

RESOLUTION NO. 2015-01

A RESOLUTION OF THE EVANSVILLE METROPOLITAN PLANNING ORGANIZATION ADOPTING THE METROPOLITAN EVANSVILLE TRANSIT SYSTEM COMPREHENSIVE OPERATIONS ANALYSIS FINAL REPORT

WHEREAS, the Evansville Metropolitan Planning Organization is the organization designated by the Governor as the Metropolitan Planning Organization responsible, together with the State, for carrying out the provisions of 23 U.S.C. 134 and 135 (metropolitan and statewide transportation planning), and 49 U.S.C. 5303 (metropolitan transportation planning) in the Evansville Urbanized Area; and

WHEREAS, the Evansville Metropolitan Planning Organization ensured the planning process for the Metropolitan Evansville Transit System Comprehensive Operations Analysis was conducted in an open, participatory manner, as required by the Moving Ahead for Progress in the 21st Century Act (MAP-21); and

WHEREAS, it is the intent of the Evansville Metropolitan Planning Organization to support the City of Evansville and the Metropolitan Evansville Transit System in providing safe, efficient, convenient and affordable public transportation for the citizens of the City of Evansville; and

WHEREAS, the Evansville Metropolitan Planning Organization intends to assist the City of Evansville and the Metropolitan Evansville Transit System in implementing the public transportation improvements outlined in the Comprehensive Operations Analysis Final Report; and

WHEREAS, the Evansville Metropolitan Planning Organization is committed to providing a public transportation service which will improve access and mobility for all, reduce auto emissions and congestion, and encourage the use of alternative modes of transportation, while increasing the quality of life for residents within the planning areas of Vanderburgh, Warrick, and Henderson counties; and

WHEREAS, the Metropolitan Evansville Transit System Comprehensive Operations Analysis Final Report is consistent with the Vision, Goals, and Objectives presented in the 2040 Metropolitan Transportation Plan and the themes presented in The Millennial Plan for 2040: A Regional Plan for Sustainable Development.

NOW, THEREFORE, BE IT RESOLVED, that the Evansville Metropolitan Planning Organization hereby adopted the Metropolitan Evansville Transit System Comprehensive Operations Analysis Final Report.

ADOPTED by the Policy Committee of the Evansville Metropolitan Planning Organization on this 3rd day of December, 2015.

Mr. Jack Corn, Jr., Chairperson

Evansville Metropolitan Planning Organization

Policy Committee

ACKNOWLEDGEMENTS

The Evansville Metropolitan Planning Organization, the City of Evansville, and the Lochmueller Group appreciates the efforts of the hundreds of citizens and community members who participated in the development of the Metropolitan Evansville Transit System Comprehensive Operations Analysis through the stakeholder meetings, public meetings, website comments, and public surveys. Their creativity, passion, enthusiasm, and commitment to a brighter future for public transit were integral to the success of this planning effort. The following citizens, City staff, and agency and organization representatives significantly contributed to the development of the plan.

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This report was financed in part through the U.S. Department of Transportation's Federal Highway Administration's Surface Transportation Program. The views and opinions of the authors expressed herein do not necessarily state or reflect the official views or policy of the U.S. Department of Transportation.

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1.0 Introduction

The Evansville Comprehensive Operations Analysis (COA) is a year-long effort to review the operations of the Metropolitan Evansville Transit System (METS). A COA is a standard business practice in the transit industry. It typically includes a detailed review of routes, schedules, operating practices and the state of a system's physical assets. It evaluates a transit system by comparison with peer operations. It also reviews individual routes to compare their relative efficiency and effectiveness.

The last COA for METS was completed in early 1999. Accordingly, the Evansville Metropolitan Planning Organization (EMPO) specified a broad range of tasks for this project. In addition to typical COA tasks mentioned above, the scope for this study includes a staffing and organizational evaluation, market research concerning METS public perception and image, a detailed review of bus scheduling and operator assignment (run cutting) practices, and follow up to the findings of the recently-completed Millennial Plan for 2040 (Millennial Plan).

The Millennial Plan seeks to guide future growth in the Evansville region by emphasizing infill development in areas served by existing infrastructure. Development will be prioritized in areas served by existing transportation infrastructure and transit services. In support of the Millennial Plan's goals, this COA emphasizes attracting greater number of choice transit riders (those who could travel by automobile but choose to use transit). Its recommendations also will evaluate how higher levels of transit service in key corridors can encourage infill development.

This is the Existing Conditions Report for the COA. It provides a comprehensive review of existing METS services and ridership. It includes these key elements:

- A system-wide summary of trends in METS ridership, operations and cost.
- Comparison of METS fixed route and demand response operations with peer transit systems.
- System-wide assessment of METS facilities and vehicles.
- A detailed profile of each route, including:
 - Demographics of its service area.
 - Total weekday ridership, as well as ridership by time of day.
 - o Performance comparison with other fixed routes.
- A summary of the extensive public and stakeholder input received to date. These include:
 - Summary of input from meetings with 10 stakeholder groups.
 - Summary of input from meetings with most (about 70 75%) of METS drivers.

- o Summary of comments received on project web site.
- o Summary of input from first public workshop
- A review of existing METS scheduling and operator assignments (provided by TMD, a member of the Lochmueller Group team).
- A review of this overall Task 1 assessment, emphasizing the direction it provides to develop a five-year service plan (the end product of this COA).





2.0 METS System-wide Profiles

This section has three elements. The first element provides a summary description of METS services (both fixed route and demand response) and fare policies. The second element is a review of the peer group comparison of METS with seven other similar transit agencies in the Midwest. The third element is a review of trends of METS system-wide trends in ridership, operations and cost.

2.1 Summary Description of METS Service and Fares

METS Service

METS currently operates 17 fixed routes. This considers A and B versions of a route as a single route, and does not consider evening consolidated services as separate routes. (A and B versions of routes differ in their inbound and/or outbound routings.) All services operate weekdays for approximately 12 hours (AM through PM peak periods). Seven routes operate weekday evenings until approximately midnight. Weekday service is provided at least hourly; seven operate every 30 minutes on weekdays AM through PM peak periods). Saturday service is provided on 14 routes on an hourly schedule. Figure 2.1 on the following page shows the current METS system map.

METS demand response service (METS Mobility Service) operates at all times that fixed route service is provided. It generally operates within the city limits of Evansville, as well as areas outside the city limits within a ¾ mile corridor of METS fixed routes. Service to and from Vanderburgh County (beyond the METS city limits) is available between 8 am and 4 pm, Monday through Friday. Generally, reservations for METS Mobility Service are made at least the day before traveling, although dispatchers will attempt to accommodate same day requests for service.

METS Fares

The fixed route bus fare is \$1.00. A free transfer for continuing the trip on another METS bus is available upon request. Bus tokens are available at the METS offices and the Civic Center Complex at \$1.00; non-profit organizations may purchase tokens in quantities of 20 or more for \$0.85 per token. The student fare (for those in grades K through 12, as well as college students) is \$0.75. Student tickets also may be purchased for \$0.75 at locations where tokens are sold. The fare for senior citizens and disabled riders is \$0.50. Unlimited use monthly passes are available at a cost of \$60.

The basic METS Mobility fare is \$2, and is offered to those whose disability does not permit them to use fixed route bus service. METS Mobility service also is available at a convenience fare of \$3 for those who have limited mobility, but can use fixed route buses under some circumstances. The fare for service to or from Vanderburgh County outside of the Evansville City limits is \$5.

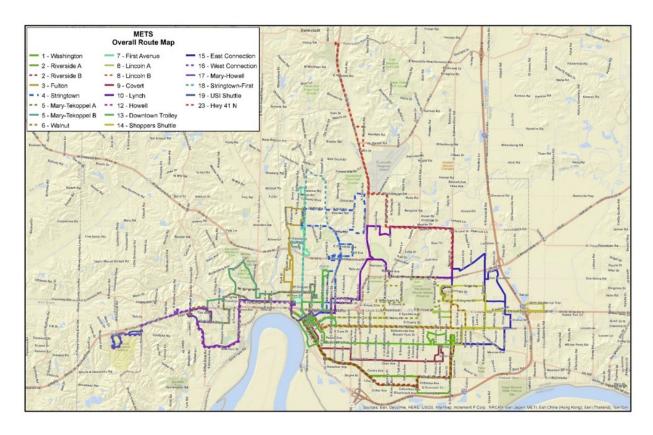


Figure 2.1 – METS Fixed Route Service

2.2 METS Peer Group Comparisons

METS ridership and operating indicators were compared with a peer group of seven other Midwest transit agencies. This comparison was made based upon data reported to the National Transit Database (NTD). The Federal Transit Administration requires all agencies which receive federal transit funding to submit annual reports to the NTD. These include data on transit organization characteristics, vehicle fleet size and characteristics, revenues and subsidies, operating and maintenance costs, safety and security, vehicle fleet reliability and inventory, and services consumed and supplied.

A five year history of NTD data, as well as the identification of the peer properties, was obtained from the Integrated National Transit Database Analysis System (INTDAS), which is part of the Florida Transit Information System (http://www.ftis.org/). INTDAS is an integrated database system that (1) combines the individual NTD data files from multiple years into a single, standardized database, and (2) provides customized tools for quick and easy data retrieval, visualization, and analysis.

INTDAS identified the following seven systems as an appropriate peer group for METS. These systems serve smaller urban areas in Indiana and nearby states, and over the five year analysis period (2008 to 2012) operated an average of between 0.96 million and 1.69 million vehicle miles in fixed route service. During this period, METS operated an average of 1.32 million vehicle miles in fixed route service.

- Fort Wayne Public Transit Corporation, Fort Wayne (IN)
- Rockford Mass Transit District, Rockford (IL)
- The Tri-State Transit Authority, Huntington (WV)
- Clarksville Transit System, Clarksville (TN)
- Belle Urban System, Racine (WI)
- South Bend Public Transportation Corporation, South Bend (IN)
- Springfield Mass Transit District, Springfield (IL)

These peer properties were reviewed with METS management and EMPO staff.

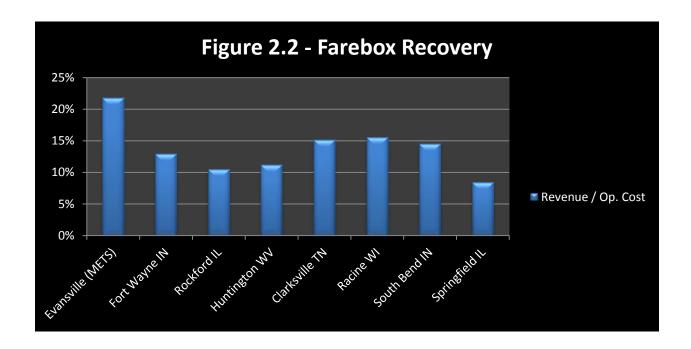
METS Peer Group Comparison, Fixed Route Service

Table 2.1 compares the averages of major fixed route operating statistics for METS with its seven peer systems for the years 2008 through 2012. These are the five most recent years available for the INTDAS database.

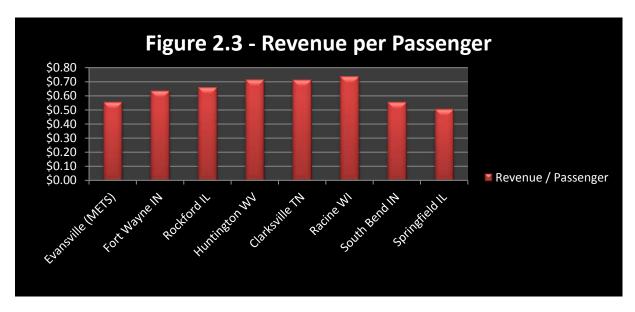
Table 2.1 - Average NTD Fixed Route Operating and Ridership Statistics, 2008 to 2012												
State	Veh. Hrs.	Veh. Mi.	Ridership	Revenue	Op. Cost	Farebox Recovery	Revenue / Pass.	Pass. / Veh. Hr.	Cost / Pass.	Ann. Rides / Capita		
			-		-	_				-		
IN	96,443	1,321,980	2,034,965	\$1,122,753	\$5,183,386	22%	\$0.56	21	\$2.62	16.58		
INI	100 210	1 522 224	1 052 477	¢1 220 E41	¢0 E66 7E2	120/	\$0.63	10	¢4.01	7.81		
		Veh. Hrs.	Veh. Hrs. Veh. Mi. IN 96,443 1,321,980	Veh. Hrs. Veh. Mi. Ridership IN 96,443 1,321,980 2,034,965	Veh. Hrs. Veh. Mi. Ridership Revenue IN 96,443 1,321,980 2,034,965 \$1,122,753	Veh. Hrs. Veh. Mi. Ridership Revenue Op. Cost IN 96,443 1,321,980 2,034,965 \$1,122,753 \$5,183,386	Veh. Hrs. Veh. Mi. Ridership Revenue Op. Cost Farebox Recovery IN 96,443 1,321,980 2,034,965 \$1,122,753 \$5,183,386 22%	Veh. Hrs. Veh. Mi. Ridership Revenue Op. Cost Farebox Recovery Revenue / Pass. IN 96,443 1,321,980 2,034,965 \$1,122,753 \$5,183,386 22% \$0.56	Veh. State Veh. Mi. Ridership Revenue Op. Cost Farebox Recovery Revenue / Pass. / Veh. Hr. IN 96,443 1,321,980 2,034,965 \$1,122,753 \$5,183,386 22% \$0.56 21	Veh. State Veh. Mi. Ridership Revenue Op. Cost Farebox Recovery Revenue / Pass. Cost / Veh. Hr. Pass. IN 96,443 1,321,980 2,034,965 \$1,122,753 \$5,183,386 22% \$0.56 21 \$2.62		

	Table 2.1 - Average NTD Fixed Route Operating and Ridership Statistics, 2008 to 2012												
Company Name	State	Veh. Hrs.	Veh. Mi.	Ridership	Revenue	Op. Cost	Farebox Recovery	Revenue / Pass.	Pass. / Veh. Hr.	Cost / Pass.	Ann. Rides / Capita		
Rockford Mass		04.244	4 205 704	4 670 007	¢4 000 000	¢40.503.003	400/	¢0.66	40	¢c 20	6.24		
Transit District	IL	94,244	1,295,784	1,670,807	\$1,099,968	\$10,503,062	10%	\$0.66	18	\$6.30	6.31		
The Tri-State Transit Authority	WV	62,283	956,178	813,870	\$584,987	\$5,231,801	11%	\$0.72	13	\$6.42	6.28		
Clarksville Transit System	TN	63,025	1,013,277	747,095	\$534,122	\$3,526,614	15%	\$0.71	12	\$4.71	5.51		
Belle Urban System - Racine	WI	90,909	1,204,970	1,432,012	\$1,051,277	\$6,754,036	16%	\$0.74	16	\$4.73	12.77		
South Bend Public Transp. Corp.	IN	119,774	1,692,878	2,364,442	\$1,306,614	\$9,032,976	14%	\$0.56	20	\$3.87	15.32		
Согр.		113,774	1,032,070	2,30-1,112	71,300,014	75,032,570	1-170	70.50	20	\$5.07	13.32		
Springfield Mass		407.607	4 272 047	4 600 044	4027.000	40.020.204	00/	40.54	45	45.00	42.27		
Transit District	IL	107,697	1,379,947	1,639,314	\$827,368	\$9,828,294	8%	\$0.51	15	\$6.00	12.27		

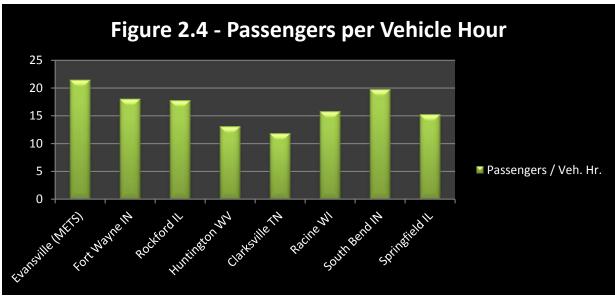
Figures 2.2 through 2.6 compare METS performance with peer systems for the five indicators shown in the five right-hand columns of this table.



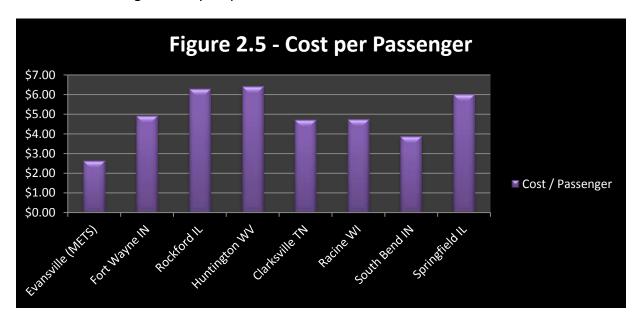
On farebox recovery (farebox revenue as a percentage of operating cost) METS performs significantly higher than any peer system. METS had an average farebox recovery over the five year period of 22%, compared with 8% to 16% for its peer properties.



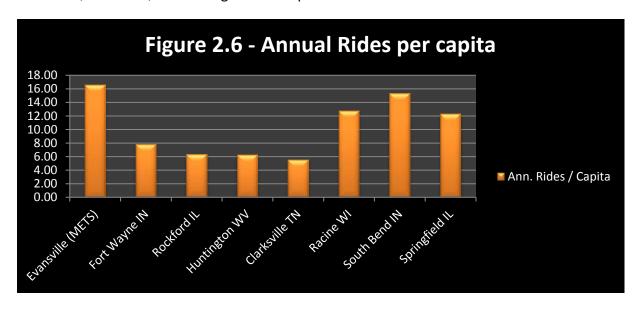
METS farebox revenue per passenger (averaging \$0.56/passenger during this five year period) was the second lowest of its peer systems. Only the Springfield (IL) system (at 0.51/passenger) had a lower average. METS average cash fare during this period was \$1.00 for adults, with free transfers. This low revenue per passenger is due in part to METS relatively low fare (as well as its free transfer policy).



Passengers per vehicle hour is a primary indicator of the efficiency of transit operations. Most operating costs are driven by vehicle hours of service. METS has the highest ratio of passengers per vehicle hour (21) of its peer systems. Its peers average between 12 and 20 passengers per vehicle hour during the five year period.



Cost per passenger is another indicator of the efficiency of METS fixed-route operations. It has the lowest cost per passenger (\$2.62) of any of its peer systems. The peer properties range between \$3.87 and \$6.42 during this same period.



This indicator shows the number of annual trips on the fixed route system for each resident of the system's service area. METS has the highest average riders per capita (16.58), compared with 5.51 to 15.32 for its peer systems.

METS fixed-route operations compare very favorably with its peer systems. It has the best performance on four of the five indicators. The indicator where it performs lower than peer properties (revenue per passenger) is in part due to its relative low cash fare and free transfer policy.

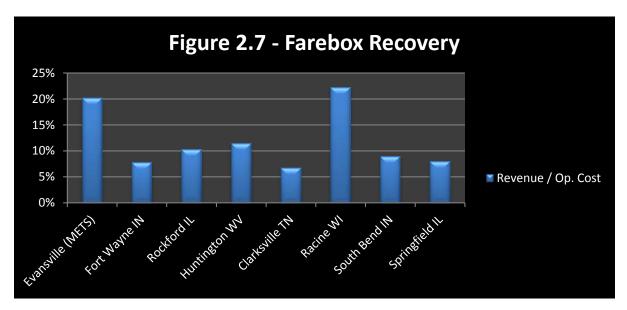
Overall, this indicates that METS management provides an effective level of cost control for fixed route operations. Performance on passengers per vehicle hour and cost per passenger also suggest there may be significant latent demand for added fixed-route transit service. It is presumed that added service (at least initially) would not serve passengers or generate farebox revenue at the same levels as existing service. Even under such an expanded service scenario, METS fixed-route performance would continue to compare favorably with peer systems.

METS Peer Group Comparison, Demand Response Service

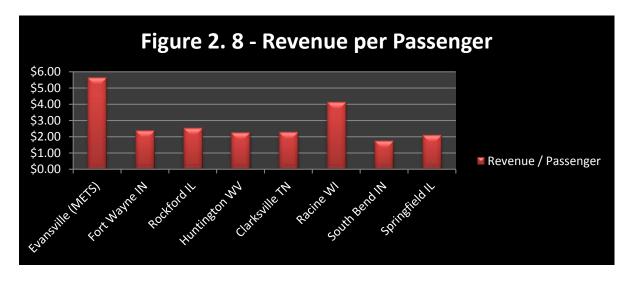
Table 2.2 compares the averages of major demand response operating statistics for METS with its seven peer systems for the years 2008 through 2012.

	Table 2.2 - Average NTD Demand Response Operating and Ridership Statistics, 2008 to 2012											
Company Name	State	Veh. Hrs.	Veh. Mi.	Ridership	Revenue	Op. Cost	Farebox Recovery	Revenue / Pass.	Pass. / Veh. Hr.	Cost / Pass.	Ann. Rides / Capita	
Metropolitan Evansville Transit System	IN	22,665	296,217	49,975	\$275,986	\$1,353,199	20%	\$5.66	2.22	\$27.69	0.41	
Ft. Wayne Public Transp. Corp.	IN	21,870	306,040	46,626	\$111,410	\$1,450,447	8%	\$2.40	2.17	\$31.25	0.19	
Rockford Mass Transit District	IL	39,398	605,064	87,317	\$217,233	\$2,146,150	10%	\$2.54	2.22	\$24.84	0.33	
The Tri-State Transit Authority	WV	18,873	332,595	33,110	\$74,249	\$646,974	11%	\$2.28	1.76	\$19.86	0.27	
Clarksville Transit System	TN	22,612	342,864	32,107	\$73,681	\$1,093,136	7%	\$2.31	1.42	\$34.35	0.24	
Belle Urban System - Racine	WI	15,066	175,244	37,198	\$156,383	\$704,476	22%	\$4.16	2.46	\$19.55	0.33	
South Bend Public Transp. Corp.	IN	19,625	277,830	47,761	\$83,693	\$930,853	9%	\$1.74	2.43	\$19.70	0.31	
Springfield Mass Transit District	IL	28,963	365,554	55,853	\$118,256	\$1,490,202	8%	\$2.11	1.94	\$26.65	0.42	

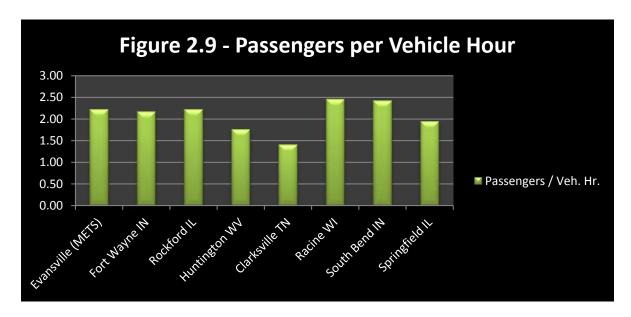
Figures 2.7 through 2.11 compare METS performance with peer systems for the five indicators shown in the five right-hand columns of this table. A short discussion follows each figure.



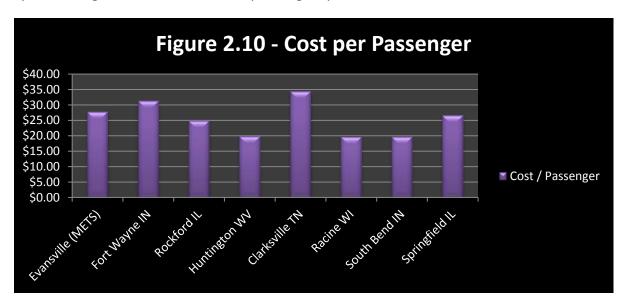
On farebox recovery, METS performs the second-highest of any peer system (20%). However, this indicator is potentially misleading. A significant portion of demand-response revenue includes reimbursement from Vanderburgh County for demand-response trips outside the city limits of Evansville.



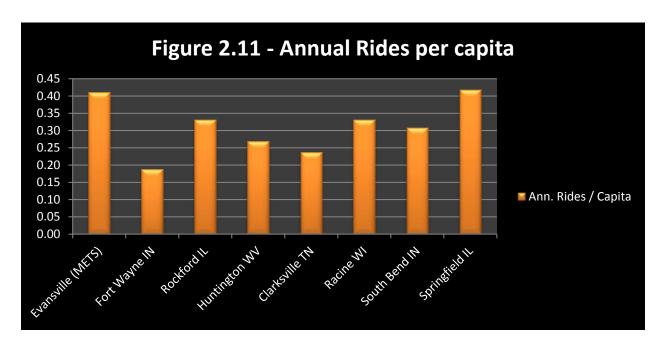
METS has the highest revenue per demand-response passenger (\$5.66). Other peer systems range between \$1.74 and \$4.16. Generally demand-response passenger pay \$2 or \$3; county service riders pay \$5. Most revenue represents payments made by Vanderburgh County.



METS performance on passengers per vehicle hour (2.22) is typical of its peer systems. With the exception of the Clarksville (TN) system (which is an outlier on this indicator) performance of peer systems ranges varies 1.76 and 2.46 passengers per vehicle hour.



METS cost per passenger for demand response service (\$27.69) is toward the higher end of values for its peer properties. Three properties (Tri-State (WV), Belle Urban System (WI) and South Bend (IN)) have costs under \$20 per passenger. Only Fort Wayne (IN) at \$31.25 and Clarksville (TN) at \$34.35 report higher costs per passenger.



METS and Springfield (IL) (at 0.41 and 0.42 annual rides/capita) have the highest usage of service relative to population within the peer system. The relatively high use of demand response service by METS riders reflects the availability of service to riders who qualify for a "convenience" fare. These riders have some level of mobility limitation; however, they do not satisfy FTA eligibility requirements for alternative service.

METS Peer Group Comparison, Summary

METS fixed route service performs well in comparison with peer systems. It has the best performance on four of the five performance indicators analyzed. METS performance on demand response is somewhat mixed. It performs well on revenue-related measures, although these are distorted by inclusion of subsidy payments for service in Vanderburgh County outside of Evansville. Its demand response service is more costly than most of its peers. Its high level of utilization (on a per capita basis) is a reflection of its eligibility policies. These policies extend service to some riders who do not fully satisfy FTA eligibility requirements.

This discussion is provided with the qualifications outlined in the next section (Section 2.3). It identifies that there are significant questions about the reporting of fixed route ridership data in recent year.

2.3 METS System-wide Trends in Operations, Cost and Revenue

The following discussion presents METS data reported to NTD for the years 2008 through 2013. The data for 2008 - 2012 were obtained from the INTDAS database, as described in the immediately preceding section. The data for 2013 are from METS final NTD submittal to FTA, which was accepted by FTA on July 1, 2014.

The discussion below identifies that there are significant inconsistencies in the year to year reporting of these data. It also illustrates that operating costs for demand response service (METS Mobility) are increasing at what is probably an unsustainable rate.

Fixed Route Data Trends

Tables 2.3 and 2.4 provide trends of METS operating, cost and ridership data for fixed route service between 2008 and 2013 (as reported in annual NTD submittals).

	Table 2.3 - METS NTD Fixed Route Data Trends, 2008 to 2013										
Year	Veh. Hrs.	Veh. Mi. (1,000s)	Peak Veh.	Riders (1000s)	Revenue (1000s)	Op. Cost (1000s)	Revenue / Op. Cost	Revenue / Rider	Riders / Veh. Hr.	Cost / Rider	Rides / Capita
2013	93,292	1,317	24	1,731	\$ 1,464	\$ 5,748	25%	\$ 0.85	19	\$ 3.32	14
2012	95,467	1,457	24	2,041	\$ 1,332	\$ 5,062	26%	\$ 0.65	21	\$ 2.48	17
2011	87,472	1,372	24	2,440	\$ 1,248	\$ 5,201	24%	\$ 0.51	28	\$ 2.13	20
2010	89,496	1,362	22	2,283	\$ 1,071	\$ 4,872	22%	\$ 0.47	26	\$ 2.13	19
2009	107,851	1,166	23	1,831	\$ 966	\$ 5,145	19%	\$ 0.53	17	\$ 2.81	15
2008	101,930	1,253	23	1,579	\$ 996	\$ 5,637	18%	\$ 0.63	15	\$ 3.57	13

	Table 2.4 - METS NTD Fixed Route Operating Cost Trends, 2008 to 2013								
Year	Veh. Hrs.	Veh. Mi.	Peak Veh.	Riders	Revenue	Op. Cost	Cost. / Veh. Hr.	Cost/ Veh. Mile	
2013	93,292	1,317,450	24	1,731,442	\$1,464,324	\$5,747,724	\$ 61.61	\$ 4.36	
2012	95,467	1,456,689	24	2,041,247	\$1,331,875	\$5,062,239	\$ 53.03	\$ 3.48	
2011	87,472	1,372,129	24	2,439,505	\$1,248,245	\$5,201,020	\$ 59.46	\$ 3.79	
2010	89,496	1,362,316	22	2,283,339	\$1,070,784	\$4,871,630	\$ 54.43	\$ 3.58	
2009	107,851	1,165,892	23	1,831,479	\$ 966,222	\$5,144,951	\$ 47.70	\$ 4.41	
2008	101,930	1,252,876	23	1,579,254	\$ 996,637	\$5,637,088	\$ 55.30	\$ 4.50	

There are clear inconsistencies in year to year trends in both tables. Table 1.3 illustrates that fixed route ridership (unlinked trips) is inconsistent with fixed route passenger revenues. Passenger revenue consists almost entirely of cash farebox receipts; pass, token and ticket sales constituted 13% of passenger revenue in 2013. Cash farebox receipts are reported based upon bank deposits made daily via a secure cash handling system. Between 2009 and 2013, passenger revenues increased by 52% (\$996,222 to \$1,464,324). During this same period, reported fixed route ridership decreased by 5% (from 1,831,479 to 1,731,442). Given that passenger revenue is a known quantity, this strongly indicates that fixed route ridership has been inconsistently (and at times inaccurately) reported.

METS and EMPO staff have identified some reasons for these ridership inconsistencies. During the past several years, two different data sources have been used to provide ridership estimates. In 2010 and 2011, EMPO conducted trip sampling (by taking on board ride counts) of METS fixed route service. These counts were used to estimate both average trip lengths and total unlinked passenger trips. These counts were conducted as specified in FTA's National Transit Database Sampling Manual (March, 2009). In other years, the number of unlinked trips was based upon farebox registrations.

In years prior to 2014, there were significant issues with software used to tabulate farebox ridership reports. With the use of new software installed at the beginning of 2014 as well as improved operator training, these issues appear to have been addressed. A review of farebox ridership reports for January through July of 2014 showed data which were consistent with average weekday ridership in excess of 7,000. This is consistent with complete on-off ridechecks of all METS weekday routes conducted by the COA study team in September 2014. Those ride checks showed weekday ridership of almost exactly 7,000. By comparison, the 2013 METS NTD submittal (Form S-10, line 18) showed average weekday ridership of 5,846.

The inconsistency in ridership estimation is borne out by the significant variance in average fare per unlinked trip shown in the table above. This generally is one of the most consistent performance indicators in a system from year to year, absent changes in fares or significant changes in route structure. In the two years when EMPO conducted the trip sampling to estimate ridership data, the average fare was consistent at about \$0.50 per rider. By comparison, in several other years in the table above (2008, 2012 and 2013) the average fare ranged from \$0.63 to \$0.85. Given the known underreporting of ridership data by the farebox analysis system, it is likely that ridership in these years was significantly underreported.

Likewise, trends in operating cost (as shown in Table 2.4) are not consistent with reported trends in vehicle mileage and hours. These two factors (vehicle miles and vehicle hours) drive the significant majority of operating costs. From year to year, costs/vehicle mile and costs/vehicle hour should be relatively consistent, while trending upward over time. Instead, there is not a regular pattern to changes in these cost ratios. For example, between 2012 and 2013, operating costs increased by 14% while hours and miles of operation decreased by 2% and 10%, respectively. The study team will continue to inquire into these inconsistencies, but is not in a position to offer an explanation regarding the cost/miles and cost/hours trends at this time. This illustrates that cost allocation for fixed route service discussed in Section 3.1 may be adjusted as the study continues.

While this is only a preliminary assessment, these issues touch on the management assessment component of the COA. METS operating managers have a multitude of responsibilities. Comparable agencies generally have dedicated staff assigned to areas such as planning, marketing, public involvement, route and schedule design, training, and human resources. In a property the size of METS, there typically would be about two (2) professional staff members assigned this range of duties.

Underreporting of ridership also has financial implications. Federal Section 5307/5339 as well as State of Indiana Public Mass Transportation Fund (PMTF) allocations are based in part upon ridership. In METS' case, this underreporting of ridership likely resulted in reduced funding (in the low six-figure range) in each year that it occurred.

Demand Response Data Trends

Tables 2.5 and 2.6 provide trends of METS operating, cost and ridership data for demand response service between 2008 and 2013 (as reported in annual NTD submittals).

	Table 2.5 - METS NTD Demand Response Data Trends, 2008 to 2013											
Year	Veh. Hrs.	Veh. Mi. (1000s)	Peak Veh.	Riders	Revenue	Op. Cost	Revenue / Op. Cost	Revenue / Rider	Riders / Veh. Hr.	Cost / Rider	Subsidy /Rider	Rides / Capita
2013	27,684	363	14	45,601	\$247,601	\$ 1,766,371	14%	\$ 5.43	1.6	\$ 38.74	\$ 33.31	0.37
2012	24,977	349	14	45,468	\$308,331	\$ 1,615,990	19%	\$ 6.78	1.8	\$ 35.54	\$ 28.76	0.37
2011	22,319	279	12	50,002	\$311,942	\$ 1,622,165	19%	\$ 6.24	2.2	\$ 32.44	\$ 26.20	0.41
2010	23,392	295	12	47,881	\$263,689	\$ 1,437,783	18%	\$ 5.51	2.0	\$ 30.03	\$ 24.52	0.39
2009	20,987	259	11	48,688	\$367,407	\$ 1,330,701	28%	\$ 7.55	2.3	\$ 27.33	\$ 19.79	0.40
2008	21,648	299	10	57,835	\$128,559	\$ 759,358	17%	\$ 2.22	2.7	\$ 13.13	\$ 10.91	0.47

	Table 2.6 - METS NTD Demand Response Operating Cost Trends, 2008 to 2013							
Year	Veh. Hrs.	Veh. Mi.	Peak Veh.	Riders	F	Revenue		Op. Cost
2013	27,684	363,117	14	45,601	\$	247,601	\$	1,766,371
2012	24,977	349,384	14	45,468	\$	308,331	\$	1,615,990
2011	22,319	278,862	12	50,002	\$	311,942	\$	1,622,165
2010	23,392	295,461	12	47,881	\$	263,689	\$	1,437,783
2009	20,987	258,814	11	48,688	\$	367,407	\$	1,330,701
2008	21,648	298,564	10	57,835	\$	128,559	\$	759,358

As has been discussed earlier, a significant portion of the demand response revenue represents subsidy payments by Vanderburgh County for service outside of the Evansville City Limits. Per discussions with METS staff, the County service (including its subsidies) began to be offered about 2009. This is consistent with significant increases in passenger revenues about this time.

One clear trend is apparent in Table 2.6. Demand response operating costs per passenger and subsidies per passenger are increasing at a steady rate which likely is unsustainable in the long run. Operating costs per passenger increased at an annual rate of 9% between 2009 and 2013; subsidy per passenger increased at an annual rate of 14% during the same period. Many of those served by demand response service (County service as well as those who ride within Evansville for the convenience fare) are not required to be served to comply with the Americans With Disabilities Act. In 2008, demand response service incurred 12% of total operating costs (fixed route and demand response, combined). In 2013, this percentage has risen to 24% of total operating costs. Subsequent stages of this study will further examine reasons for these trends in demand response costs, as well as options for cost control going forward.

2.4 On Board Survey – System-wide Assessment

During the week of September 22 to 26, 2014 an onboard survey of all METS fixed-route trips was conducted. All passengers boarding a fixed route bus were offered a survey which asked them about the trip they were making, as well as requested demographic information and input about improvements to METS service. A memo summarizing this survey effort is included in Appendix A to this report. This memo includes a copy of the survey itself.

In addition, a count of all riders boarding and alighting each trip was taken simultaneously with the on-board survey. These counts recorded the number of riders boarding at each stop. These counts are further discussed in Section 3 of this report.

The following discussion summarizes weighted tabulations for all routes, other than USI service. A total of 1,914 surveys were returned. Using ridecounts taken simultaneously with the surveys, they were weighted up to reflect ridership of 5,689 weekday boarding passengers on the routes surveyed. Where multiple responses could be provided, "weighted ridership" differs from 5,689.

USI on-campus routes function as an adjunct to other METS services. These routes have a special subsidy arrangement with the University to provide free rides to USI students with proper ID. They provide on-campus circulation exclusively.

This discussion focuses on key responses which illustrate a profile of present-day METS riders. This on board survey will be a very valuable tool for formulating the draft five-year service plans, scheduled for release in 2015.

Question 1 - Including this bus, how many total buses will you ride to make this one-way trip?

Table 2.7 – Number of Buses Used	Response Percent	Weighted Responses
One, this bus only	27%	1,560
Two	55%	3,108
Three or more	14%	811
Skipped question	4%	211

Only about one METS rider in four uses a single bus to complete his/her travel. Most riders use multiple buses, and about one in six uses three or more. Any changes in transfer policies, and/or pass pricing and usage stipulations (e.g., weekly versus monthly passes), and significant route modifications will need to carefully consider the high level of transfer activity on the current system.

Question 3 – How did you get to the first bus on this one-way trip?

Table 2.8 – Access Mode, First Trip	Response Percent	Weighted Responses
Walked/Wheelchair	88%	5,092
Rode bike	1%	67
Drove vehicle	>1%	17
Dropped off	3%	175
Carpooled	>1%	26
Other, specify	3%	148
Skipped question	4%	234

Nearly all METS riders walk to access the METS system at the start of their one-way trips. Only about one rider in 8 uses another mode. Answers to Question 8, which asks how riders travel from their last bus to their final destination, have similar responses.

Question 5 – What kind of place are you coming from?

Table 2.9 – Origin Type	Response Percent	Weighted Responses
Work or work related	24%	1,374
Home	45%	2,562
Shopping	5%	306
College (student only)	4%	209
Other school (student only)	3%	166
Medical services	4%	202
Social, religious, or personal business	4%	214
Other	6%	358
Skipped question	5%	300

Question 6 – What kind of place are you going to?

Table 2.10 – Destination Type	Response Percent	Weighted Responses
Work or work related	24%	1,359
Home	42%	2,381
Shopping	6%	328
College (student only)	3%	163
Other school (student only)	2%	137
Medical services	3%	185

Table 2.10 – Destination Type	Response Percent	Weighted Responses
Social, religious, or personal business	4%	240
Other, specify	7%	392
Skipped question	9%	505

Slightly less than half of respondents identify their trips as beginning or ending at home. About one-quarter begin or end their trips at work.

Question 8 – How will you get from your last bus to your final destination?

Table 2.11 – Egress Mode, Last Trip	Response Percent	Weighted Responses
Walked/Wheelchair	76%	4,379
Rode bike	1%	60
Drove vehicle	>1%	27
Picked up	4%	206
Carpooled	1%	31
Other	2%	128
Skipped question	16%	916

The relative proportion of those who walk versus those who use all other egress modes are similar to those reported for access modes. There were many more respondents who skipped the egress mode question. Hence, the percentages for the various egress modes (especially walked/wheelchair) are lower for question 8 than for question 3.

Question 9 – What is your age?

Table 2.12 - Age	Response Percent	Weighted Responses
Under 16	1%	82
16-18	7%	423
19-24	17%	939
25-34	20%	1,134
35-49	23%	1,320
50-64	15%	870
65 or older	4%	251
Skipped question	12%	670

About 6 in 10 (60%) of METS riders state they are between 19 and 49 years of age. Only one in 25 identify themselves as 65 years of age or older. Typically, fixed route bus ridership has a higher percentage of senior citizen riders.

Question 10 – Do you have a valid driver's license?

Table 2.13 – Valid Driver's License	Response Percent	Weighted Responses
Yes	26%	1,482
No	48%	2,723
Skipped question	26%	1,485

A little under two riders in three who responded stated they do not have a valid driver's license. There is some level of uncertainty about the precision of this response (since about one rider in four did not respond to this question). However, this statistic clearly illustrates the transit-dependent status of most METS riders.

Question 11 – Employment Status

Table 2.14 – Employment Status	Response Percent	Weighted Responses
Employed fulltime (over 30hrs/week)	38%	2,295
Not employed	14%	828
Retired	6%	381
Employed part time (less than 30hrs/week)	17%	1045
Student	12%	711
Skipped question	12%	717

Multiple responses were allowed for this question. A little over half (55%) of METS riders reported they are employed either full-time or part time. More than one in six state they are students. About one in five are retired or not employed.

Question 12 – How many working vehicles are available to your household?

Table 2.15 – Working Vehicles in Household	Response Percent	Weighted Responses
None	58%	3,278
1	19%	1,090
2 or more	10%	581
Skipped question	13%	740

Nearly six METS riders in ten (58%) report no working vehicles in their households. By comparison (see discussion of individual route profiles in Section 3) 80 to 90% of households in the buffer areas around individual METS fixed route services tend to have at least one automobile available.

Question 13 – What is your ethnicity?

Table 2.16 – Rider Ethnicity	Response Percent	Weighted Responses
White/Caucasian	46%	2,702
Asian	1%	41
Hispanic/Latin American	2%	95
Black/African American	34%	2,013
Native American	2%	132
Other	2%	104
Skipped question	14%	811

Slightly less than half of METS riders report they are white/Caucasian, and about 1 in 3 report they are black/African American. Note that riders were permitted to provide multiple responses to this question.

Question 14 – Was a car or other personal vehicle available to make this trip?

Table 2.17 – Auto Available for This Trip	Response Percent	Weighted Responses
Yes	11%	635
No	74%	4,239
Skipped question	14%	816

About 26% of riders stated they possess a valid driver's license and 29% stated their households have at least one working vehicle. However, only 11% stated that an auto was available for this trip. This illustrates that even for households where the private auto is a travel option, METS often serves as the "second car" for individuals to travel when the household's auto(s) are not available.

Question 15 – Gender

Table 2.18 – Rider Gender	Response Percent	Weighted Responses
Male	36%	2,067
Female	49%	2,790
Skipped question	15%	832

About three METS riders in seven who report their gender are male and four in seven are female.

Question 16 – How many days a week do you make this trip?

Table 2.19 – Travel Frequency	Response Percent	Weighted Response
6-7 days/week	27%	1,525
3-5 days/week	38%	2,142
1-2 days/week	11%	632
Twice per month	4%	223
Once per month	2%	94
Less than once per month	3%	153
First time riding	1%	84
Skipped question	15%	836

Nearly two thirds of riders reporting (65%) report that the trip they are making is taken three or more times each week. Interestingly, 1% of riders report that this is his/her first trip on METS service. While this is a small percentage, it represents only a one day sample. This indicates that there is some level of interest in area residents to "try out" the bus. Even if only a fraction of this percentage of METS weekday riders (about 7,000 on any given weekday) represent people trying the bus for the first time, this suggests that hundreds of area residents each month "try out" the bus service.

