessibility improvements, ensuring a balanced and equitable approach to regional mobility planning.

3.2.6 Data Collection and Analysis Tools

The methodology employs data collection and analysis through geographic information systems (GIS). These tools facilitate the accurate mapping and analysis of accessibility across the region. he data sources utilized include employment data from the LEHD Origin-Destination Employment Statistics (LODES), schools and health facilities data from the Homeland Infrastructure Foundational-Level Data (HIFLD), retail stores data from the United States Department of Agriculture (USDA), and parks and recreation data from IndianaMap. The integration of these diverse data sources ensures a comprehensive and up-to-date assessment of accessibility within the MACOG region.


Map 4

Accessibility to Transit by Block Group
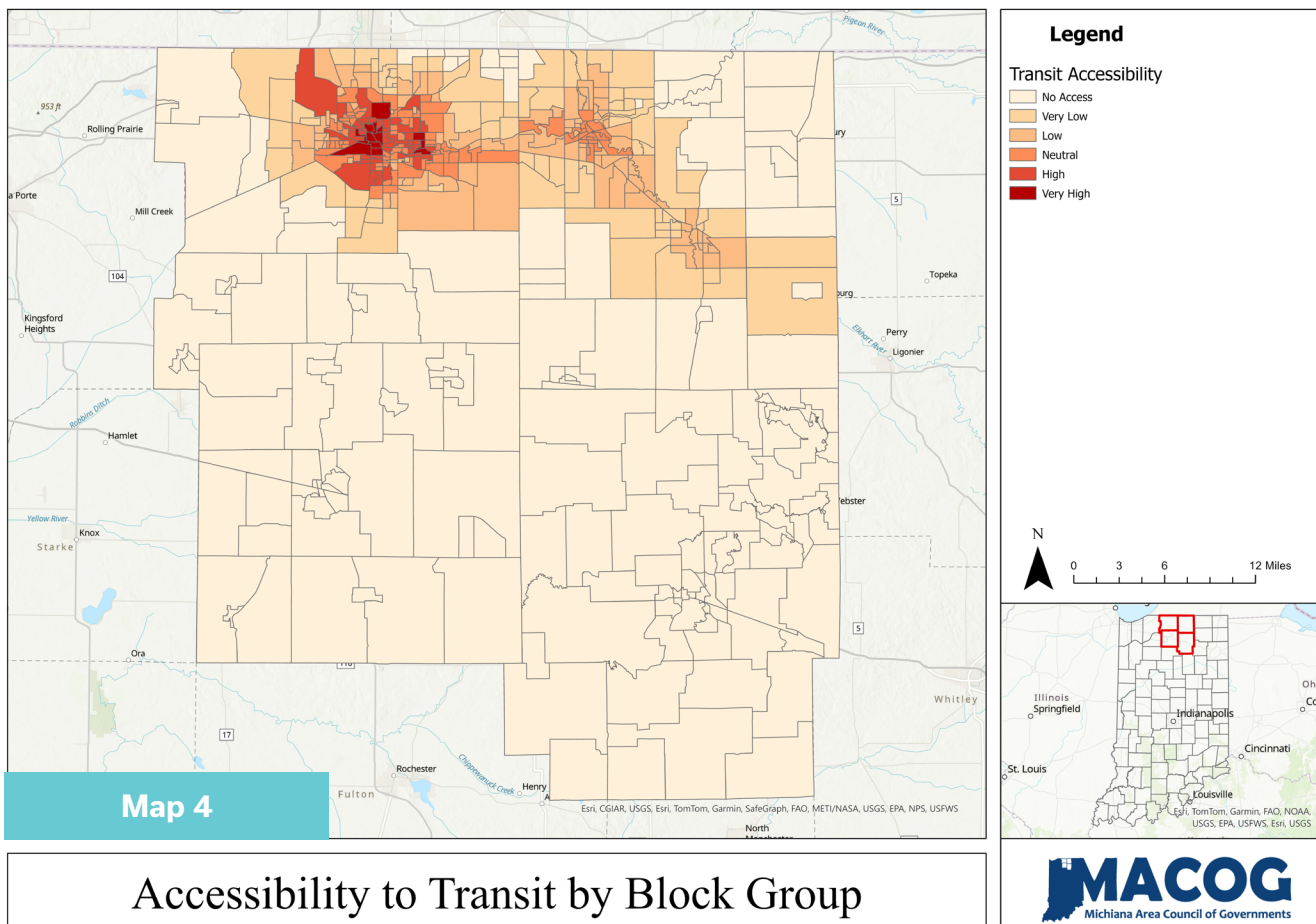
3.3 Results

The accessibility analysis across the region reveals significant disparities. High accessibility to essential services is concentrated in urban areas such as downtown South Bend, Elkhart, Plymouth, Culver, Bremen, Goshen, and Warsaw, reflecting well-developed infrastructure. Suburban areas show moderate accessibility, while rural areas, particularly in Kosciusko and Marshall counties, face low accessibility with fewer essential services per square mile. Job accessibility is similarly uneven, with the highest concentrations in central and northern regions like South Bend and Elkhart, moderate levels in suburban areas, and lower levels in rural counties. The Environmental Justice analysis highlights disparities in environmental benefits and burdens, with some areas scoring well above average and others well below average, indicating inequities faced by vulnerable populations. Transit accessibility is highest in central urban areas, benefiting from a dense public transit network, while suburban areas have moderate access, and rural regions, particularly in Marshall and Kosciusko county, exhibit significant gaps in transit services.

After compiling all the layers in **Map 5**, the areas with very high accessibility are predominantly located in the center South Bend and Elkhart. These zones reflect well-developed infrastructure and a high density of services and employment opportunities. High accessibility areas are also found in these central regions, suggesting robust service availability and connectivity. Neutral accessibility areas are more spread out, indicating moderate access to services and jobs, typically found in suburban settings. Low and very low accessibility areas are primarily in Marshall and Kosciusko County.

