

## The Following Needs and Strategies Were Identified in the FY 2015 to FY 2020 Plan

### Disabled

**Need:** Some persons with disabilities can use regular buses when weather is good but can't when weather is treacherous.

**Strategy:**

- Allow greater use of Access with conditional eligibility.
- Construct additional bus shelters.
- Construct sidewalks where they do not currently exist.
- Construct concrete pads at designated bus stops.
- Implement a snow removal program for bus stops.

**Need:** Developmentally disabled/special needs persons are not always able to master bus schedules.

**Strategy:**

- Recruit additional trainers.
- Develop a training program for trainers.
- Provide more CityBus travel training.
- Expand CityBus travel training outreach to social service agencies.
- Develop a master list of transportation options in a color handout for community wide distribution.

**Need:** Lack of travel options for persons who are disabled (especially those with seizures).

**Strategy:** Provide education and information to non-Wabash Center riders that 911 will be called when any medical emergency arises while a person is in transport which should reduce concern about using public transportation.

**Need:** Difficult for blind/low vision passengers to use CityBus.

**Strategy:**

- Develop better identification of individual buses.
- Provide better bus stop predictability.
- Provide hail card education.

**Need:** Some developmentally disabled group homes are beyond CityBus routes.

**Strategy:**

- Extend bus routes.
- Relocate existing homes to existing bus routes.
- Provide education for siting new group homes.

**Need:** Agencies are seeing more clients who are disabled from war injuries.

**Strategy:** The Red Cross needs an accessible van and additional trained volunteers.

**Need:** Wabash Center serves 1,800 clients but there are 600 more that need their services.

**Strategy:** Seek additional resources for Wabash Center.

**Need:** Work release persons need transportation to and from the Community Corrections facility.

**Strategy:**

- Extend CityBus route/service.
- Tap into startup funding.
- Permanently fund extended route/service.

**Need:** Most transportation is during day time, with limited CityBus service at night and on weekends.

**Strategy:**

- Seek additional federal, state, and local funding for CityBus.
- Increase safety on buses and at stops.
- Develop efficiency standards based on cost/benefits.
- Seek additional funding for nonprofit transportation.
- Develop employer run ridesharing programs.

**Need:** Medicaid/Medicare does not pay for taxi transportation.

**Strategy:**

- Seek legislation allowing Medicaid transportation vouchers.
- Allow IUPUI Dental Bus to visit larger cities such as Lafayette and West Lafayette.

**Need:** Access service time limited.

**Strategy:**

- Increase service capacity.
- Seek additional operating funding.

**Need:** Concern about van safety. Nonprofit agencies cannot use 15 passenger vans anymore and the 12 passenger vans will probably be prohibited soon.

**Strategy:**

- Social service agencies that use CityBus for large group transportation should coordinate trip scheduling during off peak times.
- Investigate specific state and federal statutes regarding van safety.

**Need:** Need to shorten applicant review for Access service.

**Strategy:** The Americans with Disability Act allows up to 21 days for review. Review management procedures to see if authorization time can be shortened.

**Need:** Lack of sidewalks, crosswalks, and pedestrian amenities in some areas (South Street east of Sagamore Parkway).

**Strategy:**

- Add sidewalks.
- Add street lighting.
- Adopt the new Thoroughfare Plan.
- Better sidewalk maintenance including snow removal and trimming of vegetation and low tree branches.
- City enforcement of snow removal from sidewalks.
- Better snow removal on bridge sidewalks.

**Need:** There is a misconception that Access bus pick-ups must be on or very close to the regular bus routes.

**Strategy:** Provide additional rider and user education regarding Access service area.

**Need:** A list of potential providers needs to be more accessible to potential clients.

**Strategy:**

- APC will send updated contact list to agencies twice a year in January and June.
- Encourage agencies to mail the list to their clients.

**Need:** Need more transportation options in the county or rural areas.

**Strategy:**

- Encourage churches and civic groups (through marketing and group meetings) to use their buses for weekday and evening transportation options.

**Need:** Lack of good demographic data prevents good planning and makes designing performance matrices difficult/impossible.

**Strategy:**

- See if Social Security Administration has data.
- Ask United Way to pay for purchased demographic data.
- Inform congressional delegation of problems with Decennial Census and American Community Survey.

While the following need was identified during the forum discussion, no specific strategies to address them were identified but several comments were made.

**Need:** Access bus offers one round trip per day per person. Sometimes more than one trip is necessary (i.e. doctor appointments, shopping, etc.).

**Comment:** Access does not have a one trip per day limit, therefore the need has been met.

**Need:** There is a substantial cost for disabled persons in riding the bus.

**Comment:**

- Senior transportation cost (riding CityBus) is negligible at this time.
- Transportation providers are heavily subsidized.

## Elderly

**Need:** Important to have elderly (low income) group housing closer to the downtown area.

**Strategy:** All new senior housing, especially low income, should be located on or near a transit route.

**Need:** Transportation is usually during the day, additional CityBus service is needed especially for late evening and more weekend transportation.

**Strategy:**

- Increase service capacity.
- Seek additional operating funding.

**Need:** The Indiana Bureau of Motor Vehicles (BMV) – does it provide a list of resources for drivers who lose their license due to age?

**Strategy:** BMV staff provide CityBus information.

**Need:** Sufficient transportation for growing number of seniors.

**Strategy:**

- Increase service capacity.
- Require new senior housing projects to address transportation.
- Encourage new senior housing to be located on or near a bus route.

**Need:** Transportation services for seniors with limited income.

**Strategy:**

- Provide additional education about transportation options that are targeted to seniors.
- Develop and implement fundraising programs for nonprofit providers.