Question 17 – If bus service was not available, how would you make this trip?

Table 2.20 – Alternatives to METS Bus Service	Response Percent	Weighted Responses
Drive	9%	539
Walk/Wheelchair	31%	1,772
Ride with Friend	23%	1,320
Taxi	11%	625
Bicycle	6%	350

Would not make this trip	21%	1,174
Skipped question	14%	813

Some riders made multiple responses; percentages add up to over 100%. If METS bus service did not exist, about one rider in five would not make the trip he/she was making. About one in ten would need to use taxi service. About one in three in 10 (32%) would travel by private auto, either as a driver or (in most cases) receive a ride from another individual.

Question 18 – What aspects of service do you feel needs the most improvement?

Table 2.21 – Needs for Service Improvement	Response Percent	Weighted Responses
Making transfers easier	12%	657
Start service earlier	18%	1,051
End service later	27%	1,530
Add Sunday service	66%	3,766
Improve pedestrian access	5%	286
Increase frequency of service	15%	857
Add new route from to	6%	323
Other	10%	576
Skipped question	15%	830

Riders were encouraged to provide multiple responses to this question; percentages add up to over 100%. Overwhelmingly, they identified Sunday service as the greatest need for improved METS service; two in three (66%) gave this response. The next three most frequent requests were for service to end later (27%), service to start earlier (18%), and service to operate for frequently (15%).

Question 19 – On this ROUND TRIP (between leaving and returning to home) will you?

Table 2.22 – Activities Away from Home	Response Percent	Weighted Responses
Go to work	38%	2,150
Do other errands	24%	1,347
Go to school	14%	781
Buy a meal	13%	754
Go shopping	14%	770
Visit friend/attend religious or social event	10%	550
Other	9%	506
Skipped question	19%	1,061

Riders were encouraged to provide multiple responses to this question; percentages add up to over 100%. Work and personal errands were identified as the two most frequent activities in which people engaged away from home. About one in seven (14%) indicated that they would attend school while away from home.

Question 20 – What was your estimated total household income last year?

Table 2.23 – Household Income	Response Percent	Response Count
less than \$15,000	46%	2,599
\$15,000-\$24,999	18%	1,005
\$25,000-\$34,999	6%	105
\$35,000-\$39,999	2%	117
\$40,000-\$49,999	2%	130
\$50,000-\$59,999	1%	54
\$60,000-\$74,999	1%	43
\$75,000-\$99,999	>1%	25
\$100,000-\$149,999	>1%	19
More than \$150,000	>1%	6
Skipped question	24%	1,339

Nearly two riders in three (64%) indicate that their annual household incomes were under \$25,000 last year. This is consistent with the high percentage of households (Table 2.14) which do not own a working automobile.

Survey Results - Summary

The system-wide onboard survey shows that METS ridership is largely transit-dependent. Most respondents do not possess a valid driver's license or live in a household with a working automobile. About one in four would not be able to make the trip on which they were surveyed without the availability of METS bus service. About two riders in three report annual household incomes under \$25,000.

Nearly all riders walk to and from a bus stop at the start and end of their trips. About one in three go to and from work in the course of their daily travels; about one in seven reports going to and from school. Over half are employed, and one in eight is a student. About two-thirds of riders were on a trip which they make at least three times a week.

A very large percentage (66%) of those responding requested that METS add Sunday service. Other requested items included earlier, later, and more frequent service.

2.5 System-wide Assessment – Summary

METS fixed route operations compare favorably with peer systems. Its demand response service performance is somewhat mixed, and it performs unfavorably on cost of service compared with other systems. These assessments are qualified, since significant year to year inconsistencies in METS NTD data were identified.

There are marked inconsistencies in the reporting of fixed route ridership, and it is likely that ridership was significantly underreported in some recent years. This underreporting of ridership has significant negative financial implications, in terms of reduced levels of federal and state funding. Operating costs likewise were inconsistently reported from year to year. Demand response operating costs and subsidies per passenger have increased at an annual rate of 9% and 14%, respectively, since 2009. These rates of increase likely are not sustainable in the long term.

	ASSESSMENT OF EXISTING CONDITIONS
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3.0 METS Fixed-Route Assessments

The following section presents an assessment of each individual METS fixed route. This assessment includes:

- A comparison and ranking of each route on several performance indicators.
- Key demographic statistics for two buffer areas (one-quarter and three-eighths mile) around each fixed route. These buffer areas represent the range of distances commonly used to measure reasonable access thresholds to transit service.
- A summary of ride checks taken on each route in September 2014. This summary includes a tabulation of ridership by trip, and identification of highly-used and unused/underused bus stops.

3.1 Overall Route Performance Indicators

Tables 3.1 through 3.4 compare route performance on four indicators. These are weekday passengers per vehicle hour, weekday passengers per vehicle mile, weekday passengers per one-way trip, and weekday cost-recovery by route (ratio of fare revenues to total operating cost). In all cases, "passengers" are those counted during the on-board ride checks taken the week of September 22 to 26, 2014. Given the different characteristics of service on the campus on the University of Southern Indiana (no fares are charged to those displaying a valid USI ID), USI service is not shown in these rankings. For routes which operate A and B services, one indicator is provided for the entire route. The relative rankings on each performance indicator in Tables 3.1 through 3.4 are also included as part of the individual route profiles provided in Section 3.2.

Route Rankings by Passengers/Vehicle Hour

Table 3.1 - Route Ranking by Weekday Passengers/Hour			
	Vehicle Hours	Passengers	Pass. /Hour
Route			
7 - First Avenue	12	380	31.7
2 - Riverside Total	30	925	30.8
10 - Lynch	12	324	27.0
1 - Washington Total	30	743	24.8
8 - Lincoln Total	30	676	22.5
9 - Covert	30	642	21.4
6 - Walnut	12	245	20.4
17 - Mary Howell	6	108	18.0
5 - Mary-Tekoppel Total	24	423	17.6
18 - Stringtown-First Avenue	6	102	17.0
4 - Stringtown	12	203	16.9
14 - Shoppers Shuttle	12	189	15.8
15 - East Connection	17	260	15.3
3 - Fulton	12	182	15.2
12 - Howell	12	122	10.2
13 - Downtown Trolley	12	85	7.1
16 - West Connection	14.5	87	6.0
23 - US 41 Connection	12	45	3.6

The 7 – First Avenue and 2 – Riverside routes both serve over 30 passengers per vehicle hour. The 13 – Downtown Trolley, 16 – West Connection, and 23 – US 41 Connection all serve less than 10 passengers per hour. The significance of this indicator is that the greatest proportion of marginal operating costs (driver wages and benefits) is proportional to vehicle hours of operation.

Route Rankings by Passengers/Vehicle Mile

Table 3.2 - Route Ranking by Weekday Passengers/Mile							
	Vehicle	Pass.					
	Mileage	Passengers	/Mile				
Route							
7 - First Avenue	127	380	3.00				
1 - Washington Total	327	743	2.27				
2 - Riverside Total	458	925	2.02				
10 - Lynch	180	324	1.80				
9 - Covert	386	642	1.67				
8 - Lincoln Total	426	676	1.59				
6 - Walnut	157	245	1.56				
3 - Fulton	131	182	1.39				
5 - Mary-Tekoppel Total	330	423	1.28				
18 - Stringtown-First Avenue	83	102	1.23				
14 - Shoppers Shuttle	168	189	1.13				
17 - Mary Howell	96	108	1.13				
4 - Stringtown	185	203	1.10				
15 - East Connection	293	260	0.89				
12 - Howell	171	122	0.71				
13 - Downtown Trolley	136	85	0.63				
16 - West Connection	216	87	0.40				
23 - US 41 Connection	320	45	0.14				

The 7 – First Avenue, 1 - Washington and 2 – Riverside routes all serve over 2 passengers per vehicle mile. The 16 - West Connection, and 23 – US 41 Connection both serve less than 0.5 passengers per mile. The significance of this indicator is that the greatest proportion of marginal operating costs (driver wages and benefits) is proportional to vehicle hours of operation. The US 41 Connection (at 0.14 passengers per vehicle mile) underperforms the next-lowest route by a factor of approximately 3.

Route Ranking by Passengers/One-Way Trip

Table 3.3 - Route Ranking by Weekday Passengers/Trip								
	Round		Pass. /One-					
	Trips	Passengers	Way Trip					
Route								
7 - First Avenue	12	380	15.83					
2 - Riverside Total	30	925	15.42					
10 - Lynch	12	324	13.50					
1 - Washington Total	30	743	12.38					
8 - Lincoln Total	30	676	11.27					
9 - Covert	30	642	10.70					
6 - Walnut	12	245	10.21					
17 - Mary Howell	6	108	9.00					
5 - Mary-Tekoppel Total	24	423	8.81					
18 - Stringtown-First Avenue	6	102	8.50					
4 - Stringtown	12	203	8.46					
14 - Shoppers Shuttle	12	189	7.88					
15 - East Connection	17	260	7.65					
3 - Fulton	12	182	7.58					
12 - Howell	12	122	5.08					
13 - Downtown Trolley	12	85	3.54					
23 - US 41 Connection	12	45	1.88					
16 - West Connection	28	87	1.55					

The 7 – First Avenue and 2 – Riverside routes both serve 15 weekday passengers per one-way trip. The 23 - US 41 Connection and 16 - West Connection both serve less than 2 weekday passengers per one-way trip.

Route Ranking by Route Cost Recovery

Table 3.4 - Route Ranking by Route Cost Recovery									
	Weekday Operating Costs				Costs		Avg. WD	Rev./ Total	
Route	Mar	ginal	Fi	xed	•	Total	Re	evenue, 2014	Cost
2 - Riverside Total	\$ 1	,520	\$	220	\$	1,740	\$	475	27%
9 - Covert	\$ 1	,450	\$	110	\$	1,560	\$	394	25%
8 - Lincoln Total	\$ 1	,490	\$	220	\$	1,710	\$	408	24%
7 - First Avenue	\$	550	\$	110	\$	660	\$	137	21%
1 - Washington Total	\$ 1	,390	\$	220	\$	1,610	\$	328	20%
6 - Walnut	\$	580	\$	110	\$	690	\$	135	20%
10 - Lynch	\$	610	\$	110	\$	720	\$	127	18%
3 - Fulton	\$	550	\$	110	\$	660	\$	105	16%
5 - Mary-Tekoppel Total	\$ 1	1,180	\$	220	\$	1,400	\$	194	14%
4 - Stringtown	\$	610	\$	110	\$	720	\$	96	13%
12 - Howell	\$	600	\$	110	\$	710	\$	89	13%
17 - Mary Howell	\$	310	\$	-	\$	310	\$	38	12%
14 - Shoppers Shuttle	\$	590	\$	110	\$	700	\$	67	10%
15 - East Connection	\$	900	\$	110	\$	1,010	\$	90	9%
23 - US 41 Connection	\$	770	\$	110	\$	880	\$	55	6%
18 - Stringtown-First Avenue	\$	300	\$	-	\$	300	\$	18	6%
13 - Downtown Trolley	\$	560	\$	110	\$	670	\$	31	5%
16 - West Connection	\$	730	\$	110	\$	840	\$	12	1%

Cost recovery (also known as farebox recovery) was calculated using the following assumptions. Revenue per route was obtained from GFI farebox report summaries for January through April, 2014. Weekday operating costs were determined by applying a unit cost allocation to weekday scheduled operating statistics. This cost allocation was obtained by using cost information from NTD Form F-30 for the years 2011 to 2013, and allocating marginal costs to vehicle hours or vehicle miles, as appropriate. All other costs were regarded as fixed costs, and allocated to peak vehicles operated. As detailed in Appendix B, the following cost factors were determined, and applied to weekday scheduled vehicle hours, vehicle miles, and peak vehicles.

- Cost/vehicle hour (marginal) \$34.92
- Cost/vehicle mile (marginal) \$1.03
- Cost/peak vehicle (fixed) \$108.24

It must be noted that this analysis reflects only operating costs, as reported on NTD Form F-30. It does not include any allocation of capital costs.

The 2- Riverside and 9 – Covert routes both recover over 25% of operating costs through the farebox. By comparison, 23 – US 41 Connection, 18 – Stringtown-First Avenue, 13 – Downtown Trolley and 16 – West Connection all recover 6% or less of total operating costs.

3.2 Individual Route Profiles

On the following page is a description of the sources used for the demographic data provided in each route profile. In each instance, these demographic data are provided for a one-quarter and three-eighths mile buffer area around each route.

METS Route Profiles

The following pages include route profile summaries for each of the METS routes. Each page includes a map of the route and a 1/4 mile and 3/8 mile buffer around the route. Each page also includes demographic data for the area within the 1/4 mile and 3/8 mile buffers. Below is a definition and source for all of the demographic data included.

Population (source: 2010 U.S. Census, Table QT-P1; http://factfinder2.census.gov) Total Population: Total number of people in all age groups. Age 0-19: Percentage of people 19 years of age or younger.

Age 20-59: Percentage of people between the ages of 20 and 59.

Age 60+: Percentage of people 60 years of age or older.

Households (source: 2010 U.S. Census, Table P18; http://factfinder2.census.gov and

2006-2010 American Community Survey, Table B25003; http://dataferrett.census.gov)

Households: Total number of occupied housing units.

Owner Occupied: Percentage of housing units occupied by the owner of the unit. Renter Occupied: Percentage of housing units occupied by a renter of the unit.

Race (source: 2010 U.S. Census, Tables QT-P4; http://factfinder2.census.gov)

White: Percentage of the population that is White, non-Hispanic.

Black: Percentage of the population that is Black or African American, non-Hispanic.

Nat Am Alaska Nat: Percentage of the population that is American Indian or Alaska Native, non-Hispanic.

Asian: Percentage of the population with origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, non-Hispanic.

Haw Pac Islander: Percentage of the population with origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands, non-Hispanic.

Other: Percentage of the population not categorized in any of the above categories, non-Hispanic.

2 or more races: Percentage of the population categorized by two or more of the above categories, non-Hispanic.

Hispanic Latino: Percentage of the population that is Hispanic or Latino of any race.

Educational Attainment (source: 2006-2010 American Community Survey, Table B15002; http://dataferrett.census.gov)

No HS Diploma/GED: Percentage of the population 25 years and over without a high school diploma or GED.

HS Diploma/GED: Percentage of the population 25 years and over with a high school diploma or GED, but no college degree. College Degree: Percentage of the population 25 years and over with an Associate's degree, Bachelor's degree, or Graduate or Profes-

Employment Status (source: 2006-2010 American Community Survey, Table B23025; http://dataferrett.census.gov)

Employed: Percentage of the population 16 years and over, in the civilian labor force that are employed.

Unemployed: Percentage of the population 16 years and over, in the civilian labor force that are unemployed.

Household Income (source: 2006-2010 American Community Survey, Table B19001; http://dataferrett.census.gov)

<\$25,000: Percentage of households with an annual income below \$25,000.

\$25,000 - \$50,000: Percentage of households with an annual income between \$25,000 and \$50,000.

\$50,000 - \$75,000: Percentage of households with an annual income between \$50,000 and \$75,000.

\$75,000 - \$100,000: Percentage of households with an annual income between \$75,000 and \$100,000.

\$100,000 - \$125,000; Percentage of households with an annual income between \$100,000 and \$125,000.

\$125,000 - \$150,000: Percentage of households with an annual income between \$125,000 and \$150,000.

\$150,000 - \$200,000: Percentage of households with an annual income between \$150,000 and \$200,000.

>\$200,000: Percentage of households with an annual income equal to or greater than \$200,000.

Vehicles Owned (source: 2006-2010 American Community Survey, Table B25044; http://dataferrett.census.gov)

O Vehicle Household: Percentage of households with O vehicles available at home, including owned, rented, & company vehicles.

1 Vehicle Household: Percentage of households with 1 vehicles available at home, including owned, rented, & company vehicles,

2 Vehicle Household: Percentage of households with 2 vehicles available at home, including owned, rented, & company vehicles.

3 Vehicle Household: Percentage of households with 3 vehicles available at home, including owned, rented, & company vehicles.

4 Vehicle Household: Percentage of households with 4 vehicles available at home, including owned, rented, & company vehicles.

5+ Vehicle Household: Percentage of households with 5 or more vehicles available at home, including owned, rented, & company vehicles.

Employment (source: Longitudinal Employer-Household Dynamics (LEHD); http://onthemap.ces.census.gov)

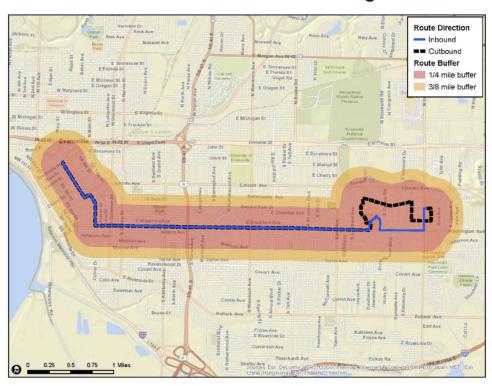
Total Employment: Total number of jobs at businesses in all employment categories.

Retail Employment: Total number of jobs at retail businesses.

Service Employment: Total number of jobs at service businesses.

3.2.1 Route 1 – Washington

METS Route Profile: Route 1 - Washington Avenue



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	12,787	26%	55%	19%
3/8 mi buffer	20,236	26%	55%	19%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	5,479	52.6%	47.4%
3/8 mi buffer	8,823	52.2%	47.8%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	65.4%	26.7%	0.3%	0.6%	0.1%	0.3%	3.3%	3.3%
3/8 mi buffer	66.9%	25.5%	0.3%	0.6%	0.1%	0.3%	3.1%	3.3%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	18.9%	56.8%	24.3%
3/8 mi buffer	18.4%	56.6%	25.0%

Status*	Employed	Unemployed
1/4 mi buffer	89.9%	10.1%
3/8 mi buffer	90.0%	10.0%

^{*} Highest level completed for those aged 25 and above

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	39.3%	28.8%	17.0%	6.6%	3.4%	1.3%	1.6%	1.4%
3/8 mi buffer	39.2%	28.8%	17.0%	6.9%	3.5%	1.7%	1.4%	1.4%

Vehicles	0 Vehicle	1 Vehicle	2 Vehide	3 Vehicle	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	18.2%	40.6%	28.9%	9.1%	2.0%	1.3%
3/8 mi buffer	17.6%	41.3%	28.9%	9.2%	1.8%	1.3%

Employment	Total Employment	Retail Employment	Service Employment	
1/4 mi buffer	26,024	2,280	13,638	
3/8 mi buffer	31,566	2,802	16,452	

3.2.1.1 General Description

Route 1 Washington operates Monday through Saturday. Weekdays it operates every 30 minutes until after 5 pm. It operates every 60 minutes weekday evenings and Saturday. The last weekday trip leaves the Downtown Transfer Center at 11:15 pm. It operates between the Downtown Transfer Center and Lawndale Shopping Mall.

3.2.1.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 24.8 (4th)
- Weekday Passengers Per Vehicle Mile 2.27 (2nd)
- Weekday Passengers Per One-Way Trip 12.38 (4th)
- Weekday Farebox Recovery Ratio 20% (5th)

3.2.1.3 Ridership by Trip

Table 3.5 shows total ridership by trip, from the September 2014 ride checks. This indicates that the peak travel time for 1 – Washington Route is for trips leaving the downtown transfer terminal at 2:15 and 2:45 pm.

Table 3.5 - 1-Washington Route Riders by Trip								
Time Lv. DT		Time Lv. DT						
Terminal	Riders	Terminal	Riders					
5:45 AM	16	1:15 PM	32					
6:15 AM	28	1:45 PM	26					
6:45 AM	23	2:15 PM	50					
7:15 AM	24	2:45 PM	57					
7:45 AM	15	3:15 PM	30					
8:15 AM	22	3:45 PM	28					
8:45 AM	12	4:15 PM	39					
9:15 AM	32	4:45 PM	24					
9:45 AM	31	5:15 PM	18					
10:15 AM	31	6:15 PM	22					
10:45 AM	11	7:15 PM	23					
11:15 AM	20	8:15 PM	24					
11:45 AM	18	9:15 PM	25					
12:15 PM	18	10:15 PM	12					
12:45 PM	27	11:15 PM	5					

3.2.1.4 Bus Stop Usage

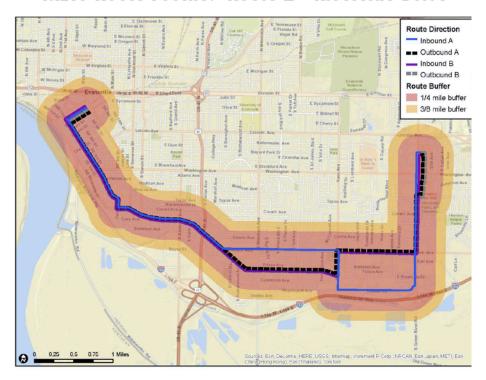
Table 3.6 shows the 10 most-heavily used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Table 3.7 shows all stops with three or fewer passengers using it the entire day. Note that six stops had no riders for the entire day.

Table 3.6 - 1-Washington Route Total Day Usage, 10 Best Patronized Stops									
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders				
Main Terminal (Downtown)	In	237	0	237	32%				
Lawndale Transfer	Out	110	117	227	31%				
Main Terminal (Downtown)	Out	0	224	224	30%				
St. Mary's Hospital for Women &									
Children	Out	23	15	38	5%				
Washington Ave/S Weinbach Ave	In	4	31	35	5%				
Washington Ave/Lodge Ave	Out	17	8	25	3%				
Washington Ave/S US 41	In	7	18	25	3%				
Washington Ave/Hatfield Dr	Out	8	13	21	3%				
Washington Ave/S Kerth Ave	Out	16	3	19	3%				
Washington Ave/S Kentucky Ave	In	8	11	19	3%				

Table 3.7 - 1-Washington Route - Stops with 3 or Fewer Passengers - Entire Day							
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders		
Washington Ave/S Rotherwood							
Ave	Out	2	1	3	0%		
Washington Ave/S Parker Dr	Out	3	0	3	0%		
Washington Ave (Evansville							
Protestant Home)	Out	1	2	3	0%		
Washington Ave/S Green River Rd	In	0	3	3	0%		
Washington Ave/S Hebron Ave	In	0	3	3	0%		
Washington Ave/S Alvord Blvd	In	0	3	3	0%		
Washington Ave/SE Eighth St	In	0	3	3	0%		
Cherry St/SE Sixth St	Out	1	1	2	0%		
SE Eighth St/Washington Ave	Out	1	1	2	0%		
St. Mary's Hospital for Women &							
Children	In	0	2	2	0%		
Mulberry St/SE Martin Luther King							
Jr Blvd	Out	1	0	1	0%		
Washington Ave/S Alvord Blvd	Out	0	1	1	0%		
Moray Dr/S Hebron Ave	Out	1	0	1	0%		
Washington Ave/Burdette Ave	In	0	1	1	0%		
Main St/NW Sixth St	Out	0	0	0	0%		
Bellemeade Ave/Saint Marys Dr	Out	0	0	0	0%		
Bellemeade Ave (Easter Seals							
Rehabilitation Cntr)	Out	0	0	0	0%		
Bellemeade Ave/Trinity Dr	Out	0	0	0	0%		
Washington Ave/S Meadow Rd	In	0	0	0	0%		
Washington Ave/S Stockwell Rd	In	0	0	0	0%		

3.2.2 Route 2 – Riverside

METS Route Profile: Route 2 - Riverside Drive



Population	Total Population	Age 0-19	Age 20-59	Age 60+	
1/4 mi buffer	18,248	25%	56%	18%	
3/8 mi buffer	23,994	25%	56%	19%	

Households	Total Households	Owner Occupied	Renter Occupied	
1/4 mi buffer	8,128	50.7%	49.3%	
3/8 mi buffer	10,605	51.3%	48.7%	

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	71.5%	21.4%	0.2%	0.6%	0.0%	0.3%	3.7%	2.3%
3/8 mi buffer	71.2%	21.8%	0.2%	0.6%	0.0%	0.3%	3.6%	2.3%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	19.9%	59.8%	20.3%
3/8 mi buffer	20.0%	59.6%	20.4%

Status*		
1/4 mi buffer	93.1%	6.9%
3/8 mi buffer	92.6%	7.4%
* Includes only th	ose in the labor	force

Highest level completed for those aged 25 and above

Household Income	< \$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	38.9%	31.4%	15.3%	8.3%	2.8%	1.3%	0.9%	1.0%
3/8 mi buffer	39.2%	30.7%	15.7%	8.4%	2.5%	1.4%	0.9%	1.1%

Vehicles Owned	0 Vehicle Household	1 Vehicle Household	2 Vehicle Household	3 Vehicle Household	4 Vehicle Household	5+ Vehicle Household
1/4 mi buffer	15.0%	39.3%	32.4%	8.7%	2.9%	1.7%
3/8 mi buffer	15.5%	39.2%	31.6%	9.2%	2.9%	1.6%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	25,355	1,957	11,321
3/8 mi buffer	29,676	2,430	13,433

3.2.2.1 General Description

Route 2 Riverside operates Monday through Saturday. Weekdays it operates every 30 minutes until after 5 pm. It operates every 60 minutes weekday evenings and Saturday. The last weekday trip leaves the Downtown Transfer Center at 11:15 pm. It operates between the Downtown Transfer Center and Lawndale Shopping Mall.

3.2.2.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 30.8 (2nd)
- Weekday Passengers Per Vehicle Mile 2.02 (3rd)
- Weekday Passengers Per One-Way Trip 15.42 (3rd)
- Weekday Farebox Recovery Ratio 27% (1st)

3.2.2.3 Ridership by Trip

Table 3.8 shows total ridership by trip from the September 2014 ride checks. It indicates that there are trips with high levels of ridership (45 or more for a round trip) scattered throughout the day between 7:15 am and 4:15 pm leaving the downtown transit terminal. Night ridership is relatively high, with ridership/trip at or near 30 until 10:15 pm leaving the downtown transit terminal.

Table 3.8 - 2-Riverside Route Riders by Trip							
Time Lv. DT		Time Lv. DT					
Terminal	Riders	Terminal	Riders				
5:45 AM	22	1:15 PM	36				
6:15 AM	36	1:45 PM	22				
6:45 AM	27	2:15 PM	47				
7:15 AM	45	2:45 PM	30				
7:45 AM	25	3:15 PM	51				
8:15 AM	35	3:45 PM	37				
8:45 AM	35	4:15 PM	47				
9:15 AM	29	4:45 PM	17				
9:45 AM	22	5:15 PM	26				
10:15 AM	22	6:15 PM	24				
10:45 AM	30	7:15 PM	18				
11:15 AM	29	8:15 PM	35				
11:45 AM	28	9:15 PM	28				
12:15 PM	45	10:15 PM	29				
12:45 PM	30	11:15 PM	18				

3.2.2.4 Bus Stop Usage

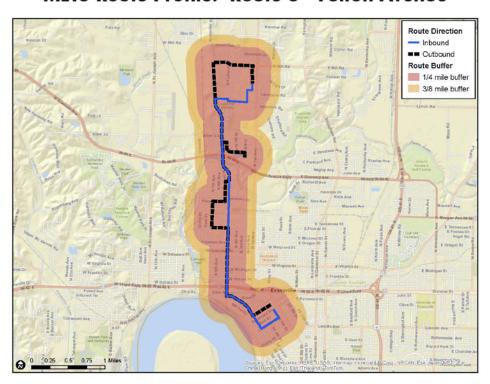
Table 3.9 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Table 3.10 shows all stops with three or fewer passengers using it the entire day. Note that five stops had no riders for the entire day.

Table 3.9 - 2-River	Table 3.9 - 2-Riverside Route Daily Usage, 10 Best Patronized Stops							
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders			
Main Terminal								
(Downtown)	Out	0	281	281	30%			
Main Terminal								
(Downtown)	In	275	0	275	30%			
Lawndale Transfer	Out	113	114	227	25%			
E Riverside Dr/S								
Rotherwood Ave	In	17	35	52	6%			
E Riverside Dr/S Morton								
Ave	In	14	33	47	5%			
E Riverside Dr/Sunburst								
Blvd	Out	32	9	41	4%			
Lawndale Shopping								
Center (Heritage Federal)	Out	20	16	36	4%			
E Riverside Dr/S Garvin St	Out	28	8	36	4%			
Monroe Ave/S Green								
River Rd	Out	7	26	33	4%			
Lawndale Shopping								
Center (Hallmark)	Out	16	16	32	3%			
Covert Ave/S Green River								
Rd	In	8	24	32	3%			

Table 3.10 - 2-Riverside	Route - St	ops with 3	or Fewer	Passengers	- Entire Day
St	D ' ! '	All abilities	D. and an	Tabal Chan	0/ Talal D' da
Stop	Direction	Alignting	Boarding	iotai Stop	% Total Riders
 Madison Ave/SE Second St	In	2	1	3	0%
Mulberry St/SE Second St	Out	0	3	3	0%
Sweetser Ave/S Green					
River Rd	In	1	2	3	0%
E Riverside Dr/Culver Dr	Out	2	1	3	0%
E Riverside Dr/Hawthorne					
Ave	Out	2	0	2	0%
Locust St/SE Second St	Out	0	2	2	0%
Pollack Ave/Hicks Dr	Out	1	1	2	0%
Pollack Ave/Dalehaven Dr	Out	2	0	2	0%
SE Second/Howard	Out	0	1	1	0%
Adams Ave/S Green River					
Rd	In	0	1	1	0%
Powell Ave/S Green River Rd	In	0	0	0	0%
Jackson Ave/S Green River Rd	In	0	0	0	0%
Pollack Ave/Elmendorf					
Ave	In	0	0	0	0%
E Riverside Dr/Marshall					
Ave	In	0	0	0	0%
Blackford Ave/SE Second					
St	In	0	0	0	0%

3.2.3 Route 3 – Fulton

METS Route Profile: Route 3 - Fulton Avenue



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	8,824	23%	54%	23%
3/8 mi buffer	11,839	23%	54%	23%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	3,896	40.9%	59.1%
3/8 mi buffer	5,211	44.2%	55.8%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	85.6%	8.3%	0.3%	0.7%	0.1%	0.1%	3.0%	1.9%
3/8 mi buffer	85.6%	8.4%	0.3%	0.6%	0.1%	0.1%	2.9%	2.0%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree	
1/4 mi buffer	23.9%	58.9%	17.2%	
3/8 mi buffer	23.6%	59.2%	17.2%	

^{*} Highest level completed for those aged 25 and above

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	45.7%	33.3%	12.9%	4.9%	1.4%	0.6%	0.4%	0.9%
3/8 mi buffer	45.1%	32.3%	13.3%	5.4%	1.8%	0.7%	0.5%	1.0%

Vehicles	0 Vehicle	1 Vehicle	2 Vehide	3 Vehicle	4 Vehide	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	18.9%	52.1%	20.2%	5.4%	2.6%	0.7%
3/8 mi buffer	19.6%	49.4%	21.4%	6.3%	2.7%	0.7%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	27,626	1,826	12,891
3/8 mi buffer	31,673	2,139	14,760

3.2.3.1 General Description

Route 3 Fulton Avenue operates Monday through Saturday. It operates every 60 minutes at all times. The last weekday trip leaves the Downtown Transfer Center at 4:45 pm. It operates between the Downtown Transfer Center and North Park Shopping Center.

3.2.3.2 Route Performance Measures and Rankings (out of 18 routes)

- Route Performance Measures and Rankings (out of 18 routes)
- Weekday Passengers Per Vehicle Hour 15.2 (14th)
- Weekday Passengers Per Vehicle Mile 1.39 (8th)
- Weekday Passengers Per One-Way Trip 7.58 (14th)
- Weekday Farebox Recovery Ratio 16% (8th)

3.2.3.3 Ridership by Trip

Table 3.11 shows total ridership by trip from the September 2014 ride checks. It indicates that ridership generally increases in the earlier part of the day. In the afternoon, ridership is steady at 8-11 riders per one-way trip until the last trip which leaves the downtown transit center at 5:15 pm.

Table 3.11 - 3-Fulton Route Riders by Trip							
Time Lv. DT		Time Lv. DT					
Terminal	Riders	Terminal	Riders				
5:45 AM	4	12:15 PM	16				
6:15 AM	6	1:15 PM	16				
7:15 AM	24	2:15 PM	15				
8:15 AM	9	3:15 PM	21				
9:15 AM	9	4:15 PM	20				
10:15 AM	13	5:15 PM	18				
11:15 AM	11						

3.2.3.4 Bus Stop Usage

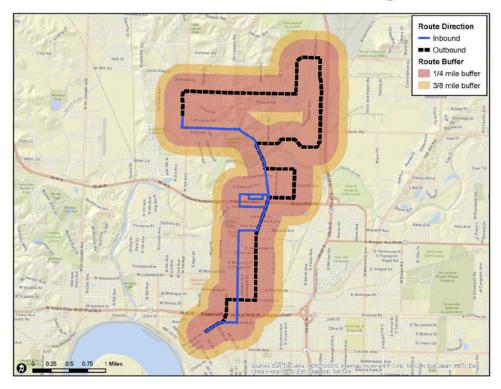
Table 3.12 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Table 3.13 shows all stops with three or fewer passengers using it the entire day. Note that eight stops had no riders for the entire day. Note also that of the 48 stops along this route, 33 of them (69%) serve 3 or fewer passengers per day. This suggests that the number of stops on this route be further evaluated.

Table 3.12 - 3-F	Table 3.12 - 3-Fulton Route Daily Usage, 10 Best Patronized Stops							
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders			
Main Terminal								
(Downtown)	In	82	0	82	23%			
Main Terminal								
(Downtown)	Out	0	79	79	22%			
North Park Shopping								
Center (Ruler Foods)	Out	16	18	34	9%			
Florence St/N								
Seventh Ave	Out	13	7	20	5%			
Keller St/N Fulton								
Ave	In	11	5	16	4%			
Florence St/N Fifth								
Ave	Out	8	6	14	4%			
Florence St/N Fulton								
Ave	In	1	13	14	4%			
N Third Ave								
(Grandview Towers)	Out	7	6	13	4%			
W Louisiana St/N								
Fulton Ave	In	2	11	13	4%			
Dresden St/N Fulton								
Ave	In	0	11	11	3%			

Table 2.12 2 Eulter	a Pourto S	tone with i	or Fower	Parcongor	Entire Day
Table 3.13 - 3-Fultor Stop	Direction	Alighting	Roarding	Total Ston	% Total Riders
W Maryland St/N	Direction	Angilling	boarung	Total Stop	/ Total Riders
Fulton Ave	Out	3	0	3	1%
Florence St/N Sixth					
Ave	Out	1	2	3	1%
W Franklin St/N					
Fulton Ave	In	0	3	3	1%
Locust St/SE Fourth St	In	3	0	3	1%
W Illinois St/N Fulton					
Ave	Out	2	0	2	1%
Shanklin Ave/N					
Seventh Ave	Out	2	0	2	1%
Cody St/N Fifth Ave	Out	1	1	2	1%
W Columbia St/N		_	_	_	
Fulton Ave	In	0	2	2	1%
W Illinois St/N Fulton					40/
Ave	In	0	2	2	1%
Vine St/NW Second	04				00/
St Court St (NNA) Social	Out	1	0	1	0%
Court St/NW Second St	Out	1	0	1	0%
NW Second St/Clark	Out	1	U	1	0/6
St	Out	0	1	1	0%
NW Second St/S Third	Out				070
Ave	Out	1	0	1	0%
W Franklin St/N	out				0,0
Fulton Ave	Out	1	0	1	0%
W Delaware St/N					
Fulton Ave	Out	0	1	1	0%
W Florida St/N Fifth					
Ave	Out	0	1	1	0%
W Florida St/N					
Seventh Ave	Out	1	0	1	0%
Fulton Pkwy/N Third					
Ave	Out	1	0	1	0%
W Tennessee St/N					
Fulton Ave	In	0	1	1	0%
Fountain Ave/N					
Fulton Ave	In	0	1	1	0%
W Delaware St/N		_		_	
Fulton Ave	In	0	1	1	0%
W Iowa St/N Fulton	In	_	1	1	0%
Ave W Virginia St/N	In	0	1	1	0%
Fulton Ave	In	1	0	1	0%
NW Second St/Clark	""		-		070
St Scond Sty Clark	In	1	0	1	0%
Sycamore St/NW					0,0
Second St	In	0	1	1	0%
NW Second St/S					
Fulton Ave	Out	0	0	0	0%
W Iowa St/N Fulton					
Ave	Out	0	0	0	0%
W Oregon St/N					
Fulton Ave	Out	0	0	0	0%
W Eichel Ave/N					
Seventh Ave	Out	0	0	0	0%
Dresden St/N					
Seventh Ave	Out	0	0	0	0%
Fulton Pkwy/N					
Fourth Ave	Out	0	0	0	0%
W Indiana St/N					
Fulton Ave	In	0	0	0	0%
Court St/NW Second		_	_	_	
St	In	0	0	0	0%

3.2.4 Route 4 – Stringtown

METS Route Profile: Route 4 - Stringtown



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	14,545	24%	57%	19%
3/8 mi buffer	18,191	24%	56%	19%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	5,851	62.5%	37.5%
3/8 mi buffer	7,518	60.7%	39.3%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	89.3%	6.1%	0.2%	0.5%	0.1%	0.2%	1.8%	1.7%
3/8 mi buffer	86.9%	8.3%	0.2%	0.5%	0.1%	0.2%	2.0%	1.7%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	20.1%	61.5%	18.4%
3/8 mi buffer	19.9%	61.3%	18.8%

Employment Status*	Employed	Unemployed	
1/4 mi buffer	92.9%	7.1%	
3/8 mi buffer	92.7%	7.3%	

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	36.9%	34.1%	13.9%	9.1%	2.8%	1.3%	0.6%	1.2%
3/8 mi buffer	38.4%	32.7%	14.0%	8.8%	2.9%	1.3%	0.7%	1.2%

Vehicles	0 Vehicle	1 Vehicle	2 Vehicle	3 Vehicle	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	12.1%	41.7%	32.3%	10.8%	2.6%	0.5%
3/8 mi buffer	13.5%	41.7%	31.2%	10.3%	2.6%	0.6%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	21,594	2,264	7,798
3/8 mi buffer	28,629	2,785	11,272

3.2.4.1 General Description

Route 4 Stringtown Avenue operates Monday through Saturday. It operates every 60 minutes at all times. The last weekday trip leaves the Downtown Transfer Center at 4:45 pm. It operates between the Downtown Transfer Center and North Park Shopping Center.

3.2.4.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 16.9 (11th)
- Weekday Passengers Per Vehicle Mile 1.10 (13th)
- Weekday Passengers Per One-Way Trip 8.46 (11th)
- Weekday Farebox Recovery Ratio 13% (10th)

3.2.4.3 Ridership by Trip

Table 3.14 shows total ridership by trip from the September 2014 ride checks. It indicates that ridership is quite steady over the course of the day. Most trips serve 8 to 11 riders per one-way trip.

Table 3.14 - 4	Table 3.14 - 4-Stringtown Route Riders by Trip				
Time Lv. DT		Time Lv. DT			
Terminal	Riders	Terminal	Riders		
5:45 AM	20	11:45 AM	13		
6:45 AM	16	12:45 PM	10		
7:45 AM	10	1:45 PM	22		
8:45 AM	19	2:45 PM	15		
9:45 AM	21	3:45 PM	15		
10:45 AM	24	4:45 PM	18		

3.2.4.4 Bus Stop Usage

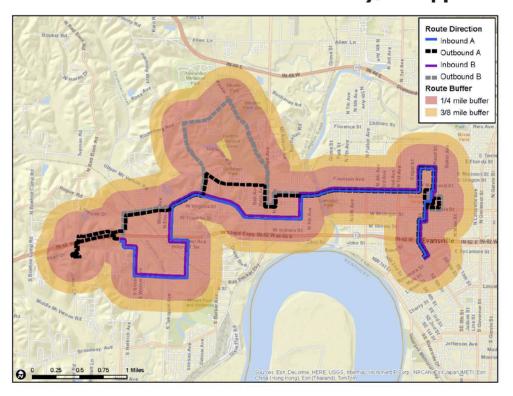
Table 3.15 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. The stop at the Vanderburgh County Sherriff's Office serves about one rider in six (15%) on the entire route. This is a very high volume for a stop which is not a route terminal. Table 3.16 shows all stops with three or fewer passengers using it the entire day. Note that 20 of the 68 stops on the route (29%) had no riders for the entire day. Note also that of the 68 stops along this route, 46 of them (68%) serve 3 or fewer passengers per day. This suggests that the number of stops on this route be further evaluated.