Map 5

Map of Accessibility by Block Group
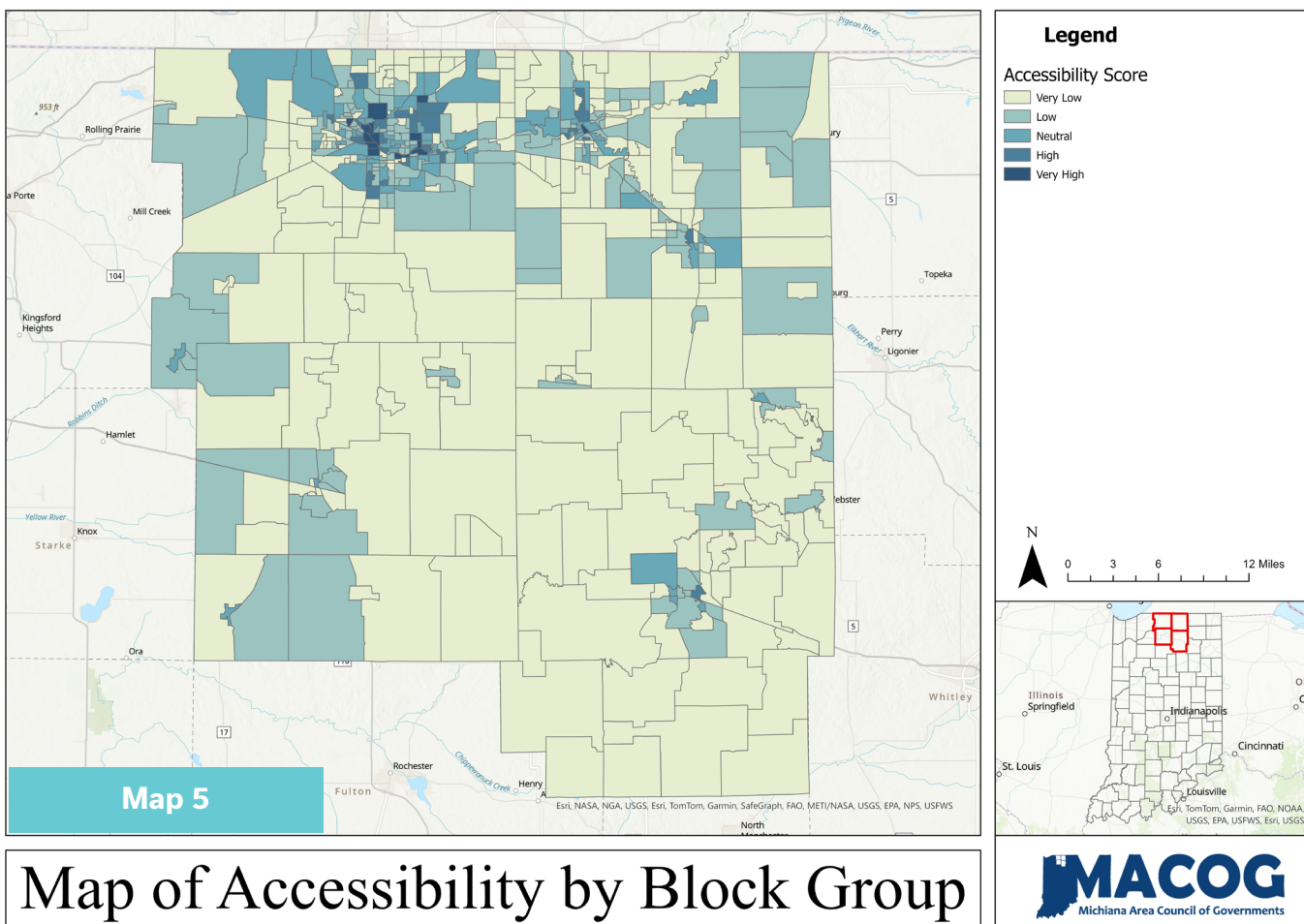
CHAPTER 4

Identifying Needs

4.1 Assessment of Transportation Gaps and Needs

Through public and stakeholder engagement, the transportation inventory, and accessibility and community context analysis, several themes emerged regarding unmet transportation needs in the MACOG Region. The primary areas of unmet need include:

- Infrastructure and Accessibility
- Transportation Availability and Service
- Awareness
- Financial Capacity

These identified needs inform the strategies and recommendations moving forward, ensuring that everyone can access transportation in a way that enables active participation in their community

4.1.2 Infrastructure & Accessibility

Accessibility within the transportation environment is about ensuring that people can reach their needed destinations without barriers. This theme often arose during focus group meetings, highlighting the necessity of an accessible transportation network, particularly for those who walk or utilize public transit. Key infrastructure elements include sidewalks, curb ramps, bus stop shelters, benches, and lighting, all contributing to a barrier-free and comfortable environment.

