

# **Tippecanoe County Coordinated Human Services Transit Plan**

## **Appendix 7: December 7, 2009 Annual Review and Assessment Meeting**

**Prepared by the Area Plan Commission of Tippecanoe County  
for Lafayette, West Lafayette, Dayton, Battle Ground, Clarks Hill and  
Tippecanoe County**

## ***Meeting Minutes***

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**Area Planning Commission of Tippecanoe County  
Coordinated Human Services Transit Plan  
Annual Assessment Meeting  
December 7, 2009  
Tippecanoe Room, Tippecanoe County Office Building**

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- I. **Purpose:** Stakeholders met for the first annual assessment of the Coordinated Human Services Transit Plan (CHSTP). The CHSTP mission is to reduce and remove obstacles and improve transportation options for disabled, elderly and low income persons. The Plan requires an annual meeting of stakeholders to: report progress, facilitate the exchange of information, and identify new challenges.
  
- II. **Stakeholders Present:**
  - Pat Calloway, Imperial Travel
  - Catherine Moran, Tippecanoe County Council on Aging (TCCA)
  - Stan Setlak, Tippecanoe County Council on Aging
  - Dana Smith, Tippecanoe County Council on Aging
  - Rhonda Jones, Wabash Center
  - John Metzinger, CityBus
  - Sallie Fahey, Area Plan Commission
  - Shelley Hatke, Community & Family Resource Center (CFRC)
  - Joann Vorst, Lafayette Adult Resource Academy (LARA)
  - John Thomas, Area Plan Commission
  - Doug Poad, Area Plan Commission
  
- III. **1<sup>st</sup> Year Status Report**
  - A) Doug and Sallie reviewed the status of work done by APC on each of the strategies shown in the CHSTP.
    1. The development of a master list of transportation options in a color hand out for mass distribution has not progressed.
    2. APC staff continues to work on the draft thoroughfare plan; however, there is no target completion date. The Thoroughfare Plan requires both public and private developers to construct sidewalks when making road improvements within the urban area.
    3. The Plan states that an annual meeting should be held and today's meeting fulfills that requirement.
    4. Staff members have assisted CityBus in writing several grants for Job Access and Reverse Commute (JARC) and New Freedom funds. These funds have been used to

provide service to the CR 350S employment area, Benjamin Crossing residential area, purchase new buses, provide some late night service (especially to one of the new hospitals) and address ADA challenges at the transfer center.

5. Staff uses the Thoroughfare Plan and Unified Subdivision Ordinance to encourage context sensitive design when working with developers.
  6. The Convention and Visitors Bureau does not have information packets designed for Purdue freshman that are ready to go; they put packets together upon request. There is a list of what information is available for the packets and transit is on the list.
  7. Doug reviewed the status of strategies for local and state governments.
    - a) He reported that many of the road construction projects have some form of sidewalks whether they are on one or both sides. He added that some projects have a trail and that staff is trying to implement a complete street design.
    - b) Increased street lighting continues to be a challenge for INDOT. The cities include lighting in their projects and gave CR 350S as an example.
    - c) Staff does not have any information to provide at this time on better sidewalks and snow removal strategies.
  8. Sallie reported on three issues.
    - a) She is on an INDOT policy committee working to incorporate context sensitive solutions into the State's design manual.
    - b) There is money for transportation enhancements and each MPO has a dedicated amount of funds. In our area, these funds were most recently allocated to: constructing a sidewalk along SR 38 by the mall and partially funding the construction a trail along Northwestern north of Lindberg.
    - c) The last strategy under the local and state government list urges all government offices to be sited at locations appropriate to their clientele. This came out specifically because of WorkOne's relocation to Park East which has no bus service and no sidewalks. This is an ongoing problem especially with state offices. She stated that State Representative Randy Truitt invited her to suggest legislative needs. Her response included that the state needs to put teeth in their requirements for siting state offices in appropriate locations. She will continue to keep this issue in front of our state legislators.
- B) John Metzinger reported on current CityBus efforts, initiatives and service.
1. Providing service to WorkOne continues to be an issue. The cost to provide service is between \$60,000 and \$100,000 or service would have to be discontinued elsewhere. At this time the board has decided to take no action.