Table 3.15 - 4-Stringto	Table 3.15 - 4-Stringtown Route Daily Usage, 10 Best Patronized Stops				
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
Main Terminal (Downtown)	Out	0	87	87	21%
Main Terminal (Downtown)	In	81	0	81	20%
N Harlan Ave (Vanderburgh					
Co Sheriff)	Out	25	34	59	15%
North Park Shopping Center					
(Ruler Foods)	Out	31	13	44	11%
Reis Ave/Stringtown Rd	Out	10	0	10	2%
Tulip Ave/Stringtown Rd	Out	6	2	8	2%
E Franklin St/N Main St	Out	3	4	7	2%
E Tennessee St/N Garvin St	Out	1	6	7	2%
Reis Ave/Stringtown Rd	In	0	7	7	2%
E Maryland St/N Garvin St	Out	2	4	6	1%
Joan Ave/N Evans Ave	Out	2	4	6	1%
Herndon Dr/Stringtown Rd	In	0	6	6	1%

Table 2.4C A Strington 5	Davida Cha				Futius Davi
Table 3.16 - 4-Stringtown F Stop					% Total Riders
E Franklin St/N Heidelbach	Direction	Anghung	Doarding	Total Stop	76 Total Riders
Ave	Out	2	1	3	1%
E Franklin St/N Garvin St	Out	1	2	3	1%
Herndon Dr/Stringtown Rd	Out	3	0	3	1%
Joan Ave/N Bedford Ave	Out	3	0	3	1%
Negley Ave/N Kentucky Ave	Out	1	2	3	1%
Tulip Ave/N Bedford Ave	Out	1	2	3	1%
W Mill Rd/First Ave	Out	2	1	3	1%
W Buena Vista Rd/N First Ave	In	1	2	3	1%
Richardt Ave/Stringtown Rd	In	0	3	3	1%
E Columbia St/N Heidelbach Ave	In	2	1	3	10/
E Olmstead Ave/N Kentucky	111		1	3	1%
Ave	Out	1	1	2	0%
Town Center Shppng Cntr (Big	Out	_			070
Lots)	In	0	2	2	0%
,					
Maxwell Ave/N Lafayette Ave	In	0	2	2	0%
E Florida St/N Heidelbach Ave	In	2	0	2	0%
E Delaware St/N Heidelbach					
Ave	In	0	2	2	0%
E Virginia St/N Heidelbach Ave	In	1	1	2	0%
E Michigan St/N Heidelbach					
Ave	In	0	2	2	0%
E Division St/Main St	Out	1	0	1	0%
E Franklin St/N Governor St	Out	1	0	1	0%
E Virginia St/N Garvin St	Out	0	1	1	0%
Stanley Ave/N Kentucky Ave Pfeiffer Rd/Stringtown Rd	Out Out	1 0	1	1	0% 0%
E Louisiana St/N Heidelbach	Out	0	1	1	0/6
Ave	In	1	0	1	0%
E Iowa St/N Heidelbach Ave	In	0	1	1	0%
E Franklin St/N Heidelbach					
Ave	In	0	1	1	0%
E Sycamore St/S Elsas Ave	In	0	1	1	0%
Sycamore St/NW Ninth St	Out	0	0	0	0%
Sycamore St/Main St	Out	0	0	0	0%
John St/Main St	Out	0	0	0	0%
John St/Main St	Out	0	0	0	0%
Enlow Ave/N Garvin St	Out	0	0	0	0%
Richardt Ave/Stringtown Rd	Out	0	0	0	0%
Cardinal Dr/Stringtown Rd	Out	0	0	0	0%
Saint George Rd/N Harlan Ave	Out	0	0	0	0%
E Mill Rd/N Kentucky Ave	Out	0	0	0	0%
E Mill Rd/Weaver Rd	Out	0	0	0	0%
W Mill Rd (Mill Road Baptist	Out				070
Church)	Out	0	0	0	0%
					-
W Buena Vista Rd/Stratford Rd	In	0	0	0	0%
Stringtown Rd/Buena Vista					
(Evansville Country Club	In	0	0	0	0%
Stringtown Rd (Pigeon Creek					
Bridge)	In	0	0	0	0%
Richardt Ave/N Elliott St	In	0	0	0	0%
Richardt Ave/N Heidelbach					
Ave	In	0	0	0	0%
E Diamond Ave/N Heidelbach	l.				
Ave	In	0	0	0	0%
N Heidelbach Ave (behind	l.	_	_	_	00/
Bosse Field)	In	0	0	0	0%
E Missouri St/N Heidelbach Ave	In	0	0	0	0%
E Illinois St/N Heidelbach Ave	In In	0	0	0	0%
E minora 30 N Heruerbach Ave	111	U	U	U	U%

3.2.5 Route 5 – Mary/Tekoppel

METS Route Profile: Route 5 - Mary/Tekoppel



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	14,306	23%	58%	19%
3/8 mi buffer	18,216	23%	58%	18%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	6,144	51.8%	48.2%
3/8 mi buffer	7,891	51.6%	48.4%

Unemployed

Employed

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	89.8%	5.2%	0.2%	0.5%	0.0%	0.2%	2.2%	1.8%
3/8 mi buffer	89.7%	5.2%	0.2%	0.6%	0.0%	0.3%	2.2%	1.8%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	24.5%	58.4%	17.1%
3/8 mi buffer	24.7%	58.1%	17.2%

92.5% 7	.5%
92.6% 7	.4%
se in the labor force	
_	- California

 $^{^{}st}$ Highest level completed for those aged 25 and above

Household Income	< \$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	40.6%	31.7%	17.6%	6.6%	2.1%	0.5%	0.4%	0.4%
3/8 mi buffer	40.1%	31.5%	17.7%	6.7%	2.3%	0.6%	0.5%	0.5%

Vehicles	0 Vehicle	1 Vehide	2 Vehicle	3 Vehicle	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	17.0%	42.5%	28.6%	9.0%	1.9%	1.1%
3/8 mi buffer	17.0%	42.6%	28.5%	8.9%	2.0%	1.0%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	29,879	3,150	12,238
3/8 mi buffer	36.665	3.892	15.994

3.2.5.1 General Description

Route 5 Mary/Tekoppel operates Monday through Saturday. It operates every 30 minutes weekdays and every 60 minutes on Saturday. The last weekday trip leaves the Downtown Transfer Center at 5:15 pm. Weekday evening service along portions of the route is provided by Route 17 Mary/Howell. It operates between the Downtown Transfer Center and Schnucks Shopping Plaza on the west side of Evansville.

3.2.5.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 17.6 (9th)
- Weekday Passengers Per Vehicle Mile 1.28 (9th)
- Weekday Passengers Per One-Way Trip 8.81 (9th)
- Weekday Farebox Recovery Ratio 14% (9th)

3.2.5.3 Ridership by Trip

Table 3.17 shows total ridership by trip from the September 2014 ride checks. It indicates that ridership is quite steady over the course of the day. Nearly all trips serve 7 to 13 riders per one-way trip. One round trip (leaving the downtown transfer terminal at 3:15 pm) has heavier ridership, serving average of 20 riders per direction.

Table 3.17 - 5-Mary/Tekoppel Riders by Trip							
Time Lv. DT		Time Lv. DT					
Terminal	Riders	Terminal	Riders				
5:45 AM	18	11:45 AM	11				
6:15 AM	24	12:15 PM	16				
6:45 AM	19	12:45 PM	9				
7:15 AM	24	1:15 PM	19				
7:45 AM	7	1:45 PM	11				
8:15 AM	20	2:15 PM	13				
8:45 AM	15	2:45 PM	22				
9:15 AM	13	3:15 PM	41				
9:45 AM	14	3:45 PM	13				
10:15 AM	11	4:15 PM	26				
10:45 AM	13	4:45 PM	21				
11:15 AM	19	5:15 PM	24				

3.2.5.4 Bus Stop Usage

Table 3.18 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Nearly four riders in five

(79%) ride to or from the downtown terminal. The other stops with relatively high ridership are concentrated relatively near the downtown terminal. Table 3.19 shows all stops with three or fewer passengers using it the entire day. Note that 8 of the stops had no riders for the entire day. Note also that 45 stops along this route, especially along the western portions of the route, serve 3 or fewer passengers per day. This suggests that the number of stops on this route be further evaluated.

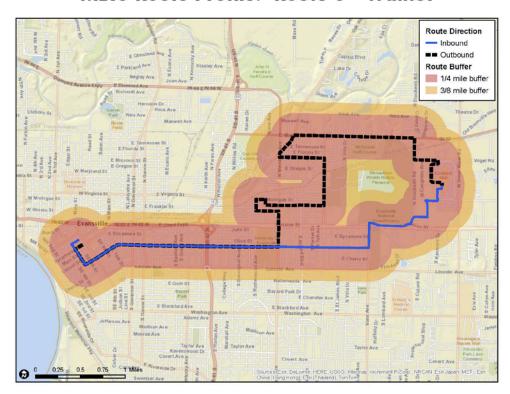
Table 3.18 - 5-Mary/T	Table 3.18 - 5-Mary/Tekoppel Route Daily Usage, 10 Best Patronized Stops							
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders			
Main Terminal								
(Downtown)	Out	0	179	179	42%			
Main Terminal								
(Downtown)	In	156	0	156	37%			
Schnuck's (Rosenburger								
Ave)	Out	38	39	77	18%			
W Iowa St/Harriet St	In	7	18	25	6%			
W Columbia St/N Second								
Ave	In	6	18	24	6%			
W Columbia St/Oakley St	Out	14	7	21	5%			
W Columbia St/N Second								
Ave	Out	17	4	21	5%			
Pearl Dr/S Red Bank Rd								
(Walmart parking lot)	Out	6	11	17	4%			
W Franklin St/N Saint								
Joseph Ave	In	1	15	16	4%			
W Virginia St/N Saint								
Joseph Ave	Out	11	4	15	4%			
W Columbia St/N Fulton	_			_				
Ave	In	8	7	15	4%			
W Columbia St/Oakley St	In	3	12	15	4%			

Table 3.19 - 5-Mary/Tekop	pel Route	- Stops wit	h 3 or Few	er Passeng	ers - Entire Day
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
Wimberg Ave/Harmony					
Way	Out	0	3	3	1%
Schoenfield					
Ave/Harmony Way	Out	0	3	3	1%
W Columbia St/N Fourth					
Ave	In	3	0	3	1%
W Columbia St/N Sixth					
Ave	Out	2	1	3	1%
W Columbia St/Read St	In	2	1	3	1%
W Louisiana St/Mary St	In	1	2	3	1%
W Columbia St/Mary St	Out	0	2	2	0%
Mesker Park Dr/N Saint					
Joseph Ave	Out	1	1	2	0%
Stocker Dr/Harmony Way	Out	2	0	2	0%
W Franklin St/N Wabash					
Ave	In	0	2	2	0%
N Wabash Ave (alley					
between Franklin &					
Michigan)	In	1	1	2	0%
W Columbia St/N Seventh					
Ave	Out	1	1	2	0%
W Delaware St/N					
Eleventh Ave	Out	0	2	2	0%
Mount Vernon					
Ave/Harmony Way	Out	2	0	2	0%
W Franklin St/N Bell Ave	In	0	2	2	0%
W Franklin St/N Tenth					
Ave	In	1	1	2	0%
Division St/NW Martin					
Luther King Jr Blvd	Out	2	0	2	0%
Hartmetz Ave/Ingle Ave	In	2	0	2	0%
W Division St/Mary St	In	2	0	2	0%

Table 3.19 (Cont) - 5-Mary/Tekoppel Route - Stops with 3 or Fewer Passengers - Entire Day						
Stop				Total Stop	% Total Riders	
W Illinois St/Mary St	Out	1	0	1	0%	
Mesker Park Dr (along	-				0,10	
Helfrich Golf Course)	Out	1	0	1	0%	
Mesker Park Dr (Zoo)	Out	1	0	1	0%	
Wimberg Ave/Mesker	Out				0,0	
Park Dr	Out	0	1	1	0%	
W Franklin St/N Twelfth	Out	- ·			070	
Ave	In	0	1	1	0%	
W Delaware St/Read St	Out	0	1	1	0%	
W Maryland St/Hess Ave		1	0	1	0%	
W Maryland St/Seward	Out	1	U	1	0/6	
	O+	_ ا	1	1	00/	
Ave	Out	0	1	1	0%	
Mesker Park Dr/Bement	0		_	0	00/	
Ave	Out	0	0	0	0%	
Mesker Park Dr/Charlotte					00/	
Ave	Out	0	0	0	0%	
Wimberg Ave/Reichman	_	_	_	_		
Ave	Out	0	0	0	0%	
Wimberg Ave/Young Ave	Out	0	0	0	0%	
Mount Vernon						
Ave/Kleymeyer Ave	Out	0	0	0	0%	
Forest Ave/Ingle Ave	In	0	0	0	0%	
Mount Vernon						
Ave/Kleymeyer Ave	In	0	0	0	0%	
Mount Vernon Ave/W						
Virginia St	In	0	0	0	0%	
W Franklin St/Mount						
Vernon Ave	In	0	0	0	0%	
W Franklin St/N Lemcke						
Ave	In	0	0	0	0%	
W Franklin St/N Wabash						
Ave	In	0	0	0	0%	
W Columbia St/N Third						
Ave	In	0	0	0	0%	
W Oregon St/Mary St	In	0	0	0	0%	
Court St/NW Martin						
Luther King Jr Blvd	In	0	0	0	0%	
W Maryland St/N Sonntag						
Ave	Out	0	0	0	0%	
University Dr (Long John						
Silver's)	Out	0	0	0	0%	
University Dr (Redbank						
Library)	Out	0	0	0	0%	
University Dr/S Red Bank		İ			3,0	
Rd	Out	0	0	0	0%	
	J			U	370	

3.2.6 Route 6 – Walnut

METS Route Profile: Route 6 - Walnut



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	13,535	26%	56%	19%
3/8 mi buffer	17,703	25%	56%	20%

Households	Total Households	Owner Occupied	Renter Occupied	
1/4 mi buffer	5,351	61.2%	38.8%	
3/8 mi buffer	7,168	60.4%	39.6%	

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	78.5%	15.0%	0.2%	0.9%	0.0%	0.3%	2.4%	2.5%
3/8 mi buffer	78.2%	15.3%	0.2%	1.0%	0.0%	0.3%	2.5%	2.4%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	12.8%	58.6%	28.7%
3/8 mi buffer	13.6%	58.7%	27.7%

Employment Status*	Employed	Unemployed
1/4 mi buffer	91.9%	8.1%
3/8 mi buffer	91.8%	8.2%

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	35.3%	28.5%	20.0%	8.8%	4.0%	2.3%	0.5%	0.6%
3/8 mi buffer	35.7%	27.8%	19.4%	9.1%	4.2%	2.2%	0.6%	1.0%

Vehides Owned	0 Vehicle Household	1 Vehicle Household	2 Vehicle Household	3 Vehicle Household	4 Vehicle Household	5+ Vehicle Household
1/4 mi buffer	12.4%	42.5%	32.1%	11.0%	1.7%	0.4%
3/8 mi buffer	13.0%	42.1%	31.9%	10.8%	1.7%	0.6%

Employment Total Employment		Retail Employment	Service Employment	
1/4 mi buffer	28,009	4,144	11,084	
3/8 mi buffer	37,892	5,129	14,942	

3.2.6.1 General Description

Route 6 Walnut Avenue operates Monday through Saturday. It operates every 60 minutes at all times. The last weekday trip leaves the Downtown Transfer Center at 5:15 pm. It operates between the Downtown Transfer Center and Eastland Mall.

3.2.6.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 20.4 (7th)
- Weekday Passengers Per Vehicle Mile 1.56 (7th)
- Weekday Passengers Per One-Way Trip 10.21 (7th)
- Weekday Farebox Recovery Ratio 20% (6th)

Much of the route (the portion east of Weinbach Avenue) is a large loop which is served in one direction. Service is eastbound (outbound) on Morgan Avenue and westbound (inbound) on Walnut Street. North-south service on this loop is operated on several streets.

3.2.6.3 Ridership by Trip

Table 3.20 shows total ridership by trip from the September 2014 ride checks. It indicates that ridership is very steady over the course of the day. Nearly all trips serve 8 to 13 riders per one-way trip.

Table 3.20 - Walnut Route Riders by Trip							
Time Lv.		Time Lv.					
DT	Riders	DT	Riders				
6:15 AM	19	12:15 PM	22				
7:15 AM	17	1:15 PM	16				
8:15 AM	13	2:15 PM	19				
9:15 AM	22	3:15 PM	21				
10:15 AM	26	4:15 PM	25				
11:15 AM	22	5:15 PM	23				

3.2.6.4 Bus Stop Usage

Table 3.21 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. The number of passengers boarding at the downtown terminal (124) is about two-third greater than the number leaving buses there (74). Table 3.22 shows all stops with three or fewer passengers using it the entire

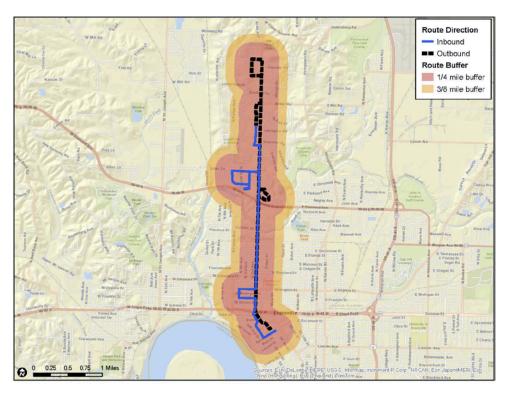
day. Note that 8 of the 53 stops on the route (29%) had no riders for the entire day. Note also that 23 of the stops along this route serve 3 or fewer passengers per day.

Table 3.21 - 6-Waln	Table 3.21 - 6-Walnut Route Daily Usage, 10 Best Patronized Stops							
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders			
Main Terminal (Downtown)	Out	0	124	124	25%			
Main Terminal (Downtown)	In	74	0	74	15%			
Eastland Mall (back								
entrance)	Out	36	13	49	10%			
E Division St/N Weinbach								
Ave (Fitness 19)	Out	24	12	36	7%			
E Walnut St/S Elliott St	Out	17	5	22	4%			
E Morgan Ave/N Boeke Rd								
(IGA)	Out	7	10	17	3%			
Canal St/Canal St	Out	9	6	15	3%			
E Michigan St/N Rotherwood								
Ave	Out	9	5	14	3%			
Vogel Rd/N Weinbach Ave	Out	9	5	14	3%			
E Illinois St/N Rotherwood								
Ave	Out	8	4	12	2%			

Table 3.22 - 6-Walnut Ro	oute - Stop	s with 3 or	Fewer Pa	ssengers - E	ntire Day
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
E Walnut St/S Kentucky Ave	Out	2	1	3	1%
E Franklin St/N Alvord Blvd	Out	1	2	3	1%
E Walnut St/S Kentucky Ave	In	1	2	3	1%
E Iowa St/N Boeke Rd	Out	2	0	2	0%
E Virginia St/N Congress Ave	In	1	1	2	0%
E Walnut St/S Willow Rd	In	0	2	2	0%
E Walnut St/S Harlan Ave	Out	1	0	1	0%
E Walnut St/S Frederick St					
(UE)	Out	1	0	1	0%
E Illinois St/N Frederick St	Out	0	1	1	0%
E Franklin St/N Parker Dr	Out	0	1	1	0%
E Morgan Ave/Thomas Ave	Out	0	1	1	0%
Vogel Rd (Eastland North					
Shopping Center)	Out	1	0	1	0%
E Walnut St/Vann Ave	In	1	0	1	0%
E Walnut St/S Evans Ave	In	0	1	1	0%
E Walnut St/S Heidelbach					
Ave	In	0	1	1	0%
E Walnut St/S Kerth Ave	Out	0	0	0	0%
E Walnut St/S Rotherwood					
Ave	Out	0	0	0	0%
E Division St/N Stockwell Rd	In	0	0	0	0%
E Division St (baseball fields)	In	0	0	0	0%
E Walnut St/S Parker Dr	In	0	0	0	0%
E Walnut St/S Alvord Blvd	In	0	0	0	0%
E Walnut St/S Frederick St					
(UE)	In	0	0	0	0%
E Walnut St/S Rotherwood					
Ave	In	0	0	0	0%

3.2.7 Route 7 – First Avenue

METS Route Profile: Route 7 - First Avenue



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	9,130	22%	53%	25%
3/8 mi buffer	12,999	22%	53%	25%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	3,936	48.3%	51.7%
3/8 mi buffer	5,594	49.4%	50.6%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	88.2%	5.7%	0.3%	0.7%	0.0%	0.1%	2.8%	2.2%
3/8 mi buffer	88.0%	6.1%	0.3%	0.7%	0.1%	0.2%	2.7%	2.0%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	22.4%	59.9%	17.7%
3/8 mi buffer	22.2%	59.4%	18.4%

Employment Status*	Employed	Unemployed
1/4 mi buffer	93.0%	7.0%
3/8 mi buffer	93.2%	6.8%

* Highest level completed for those aged 25 and above

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	44.6%	30.8%	14.2%	5.4%	3.0%	0.8%	0.8%	0.6%
3/8 mi buffer	43.0%	30.9%	14.8%	5.7%	3.0%	0.9%	0.7%	0.9%

Vehicles	0 Vehide	1 Vehide	2 Vehicle	3 Vehicle	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	19.1%	47.0%	22.7%	7.3%	3.1%	0.6%
3/8 mi huffer	19.4%	45.7%	23.4%	7.7%	3.0%	0.8%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	32,889	1,961	16,609
3/8 mi buffer	36,547	2,286	19,102

3.2.7.1 General Description

Route 7 First Avenue operates Monday through Saturday. It operates every 60 minutes at all times. The last weekday trip leaves the Downtown Transfer Center at 5:15 pm. It operates between the Downtown Transfer Center and North Park Shopping Center. Evening service along portions of this route is offered by Route 18 Stringtown/First Avenue.

3.2.7.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 31.7 (1st)
- Weekday Passengers Per Vehicle Mile 3.00 (1st)
- Weekday Passengers Per One-Way Trip 15.83 (1st)
- Weekday Farebox Recovery Ratio 21% (4th)

On most measures, the 7 – First Avenue Route is the best performing fixed route. Its lower performance on farebox recovery is due in great part to the large proportion of student riders it serves, especially to/from Ivy Tech.

3.2.7.3 Ridership by Trip

Table 3.23 shows total ridership by trip from the September 2014 ride checks. Ridership is at high and steady levels throughout the day. There are two trips (leaving downtown at 7:15 am and 2:15 pm) which have especially high ridership levels, in the range of 22 – 23 per one-way trip. The 7:15 trip served 16 people traveling to the Ivy Tech stop at Colonial Avenue; the 2:15 afternoon trip had high levels of ridership to multiple destinations.

Table 3.23 - 7 - First Avenue Riders by Trip					
Time Lv. DT		Time Lv. DT			
Terminal	Riders	Terminal	Riders		
6:15 AM	25	12:15 PM	34		
7:15 AM	45	1:15 PM	24		
8:15 AM	29	2:15 PM	43		
9:15 AM	25	3:15 PM	28		
10:15 AM	34	4:15 PM	36		
11:15 AM	25	5:15 PM	32		

3.2.7.4 Bus Stop Usage

Table 3.24 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Seventy eight (78) riders (10% of riders on this route) board or alight at the Ivy Tech stop at Colonial Avenue. There probably

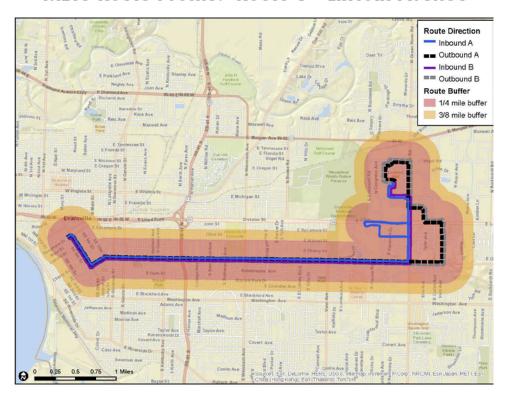
are other travelers to or from Ivy Tech which use other nearby stops as well. Table 3.25 shows all stops with three or fewer passengers using it the entire day. Only 4 of the 56 stops on the route had no riders for the entire day. Note also that 18 of the stops along this route serve 3 or fewer passengers per day.

Table 3.24 - 7-First Ave	Table 3.24 - 7-First Avenue Route Daily Usage, 10 Best Patronized Stops					
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders	
Main Terminal (Downtown)	Out	0	178	178	23%	
Main Terminal (Downtown)	In	141	0	141	19%	
Colonial Ave/N First Ave (Ivy						
Tech)	Out	56	22	78	10%	
North Park Shopping Center						
(Ruler Foods)	Out	12	17	29	4%	
Uhlhorn St/N First Ave	Out	14	9	23	3%	
W Louisiana St/N First Ave	Out	13	7	20	3%	
Old Post Rd/N First Ave						
(Central HS Parking lot)	Out	7	10	17	2%	
Fairway Dr/N First Ave	In	4	13	17	2%	
W Tennessee St/N First Ave	In	4	13	17	2%	
Colonial Ave/N First Ave						
(Northbrook Shppng Cntr)	In	3	12	15	2%	
W Columbia St/N First Ave	In	2	13	15	2%	

Table 3.25 - 7-First Avenue	Route - St	ops with 3	or Fewer F	assengers	- Entire Day
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
W Franklin St/N First Ave	Out	0	3	3	0%
Concord Blvd/N First Ave	Out	1	2	3	0%
Northbrook Ct/N Fulton Ave	In	0	3	3	0%
W Indiana St/N First Ave	Out	1	1	2	0%
W Virginia St/N First Ave	Out	2	0	2	0%
Colorado Ave/Waterbridge					
Way	Out	2	0	2	0%
North Park Dr/N First Ave	Out	1	1	2	0%
Old Post Rd/Shelbourne Rd	Out	2	0	2	0%
Sheffield Dr/N First Ave	Out	0	2	2	0%
Meyer Ave/N First Ave	In	0	2	2	0%
W Indiana St/N First Ave	In	1	1	2	0%
Northbrook Shopping Center					
(H&R Block)	In	1	0	1	0%
Fulton Pkwy/N Fourth Ave	In	0	1	1	0%
Allens Ln/N Third Ave	In	0	1	1	0%
Colorado Ave/N First Ave	Out	0	0	0	0%
Meyer Ave/N First Ave	Out	0	0	0	0%
Fulton Pkwy/N Third Ave	In	0	0	0	0%
Lohoff Ave/N Third Ave	In	0	0	0	0%

3.2.8 Route 8 – Lincoln

METS Route Profile: Route 8 - Lincoln Avenue



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	12,876	26%	54%	20%
3/8 mi buffer	18,343	25%	55%	19%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	5,080	54.9%	45.1%
3/8 mi buffer	7,424	55.8%	44.2%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	70.7%	22.5%	0.3%	1.3%	0.0%	0.2%	2.8%	2.2%
3/8 mi buffer	71.9%	21.1%	0.3%	1.2%	0.0%	0.2%	2.8%	2.5%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree	
1/4 mi buffer	12.6%	55.2%	32.2%	
3/8 mi buffer	12.1%	54.7%	33.2%	

Employment Status*	Employed	Unemployed
1/4 mi buffer	93.6%	6.4%
3/8 mi buffer	93.5%	6.5%

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	34.6%	26.7%	16.4%	11.2%	5.5%	3.1%	1.1%	1.5%
3/8 mi huffer	34 5%	27.2%	16.2%	10.4%	5.3%	3 3%	1 3%	1.7%

Vehicles	0 Vehide	1 Vehicle	2 Vehicle	3 Vehide	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	13.5%	42.3%	32.3%	10.2%	1.3%	0.4%
3/8 mi buffer	13.8%	42.4%	31.5%	10.4%	1.4%	0.6%

Employment	Total Employment	Retail Employment	Service Employment	
1/4 mi buffer	28,589	6,053	10,929	
3/8 mi buffer	38,294	7,114	16,749	

3.2.8.1 General Description

Route 8 Lincoln operates Monday through Saturday. Weekdays it operates every 30 minutes until after 5 pm. It operates every 60 minutes weekday evenings and Saturday. The last weekday trip leaves the Downtown Transfer Center at 11:15 pm. It operates between the Downtown Transfer Center and Eastland Mall.

3.2.8.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 22.5 (5th)
- Weekday Passengers Per Vehicle Mile 1.59 (6th)
- Weekday Passengers Per One-Way Trip 11.27 (5th)
- Weekday Farebox Recovery Ratio 24% (3rd)

3.2.8.3 Ridership by Trip

Table 3.26 shows total ridership by trip from the September 2014 ride checks. Ridership is at steady levels throughout the day. The trips serving the largest numbers of riders leave the downtown transit terminal between 1:15 and 3:15 pm. During this time there are three trips which serve an average of 17 to 21 riders per one-way trip.

Table 3.26	Table 3.26 - 8-Lincoln Route Riders by Trip								
Time Lv. DT		Time Lv. DT							
Terminal	Riders	Terminal	Riders						
5:45 AM	7	1:15 PM	42						
6:15 AM	14	1:45 PM	25						
6:45 AM	18	2:15 PM	28						
7:15 AM	25	2:45 PM	33						
7:45 AM	19	3:15 PM	37						
8:15 AM	31	3:45 PM	24						
8:45 AM	18	4:15 PM	26						
9:15 AM	24	4:45 PM	27						
9:45 AM	23	5:15 PM	26						
10:15 AM	22	6:15 PM	31						
10:45 AM	19	7:15 PM	22						
11:15 AM	19	8:15 PM	16						
11:45 AM	22	9:15 PM	16						
12:15 PM	18	10:15 PM	13						
12:45 PM	22	11:15 PM	9						

3.2.8.4 Bus Stop Usage

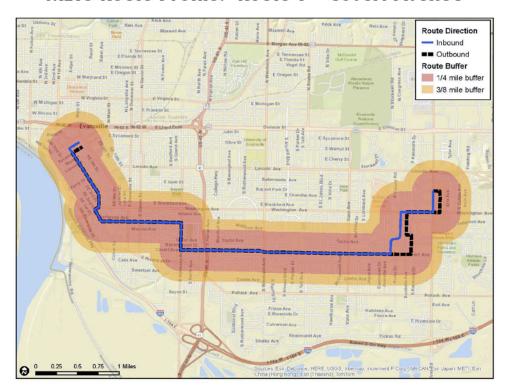
Table 3.27 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Ridership is more widely dispersed than along most other routes; only slightly more than one-third of the riders (36%) use the downtown bus terminal. A significant amount of the ridership on this route travels to the vicinity of the Eastland Mall. In addition to the Mall stop itself, several of the most-patronized stops are on Green River Road near the Mall. Table 3.28 shows all stops with three or fewer passengers using it the entire day. Only 7 of the 86 stops on the route had no riders for the entire day. Note also that 26 of the 86 stops along this route serve 3 or fewer passengers per day.

Table 3.27 - 8-Lincoln Route Daily Usage, 10 Best Patronized Stops								
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders			
Main Terminal (Downtown)	Out	0	254	254	19%			
Main Terminal (Downtown)	In	231	0	231	17%			
Eastland Mall (back								
entrance)	Out	70	94	164	12%			
Lincoln Ave/S Garvin St	Out	21	19	40	3%			
Lincoln Ave/Green River Rd.								
(McDonald's)	Out	25	1	26	2%			
Carriage Dr/N Green River								
Rd (Pizza Hut)	Out	18	5	23	2%			
Lincoln Ave/S Evans Ave	Out	11	11	22	2%			
Lincoln Ave/Chateau Dr	Out	20	2	22	2%			
Cherry St/SE Martin Luther								
King Jr Blvd	Out	14	7	21	2%			
N Green River Rd								
(McDonald's)	Out	15	6	21	2%			

Table 3.28 - 8-Lincoln R	loute - Stop	os with 3 o	r Fewer Pa	ssengers - I	Entire Day	
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders	
Lincoln Ave/S Bedford Ave	Out	3	0	3	0%	
Lincoln Ave (Evansville						
Christian School)	In	1	2	3	0%	
Lincoln Ave/S Villa Dr	In	3	0	3	0%	
•						
Lincoln Ave/S Frederick St	Out	0	2	2	0%	
·						
Lincoln Ave/S Boeke Rd	Out	2	0	2	0%	
Lincoln Ave/Saint Marys Dr	Out	2	0	2	0%	
,						
Lincoln Ave/Blueridge Dr E	Out	2	0	2	0%	
, ,						
Lincoln Ave (Lic's)	Out	1	1	2	0%	
Lincoln Ave/S Cullen Ave	Out	2	0	2	0%	
Lincoln Ave/Trinity Dr						
(State Hospital)	In	2	0	2	0%	
Lincoln Ave/Saint Marys Dr						
(State Hospital)	In	2	0	2	0%	
Lincoln Ave/Johnson Pl	Out	0	1	1	0%	
Lincoln Ave/Trinity Dr	Out	0	1	1	0%	
E Sycamore St/Polster Dr	In	0	1	1	0%	
E Sycamore St/S Kenmore						
Dr	In	0	1	1	0%	
Lincoln Ave/S Congress Ave	In	0	1	1	0%	
Lincoln Ave/S Colony Rd						
(State Hospital)	In	1	0	1	0%	
Lincoln Ave/Vann Ave						
(soccer fields)	In	1	0	1	0%	
Lincoln Ave/S Kelsey Ave	In	0	1	1	0%	
Lincoln Ave/S Kelsey Ave	Out	0	0	0	0%	
E Division St/Saturn Dr						
(Cleavers)	0	0	0	0	0%	
Carriage Dr/N Green River						
Rd (Taco Bell)	Out	0	0	0	0%	
E Sycamore St/S Green						
River Rd	In	0	0	0	0%	
Lincoln Ave/S Boeke Rd	In	0	0	0	0%	
Lincoln Ave/Johnson Pl	In	0	0	0	0%	
Lincoln Ave/Canal St	In	0	0	0	0%	

3.2.9 Route 9 – Covert

METS Route Profile: Route 9 - Covert Avenue



Population	Total Population	Age 0-19	Age 20-59	Age 60+	
1/4 mi buffer	16,365	25%	56%	19%	
3/8 mi buffer	23,100	26%	55%	19%	

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	7,233	49.7%	50.3%
3/8 mi buffer	10,082	50.8%	49.2%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	66.6%	25.4%	0.2%	0.5%	0.1%	0.3%	3.4%	3.5%
3/8 mi buffer	67.3%	24.7%	0.2%	0.5%	0.1%	0.3%	3.5%	3.5%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	19.6%	59.9%	20.5%
3/8 mi buffer	19.7%	60.0%	20.3%

Employment Status*	Employed	Unemployed
1/4 mi buffer	89.6%	10.4%
3/8 mi buffer	89.5%	10.5%

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	40.5%	30.4%	17.4%	6.4%	2.1%	1.2%	1.0%	1.0%
2/9 mi buffer	40.1%	30.1%	17.495	6.0%	2.190	1.29/.	1.0%	1 19

Vehides Owned	0 Vehicle Household	1 Vehide Household	2 Vehide Household	3 Vehicle Household	4 Vehicle Household	5+ Vehicle Household
1/4 mi buffer	18.3%	39.1%	28.5%	9.4%	2.7%	2.0%
3/8 mi buffer	18.0%	39.9%	28.4%	9.3%	2.8%	1.7%

Employment	Total Employment	Retail Employment	Service Employment	
1/4 mi buffer	26,334	2,354	11,854	
3/8 mi buffer	34.015	2.890	16.613	

3.2.9.1 General Description

Route 9 Covert operates Monday through Saturday. Weekdays it operates every 30 minutes until after 5 pm. It operates every 60 minutes weekday evenings and Saturday. The last weekday trip leaves the Downtown Transfer Center at 11:15 pm. It operates between the Downtown Transfer Center and Lawndale Shopping Mall.

3.2.9.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 21.4 (6th)
- Weekday Passengers Per Vehicle Mile 1.67 (5th)
- Weekday Passengers Per One-Way Trip 10.70 (6th)
- Weekday Farebox Recovery Ratio 25% (2nd)

3.2.9.3 Ridership by Trip

Table 3.29 shows total ridership by trip from the September 2014 ride checks. Ridership is at steady levels throughout the day. Ridership on the night service is at relatively high levels, continuing at 11 - 14 riders per one-way trip until the next-to-last trip.

Table 3.29	- 9-Covert	Route Riders k	y Trip
Time Lv. DT		Time Lv. DT	
Terminal	Riders	Terminal	Riders
5:45 AM	7	1:15 PM	22
6:15 AM	13	1:45 PM	16
6:45 AM	11	2:15 PM	42
7:15 AM	19	2:45 PM	25
7:45 AM	15	3:15 PM	37
8:15 AM	23	3:45 PM	23
8:45 AM	15	4:15 PM	28
9:15 AM	30	4:45 PM	24
9:45 AM	17	5:15 PM	26
10:15 AM	22	6:15 PM	27
10:45 AM	18	7:15 PM	26
11:15 AM	19	8:15 PM	28
11:45 AM	17	9:15 PM	22
12:15 PM	20	10:15 PM	22
12:45 PM	14	11:15 PM	14

3.2.9.4 Bus Stop Usage

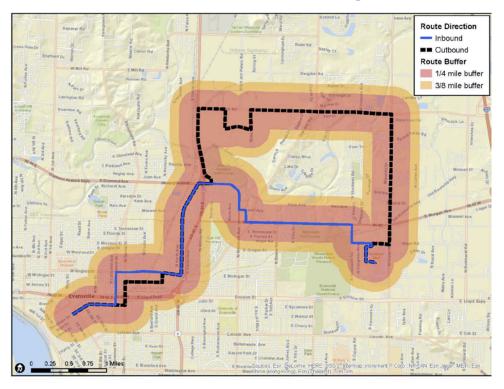
Table 3.30 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Ridership is more widely dispersed than along most other routes; less than three riders in ten (29%) use the downtown bus terminal. A significant amount of the ridership on this route travels to various stops along Covert Avenue. Table 3.31 shows all stops with three or fewer passengers using it the entire day. Only 1 of the 74 stops on the route had no riders for the entire day. Note also that 20 of the 74 stops along this route serve 3 or fewer passengers per day. The number and percentage of stops with low use is significantly less than other routes; this is a further indication of significant amounts of on-off traffic along the extent of the route.

Table 3.30 - 9-Cove	rt Route D	aily Usage,	10 Best Pa	atronized S	tops
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
Main Terminal (Downtown)	Out	0	189	189	15%
Main Terminal (Downtown)	In	184	0	184	14%
Lawndale Transfer	Out	82	89	171	13%
Covert Ave/Jeanette Ave	Out	22	18	40	3%
Covert Ave/Dalehaven Dr	In	17	22	39	3%
Covert Ave/Joyce Ave	In	11	26	37	3%
Covert Ave/Joyce Ave	Out	20	16	36	3%
Covert Ave/S Walnut Ln	In	4	26	30	2%
Covert Ave/Vann Ave	Out	24	1	25	2%
Madison Ave/S Garvin St	Out	11	12	23	2%
Covert Ave/Lodge Ave	In	7	16	23	2%
Mulberry St/SE Fourth St	In	10	13	23	2%

Table 3.31 - 9-Covert Ro	ute - Stops	s with 3 or	Fewer Pas	sengers - E	ntire Day
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
Blackford Ave/Parrett St	Out	1	2	3	0%
Lawndale Shopping Center					
(Heritage Federal)	Out	2	1	3	0%
Covert Ave/Bennighof Ave	In	2	1	3	0%
Taylor Ave/S Kentucky Ave	In	2	1	3	0%
W Washington Ave/Parrett St	In	2	1	3	0%
Chandler Ave/SE Fourth St	In	3	0	3	0%
Locust St/SE Fourth St	Out	0	2	2	0%
Cherry St/SE Fourth St	Out	2	0	2	0%
Washington Ave/Burdette Ave	Out	2	0	2	0%
Washington Ave/S Green					
River Rd	Out	2	0	2	0%
Lawndale Shopping Center					
(Planet Fitness)	Out	2	0	2	0%
Washington Ave (Schnuck's)	In	1	1	2	0%
Washington Ave/S Meadow					
Rd	In	0	2	2	0%
Madison Ave/SE Second St	Out	0	1	1	0%
Covert Ave/S Rotherwood					
Ave	Out	0	1	1	0%
Covert Ave/Hicks Dr	Out	1	0	1	0%
Washington Ave/S Hebron					
Ave	In	0	1	1	0%
Washington Ave/Burdette					
Ave	In	1	0	1	0%
Professional Blvd (St. Mary's					
Surgicare)	In	1	0	1	0%
Powell Ave/S Green River Rd	ln	0	0	0	0%

3.2.10 Route 10 – Lynch Road

METS Route Profile: Route 10 - Lynch Road



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	11,140	22%	59%	19%
3/8 mi buffer	17,564	23%	57%	19%

Households	Total Households	Owner Occupied	Renter Occupied	
1/4 mi buffer	5,125	54.9%	45.1%	
3/8 mi buffer	7,903	54.4%	45.6%	

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	83.0%	8.9%	0.2%	2.0%	0.2%	0.2%	1.9%	3.7%
3/8 mi buffer	80.4%	11.9%	0.2%	1.6%	0.2%	0.3%	2.1%	3.4%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	17.1%	59.4%	23.5%
3/8 mi buffer	16.6%	59.8%	23.6%

Employment Status*	Employed	Unemployed
1/4 mi buffer	90.4%	9.6%
3/8 mi buffer	90.7%	9.3%

Household Income	< \$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	38.2%	25.9%	17.6%	10.3%	3.1%	2.3%	1.1%	1.5%
3/8 mi buffer	38.6%	26.2%	17.3%	10.2%	3.0%	2.1%	1.0%	1.5%

Vehides	0 Vehicle	1 Vehicle	2 Vehicle	3 Vehide	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	11.3%	44.5%	29.5%	11.6%	2.4%	0.7%
3/8 mi buffer	12.3%	44.5%	29.2%	10.8%	2.5%	0.8%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	30,924	4,417	8,817
3/8 mi buffer	40,771	6,282	12,536

3.2.10.1 General Description

Route 10 Lynch Road operates Monday through Saturday. It operates every 60 minutes at all times. The last weekday trip leaves the Downtown Transfer Center at 5:15 pm. It operates between the Downtown Transfer Center and the Lynch Road industrial area. The eastern portion of the 10-Lynch Route operates a large loop using US 41 northbound, Lynch Road eastbound, Green River Road southbound, and Morgan Avenue westbound. Due to scheduling-related issues, it no longer serves the Eastland Mall.

3.2.10.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 27.0 (3rd)
- Weekday Passengers Per Vehicle Mile 1.80 (4th)
- Weekday Passengers Per One-Way Trip 13.50 (3rd)
- Weekday Farebox Recovery Ratio 18% (7th)

Overall, this is one of METS' best-performing routes.

3.2.10.3 Ridership by Trip

Table 3.32 shows total ridership by trip from the September 2014 ride checks. Ridership is at steady levels throughout the day, with noticeable peaks on the trips leaving downtown at 7:15 am and 3:15 pm. These probably coincide with shift times for the industrial area along Lynch Road.

Table 3.32 - 10-Lynch Route Riders by Trip					
Time Lv. DT		Time Lv. DT			
Terminal	Riders	Terminal	Riders		
6:15 AM	25	12:15 PM	24		
7:15 AM	37	1:15 PM	23		
8:15 AM	11	2:15 PM	36		
9:15 AM	20	3:15 PM	41		
10:15 AM	26	4:15 PM	34		
11:15 AM	23	5:15 PM	24		

3.2.10.4 Bus Stop Usage

Table 3.33 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. About four riders in ten (41%) travel to or from the downtown transfer terminal. Several of the most heavily used stops are

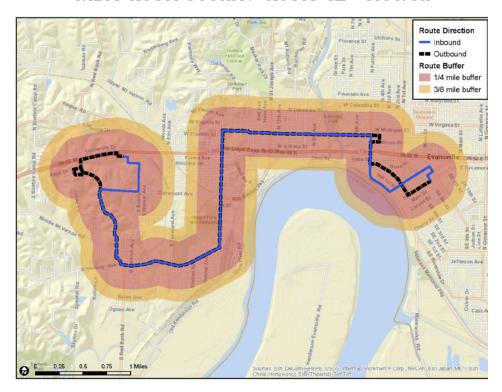
along the Lynch Road industrial area. Table 3.34 shows all stops with three or fewer passengers using it the entire day. Nine (9) of the 68 stops on the route had no riders for the entire day. Note also that 26 of the 68 stops along this route serve 3 or fewer passengers per day.