Several policy tools address infrastructure and accessibility. Complete Streets Policies are a useful tool for regions and local communities, to ensure transportation investments are designed to accommodate all users of all ages and abilities. MACOG adopted a Complete Streets Policy in 2019 and four (4) communities including the Cities of South Bend, Plymouth, Warsaw and the Town of Culver have adopted local Complete Streets policies.
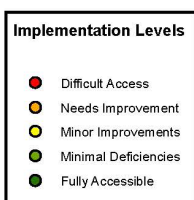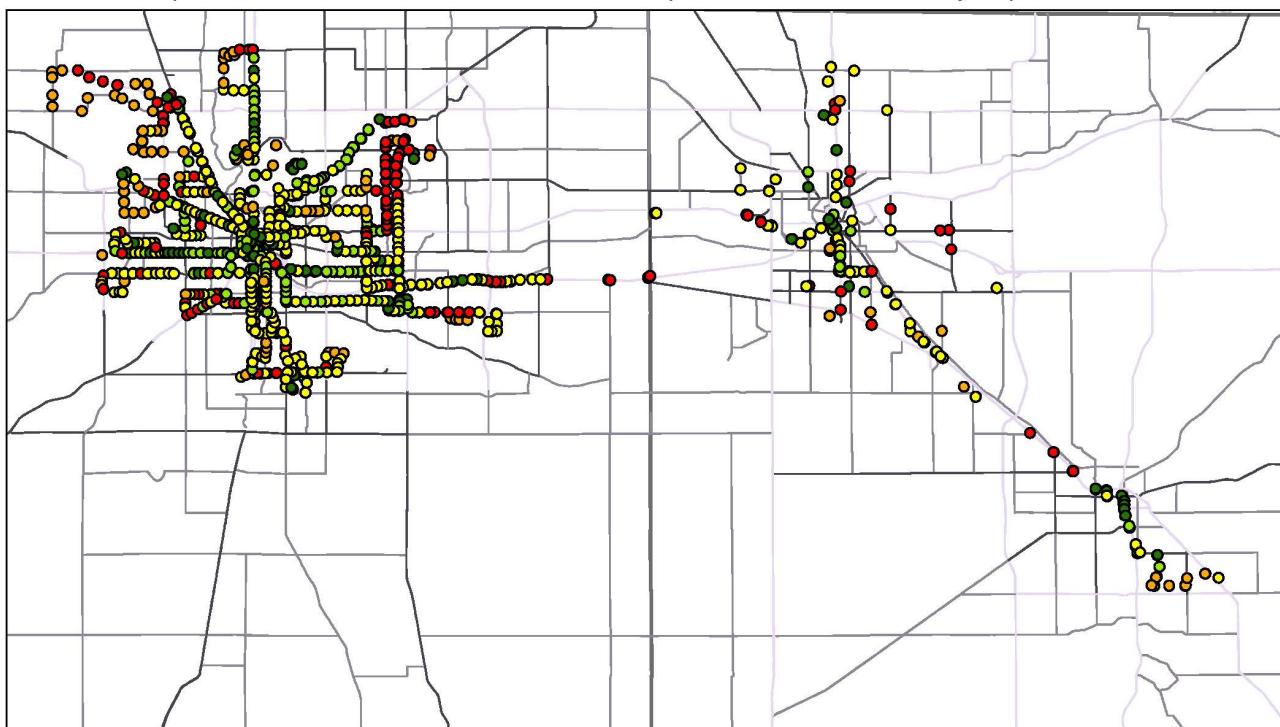
Another tool that can help public entities plan and prioritize accessibility is through ADA Transition Plans. ADA Transition Plans identify barriers to accessibility in facilities, programs, policy, and infrastructure, ensuring compliance with the Americans with Disabilities Act. Most communities have plans in place addressing the public right of way, listing physical barriers, identifying methods to remove these barriers, and setting improvement priorities. In 2021, a Bus Stop ADA Transition Plan was completed for Transpo and the Interurban Trolley which provides a prioritization ranking and implementation level for bus stop improvements within their systems **(See Map X: Bus Stop Prioritization)** These plans will ensure that infrastructure such as curb ramps, sidewalks, and bus stops are consistently being evaluated so that all people can utilize and access.

Infrastructure needs identified:
- Linking residential, commercial, industrial, and service centers with complete streets to ensure a safe and comfortable multimodal transportation network
- Ensuring bus stops comply with Americans with Disabilities Act (ADA) standards for accessible design
- Providing bus shelters, seating, lighting and security at bus stops
- Maintaining sidewalks and bus stop during winter

Bus Stop ADA Transition Plan: South Bend Transpo and Interurban Trolley Implementation

