

Tippecanoe County Coordinated Human Services Transit Plan

Appendix 8: January 31, 2011 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

**Area Planning Commission of Tippecanoe County
Coordinated Human Services Transit Plan
Annual Assessment Meeting
December 31, 2011
Tippecanoe Room, Tippecanoe County Office Building**

I. **Purpose:** Stakeholders met for the second 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:**

Alice Anderson, Citizen
Jeris Eikenberry, CityBus
Donald Stair, Wabash Center employee
Art Lang, Family Services
Daniel Walker, Economic Development of Lafayette
Rhonda Jones, Wabash Center
Catherine Moran, Tippecanoe County Council on Aging (TCCA)
Dana Smith, Tippecanoe County Council on Aging
T.J. Jenney, Habitat for Humanity
Alan Welch, Habitat for Humanity
Joyce Fasani, LUM
John Metzinger, CityBus
Marty Sennett, CityBus
Joann Vorst, Lafayette Adult Resource Academy (LARA)
Sallie Fahey, Area Plan Commission
John Thomas, Area Plan Commission
Doug Poad, Area Plan Commission

III. **2nd Year Status Report**

Doug gave a brief introduction, overview and reasons for the meeting. He read a letter that was sent to APC from Work One about pedestrian access to their office.

A) John and Sallie reviewed the status of work done by APC on each of the strategies from the 2009 meeting.

1. No work has been done in developing a master list of transportation options in a color hand out.

2. The draft thoroughfare plan has not been completed.
3. The meeting today fulfills the requirement to hold an annual meeting.
4. APC staff continues to assist CityBus in writing grants for JARC and New Freedom funds. The ones recently submitted include continuing service to the WalMart and Veterans Memorial Parkway area (formerly CR 350S), the Clarian Arnett Hospital, late night service for four routes and fully funding the travel training program.
5. Staff continues to encourage context sensitive design when working with developers.
6. The Convention and Visitors Bureau prepares customized packets of information, including transit information as needed.
7. APC Staff continues to recommend a complete street design in all new road construction projects, street lighting continues to be a challenge, and there is no additional information to report about snow removal strategies.
8. Sallie reported that: a) The committee working to incorporate context sensitive solutions into the State's design manual has not met; b) As reported last year, enhancement funds will be used on SR 38 and on extending the Cattail Trail along Northwestern Avenue in West Lafayette; and c) She will continue to keep the appropriate location of state offices in front of state legislators.

There were no comment and questions.

B) John Metzinger reported on current CityBus efforts, initiatives and service.

1. Bus service continues to Clairan Arnett Hospital and to the WalMart on Veterans Memorial Parkway.
2. The travel training program now operates on a full time basis and not part time as in the past.
3. CAD/AVL technology is now tracking buses. This information technology is based on GPS.
4. In 2010, over 1,000 bus stops have been designated in both cities.
5. Four hybrid buses were purchased last year. Twenty percent of the fleet is now hybrid.
6. Ridership increased in 2010 to 4.9 million rides. This was an increase of 4.3% over the previous year.

7. CityBus received an ARRA grant and zoning approval to install three wind turbines at the Canal Road facility. A construction bid was awarded late last fall and construction has just started. The three turbines will help power the facility with a renewable resource.
8. The downtown transfer center project continues. It involves reworking the transfer operation portion of Riehle Plaza. The project is designed to improve accessibility for those with disabilities, particularly those who are blind or have low vision. The new design will incorporate a saw tooth pattern where buses will have designated waiting spaces.

Comments and Questions

- *What is the status of bus shelters?*

In 2010 several bus shelters were replaced due to vandalism and accidents. For 2011, shelters will be installed at Lilly Hall, IVY Tech on Creasy Lane (an additional one) and on River Road (two shelters).

- *How soon will bus service be offered to the St. Elizabeth East on Creasy Lane? It's a long walk from Creasy to the hospital and it's real difficult in inclement weather.*

CityBus will be investigating it more in 2011. There are several possible ways to offer front door service but it would cost an additional \$180,000 to \$200,000 annually. CityBus does not at this time have the extra funds for this service. Locating the building a significant distance from Creasy has made it impossible to provide front door service without additional funding.