Table 3.33 - 10-Lyne	Table 3.33 - 10-Lynch Route Daily Usage, 10 Best Patronized Stops						
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders		
Main Terminal (Downtown)	Out	0	138	138	21%		
Main Terminal (Downtown)	In	132	0	132	20%		
N Green River Rd							
(McDonald's)	Out	17	13	30	5%		
Lynch Rd (UPS)	Out	12	17	29	4%		
Lynch Rd/American Way	Out	10	8	18	3%		
E Virginia St/N Garvin St	In	7	10	17	3%		
Lynch Rd/N US 41	Out	2	13	15	2%		
E Franklin St (American							
Medical Response)	Out	6	7	13	2%		
E Morgan Ave/N Spring St	In	3	10	13	2%		
Theater Dr/N Green River Rd							
(Domino's)	Out	7	5	12	2%		
Morgan Center Dr/N Green							
River Rd	Out	11	1	12	2%		
E Virginia St/N Evans Ave	In	5	7	12	2%		

Table 3.34 - 10-Lynch Ro	ute - Stops	with 3 or	Fewer Pas	sengers - E	ntire Day
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
Keck Ave/N Weinbach Ave	In	1	2	3	0%
E Louisiana St/N Fares Ave	In	3	0	3	0%
E Columbia St/N Fares Ave	In	1	2	3	0%
E Sycamore St/S Governor St	Out	2	0	2	0%
E Virginia St/N Kerth Ave	Out	2	0	2	0%
Old Business 41 (Car Quest)	Out	0	2	2	0%
N Green River Rd (The					
Timbers)	Out	1	1	2	0%
E Morgan Ave/Princeton Ct					
(Tornatta Tire)	In	0	2	2	0%
E Morgan Ave/N Kelsey Ave					
(Walgreens)	In	2	0	2	0%
Maxwell Ave/N Spring St	In	1	1	2	0%
E Virginia St/N Governor St	In	0	2	2	0%
E Sycamore St/S Elsas Ave	In	2	0	2	0%
E Columbia St/N Fares Ave	Out	0	1	1	0%
E Louisiana St/N Fares Ave	Out	1	0	1	0%
Venture Dr (S IN Career &					
Technical Center)	Out	0	1	1	0%
Lynch Rd/Maxx Rd	Out	1	0	1	0%
Davis Lant Dr/N Green River					
Rd	Out	1	0	1	0%
Sycamore St/NW Ninth St	Out	0	0	0	0%
Sycamore St/Main St	Out	0	0	0	0%
E Sycamore St/Pasco Ave	Out	0	0	0	0%
E Sycamore St/S Heidelbach					
Ave	Out	0	0	0	0%
E Franklin St/N Kentucky Ave	Out	0	0	0	0%
E Virginia St/N Kentucky Ave	Out	0	0	0	0%
E Virginia St/N New York Ave	Out	0	0	0	0%
E Oregon St/N Fares Ave	Out	0	0	0	0%
E Virginia St/N Kentucky Ave	In	0	0	0	0%

3.2.11 Route 12 - Howell

METS Route Profile: Route 12 - Howell



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	9,499	23%	58%	18%
3/8 mi buffer	13,720	23%	60%	17%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	4,274	54.3%	45.7%
3/8 mi buffer	6,187	53.9%	46.1%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	91.9%	3.5%	0.3%	0.6%	0.0%	0.1%	1.8%	1.6%
3/8 mi buffer	90.9%	4.3%	0.3%	0.7%	0.0%	0.1%	1.9%	1.7%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	22.2%	58.3%	19.5%
3/8 mi buffer	22.3%	57.8%	20.0%

Employment Status*	Employed	Unemployed	
1/4 mi buffer	93.6%	6.4%	
3/8 mi buffer	93.3%	6.7%	

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	38.7%	32.2%	16.8%	8.0%	2.9%	0.6%	0.8%	0.2%
0.40 11 45	20.00/	24.0%	46.50/	7.00	2.00/	0.60/	0.00/	0.46/

Vehicles	0 Vehide	1 Vehicle	2 Vehicle	3 Vehicle	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	14.0%	42.6%	31.9%	9.3%	1.6%	0.6%
2/0 mi huffer	14.5%	42.29/.	21.7%	0.0%	1.69/	0.09/

Employment Total Employme		Retail Employment	Service Employment
1/4 mi buffer	30,403	2,616	12,279
3/8 mi buffer	34,620	3,371	14,022

3.2.11.1 General Description

Route 12 Howell operates Monday through Saturday. It operates every 60 minutes at all times. The last weekday trip leaves the Downtown Transfer Center at 5:15 pm. Weekday evening service along portions of this route are provided by Route 17 Mary/Howell. It operates between the Downtown Transfer Center and the Schnucks Shopping Plaza on the west side of Evansville.

3.2.11.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 10.2 (15th)
- Weekday Passengers Per Vehicle Mile 0.71 (15th)
- Weekday Passengers Per One-Way Trip 5.08 (15th)
- Weekday Farebox Recovery Ratio 13% (11th)

Overall, this is one of METS worst-performing routes.

3.2.11.3 Ridership by Trip

Table 3.35 shows total ridership by trip from the September 2014 ride checks. Ridership is low throughout the day. There were no round trips which averages 10 riders per one-way trip. Leaving the Downtown Transit Center between 9:15 am and 3:15 pm, no trip averaged more than 5 riders per one-way trip.

Table 3.35 - 12-Howell Route Riders by Trip									
Time Lv. DT		Time Lv. DT							
Terminal	Riders	Terminal	Riders						
6:15 AM	10	12:15 PM	8						
7:15 AM	17	1:15 PM	9						
8:15 AM	11	2:15 PM	8						
9:15 AM	8	3:15 PM	9						
10:15 AM	11	4:15 PM	16						
11:15 AM	6	5:15 PM	9						

3.2.11.4 Bus Stop Usage

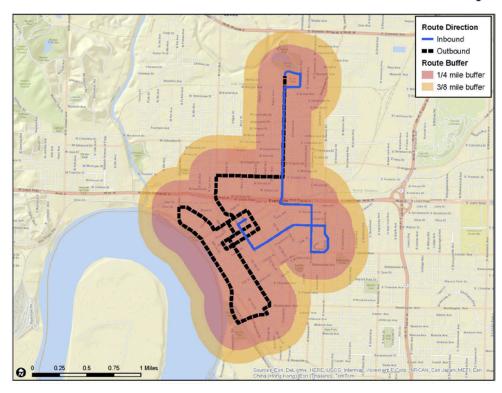
Table 3.36 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Ridership at most stops is miniscule; several of the stops in the "top 10" serve only 3 riders daily. Over half of riders (57%) travel to and from the Downtown Transfer Terminal. No list of stops with low utilization is provided, since that would largely replicate the stop listing for this route. Of the 78 stops on this

route, 71 serve three or fewer passengers per day. Forty-six (46) of the 78 stops on this route (59%) did not have any passengers on the day the counts were taken.

Table 3.36 - 12-How	Table 3.36 - 12-Howell Route Daily Usage, 10 Best Patronized Stops									
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders					
Main Terminal (Downtown)	Out	0	85	85	35%					
Main Terminal (Downtown)	In	54	0	54	22%					
Pearl Dr/S Red Bank Rd										
(Walmart parking lot)	Out	16	7	23	9%					
Schnuck's (Rosenburger Ave)	In	19	2	21	9%					
Pearl Dr/S Red Bank Rd (Old										
National Bank)	Out	5	5	10	4%					
W Franklin St/N Wabash Ave	Out	8	0	8	3%					
W Franklin St/St. Joseph Ave.										
(Pizza King)	Out	3	1	4	2%					
W Franklin St/N Twelfth Ave	Out	3	0	3	1%					
Broadway Ave/S Helfrich Ave	Out	1	2	3	1%					
Broadway Ave/Middle Mount										
Vernon Rd	In	0	3	3	1%					
Broadway Ave/S Barker Ave	In	1	2	3	1%					
W Franklin St/N Wabash Ave	In	0	3	3	1%					

3.2.12 Route 13 – Downtown Trolley

METS Route Profile: Route 13 - Downtown Trolley



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	8,999	24%	57%	19%
3/8 mi buffer	13.029	25%	56%	19%

Households	Total Households	Owner Occupied	Renter Occupied	
1/4 mi buffer	4,004	39.3%	60.7%	
3/8 mi buffer	5.443	42.1%	57.9%	

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	70.4%	23.3%	0.2%	0.3%	0.0%	0.4%	3.4%	2.1%
3/8 mi buffer	68.3%	25.4%	0.2%	0.3%	0.1%	0.3%	3.3%	2.1%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	26.9%	57.5%	15.6%
3/8 mi buffer	26.9%	58.8%	14.3%

* Highest level completed for those aged 25 and above

Household Income	< \$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	51.1%	28.4%	10.2%	6.1%	1.6%	0.7%	0.3%	1.6%
3/8 mi buffer	49.9%	29.8%	10.2%	6.0%	1.8%	0.7%	0.3%	1.2%

Vehides	0 Vehicle	1 Vehide	2 Vehide	3 Vehicle	4 Vehide	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	29.7%	43.3%	18.6%	5.3%	1.8%	1.3%
3/8 mi buffer	28.3%	43.5%	19.4%	6.2%	1.6%	1.0%

Employment Employment		Retail Employment	Service Employment
1/4 mi buffer	34,341	1,140	17,977
3/8 mi buffer	36,767	1,405	19,439

Employment Status*
 Employed
 Unemployed

 1/4 mi buffer
 90.3%
 9.7%

 3/8 mi buffer
 90.2%
 9.8%

3.2.12.1 General Description

Route 13 Downtown Trolley operates Monday through Saturday. It operates every 60 minutes at all times. The last trip leaves the Downtown Transfer Center at 5:15 pm. It provides a somewhat roundabout downtown circulator service, connecting various downtown destinations. It is operated with a dedicated trolley vehicle.

3.2.12.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 7.1 (16th)
- Weekday Passengers Per Vehicle Mile 0.63 (16th)
- Weekday Passengers Per One-Way Trip 3.54 (16th)
- Weekday Farebox Recovery Ratio 5% (17th)

Overall, this is one of METS worst-performing routes.

3.2.12.3 Ridership by Trip

Table 3.37 shows total ridership by trip from the September 2014 ride checks. Ridership is low throughout the day. Only one round trip had more than 10 riders.

Table 3.37 - 13-Downtown Trolley Riders by Trip					
Time Lv. DT		Time Lv. DT			
Terminal	Riders	Terminal	Riders		
6:15 AM	3	12:15 PM	6		
7:15 AM	2	1:15 PM	12		
8:15 AM	6	2:15 PM	9		
9:15 AM	7	3:15 PM	8		
10:15 AM	9	4:15 PM	8		
11:15 AM	9	5:15 PM	6		

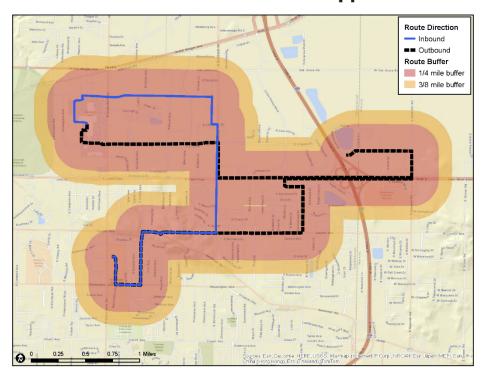
3.2.12.4 Bus Stop Usage

Table 3.38 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. The listing of stops in the "top 10" includes all stops serving four or more passengers. Almost half of riders (49%) travel to and from the Downtown Transfer Terminal. No list of stops with low utilization is provided, since that includes all other stops on this route. Of the 35 stops on this route, 14 (40%) did not serve any passengers on the day the counts were taken.

Table 3.38 - 13-Downtov	Table 3.38 - 13-Downtown Trolley Daily Usage, 10 Best Patronized Stops						
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders		
Main Terminal (Downtown)	In	47	0	47	28%		
Main Terminal (Downtown)	Out	0	35	35	21%		
W Franklin St/N Main St	In	5	9	14	8%		
W Illinois St/N Main St	In	1	11	12	7%		
E Michigan St/N Main St	Out	4	5	9	5%		
E Columbia St/N Main St	Out	6	2	8	5%		
Adams Ave/SE Second St	Out	4	2	6	4%		
E Florida St/N Main St	Out	3	3	6	4%		
W Tennessee St/N Main St	In	0	5	5	3%		
E Iowa St/N Main St	Out	2	2	4	2%		
E Morgan Ave/N Main St	Out	1	3	4	2%		
E Walnut St/S Elliott St	In	2	2	4	2%		

3.2.13 Route 14 Shoppers Shuttle

METS Route Profile: Route 14 - Shopper's Shuttle



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	7,498	23%	56%	20%
3/8 mi buffer	10,766	23%	57%	20%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	3,557	47.4%	52.6%
3/8 mi buffer	5,157	47.1%	52.9%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	81.4%	9.1%	0.2%	2.8%	0.0%	0.3%	2.5%	3.5%
3/8 mi buffer	81.6%	9.3%	0.2%	2.7%	0.0%	0.3%	2.5%	3.4%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree		
1/4 mi buffer	4.9%	46.4%	48.7%		
3/8 mi buffer	6.0%	47.3%	46.7%		
* Highest level completed for those aged 25 and above					

Employment Status*	Employed	Unemployed			
1/4 mi buffer	95.9%	4.1%			
3/8 mi buffer	95.6%	4.4%			
* Includes only those in the labor force					

Household	<\$25,000	\$25,000 -	\$50,000 -	\$75,000 -	\$100,000 -	\$125,000 -	\$150,000 -	> \$200,000
Income	V \$23,000	\$50,000	\$75,000	\$100,000	\$125,000	\$150,000	\$200,000	> \$200,000
1/4 mi buffer	30.2%	26.1%	16.0%	10.6%	5.3%	5.7%	2.0%	4.1%
3/8 mi huffer	30.3%	27.1%	15.7%	10.6%	5.0%	5.3%	2 1%	4.0%

Vehicles	0 Vehicle	1 Vehide	2 Vehicle	3 Vehicle	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	8.3%	44.4%	32.5%	10.7%	2.8%	1.3%
3/8 mi buffer	8.2%	44.1%	32.6%	10.9%	2.7%	1.4%

Employment	Total	Retail	Service
Linployment	Employment	Employment	Employment
1/4 mi buffer	18,925	8,421	4,698
3/8 mi buffer	22,796	10,386	6,047

3.2.13.1 General Description

Route 14 Shoppers Shuttle operates Monday through Saturday. It operates every 60 minutes at all times. The last weekday trip leaves the Lawndale Transfer Terminal at 5:15 pm. It operates as a circulator on the east side of Evansville between the Lawndale Transfer Terminal and the Fastland Mall.

3.2.13.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 15.8 (12th)
- Weekday Passengers Per Vehicle Mile 1.13 (11th)
- Weekday Passengers Per One-Way Trip 7.88 (12th)
- Weekday Farebox Recovery Ratio 10% (13th)

3.2.13.3 Ridership by Trip

Table 3.39 shows total ridership by trip from the September 2014 ride checks. There are moderate levels of ridership throughout the day. Ridership levels are consistent at 15 - 20 riders per round trip most of the day.

Table 3.39 - 14-Shoppers Shuttle Riders by Trip						
Time Lv. DT		Time Lv. DT				
Terminal	Riders	Terminal	Riders			
6:15 AM	15	12:15 PM	18			
7:15 AM	17	1:15 PM	21			
8:15 AM	12	2:15 PM	15			
9:15 AM	11	3:15 PM	17			
10:15 AM	16	4:15 PM	21			
11:15 AM	23	5:15 PM	3			

3.2.13.4 Bus Stop Usage

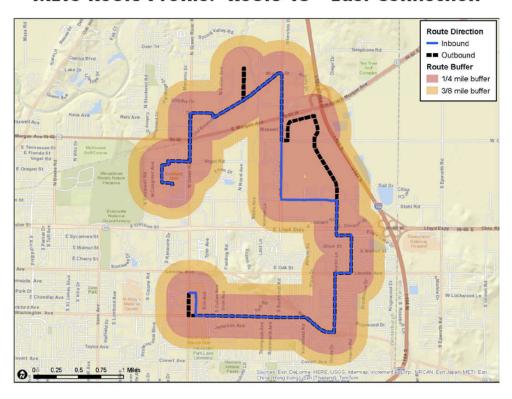
Table 3.40 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. There are significant levels of ridership at several stops, indicating that this route serves multiple shopping and employment hubs. The stop at Stahl Road, where 49 passengers were counted boarding or alighting, is the transfer point to Warrick County (WATS) service. The week the onboard counts were taken, WATS received 49 transfers (one-way) from METS riders at this location (for the entire week). This indicates that about 40% of the ridership at this stop transfers to or from WATS service. No list of stops with low utilization is provided, since that would tantamount to replicating the stop

listing for this route. Of the 42 stops on this route, 15 (36%) did not have any passengers on the day the counts were taken.

Table 3.40 - 14-Shoppers Shuttle Daily Usage, 10 Best Patronized Stops						
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders	
Lawndale Transfer	Out	0	95	95	25%	
Eastland Mall (back entrance)	Out	27	25	52	14%	
Lawndale Transfer	In	51	0	51	13%	
Stahl Rd/Citadel Cir (ITT)	Out	23	26	49	13%	
N Burkhardt Rd (Walmart)	Out	27	17	44	12%	
N Burkhardt Rd (Panera Bread)	In	3	10	13	3%	
E Walnut St/Fuquay Rd	Out	6	3	9	2%	
Eagle Crest Blvd/Fuquay Rd	Out	8	0	8	2%	
E Virginia St/Normandy Dr	Out	7	0	7	2%	
Vogel Rd/Kimber Ln	In	7	0	7	2%	

3.2.14 Route 15 East Connection

METS Route Profile: Route 15 - East Connection



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	7,276	23%	54%	23%
3/8 mi buffer	12,212	23%	55%	22%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	3,394	47.2%	52.8%
3/8 mi buffer	5,726	47.6%	52.4%

5.1%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	85.2%	7.7%	0.2%	2.3%	0.1%	0.5%	1.8%	2.4%
3/8 mi buffer	84.0%	8.3%	0.1%	2.4%	0.0%	0.5%	2.0%	2.6%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	6.9%	49.4%	43.7%
3/8 mi buffer	7.6%	49.8%	42.7%

3/8 mi buffer	95.0%	_
* Includes only the	se in the labor force	-

Household Income	< \$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	27.0%	29.5%	15.5%	12.3%	4.0%	5.1%	2.2%	4.3%
3/8 mi buffer	28.4%	29.0%	15.3%	11.8%	4.1%	4.9%	2.3%	4.2%

Vehicles	0 Vehicle	1 Vehicle	2 Vehicle	3 Vehide	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	6.5%	44.3%	31.4%	13.3%	2.8%	1.7%
3/8 mi buffer	6.9%	44.4%	31.3%	13.0%	2.7%	1.7%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	16,812	6,746	4,485
3/8 mi buffer	22,445	8,756	6,017

3.2.14.1 General Description

Route 15 East Connection operates Monday through Saturday. It operates every 60 minutes at all times. The last weekday trip leaves the Eastland Mall at 10:45 pm. It operates as a circulator on the east side of Evansville between the Lawndale Transfer Terminal and the Eastland Mall. It also serves a number of locations on a route-deviation, on-call basis.

3.2.14.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 15.3 (13th)
- Weekday Passengers Per Vehicle Mile 0.89 (14th)
- Weekday Passengers Per One-Way Trip 7.65 (13th)
- Weekday Farebox Recovery Ratio 9% (14th)

3.2.14.3 Ridership by Trip

Table 3.41 shows total ridership by trip from the September 2014 ride checks. There are moderate levels of ridership throughout the day. Ridership levels remain steady through the evening hours. The 9:45 pm trip leaving the Lawndale Transfer Terminal had the second-highest ridership of the day (26).

Table 3.41 -	Table 3.41 - 15-East Connection Riders by Trip				
Time Lv.		Time Lv.			
Lawndale	Riders	Lawndale	Riders		
6:15 AM	14	3:15 PM	26		
7:15 AM	14	4:15 PM	21		
8:15 AM	18	5:15 PM	14		
9:15 AM	14	6:45 PM	3		
10:15 AM	16	7:45 PM	11		
11:15 AM	8	8:45 PM	12		
12:15 PM	9	9:45 PM	26		
1:15 PM	18	10:45 PM	7		
2:15 PM	29				

3.2.14.4 Bus Stop Usage

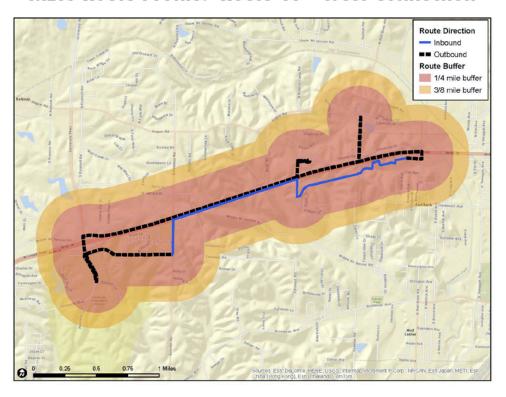
Table 3.42 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. There are moderately significant levels of ridership at several stops, indicating that this route serves multiple shopping and employment hubs. The stop on Virginia Avenue at Wal-Mart, which serves 40 riders daily, probably serves both employees and shoppers. No list of stops with low utilization is provided,

since that would be a list of most other stops on the route. Of the 62 stops on this route, 8 (13%) did not serve any passengers on the day the counts were taken.

Table 3.42 - 15-East Con	nection Da	ily Usage,	10 Best Pa	tronized St	ops
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
Eastland Mall (back entrance)	Out	53	59	112	22%
Lawndale Transfer	Out	0	98	98	19%
Lawndale Transfer	In	90	0	90	17%
E Virginia St (behind Wal-Mart)	In	18	22	40	8%
E Morgan Ave/N Burkhardt Rd	Out	16	4	20	4%
E Indiana St/N Cross Pointe Blvd	In	7	7	14	3%
Eagle Crest Blvd (Anthem Blue					
Cross Blue Shield)	In	2	10	12	2%
N Cross Pointe Blvd (Banterra					
Bank)	Out	10	1	11	2%
Kotter Ave (Arc Industries)	Out	0	11	11	2%
Powell Ave/S Green River Rd	Out	4	4	8	2%

3.2.15 Route 16 West Connection

METS Route Profile: Route 16 - West Connection



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	4,408	26%	64%	9%
3/8 mi buffer	5.842	26%	63%	11%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	1,403	40.3%	59.7%
3/8 mi buffer	2.013	41.0%	59.0%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	89.2%	5.3%	0.1%	2.0%	0.0%	0.2%	1.3%	1.9%
3/8 mi buffer	89.8%	4.7%	0.1%	2.0%	0.0%	0.2%	1.2%	1.8%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree
1/4 mi buffer	11.0%	56.7%	32.3%
3/8 mi buffer	11.1%	56.7%	32.2%

Status*	Employed	Unemployed	
1/4 mi buffer	92.4%	7.6%	
3/8 mi buffer	92.6%	7.4%	

* Highest level completed for those aged 25 and above

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	39.4%	22.7%	16.3%	10.0%	4.4%	2.2%	2.7%	2.4%
3/8 mi buffer	38.9%	23.1%	15.4%	10.0%	4.4%	2.2%	2.7%	2.3%

Vehicles	0 Vehicle	1 Vehicle	2 Vehicle	3 Vehicle	4 Vehide	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	7.8%	37.9%	33.7%	14.9%	4.2%	1.4%
3/8 mi buffer	7.9%	38.4%	33.6%	14.6%	4.2%	1.4%

Employment	Total Employment	Retail Employment	Service Employment	
1/4 mi buffer	3,135	1,960	1,000	
3/8 mi buffer	3,824	2,344	1,209	

3.2.15.1 General Description

Route 16 West Connection operates Monday through Friday. It operates every 30 minutes at all times. The last weekday trip leaves the Schnucks Transfer Terminal at 8:45 pm. It operates as a shuttle between the Schnucks Transfer Terminal and the campus of the University of Southern Indiana (USI).

3.2.15.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 6.0 (17th)
- Weekday Passengers Per Vehicle Mile 0.40 (17th)
- Weekday Passengers Per One-Way Trip 1.55 (18th)
- Weekday Farebox Recovery Ratio 1% (18th)

This route (along with Route 23 – US 41 Connection) is arguably the worst-performing METS route.

3.2.15.3 Ridership by Trip

Table 3.43 shows total ridership by trip from the September 2014 ride checks. There are low levels of ridership throughout the day. Only three round trips the entire day served more than five riders. After 2:25 pm, only three of the 13 trips operated served more than two passengers. During this same time, five of 13 trips carried no passengers.

Table 3.43 - 16-West Connection Riders by Trip						
Time Lv.		Time Lv.				
Schnucks	Riders	Schnucks	Riders			
7:15 AM	2	2:15 PM	8			
7:45 AM	4	2:45 PM	0			
8:15 AM	5	3:15 PM	2			
8:45 AM	3	3:45 PM	0			
9:15 AM	3	4:15 PM	1			
9:45 AM	5	4:45 PM	1			
10:15 AM	5	5:15 PM	4			
10:45 AM	5	5:45 PM	0			
11:15 AM	5	6:15 PM	1			
11:45 AM	4	6:45 PM	3			
12:15 PM	4	7:15 PM	0			
12:45 PM	6	7:45 PM	4			
1:15 PM	9	8:15 PM	0			
1:45 PM	3	8:45 PM	0			

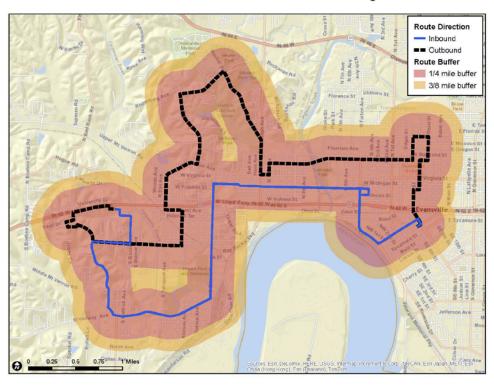
3.2.15.4 Bus Stop Usage

Table 3.44 shows the ridership on all bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. These are listed in bus stop order. Note that only 32% of riders use the service to or from Schnucks. This means that most of the riders use it as a shuttle between locations on the USI campus.

Table 3.44 - 16-West Connection Daily Usage, All Stops						
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders	
Schnuck's (Rosenburger Ave)	Out	0	27	27	16%	
South Tower Dr/Norma Dr						
(Golden Tower Apts)	Out	0	5	5	3%	
Calle De Oro/Avenida Las						
Brisas (Mission Viejo)	Out	0	9	9	5%	
Orr Center (USI)	Out	23	6	29	17%	
Technology Center (USI)	Out	6	20	26	15%	
Business and Engineering						
Center (USI)	Out	1	1	2	1%	
Health Professions Center						
(USI)	Out	1	9	10	6%	
Residence Life Service						
Center (USI)	In	6	1	7	4%	
Clarke Ln/McDonald Ln (USI)	In	6	0	6	3%	
Clarke Ln/Varsity Dr (USI)	In	12	0	12	7%	
Stellar Dr/Schutte Rd	In	3	4	7	4%	
Pearl Drive/Penn Station	In	1	5	6	3%	
Schnuck's (Rosenburger Ave)	In	28	0	28	16%	

3.2.16 Route 17 Mary/Howell

METS Route Profile: Route 17 - Mary/Howell



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	17,616	24%	57%	19%
3/8 mi buffer	21,235	24%	58%	19%

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	7,616	54.2%	45.8%
3/8 mi buffer	9,175	54.1%	45.9%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	90.8%	4.6%	0.3%	0.4%	0.0%	0.2%	2.1%	1.7%
3/8 mi buffer	90.4%	4.8%	0.3%	0.5%	0.0%	0.2%	2.1%	1.7%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree	
1/4 mi buffer	23.6%	58.3%	18.1%	
3/8 mi buffer	23.1%	58.6%	18.2%	

Employment Status*	Employed	Unemployed
1/4 mi buffer	93.1%	6.9%
3/8 mi buffer	93.1%	6.9%

Household Income	< \$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	39.4%	31.8%	17.6%	7.1%	2.6%	0.6%	0.6%	0.3%
3/8 mi buffer	39.2%	31.5%	17.6%	7.2%	2.6%	0.7%	0.7%	0.4%

Vehicles	0 Vehide	1 Vehide	2 Vehicle	3 Vehicle	4 Vehicle	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	16.3%	42.0%	30.1%	9.0%	1.7%	0.9%
3/8 mi buffer	16.1%	42.2%	29.9%	9.1%	1.8%	0.9%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	37,972	3,288	17,090
3/8 mi buffer	41,871	4,093	19,341

3.2.16.1 General Description

Route 17 Mary/Howell operates evenings only Monday through Saturday. It operates every 60 minutes. The last weekday trip leaves the Downtown Transfer Terminal at 11:15 pm. It operates evening service along portions of the routes of 5 Mary/Tekoppel and 12 Howell, which do not offer evening service. Its terminals are the Downtown Transfer Terminal and the Schnucks Transfer Terminal on the west side of Evansville.

3.2.16.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 18.0 (8th)
- Weekday Passengers Per Vehicle Mile 1.13 (12th)
- Weekday Passengers Per One-Way Trip 9.00 (8th)
- Weekday Farebox Recovery Ratio 12% (12th)

3.2.16.3 Ridership by Trip

Table 3.45 shows total ridership by trip from the September 2014 ride checks. There are moderate to high levels of ridership for an evening service.

Table 3.45 - 17-Mary/Howell Route Riders by Trip				
Time Lv. DT		Time Lv. DT		
Terminal	Riders	Terminal	Riders	
6:15 PM	29	9:15 PM	13	
7:15 PM	25	10:15 PM	12	
8:15 PM	23	11:15 PM	6	

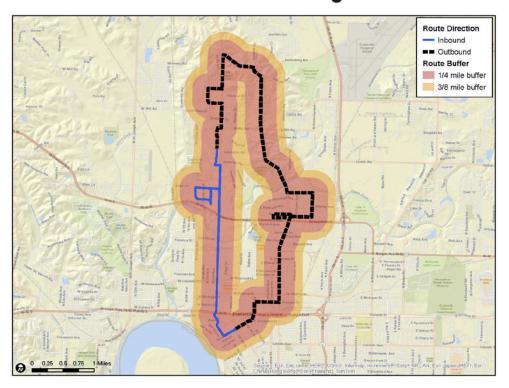
3.2.16.4 Bus Stop Usage

Table 3.46 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Ridership is concentrated near downtown, with the exception of the Schnucks Transfer Terminal. No list of low volume bus stops is provided, since nearly all other stops fall into that category. Of the 93 stops on this route, 81 served 3 or fewer passengers. Forty one (41) of the bus stops (44%) served no passengers.

Table 3.46 - 17-Mary/Howel	Table 3.46 - 17-Mary/Howell Route Total Daily Usage, 10 Best Patronized Stops					
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders	
Main Terminal (Downtown)	Out	0	56	56	26%	
Main Terminal (Downtown)	In	33	0	33	15%	
W Columbia St/N Fulton Ave	Out	15	2	17	8%	
Schnuck's (Rosenburger Ave)	Out	7	9	16	7%	
W Virginia St/N Saint Joseph Ave	Out	6	1	7	3%	
W Maryland St/Read St	Out	4	1	5	2%	
W Louisiana St/Read St	Out	1	4	5	2%	
W Franklin St/N Barker Ave	In	2	3	5	2%	
W Franklin St/N Fourth Ave	In	3	2	5	2%	
Court St/NW Second St	In	2	3	5	2%	

3.2.17 Route 18 Stringtown/First Avenue

METS Route Profile: Route 18 - Stringtown/First Avenue



Population	Total Population	Age 0-19	Age 20-59	Age 60+
1/4 mi buffer	17,896	24%	55%	22%
3/8 mi buffer	24,418	24%	55%	22%

Households	Total Households	Owner Occupied	Renter Occupied	
1/4 mi buffer	7,633	57.0%	43.0%	
3/8 mi buffer	10.432	56.7%	43.3%	

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	89.6%	5.2%	0.2%	0.5%	0.1%	0.2%	2.2%	1.9%
3/8 mi buffer	88.9%	5.9%	0.2%	0.5%	0.1%	0.2%	2.3%	1.9%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree 18.0%	
1/4 mi buffer	20.6%	61.4%		
3/8 mi buffer	20.8%	60.8%	18.4%	

Employment Status*	Employed	Unemployed
1/4 mi buffer	92.7%	7.3%
3/8 mi buffer	92.7%	7.3%

[&]quot; Highest level completed for those aged 25 and above

Household Income	<\$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	>\$200,000
1/4 mi buffer	40.2%	32.1%	13.9%	8.2%	2.8%	1.2%	0.7%	0.8%
3/8 mi buffer	40.3%	31.7%	14.3%	7.9%	3.0%	1.2%	0.7%	0.9%

Vehicles Owned	0 Vehicle Household	1 Vehide Household	2 Vehide Household	3 Vehicle Household	4 Vehicle Household	5+ Vehicle Household
1/4 mi buffer	15.2%	44.0%	27.6%	9.7%	2.9%	0.6%
3/8 mi buffer	16.0%	43.3%	27.7%	9.5%	2.8%	0.8%

Employment	Total Employment	Retail Employment	Service Employment	
1/4 mi buffer	36,231	2,958	17,951	
3/8 mi buffer	41,224	3,579	20,624	

3.2.17.1 General Description

Route 18 Stringtown/First Avenue operates evenings only Monday through Saturday. It operates every 60 minutes. The last weekday trip leaves the Downtown Transfer Terminal at 11:15 pm. It operates evening service along portions of the routes of 4 Stringtown and 7 First Avenue, which do not offer evening service. Its terminals are the Downtown Transfer Terminal and the North Park Transfer Terminal on the north side of Evansville.

3.2.17.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 17.0 (10th)
- Weekday Passengers Per Vehicle Mile 1.23 (10th)
- Weekday Passengers Per One-Way Trip 8.50 (10th)
- Weekday Farebox Recovery Ratio 12% (12th)

3.2.17.3 Ridership by Trip

Table 3.47 shows total ridership by trip from the September 2014 ride checks. There are moderate levels of ridership for an evening service.

Table 3.47 - 18-Stringtown/First Ave Route Riders by Trip							
Time Lv. DT		Time Lv. DT					
Terminal	Riders	Terminal	Riders				
6:15 PM	17	9:15 PM	19				
7:15 PM	25	10:15 PM	19				
8:15 PM	21	11:15 PM	1				

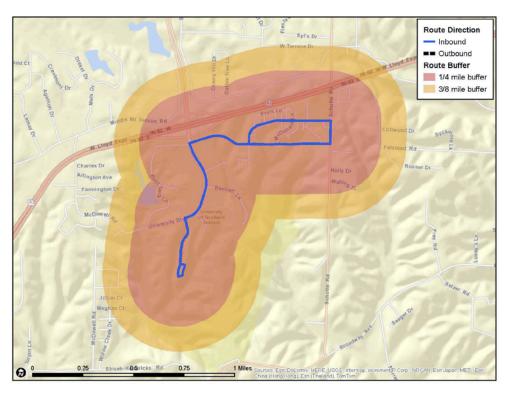
3.2.17.4 Bus Stop Usage

Table 3.48 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. No list of low volume bus stops is provided, since nearly all other stops fall into that category. Of the 69 stops on this route, 57 served 3 or fewer passengers. Thirty two (32) of the bus stops (46%) served no passengers.

Table 3.48 - 18-Stringtown/First Av	enue Rout	te Total Da	ily Usage,	10 Best Patr	ronized Stops
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
Main Terminal (Downtown)	Out	0	51	51	25%
Main Terminal (Downtown)	In	41	0	41	20%
North Park Shopping Center (Ruler					
Foods)	Out	4	7	11	5%
Fairway Dr/N First Ave	In	2	8	10	5%
Colonial Ave/N First Ave					
(Northbrook Shppng Cntr)	In	3	6	9	4%
Old Post Rd/N First Ave (Central HS					
Parking lot)	Out	1	7	8	4%
Colorado Ave/N First Ave	In	3	3	6	3%
E Franklin St/N Main St	Out	3	2	5	2%
W Louisiana St/N First Ave	In	3	2	5	2%
W Columbia St/N First Ave	In	1	4	5	2%

3.2.18 Route 19 University of Southern Indiana

METS Route Profile: Route 19 - USI



Population	Total Population	Age 0-19	Age 20-59	Age 60+	
1/4 mi buffer	2,333	39%	57%	3%	
3/8 mi buffer	2.911	40%	55%	6%	

Households	Total Households	Owner Occupied	Renter Occupied	
1/4 mi buffer	259	40.2%	59.8%	
3/8 mi buffer	416	44.2%	55.8%	

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	88.6%	6.8%	0.1%	1.4%	0.0%	0.2%	1.0%	2.0%
3/8 mi buffer	89.6%	6.0%	0.1%	1.3%	0.0%	0.1%	1.0%	1.9%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree	
1/4 mi buffer	3.9%	55.1%	41.0%	
3/8 mi buffer	3.6%	53.1%	43.3%	

^{*} Highest level completed for those aged 25 and above

Employment Status*	Employed	Unemployed
1/4 mi buffer	89.7%	10.3%
3/8 mi buffer	90.3%	9.7%

Household Income	< \$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	49.4%	10.6%	15.5%	12.7%	4.7%	2.6%	2.5%	2.1%
3/8 mi buffer	43.5%	12.6%	16.7%	12.7%	5.8%	3.0%	3.0%	2.6%

Vehides Owned	0 Vehicle Household	1 Vehicle Household	2 Vehicle Household	3 Vehicle Household	4 Vehicle Household	5+Vehicle Household
1/4 mi buffer	2.9%	16.3%	45.1%	29.0%	5.1%	1.7%
3/8 mi buffer	3.4%	18.9%	43.4%	26.5%	5.8%	2.0%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	293	72	207
3/8 mi buffer	447	102	322

3.2.18.1 General Description

The University of Southern Indiana (USI) service consists of three shuttles which operate on the USI campus Monday through Friday during the fall and spring semesters. Service operates between 7am and 9:15 pm Monday through Thursday, and until 5 pm on Friday. Service is free to USI students presenting a valid student ID. Service is underwritten by the university.

3.2.18.2 Route Performance Measures and Rankings

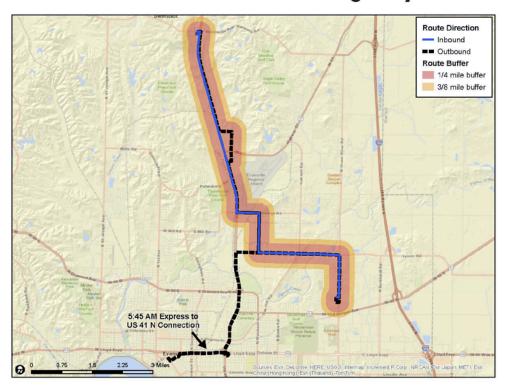
The USI service is not included in this comparison. The nature of this service is such that a comparison with other METS fixed route services would not be meaningful.

3.2.18.3 Ridership and Bus Stop Usage

Ride checks were taken in September 2014, to be used in conjunction with analysis of on board surveys distributed at that time. Approximately 1,260 riders were counted by these ride checks. Given the day-to-day variability in ridership by stop, these data are not presented here.

3.2.19 Route 23 US Highway 41 North Connection

METS Route Profile: Route 23 - US Highway 41 North



Population Total Population		Age 0-19	Age 20-59	Age 60+	
1/4 mi buffer	5,510	23%	57%	20%	
3/8 mi buffer	8.967	24%	55%	22%	

Households	Total Households	Owner Occupied	Renter Occupied
1/4 mi buffer	2,643	66.4%	33.6%
3/8 mi buffer	4.118	66.0%	34.0%

Race	White	Black	Nat Am Alaska Nat	Asian	Haw Pac Islander	Other	2 or more Races	Hispanic Latino
1/4 mi buffer	86.7%	4.5%	0.1%	3.7%	0.1%	0.1%	1.4%	3.5%
3/8 mi buffer	87.7%	4.5%	0.1%	2.9%	0.1%	0.2%	1.3%	3.2%

Educational Attainment*	No HS Diploma/GED	HS Diploma/GED	College Degree	
1/4 mi buffer	6.8%	54.9%	38.3%	
3/8 mi buffer	7.0%	55.0%	38.0%	

Employment Status*	Employed	Unemployed
1/4 mi buffer	94.5%	5.5%
3/8 mi buffer	94.5%	5.5%

^{*} Highest level completed for those aged 25 and above

Household Income	< \$25,000	\$25,000 - \$50,000	\$50,000 - \$75,000	\$75,000 - \$100,000	\$100,000 - \$125,000	\$125,000 - \$150,000	\$150,000 - \$200,000	> \$200,000
1/4 mi buffer	22.0%	21.5%	20.5%	16.2%	8.8%	4.6%	3.3%	3.1%
3/8 mi buffer	22.3%	21.7%	20.5%	16.0%	8.8%	4.5%	3.3%	3.1%

Vehicles	0 Vehide	1 Vehide	2 Vehide	3 Vehide	4 Vehide	5+ Vehicle
Owned	Household	Household	Household	Household	Household	Household
1/4 mi buffer	2.9%	37.8%	39.8%	14.9%	3.6%	0.9%
3/8 mi buffer	3.0%	37.9%	39.7%	14.9%	3.6%	0.9%

Employment	Total Employment	Retail Employment	Service Employment
1/4 mi buffer	5,889	718	1,615
3/8 mi buffer	8,118	1,122	2,231

3.2.19.1 General Description

Route 23 US Highway 41 North Connection operates Monday through Saturday. It operates every 60 minutes between Menards Parking lot (near Green River Road and Morgan Avenue) and the Northfield Shopping Center on US 41. The last weekday trip leaves the south terminal at 5:30 pm. It serves numerous locations on an on-call, route deviation basis.

3.2.19.2 Route Performance Measures and Rankings (out of 18 routes)

- Weekday Passengers Per Vehicle Hour 3.6 (18th)
- Weekday Passengers Per Vehicle Mile 0.14 (18th)
- Weekday Passengers Per One-Way Trip 1.88 (17th)
- Weekday Farebox Recovery Ratio 6% (15th)

This route and the 16 West Connection are the two worst-performing METS routes.

3.2.19.3 Ridership by Trip

Table 3.49 shows total ridership by trip from the September 2014 ride checks. Ridership is low throughout the day. Only two trips (at 2:30 and 3:30 pm) served more than five riders.

Table 3.49 - 23-US Hwy 41 Connection North Riders by Trip				
Time Lv.		Time Lv.		
Menards	Riders	Menards	Riders	
6:30 AM	5	12:30 PM	0	
7:30 AM	1	1:30 PM	4	
8:30 AM	5	2:30 PM	7	
9:30 AM	5	3:30 PM	8	
10:30 AM	1	4:30 PM	1	
11:30 AM	3	5:30 PM	5	

3.2.19.4 Bus Stop Usage

Table 3.50 shows the 10 most heavily-used bus stops on this route, and the percentage of all riders on this route which use that stop either to board or alight. Only three stops serve at least 10 riders per day. Many of these stops also are served by the Route 10 Lynch Road route.

No list of low volume bus stops is provided, since all other stops fall into that category. Of the 41 stops on this route, 35 served 3 or fewer passengers. Twenty one (21) of the bus stops (51%) served no passengers.