Implementation Levels

- 🔴 Difficult Access
- 🟠 Needs Improvement
- 🟡 Minor Improvements
- 🟢 Minimal Deficiencies
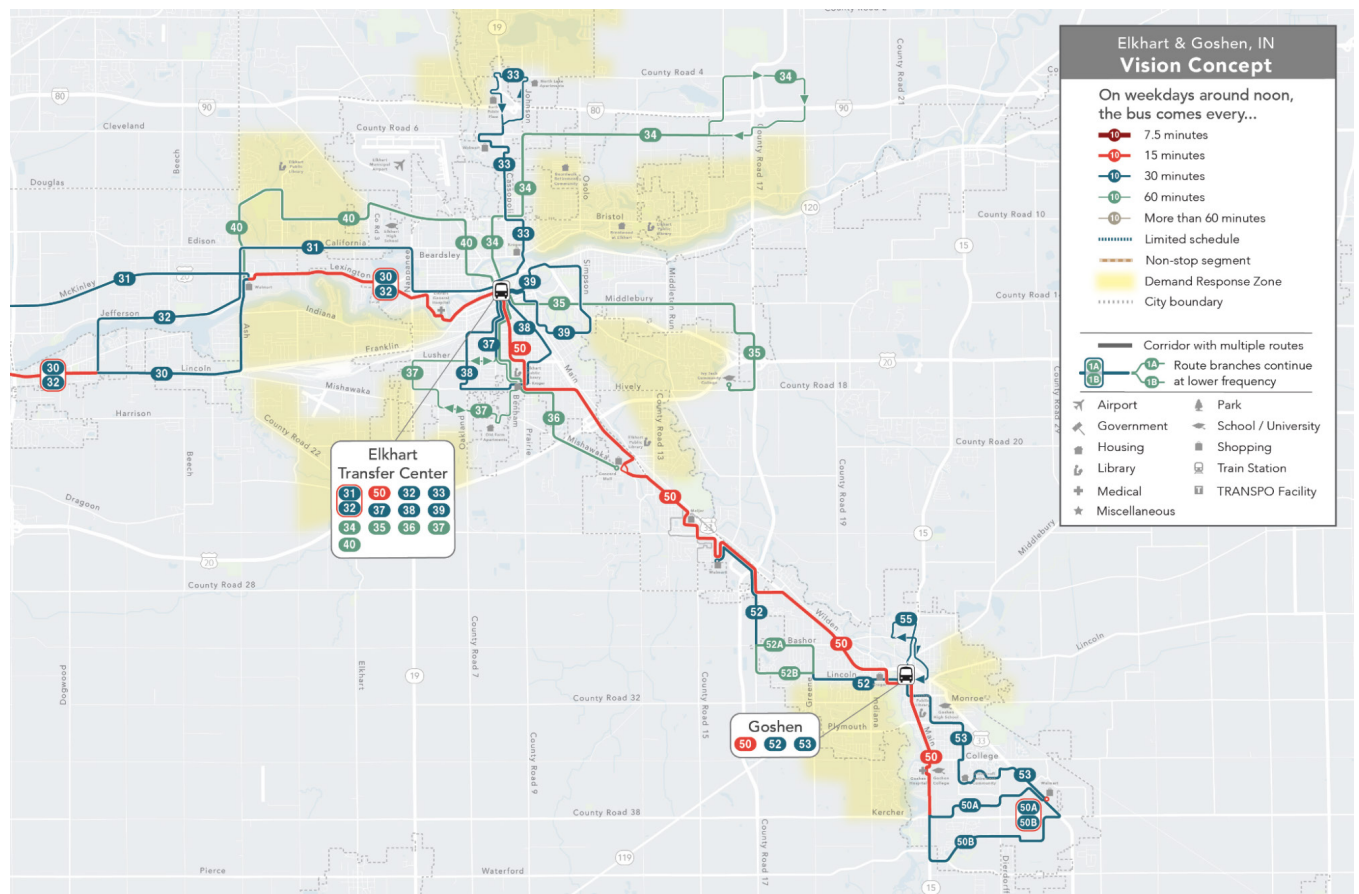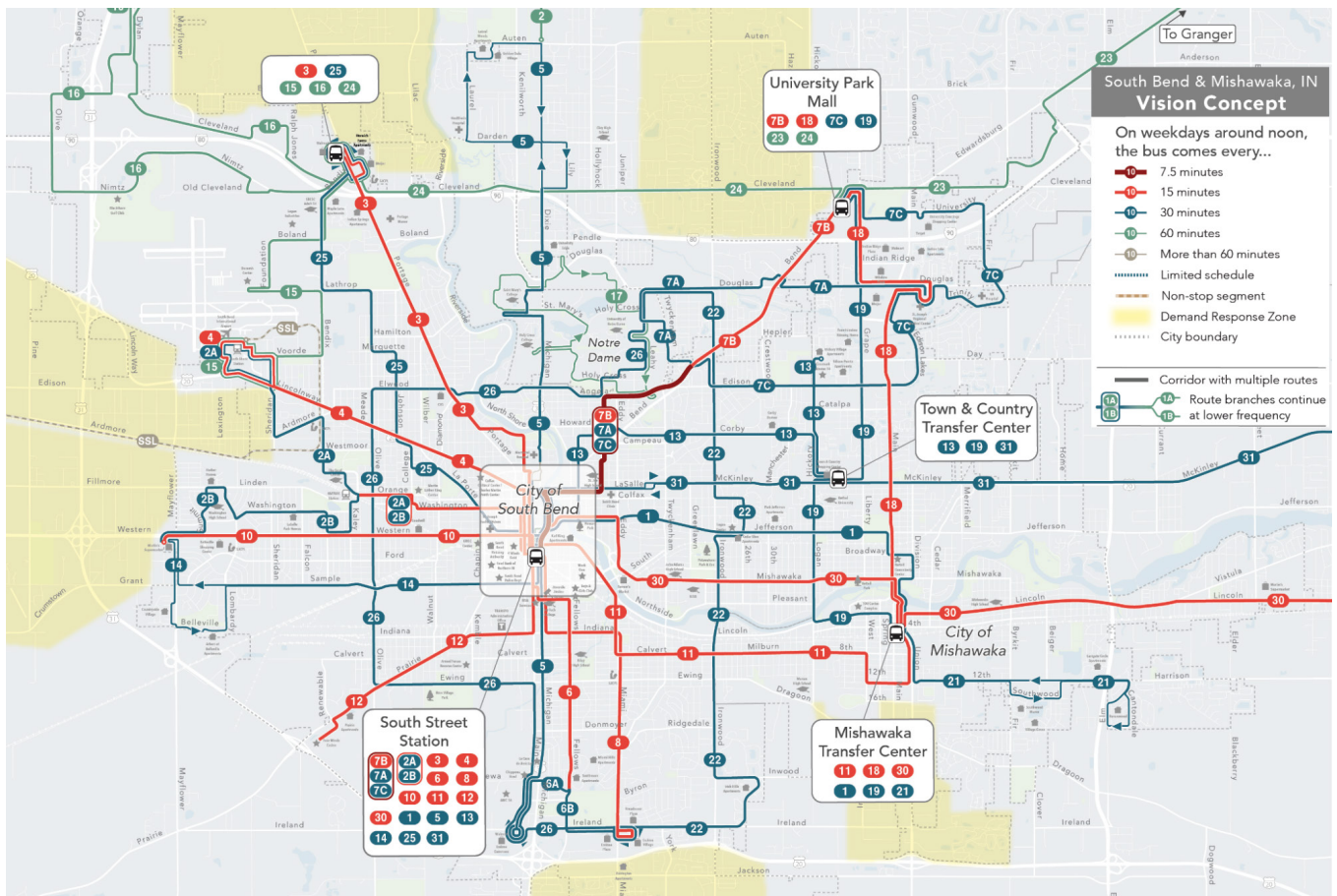- 🟢 Fully Accessible

Map X: Bus Stop Prioritization

N

4.1.2 Transportation Availability & Service

The availability of service or lack of service has broad sweeping impacts on a variety of critical quality-of-life factors, including access to education, employment, services, and community health. Geography and population density also contribute to transportation availability and services. According to FHWA's Strategic Plan on Accessible Transportation, people in rural areas, especially those with disabilities, face additional challenges in accessing transportation. This is true for many suburban and rural residents in our diverse region, particularly in areas of St. Joseph and Elkhart Counties, which are not covered by public transportation providers. Rural communities often face additional barriers to public transportation including longer travel distances and less population density making trips more expensive.