2. CityBus now provides additional service to Access riders. Elderly and disabled riders who can normally use the bus can use Access service during inclement weather.
3. John stated that the meetings, discussion, and CHSTP have allowed CityBus to obtain federal funds. This year CityBus wrote grants to redevelop the downtown transfer center and continue service to the CR 350S area. Last year CityBus started serving Community Corrections, but ridership was so low that the board decided to discontinue service. JARC funds are being used to serve the CR 350S area and the Clarian Arnett Hospital. This past August, CityBus extended service to midnight on its core routes.
4. CityBus is in the process of designating formal bus stops and will require their use starting the first quarter of 2010. Nearly all of the signs have been installed in West Lafayette, but on only one route in Lafayette. John reviewed the currently process and the challenges of the current stop system. The new bus stop requirements should help riders understand CityBus better.
5. The redesign of the downtown transfer center is underway. CityBus is currently addressing the environmental requirements, pursuing right-of-way acquisition and looking for additional funding resources.
6. CityBus is developing an intelligent transportation system using a Computer Aided Design and Automatic Vehicle Location system through GPS. John explained that it provides better information about arrival times and it should be up and running by the spring of 2010. John added that it provides real user benefits. The wayside signs at the Levee and on campus already use this technology.
7. Three shelters were installed in 2009. Which brings the total number to 40 system wide. Three to five shelters are budgeted for 2010 with one to be installed on River Road as part of the new trail. IVY Tech has requested a larger shelter.
8. A travel training program has been started. It helps new riders understand how to use the transit system. The program is available to both individuals and groups. John commented that they do not provide occupational therapy.

C) Rhonda Jones reported on current Wabash Center issues and progress.

1. She complimented CityBus for helping address some of Wabash Center's needs.
2. The Center obtained two buses this past spring. They plan to acquire four additional buses the spring of 2010.
3. Rhonda brought up an issue/problem at the PayLess grocery store on Greenbush Street. There are no sidewalks and bus riders are waiting in the street for the bus. She added that even though Wabash Center is fairly close, no one walks down and waits at the shelter in front of the center.
4. Rhonda added that she does not foresee any funding for transportation from Medicaid.

- D) Joann Vorst from the Lafayette Adult Resource Academy stated that she hopes something can be done about WorkOne - it's a real problem. She stated that the Fairfield Trustee gives her bus tokens but they are useless. The bus only goes to Wal-Mart and then the walk to WorkOne is challenging. Joann added that WorkOne is only designed for the customer who has a car.
- E) Catherine Moran reported on Tippecanoe County Council on Aging (T.C.C.A.) activities.
1. Their transportation program is important but it continues to have the same issues as in the past. Service is costly, approximately \$250,000 a year, and it only serves roughly 500 people. She added that gas is now the largest cost and she asked if there is some way to purchase it cheaper.
  2. The board is also looking at what is best for the people being served. Catherine reported that there is a perception that the Caravan is free and it is not. The system is donation based and not fee based. At this time the board is looking at what service is currently being provided and what can and cannot be provided.
  3. The Transportation Advisory Committee (TAC) is looking at scheduling software. The center would like to have it in place by June or July 2010. She added that others in the TAC group will also be purchasing the same software.
  4. Brian Jones, from INDOT, will be coming to Lafayette to help put an application together for vans. The agency is looking to purchase 8/2 (eight passenger with two spaces for wheel chairs) vans.
  5. Catherine asked if CityBus could place a bus stop on Scott Street in front of the Senior Center. Currently seniors are dropped off on South Street, have to cross the state road and then have the long walk to the center.

**IV. New Strategies and Activities to Address Gaps in Service:** Doug opened the floor for discussion of issues, challenges and possible solutions.

- A. **WorkOne Access** – Everyone agreed the location is poor and only serves those who have cars. The location does not have bus service (the closest bus stop is approximately a half mile away). Also noted was the absence of continuous sidewalks to the building.