Table 3.50 - 23-US Hwy 41 North Connection Total Daily Usage, 10 Best Patronized Stops					
Stop	Direction	Alighting	Boarding	Total Stop	% Total Riders
E Mount Pleasant					
Rd/Baumgart Rd	Out	12	15	27	30%
Lynch Rd (UPS)	In	14	0	14	16%
Lynch Rd (North Pointe					
Medical Plaza)	Out	0	13	13	14%
Northfield Shopping Center					
(IGA)	Out	2	4	6	7%
Smythe Dr/Menards Dr	Out	0	5	5	6%
N Green River Rd (McDonald's)	In	3	1	4	4%
Lynch Rd/American Way	In	2	1	3	3%
Smythe Dr/N Green River Rd	In	3	0	3	3%
Theater Dr/Menards Dr	Out	0	2	2	2%
Lynch Rd (Omni Plastics)	Out	0	2	2	2%
Heinlein Rd/Baumgart Rd	Out	1	1	2	2%

3.2.20 Individual Route Profiles – Summary

These route profiles suggest many avenues for analysis to support the five-year service alternatives. Well-performing routes will be considered for possible increases in frequency of service, as well as evaluated for potential Sunday service. Poorly-performing routes and route segments will be evaluated to determine whether their performance can be improved, or their resources better used elsewhere.

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METS Facility Review

4.0 METS Facility Review

As part of this Comprehensive Operations Analysis (COA), the Lochmueller Group team evaluated the METS fleet and facilities. Its recommendations for a five year service plan include capital costs associated with any needed fleet and facility improvements to implement the plan. The first step in specifying improvements is an assessment of the current state of METS' facilities and equipment.

TranSystems is part of the Lochmueller Group team for this project, and had the lead responsibility to provide the facility and equipment analysis. It has a national practice in transit infrastructure planning and design. It provided two technical memos which are included in Appendix C. These memos evaluate the current state of METS' facilities and equipment. Following is a summary of the contents of these two documents.

4.1 Review of METS Existing Fleet

METS operates a bus fleet of 47 vehicles, 21 of which are small, 29-foot-standard diesel fixed-route-type buses. Thirteen of these are diesel-electric hybrid vehicles. Most are low-floor buses. Twenty six are "cutaway" type buses, all of which are diesel-powered except one, which is natural gas powered. Most of these are 25-feet in length, while three are 30-feet in length. METS also has 13 non-revenue vehicles.

The technical memo found the overall condition of the fleet to be good; however, the seating limits of the vehicles hamper the ability for the system to expand capacity without adding new vehicles. It was recommended that as new purchases occur, the garage be modified to accommodate larger buses, which would in turn increase seating capacity. If 30-foot buses continue to be purchased, it was recommended that specifications be modified to allow more standees.

METS fleet characteristics, including number of buses, average age, general condition, average seating capacity and spare ratio were compared with several other peer properties. Findings included the following:

- The size of the fleet varies in its ability to meet ridership demand, depending on the service type and bus type.
- The rolling stock of the fixed routes is the newest among METS peers with most vehicles five-years-old or less. The age of demand-response vehicles is third highest.

- The fixed-route spare ratio is in the lower half with an overall spare ratio of 22.4 percent, but having lost two buses recently, the spare ratio dropped to 19.1 percent.
- The seating capacity on fixed-route buses is lowest of all peer groups studied, at 24.8 passengers, because the majority of METS buses are newer 29-foot Gilligs. These buses have less seating capacity than other systems, which generally operate buses which are 5 to 10 feet longer.
- METS' older buses have a total capacity of 72 passengers (including standees), while the
 earlier hybrids have a stated capacity of 45 passengers. The newest Gilligs have a stated
 capacity of 31 passengers. These capacities are as stated on the manufacturer's plate
 affixed above the driver's location; in actual practice, the hybrids with lower capacities
 likely are used to serve more than their stated capacities.
- The demand-response fleet has some of the highest seating capacities among its peers, with an average of 15 seats.

4.2 Review of METS Existing Facilities

The bus garage and maintenance facility is METS' single location for bus storage and maintenance. It also contains the reporting location for bus operators and administrative offices, including fixed route and demand-response dispatch/call taking. The red brick building, built in 1987, is centrally located on John Street, three-quarters of a mile from the downtown transit center.

The building holds 24 buses with a 30-foot maximum length, where they may be maintained, washed and fueled with four service bays but no pits or built-in hoists. Small buses and cutaway style vehicles used for the demand-response service are stored in outside spaces, which are equipped for block heaters. More than 25,000 square feet on the northwest corner of the property is available for expansion, but fuel tanks are underneath part of this space.

When the facility was constructed, the entire METS fleet could be housed inside; however, since the demand-response operation has been brought in-house, representing 30 percent of the fleet. Those buses must be brought inside when a major snow is predicted. This makes for a very inefficient movement of buses because each must be moved out in the order it was parked. Also, the bus washer can only accommodate buses that are a maximum of 30-feet long, limiting the size of buses in the fleet. Other issues cited by METS staff: a need for better lighting in the maintenance area; Wi-Fi for diagnostic equipment; and interior painting.

The current METS operation is served by five transfer centers. The downtown transfer center on Sixth Street was also built in 1987. There are berths for 16 buses, allowing buses to have assigned loading areas, and making loading simpler for riders. The boarding area consists of a linear walkway under the canopy with benches and windscreens. There is also a building on site for inter-city Greyhound bus travel. The intercity station has a climate-controlled waiting room and restrooms, which METS customers may use when Greyhound staffs the location. This occurs between 11 a.m. to 6 p.m. Monday through Saturday, with very limited hours on Sundays and holidays. METS route schedules are available at the Greyhound station.

The downtown transfer center appears to be generally well maintained; however, there is no driveway lighting for buses. Also noted are past problems with serious vandalism and other criminal activity. Passenger information is minimal. There are no route maps or timetables posted. The facility is unusual in that boarding areas are at pavement height; there is no raised curb in the passenger boarding areas. Having such a raised curb would make boarding easier.

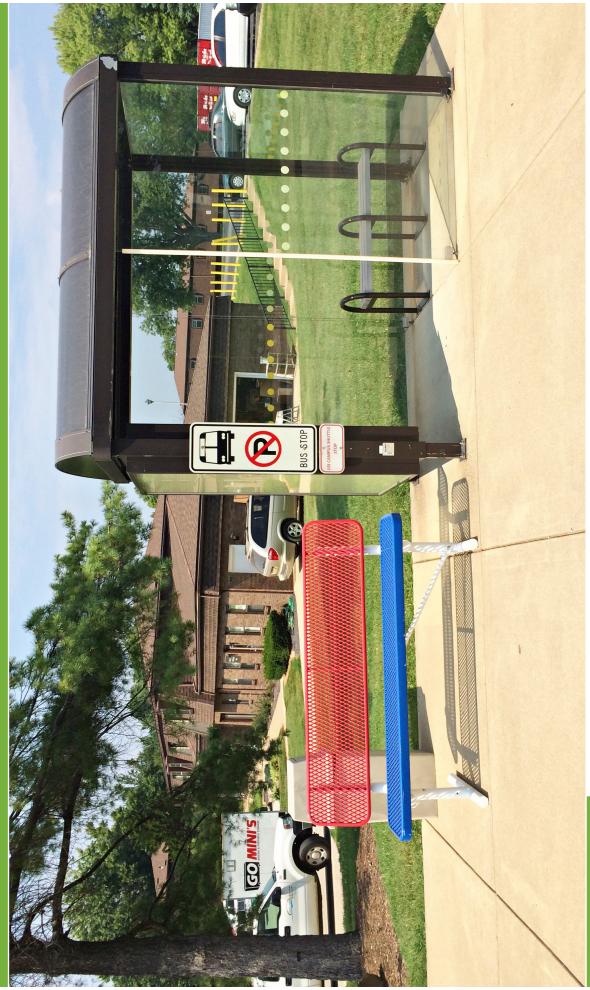
The four outlying transfer centers are shared/use facilities in outdoor mall/supermarket parking lots. The Lawndale Transfer Center on the East Side is distant from any stores or other buildings and is the only one with METS-provided shelters. These are badly deteriorated.

The Eastland Mall Transfer Center on the East Side has buses stopping at the door of the back of the mall. The stop was moved from the front door at the request of the mall owner and this has increased bus travel time significantly. The mall also limits buses to stopping for no more than four minutes before leaving. For several reasons, the Eastland Mall transfer center is problematic for METS operations.

The Schnucks Transfer Center on the West Side is at the edge of the Schnucks Pharmacy parking lot. Riders must walk across the parking lot between the buses to board. There are no shelters, but METS has considered installing one. This transfer point provides connections to reach the University of Southern Indiana (USI), a major destination.

The North Park Transfer Center is located on the North Side at the edge of the North Park Shopping Center, requiring passengers to walk across the parking lot or between the buses to board. There is no shelter at this location.

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5.0 Review of Existing Fixed Route Scheduling Practices

A significant element of this COA is to review existing METS practices for bus scheduling and run cutting (bus operator assignments). Cost-effective bus operator schedules and bus assignments are an important part of cost control and making best use of a system's financial resources. Transportation Management and Design (TMD) is part of the Lochmueller Group team. It has a national practice in all aspects of public transit planning. It provides services in all aspects of transit scheduling. It is the lead for the review of METS scheduling practices, and will make recommendations in the project's final report for improvements in METS' vehicle and operator scheduling practices. It provided the following review of METS' fixed route scheduling practices. This review is based upon a week-long site visit (including several interviews) in September and October of 2014, as well as review of METS documents.

5.1 Goals for Scheduling Practices Review

The primary goal of this task is to review METS fixed routes' structures, route designs' considerations, running times, scheduled layovers, time points, any existing interlining and any noted performance issues. This task also reviews current passenger (public timetables) and operator schedules.

5.2 Review Methodology

This review was conducted under the following process:

- METS passenger schedules and maps on the METS website were studied.
- Reviewed summary of METS Driver Interviews conducted by Lochmueller Group. These interviews are summarized in Section 6.2.
- Interviews at METS operating division with Rick Wilson (METS Superintendent of Operations) and Alicia Hall (Operations & Grants Supervisor).
- Discussion on site with Rick Wilson regarding Scheduling and Runcutting Questionnaire's results.
- Results of on-board running time checks and observations while on-site of selected routes.
- Running time compilations from 'Finalized On-Off 'surveys of METS fixed routes.

5.3 METS Passenger Schedules

METS passenger schedules on the METS' website provide the following information to the public for their fixed routes:

- Service hours, days of operation.
- First and last departure times from the route's Downtown Terminal, and the route's outer end terminal.
- Route directions (Outbound and Inbound).
- Route's highlights.
- Fares.
- Map of route on reverse side of passenger schedule.
- METS telephone number and web address.

The following observations were made about these materials. The schedules have no intermediate time points between terminals, which makes it difficult for passengers to estimate the time the bus will arrive at their stop. Also, the route directions listed on the public timetables are not always correct. Drivers were observed riding off-route at times, especially when running late or wanting to return to the downtown terminal to be relieved by another driver.

5.4 Site Visit Interviews

TMD and Lochgroup staff met with Rick Wilson, METS Superintendent of Operations to discuss its schedules, running times on routes, and runcutting practices.

The following observations were made from these discussions.

- The METS fixed routes are on 'clock' headways (for example, schedules for routes with service every 30 minutes on weekdays provide for buses leaving the Downtown Transfer Terminal 15 minutes after the hours and 15 minutes before the hour).
- There are 2 signups a year (March 1st and September 1st) each year required by the Teamsters Union contract. At these signups, operators select work assignments in order of seniority. Work assignments consist of a set of specific route assignments by day of the week. In selecting an assignment, operators also select their days off.
- When asked about frequency of scheduling changes during the year, Mr. Wilson stated that there are very few if any, unless a specific route is consistently unable to arrive at its terminal on time and is consistently late.
- Running times on existing routes have seldom been checked due to inadequate staffing and lack of time. Unless there are complaints from passengers, operators are seldom checked for 'on-time' performance.
- When asked about the lack of time points (locations along routes where scheduled times are provided to drivers, as well as shown in public schedules) between first and last time

points on any fixed routes, Mr. Wilson observed that they are unnecessary, since each trip may take a different amount of time to run depending on time of day, accidents, etc. It potentially is confusing to passengers if they expect the bus to be at a certain time point and it is a few minutes late or early. (COMMENT: Standard practice throughout the public transit industry is to have at least one or more time points (depending on length of trip and whether it is an express trip or a local) to assist riders in determining when they may board their desired trip. Intermediate time points also provide guidance to operators to maintain on-time operation.)

- When asked how they determine running time on a proposed fixed route or routing change – METS staff takes out a bus with an operator to determine how much time is required from trip start to trip end. If the one-way time is greater than 20 minutes, the length of the route probably requires adjustment.
- Presently METS has authorization to employ 43 full time and 10 part time operators, but feel that they need to hire additional full time operators to cut down on the overtime they are now paying due to operators being sick, on vacation and FMLA. Their present operator numbers are 41 full time and 9 part time. METS needs city council approval to add any additional operators and the city council does not always see the need for additional operators. Accordingly, paid overtime is increasing in line with more absenteeism occurring. (COMMENT: A practice in many parts of the transit industry is to budget by pay-hours, not by personnel (headcount). Management has the discretion to adjust the number of employed bus operators to operate efficiently within pay-hour budget requirements. Such a change in METS' budgeting practices would need to be accompanied by significant upgrades in staff's scheduling skills, possibly including implementation of scheduling software.)
- When asked for the average percentage of operator absenteeism Mr. Wilson stated that is not tracked on an ongoing basis. There are records which could be used retrospectively to report on absenteeism. (COMMENT: Keeping a list of daily absenteeism is an important tool for METS to provide to the City Council for its approval to hire additional operators if absenteeism keeps rising resulting in increase of overtime pay.)
- The ratio of pay hours to platform hours (total hours buses spend on the road) on fixed routes was not available. (COMMENT: Keeping statistics on this is an important tool to use to determine runcutting efficiency.)
- Operators do not have paddles (run guides) to operate from. They rely on the public timetables which are not always correct when listing the 'Route Directions'. (COMMENT: Standard transit practice is to provide operators some sort of paddle, which gives the

- operator individual instructions and information regarding sign-on, pull-out, relief points, relief times, trips their run is driving, stops, and notes for the run they are driving.)
- When on-the-road reliefs are required the means by which the driver makes his/her relief is not specified. This most often involves traveling to the Downtown Transit Center to relieve a previous driver of a block ("Block" refers to the operating schedule of a bus for the entire time it is away from the garage). The operator can walk to the Transit Center or take a 'non-revenue' vehicle such as a van and drive it downtown and let the operator he/she is relieving take the vehicle back to the METS facility. (COMMENT: This is at the operator's discretion, and does not seem to be an efficient practice. Travel time is paid, but there is a limit on the number of minutes that operator will be paid for the travel time to relieve and be relieved on the route.)
- There is no minimum number of operator rest hours from last sign-off of the day to the next day's first sign-on.
- There is no requirement to provide operators with meal breaks.
- There is not a minimum layover required per trip or per round trip. There are no layovers scheduled between trips. It is expected that the operator would get at least a 5 minute layover at the end of each trip.
- There are not any 10 hour runs at this time, but Union has inquired about this and would be willing to work with METS on this if feasible.
- Part time operators are not allowed to work full time runs.
- Part time operators are allowed to work only the 6-hour night runs.

5.5 Bus On Board Observations

While on site the week of September 29, project staff rode several METS routes to check running times and observe general operation of routes from the Downtown Transfer Terminal.

Following are observations and comments from these field observations:

• Staff rode a number of routes (2-Riverside, 3-Fulton, 4-Stringtown, 5-Mary-Tekoppel B, 6-Walnut and 8-Lincoln) which had inadequate running time. Operators were driving fast to make their transfer connections at the outer terminals. These routes barely arrived at the outer terminals in time for passengers to alight before the buses left to return to the Downtown Transfer Terminal. The drivers did not get any recovery time at the outer terminal. Most of these routes are longer routes and platform speed (ratio of scheduled bus mileage to scheduled bus hours) is high and on some routes unattainable.

- Other routes with lower platform speeds had adequate time to operate terminal to terminal and get layovers of 5 to 10 minutes.
- In some instances staff observed operators not driving the route as specified on the public timetable. They bypassed portions of some routes to get to transfer terminals on time.
- Inbound and outbound routes generally are different. This is confusing for passengers. Passengers deboard at one location on an outbound trip and for return trip must sometimes board at a different location or entirely different street.
- Some passengers complained to the drivers as they boarded that they were never sure
 what time to be at their 'bus stop' to board their route, since there were no other times
 listed on the public timetables besides times at route terminals.
- Staff observed that most of the drivers on the routes checked were courteous and concerned with getting their passengers to their destinations or transfer points on time.
 Drivers were also quite helpful in directing passengers to the correct routes to take to get to their final destinations.

5.6 Review of Running Times from On-Off Surveys

Running times on all fixed routes were obtained on all trips during the 'On-Off Surveys' and the following was noted:

- Running times varied throughout the day on all of the fixed routes. (NOTE: "Running time" refers to the elapsed time to travel all or a portion of a route. This term can be used to refer either to actual or scheduled running time.)
- Most routes took longer to run outbound than inbound route, which was due to the inbound route usually being shorter than the outbound route.
- Routes that were allowed to vary their routes 'on-call' usually had inadequate running time to do the 'on-call' routing variation. This generally would result in arriving late at their next transfer terminal.

Below is a table compiled from information obtained from the On-Off Ride Survey with information on running time ranges, with miles per round trip and platform speed added. Shaded routes are those on which field observations indicated that scheduled running time is inadequate.

Route #	Route Name	Running time range outbound	Running time range inbound	Miles per round trip	Platform Speed
1	Washington	20-31 minutes	16-34 minutes	10.90	10.9
2	Riverside A, B	21-30 minutes	20-34 minutes	15.90	15.9
3	Fulton	12-29 minutes	11-27 minutes	10.94	10.9
4	Stringtown	26-31 minutes	11-27 minutes	15.40	15.4
5	Mary-Tekoppel A, B	22-30 minutes	21-29 minutes	13.90	13.9
6	Walnut	25-34 minutes	17-26 minutes	13.10	13.1
7	First Avenue	20-30 minutes	19-30 minutes	10.55	10.6
9	Covert	24-38 minutes	25-34 minutes	12.85	12.9
8	Lincoln A, B	21-35 minutes	14-31 minutes	14.20	14.2
10	Lynch	19-37 minutes	21-27 minutes	15.00	15
12	Howell	20-28 minutes	26-32 minutes	14.24	14.2
13	Downtown Trolley	24-32 minutes	17-23 minutes	11.30	11.3
14	Shopper Shuttle	24-32 minutes	17-24 minutes	14.00	14
15	East Connection	18-29 minutes	24-39 minutes	17.23	17.2
16	West Connection	23-32 minutes round trip	n/a	14.50	14.9
17	Mary-Howell nights	25-30 minutes	15-20 minutes	16.00	16
18	Stringtown-First	23-28 minutes	16-18 minutes	13.80	13.8
19	USI Shuttle	10-20 minutes round trip	n/a	n/a	n/a
23	Hwy 41 N	25-36 minutes	18-33 minutes	26.70	25.6

5.7 Summary

METS routes need intermediate time points added between terminals, as well as designated times for layovers at terminals. This is especially needed given the recent METS acquisition of AVL/CAD software. This will aid both the passengers and the drivers. Inbound routing should more closely reflect outbound routing to be less confusing to passengers. Running times on routes should be more closely monitored and adjusted if needed. Serious consideration should be given to curtailing or eliminating 'on-call' rerouting by passengers. Daily operator assignments should show sign-on times, pullout times, trips, layovers, and total time in run. METS staff responsible for scheduling tasks would benefit from some basic formal training in schedule building. Scheduling software should be considered in the near future.















6.0 Input Summaries

Public, stakeholder and interest group input are a major component of this COA. This section summarizes input throughout 2014. This input is documented in detail in memoranda included in Appendices D, E, F, G and H. The following sections summarize this input.

6.1 Stakeholder Meeting Input

In late August, Lochmueller Group met with 10 stakeholder groups to answer questions and learn their perspective of METS fixed route and mobility services. Groups represented were: employment services, faith-based and social services, educational, healthcare, governmental and quasi-governmental, healthcare and manufacturing, transportation engineers, developers and realtors, retailers, and US 41 Transportation Group. Attendees represented people they serve, including: employees, clients, patients, congregants and students. Summaries of each meeting are provided in Appendix D.

Route and Schedule Information

There were many comments and questions concerning route and scheduling information. The main theme here was the need to clarify, simplify, and make route and schedule information more available at bus stops, downtown bus terminal and on the buses themselves. A representative of the Evansville-Vanderburgh School Corp. said that the principals at the schools had stopped trying to interpret the routes for their students because of their "time-consuming complexity." Also noted, was the need for more frequent updating of route maps.

Improving use of technology to help riders understand the routes was frequently suggested. Suggestions included: analyzing all routes to make them more efficient; adding smart-phone apps that would show time of arrival and location of buses; improving the METS website to show schedules and routes; using GPS technology; and adding digital displays for estimated time of arrival (ETA) at locations such as Ivy Tech and the downtown bus terminal. One attendee mentioned the only way to understand a particular route was to call the METS office.

Fares and Funding

The possibility of funding through public/private partnerships between METS and other entities was discussed. The school corporation, other schools, employers and retail businesses were cited as those who might want to participate with METS. Joint ventures would include routes themselves and also equipment such as bus shelters at certain stops. It was also suggested that

funding could come from a Tax Increment Financing (TIF) district, alternative fuels funding, grants, and property taxes. Using private carriers to supplement METS was another suggestion.

Concerning fares and fare policies, several mentioned that monthly passes were too expensive at \$60 and should be lowered in price. Also, passes should be available at various locations, such as Ivy Tech, whereas now they are available only at the downtown METS office. For convenience, riders should be able to swipe cards instead of using cash. Also suggested were daily and weekly passes and using limited-time passes instead of transfers.

Choice Riders

How to attract choice riders was a subject of discussion during the meetings. Providing reliability, availability, quality service, and safety were all seen as requisites to attract choice riders. Other suggestions included: creating park-and-ride lots, mirroring bike routes with bus routes; adding more bike racks; providing more visually attractive vehicles and facilities; adding Wi-Fi and other technology; marketing, especially focusing on Millennials; and overall, seeing an improvement of bus routes and scheduling. Decreasing free parking downtown was another suggestion. Using shuttle buses for special events was another suggestion.

Specific Service Suggestions

Stakeholders offered various suggestions to improve service, routes and scheduling. Adding Sunday service was often mentioned. Also, suggested was adding holiday service, running buses earlier in the morning and later in the evening, running more buses north and south, and adding connections to Henderson, Ky., and Posey County.

Specific suggestions for adding service were also discussed. One person thought attendance at UE basketball games would improve if bus service were offered. Other suggestions included: creating more direct routes to such offices as the VA Clinic and the Social Security Office, Decreasing waiting times and providing faster trips was considered a major need.

Other suggestions included: increase service to the First Avenue route, which is often overcrowded; add service to new developments such as the Promenade; provide late night service to event destinations such as the Ford Center; simplify the Downtown Trolley route, and add a direct link to the Women's Hospital at Deaconess Gateway.

Employment and School Needs

Concerning employment related needs, expanding fixed-route service to Ameriqual was suggested, as now there is only an "on-call" service. Also, adding 24-hour bus service to the Toyota plant, and adding third-shift shuttles to other employers was cited as a need. One attendee mentioned that between Toyota and Ameriqual, nearly 1,000 employees need a ride to work, and that a private/public partnership would be required to address this need. Another stressed that as many as 100 people come to Work One weekly, many noting transportation as a challenge. The need for service to Tropicana and Lynch Road was also noted.

Improved service to various educational institutions was suggested, including increased bus service and faster trips for Ivy Tech students. Also noted was that Ivy Tech students attending class at the new downtown medical center will need a bus service to commute between the two institutions. One suggestion was to run the West Connection route year around and not just when USI is in session. Plans should be made to expand public transportation for the new IU Medical Center coming downtown. Evening service to North High School should be added. Service should be expanded so North High School students can commute to Ivy Tech. Officials of the Evansville-Vanderburgh School Corporation and Harrison College both said route schedules and maps need simplification because students find it difficult to navigate the bus routes. Also, ITT students would benefit from evening bus service.

Rider Safety

Concerning rider safety, some participants said they would feel unsafe using the METS fixed-route bus system at the downtown bus transfer center and in other areas, especially after dark. Improved security was cited as a need. Other suggestions to improve safety included: more bus shelters at locations such as the West Side Walmart; lighting and security phones at bus stops; sidewalks to access bus stops; and better cleaning of facilities and buses.

Maintenance Practices

The need to maintain buses better was noted. One suggestion was to outsource maintenance work to specialists. For instance, one mentioned broken straps and dysfunctional wheelchair lifts can be a real hazard. Also, it was suggested that METS work with private retailers to provide adequate bus stops and bus shelters at their locations.

METS Mobility

Comments focusing on METS Mobility were mainly concerning long wait times and long advance scheduling requirements. Multiple comments were made about riders having to wait for up to two hours to be picked up, a problem for people with health issues. Also, 24-hour advance scheduling for rides was seen as impractical, especially when a patient is unexpectedly discharged from a medical facility.

6.2 Drivers' Meeting

On Wednesday, August 6, 2014, Lochmueller Group staff interviewed approximately three-quarters of the METS drivers to obtain feedback on ways to improve METS service to riders. They provided wide-ranging input on such issues as bus stops, management and operations, general service improvements, specific route improvements, bus equipment, downtown transfer center, choice riders, fares/revenue, mobility service and other issues. Safety concerns were raised throughout. These interviews were conducted in a discussion-type format throughout the day at the METS operating facility. A summary of these interviews is provided in Appendix F.

6.2.1 Bus Stops

Drivers expressed a need for better overall planning for location and spacing of bus stops with some routes containing too few designated stops, while others have too many. Shelters and benches (where available) and bus stop signs consistently need to be placed at bus stops and only at bus stops. Missing signs need replacing. To avoid confusion, bus stop signs need to be placed at each corner downtown due to the policy that every corner there is a bus stop. Drivers noted bus stop signs need to be moved in a more timely fashion after bus route changes. Mirroring bus stop locations directly across a street for inbound and outbound buses would be much less confusing for riders than staggering them as some are now. Bus stop safety was also a concern: better egress is needed at some bus stops for people with limited mobility; safety needs to be considered when locating bus stops; safer stops have been moved to unsafe locations; the stop at the Walmart on the east side needs to be closer to the store.

6.2.2 Management and Operations

Drivers expressed a need for leadership with a higher level of professional transit management skills and with METS operating more independently of City Hall. It was suggested that formation of a Transit Authority or Public Transportation Corp. be considered. Drivers asked for more driver, customer service and safety training. New drivers should receive training on every route. The need for improved marketing of services was seen. Drivers saw a need for easier and quicker

access to the dispatcher. Concerning equipment issues, bus destination signs are not dependable, and some drivers don't use the side windows on the low-hybrid buses for fear of their breaking off; these vehicles are wider than older model buses. Safety was again discussed with the following: management needs to deal firmly with riders who threaten or harm drivers or passengers; reliable on-board cameras are needed on all buses; police response needs improvement; drivers should call 911 directly without calling management first.

6.2.3 General Service Improvements

Drivers noted a strong need for operating Sunday service at least from 6 a.m. to 6 p.m. Evening service needs to be added in some areas during the week, including north of Walnut and east of US 41. Service is needed to TJ Maxx. Bus service should start earlier to accommodate riders making early cross-town work trips. Full-sized buses are needed on the following routes: Fulton, Lincoln and Mary-Tekoppel. Providing a service to Henderson, Ky., is important. Drivers noted a lack of adequate time for restroom breaks and a lack of formal recovery time built into schedules.

6.2.4 Specific Route and Schedule Improvements

Drivers suggested many specific route improvements for more frequent service, later bus service, and adjustments to running times. Concerning later hours, it was suggested the Walnut, Lynch, Lincoln, US 41 routes hours be extended into the evening.

Concerning frequency of bus runs, extending 30-minute service until midnight for Riverside, as well as scheduling service every 30 minutes on First Avenue (especially during the school year) were suggested.

Suggestions for re-evaluating inadequate running times were made for several routes, including: Riverside, which is often late for other transfers and serves many in wheelchairs; Covert, which is extremely congested in the Madison Avenue portion of the route, due to narrow streets and parking on both sides of the street; Stringtown, which is too long and carries unruly passengers (Town Center should be added to Mary-Tekoppel route.); Mary—Tekoppel route, scheduling for which is extremely tight and is consistently late, especially on school days.

On the East Connection, buses are frequently unable to make connection times with other buses because the East Connection is often called in different directions, much like a taxi service. It cannot stay on schedule in afternoons because of high demand.

6.2.5 Vehicles

Drivers suggested improvements to vehicles, including the need for preventive maintenance, GFI farebox maintenance, more thorough general cleaning, and spare buses for breakdowns. Also noted, was a need to better distinguish mobility and smaller fixed-route buses, which look virtually identical. This is confusing to riders. Another suggestion for safety: add a clear panel or barrier behind and adjacent to drivers.

6.2.6 Downtown Transfer Center

Drivers see a need for uniformed security personnel at the site to improve safety, decrease criminal activities and make it a place "respectable" people will feel comfortable. Some observed that it is a place where drug users and mentally unstable people tend to loiter, making passengers feel unsafe.

6.2.7 Choice Riders

Drivers offered some suggestions for attracting choice riders, including: Park and Ride lots and Express Buses and partnering with corporations to provide discounted rates for employees.

6.2.8 Fares and Revenue

Drivers suggested decreasing the cost of monthly bus passes, while increasing the convenience fares on Mobility service. Also suggested: adding weekly and weekend passes; charging premium for Sunday fares; marketing of tokens with sales at more locations; converting transfers to fare cards; eliminating transfers due to transfer abuse; partnering with employers; and fixing GFI fareboxes, which do not count riders correctly.

6.2.9 METS Mobility

Scheduling and communication with dispatchers needs to be improved, especially for "day of" scheduling modifications, according to drivers. Software improvements are needed, as is dispatcher responsiveness to rider requests.

6.2.10 Other Issues

Other suggestions by drivers: use part-time drivers for peak-hour service; use DoubleMap or similar software for the METS system.

6.3 Project Website Input

From August through October of 2014, 89 comments were submitted to the METS COA website (www.metstransitstudy.info) by several METS bus riders. One commenter provided the vast

majority of the comments. Website comments were monitored and archived throughout the study. A summary of each month's comments is provided in Appendix E.

6.3.1 Increased Service and Scheduling

Most commenters requested adding Sunday service with one request for holiday service. One suggested more frequent service during peak hours. Extended hours of service were also seen as a need, especially for employees who work late or very early hours. Adding a connection to Henderson, Ky., and Posey County were also suggested. The need for summer service to USI and service to the airport was also noted. Prior notice for upcoming detours was requested.

Several comments were made about buses leaving or arriving late or early. One suggested having buses leave the transfer area on the hour and half hour instead of on the quarter hour. Comments were received on the difficulty of reaching staff at the METS office.

6.3.2 Specific Route Improvements

About two dozen specific route modifications were suggested. For example, one recommended the Howell and Mary Howell run down Middle Mt. Vernon to Boehne Camp to Pearl to Schnucks outbound, and run inbound from Pearl to Boehne Camp to Middle Mt. Vernon to Broadway in order to increase ridership. One saw a need for METS to be more responsive to making changes when development occurs. For instance, he suggested rerouting the Fulton Avenue bus to run by Cedar Trace Apartments on Seventh Avenue, a fairly new development.

6.3.3 Bus Stops and Signs

Bus stops, their locations and signage or lack of were a popular topic for commenters. One suggested analyzing routes for bus stop signs that are in locations where the bus stop no longer stops. Other comments were that some stops do not have bus stop signs, and spacing of bus stop signs is improper.

Several suggestions were made concerning adding bus stops. For instance, one suggestion was to add a bus stop at the FSSA Office on 711 John St., with the state being responsible for the cost because it moved its office from a location on a bus route. A commenter cited the need for bus stop signs at the pick-up locations at the Fall Festival. One suggested adding information on the route and schedules at each bus stop and at bus shelters.

6.3.4 Rider Safety

Several commented on the lack of safety at the downtown terminal, with a need for a full-time police presence. They cited drug sales and other criminal activity, people asking for money, and no-smoking signs being ignored. Because of lack of proper curbing, some wheelchair passengers must wait in the road for pick up at some bus stops, one reported. One commented that walking a half-mile with no sidewalk on a narrow road to the bus stop from Westwood Apartments is a safety hazard. One stated roads on bus routes should be better maintained. One said high-mileage buses rode rough and caused air pollution.

Many individual equipment problems were noted, such as: no heat, no air conditioning, dirty buses, destination signs out of order or incorrect, rough rides, and incorrect times on clocks at the downtown terminal. These maintenance issues were forwarded to the METS office.

6.3.5 Other Issues

One commenter suggested drivers announce street names. One suggested monthly meetings between METS management and staff to deal with employee and bus system issues. Improvements in technology, such as mobile apps and real-time bus tracking were suggested. The need for route brochures and system maps on-board fixed routes was mentioned, as were system maps at bus shelters.

6.4 Public Input Forum, August 27, 2014

The first public workshop for the METS COA was held at the Evansville Central Library on Aug. 27, 2014 at 6 pm with 27 members of the public signing in. After a presentation on the Lochmueller Group study by Project Manager Michael Grovak, the audience was invited to comment. Their comments included suggestions for routing, days and hours of service, scheduling, fares/funding, bus stops, equipment and technology, facilities, personnel and other. A summary of the public input provided in this meeting is in Appendix G.

6.4.1 Days and Hours of Service

Concerning days and hours of bus service, Sunday bus service was strongly requested. Others suggested extending evening service to areas such as Franklin Street, where many events occur; Walnut Street, the Northeast side, and North Main. One mentioned a lack of late-night service hurts working people. It was also suggested to add special events buses and increased service to the 4-H Fairgrounds.

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6.4.2 Route and Schedule Suggestions

Several routing changes or expansions were requested. One commenter noted routes need to run more north and south service; nearly all routes operated predominantly east and west. A link to Posey County and one to Henderson County, Ky., were suggested. Other requests included: a north route extending into the county; a stop for the Shoppers Shuttle through Deaconess Gateway parking; a Normandy Apartments stop; combine route at hotels; and expanding Arts District service, the Highway 41 route, and the 57 Corridor to Vanderburgh Industrial Park.

Attendees offered several scheduling suggestions. One suggested more frequent service (every half hour vs. the present hourly service) on the East Connection until 6 p.m. and the First Avenue route to Ivy Tech. Mobility service suggestions included: mobility drivers should be able to call riders when the bus is running late; increase dependability of arrival of Mobility bus; and decrease three-day wait time for requesting a pickup.

6.4.3 Fares and Funding

Comments on fares/funding called for a decrease in the cost of the monthly pass and addition of weekly, daily or semester passes. Other suggestions were: transfers be used as round-trip passes, eliminate transfer fees; and explore using funding from taxing districts for transit. Pricing of mobility service fees should be evaluated.

6.4.4 Facilities and Equipment

Several comments focused on bus stops, benches, and shelters. Bus stops lacking signs and benches where there is no bus stop, caused inconsistent pickups, according to commenters. Requests were made for bigger shelters and more enclosed bus shelters without openings at the top.

Concerning bus equipment and technology, several comments were received. Mobility service complaints included: lack of air conditioning at times; small computer screen is a distraction to drivers; and buses need better maintenance. One suggested hiring repairs out to a private company specializing in lifts. One suggested METS add technology improvements, such as mobile apps providing real time bus locations. Another rider complained that either a bus lift was broken or the driver would not put it down.

Concerning facilities, forum attendees noted a need for full-time security at the downtown terminal due to people there selling drugs, asking for money, and smoking pot. Someone asked METS look into Park and Ride facility for Evansville.

6.4.5 Other Comments

Concerning personnel issues, a commenter said drivers should be pleasant and lower the bus if riders are having trouble boarding the bus. Mobility drivers were praised for their work. Another commented that mobility drivers and fixed-route drivers should have the same pay scale to encourage mobility drivers to stay with that service.

Other comments provided: add an experienced bus rider to the Steering Committee and consider creating a transit board.

6.5 Coordination with Other Area Systems

Two additional components of the COA include establishing or improving coordination with two other area transit systems. The COA will assess the feasibility of a transit connection between METS and the Henderson Area Rapid Transit (HART) service operating in Henderson, Kentucky. The COA also will assess the existing connections between METS and the Warrick Area Transit System (WATS), which provides fixed-route service in Warrick County. The following subsection describes coordination to date with these two systems. Summaries of the meetings described below are provided in Appendix H.

6.5.1 WATS Meeting, July 1, 2014

Michael Grovak, Project Manager for the COA, met with Becky Guthrie of Ride Solution (RS) at its offices in Washington, Indiana. RS provides fixed-route service on four routes Monday through Friday between 6 am and 6 pm. Three of these routes connect with METS service (Route 14 Shoppers Shuttle) at the ITT Institute just east of I-69. METS riders with a valid METS transfer may ride WATS service without additional fares. A transfer count taken in 2014 during the week of September 22 – 26 (which coincides with the METS systemwide ride checks) showed that 49 passengers (about 10/day) transferred from METS service at this location.

Currently there are no passenger amenities at the transfer location, although riders may wait for their connection on the buses from which they are transferring. WATS management's feedback is that the connection is working well for those who wish to use the service. Those transferring from METS to WATS generally are making work or medical trips in Warrick County.

WATS management is eager to cooperate with METS, and is looking forward to improved coordination between the two systems. WATS management provided ridership counts by route, as well as vehicle rosters.

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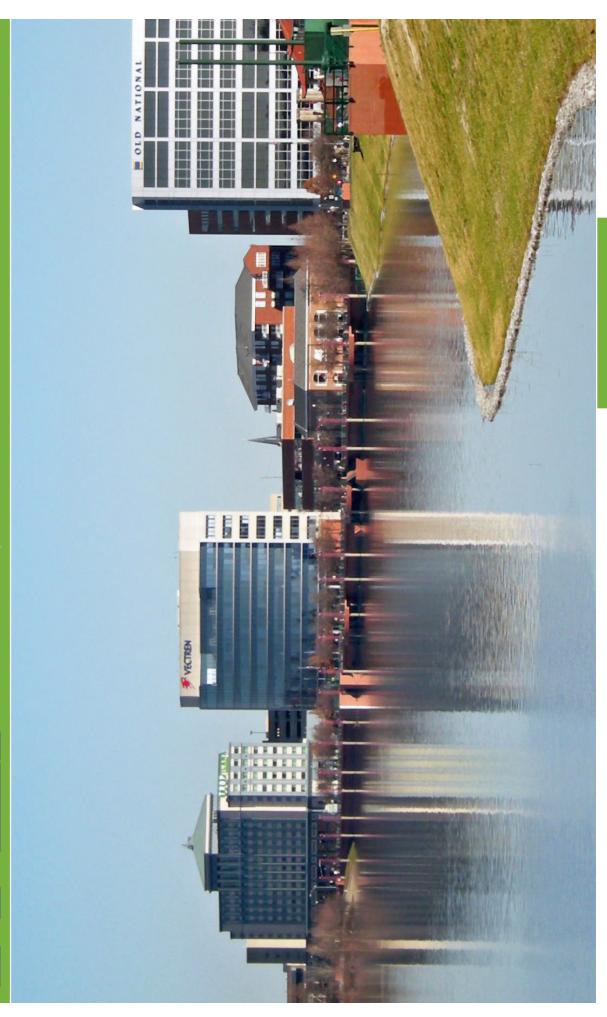
6.5.2 HART Meeting, July 2, 2014

Michael Grovak met with Russell Sights, Henderson City Manager, and Pam Whitter and Brenda Wethington of HART. There was discussion of the recently-completed efforts of the Sustainable Evansville Area Coalition (SEAC) which identified that establishing a transit connection between Evansville and Henderson is a priority. Mr. Grovak discussed a peer assessment which the SEAC Study undertook, which reviewed about a dozen regions nationally in which such service already is provided. Specifically, these regions have transit service between two urban areas separated by a major river crossing. Further, the urban areas are located in different states. The findings of this peer review will be the basis of further analysis in the COA to recommend alternatives for providing a transit connection between the two cities.

Other key issues covered in the meeting included:

- A review of HART operating, ridership and financial data. These were provided in hard copy.
- A discussion of the economic impacts of cross-river service, and who would use it (Evansville vs. Henderson residents).
- Demographics of existing HART riders.

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7 Task 1 Summary

7.0 Task 1 Summary

This assessment of existing conditions, and the data sets supporting it, provide many insights during the formulation of draft service plans for public and stakeholder input. At the conclusion of this initial effort in 2014, key conclusions included the following.

7.1 Overall Quality of Operations Management

The peer review of METS fixed route service shows that it is well-managed across a variety of performance indicators. However, these same managers are required to oversee (on a very limited, part-time basis) many staff responsibilities which in most systems have dedicated staff. These include service planning, bus and operator scheduling, marketing, public information, training and human resources. One or two additional staff would go far to facilitate these necessary functions.

7.2 METS Existing Riders

METS provides much needed mobility to its riders. Most riders do not have personal automobiles available. About one-fifth of the trips made on METS service would not occur if it were not for METS service. Most trips which people make on METS are trips they need to make at least three times per week.

7.3 Sunday Service

Perhaps the single most frequently-requested service improvement is that METS begin to operate on Sunday. This request has been made at the initial public meeting, by multiple stakeholders, in comments to the project web site, and in the on-board survey. For the on-board survey, added Sunday service was requested more than twice as often as any other type of service improvement. This is a work day for increasing numbers of persons, especially those working in the retail and service industries. The analysis of individual route performance (see Section 3) will serve as a guide to identify routes where Sunday service is most likely to be well-patronized.

7.4 Data Management and Reporting

There are significant issues with the quality and consistency of high-level data reporting, as described in the analysis of National Transit Database (NTD) information. Such issues are the responsibility of executive-level staff at METS. These issues have significant funding implications. Such issues also could misrepresent system performance. Without accurate data, management's

ability to monitor and improve performance is compromised. Developing improved data collection and verification procedures is a high priority.

7.5 Route Restructuring and Public Information

A wide range of individuals, groups and stakeholders have characterized METS route and schedule information as difficult to understand. Publicly available route information does not always match current operations. Routes should be simplified and one-way operations reduced to the extent possible. Mid route timepoints should be provided to assist the public in planning its trips. This will be especially important for attracting choice riders. Addressing this pressing need will require staff dedicated to route and schedule design, as well as marketing and public information. See discussion under Section 7.1 above.

7.6 Operator and Bus Scheduling

Basics of transit schedule making apparently have not been understood by managerial or executive staff for many years. Implementing the basics of transit schedule making practice would produce significant operating efficiencies. It would allow service to be provided at lower cost, as well as allow what is operated to do so more reliably. It also would allow METS service to be provided in a more flexible manner. For example, on weekdays service on a route basically ends either about 6 pm or at midnight, due to the practice of operating routes either for 12 or 18 hours. This practice facilitates scheduling bus operator work in 4 or 6 hour blocks. Transit scheduling practices would allow cost-efficient schedules to be produced if, for example, a route operated only until 9 pm (instead of midnight).