Connect Transit Plan - Identification of Potential On-Demand Areas

The Concepts Phase of the Connect Transit Plan in 2022 performed an exercise to identify how transit services could be provided to all residents of the South Bend and Elkhart Urbanized Areas. As part of this, an Aspirational Network concept was created. This Aspirational Network created an everything is possible, not constrained by any funding constraints (as the region had unlimited funding) fixed-route transit network. In this exercise, 15 on-demand zones were identified to supplement a large increase in coverage of the Interurban Trolley and Transpo Fixed-Route networks These on-demand zones all serve low-density suburban portions d on the edge of the urbanized areas of South Bend, Elkhart, Mishawaka, and Goshen. Maps of these zones, Figure XX and XX (shaded in yellow), and the aspirational fixed-route transit network in a scenario without any funding constraints are in the two maps below. See the Concepts Report of the Connect Transit Plan for further details of this exercise.

South Bend & Mishawaka, IN
Vision Concept

On weekdays around noon, the bus comes every...
- 7.5 minutes
- 15 minutes
- 30 minutes
- 60 minutes
- More than 60 minutes
- Limited schedule
- Non-stop segment
- Demand Response Zone
- City boundary

Corridor with multiple routes

Route branches continue at lower frequency

Elkhart & Goshen, IN
Vision Concept

On weekdays around noon, the bus comes every...
- 7.5 minutes
- 15 minutes
- 30 minutes
- 60 minutes
- More than 60 minutes
- Limited schedule
- Non-stop segment
- Demand Response Zone
- City boundary

Corridor with multiple routes

Route branches continue at lower frequency

- Airport
- Government
- Housing
- Library
- Medical
- Miscellaneous
- Park
- School / University
- Shopping
- Train Station
- TRANSPO Facility

Many of the needs identified during focus groups address getting people to their needed destinations or enhancing services to make it easier and more convenient to get to services and opportunities.

Service needs identified:
- Night and weekend service (Fixed route and on-demand), particularly to accommodate workers
- Higher frequency transit on well-utilized corridors
- Cross jurisdictional transportation
  - Out-of-county medical transportation (Kosciusko County)
  - St. Joseph County to other counties
    - Outside City of South Bend/ Mishawaka
  - To smaller communities
    - Weekly service to Culver for Dr. appts or grocery store trips
  - Amish area connections (Elkhart and Kosciusko Counties)
- Deeper connection to industrial parks and employment areas, sustainable wage jobs
- Bristol Workforce connections
- Outer edge of St. Joseph County
- Multimodal connection in Northern Mishawaka
- Access to grocery stores with fresh foods (Southern Warsaw)

Specific projects included:
- Deviated Fixed-Route Bus Service (Marshall Co.& Kosciusko Co.)
- Central Dispatch System (Kosciusko Co.)
- Additional Fixed Routes in Goshen to help fill gaps
- Niles to South Bend/Mishawaka (medical, retail, airport) - including service after 5 pm
- Transportation options in rural St. Joesph County were no clear agency in charge of specialized transportation needs.

4.1.4 Awareness

Enhancing and expanding transportation service availability must be accompanied by efforts to ensure public awareness of existing services. Currently, no single source or organization is providing comprehensive transportation information, limiting awareness of transportation choices. Establishing a centralized location for transportation service listings and translating information into multiple languages and formats can ensure that populations with limited English proficiency or those without internet access can access needed transportation resources.

Awareness of *how* to use the public transportation network is also a factor when it comes to whether an individual can successfully access transportation. Coordinated travel training programs aim to provide a valuable service for people who might face difficulties utilizing public transportation, such as seniors or individuals with a disability. These programs can provide individualized instruction, orientation to how the network operates, trip planning, and how to utilize mobility devices on public transportation, to promote independence, safety, and accessibility for individuals.

Awareness needs identified:
- Lack of translation services
- User-friendly, non-web-based information
- Coordinated & consistent information

4.1.4 Financial Capacity

Funding is a limiting factor in the capacity of organizations to provide service. The need for funding was highlighted in all countywide focus group meetings that were held and continues to be a conversation with transportation providers. Without additional funding sources, the ability of transportation providers to provide additional or enhanced services is limited, which is a large concern particularly as the senior population continues to grow. Below highlights the Section 5310 funding that has been awarded over the last 5 years.

Previous 5310 Funding

Over the past 5 years, over $1.1 million in 5310 funding has been awarded to organizations through the Urbanized Call for Projects as well as through INDOT. These organizations include Marshall Starke Development Center, Council on Aging of Elkhart County, City of Nappanee, Riverview Adult Day Center, Aids Ministries, Corvilla, Logan Community Resources, and Real Services, which have applied for funding for replacement or expansion vehicles.

The most recent federal allocation of 5310 funds includes $393,169 for the South Bend urbanized area and $4,907,768 that is distributed statewide through INDOT. INDOT's funding is split between small urban areas ($2,431,678), which includes the Elkhart-Goshen urbanized area, and rural areas ($2,476,090), such as Kosciusko And Marshall Counties.

Affordability is also a limiting factor in a person's capacity to utilize transportation services. This is particularly true for people who live outside service areas, such as in rural areas, or don't qualify for transportation services and need to utilize private transportation providers such as taxis or transportation network companies (TNCs). While these types of services are often suited to fill transportation gaps, cost can be a limiting barrier, particularly for low-income people.

In addition, taxi and transportation network companies (TNCs) may not send their resources out to rural areas at all due to the long trip times and lack of consistent business as found in denser populated areas of the region where there are more options. These on-demand services may be advertised as available in rural areas but when a user tries to call or eHail a service, a rider may have no ride available at all or face an extremely long wait, or worse the app may attempt to find an available driver but will time out and simply deny the trip, leaving the passenger potentially stranded.