**Proposed Actions:**

1. Social service agencies need to contact state legislators and make them aware of the problem.
2. State legislators should be urged to require state agencies to select sites that are appropriate and accessible to their clientele.
3. Construct the missing portions of sidewalk from SR 26 to Work One.

- B. **Access to All New State Offices Sites** – There is an ongoing problem that state offices are not located in areas that are accessible for all clients. Locations need to be served by the bus and have sidewalks.

**Proposed Actions:**

1. Investigate whether the state leases or owns the buildings.
2. Same proposed actions found under WorkOne Access.

- C. **Missing Sidewalks that Inhibit Access to Important Destinations** – Missing sidewalks are pervasive throughout the area. Lack of sidewalks providing access to employment centers, the new call center on US 52, shopping areas (such as Greenbush Street where Payless is located), bus stops and other key areas comes at a cost to the environment and the economy.

Government agencies do not consider the budgetary decisions of the public when sidewalks are not built. Clients are forced to use a car rather than transit or walking.

**Proposed Actions:**

1. Identify and map the location of social service agencies, employment areas, state offices and other key destinations using GIS, as a precursor to implementing needed sidewalk projects.
  2. Strengthen the requirement that all local road improvements include sidewalks.
  3. Seek CDBG, Weed and Seed and other funding to construct new sidewalks in the key areas discussed.
  4. Sidewalks need to be construction to all business along US 52 and to employment centers elsewhere.
- D. **Purchase of Gas** – A large portion of transportation budgets go toward purchasing fuel; an example of this is the Senior Center budget. Price fluctuations also place a strain on budgets.

**Proposed Actions:**

1. Explore the possibility of purchasing fuel from either the city or county.
2. Organize a coalition of non-profit agencies to purchase gas collectively.
3. Explore the idea of purchasing fuel and maintenance services from City Bus.

4. Look into the possibility of an agreement with a fleet supplier.

- E. **Bus Stop Access to the Social Service Agencies** – Nearest bus stop to the Senior Center requires a long walk by clients. The question was also asked, do other social service agencies have direct access to CityBus? No one knew the answer.

**Proposed Actions:**

1. CityBus look into modifying its routes to drop-off clients on Scott Street in front of the Senior Center.
2. Provide educational material to Senior Center clients informing them where the closest bus stop is located.
3. Map the location of social service agencies, bus routes and sidewalks using GIS. Compare routes to the locations and explore the possibility of adjusting routes to better serve the agencies.
4. Ask other social service agencies whether they have direct access or not.

- F. **Information Regarding Licensing Requirements for Smaller Buses** – INDOT's Section 5310 packet (Elderly and Person with Disabilities Capital Grant Program) does not mention what type of operator's license is needed to operate the smaller buses. However, information from the Bureau of Motor Vehicles states that a Commercial Driver's License (CDL) is needed. There appears to be confusion as to whether a driver is required to have a CDL or not.

**Proposed Action:**

Contact the BMV for information on licensing for smaller buses. The information should be passed on to INDOT.

- G. **Funding** – Providing transportation is costly and finding additional funds is a challenging issue, particularly through Medicaid.

**Proposed Actions:**

1. Continue to pursue current funding sources.
2. Monitor funding options in the new Federal transportation reauthorization bill.
3. Explore the possibility of purchasing fuel and maintenance services from CityBus.
4. Look at how Area IV Agency on Aging operates its rural transportation service for applicability to other agencies.

- H. **Inadequate Transit Service for Second and Third Shift Employees** – Second and third shift employees who use transit services still are not adequately served. Although JARC funds have extended core bus routes to midnight, funding is only year to year and all routes were not extended. A gap still exists.

**Proposed Actions:**

1. Circulate information to agencies and employers indicating which CityBus routes operate later to ensure workers are aware of existing available service.
2. Determine which private companies have the ability to transport workers in the evening and provide the information to agencies.
3. Reapply for federal funds in order to provide late night service.

- I. **Lack of Transit Service for Special and Social Events** – There is a lack of service for social events.