Also, running time is inadequate on about 4 to 6 routes. These identified needs for improved running time will be addressed as an earlier-action item in the COA's service plans. In addition, standard transit schedule making practices will entail regular review and adjustment of bus scheduled running time.

7.7 Northeast Side Evening Service

Drivers and multiple stakeholders also have identified the northeast side of Evansville as needing later service. Presently, service ends at 6 pm in the area north of Lincoln Avenue between US 41 and Green River Road. Routes serving this area (6 – Walnut and 10 – Lynch Road) serve about 25 to 35 per trip in the late afternoons just prior to the cessation of service. Options for providing later service to this area will be evaluated.

7.8 More Frequent Service

METS route currently operates no more frequently than every 30 minutes. This is inadequate in most cases for attracting choice riders. More frequent service also is required to emphasize transit as an alternative in key travel corridors. Identifying poorly performing or costly services (see points 7.11 and 7.12) will in some cases allow these resources to be reused to improve services in more promising locations. Such improvements in key travel corridors for enhanced service could include areas now served by 1 – Washington, 2 – Riverside, 6 – Walnut, 7 – First Avenue, 8 – Lincoln, 9 – Covert and 10 – Lynch.

7.9 Safety

Significant input was received in two areas pertaining to safety. Many comments were received about locations and conditions of bus stops. These comments addressed issues such as sidewalk and curb cut access to and from bus stops, passenger shelters, and clear identification of bus stop locations. Other safety-related concerns were provided about security at the Downtown Transit Center.

7.10 Route Deviation Services

There has been feedback from drivers and other stakeholders that the route deviation services offered (on 15 – East Connection and 23 – US 41 Highway North Connection) are undesirable for several reasons. These include understandability of schedules, difficulties in communicating with drivers (via dispatchers) in real time, and significant schedule adherence issues with these routes. At the same time, we are not as likely to receive feedback from those who are satisfied with this service pattern. The route deviation services will be further reviewed in light of the unfavorable feedback received to date.

7.11 Poorly Performing Routes

Several routes perform very poorly on a variety of measures. If they cannot be adjusted to improve their performance, their operating resources could be redeployed to improve services in more promising corridors. Routes which are poor performers include 12 – Howell, 13 – Downtown Trolley, 15 – East Connection, 16 – West Connection and 23 – US 41 Highway North Connection.

7.12 METS Mobility Costs

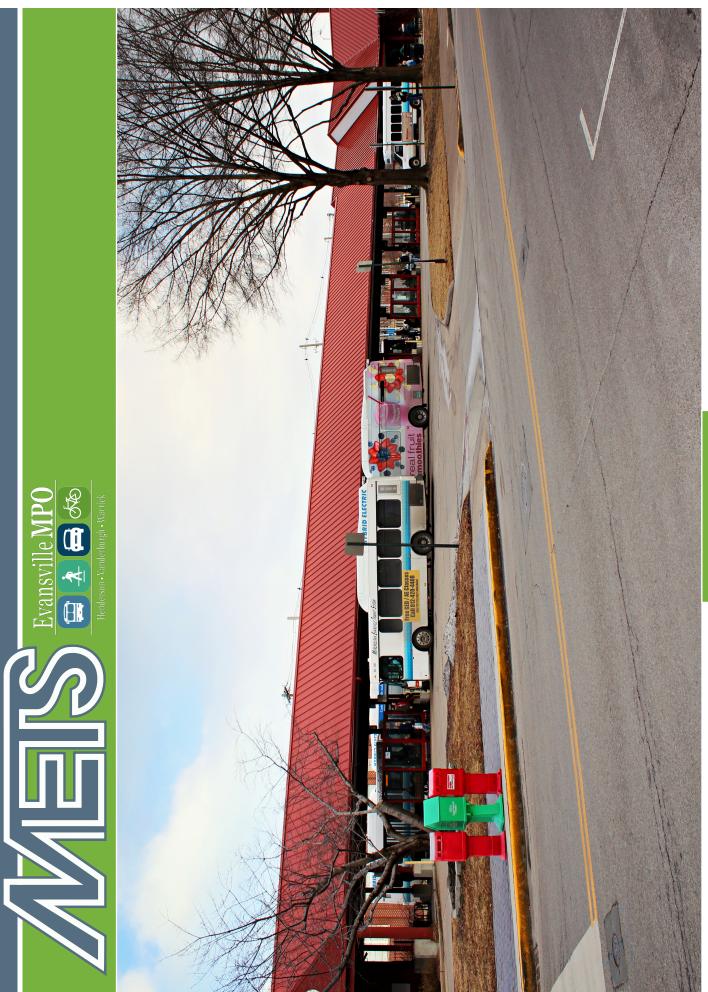
Between 2009 and 2013, the cost per passenger and subsidy per passenger on METS Mobility has increased at an annual rate of 9% and 14%, respectively. This trend of cost increases is not

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sustainable in the long term. In 2013, METS Mobility incurred 24% of the METS system's operating costs. Many of these costs are incurred by providing service not required by the FTA regulations (including those served within Evansville for a convenience fare, as well as for the County service).

7.13 Summary

METS provides fixed-route service in a cost-effective way, compared to peer properties. There are significant opportunities to further improve its service. Some of these opportunities include simplifying and rationalizing routes and schedules, making transit information more accessible and understandable, concentrating its resources in key corridors to encourage choice ridership, and enhancing staffing in areas such as route planning, scheduling, public information, marketing and training.





Memo

To: Seyed Shokouhzadeh, Rob Schafer, EMPO; Rick Wilson, METS

From: Michael Grovak, LochGroup

Todd Robertson, City of Evansville; Tony Kirkland, METS; David Goffinet, Eric

cc: Swickard, Matt Schriefer, LochGroup

Date: October 20, 2014

Re: METS COA – Ridecounts and On Board Survey

Introduction

Lochmueller Group (LochGroup) was contracted by the Evansville Metropolitan Planning Organization (EMPO) to complete a Comprehensive Operations Analysis (COA) of the Metropolitan Evansville Transit System (METS). A component of the COA project is to conduct an on-board ridership survey and ride check counts on all METS fixed-route service. LochGroup subcontracted with Labor Ready of Evansville to provide temporary workers to administer the survey and conduct the ride counts. Both the survey and ride counts were administered between Monday, September 22 and Friday, September 26. Each scheduled weekday trip (with four exceptions, noted below) was surveyed once on one of these weekdays.

Surveyors worked in teams of two. One distributed and collected the rider surveys, and one took the ridechecks. Routes were surveyed using either two or three six-hour shifts, depending on each route's schedule. A summary of each survey effort follows.

Ridechecks

The surveyors conducting the ride checks recorded the number of passengers boarding and alighting at each fixed route stop on one weekday. Surveyors noted the time a bus stopped for passengers to board or alight. They also recorded bus arrival times at select locations (primarily major intersections along a route).

The analysis of the ride counts (and onboard surveys) will be a key component of the findings for Task 1 of the COA. The ride checks will provide ridership levels on all fixed routes, including by route segment as well as by time of day. They also will show actual running times for route segments. This will be a key input for the scheduling analyses under Tasks 1.4 (Existing Route Review – Scheduling Elements) and 4.2 (Review and Improve Run Cutting) of the COA. The ridechecks will provide the necessary data to establish mid-route time points for driver schedules and public timetables.

Survey Results

Each survey instrument was identified with a unique serial number and LochGroup assigned a set of surveys to each route. This allowed for each survey to be tied to a specific route and shift time. This is important because it allowed surveys received by mail (mail back surveys) to be placed with the appropriate route.

LochGroup assigned 9,774 surveys, 2,912 of which were actually distributed by surveyors. It is a common business practice to "over assign" surveys to ensure there are ample surveys available for riders. Of the 2,912 surveys distributed, 1,008 complete¹ surveys were returned on board. Another 807 incomplete surveys were returned on board. The remaining 1,097 surveys were distributed to riders but not returned on board the bus. Some of these have been or will be returned by mail; however, it is not uncommon for on-board surveys to have a return rate of less than 5% on mail back surveys.

The 1,008 "completed" surveys represent about 14% of METS total farebox-reported ridership (7,418) for 2014.³ The ridecounts taken during the on-board surveys counted approximately 7,045 riders.⁴ The 1,008 completed surveys also represent a 14% response rate of the riders for the week. A typical on board survey has a response rate goal of 10%. The METS on board survey surpassed the 10% goal by 4%.

Six routes (Mary Tekoppel B, Lincoln B, East Connection, First Avenue / Stringtown (night only), USI-3 and the US 41 North) had completed survey returns which were less than 10% of ridership shown on the ridecounts. All of these routes were surveyed during the latter half of the week (Wednesday through Friday). Surveyors on routes surveyed later in the week mentioned many riders had already taken the survey on other routes and were unwilling to take it again. LochGroup instructed surveyors to stress that filling out a survey on a different route did not mean riders should not fill out another survey. This didn't seem to substantially increase rider participation.

Challenges

The METS survey had challenges typical of on board survey projects. Many of these were due to using temporary workers. Key issues, and how they were addressed, include:

- Customer Service A few instances were reported to METS of surveyors acting unprofessionally. Examples include yelling loudly on the bus and/or not being energetic about asking passengers to take a survey. LochGroup addressed these issues with each surveyor individually.
- Surveyor tardiness There were four instances of surveyors being late for their report time, which caused them to miss the first trip for the bus. These trips include the Washington B (night shift); First Avenue (12:15 6:15pm); USI Red Line (6:40am noon); USI Blue Line (7 am 2:30 pm); Shoppers Shuttle B (12:15 6:15pm). Run times and ridership counts were missed for these routes.

¹ A survey is considered "complete" if the respondent answered questions 1-7 completely.

² LochGroup is still receiving mail back surveys. A final count will be reported in the COA Final Report.

³ "Farebox Reported Ridership" was determined using the higher of average monthly ridership reported by METS GFI Farebox system for either January – April or January – July of 2014. Average monthly ridership was divided by 21.1 (for routes operating only Monday through Friday) or by 25.4 (for routes operating Monday through Saturday) to estimate average weekday ridership.

⁴ Reconciliation of riders boarding and alighting by trip is ongoing. Final totals will be provided in the Task 1 Report.

Surveyor absenteeism – There were several occasions where surveyors failed to call
in or show up for their assignments. This caused several assignments to be
rescheduled for the following work day. Surveyors who missed their work assignments
without notifying LochGroup before the shift were removed from the project.

Conclusion

The METS on board survey was successful. It was completed within the allotted timeframe. It also exceeded the 10% overall sample goal, even though a few individual routes did not achieve this goal. Tardiness and absenteeism did not significantly impact the survey effort and customer service matters were addressed in a timely manner.

Comments

Please return the completed survey to the surveyor.

You may also retun it by mail. To return by mail, this survey must be folded and securely closed by stapling or taping. It can then be dropped in any convenient mailbox (no postage required).

If you have any additional customer comments or questions about this study or the METS services please visit

> metstransitstudy.info or call 435-6166 Thank you







	WORK WALK	BUS	BUS	WALK	НОМЕ	
1.	Including this bus, h	•		ses wil	l you	
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	○ Walked/Wheelchair		locks	○ Ca	rpoole	d 😭
	Rode bike	" 5	ioeks	Ot	her, spe	ecify
	O Drove vehicle	_				
	O Dropped off	₹ →				
4.	Where did you get o	on this bus	?			
	Name of place					
	Cross Street #1					

Cross Street #2

CONTINUE INSIDE

Where are you coming from now?		
5. What kind of place are you coming from?	8. How will you get from the last bus to your final destination on this one-way trip?	15. Are you?
○ Work or work related ○ Other school (student only)	• •	46.11
○ Home	○ Walk/Wheelchair	16. How many days a week do you make this trip?
Shopping Social, religious, or personal business	○ Ride bike of ○ Carpool	○ 6-7 days/week ○ Twice per month ○ First time riding
College (Student only) Other, specify	Other, specify	○ 3-5 days/week ○ Once per month
5a. What is the name of this place or building?	O Drive vehicle	1-2 days/week Less than once a month
5b. What is the exact street address? (Please, provide the nearest cross streets if you do not know the exact address)	9. What is your age?	17. If bus service was not available, how would you make this trip?
Address	Under 16○ 16-18○ 19-24○ 25-34○ 35-49○ 50-64○ 65 or older	O Drive
Cross Street #1		○ Walk/Wheelchair よれ ○ Bicycle of
Cross Street #2 City Zip	10. Do you have a valid drivers license?	Ride with Friend Would not make this trip
Where are you going to now?	11. Are you?	18. What aspects of service do you feel needs the most improvement? (Check any that apply)
6. What kind of place are you coming from?	○ Employed fulltime ○ Employed part time	○ Making transfers easier ○ Improve pedestrian access
○ Work or work related ○ Other school (student only)	(Over 30hrs/week) (Less than 30hrs/week)	Start service earlier Increase frequency of
○ Home	○ Not employeed ○ Student	service
Shopping Social, religious, or personal business	Retired	○ End Service later ○ Add new route from
College (Student only) Other, specify	<u> </u>	\bigcirc Add Sunday service ${to}$
6a. What is the name of this place or building?	12. How many working vehicles are available to your	Other, specify
6b. What is the exact street address? (Please, provide the nearest cross streets if you do not know the exact address)	household?	19. On this ROUND TRIP (between the time you left home
	○ None ○ 1 ○ 2 ○ 3 ○ 4 or more	and will return home) will you(check all that apply)
Address		Go to work Go to school Go shopping
Cross Street #1	13. What is your ethnicity?	O Do other errands Buy a meal Visit friend/
	○ White/Caucasian	Other, specify or social event
Cross Street #2		
	Asian Native American	
7. Where will you get off this bus?	Hispanic/Latin American Other, specify ————	20. What was you estimated total household income last year?
		O less than \$15,000 O \$40,000-\$49,999 O \$100,000-\$149,999
Name of place	14. Was a car or other personal vehicle available to make this trip?	\$15,000-\$24,999\$50,000-\$59,999More than \$150,000\$25,000-\$34,999\$60,000-\$74,999
	Yes No	\$35,000-\$39,999 \$75,000-\$99,999

Cross Street #2











Appendix B – Unit Cost Calculations

Route Performance Statistics

Line Category 1 Operators Salaries and Wage 2 Other Salaries and Wages 3 Fringe Benefits 4 Services 5 Fuel and Lubricants 6 Tires and Tubes	Vehicle Operations (a) Vehicle Hour Costs 2013 2012 2011 s \$2,020,932 \$1,955,416 \$1,789,386 \$ 34,669 \$ 38,138 \$ 28,957 \$1,507,389 \$1,115,149 \$1,266,771		Total Modal Expenses Vehicle Mile Costs 2013 2012 2011 \$ 558,494 \$505,033 \$561,807 \$ 43,256 \$ 34,184 \$ 31,020
7 Other Materials and Supplies		\$ 281,755 \$ 178,545 \$ 220,223	\$ 10,250 \$ 51,161 \$ 51,025
Total Hourly/Mileage Related Costs Vehicle Hours/Miles Operated (Form S-1 Cost Hours/Miles	\$3,562,990 \$3,108,703 \$3,085,114 \$3,562,990 \$3,108,703 \$3,085,114 0) 93,292 95,260 90,948 \$38.19 \$32.63 \$33.92	\$ 1,552,580 \$1,286,106 \$1,430,648 1,317,450 1,456,704 1,372,129	\$601,750 \$539,217 \$592,827 Total Modal Expenses 2013 2012 2011 \$ 5,747,724 \$ 5,062,239 \$ 5,201,020 \$5,336,994 Fixed (Non Variable) Modal Expenses 2013 2012 2011 \$ 632,154 \$ 667,430 \$ 685,258
3 Year Average Cost/Hour or Cost/Mile	\$ 34.92	\$ 1.03	Peak Vehicles 24 24 24 Cost/Peak Vehicle \$ 26,300 \$ 27,800 \$ 28,600
	79% 81% 79%		3 Year Average Cost/Peak Vehicle \$ 27,600
	Demand Response Cost Vehicle Operations (a)	Vehicle Maintenance (b)	\$ 108.24 Daily Total Modal Expenses
Line Category	Vehicle Hour Costs 2013 2012 2011	Vehicle Mile Costs 2013 2012 2011	Vehicle Mile Costs 2013 2012 2011
1 Operators Salaries and Wage2 Other Salaries and Wages3 Fringe Benefits	s \$ 466,180 \$ 457,361 \$ 383,421 \$ 1,325 \$ 1,270 \$ 1,286 \$ 309,129 \$ 332,516 \$ 282,319		
4 Services 5 Fuel and Lubricants 6 Tires and Tubes 7 Other Materials and Supplies		\$ 39,951 \$ 66,885 \$ 86,237 \$ 86,970 \$ 56,099 \$ 74,848	\$239,354
		,, ,,,	
	\$ 776,634 \$ 791,147 \$ 667,026	\$ 369,616 \$ 320,025 \$ 357,033	\$ 257,893 \$ 232,221 \$ 256,126 Total Modal Expenses 2013 2012 2011
Total Hourly/Mileage Related Costs Vehicle Hours/Miles Operated (Form S-1 Cost Hours/Miles	\$ 776,634 \$ 791,147 \$ 667,026 0) 27,684 25,172 21,242 \$ 28.05 \$ 31.43 \$ 31.40	363,117 349,352 278,862	\$ 1,788,371 \$ 1,615,990 \$ 1,622,165 Fixed (Non Variable) Modal Expenses 2013 2012 2011
			\$ 384.228 \$ 272.597 \$ 341.980
	\$ 30.29	\$ 1.84	\$ 384,228 \$ 272,597 \$ 341,980 Peak Vehicles 14 14 12 Cost/Peak Vehicle \$ 27,400 \$ 19,500 \$ 28,500







Appendix C – Facilities and Equipment Review



I. Bus Garage and Maintenance Facility

A. Facility Description

The bus garage, located at 601 John Street, is METS' only location for bus storage and maintenance. The facility is also the reporting location for bus operators and the location for the METS administrative offices, including fixed route and demand-responsive dispatch/call taking. The facility is centrally located in an industrial/warehouse area of Evansville, about 0.75 miles from the downtown transit center. The facility is bounded by John Street to the north, Garvin Street on the west, Morton Avenue on the east and Sycamore Street on the south. It is within one block of the on/off ramps to IN Route 62/ Lloyd Expressway, which allows buses to get to/from outer terminals of most routes quickly.

The red brick building was constructed in 1987. It is about 37,000 square feet in size. The exterior of the building appears to be in good condition with little need for maintenance. The public and office entrance to the facility is located on John Street, where twelve visitor parking spaces are provided. Buses normally enter from Garvin Street (which is one-way northbound) and exit onto Morton Avenue (which is one-way southbound). The employee parking lot (about 55 spaces) is accessed from Sycamore.

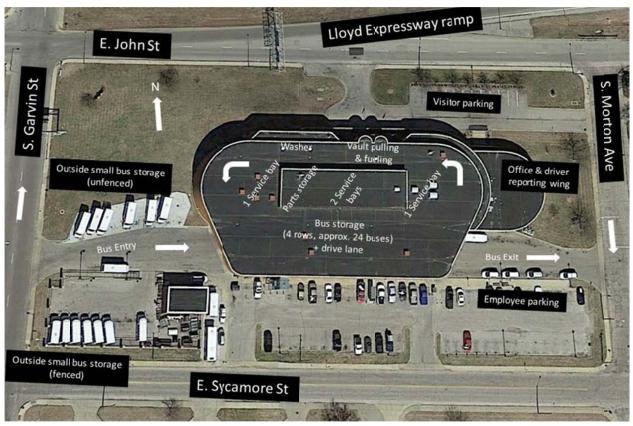


Figure I- METS Bus Garage and Maintenance Facility



The facility is an unusual shape, designed around the counter-clockwise flow of routine servicing of buses (farebox vault pulling, fluid check, fueling, and washing). Offices (including the counter for ticket sales and the driver room) are located in the low wing on the northeast corner of the building. Inside bus storage (used primarily for the transit bus fleet) is located on the south side of the main part of the building. Storage is linear, with space for four rows, each long enough for about six 30 foot buses (24 total), with an additional circulation aisle. Vault pulling and fueling facilities, and the bus washer, are located along the north wall. The four service bays, parts storage, and the mechanics' office are located in the center. There are no pits or built-in hoists; there are four sets of portable hoists.

There is additional bus storage located outside. This is used for the small buses and the "cutaway" style vehicles used for the demand-response service. There is space for ten buses in an area with a decorative wrought iron fence on the southwest corner of the site. Space for an additional ten was recently created by paving an area on the west side, north of the bus entry drive. This area is not fenced. Outside spaces are equipped for block heaters on the buses.

All parking lots and driveways appear to be in relatively good condition. There is attractive landscaping located on the front (John Street) side of the building and there is additional green space on the east side along Morton Avenue. Over 25,000 square feet on the northwest corner of the site is available for expansion, although there are fuel tanks under a portion of this.

B. Facility Constraints and Issues

When it was constructed, the bus garage/maintenance facility provided inside storage for the entire METS fleet which then included only fixed-route transit buses. Since that time, the demand-response operation (now branded as "Mobility"), which used to be contracted, has been brought in-house and has greatly expanded. Mobility now represents 30% of the fleet (15 vehicles), although all of the Mobility buses are the cutaway-style vehicle (most are smaller, i.e. typically 25 feet long). As a result, the Mobility buses, as well as some of the smaller fixed route buses, are normally stored outside. METS staff reports that on nights when snow is predicted a major effort is mounted to bring all of the buses inside by parking them in every space available in the garage, i.e. the circulation aisles and the maintenance bays. This is very inefficient; buses have to be moved out in the same order in which they were packed





into the garage.

In addition to storage issues, the maintenance area is also constrained in the type of vehicles it can service. The bus washer can accommodate only buses that are a maximum of 30 feet long due to tight



geometrics for entry and exit. It is not clear whether the maintenance bays can accommodate longer buses. These issues would need to be addressed to permit larger buses to be operated.





There are some other issues with the bus maintenance facilities which have been pointed out by METS staff:

- Better lighting is required in the maintenance area
- WiFi is needed to support a new generation of diagnostic equipment
- The interior is overdue for interior repainting to brighten up the facility

II. Transfer Centers

The current METS operation is served by five transfer centers. The transfer centers are located in downtown Evansville, two on the east side, one on the west side, and one on the north side of the City. The transfer centers range in type of facility and amenities provided.

A. Downtown Transfer Center

The METS downtown facility is located at 119 NW 6th Street in downtown Evansville. It was built in 1987. It provides an off-street location for buses to wait until their scheduled departure times and, more importantly, a convenient place for passengers to transfer between routes. Twelve routes stop at this









transfer center. There are sixteen "sawtooth" loading berths; the use of sawtooth berths allow routes buses to be assigned to specific loading berths, minimizing passenger confusion, because buses can enter and leave them without interference with other buses.

The facility includes a building which serves as the intercity bus station for Evansville. Greyhound moved into the facility as a tenant in 2007. There are three intercity routes operated by Greyhound:

- Nashville-St. Louis (Two daily trips each way, operated by the Greyhound company)
- Paducah-Louisville (One trip each way, operated by Miller Transportation)
- Evansville-Indianapolis (One trip each way, also operated by Miller Transportation)

The intercity station has a climate-controlled waiting room, a ticket window, customer restrooms, and an office. Two bus bays are assigned to intercity bus service. While these facilities are primarily for intercity customers, they are used, to some extent, by METS customers. The waiting room is open when Greyhound staff is on site: I I a.m. to 6 p.m., Monday-Saturday; Sunday and holiday hours are very limited. In the past the waiting room was opened at 6 a.m. by METS staff but this practice has been discontinued except during severe weather conditions.

The bus boarding area, used primarily by METS customers, consists of a linear walkway between bus boarding berths under the canopy (referred to as the "midway".) It has benches for waiting passengers



and windscreens. The facility provides reasonably good accommodations for passengers transferring between buses. While most passengers transfer quickly between buses, there are passengers who have to wait 20 to 30 minutes to transfer between buses.

The facility appears to be generally well-maintained; passenger amenities are adequate both inside and outside the facility. Landscaping surrounding the center is attractive. However there is no driveway lighting for the buses. The adequacy of lighting on the midway also is undetermined.



Issues with the facility include the fact that there are conflicts between passengers and bicycles on the midway. There have also been various problems with fairly serious vandalism, and other crime problems; a decorative water fountain had to be removed due to ongoing vandalism problems. There is a closed circuit TV installed onsite for security reasons; it is being upgraded to digital, which will improve the image resolution. This may make it easier to identify and prosecute lawbreakers.

Passenger information is minimal, consisting only of signs at the berths designating the route that stops at each (these include one of the few uses of route numbers; route numbers do not appear on buses. They are used on timetables, which emphasize the name of the route). There are no route maps or timetables posted. A large system map is posted and timetables are available in the Greyhound waiting room (when it is open). The facility is unusual in that the midway and bus boarding areas are at pavement height; normally transit facilities are constructed at sidewalk height (6 inches, or more) to make it easier to board buses by reducing the height of the first step (the only step on low floor buses). This is particularly helpful for wheelchair users greatly reducing the angle of the ramp for low floor buses.

B. Outlying Transfer Centers

The five outlying transfer locations, on the east, west and north sides of Evansville are shared use facilities in outdoor mall/supermarket parking lots. Passenger amenities are minimal. There is no signage and only one of the four locations has any METS provided passenger facilities. They are described as follows:

1. Lawndale Transfer Center (East Side)

The Lawndale Transfer Center is located in the Washington Lawndale Commons shopping center on S. Green River Road, south of Bellemeade Avenue. It is served by five routes: I - Washington, 2 - Riverside, 9 - Covert, I4 - Shopper Shuttle, and I5 - East Connection. This facility consists of three badly deteriorated shelters, very distant from any stores or other buildings. There is no lighting or



raised platform to distinguish the boarding area. The plastic panels on the shelters are almost opaque and need to be replaced with tempered glass; at one time it appears that the shelters were illuminated with advertising since there is an old electric service panel nearby. Due to the number of passengers boarding at certain times, three passenger shelters are most likely required.



2. Eastland Mall Transfer Center (East Side)

The Eastland Mall Transfer Center is located on the west side of N. Green River Road, south of Vogel Road. Four routes serve this transfer center: 6 – Walnut, 8 – Lincoln, 14 – Shopper Shuttle, and 15 – East Connection. Buses stop at the door at the back of the Mall; METS moved to this location, from the front door, some time ago at the request of the Mall owner. This has significantly extended travel time.



Further limitations imposed by the Mall include a requirement that buses are not permitted to stop at the door for more than four minutes. Thus, if a bus arrives, for instance, six minutes before it is scheduled to leave passengers must sit on the bus at the edge of the parking lot for two minutes until the bus is allowed to pull up to the door to so they can leave the bus. The present stop is particularly badly located for the 10 - Lynch Road route which has a schedule with very tight running time. As a result of the additional running time required by this relocation METS was forced to shorten the 10-Lynch Road route to not enter the Mall; passengers bound for the Mall are required to transfer to a bus on another route. METS personnel noted that it would be desirable for the 23 – US 41 route to go to Eastland Mall, but its running time is too tight to allow this. It turns at the Menards, a few blocks north. Overall, it would seem that the location of the Eastland transfer point is less than ideal for current METS operations.

METS Comprehensive Operations Analysis Technical Memo -Existing Conditions Bus Garage and Maintenance Facility Transfer Facilities



3. Schnucks Transfer Center (West Side)

The Schnucks Transfer Center is located in the parking lot of the Schnucks Pharmacy, on the west side of Rosenberger Avenue, south of Lloyd Expressway. It is served by four routes:, 5 – Mary Tekoppell, 12 – Howell, 16 – West Connection, and 17 – Mary-Howell (combined night route). At this site buses simply park out at the edge of the store parking lot with passengers walking across the parking lot between the buses to board. There is no shelter. METS has considered installing a shelter, although this has not been discussed with the owners.



This transfer point may not be ideal in that access to University of Southern Indiana (USI), a major destination, requires two transfers from downtown (three for passengers transferring downtown).

4. North Park (North Side)

The North Park Transfer Center is located in the North Park Shopping Center, located at Mill Road and First Avenue. It is served by three routes, 3 – Fulton, 4 – Stringtown, : 7 – First Ave., and 18 – Stringtown-First (combined night route). Similar to the Schnucks Transfer Center, buses park out at the edge of the store parking lot with passengers walking across the parking lot between the buses to board, with no shelter.



I. Existing Fleet

The Metropolitan Evansville Transit System (METS) directly operates all service with a bus fleet of 47 vehicles consisting of two types:

- 21 small (29 foot) standard diesel transit-type buses for the fixed-route service. All of these were manufactured by Gillig; 13 are diesel-electric hybrid vehicles while the rest use normal automatic transmissions. Most of these are low-floor buses (including one with a trolley-style body); the oldest six are high-floor buses.
- 26 "cutaway" type of buses, 12 of which are assigned to fixed-route service and the 14 others to demand-response service. All but one of the cutaway vehicles were manufactured by Ford (the one is a Chevrolet) and most are about 25 feet in length. Three are 30 feet long; these are in fixed-route service. All of the cutaways are diesel-powered, except one, which is CNG-powered; it is fueled at the Vectren fueling station, which is just north of the Lloyd Expressway near the garage.



Figure 1- Fixed-route Transit Bus Manufactured by Gillig

The agency has 13 non-revenue vehicles, including 3 for the Maintenance Dept., 5 for Administration, and 6 minivans for Bus Support, used by drivers making street reliefs (driver changes).





Figure 2 - Cutaway Vehicle Manufactured by Ford

METS fleet characteristics, including number of buses, average age, general condition, and spare ratio were compared with peer properties in other cities based on 2012 National Transit Database (NTD) data. The peer properties were selected because they are similar to METS in terms of size (peak buses required) and comparable ridership levels and they operate within the same geographic region as Evansville.

The peer properties are:

- Fort Wayne Public Transportation Corporation (IN)
- Rockford Mass Transit District (IL)
- The Tri-State Transit Authority-Huntington, (WV)
- Clarksville Transit System (TN)
- Belle Urban System- Racine (WI)
- South Bend Public Transportation Corporation (IN)
- Springfield Mass Transit District (IL)

A. Size of Fleet

At the time of the NTD report tabulations, there were 49 vehicles in the METS fleet, consisting of 34 fixed-route vehicles and 15 demand-response vehicles. The vehicles operated by METS vary in their capability to meet ridership demand, depending on the service type (fixed-route or demand-response) and type of vehicle used.

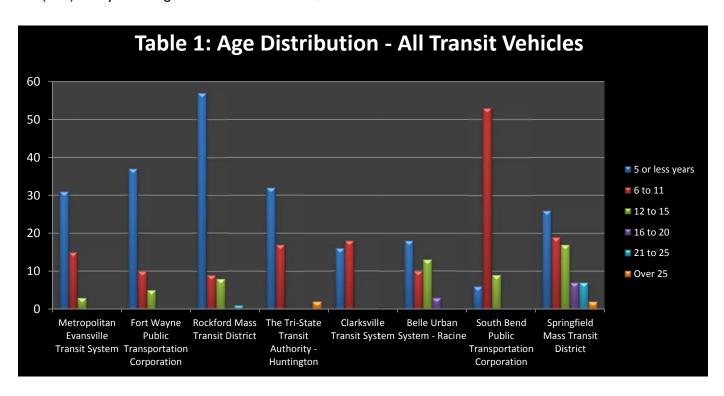
¹ Two older transit buses have since failed and have had to be removed from service; a new replacement was very seriously damaged in a collision shortly after entering service and is not on the active roster pending repairs, which are anticipated to be lengthy.



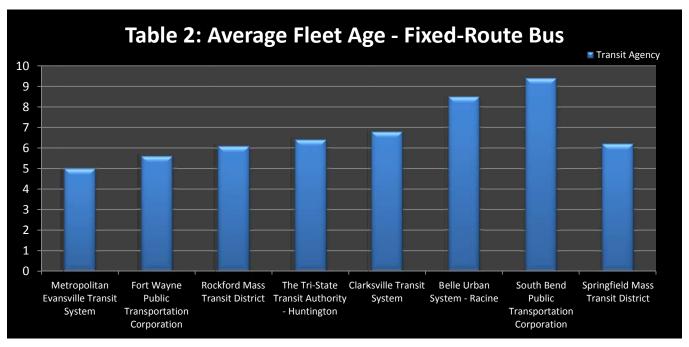
B. Age of Fleet

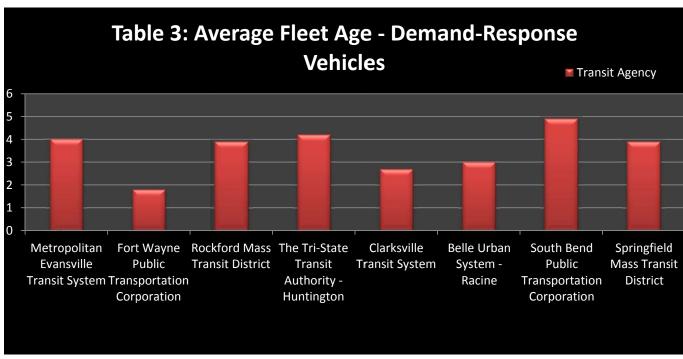
The average age of the vehicles operated by the METS is 5 years for fixed-route buses, and 4 years for demand-response vehicles. Small transit buses are typically designed for a life span above 10 years (as expected by the FTA), while cutaway vehicles are only expected to last 7 years. Most fixed-route vehicles are 5 years old or less, with 30% of the buses between 6 and 11 years of age and only three vehicles over 12 years old, making the rolling stock the newest among METS' peers. The age of the demand-response vehicles is the third highest among the peer agencies, however.

Peer agency statistics in this area vary widely. Fort Wayne and Rockford show a similar age profile (although Rockford has many more new buses), but there are more buses that are older in South Bend's fleet. The Springfield fleet seems to indicate that new buses are ordered as older buses break down as the age of their fleet does not vary widely and they have the highest percentage of buses over 16 years old (15%) of any of the agencies. Refer to Tables 1, 2 and 3.





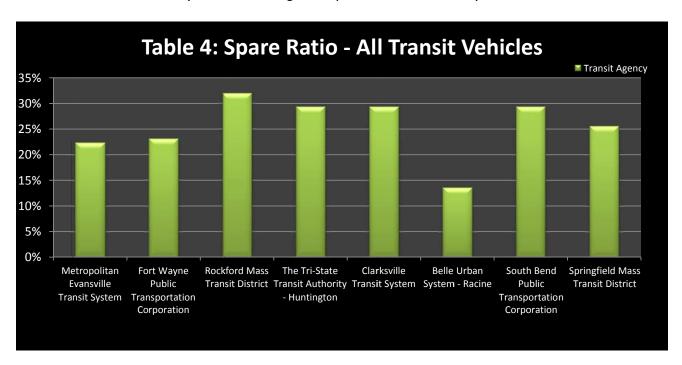






B. Spare Ratio

As indicated in Table 4, METS has an overall spare ratio of 22.4% (based on the NTD data). Compared to peer agencies, the ratio is in the lower half, with the Rockford Mass Transit District having the highest spare ratio at 32.0% and Belle Urban System (Racine) having the lowest at 13.6%. METS has lost two vehicles since the NTD data was reported, dropping the spare ratio to 19.1%. The FTA generally does not like to see a spare ratio above 20%, so Evansville is near the maximum for that number. Larger agencies tend to have a lower spare ratio than smaller agencies, due to more robust maintenance staffs and facilities allowing them to get disabled buses back on the road faster. Due to the relative newness of the fleet, however, METS may not need as large of a spare ratio as it currently has.



C. Vehicle Size and Seating Capacity

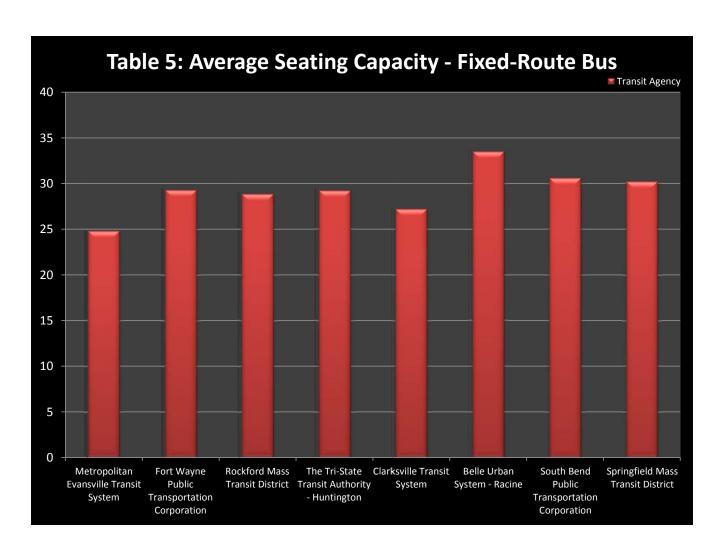
Evansville has the lowest average seating capacity on their fixed-route buses of any of their peers, at 24.8 passengers.² This is because the majority of the METS fixed-route fleet consists of 29 foot buses manufactured by Gillig, with the rest consisting of cutaway vehicles. Management has identified a need to add larger (35 foot) buses to the fleet; the garage will need to be modified to accommodate larger buses. Newer buses in the fleet have the lowest capacity due to vehicle design, so overall bus capacity has gone down as newer buses have been purchased. The oldest Gilligs in the fleet are high floor buses and have a capacity of 29 seated and 43 standing passengers, a total of 72 passengers (there are now only six of these remaining in the fleet). The rest of the Gilligs are low floor buses, which have 26 seats.

² Note that the Belle Urban System - Racine number is skewed by the fact that it operates a high capacity transit route to Milwaukee using coach-type buses which have greater capacity than vehicles typically used for fixed-route transit.

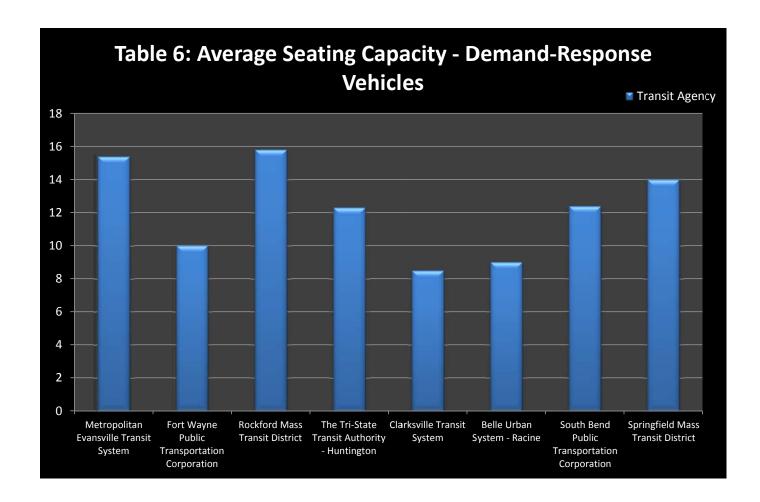


The earlier ones are hybrids, which are only supposed to carry 7 standees, because of their lower weight limit due to the added weight of the batteries used for traction power. This results in a total capacity of only 31 passengers, an extremely low number, especially compared to their peers as shown in Table 5. The newest Gilligs in the fleet, purchased since 2012, are not hybrids and can accommodate 19 standees, a total of 45 passengers.

METS' demand-response vehicle fleet, on the other hand, has some of the highest seating capacities among their peers with an average number of 15 seats. Refer to Table 6. This is due to the type of vehicle that METS operates, a large cutaway vehicle. Since some of the cutaway vehicles were intended to supplement the Gillig transit buses in the fixed-route fleet, their seating capacity is higher than normal Some of the cutaway buses are longer than the Gillig transit buses. Thus, you have a situation where the fixed-route fleet and the demand-response fleet of METS are closer than its peer systems in passenger capacity.

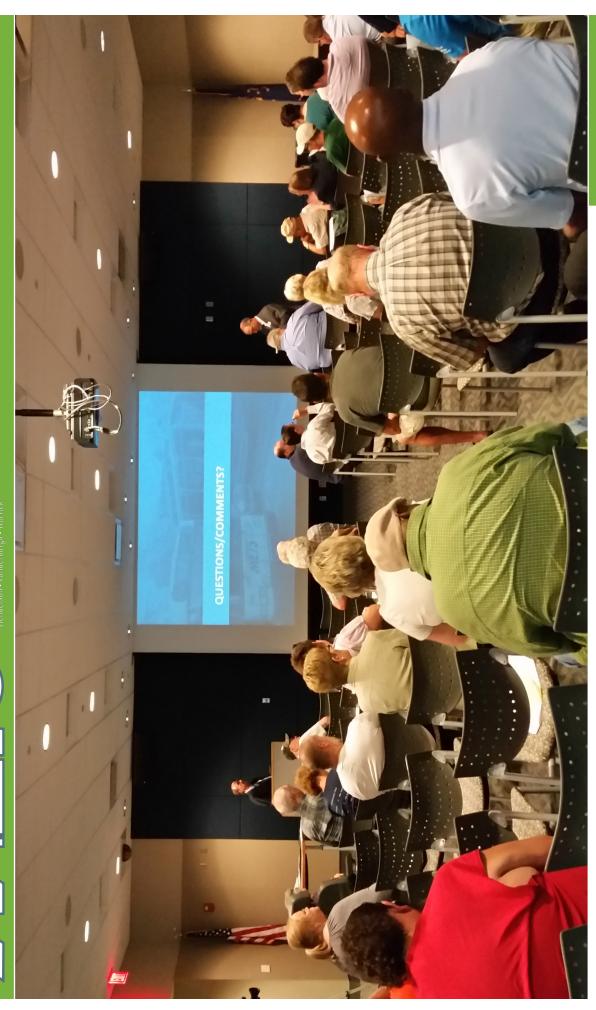






D. Overall Condition of Fleet

Overall, the condition of the METS fleet is good. However, although the number of vehicles as compared to ridership levels is adequate, the seating limits of those vehicles hamper the ability for the system to expand capacity without purchasing new vehicles. As additional fleet purchases occur, it would make sense to modify the garage to accommodate larger buses. If 30 foot buses continue to be purchased, specifications should be modified to allow more standees. An example would be the New Flyer Midi which can carry 24-27 seated, and 26-30 standing passengers, depending on the number of doors. Purchasing buses longer than 30 feet would of course increase capacity more dramatically. In terms of age of vehicles, the overall age of the fixed-route vehicles is excellent. Given the aging nature of the demand-response vehicles, however, it would be appropriate to concentrate future rolling stock purchases on demand-response vehicles.