CHAPTER 5

Recommendation

5.1 Goals, Strategies, and Priority Projects

Previous chapters highlight existing transportation services, the context of the region, and areas of need related to transportation services. This chapter highlights goals and strategies derived from stakeholder and public input and is based on the needs assessment.

5.1.1 Goals and Strategies

Goal 1: Maintain and Expand Available Services

- Replace vehicles past their useful life

- Expand vehicle fleets for needed demand

- Secure traditional funding and seek additional funding strategies to support enhanced service needs

- Expand public transportation service to needed areas via new or extended service and frequency, such as weekend and evening service

- Expand the level of service for transportation providers (curb to curb, door to door, etc)

- Evaluate fix-route or deviated fix-route options for on-demand transportation providers.

- Collaborate with human service agencies to provide public transportation across jurisdictional lines, and in particular to underserved areas such as suburban and rural communities

- Evaluate micro-mobility services to fill in first-mile and last-mile connections

- Continue to establish and expand the vanpool program to connect people to employment

Goal 2: Enhance Awareness and Communication of Available Services

- Create a centralized repository of current transportation options, that allows those needing transportation to easily identify their options, such as One-Call, and One-Click.
- Establish a regional mobility management program and campaign to promote transportation services
- Continually evaluate communication techniques between local governments, public transportation providers, human service agencies, and the public
- Provide travel training to support rider education

Goal 3: Ensure and Improve Accessibility of Transportation Choices

- Create a connected and accessible bicycle and sidewalk network through the construction of ADA-accessible infrastructure
- Encourage local jurisdictions to adopt Complete Streets Policies and regularly update ADA Transition Plans
- Regularly updated ADA Transit Plans to ensure improvement of safe and accessible bus stops
- Establish and utilize measures of accessibility in Regional Plans
- Provide local municipalities with measures of accessibility and encourage use in local planning processes

Goal 4: Promote Regional Collaboration Across Sectors

- Provide a regular forum for transportation providers and human service agencies to continue dialogue related to needs, gaps, and further coordination
- Evaluate efficiencies of coordination related to sharing vehicles, purchasing fuel, dispatch systems, and maintenance
- Continually evaluate the inclusion of other stakeholders to build stronger partnership
- Provide a forum for local municipalities and stakeholders related to best practices in land use and transportation.

Priority Projects

Mobility Management and Travel Training

Mobility Management is defined by the National Center for Mobility Management as "creating and managing mobility options, at both the systemic and system-to-system customer levels, to improve the reach, efficiency, and affordability of public transportation service." It serves as a transportation strategy that is customer and community-focused, responding to their needs through the coordination between a variety of transportation providers. This often includes mobility managers or platforms that can guide customers in identifying transportation, planning, and reserving trips. Mobility management can bridge the silos that are often created between transportation providers and even services and destinations.

MACOG plans to establish a regional mobility management program to connect people with disabilities, seniors, and low-income individuals with accessible, reliable transportation options. This program will seek to address gaps and barriers to public transportation that prevent individuals from using existing services. MACOG will work with partners from the transportation and human service communities to find creative solutions, creating a "one-stop shop" where people can find transportation services that meet their needs. One of the main, initial projects will be establishing a website and resource guide that provides details on the available services in the region (St. Joseph, Elkhart, Marshall, and Kosciusko Counties).

MACOG also plans to establish a travel training program to promote the independent travel of older adults and people with disabilities by providing access to free information, training, and support. This free program will be designed to help those who need extra assistance in using the regional bus systems (Transpo and Interurban Trolley) in both St. Joseph and Elkhart counties.

Regional Coordination

Coordination and collaboration between transportation providers and human service agencies are vital for ensuring residents have access to needed transportation, and that transportation need often crosses jurisdictional boundaries. Most counties in the region have individual Transit Advisory Committees, however through the planning process many stakeholders have expressed a desire for a more regional approach. Establishing a Regional Transit Advisory Committee will enable stronger coordination across county lines, offering an opportunity to share best practices, pool resources, and address needs and gaps more effectively.

APPENDIX A

Transportation Provider Inventory

Program or Agency	Service Area	Service Hours	Passenger Eligibility Requirements	Total Vehicles in Fleet	Wheelchair Accessible Vehicles
Kosciusko Community Senior Services	Kosciusko County.	9:00 am-3:00 pm	Seniors (65+), Individuals with Disabilities	6 vehicles.	Yes
Real Services	North to State Line, South to Roosevelt Rd., West to Quince rd., East to County Line/Ash Rd.	Open 8-4:30, rides first come first serve between 8:30am - 2:00pm latest	Seniors (65+)	12 vehicles	Low floors, ramps for walkers, no wheelchairs
Marshall County Council on Aging	Marshall County	Monday - Friday, 7:30 am - 5:30 pm		10 vehicles	Yes
Michiana Mobility	St. Joseph and Elkhart County and Michigan	Monday - Friday 6:00 am-8:00 pm and Saturday 5:00 am - 8:00 pm Sunday 8:00 am - 5:00 pm		5 vehicles	Yes
Health Plus Indiana	North Central Indiana	8:30am - 4:30pm and other times with appointments.	Agency Clients	3 vehicles	Yes
Council on Aging of Elkhart County	Elkhart County	Monday through Friday 4:00 am - 6:00 pm. Saturday service may be relaunched as a service day.	Individuals with Disabilities	15 vehicles	Yes
ADEC Inc	Elkhart County	Monday - Friday, 6:00 am - 4:30 pm	Agency Clients, Individuals with Disabilities	47 vehicles	Yes
LOGAN Community Resources, Inc.	Michiana area	Monday - Friday, 9:00 am - 4:00 pm	Individuals with Disabilities	30 vehicles	Yes