**Need:** Limited services available to public events – such as Community Health Fair, senior free movies, senior bingo and shopping (to participate and/or volunteer).

**Strategy:**

- Additional trip planning educational efforts targeted to seniors.
- Increase service capacity.
- Seek additional operating funding for nonprofit providers.
- Seek assistance from service organizations and private transit providers.

**Need:** The limited number of drivers and vehicles affects how quickly service can be provided and sometimes there are long waits for service.

**Strategy:**

- Increase service capacity.
- Increase education efforts targeted to seniors and assisted living staff.

**Need:** Bus stop access and getting to bus stops

**Strategy:**

- Add sidewalks.
- Add street lighting.
- Adopt new Thoroughfare Plan
- Better sidewalk maintenance including snow removal and trimming of vegetation.
- City enforcement of snow removal from sidewalks.

**Need:** Poor understanding of the bus system (routes, times, drop offs, proximity).

**Strategy:** · Provide education and information to seniors and assisted living staff.  
· Provide handouts or use available CityBus information.

**Need:** Market travel training program through agencies that serve the elderly.

**Strategy:** · CityBus training services should be an annual part of client training and education by agencies and assisted living facilities.

**Need:** Access to large medical facilities that provide regional services to seniors.

**Strategy:** · Identify any new nonprofit organization that are focused on low income/senior/disabled transportation.

**Need:** More transportation options in the county or rural areas.

**Strategy:** · Encourage churches and civic groups (through marketing and group meetings) to use their buses for weekday and evening transportation options.

**Need:** Lack of good demographic data prevents good planning and makes designing performance matrices difficult/impossible.

**Strategy:** · See if Social Security administration has data.  
· Ask to pay for purchased demographic data.  
· Inform congressional delegation of problems with Decennial Census and American Community Survey.

**Need:** Transportation accessibility to pockets of senior housing such as Wabash Avenue.

**Strategy:** · Identify these locations through demographic and/or provider data.

While the following needs were identified during the forum discussion, no specific strategies to address them were identified but several comments were made.

**Need:** Cost to providers and individuals.

**Comment:** · Senior transportation cost is negligible at this time.  
· Transportation providers are currently heavily subsidized.

**Need:** Knowledge of availability. The limited number of drivers and vehicles affects how quickly service can be provided and sometimes there are long waits for service

**Comment:** This is the solution to many of the challenges and barriers that currently exist.

## Low Income

**Need:** 2<sup>nd</sup> and 3<sup>rd</sup> shift workers. CityBus - hours of operation.

**Strategy:**

- Seek additional federal, state, and local funding for CityBus.
- Increase safety on buses and at stops.
- Develop efficiency standards based on cost/benefits.
- Seek additional funding for nonprofit transportation.
- Develop employer run ridesharing programs.

**Needs:** Lack of affordable transportation for low income; Cost; Unable to afford bus pass; and Cost Availability.

**Strategy:**

- Seek additional financial resources for nonprofit agencies.
- Provide education about existing programs: Vocational Rehabilitation, Impact, etc.
- Seek support from service clubs.

**Need:** Transportation options for those looking for work.

**Strategy:** Provide education about existing programs: Vocational Rehabilitation, Impact, etc.

**Need:** Limited CityBus service, especially nights and weekends.

**Strategy:**

- Provide additional transit service.
- Seek additional federal, state, and local funding for CityBus.
- Increase safety on buses and at stops.
- Develop efficiency standards based on cost/benefits.
- Seek additional funding for nonprofit transportation.
- Develop employer run ridesharing programs.

**Need:** Time constraints for CityBus riders.

**Strategy:**

- Provide assistance and education to low income persons concerning time management and how to pre-plan bus trips.
- Additional CityBus childcare facilities.

**Need:** Limited hours of availability of public transportation.

**Strategy:**

- Provide additional transit service.
- Seek additional federal, state, and local funding for CityBus.
- Increase safety on buses and at stops.
- Develop efficiency standards based on cost/benefits.
- Seek additional funding for nonprofit transportation.
- Develop employer run ridesharing programs.

**Need:** More easily available assistance to apply for Medicaid.

**Strategy:** Provide information to persons with low income as to where they can apply for Medicaid.

**Need:** Knowing where bus stops are located.

**Strategy:**

- Implement intelligent transportation solutions to help CityBus patrons and drivers locate bus stops.
- Provide additional user education with existing CityBus material.
- Clearly marked well lit bus stops.

**Need:** Need bus tokens/passes for low income adults.

**Strategy:**

- Seek additional financial resources.
- Provide education about existing programs: Vocational Rehabilitation, Impact, etc.
- Seek financial support from service clubs.
- Educate taxpayers and low income riders.

**Need:** Public transportation pick up locations often require crossing busy/dangerous roads.

**Strategy:**

- Coordinate with APC, Lafayette, West Lafayette, INDOT and CityBus when addressing hazardous bus stop locations.
- Employ context sensitive solutions, especially with INDOT, when reconstructing and developing road projects/improvements.
- Increase and improve general street lighting.
- Develop, adopt and implement a suite of pedestrian friendly street treatments.

**Need:** Transportation for low income youth.

**Strategy:**

- Social service agencies use of CityBus should be coordinated during off-peak times.
- Investigate specific state and federal statutes.
- Greater promotion of the low cost annual youth pass.

**Need:** Lack of fixed route service to Head Start.

**Strategy:**

- Extend transit service.
- Seek additional funding sources to extend transit service to Head Start.

**Need:** Lack of good demographic data prevents good planning and makes designing performance matrices difficult/impossible.

**Strategy:**

- See if Social Security administration has data.
- Ask to pay for purchased demographic data.
- Inform congressional delegation of problems with Decennial Census and American Community Survey.