- *The kid's program and hybrid buses are great. Does CityBus offer a family pass that could help Habitat families that are low-income and often are single parents?*

Children through the sixth grade ride for free. Those in grades seven through twelve can ride for free but they need an annual student pass. The cost is \$1.00 annually.

- *Are there any posters, especially in Spanish, that show fare information?*

There are posters and they can be provided.

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

1. The Center obtained four replacement vans last year.
2. Three low-floor minivans should arrive later this year.
3. The Center will again be applying for additional vans through the 5310 program. While the applications are due in March, the vans would be delivered in 2012.

Comments and Questions

- *The lack of sidewalks along Greenbush Street in front of PayLess continues to be an issue.*
- *The Center is in the process of reorganizing its residential services. The State, specifically FSSA, is changing the wavier program again which will now force more people to live together. This is creating a problem. At least three adults will now have to live together.*

D) Joann Vorst from the Lafayette Adult Resource Academy reported on its activities.

1. WorkOne has established an express office at LARA due to the difficulty in getting clients to the facility on Park East Drive. Program funding and vouchers are now coming through the Department of Work Force Development. Joann further added that even though it is called an express office, all of the programs offered by WorkOne can be handled at LARA.
2. Purdue work study students that are coming in the evening to work for LARA are having a difficult time getting back to campus after 8:30. Staff have been transporting the students back to campus.

John Metzinger suggested the students take the 1A bus back to Purdue. The bus goes by on 9th Street.

Comments and Questions

- *Sallie stated that Roger Feldhouse said that it was a limited service facility. She asked Joann if it was limited or full service. Joann replied that it's full service and it just happened November 1st. She added that clients no longer have to go to the office on Park East Boulevard and that the office at LARA is open till 8:30 in the evening.*

E) Catherine Moran reported on the County Council on Aging activities.

1. At a recent advisory council meeting, there was mention of a program that offered a discounted price for gasoline to non-profit agencies. TCCA signed up for the program and has seen a significant savings.
2. The scheduling software that was purchased is quite remarkable. It has taken some time to enter all of the data but it has been very helpful.
3. TCCA vans are now serviced at the CityBus garage with noticeable improvements.

4. The County Council on Aging applied for a minivan and an A2 van through INDOT. Due to the lack of the 20% match for the A2 van, the agency could only get the minivan.
5. The County Council on Aging would like a bus stop put in on Scott Street but realizes there are challenges in doing that.
6. By 2030, 1 in 5 Americans will be 65 and older. That reality is coming and we need to be aware of the issues being discussed around the table. She is also glad that the community is discussing these issues now rather than waiting till later.
7. TCCA has received funding to investigate national opportunities for funding through foundations and organizations.

Comments and Questions

- Dana Smith mentioned that last year their five vans traveled 75,000 miles within an eight mile radius. The agency cannot charge for the service but there are signs up requesting donations. Even with the signs, the donations don't come in very fast.
- Sallie asked if the 20% match was available, could the agency get more vehicles as well as maintain the additional vehicles. Sallie suggested looking into a fund raising campaign to raise the match. Rhonda added that the 5310 funds may no longer be available in the new transportation bill.

- Marty Sennett asked if Habitat looks at bus routes and its proximity to potential sites.

TJ responded that they do look at this issue very closely and that a number of grants even ask that specific question. He added that this is a very important topic for Habitat International.

- TJ asked CityBus if family or children passes are available.

John M. reviewed the fare costs for children.

- Members discussed habitat sites in the rural area and small towns. Alan Welch reported that Habitat does not move families from the city to rural locations. Rural home sites are targeted for families who already live in the area so children can attend the same school.
- Members discussed sidewalks, the need for more and the dangers when they are located next to the curb. In the winter, snow plows push the snow from the street onto the sidewalk. This creates problems for those who use the sidewalk and for

those cleaning them. A grass strip between the road and sidewalk also serves as a safety area in case small children dart off the sidewalk. Sidewalks are a necessary connection from grocery stores to bus stops.

- JoAnn Vorst volunteered to put up bus fare information signs at the TCCA childcare centers.

F) Art Lang, Family Services, introduced himself and stated that he works in the home care program.