Greencroft Communities	Michiana	Monday - Friday, 9:00 am - 4:00 pm. Weekend travel if prior arrangements are made.	Agency Clients, Seniors (65+), Individuals with Disabilities	25 vehicles	Yes
Elder Haus	Nappanee City Limits	Monday - Friday, 8:30 am - 3:30 pm	Seniors (65+)	3 vehicles	Yes
Jewish Family Services	South Bend	Monday - Thursday by appointment.	Agency Clients	2 vehicles	1 vehicles (Bus)
F.O.A.M.S Transportation LLC	250 mile radius of St Joseph County	Monday - Friday, 4:00 am - 5:00 pm		2 vehicles	Yes
Kosciusko Area Bus Service	Kosciusko County	Monday - Friday, 5:00 am - 8:00 pm		11 vehicles	Yes

APPENDIX B

Public Survey
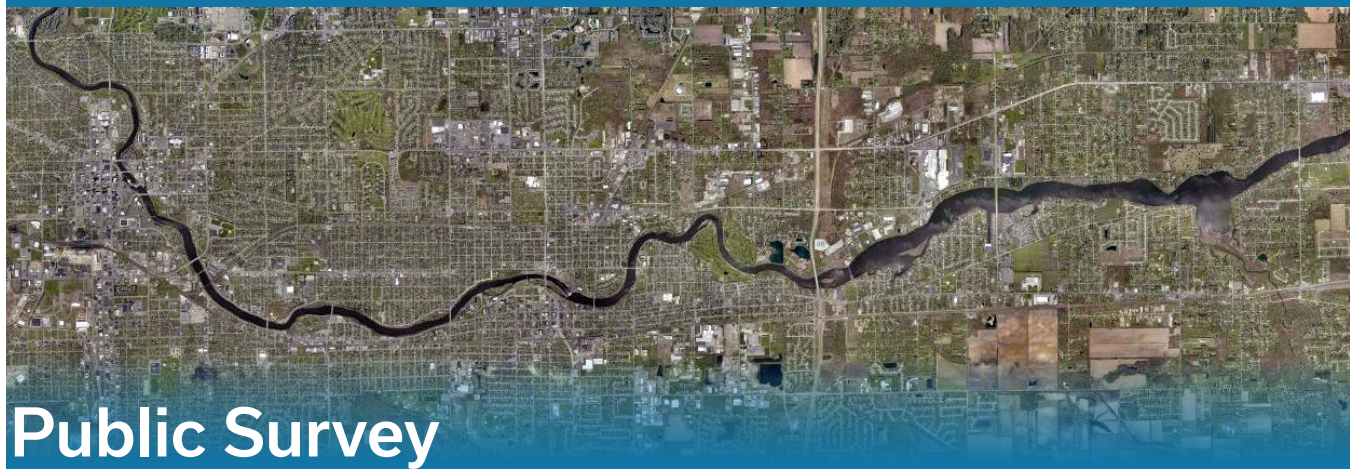
Mobility Action Plan Survey

MACOG is gathering feedback for the Regional Mobility Action Plan. This plan is intended to identify needs and gaps in transportation services and establish strategies, policies and local actions designed to improve people's ability to reached their needed destinations. This survey gathers information related to how people travel in the region, what barriers they encounter, and ways in which their transportation choices can be enhanced.

The survey should take under 10 minutes to complete. We appreciate your feedback!

A. Transportation Options

1.) What forms of transportation do you use for most of your trips? (Select all that apply)

- ☐ Urban public transit operator (i.e. Transpo, Interurban Trolley, or Niles Dial-A-Ride)
- ☐ Rural public transit operator (i.e. KABS, Marshall County Public Transit)
- ☐ Paratransit service (i.e. Transpo/Trolley Access)
- ☐ Service through non-profit, human or senior service agency
- ☐ Volunteer driver transportation
- ☐ Ride with friends or family
- ☐ Carpool or vanpool with coworkers
- ☐ Walk or bicycle
- ☐ Private taxi service
- ☐ Ride-sharing app (i.e. Lyft or Uber)
- ☐ Drive a personal vehicle
- ☐ [Other]

2.) Why do you utilize public or agency-sponsored transportation? (Select all that apply)

- ☐ I do not have access to a personal vehicle
- ☐ I am unable to drive (due to age, medical conditions, disability etc)
- ☐ Financial constraints
- ☐ I do not possess a driver's license
- ☐ It is better for the environment
- ☐ Personal preference
- ☐ N/A - I do not usually use public transportation
- ☐ [Other]

3.) Why do you NOT utilize public or agency-sponsored transportation? (Select all that apply)

- ☐ I do not need to use the service
- ☐ I am unsure about what services are available
- ☐ It is not affordable
- ☐ Service is not available at the time I need
- ☐ Service is not available at the location I need
- ☐ Takes too much time traveling
- ☐ Unable to safely travel to a pick-up location
- ☐ Language or communication barriers
- ☐ N/A - I usually utilize public transportation
- ☐ [Other]

4.) Is anyone in your household dependent on you for transportation?

☐ Yes, children 12 years old and under

☐ Yes, teenage children

☐ Yes, other adults in my household

☐ No

5.) If there were transportation options for these member(s) of your household, would this change?
(Answer if applicable)

◯ No, I would still choose to drive them myself.

◯ Yes, it would be helpful and allow these member(s) more independence.

6.) What percentage of trips do you take without a personal vehicle? This includes trips such as transit, agency-provided transportation, walking and biking, or rides with friends or family.

◯ 10% or less　　◯ 26% - 50%　　◯ 76% - 100%

◯ 11% - 25%　　◯ 51% - 75%　　◯ N/A - I only use a personal vehicle

7.) What are the biggest obstacles to where you would like to go? (Select all that apply)

☐ Personal limitations (age, health, etc.)

☐ No access to personal vehicle

☐ Transportation provided has limited service times

☐ Coordinating rides is too confusing

☐ Coordinating rides across county/state boundaries is difficult

☐ Time needed for trips takes too long

☐ I don't have trouble traveling where I would like to go

☐ Weather conditions

☐ Financial limitations (cannot afford a car, etc.)