**Proposed Actions:**

1. Ensure regular CityBus and Access users are aware of routes and extended service hours for core routes. Publish the information through the media, private and social service agencies and in schedules for users. Also provide the information online.
2. Coordinate with available private providers for event service and provide the information as in number 1 above.
3. Explore the possibility of coordinating with churches to provide transportation to special events.
4. Keep the option open of coordination with the Senior Center if funding becomes available.
- 5) Establish a drop off location at the Senior Center or at any other social service agency.

- J. **Insurance Issues with Volunteer Drivers** – Whose insurance would cover a driver sued by a passenger? Does an agency's insurance cover the medical bills of the driver if they are hurt in an accident?

**Proposed Actions:**

1. Make sure all applicable insurance companies have been consulted regarding liability and coverage.

2. Develop universal information on insurance issues and provide the information to the applicable transportation providers.

K. **Excessive Travel Time to Some Destinations** – It takes a long time to travel from the west side of town to the east side. From downtown to the Clarion Hospital, for example, it takes 45 minutes.

**Proposed Action:**

Map the locations of social and health service agencies, bus routes and sidewalks using GIS, and compare routes to the location of social service agencies and explore the possibility of adjusting routes to better serve riders to these agencies.

L. **Rider Perceptions** – The cost to run the transportation program offered by TCCA is significant. There are limits to what the agency can provide. Costs are rising and some service has already been discontinued. There is also a perception that Care-A-Van service is free. How can TCCA change this perception and continue to provide service without limiting or discontinuing service?

**Proposed Actions:**

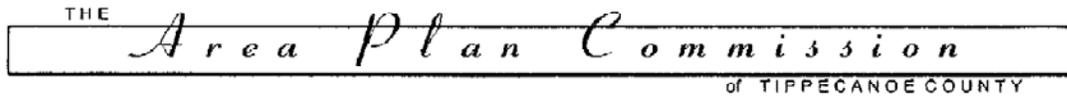
1. Publish information about the true cost of providing Care-A-Van service to its riders.
2. Encourage Care-A-Van riders to use CityBus or private companies by educating them about both options.

V. **Additional Comments:**

There is a misprint in the CHSP document. On page 68, under the Education/Information strategy under Nonprofit Organizations, the words should read "habilitation trainers," not "habitat trainers."

## Meeting Agenda

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SALLIE DELL FAHEY  
EXECUTIVE DIRECTOR

Tippecanoe County  
Coordinated Human Services Transit Plan  
Annual Review and Assessment Meeting

Tippecanoe Room, Tippecanoe County Office Building  
December 7, 2009  
1:30 p.m.

- A) Welcome and Introductions
- B) Brief review of the Plan, its strategies and project priorities, and the purpose of the annual meeting
- C) Progress Reports
  - Area Plan
  - Local and State Government
  - Convention and Visitors Bureau
  - City Bus
  - Tippecanoe County Council on Aging
  - Non-Profit Agencies
  - Retailers & Businesses
  - Developers
  - Purdue University
  - Others
- D) New Issues and Challenges - Open Discussion
- E) Proposals for Meeting New Issues and Challenges - Open discussion

# Meeting Attendance

## Meeting Sign-In Sheet

### Tippecanoe County Coordinated Human Services Transit Plan Annual Review and Assessment Meeting

December 7, 2009

Name	Agency/Company	Phone	Email
Sat Callaway	Proposal Travel/Transit	447-9321	SMAN@IMPET.AL@MSN.COM
Catherine Moran	Tippecanoe Co. Council on Aging	447-2311	Catherine@tippecanoe.org
Stan Detlak	TCCA	490-1717	STAN@CIVILSDATA.COM
Dawn Smith	TCCA	703-41041	
Rhonda Jones	Wabash Center	423-5581 x 558	jones@wabashcenter.com
John Mettling	City Bus	473-2666	john@johntybers.com
Jane May	APC		
Shelly Macke	CFRC	449-0487	ShatKe@cfrc.org
Janet Lewis	HAAR	476-2920	Janet@haar.org