Appendix D – Stakeholder Meeting Input Summaries

METS Comprehensive Operational Analysis

Employment Services Stakeholders Meeting

9 a.m. Monday, Aug. 25, 2014

Bob Warren, Evansville Convention and Visitors Bureau
Jim Heck, Work One
Debbie Bennett-Stearsman, Economic Development Coalition of Southwest Indiana
Greg Wathen, Economic Development Coalition of Southwest Indiana
Joshua Armstrong, Southwest Indiana Chamber, Downtown Alliance
Kim Howard, Southwest Indiana Chamber, Southwest ISBDC
Christy Gillenwater, Southwest Indiana Chamber

ITEMS DISCUSSED:

The Lochmueller Group led discussion with representatives of Evansville-based employment service organizations to obtain their perspectives on the present METS bus service and how it could be improved to help employers, employees, and individuals looking for employment. After a brief overview of the COA project and a general overview of METS, attendees asked several general questions about METS service to get a better understanding of the system. They then mentioned that there are businesses looking for employers and individuals who are searching for work, but the timing of routes is insufficient for many people to use the bus to get to work. This included buses that do not run during 2nd and 3rd shifts, inconsistency on when a bus arrives at a particular location, and buses arriving too early or too late to places of work.

Route and Schedule Information

- Are the route maps and descriptions easy to find?
- How was the original route system laid out? How often does it change?
- One person noted that the overall route map did not include the 41 route. They asked how often the maps are updated.
- Someone mentioned the Uber app that provides rideshare and taxi information. It was noted that an app would go a long way in increasing ridership.
- One person noted that in order to fully understand each route, one would have to go to the individual route map and description.
- Someone noted that the bus stop signs don't show route or direction (toward downtown/away from downtown).
- One person noted that the Trolley route circles around a lot and would be better if it just made a
 straight line and/or larger loop. The map shows it spinning around a lot which is confusing.
 Further, consideration should be given to developing a Trolley route that would provide riders
 access to entertainment destinations (museum, zoo, LST, casino, etc.), hotels and the airport,
 especially on weekends.
- Someone mentioned that riders/workers cannot understand the routes.
- It was asked what type of software was used for route scheduling. Someone suggested contacting United Leasing for insight on route scheduling.

Employment-Related Needs

- Someone noted that 70% of Toyota workers come from Vanderburgh County and up to 1,000 employees would ride a bus if it was available to Toyota. The Georgetown Toyota has a private bus service that gets people to work from Louisville and Lexington.
- It was noted that some discussion has taken place to run a METS bus to US 41 at I-64 and have a Ride Solutions bus run from this point to Toyota. However, Ride Solutions does not seem interested in accommodating this.
- It was noted that Toyota, Berry Plastics, Ameriqual, hotels along US 41, etc. all need workers.
- Several noted that there are plenty of people who need jobs and jobs available for those people, but they cannot get to those jobs.
- A general question was asked of the group, "does transit really matters for employers?"
 - Yes, now and definitely in the future as millennials move into the area or to attract more millennials.
 - o Yes, reliable transit could help some people get out of generational poverty.
 - Yes, having transportation options is the biggest issue for individuals coming to WorkOne.
 - o Not sure if there is enough need to move to change. That is, the political will must exist and there is uncertainty whether the need is significant enough to drive the will.
- It was noted that businesses need to speak up and note the need in order to make a change.
- Throughout the meeting, it was noted that businesses and industry would likely contribute funds to assist in increasing service.

Route and Schedule Suggestions

- Are there any special routes now or planned? For example, from the airport to downtown?
- Are there any legal requirements for walking distance? Do the routes need to be a specific distance apart?
- One person asked if this project would result in changing the routes. Would there be any push back (political, from the public, from existing riders, etc.)?
- Who makes the determination on if and when a route changes? What's the process?
- Is there any thought on scrapping all of the routes and starting over?
- Someone else noted that improving/increasing service along Washington Avenue would also be a good start. It would create a connection between the IU Medical School, St. Mary's, Schnuck's on Green River, and Washington Square Mall.
- One person noted that in order to get more people to ride the buses, there needs to be stop times at specific locations.
- One person noted that the Trolley only runs from 6:15 AM to 6:15 PM, which is not convenient for some people who work downtown.
- It was noted that if a route would run to Toyota, it would need to run around the clock to be used by all shifts.
- One person noted that there is no Sunday service, and Saturday and weeknight service is very limited
- Someone noted the need for a route that would get people easily from downtown to Franklin Street.

- One person noted that the Trolley route does not go to places of work.
- It was noted that many more people could get to work if there was better transit. Rural service to Toyota would help people from Vanderburgh County.

Funding and Revenue

- Who pays for the buses? Does it come from the fare box or the city or both? How did Grand Rapids pay for their upgrades? (N.B. a number of Evansville business and community leaders recently made a trip to Grand Rapids (Michigan) as part of an Inter-City leadership trip. The Grand Rapids system recently was chosen in 2014 as the nation's outstanding transit system by the American Public Transit Association.)
- Several noted that many businesses/manufacturers would probably contribute funding if the bus system would help their employees and potential employees get to work. Is there a "formula" out there that helps arrive at a cost and contribution amount?
- Will this project make a recommendation for public/private partnerships?

Choice Ridership/New Markets

- Why can't the Trolley be used for special events?
- Have the elected officials, business owners, etc. ever ridden the bus? Do they understand what it takes to use the system?
- It was noted that generating a habit of riding the bus for USI students would be a good place to start to see change.
- It was noted that a stakeholder meeting involving business, industry, economic development <u>and</u> elected officials would be beneficial to raising awareness.
- What is the incentive to riding transit?
 - o Time savings?
 - o Cost associated with driving and parking?
 - o Is it socially attractive to ride?
 - o Is environmental stewardship an incentive?
- It was noted that there is too much free and convenient parking in Evansville to increase bus ridership. In other cities, the cost of parking and/or location of parking garages makes riding the bus more convenient than driving.

Other Comments

- One person stated that METS has been doing better with maintenance of the buses. They have not seen as many buses breaking down as they once did.
- It was asked if there would be any consideration for a Regional Transit Authority and Plan. Someone noted that Posey County applied for a transit study. It was also noted that there would need to be cooperation between counties. METS cannot just drop riders off at the county line. Either surrounding counties need to assist or METS needs to run further into neighboring counties. It was felt that surrounding counties would support a regional transit system.

METS Comprehensive Operational Analysis

Faith-Based and Social Services Stakeholders Meeting

2 p.m. Monday, Aug. 25, 2014

Mark Rigney, CAJE
Robin Forney, Catholic Charities
Katie Kemmerlin, Aurora
Danette Romines, Aurora
Regina Denu, Ozanam
Kimberly Hale, Ozanam
Amy Rich, Patchwork Central

ITEMS DISCUSSED:

The Lochmueller Group led discussion with representatives of faith-based and social services organizations to obtain their perspectives on the present METS bus service and how it could be improved to help the people that they serve. The meeting started with a brief overview of the COA project and general overview of METS. The group was then asked about the importance of transit to the individuals they serve and their thoughts about the bus service. The group mentioned that the low-income and homeless individuals in Evansville rely heavily on the bus service. Those that use the service to get to and from work also need it to get to child-care providers, to the grocery store, and to other everyday needs. Those that require assistance from social service organizations utilize the bus to go between organizations and get to appointments. The meeting ended with a general discussion about improvements that would benefit those that rely on transit.

Routes/Schedules

- It was noted that some North High School students have a difficulty getting to school. There are also issues with getting students from North to Ivy Tech or other locations that provide coursework for high school students. Parents also express an inability to attend after school functions at North because of lack of evening service.
- One person believes that transportation was not considered when North was built that far north.
- It was mentioned that some individuals have no options for transportation on weeknights or Sundays because most buses do not run in the evenings and none run on Sundays.
- One person noted that most routes run east-west and very few run north-south. This makes getting to some location tedious.
- It was noted that most buses stop just once an hour and some once every half hour. Even half hour intervals are not convenient. More frequency is needed on specific routes.
- One attendee noted that it takes too long to ride the bus to some places, especially to the north.
- Attendees noted that the Trolley route has changed over time. It used to be a straight shot to downtown, but now it's a winding route. They also noted it does not run as often as it used to.
- Further, a single route that provides service to pickup and other supportive services would minimize impact to persons with assistance needs.

- One person mentioned that METS needs a direct link to the Women's Hospital at Deaconess Gateway. They mentioned that one person was transported by ambulance to the hospital, but were unable to get home after they were discharged a few hours later.
- It was mentioned that some routes are confusing to some people. You really have to use the system often to completely understand it, and even then some routes are confusing.
- Someone mentioned that the Trolley was confusing. The route is "pretzel shaped" and not easy to understand.
- One person mentioned that METS relies too much on word of mouth and does not have interest in advertising.

Bus Stops/Transit Facilities and Vehicles

- One attendee mentioned that the only transfer of any size is the downtown terminal station. All others are very limited in size or shelter.
- Attendees were asked if a 5 minute walk (approximately one-fourth of a mile) was reasonable to get to a bus stop. They noted that a 5 minute walk was ok unless it was a family with children or during periods of extreme heat. They also noted that long walks to the bus stops or long waits at the stops can be problematic for grocery store trips when people purchase perishable items.
- They also noted that the distance to walk to a bus stop depended upon the presence of sidewalks. A 5 minute walk or longer is ok when there are sidewalks, but too long if there are no sidewalks.
- It was mentioned that many buses are largely empty and that full size buses might not always be needed. There could be a savings if smaller buses are used.

Fares/Cost

- Representatives from Ozanam mentioned that they serve 100% low income and homeless individuals and typically 15 to 20% have a vehicle. Transit is vital not only for work, but also to get to child-care providers, medical appointments, etc. Limited evening and weekend service is a burden for many of the persons they serve as well.
- The nature of riding longer trips having multiple transfers means the expense can increase enough to impact persons with limited money
- One attendee suggested that METS Mobility is needed for medical appointments and social services. Someone else the possibility of having a route that specifically connects social service organizations such as ECHO, CAPE, and WorkOne as well as the YMCA.
- It was mentioned that Homeless Connect provides no cost bus service to the homeless on specific days. Free bus service is also provided to everyone during Ozone Alert Days. Notification of special free days only occurs by word of mouth.
- METS will only take one dollar bills

Employment/Low Income

- Once persons with limited means establish some level of a "home" the service is so cumbersome
 that they will only look so far away to find work, thus avoiding the risk of being unreliable for
 getting to work
- It was mentioned that low income individuals and families rely on the bus not only for work, but for childcare, medical appointments, and social services that they need. Using the bus for

- service to childcare can mean getting up as early as 4 a.m. to get to the bus in time to get children to daycare in time so the rider can make it to work by 8 a.m.
- It was mentioned that low income families are often overwhelmed or stressed from daily activities. A two hour bus ride adds to that stress. People often have to run to the bus after one appointment just to make their next appointment.
- One person had a thought that rather than providing transfers from one bus to another, there should be a time limited pass. For example, instead of paying for one bus, getting a free transfer, and then paying for another bus to get to a location, you can use a two or three hour limited pass to use the buses you need to get to where you are going.
- The 30-day pass @ \$60 is excessive for persons with limited means also what about a day or week pass option
- It was noted that students have to buy student passes. A parent is not allowed to buy a pass for their child without the child present.
- Someone mentioned that workers have difficulty getting to and/or from work because the buses don't run during 2nd and 3rd shifts.
- One person noted that childcare services are very important for low income families. Buses must provide access to childcare services. Children must be dropped off before work.
- It was mentioned that the routes need to connect people to jobs. Specific examples included Tropicana Evansville and Lynch Road.
- Some mentioned that people often have to find housing before finding a job to make sure they have access to the bus. It was also mentioned that some people require housing that accepts vouchers and cannot choose the area of town they want to live.
- It was also noted that the amount of time needed to get to work on the bus, especially with multiple transfers, actually leads to people not applying for jobs too far from the shelter

METS Mobility Service

- One person noted that METS Mobility only assists people with specific needs. Those needing to get to a doctor appointment who do not meet that requirement cannot use METS Mobility buses.
- One person mentioned that the para-transit service is inconvenient for the disabled. They provide a one hour window of when they will pick you up, and if you are not there when they arrive, they will not stay and wait.

METS Comprehensive Operational Analysis

Educational Stakeholders Meeting

9 a.m. Tuesday, Aug. 26, 2014

Tamra Marx, Harrison College
Amber Embrey, IU School of Medicine
Mark Thompson, Evansville School Corp.
LaNell Lucius, Ivy Tech Community College
Katherine Cyphers, Ivy Tech Community College (Student Govt. Assn.)
Farshad Mosheybar, ITT Technical Institute

ITEMS DISCUSSED:

The Lochmueller Group led discussion with representatives of Evansville-based educational institutions to obtain their perspectives on the present METS bus service and how it can improve that bus service to their schools. Attendees spoke of the need for improved safety, simplification of route structure and increased service to schools. None of the professionals had made a habit of riding the bus in Evansville, although a student representative from Ivy Tech did say she rides the bus. Several mentioned they had ridden the bus just one time. Amber Embry, of IU School of Medicine, said she would like to see METS improved in a big way so that all medical students from phlebotomists to nurse practitioners would ride the bus. "Do the whole kit and caboodle and put Evansville on the map for its bus service," she said.

Safety

- One member of the Ivy Tech Student Government Association said she did not feel safe riding the bus after dark, but did ride it during the day.
- Lack of cover at bus stops, lack of sidewalks, areas with no lighting, and lack of security call boxes create unsafe conditions, according to several at the meeting.
- Shuttle on Route 41 at the new high school stops on the wrong side of the road, and students are advised not to use it for safety reasons.
- One woman noted she'd witnessed a bus on Barker Avenue dropping off a group of kids in the
 middle of the street and said she'd feel unsafe letting her children ride the bus if they
 disembarked in that manner.
- One woman said when she thinks of METS, the word "dirty" comes to mind with trash around the depot. "I don't want to walk through an overflowing trash can to get on a bus," she said.
- The same person admitted she would be afraid she'd become a crime victim if she rode the bus. "I wouldn't feel safe getting off with no sidewalks, no street lights and no security button."
- A man said, "I would ride the El in Chicago and feel safe at 4 a.m. I wouldn't want my wife riding here at 5 in the afternoon." He added that a police presence would be helpful at the downtown transfer station.
- One person said that since those expressing safety concerns were not bus riders, they were expressing what they *perceive* as a lack of safety. "Those who ride the bus, may not have these ideas," she said.

• LaNell Lucius of Ivy Tech said a student at the school had designed a shelter for the bus stop on First Street, and the school had agreed to build it, and was awaiting approval from the city. Even though Ivy Tech will pay for its fabrication and installation, there was a "hang up" on the city's part on Ivy Tech's desire to display its logo on the shelter.

Route Simplification and Service Quality

- Several expressed dismay at the confusion of the routes. Mark Thompson of the Evansville School Corp. said that principals have stopped trying to interpret the bus routes for the students due to their time-consuming complexity. He said 60 percent of the students in the Evansville School Corp. are receiving free or reduced meals, which means they are in a lower income bracket. He said that population would like to be able to rely on bus service. He said the most school corporation employees own a car, but that he would ride the bus if he knew there was reliable service. He would like to see buses serving the schools and a shuttle going downtown. Students could also stay for evening extra-curricular activities with added evening bus service.
- Tamra Marx of Harrison College said Harrison students have trouble figuring how to ride the bus. In the past, when she would help students figure out the bus system, the bus schedule pamphlet would have to be corrected due to undocumented changes. She said one student, who has used the bus for years, says it takes her two hours to get to campus because of transfers.
- Farshad Mosheybar of ITT Technical Institute said that evening service would be a big plus for ITT, because the majority of classes there are in the evening.
- Several expressed a need for a higher level of service so student riders could get to class on time. "It's a big challenge to get to class on time. They have to get up super early because of all the transfers," one said.
- Amber Emberly, IU School of Medicine, said the medical school gets students from all over the country. "They come from places where everybody rides the bus. Here they are confused, and there is a stigma to riding it." She would like to see the shuttle bus route from the Walmart to the medical school run more than three times a day.
- LaNell Lucius said adding service between Henderson and Evansville would be helpful. Ivy Tech students, many of whom do not have cars or drivers licenses, could use extended evening service and quicker transport, also.
- As of 2017, Ivy Tech students taking medical classes at MERP will need to be shuttled to Ivy Tech for their regular courses.
- Two attendees mentioned parking issues for the University of Evansville (UE) and University of Southern Indiana (USI), which could be eased with better bus service.

Monthly Passes

- One person said the monthly passes should be much cheaper than \$60.
- Monthly passes should be available at sites other than the METS office. Ivy Tech is an example of where riders should be able to purchase them.

METS Comprehensive Operations Analysis

Health Care Stakeholders Meeting

2 p.m., Tuesday, Aug. 26, 2014

Wyeth Hatfield, Echo
Angie Higgins, Easter Seals Rehab Center
Shawn Zuber, Welborn Baptist Foundation
Brad Dotson, Ivy Tech
Merrill Bradford, Southwest Indiana Chamber
Lynn Miller Pease, Leadership Evansville and VOICE
Nate Hahn, Evansville Regional Airport
Roberta Heiman, Trails Coalition

ITEMS DISCUSSED: The Lochmueller Group led discussion with representatives of Evansville's healthcare community to obtain their perspectives on the present METS bus service and how it can improve that bus service to the people they serve. Also attending were people not connected with health care but who were unable to attend at other times. Safety, scheduling, increasing bus service and the need to do extensive marketing of an improved METS, were all discussed. Roberta Heiman, of the Trails Coalition, said she had and filmed bus stops around Evansville. After her tour, she came to believe improvements were needed. "It is not an attractive option now," she said.

The Burkhardt Street bus stop at Walmart is an example of the problems she encountered. She said a sidewalk added from the stop to the Walmart parking lot would be helpful. When it rains, riders must cross a stream of running water, and when it snows they walk through a snowy field. Many bus stops have no lighting and no shelters. Some have no benches. She said one bench was extremely slanted. "I dare you to sit on it," she said. The location of stops should be reviewed, also. She also recommended trash cans to be placed at bus stops to stop littering.

ALSO IN ATTENDANCE: Tony Kirkland (METS); Seyed Shokouhzadeh, Rob Schaefer, Kari Akin (EMPO)

Safety

- Wyeth Hatfield, of Echo, said one of the doctors he works with rides the bus. He cited the need for more bus stop shelters and benches. Several other attendees mentioned this, also.
- Angie Higgins, suggested curb cuts and sidewalks for better wheelchair access. She suggested
 making bus stops more accessible would take pressure off the mobility service by encouraging
 people to use the fixed route system. She suggested promoting and advertising the fixed route
 system as faster than the mobility service.
- Lynn Miller Pease, of Leadership Evansville and VOICE, also noted many bus stops have no
 sidewalks or shelters, but those improvements should not all be left to METS. She suggested
 encouraging civic groups and merchants to improve certain bus stop areas so bus riders will

- "have a fantastic place to wait. If there is a real need and they understand it, they might take this particular bus stop on," she added.
- Roberta Heiman suggested working with developers to add such improvements when designing and building new stores or offices.
- Nate Hahn, of the Evansville Regional Airport, suggested having what some cities have that is called a "drunk bus" to transport people so they don't have to drive after partying.

Route simplification/Increased service

- Brad Dotsin, of Ivy Tech, said a three-hour bus ride with two transfers from uptown to Ivy Tech is unacceptable. He said that Ivy Tech is a driving force of the economic community and needs better bus service. He noted that METS in some cases has not been very friendly to its customer base and that using the bus is a last resort that is considered almost a "sentence." Changing the negative stereotype of taking the bus is going to have to be a community-wide effort.
- He added that the bus token program for people he works with needs improvement.
- Angie Higgins noted that one staff member walks a great distance to get to the group home where he is employed, but even so, walking is a quicker trip than taking the bus. "In three hours you can be in Indianapolis. Who has three hours to get anywhere that is close?" she asked.
- Lynn Miller Pease asked for "a clear way to find out when the bus will arrive at the bus stop."
- Wyeth Hatfield said he had tried to help someone figure out which bus to take and the whole routing schedule needs to be simplified and clarified. "It's tricky," he said.
- A boost to the economy will occur with new medical students coming in, but these students will need increased transit service, said Roberta Heiman.
- Attractions downtown should be served by a bus during evening hours.
- Merrill Bradford, of the Southwest Indiana Chamber of Commerce, would like to see Evansville public transit become part of the fabric of the community. "With the young people I work with, the idea of public transit is so attractive to them," she said. There is a sense of community in taking public transit in places like Chicago or Europe, she added. "Young people crave that. But here it's not attractive. A lot of the problem is the lack of punctuality, the difficulty in understanding the system, the need to promote it to the community, improving the waiting facilities. There is an aesthetic component to making the system welcoming."
- If an app is added, add a place to lodge a comment or complaint.
- Online access to routes and planning. Nate Hahn suggested a digital display at Ivy Tech to show the location of the bus.
- There is a rehab center which runs its own private transportation. There is a covered stop in front of the rehab center, located at Bellmeade and St. Mary's Drive.

Promotion

- One person cited "the green side" and the financial savings of riding the bus and that METS should use that aspect to promote bus use. If public transit is a part of the community and not seen as a last resort, use will snowball, encouraging more and more community members to ride.
- Roberta Heiman suggested a public promotion featuring the positives of using the bus over auto travel. "We need to convince people that it's a great use of our public dollars," she said.

• Shawn Zuber, of the Welborn Baptist Foundation, said that METS should feature its new services with "a fairly robust promotional campaign." Featuring people like the physician who rides the bus would be a good example of how METS could promote the bus system. "Ride the bus and ride with the doctor," someone added.

Other thoughts

- Roberta Heiman suggested METS work with other groups to make Evansville a walkable and bicycle-friendly community. She would like to see a METS representative assigned to this.
- Roberta Heiman suggested a METS board to address problems. Wyeth Hatfield also thinks a
 METS board is necessary because revamping the system will take longer than five years and
 long-term continuity would come with a METS board, representing different segments of the
 community.
- Wyeth Hatfield said some elderly people who ride the bus must rent a cab to haul their groceries home once a month, even though they are regular bus riders. If there were a way for them to ride the bus with a load of groceries, that would be a cost savings.
- Roberta Heiman suggested an arrangement between the city and school corporation to transport older children to and from school.
- Land use in Evansville needs to be better coordinated with transportation. Many issues with METS service are due to dispersed land use patterns.
- Some drivers do not welcome riders; riders are ill-treated. METS needs to address this issue.

Governmental and Quasi-governmental Agencies Stakeholders Meeting METS Comprehensive Operations Analysis

9 a.m. Wednesday, Aug. 27, 2014

Katy Kruse, Evansville Rescue Mission Rick Moore, Evansville Housing Authority Tim Martin, Evansville Housing Authority Kelly Barnett, Evansville ARC Michael Halling, SWIRCA

ITEMS DISCUSSED:

The Lochmueller Group led discussion with representatives from Evansville-based governmental and quasi-governmental agencies, whose clients are often homeless, lower income, elderly, or disabled. Many of the people they serve depend on the transit system for transportation. Attendees spoke of the need to lessen wait time, simplify scheduling, add late night service for third-shift employees, and improve the public's image of the bus system. Long wait times for the mobility service were considered unacceptable. One attendee's perception of METS was a bus system plagued with inefficiency and long waits. "People think it's just for poor people, that there are certain shady characters on the buses," he said. "Some of our older clients are fearful of using the bus."

ALSO IN ATTENDANCE: Rob Schaefer (EMPO)

Wait Times/Scheduling

Kelly Barnett, of Evansville ARC, cited two-hour wait times for those with disabilities using the mobility service. "I don't know how I would run my life, if I had to wait like that," she said. She and others mentioned that the drivers for the mobility service do an excellent job in caring for the people they serve. Michael Halling added the long wait times for the elderly and disabled are "extremely problematic". Two examples he gave: someone with COPD, waiting out in the heat is "torture"; and those with cognitive impairments, the longer they wait, the more confused they become and may wander off.

- Tim Martin said many of people he serves in subsidized housing are senior citizens, who rely on rides, taxis or the bus for transportation. He hears complaints of poor scheduling and connectivity, especially since many offices, such as the Social Security offices, and medical buildings, have moved to outlying areas that aren't yet being served by the bus system.
- Katy Kruse, of the Rescue Mission, also expressed dissatisfaction in wait times for the bus service, citing instances when men she works with are required to wait for the bus at the crack of dawn in order to make it to work on time.
- Also, she said many homeless people she works with are from larger cities and are accustomed to
 using mass transit. They find Evansville's bus system confusing. The easiest way around this is to
 call the METS office for help in deciphering the routes. Maps at each bus stop showing the routes
 would be helpful, she said.

Michael Halling, of SWIRC, said he has ridden the bus in Evansville and found the routes
confusing. Wait time and making it simpler to know where to embark and disembark would be
helpful.

Increased level of service

- Several mentioned a need for Sunday service.
- Rick Moore and several others cited the need for a third-shift shuttle to work places, such as Toyota, since many new hired workers must start out on third shift. Also, employers such as Toyota do have staggered shifts, which will make route scheduling more difficult. Encouraging employers to sponsor shuttles was mentioned. Kelly Barnett said that the unemployed are often limited to looking for jobs which are located on a bus route.
- Access to some locations which clients need to get to is indirect. The Social Security office and the VA Clinic were cited as two examples.
- Tim Martin, of the Evansville Housing Authority, agreed that late night bus service -- to plants such as Toyota -- is a necessity. New hires starting out on third shift often depend on public mass transit for transportation. And employers are in great need of employees to fill job openings. "Employers are screaming for people; they can't fill the positions they have now and with expansion plans, they have to determine whether they can do it in this area," he said. With the staggered shifts, some are arriving at work two or three hours early because of scheduling, he said.
- Kelly Barnett said METS had temporarily added a late night bus run to Toyota, but it hadn't lasted long enough for people to find the jobs and avail themselves of it.
- Rick Moore noted that some people give up and don't even try to find a job because they know they can't depend on a ride or the bus. He added that with the new hotel coming downtown with service jobs, transportation needs and additional traffic should be considered.

Accessibility

- Kelly Barnett said people in wheelchairs do not have access to some stops because of uneven sidewalks and no curb cuts. She suggested that improving access to the bus system would decrease the number of people who needed to use the mobility service.
- Tim Martin suggested someone involved in the METS COA use a wheelchair to ride the bus and run several errands.
- Kelly Barnett suggested mobility drivers be taught to pull into the same parking place each time they arrive at a location to make boarding easier for riders with intellectual disabilities.

Added thoughts

- Make riding the bus more convenient by using swipe cards instead of cash.
- Create an app to show location of buses and time of arrival.
- Add bike racks to buses, and publicize this.
- Make the buses and station cleaner and add new buses with comfortable seats.
- For choice riders, add Wi-Fi connection or power for mobile device users, if feasible.
- To attract choice riders, more modern vehicles with newer seats, more room, electronic ads/displays, and a more hospitable ambience would be helpful.

METS Comprehensive Analysis

Healthcare/Manufacturing Stakeholder Meeting

9 a.m. Thursday, Aug. 28, 2014

Leanne Duncan, Deaconess, Main Campus LeeAnn Collier, AmeriQual Natalie Rascher, Deaconess Employee Wellness, Bike Task Force Shannon Loehrlein, Deaconess Family Medicine Sherry Schroeder, Deaconess Clinic

ITEMS DISCUSSED: The Lochmueller Group led discussion with representatives of Deaconess and AmeriQual to obtain their perspectives of the present METS bus service and how it can improve that bus service to their employees and clients. Attendees spoke of making the system more "user-friendly" with simplifying route schedules, shorter transport times, improving the website, estimating of arrival times, and more frequent runs to AmeriQual and areas where Deaconess patients and employees are served. Most said trips on the bus take much more time than is practical for those who would become choice riders. "My clients say it takes too much time. It takes two hours to do something that should take 10 minutes," said Shannon Loehrlein of Deaconess Family Medicine. "Make routes easier to figure out, with no long delays, and make people feel safe and secure," said Sherry Schroeder of Deaconess Clinic.

Reviewing the paper route schedules, all meeting attendees were perplexed by the complexity of the schedules and routes, the fact that each route had a separate schedule and the paper schedules were not available on buses or in many locations where the buses travel. They said choice riders will expect a simpler system.

Route Simplification/Increasing Service

- LeeAnn Collier of AmeriQual said she would like METS to expand the service to AmeriQual. The bus is an invaluable service, especially for temporary employees, she added.
- Natalie Rascher of Deaconess Employee Wellness praised the transit system in Chicago and said Evansville's leaves a lot to be desired. "With waiting and transferring, coordinating all the different routes, I can save two hours out of my life by not taking the bus."
- LeAnn Collier said the bus to AmeriQual operates on an "on call" basis. "Sometimes people are waiting hours and hours, and when it's raining they go inside to wait. It stays three or four minutes and then they drive off and leave people."
- Natalie Rascher suggested adding a clock with the estimated time of arrival for bus riders. Sherry
 Schroeder said an app for scheduling and ETA would be wonderful to encourage riders. An app
 such as Map My Ride, in which you could indicate your starting point and destination and receive
 directions on which routes to take, was suggested by Natalie. This could be used to assist patients
 with trip routes, they said.
- Sherry Schroeder said the downtown area will undergo big changes when IU Med Center is built, and she advised plans be made for adequate public transit. "Parking is going to be horrible downtown. That may influence them in riding the bus."

- Sherry Schroeder also suggested "park and ride" with a shuttle bus might be a good solution for medical students.
- Leeann Duncan of Deaconess Main Campus said long wait times and the 24-hour advance scheduling for the mobility service can be a problem. "There is a difference between a wellness and sick visit. If you are sick you don't feel like waiting two hours to get home." And if a patient is unexpectedly discharged, the 24-hour advance scheduling just isn't practical.
- Sherry Schroeder said that it is important to ensure adequate bus service in the areas of the city where there are large employers.
- One suggested placing all route schedules on the buses. Another suggested putting a map of the system on the bus.
- Shannon Loehrlein said bus service to Gateway Women's Hospital and other medical facilities such as Tristate Oncology is inadequate and regular service would be a real asset.
- Leann Duncan said the METS website should be improved and made user friendly. "I got on website yesterday, and it wasn't pretty. Trying to find out how to get from Deaconess to the Eastside Mall, I didn't find any of it helpful."
- A connection to Henderson is needed. Also, service in the greater Henderson area is provided by GRITS (Green River Intra-County Transit System). Consideration of service to Henderson should review the service now provided by GRITS.
- Also, the RIDES service provides regional transportation for dialysis patients.

Safety

- One person referred to the time she lived near the METS station downtown. "During transfers
 there was a flood of people. As a female I was intimidated. They know what they are doing. I
 don't know what I am doing."
- Several suggested the need for more bus shelters.
- Sherry Schroeder said having all vinyl bus seats would be a plus as they are easier to keep sanitary. "Now you have to worry about bed bugs and scabies," she said.
- Sherry Schroeder said there needs to be a bus shelter at the west side Walmart. She sees people waiting out in the heat of summer and the snow of winter with no shelter.
- Leeann Duncan said many patients there say their feet swell from the long wait times and would
 like to see buses running more often with benches and shelters provided for those waiting for a
 ride.
- Shannon Loehrlein reported she sees students walking in the street on west side to Walmart, a safety concern.
- Waiting for a bus at night in the dark is intimidating. Stops need to be well-lit. Security phones need to be available.

Other comments

- Natalie Rascher said she'd opt to carpool rather than use a bus. "Our kids ride the school bus. And college students also ride the bus, but when they get a job, they drive. Driving becomes a status symbol. Why doesn't riding the bus transfer over?"
- Some suggested making the buses, the stops and the stations more visually attractive to attract more riders.

- Also, Natalie Rascher is chairperson of the Bike Task Force and has worked to incorporate bike paths into the transit system. Now, only a few of the buses have bike racks. She would like racks added to all METS buses so bicyclists can jump on the bus when needed.
- When asked their perceptions of METS service, several cited big, dirty buses emitting black smoke. Others mentioned the mobility buses which are handicapped-accessible.

METS COA

Transportation Engineers Stakeholder Meeting

2 p.m., Aug. 28, 2014

Jim Wilsbacher, WATS/CAGE
Doug Joest, EVAAD airport
Brent Schmitt, City of Evansville Engineer
Valerie Cockrum, INDOT
In addition, several EMPO staff were in attendance

ITEMS DISCUSSED: The Lochmueller Group led discussion with representatives of the area's transportation engineering profession to obtain their perspectives of Evansville's bus service and how METS can improve that bus service. Several compared METS to bus systems in cities such as Louisville or Grand Rapids, which have successful transit services. The consensus of the group was that the city's bus service leaves a great deal to be desired. One man called the bus service an embarrassment. "If this is what people call a bus service, this is sad," he said. Suggestions for adding new technology were made. Also, need for extensive marketing of a new and improved bus system was discussed.

Increased Service/Technology

- Doug Joest of EVAAD Airport, said he did not use the bus, and although the airline advertises on the bus, the bus does not serve the airport, even though airport is mainly within the city limits. He said the airport faces the same challenge as the bus system. If flights are added to the airport, they must be used, or they are gone. If the bus system adds new stops, such as to the airport, they must be used. In this regard, administrators must be sure to promote new routes and give people some time to take advantage of them before deciding whether to keep new stops or services.
- Bus service to the airport would be of most interest to employees.
- Doug Joest noted the METS system map is not updated to include the U.S. 41 service.
- Jim Wilsbacher of WATS/CAGE, referred to research CAGE had done that showed lower income people need a good public bus system in Evansville. He said his group had proposed the U.S. 41 route and then later had proposed a Highway 57 route that would go to the airport. He said getting one route was a difficult task, so they "backed away from" service to the industrial park. The study he referenced also led to the Warrick County WATS service, which operates between 6 a.m. and 6 p.m. weekdays. Middays are the busiest time for WATS service. Concerning WATS connections with METS, which is on a fairly tight schedule, any rescheduling to allow a little more time for transfers would be helpful. "If you have a handicapped rider who requires the wheelchair lift to be operated, you are shot on that cycle," he said. The METS Connection is the #1 stop for WATS.
- Jim Wilsbacher said he hears lots of requests for Sunday service. Better stops with enclosures and sidewalks and concrete paths leading to the stop would be beneficial, he said.
- One person said that anything that will attract the choice rider the biggest potential for the system -- will be beneficial. Using GPS, online schedules, would be good. "I am glad you are looking at all the routes and looking at efficiency and how to improve that," he said.
- Brent Schmitt, City of Evansville Engineer said one employee who lives on Cass Avenue works at the Civic Center is having difficulty getting to work by 7 a.m. She can't even make it by 8 on

- some days," he said. "I'd love to be able to ride the bus to the civic center from where I live," Schmitt said. "If I have an employee who can't get three miles to the civic center by 7 a.m., something's wrong."
- Doug Joest referred to the new Silver Line Bus Rapid Transit line in Grand Rapids, which has platforms so that you can board the bus straight off the platform; the stations all time of arrival, and tickets can be purchased from vending machines before you board the bus. He suggested researching such innovations used elsewhere. "Fortunately, we are not congested; we can get anywhere we need." The bus service will have to become extremely attractive with features such as Wi-Fi in order to get people out of their cars, he added.
- Brent Schmitt said a concern for the City of Evansville is traffic mobility. He said that most stops are in the slow, driving lane, which causes traffic to back up while loading and unloading passengers. He would like the study to look at systems such as Cleveland, with its boulevards with crossovers for buses in the center island. To have reverse curb bump outs on First Avenue to pull out of traffic flow to pick up passengers, would be very helpful. Route 41 at Lynch Road, the hotel would be another such location. He mentioned the Virginia/Burkhart stop serving Wal-Mart, which would benefit from widening the turn lane and making it more pedestrian friendly. He mentioned the plan to replace sidewalks and ramps. "Should we widen it to make a concrete pad so people will not be in ankle deep mud when it rains? We are looking at where is the greatest need."
- Doug Joest suggested a bus route to transport U of E students to basketball games. "There are never any students there and no way to get there," he said. "They could hang out downtown and spend some money and not worry about driving drunk."
- The public perception of METS is "no other choice", according to one participant. "It's a joke or embarrassing," said another.
- METS needs a general feel of reliability, availability, quality and service, to attract choice riders. "People need to feel safe and clean," one said.
- Jim Wilsbacher wondered if the study would uncover efficiencies that would pay for funding updates to the service. He also recommended looking at outsourcing positions and services to a transportation company. He referenced the bus system in Holland, Michigan, which outsourced to a transportation company.
- Valerie Cockrum also recommended outsourcing as a way to optimize routes, among many other things.
- Brent Schmitt mentioned there are often less expensive ways to pay for services other than going after federal funding with its many strings attached. "It's anything but free money," he said.
- Doug Joest said to consider Uber ride sharing, which was starting in South Bend now.
- Valerie Cockrum said a wider audience would be attracted to the bus by addition of a smart phone app.
- Doug Joest suggested an app that a rider could input the current location and desired destination and receive a detailed bus route, pick-up time and time of arrival.
- Brent Schmitt agreed: "That would cut through the schedules and the website. The easier you make the process the more likely people are to use it. That is the nature of the society we live in today. People want instant gratification. We live in an age of technology. This system is not only cumbersome but antiquated. Got to move with the technology or be left behind."

- One person suggested getting the bus route information to Google.
- One person recommended looking at time-stamp transfers instead of the current system.
- Jim Wilsbacher said he was glad this study is being conducted.

Promotion/Marketing

- Good promotion slogan: "You can text and ride, but you can't text and drive."
- Brent Schmitt recommended the need to educate the people on how to ride the bus, including information on availability of routes.
- Jim Wilsbacher said long-term, extensive marketing needs to be emphasized, he said. "Other than a couple of free days twice a year that's all you ever hear about METS," he said.
- Downtown Evansville is becoming revitalized and attracting young professionals. These want to use transit, as well their bicycles. They find the present system antiquated.

METS Comprehensive Operational Analysis

Retailers Stakeholders Meeting

(including others unable to attend previous meetings)

9 a.m. Friday, September 26, 2014

Julie Bolte, JC Penney
Jennie Downey, citizen & regular METS bus rider (fixed route and mobility)
Charleen Williamson, United Neighborhoods of Evansville (UNOE)
Joe Cole, Allied Barton Security Services/Eastland Mall
Shawn Hayden, Eastland Mall Property Manager
In addition, several EMPO staff were in attendance

ITEMS DISCUSSED:

The Lochmueller Group led discussion with representatives from Eastland Mall, including Senior Property Manager Shawn Hayden, Julie Bolte of JC Penney, and Joe Cole of Allied Barton Security. Charleen Williamson of United Neighborhoods of Evansville and Jennie Downey, a regular rider of METS buses and Red Cross volunteer were also in attendance. Charleen was unable to make previous stakeholder meetings and still wanted to provide input.

The meeting started with a brief overview of the COA project and general overview of METS. The group was then asked about the importance of transit to them. One of the greatest concerns that came out of the meeting was the convenience and safety of METS buses for those that have no other choice than to take the bus. Better communication between METS and business owners was also mentioned. Shawn and Joe mentioned that they have been working with METS to better understand the routes as they relate to Eastland Mall. The role of METS service in Evansville's regional quality of life was another point which was frequently noted.

Route/Service Quality Suggestions

- If the north 41 route is going to exist without impacting the fixed route service within the core area of the city, it should be augmented with a Ride-Share program for the outlier areas.
- It was mentioned that people would probably pay more for the bus if it was on time and wasn't packed. It was noted that the First Avenue bus is always crowded.
- It was also noted that teachers, professors, and doctors don't care if the bus is late. If you have a schedule you have to be there on time. In many cases, the bus is the only option. If they aren't reliable you are just out of luck.
- Jennie mentioned that trips that should take no more than 20-30 minutes by car can take as much as 1-2 hours by bus.
- It was noted that a northwest connection route was needed.
- It was also noted that the West Connection route should run year round, not just when USI is in session.

- When asked if companies would be willing to contribute funding to help their workers get on the
 bus or help make improvements to the system, Ashley stated that they are not there yet. They
 could be there in the future, but figuring out taxes regarding gifts to employees or other
 organization could be troublesome.
- When asked if Azteca were to contribute funding to improve the US 41 route, what they would like to see in return, Ashley responded with having a bus stop at least every hour, having it stop on Baseline Road at the entrance to Azteca as opposed to on US 41 at Baseline Road, and having it run for 24 hours per day. George noted that having this bus run for 12 hours and be on call for 12 hours could be one possibility to having 24 hour service. Ashley asked how much it would cost to fund a new route.

Convenience

- Ashley mentioned that the bus stop at US 41 and Baseline Road that serves Azteca is an on-call stop. When employees call for the bus, they can wait more than an hour at times for the bus to stop at this location.
- She stated that a few employees to utilize the bus system, but one potential employee declined employment because it took six buses to get to their interview at Azteca.
- She noted that shift changes at Azteca are around the clock and evening, if not 24 hour service was vital to meet the needs of their employees.
- George stated that buses need to get within ½ mile from major destinations. He believed that ½ mile was a reasonable walking distance.
- He also noted some confusion with the overall bus route map. The original thought was that
 Lynch Road was labeled in the wrong location, until it was noticed that the label is for the route
 not the actual road. Adding "route" after Lynch Road or some other improvement would clear
 up some confusion.
- He stated that riding the bus would be difficult if someone would need to travel during the work
 day. In addition to getting to and from work, some people need to be at specific locations during
 the day for meetings and must be there in a timely manner.
- Ashley noted that Azteca has 16 open positions currently, but getting to work is an issue that contributes to these positions going unfilled. She noted that regarding the bus, the number of connections necessary to get to Azteca deters some people from getting employment.
- She mentioned that Azteca workers from Evansville first try to get a ride from someone else to get to work before they rely on the bus to get there.
- When asked what would need to change to get more "choice" riders on the buses, Ashley asked if stop times were posted anywhere. George noted that riding the bus needs to be more convenient. Having a place to park your car at the beginning of a bus route would help. He also noted that having walking and biking facilities "mirror" or connect to transit would be beneficial. He stated that a ¼ to ½ mile walk is not unreasonable.

Quality of Life

• George noted that the National Association of Realtors has shifted focus the last few years to quality of life issues. He noted that this focus has filtered down to the State and is beginning to be noticed at the local level.

- He stated that buses, walking, biking, and parks and recreational areas all contribute to a high quality of life.
- He noted that buses could make a positive impact on quality of life in the region in the future.
- He mentioned that a high quality of life will bring in people and jobs.
- He noted that the trend of people moving into town has not yet reached the Evansville area. Many people still want suburban housing.
- He mentioned that Newburgh is the major growth area of the region.
- He also noted that Gibson County is starting to grow. Five to 10 years after Toyota was opened in the county, employees are beginning to move into homes. Moving near a new place of work is usually delayed several years due to paying off debt, ensuring that this will be long term employment, etc.

METS Comprehensive Operational Analysis

US 41 Stakeholders Meeting

9 a.m. Tuesday, September 23, 2014

The final stakeholder meeting for the Evansville Transit Comprehensive Operations Analysis (COA) was with the US 41 Corridor Transportation Group. Michael Grovak and Matt Schriefer of the Lochmueller Group participated in its September 23, 2014 meeting. An overall meeting summary is attached to this document. In addition to the information it contains, the following additional discussion items are provided. These are additional details providing input to the COA.