☐ No driver's license

☐ Services do not include desired destinations

☐ Paying multiple providers is difficult and expensive

☐ It is unsafe to complete trip due to inadequate infrastructure

☐ Lack of readable signage

☐ I feel uncomfortable driving on some roads (speed, safety, congestion)

☐ Other [_____]

8.) If you could not drive in the future, how would you plan on getting to where you need to go?
(Select all that apply)

☐ Service through non-profit, human or senior service agency

☐ Specialized wheelchair accessible personal vehicle

☐ Carpool or vanpool

☐ Ride with friends or family

☐ Take Uber, Lyft or taxi cab

☐ Local public transit

☐ Volunteer driver transportation

☐ Bike or walk

☐ Other [_____]

9.) What are the transportation needs in your community and what ideas do you have to improve transportation in your community?

[_____]

B.) Tell Us About Yourself

1.) Please provide your home zip code

[   ]

2.) How would you describe the geographical area you live in:

- ○ Urban
- ○ Suburban
- ○ Town
- ○ Rural

3.) Which of the following best applies to you?

- ○ Employed outside home
- ○ Work from home
- ○ Retired
- ○ Student
- ○ Unemployed
- ○ [Other]

4.) Do you identify as any of the following?
(Select all that apply)

- ☐ Age 65 or older
- ☐ Individual with a Disability
- ☐ Individual with lower-income
- ☐ Youth (Age 17 or younger)
- ☐ Veteran
- ☐ Individual with limited English
- ☐ None of the above

5.) How would you describe yourself?

- ☐ Hispanic or Latino
- ☐ Asian
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Black or African American
- ☐ White

6.) Are you licensed to drive?

- ○ Yes ○ No

7.) What is your age?

- ○ Under 18 years old
- ○ 18 - 24 years old
- ○ 25 - 34 years old
- ○ 35 - 44 years old
- ○ 45 - 54 years olds
- ○ 55 - 64 years old
- ○ 65 - 74 years old
- ○ 75 years or older

8.) What is your household income?

- ○ Less than $25,000
- ○ $25,000 - $34,999
- ○ $35,000 - $49,999
- ○ $50,000 - $74,999
- ○ $75,000 - $99.999
- ○ $100,000 - $149,999
- ○ $150,000 - $199,999
- ○ $200,00 or more

For the following Sections C & D:

If you utilize, or would like to be able to utilize transportation services, please complete **Section C**. Additionally - if you care for a dependent that relies on you for transportation, please complete **Section D**.

C. Using Transportation Services

Fill this section out if you currently use transportation services, or would like to be able to in the future.

1.) What locations do you travel to most frequently using public or agency-provided transportation? (Select all that apply)

- ☐ Work ☐ Medical Care Provider
- ☐ School/Educational Program
- ☐ Childcare Provider or Child Activities
- ☐ Senior program or human service
- ☐ Social or recreational activities ☐ Place of Worship
- ☐ Grocery ☐ Shopping ☐ Pharmacy
- ☐ Other _____

2.) Where would you like to go that you cannot go now? (Please list)

_____

_____

_____

_____

_____

3.) Do you need any kind of assistance when you travel? (Select all that apply)

- ☐ Assistance getting into and out of a vehicle
- ☐ Help loading and unloading packages
- ☐ Room for multiple riders
- ☐ Space for a fold up wheelchair/walker
- ☐ Functional/readable signage

- ☐ A personal care attendant to accompany you
- ☐ Children car seats installed
- ☐ A wheelchair lift or ramp
- ☐ Wayfinding systems
- ☐ Other _____

4.) What changes could be made to public or agency-provided transportation that would allow you to use the service more often?

	Not Important	Desirable	Important	Very Important
More flexible in scheduling rides	○	○	○	○
Increased service hours	○	○	○	○
Increased weekend service	○	○	○	○
More express service (fewer stops)	○	○	○	○
Employer pays part of the cost	○	○	○	○
Guaranteed ride home	○	○	○	○
Service closer to my home	○	○	○	○
Accept different forms of payment	○	○	○	○
Operate on a fixed route with scheduled stops	○	○	○	○
Ability to travel to other towns easier	○	○	○	○

5.) What time and day do you need transportation services, and where do you need to go?
(Please list)

Day of Week	Time of Day	Location

6.) Please list any agency that provides transportation for you.

7.) Tell us your transportation story.

D.) Transportation Services for Dependents

Fill this section out if you care for dependents reliant on transportation.

1.) What locations do your household member(s) most frequently rely on you for transportation? (Select all that apply)

- ☐ Work ☐ Medical Care Provider
- ☐ School/Educational Program
- ☐ Childcare Provider or Child Activities
- ☐ Senior program or human service
- ☐ Social or recreational activities ☐ Place of Worship
- ☐ Grocery ☐ Shopping ☐ Pharmacy
- ☐ Other: _____

2.) Where would they like to go that they cannot go now? (Please list)

_____
_____
_____
_____
_____

3.) Do they need any kind of assistance when they travel? (Select all that apply)

- ☐ Assistance getting into and out of a vehicle
- ☐ Help loading and unloading packages
- ☐ Room for multiple riders
- ☐ Space for a fold up wheelchair/walker
- ☐ Functional/readable signage
- ☐ A personal care attendant to accompany you
- ☐ Children car seats installed
- ☐ A wheelchair lift or ramp
- ☐ Wayfinding systems
- ☐ Other: _____

4.) What changes could be made to public or agency-provided transportation that would allow them to use the service more often?

	Not Important	Desirable	Important	Very Important
More flexible in scheduling rides	○	○	○	○
Increased service hours	○	○	○	○
Increased weekend service	○	○	○	○
More express service (fewer stops)	○	○	○	○
Employer pays part of the cost	○	○	○	○
Guaranteed ride home	○	○	○	○
Service closer to my home	○	○	○	○
Accept different forms of payment	○	○	○	○
Operate on a fixed route with scheduled stops	○	○	○	○
Ability to travel to other towns easier	○	○	○	○

5.) What time and day do they need transportation services, and where do they need to go?

(Please list)

Day of Week	Time of Day	Location

6.) Please list any agency that provides transportation for them currently.

7.) Tell us your transportation story.