1) Art stated that he mostly handles clients who live in Montgomery County but also those in Tippecanoe and White counties. He mentioned that there are two taxi companies and the Sunshine vans in Montgomery County. They are facing the same issues and challenges that are occurring in Tippecanoe County.

2) He works with 15 clients in Tippecanoe County and that it was only recently they started providing transportation. Family Services also provides supplemental transportation services to the Sunshine buses in Montgomery County.

Comments and Questions

- Sallie asked if Montgomery County or the City of Crawfordsville was eligible for special federal new start funds to start an Access style service.

Marty replied that they are not and added that the Medicaid reimbursement program is probably the best source of funding.

- Art asked for contact information regarding CityBus's Travel Training program.

John M. reported the contact information is on the web site.

- Jeris Eikenberry stated that he is on the CityBus Board of Directors and that the Board looks at these issues continually and closely.

- Alice Anderson stated that in the area she lives, on the 4th Street route and Claystone Apartments, there is no bus service after 6:15 and none on Sunday. She would like to see service to at least 9:15 at night.

Marty reported that some routes have service past midnight and special federal funds pay for it. He cautioned that if these funds are no longer available, the service may be discontinued.

IV. New and Ongoing Issues and Challenges:

A) Snow Removal at Bus Stops.

After switching to designated bus stops, snow removal has become a problem. Many times riders are forced to wait at non-designated locations or even in the road. Property owners need to clean not only the sidewalk, but also the area to the curb.

It was suggested that home and business owners may not realize they need to clean the area up to the curb.

It was asked if there were certain locations that have received more complaints. The response was no, it has been sporadic and in both cities.

Several members asked if anyone knew who owned the property along Erie Street south of Greenbush. The sidewalk between Wilson and Greenbush is never cleared. It was suggested that some of the abutting property owners may not realize they have the responsibility to clean the sidewalk. It was also suggested that property owners should be contacted in order to solve the situation.

A question came up regarding whose responsibility it is to clean the bus shelters. CityBus does clean some of them.

It was stated that many property owners along Stadium and Grant do not clean their sidewalks.

It was asked who would be the contract person in Lafayette. The response was the engineer's office.

Proposed Action:

A meeting with both cities, CityBus and the Area Plan Commission to discuss the issues and challenges.

B) Vision Impaired Challenges

Sallie was at a recent meeting in which the speaker was a blind teacher with an assist dog. Sallie asked her what local governments can do to make it easier for vision impaired people to get around. There were two comments:

- The smooth ramps at intersections are great for wheel chairs but really bad for blind persons. The ramps need to be textured.
- Walking down a sidewalk can be a hazard if the trees are not trimmed. The low hanging branches are very difficult to detect for the dog.

Sallie suggested a low hanging branch inventory be conducted using these folks and/or the Lafayette Tree Fund. It was also suggested to get in touch with the city's arborist. This is also a good way to educate people about the dangers of street trees and the need to trim them appropriately. The area around Salisbury and Robinson was noted as needing trimming.

Proposed Action:

Sallie committed the Area Plan Commission to conduct a low hanging branch inventory.

C) Work One Access

The challenge in accessing Work One may now be reduced since there is a full service satellite office at LARA.

Proposed Actions:

1) The Area Plan Commission will continue to talk with State Legislators about siting new or relocated offices.

2) The City of Lafayette will continue to require developers to construct the missing portions of sidewalk along Park East Boulevard between WorkOne and WalMart.

D) Review of last year Issues

- MISSING SIDEWALKS – Missing sidewalks are pervasive throughout the area. Lack of sidewalks providing access to employment centers, the new call center on US 52, shopping areas, bus stops and other key areas come at a cost to the environment and the economy.

New Proposed Actions:

1) The Area Plan Commission will continue to inventory the location of sidewalks. When complete, the information will be provided to both cities.

2) Social service agencies will report to the Area Plan Commission locations where they notice sidewalks are missing.

3) The Area Plan Commission will continue to pursue a complete street policy.

- BUS SERVICE FOR 2nd AND 3rd SHIFT TRANSPORTATION – 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.

New Proposed Action:

A long term goal is for CityBus to secure funding to continue existing late night and possibly extending service to other routes. Seeking JARC funds for additional

service may not be wise since these funds must be requested annually and are not guaranteed in the future.

- FUNDING - Providing transportation is costly and finding additional funds is a challenging issue, particularly through Medicaid.

New Proposed Actions:

- 1) Agencies need to continue to explore funding sources for the local matches.
- 2) Agencies need to continue to look for more stable funding sources.

- INFORMATION REGARDING LICENSING REQUIREMENT FOR SMALL BUSES – INDOT'S Section 5310 packet (Elderly and Persons with Disabilities Capital Grant Program) does not mention what type of operator's license is needed to operate the small 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 CLD or not.

Proposed Action:

Catherine Moran stated that this is no longer an issue for TCCA.

- 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 Action:

Catherine Moran stated that this is no longer an issue for TCCA.

- PURCHASING 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 Action:

The issue has been resolved. Newton Oil has been a tremendous help in providing gas at a discounted rate.

- 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?

New Proposed Actions:

- 1) TCCA will continue to inform riders what caravan is and its true costs.

2) Conduct targeted information ridership campaigns through a joint effort between social service agencies and CityBus.

3) CityBus will do additional outreach to social service agencies through its travel training program.

- 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.

New Proposed Action:

The Area Plan Commission will put together a map showing the locations of social service agencies, bus routes and bus stops.

- 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, takes 45 minutes.

Proposed Action:

Logistically, it is not feasible to reduce transit travel time unless there is traffic signal preemption or express routes. Even with these two steps, the benefit in reducing travel time may not be significant when compared to implementation costs.

E) Additional Issues

BUS SHELTERS – This is an ongoing effort by CityBus to maintain and add additional shelter every year.

DOWNTOWN TRANSFER STATION – CityBus has plans to redevelop the transit portion of the transfer station to better accommodate passengers with mobility challenges.

IV. Additional Comments:

Who has jurisdiction over taxi cabs? Some of them are in need of repair and some even have no lighting inside.

It was reported that the Area Plan Commission has no regulatory authority. The cities do and they are the ones to be contacted. It was also stated that a call to the companies' owner may help.

Meeting Agenda

THE

Area Plan Commission

of TIPPECANOE COUNTY

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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
January 31, 2011
1:30 p.m.

Meeting Agenda

- 1) *Welcome and Introductions*
- 2) *Brief Review of the 2009 Annual Assessment Meeting Summary*
- 3) *Progress Reports*
 - Area Plan
 - CityBus
 - Wabash Center
 - Lafayette Adult Resource Academy
 - Tippecanoe County Council on Aging
 - Others
- 4) *New and Ongoing Issues and Challenges - Open Discussion*
- 5) *Proposals for Meeting the Issues & Challenges - Open Discussion*

Meeting Attendance

Meeting Sign-In Sheet
 Tippecanoe County Coordinated Human Services Transit Plan
 Annual Review and Assessment Meeting
 January 31, 2011

Name	Agency/Company	Phone	Email
Alice R. Anderson	Consumer/Taxpayer	5135417	aaeanderson@gmail.com
Jeris Eikenberry	City/Bus Pass Taxpayer	463-5877	jeiken09@aol.com
Donald Stoll	Wabash Area Hospice/Inmate	471-8787	
Art hang	Family Services, Inc	423-5361	arthur@familafayette.org
DANIEL WALKER	Economic Development - Lafayette	827-1090	dwalker@lafayettein.gov
Rhonda Jones	Wabash Center	423-5581 x 353	rjones@wabashcenter.com
Catherine Moran	The Center for Public Works	447-2311 x 201	catherine@jenks.net.com
Karina Smith	"	463-4843	karina.smith1501@yahoo.com
T.J. Evans	Habitat For Humanity	532-5320	tj@lafayettehabitat.org
Alan Welch	Habitat For Humanity	423 4590	awelch@lafayettehabitat.org
Joyce Fosani	Lum	423-2691	jfosani@lafayetteurbanminis.org
Tom Metzinger	City Pub		
Marty Bennett	City Pub		
Johanna Vorst	SLPA	976-2850	lvorst@lafayettein.us