Additional Discussion Items:

In addition to the summary notes provided by WorkOne Southwest, the notes below are of interest to the Comprehensive Operational Analysis.

- Jim Heck with WorkOne noted that up to 100 people come to WorkOne each week looking for jobs, and many of them note the difficulty getting to businesses along north US 41. The lack of convenient transit service is a barrier to many potential employees. Also, employers typically require that employees work varied shifts, and the existing transit service is not provided at all times that employees are coming to or from work.
- As was listed in the meeting summary notes, many believe that a combination of private carriers and METS routes would be the best way to provide transportation to this area. Charles Miligan from Unity Taxi mentioned that between Toyota and AmeriQual, nearly 1,000 employees need a ride to work. With approximately 500 people per shift, that would be 100 trips using their 5 passenger vans, which is not possible. A group effort of transportation providers, including METS, would be necessary. He also mentioned that taxi service could help fill in the gaps of METS' service, such as Saturdays. Christine Sanders from Renzenberger mentioned their willingness to work in a group to provide transportation in this area. Todd Robertson mentioned that METS is willing to work with private organizations.
- Lori Cline from AmeriQual mentioned that they anticipate an increase in business soon. Saturday and Sunday service for employees would be beneficial.
- Bill Dyer from Toyota noted that two models may be required to answer the transportation needs of the north US 41 corridor. One model would be to provide service to multiple businesses along the corridor, like METS is providing. The other model would be subscription service to specific major businesses. He mentioned a bus service that provides transportation from Louisville to the Toyota plant in Georgetown/Lexington. It is a private service that people pay approximately \$50 per week for daily bus service. He also noted that Toyota in Princeton will pick up approximately 300 more employees over the next year.
- Steve Schaefer, representing Mayor Winnecke's office mentioned that he has heard nearly 6,000 jobs in the Tri-State are available. He noted that it makes economic sense to put money toward transit to help people get to work. It can be viewed as economic development.
- Near the end of the meeting, Mike Grovak from Lochmueller Group provided information about the COA project. He noted the involvement of the Evansville MPO as the grant recipient, that METS is assisting in numerous ways, and that the Department of Transportation and Services has also been heavily involved.
- Mr. Grovak described what a COA is. He likened it to a thorough "physical" for the METS system. It will
 include a detailed review of existing METS operating and ridership data; analysis of counts and surveys of

existing riders; comparison of METS operations with peer cities in the Midwest; and input from riders, stakeholders, public officials, and the general public. All of this input will be combined into an Existing Conditions Report which will be available in late November.

- This assessment of the METS system will be used to recommend up to three alternative five-year service plans. These plans will be released in draft form in mid-March, 2015. After input from the public, stakeholders and elected officials, a finalized five-year plan will be released in June of next year. This five year plan will identify funding sources for service modifications.
- Mr. Grovak was asked when the next round of public information meetings was to be held. He mentioned that the next public meeting would be in December, and that the project website (www.metstransitstudy.info) and Facebook page (www.facebook.com/metstransitstudy) are available to find updates and provide feedback. Matt Schriefer, also of Lochmueller group, provided additional information about the project website content.

U.S. 41 Corridor Transportation Meeting

September 23, 2014

Attendees:

JoAnn Kappell -Goodwill Placement, Nathan Gates –Servants Travel, Holly Bates –Voc Rehab, Tabatha Smith –Unity Taxi, Charles Milligan –Unity Taxi, Michael Grovak –Lochmueller Group, Matt Schriefer – Lochmueller Group, Sharon Burns –Catholic Charities, Tom VanWormer –VOA Hope Hall, Christine Sanders –Renzenberger/Hallcon, Jim Wilsbacher –CAJE / Warrick TAC, Steve Schaefer –City of Evansville, Linda Henzman –CAJE, Sue Habig –Kimball Electronics, Kerry Kamp –City of Evansville, Rob Schaefer – EMPO, Myra Barrow –Custom Staffing, Seyed Shokouhzadeh –EMPO, Robert Collins –Brothers Keeper, Mike Mentzel –EVSC, Todd Robertson –City of Evansville, Rick Wilson –METS, Lori Cline –AmeriQual, Tom Shetler –County Council, Ryan Tharp –Azteca Milling, Sarah Helming –Senator Donnelly's Office, Daniela Vidal –HOLA, Tony Kirkland –City of Evansville, Jodie Gomez –DWD/HIRE, Devin Spaulding – Aerotek, Nathan Mowery –Aerotek, Bill Dyer –TMMI, Jim Heck –WorkOne Southwest, Pam Martin – WorkOne Southwest

Meeting Notes:

Updates from Sub-Group meetings:

- Community Based Organizations
 - Willing to help with marketing to riders
 - o Will develop incentives/vouchers to eligible clients
- Transportation Providers
 - Funding is the main issue
 - o Use private carriers to supplement METS routes
 - Renzenberger offered to be centralized portal, facilitator in private partnership
 - Need to identify base / core then expand and build to incorporate other businesses or stops.
- Businesses
 - Need workers for all shifts
 - o Will possibly offer an incentive / benefit to employees to help with transportation costs.
 - Need a direct and scattered model. Need to focus on one or the other to start.
- Government Officials
 - Economic development opportunity
 - City / County budgets are tight due to tax caps. Will need a balance of public / private funding.
 - Alternative fuels funding and other grant opportunities need to be researched

Survey Results:

- Surveys have been distributed. Still waiting on results.
- As of 9/23/14: 290 surveys = 200 need transportation, will pay \$5 per trip, will wait 30 minutes
- Will continue collecting surveys and report findings at the next meeting.

How to make it happen:

- Transportation providers will meet to develop a plan
- METS will be a part of the discussion to share best practices and knowledge of past programs, along with coordination of current bus routes.

Evansville Metro Plan Organization Study – Lochmueller Group

- Comprehensive organizational assessments and recommendations
- 5 year plan on service parameters and funding Target: June 2015
- Check out <u>www.Metstransitstudy.info</u> for updates, also found on Facebook.

Next Steps

- Community groups will reconvene to work on client incentives
- Transportation providers will work on plan / proposal

Next Meeting

- Tuesday, October 21 at 9:00am CT at SICTC Assembly Hall
 - o Transportation providers will present plan

METS Comprehensive Operational Analysis

Retailers Stakeholders Meeting

(including others unable to attend previous meetings)

9 a.m. Friday, September 26, 2014

Julie Bolte, JC Penney
Jennie Downey, citizen & regular METS bus rider (fixed route and mobility)
Charleen Williamson, United Neighborhoods of Evansville (UNOE)
Joe Cole, Allied Barton Security Services/Eastland Mall
Shawn Hayden, Eastland Mall Property Manager

ITEMS DISCUSSED:

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Route/Service Quality Suggestions

- If the north 41 route is going to exist without impacting the fixed route service within the core area of the city, it should be augmented with a Ride-Share program for the outlier areas.
- It was mentioned that people would probably pay more for the bus if it was on time and wasn't packed. It was noted that the First Avenue bus is always crowded.
- It was also noted that teachers, professors, and doctors don't care if the bus is late. If you have a schedule you have to be there on time. In many cases, the bus is the only option. If they aren't reliable you are just out of luck.
- Jennie mentioned that trips that should take no more than 20-30 minutes by car can take as much as 1-2 hours by bus.
- It was noted that a northwest connection route was needed.
- It was also noted that the West Connection route should run year round, not just when USI is in session.
- One person asked why there is an issue with keeping the buses on schedule. Several answered that breakdowns, a wheelchair getting on, traffic, etc. all could lead to changes in the bus being

- on time. Someone noted that First Avenue is one route that doesn't build in enough leeway time. When the route is busy, it is often well behind time and above capacity.
- It was offered that local officials should attempt to take a single work week in their year to attempt to get to and from work and other needed services so each can garner an appreciation of the current challenges to using METS.
- It was mentioned that eliminating multiple stops at the same location could improve the overall system. For example, 4 routes all stop at the same apartment complex.
- Someone noted that METS needs to run on holidays that have community centric celebrations. They understand the main holidays like Easter, Christmas, and Thanksgiving, but other holidays like Memorial Day, Labor Day, and the 4th of July would be nice so that people could get to events happening downtown or in other parts of the city.

Facilities/Equipment

- It was noted that it should be more important to fix what we have before we expand the system.
- One person noted that there should be better maintenance of the buses. That would help keep them running and thus making the overall system more reliable.
- Would like METS to work with retailers and businesses at or near identified stops to contribute to providing improved stops with benches and shelter.
- It was noted that broken straps and dysfunctional wheelchair lifts can lead to people being flipped over in a bus or stuck on the lift.

Quality of Life Issues

- It was noted that quality of life is important to the mall and all of Evansville. If the quality of life of the region is low, we will lose Millennials. Jobs follow Millennials and Millennials follow quality of life. There should be a push for more infill development and incentives to developers.
- A good bus system plays a part in quality of life. Evansville needs to change in the next 5-10 years to keep growing. Someone else noted that the change really needs to come within 3 years with the new Medical Campus coming to downtown.
- It was noted that UNOE member neighborhoods within the urban core tend to utilize METS for trips to work and medical appointments and that some choose downtown living options because of proximity to bus service.
- It was also noted that many people use the bus to get to meetings.
- Charleen mentioned that she moved close to downtown because she wanted to be near the amenities, including the bus system. She said that at some point in her life she will more than likely need the bus.
- If Evansville hopes to encourage more downtown night/evening life, as in enjoying amenities like shows and games at Ford Center, or dining in downtown establishments, having 6 buses running after 6:15 is inadequate.
- The City is at a critical point in history where quality of life is paramount. Millennials and Baby Boomers alike expect good parks, downtown life, walkability and quality public transportation from their city. It is imperative that the COA recommendations and local officials commitment to improving the system happen now.

• It was noted that some drivers make a point to get to know frequent bus riders by name. However, there is concern that drivers are being guided NOT to talk with riders. Is this a training practice and if so, why?

Safety

- Someone noted that many bus stops are located where there are no sidewalks. Many of the areas near Lawndale, along Green River Road, and areas to the east do not have sidewalks and as such handicap accessibility accommodations. Individuals in a wheelchair have no other option but to travel in the roadways to get to the buses in these situations. They also noted that there seems to be confusion about the responsibility of maintenance of the stops. Is it METS responsibility to keep up the bus stop locations or the private property owner?
- It was noted that retailers want as many people to come to their store as possible, so the more than come by bus the better. However, some people on the bus are coming for the wrong reasons and shoplifting is a concern. It was noted that this is a higher likelihood at the mall than Wal-Mart and other retailers.
- One person noted that the last bus leaves the mall at 11:45, well after the mall is closed. Someone else noted that the last bus leaving the mall that is near capacity is around 9:15. It was noted that this is after the mall closes and some riders congregate inside the mall after hours waiting for the bus.

Communication/Understanding of METS

- It was mentioned that some drivers won't talk to riders.
- It was noted that mall administration and security personnel have been working with METS to better understand the buses and routes that come to the mall. Understanding the routes will make it easier to talk to riders waiting on a bus.
- Someone asked if there was a bus route map at the mall. Someone else asked if there was a map on the buses. Others in attendance noted that there is no map at the mall or on buses.
- Timetables indicating expected stop times at each bus stop are needed
- One person mentioned that it was difficult to get in touch with anyone at METS if you call in.
- It was noted that METS needs a quality marketing plan to push for people to use the bus system and get the word out about riding METS.
- The most important need for riders is an understanding of when to expect buses to arrive at a stop and when to expect to arrive at destinations, even if the amount of time is less than desirous knowing approximately when is critical.
- After the general introduction and discussion about a transit system survey later on in the project, Charleen noted that UNOE, local churches, etc. could help hand out copies of the survey and send out emails to their membership.

Fares/Financing/Economics

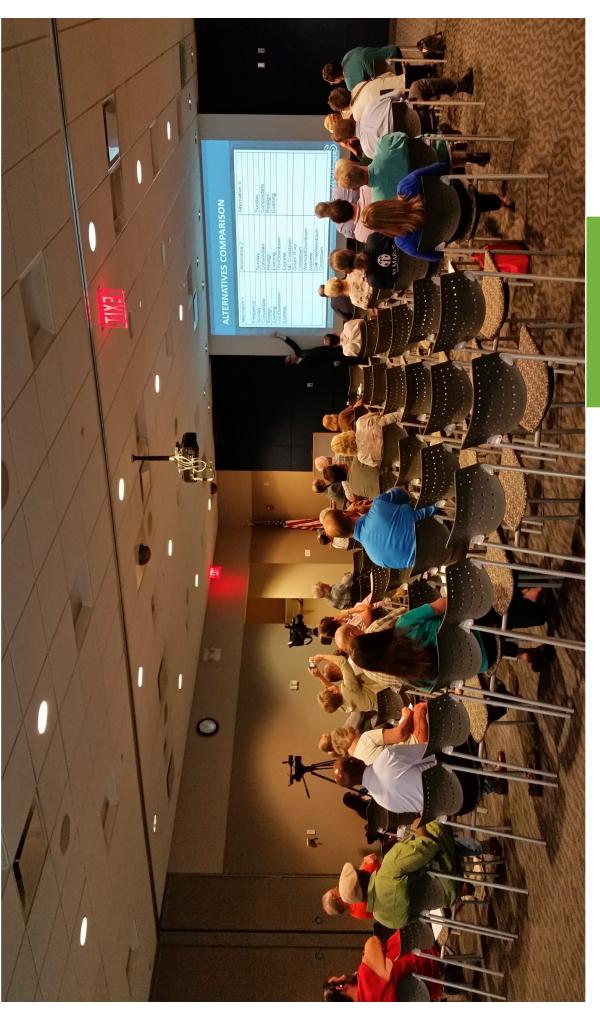
- Someone noted that money generated from TIF districts (Tax Increment Financing districts) should be used to help pay for transit.
- Someone asked why part of the property tax paid by businesses in the County cannot go toward the cost of transit, especially along north US 41. Further, does it even make sense to extend

fixed route service out into the county for any purpose if it can take a city resident up to an hour and a half to make a trip to the mall, especially knowing the mall pays property tax to support public services.

- One person noted that they have heard people comment that improving METS does not make
 economic sense because it does not make money. They noted that if it helps people get to jobs, it
 makes economic sense in the long run. Another person asked if there are any studies that show
 that improved transit trickles down through the economy.
- Someone mentioned that they would support eliminating transfers even if fares were raised. They said that transfers can become confusing for some.

Mobility (Demand Response) Service

- It was mentioned that mobility routes stop at 4:00 PM in the County and the 24-hour advanced notice to use the mobility service is not always enough lead time to ensure you'll get a ride. Sometimes riders are required to give a 3-day advanced noticed to get a ride on a mobility bus.
- Mobility service is notoriously unpredictable on timing and often leads to missing scheduled appointments.
- It was noted that there are other transportation options for people in a wheelchair besides public transit, but very few and they are very costly. Unity Taxi and Mighty Cab each have 1 accessible taxi. Pick up costs are \$20 or more, plus the cost per mile.
- It was also mentioned that some businesses will not let the mobility buses stop near the front door.



Appendix E – Website Comment Summaries

METS Comprehensive Operations Analysis Website Comments Summary for August 2014

Increased Service

There were four commenters to the website in August. Several suggested adding Sunday service. Also, requests were made to add extra hours to the current service.

Route Improvements

One commenter recommended the Howell and Mary Howell go down Middle Mt. Vernon to Boehne Camp to Pearl to Schnucks outbound and Pearl to Boehne Camp to Middle Mt. Vernon to Broadway inbound to increase ridership. Another suggestion was to go through Westwood Apartments, as commenter said the apartment owner had agreed to remove speed bumps and add a bus stop shelter.

Safety

One commenter noted the age and high mileage of some buses, asserting they provided a rough ride, caused air pollution and were unsafe. Commenter noted that roads where there are bus routes should have better maintenance. Commenter stated that walking a half-mile with no sidewalk on a narrow road to the bus stop from Westwood Apartments is dangerous.

Other Considerations

One person complained that on his half-mile walk to the closest bus stop at 5210 Pearl Drive, he passed five bus stop benches and cited Evansville Code 12.05.530 (c) that a bus stop bench is to be at a bus stop designated by the Works Board. Person said the West Connection formerly was designed so a college student could work, eat and shop on Pearl Drive or University Drive and the bus stopped on demand. Now, they have one bus stop on Pearl, don't go down University and won't stop at the Red Bank Library.

METS Comprehensive Operations Analysis Website Comments Summary September 2014

Forty-one comments were submitted to the website in September by four commenters. Increasing service, route changes and additions, equipment issues and rider safety were topics of interest.

Increased Service, Route Improvements and Additions

Four commenters recommended adding bus service on Sundays, while one also asked for holiday bus service. Another requested adding service after midnight and extending service after 6 p.m. on Fulton Ave., Lynch Road, Walnut Ave., and North Main Street Trolley Connection. One rider requested more drivers during peak hours.

Detailed route suggestions included the following:

- Add a run Burdette Park, possibly an on-call West Connection.
- Add bus-stop signs where missing, including at Deaconess Home Services, 701 Garfield and Franklin and Harriet inbound and outbound.
- Drivers should announce street names.
- Need route brochures and system maps on-board fixed routes.
- Need system maps at bus shelters.
- Add information on the route and schedules at each bus stop.
- Add summer bus service to USI and service to the airport.
- Add a south connection to Henderson, Ky.
- Reroute the Fulton Ave. bus to go by Cedar Trace Apartments on 7th Ave, which is a fairly new development. (There is no one available to make route modifications when there is new development.)
- Add a bus should stop at the FSSA Office at 711 John St., with the state footing the bill because it moved the office from a location on a bus route.
- Make the FSSA a transfer point where they should wait for all the buses to arrive and that if you don't contact METS soon enough for a transfer, they don't wait or forget to call the bus to wait.
- Place bus stops more evenly on the Stringtown/First Ave. bus between Louisiana, Tennessee, Eichel and Maxwell.
- Have both a Downtown bus and a North Main trolley route. The Downtown trolley would pick up people walking downtown, while the North Main trolley should cover Garvin Park Industrial District and the apartments behind Garvin Park and the Towne Center Mall.
- Have a Stringtown A and B and a Howell A and B (i.e., provide 30 minute weekday service on each route).
- Place bus stops across the street from one another when a bus goes inbound and outbound on the same street.
- Split the Mary Howell and First Avenue-Stringtown into a Howell bus, Mary Tekoppel, First Avenue and Stringtown and run them like the day shift.
- Analyze routes for bus stop signs in locations that are no longer bus stops.
- Stepping Stones should be on-call.

- Designate a bus stop at every block from B Street to 2905 Broadway on the Howell Route outbound because there are numerous patrons who live across from Howell Park.
- Add bus service for workers at Ameriqual who start at 6:30 a.m.
- Reroute buses east from Red Bank down the lane by AT & T, Sonic and Pizza Hut for workers instead of going on the highway.

Rider Safety

There is a lack of safety at the downtown terminal and transfer points. Bicyclists "zoom" through downtown terminal. Two comments were made about no-smoking signs at the downtown terminal not being enforced. Wheelchair passengers must park in the road waiting for pick up at some bus stops. For safety reasons, one commenter suggested every crosswalk be a bus stop.

During a half-hour wait for the bus at the METS bus station, rider reported seeing a woman selling drugs and another selling a stolen bicycle. Commenter suggested full-time police security at the station.

Scheduling

Several comments were made about buses not arriving and leaving on time. One rider complimented METS for usually running on time. One commenter stated it would be more convenient if METS Mobility riders could request a pick up on the day a ride was needed. Another requested 24-hour notification on METS Mobility service.

One complained a rider was left behind when the bus arrived one minute early and another driver failed to call the bus. One rider complained the bus that picked him up was 10 minutes late and then 15 minutes late at the transfer station. One commenter noted that while riding new bus 14-20 that the driver was driving very hard, hitting a speed bump, and arriving 19 minutes early. Commenter said bus arrived 17 minutes late in the evening, that after 6 p.m. "anything goes" with "no supervision."

One commenter suggested buses should leave transfer area on the hour and half hour instead of a quarter after and a quarter till.

Equipment Issues

One noted the Howell bus had been operating without a working radio, that bus 12-14 squeaks, the steering on bus 10-01 was pulling and the driver could not keep it in the lane. Bus shelter needed at Perry Township Trustee's Office, Howell Park and Evansville Rescue Mission. One suggested drivers need training on operating hybrids, models which he says brake automatically when the gas pedal is released. Signs need to be erected in front of shelter at Buena Vista and Kratzville, Locust Hill Cemetery, trailer court at Kratzville and Allen's, Fulton and Buena Vista and North Park Apartments. Need larger buses on routes such as Riverside B, Lincoln B, Covert B and First Avenue.

Move bus stop bench at 4701 Lincoln so telephone pole does not block view.

One rider noted bus #129 on the Howell Route would hardly run and the air conditioner was not working well. One of the emergency windows and its handle in bus 10-09 was loose.

Technology Needs

Need a mobile app for real-time bus tracking. Need automated voice information system on fixed routes to announcing upcoming stops. Need foreign language information vocalizer. Social media icons on METS city government website redirect to mayor's Facebook page, but there is no separate METS FB page. One suggested technology should be used to turn lights green when a bus is approaching. Customer service

One commenter requested the addition of day passes and improved customer service. One commenter suggested METS accept credit or debit cards for 30-day passes.

One commenter said to get choice riders, drivers should be advised to pick up people trying to catch the bus but not at a bus stop. One commenter said drivers should lower the bus for those who have trouble climbing on. One commenter witnessed a bus leaving a rider who had banged on the side of the bus to get it to stop. One expressed frustration at not being able to reach METS for on-call only routes on the east side of Evansville. Commenter said the Highway 41 bus doesn't seem to notice or get the message that riders are waiting.

Reaching an operator at the METS office by telephone is difficult. One commenter suggested working with a non-profit to provide METS-approved strollers that fold up to parents of young children. The building at the Downtown Bus Terminal should be open while the METS bus system is running because there is nowhere to use the restroom before 11 or after 5.

Other Considerations

One commenter said drivers are cordial, providing good service and driving performance is usually good. Fares are affordable. One commenter suggested monthly meetings between METS administration and staff to solve internal route and company issues. One rider questioned whether the Howell bus was surveyed during September's on-board counts and rider survey.

METS Comprehensive Operations Analysis Website Comments Summary October 2014

In October, 42 comments were added to the website by one commenter. Increasing service, route changes and additions, bus stops, scheduling, equipment issues, technology needs, management and rider safety were among the topics addressed.

Specific Routes

Many of the suggestions were directed at modifying specific routes, including the following:

- Buses should go east from Redbank down the lane by AT & T, Sonic and Pizza Hut for workers instead of going to the highway.
- Stepping Stones should be on-call.
- Specific recommendations on Mary Tekoppel outbound route with bus stops at the post office and Anchor Court Apartments and the Howell bus route.
- Add a bus to the jail and back downtown.
- Should be two buses on Stringtown and First Avenue.
- Fulton bus should travel to Riverside, past Casino Aztar.

Bus Stops

Other comments were offered concerning adding specific bus stops, including:

- West Side Mall at crosswalk
- Entrance to Vann Apartments at Vann and Pollack
- Crosswalk on Green River just north of Pollack Driveway to UE on Lincoln
- North Main
- Columbia at the Deaconess ER crosswalk on the Harriet inbound for the Main Deaconess Entrance
- Each entrance at the Deaconess complex
- 12th and Iowa, 12th and Virginia, and 12th and Delaware
- Franklin and Sixth inbound
- Bus stop at Ingle and Marion and Ingle and Claremont outbound
- The t-intersection at Schnucks on the West Side
- Fall festival boarding locations

Equipment Issues

In addition, many equipment problems were reported by the commenter, and these comments have been forwarded to METS management, including:

- Air conditioner out on bus 129
- Vibration on bus 10-03
- No heat on bus 10-01
- Hesitation on bus 106 and seat cannot be lowered, taking up three seats
- Broken destination sign on bus 112, 41, and 40
- Rough rides on buses 129 and 104 and small shuttle buses
- Incorrect time on two clocks at downtown transfer center
- Dirty buses need daily cleaning and downtown transfer center is filthy
- Loud noise from bus 10-01 at the rear axle
- Bus stop sign missing at Cumberland and Broadway outbound, and inbound sign needs rotating
- Destination signs incorrect or broken

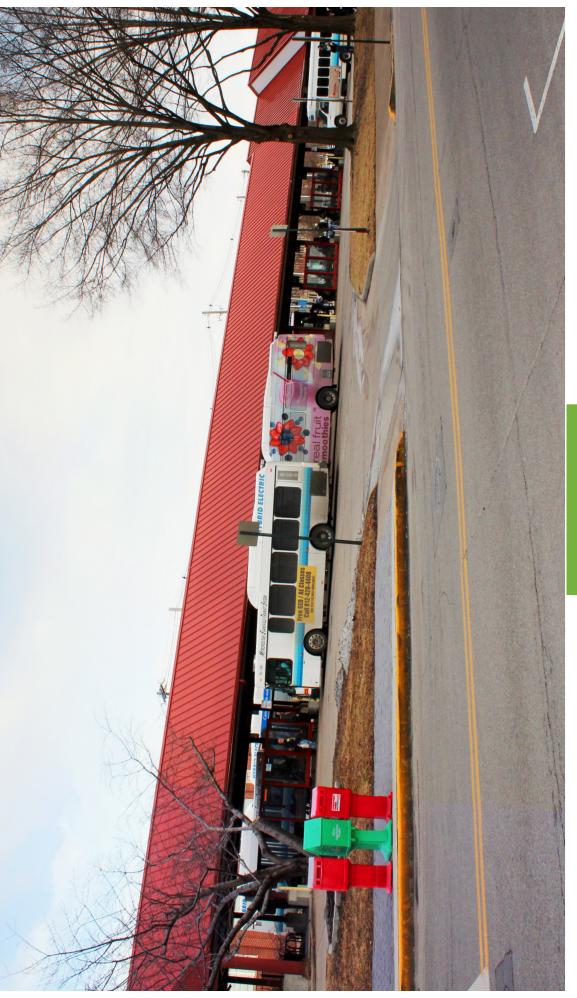
Management Issues

Commenter offered suggestions for management improvements, including hiring better management team rather than a political appointee. Other points:

- METS is not dependable, an example of which is the Fall Festival did not show up at 11 p.m.
- Management should make sure regular drivers are running their routes correctly, and the fill-in
 drivers should run the route the way the regular drivers do. Otherwise, fill-in drivers arrive early
 and leave riders behind, etc.
- Difficulty reaching anyone at the METS office.
- Need notice for upcoming detours, such as Broadway from Oct. 29 through Nov. 4, for which there was no notification.

Driver Issue

Driver issues were submitted to the website. Rider said he witnessed a driver passing up people waiting at an intersection, but said the driver should have stopped and told them where the bus stop was. Another suggestion was for bus drivers to face Schnucks when waiting in order to enable them to see if someone is walking across the parking lot to the bus.





Appendix F – Drivers' Meeting Summary



TOLL FREE:800.423.7411

MEETING SUMMARY

Date of Meeting: August 6, 2014 **Re:** METS Driver Interviews

Location: METS **Issue Date:** October 21, 2014

Submitted By: Michael Grovak

In Attendance: Mike Grovak, Eric Swickard, LochGroup LochGroup

METS Drivers

ITEMS DISCUSSED:

The Lochmueller Group interviewed METS drivers either before or after their scheduled driving shifts. The purpose of these interviews is to obtain feedback on how METS can improve its bus service. Driver feedback was wide-ranging and covered a number of issues with METS existing service. Interviewees could fill out an essay-style form or provide feedback verbally. Most drivers preferred to give feedback verbally. Less than half a dozen written forms were returned to LochGroup.

A summary of verbal and written comments submitted during the interviews is provided below. Feedback has been grouped by topical categories. No ranking of frequency or importance is assigned to the categories

Bus Stops

- Benches are not always next to bus stops. Some benches are located along a route, but not located at an official stop. The benches might be close to a stop or two blocks away. There is no consistency.
- Bus stop signs need to correspond with actual stop locations.
- Current policies provide that every downtown street corner is a bus stop. This is confusing, since not all street corners have bus stop signs.
- Bus stop locations need to be "mirrored" across a street. Some stops are staggered (e.g., none of the eastbound stops are across from the westbound stops instead they are one or two blocks away). This is confusing to passengers.
- More consideration should be given to stop locations for limited mobility riders. Some locations are dangerous for passengers to egress.
- There is no consistency in bus stop location policies. On some routes there are very few designated stops; on other routes, there are too many designated stops.



- Safety needs to be considered in locating bus stops. Instances were cited where stops were moved from safe to unsafe locations.
- Street lighting is needed, especially near bus stops.
- Shelters are not always located next to bus stops. Some shelters are on the other side of the
 road from a bus stop. There are also shelters located where there are no longer bus routes or
 stops.
- In some cases, bus stops are on the wrong side of the road for example, a stop may be on the westbound side of a street on which there is only eastbound service.
- When routes are modified, bus stop locations may not be changed for some time.
- The stop at the west side Wal Mart is inadequate it should be located near to the store.
- Bus stop sign are missing on many stops on the First Avenue route. On other parts of the route, there are too many stops – they are on nearly every block.

Management and Operations

- METS management should be given more freedom and flexibility to operate its organization. Too many minor changes require higher-level approval up to and including the City Council.
- METS service is too low a priority, compared with other city services.
- More driver and safety training is needed. Training drivers should have at least 10 years of experience. Driver training should be a minimum of two weeks.
- New drivers should receive supervised training on every METS route.
- A number of drivers mentioned John Connell's tenure as METS Director as a time when METS
 operations were significantly better-managed. They also cited that subsequent directors did not
 seem to have a sufficient level of transit management skills.
- Marketing is a substantial need for METS. The recent National Night Out event, which offered
 free bus rides after 5 pm, had little publicity. Drivers didn't know about the promotion until the
 day of the event if at all. The event was also poorly marketed to the community. Ridership was
 low
- Sometimes it takes too long, and too many calls, to reach the dispatcher.
- Customer service training is needed for METS drivers.
- The formation of a Transit Authority or Public Transportation Corporation needs to be considered.
- Morale among drivers is low. This is due in large part to drivers believing management won't back them up.
- Some drivers are interested in a 4 day / 10 hour work week instead of a 5 day / 8 hour work week.
- Part-time drivers could be assigned to supplement service on heavily-traveled routes during peak hours.
- Bus destination signs are not dependable.
- The low-floor hybrid buses are 6 inches wider than previous versions. As a result, many drivers do not use the outside mirrors on the buses it is too easy to break off a mirror.

General Security Issues



- Management needs to take a stronger stand against riders who threaten or harm bus drivers or passengers. Offenders should be banned from riding the bus. All buses should have working cameras.
- The policy of a driver having to contacting METS management before dialing 911 is unwise. Drivers need to have the discretion to contact 911 directly. This change in policy should be implemented ASAP.
- Police are not responsive to onboard security issues.
- Onboard cameras are not reliable.

General Service Improvements

- Sunday service should be operated, at least from 6 am to 6 pm. This service is especially needed by retail, service industry, health care, and food preparation workers.
- There is no service north of Walnut and east of US 41 after 6 pm. Some evening service is needed in this quadrant. See also specific comments on Routes 6 and 10. Service is needed out to TJ Maxx.
- All buses on the Fulton, Lincoln, and Mary-Tekoppel routes need to be full-sized buses.
- There generally is inadequate time for operator restroom use between trips.
- There should be a formal scheduled recovery time built into schedules.
- If people need to be at work around 7 am, they cannot take a bus from the other side of town and transfer to an outbound bus, and still be to work on time.
- Providing a transit connection to Henderson is important. The racetrack and marina would attract riders.

Specific Route Improvements

- 2 Riverside: Extending 30 minute service until midnight should be considered. Scheduling for this route is also too tight. It is frequently late for other transfers. This route serves many people in wheelchairs, which makes schedule adherence especially problematic.
- 4 Stringtown: The Towne Center stop should be taken off the Stringtown route and added to the 5 Mary-Tekoppel route. The route is also too long and the clientele can be unruly. It has stops near an alternative school, rehabilitation facility, etc. It also leaves downtown at 15 minutes before the hour (as an "A" route) Monday Friday, but leaves downtown (as a "B" route) on Saturday. The Mill Road segment of this route carries virtually no ridership.
- 5 Mary / Tekoppel: Scheduling for this route is extremely tight. It is challenging for drivers to complete the route in the allotted time frame (30 minutes). It is consistently late. Delays are more pronounced when school is in session. The Virginia Ave./Independence Square portion of this route serves virtually no riders. The route should be reconfigured to remove this portion of the route.
- 6 Walnut: Services hours should be extended into the evening.
- 7 First Avenue: Two buses should be scheduled to provide service every 30 minutes, due to heavy loadings. This should occur at least during the school year. Many Ivy Tech students ride this bus.

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- 8 Lincoln Route: A revised routing should be considered near the Burlington Coat Factory on Green River Road. Drivers could use Virginia Street instead of having to make a left turn onto Green River Road. This movement is especially tough for the Lincoln B because it's a larger coach. Bus stop distances are also inconsistent (downtown versus east of US 41). All buses assigned to this route should be the longer (30') vehicles.
- 9 Covert: The Madison Avenue portion of this route is extremely congested. Streets are very
 narrow and cars are allowed to park on both sides of the street. It's particularly difficult in the
 winter time because snow piles up around the edge of the travel lanes. Children throw snow
 balls at the buses. Stops are too closely-spaced. METS should consider using Monroe instead of
 Covert due to high crime along the route. A lot of drug sales occur along this route, especially
 during evenings and nights.
- 10 Lynch Road: Service hours should be extended later.
- 13 Downtown Trolley: METS should run an A/B route (with 2 buses) instead of one large loop. With only one vehicle on the route, many riders have to take a very indirect route to reach their destination. Another possibility is to have two separate trolleys a downtown trolley and a North Main trolley. The route should also consider the new downtown IU medical center.
- 15 East Connection: Buses are frequently called in different directions, which makes it difficult to make connection times with other buses. This route has essentially turned into a cab service. All the development along the route has increased its ridership among workers at the local businesses (IE hotels and restaurants, such as the Cracker Barrel). The route is too stretched out; the Eagle Crest routing should be removed. Sometimes buses are "called" to cross the Lloyd Expressway multiple times in one round trip. Also, callers sometimes do not call early enough. It needs to be shortened if it's going to remain an "on demand" route. This route has very inadequate recovery time; drivers sometimes have to drive for several hours without going to the restroom. Between 1:30 and 5:30 pm, passenger demand is too high for buses to keep on schedule.
- 16 West Connection: METS should consider year round service.
- 17 Mary/Howell: this service (which is evenings-only) could be an on-call route. There is no need for this route to serve Mesker Park.
- 23 US 41 Connector: This route should be altered to avoid Lynch Road. It has lots of truck traffic, which causes delays. Some stops should be more evenly-spaced. The route should also service only US 41 and not meander. The county jail and TJ Maxx should be served by this route. The route should use Oak Hill Road, and not serve Hitch-Peters Road.
- No buses currently run north of Lincoln Ave and east of US 41 after 6 pm. More service should be added.
- Sunday service should be considered for METS. Service hours could be from 6 am 6 pm. Most routes could run only the "B" buses (leaving downtown at 15 minutes after the hour).
- Weekday service should start earlier. Fulton Avenue is the only route that begins before 6 am. It
 is difficult to make connections for early cross town work trips. For example, if you have to be
 on the west side for work at 7 am, you can't get a bus on the east side of town early enough to
 travel downtown and transfer to get to your west side work location by 7 am.



- Service should be extended to Henderson, KY. Marina Point would be a good transfer location between METS and HART services.
- Route schedules should have scheduled recovery time at route terminals. This is especially important to provide time for operator restroom use.

Buses

- Mobility and smaller fixed route buses look virtually identical. This is very confusing to riders.
 They cannot distinguish between the two. Both use small Ford diesel-powered vehicles with very similar body types.
- GFI fareboxes need to be better maintained.
- More funding should be allocated for preventative maintenance activities.
- "Spare" buses need to be purchased in case other buses break down
- Bus cleaners need to do a better job cleaning buses.
- A clear panel or barrier behind and adjacent to bus drivers should be considered for protection.

Downtown Transfer Center

- The downtown transfer center is unsafe. It is frequently the location of many illegal activities. Passengers and drivers do not feel safe there.
- Due to safety concern, many older passengers remain on an inbound bus until the bus to which they are transferring arrives. They do not feel safe sitting in the terminal area.
- Many drug users and mentally unstable people loiter around the Downtown Transfer Center. It is a place "respectable" people avoid.
- People should not be allowed to play loud music at the Transfer Center.
- The smoking ban at the Transfer Center is widely disregarded.
- Uniformed security personnel should be assigned to the Downtown Transfer Center.

Choice Riders

- Park and Ride lots and Express Buses should be considered to attract choice riders.
- Many potential choice riders would be reluctant to ride with METS' present clientele.
- A park and ride should be considered for North Vanderburgh County.
- Consider partnering with corporations to provide discounted rates for a company's employees

Bus Fares/Revenue

- Monthly bus pass costs should be decreased.
- Weekly and weekend passes should be considered.
- A premium could be charged for Sunday service fare.
- A fare card could be utilized instead of transfer tickets.
- Tokens should be marketed better. It is too hard to find a place to purchase tokens.
- The convenience fares offered on Mobility service do not seem adequate, compared with the extra cost of the Mobility service.



- METS should eliminate the use of transfers. Many riders claim them without the intent of using them. Transfers are often sold to other riders at a discounted rate; transfer abuse is a real problem.
- Many of the GFI fareboxes do not count riders accurately.
- USI students pay a \$97 (per semester?) transportation fee, which allows them unlimited use of USI service.
- METS should partner with businesses to provide service in which they financially participate. Bristol-Myers, Berry Plastics, SRD (?), Rider-Penske, McDonalds and Ameriqual were cited as possible partners.

Mobility Service

- More trips should be scheduled in advance (by the prior day). Trips which are scheduled on the day of travel can cause delays picking up riders who have set appointments.
- Software improvements need to be made. Occasionally drivers do not receive updated itineraries, which causes passengers to not get picked up.
- Positive feedback was provided regarding the Route Match software; it allows operators to make better use of their time.
- Several described a lack of communication for "day of" scheduling modifications.
- Dispatchers need to be more responsive to passengers calling for ride requests.
- There is a growing problem with the time and security of tying down larger, motorized scooters.

Miscellaneous

- Part-time drivers should be better utilized for peak hour service.
- Consider utilizing DoubleMap or similar software for the entire METS system.
- Communication between dispatch and drivers needs to improve.
- The recent change to the Teamsters Union as the bargaining agent for METS personnel is regarded as a positive step.





Appendix G – Public Input Forum 1

Public Input Forum METS Comprehensive Operations Analysis Aug. 27, 2014

The first public workshop for the Metropolitan Evansville Transit System (METS) Comprehensive Operations Analysis (COA) was held at the Evansville Central Library on August 27, 2014. Twenty-seven members of the public signed in at the meeting.

Deputy Project Manager David Goffinet welcomed all in attendance at about 6:15pm, and acknowledged the presence of staff from METS, the Evansville Metropolitan Planning Organization, and the City of Evansville. He described the purpose of the meeting as introducing the study to the public, with the emphasis being on hearing public input on all aspects of METS service. He introduced Project Manager Michael Grovak, who provided a 20 minute presentation on the study. The presentation described the major project milestones, and the importance of public input at each stage of the study. Mr. Grovak then invited comments from the audience, which they provided for approximately one hour. The meeting adjourned about 7:30 pm.

Following is a summary of the input received from attendees. The input is organized by topic.

Days and Hours of Service

- There is a need for Sunday bus service.
- Extend service at night by at least one hour, especially to Franklin St. area as there are many events and live bands.
- Walnut Street needs bus service at night. Rider would rather ride the fixed route than the mobility bus.
- Lack of evening bus service on the northeast side is a problem. Community service, work release, and jail are not served after 6 p.m., creating a hardship.
- Provide more special events bus service or extend the service by two hours. There is no transit to the 4-H Fairgrounds in the evenings or Sundays.
- Not having bus service at 1 a.m. harms the working people.
- Word on the street and in the paper is the 41 route is being reduced to 2 hours in the morning and 3 hours in the evening.
- Possibly run more than 7 buses after 5:15 p.m. "I'd love to go to a concert or a game in this beautifully accessible arena," a woman said.
- Run North Main and Fulton after six p.m.

Routing Suggestions

• Consider a north connection route that extends into county on St. Joseph Avenue to BMV, trailer parks and other locations along that route.

METS COA Kickoff Public Workshop August 27, 2014 Page 2 of 4

- Like to see the Shoppers Shuttle drive through the Deaconess Gateway parking area to pick people up. There used to be a bus stop at the St. Mary's Emergency Care facility, but that has been removed. This has added 45 minutes to the commenter's travel time.
- At Normandy Apartments, on the east connection you could get a pick up, but now they say they don't cover that area. If they would come through Virginia, that would be doable, but as it is, the rider must go to Pizza Hut, about half a mile away.
- Combine route at hotels.
- Neat things are happening in the Arts District (Haynie's Corner) but area is challenged for transit service and persons with mobility needs.
- Look at expanding the 41 route and the 57 Corridor to Vanderburgh Industrial Park.
- Rider is a big proponent of Highway 41 and 57 bus service due to the number of businesses there.
- Provide a link to Posey County.
- Henderson link is needed.
- Many people don't even apply for certain jobs if there's no bus service.
- Need buses that go north to south and not just east and west.

Schedule Suggestions

- When the onboard survey is done, count any pass-ups on the fixed route when the buses are full.
- Even though Ivy Tech has expanded, the First Avenue route still only has a once an hour service. Many using the bus have disabilities. You are lucky if you can get a space. Needs to come on the half-hour.
- Shorter wait times needed. "I would ride the bus if I didn't have to wait so long," she said. Perhaps using smaller vehicles for some routes would be the answer?
- Service to the East Connection needs to be increased from 12 p.m. to 6 p.m.during the week because the bus is full and there are pass ups.
- Like to see less than three-day wait time for METS mobility bus. Sometimes they don't show up when they say they will, depending on the time of day.
- Mobility drivers could have rider's phone number and call in if running late.

Fares/Funding

- People in the St. Joseph Trailer Park must pay \$5 for the mobility service, while you can go all the way around the town for \$2. That is a pricing problem and needs to be evaluated.
- Decrease the price of the monthly pass. Allow for weekly, day, or semester passes.

METS COA Kickoff Public Workshop August 27, 2014 Page 3 of 4

- Use transfers at non-transfer areas. Use it as a round-trip pass.
- Eliminate transfers fees.
- See if we can use part of the funding from taxing districts (TIF districts) for transit.

Bus Stops

- Stringtown bus rider had a complaint of car being parked in bus stop area. Concerned restricted parking area is not adequately marked.
- Some bus benches are privately owned and are not considered a stop if there is no sign there. Sometimes the drivers stop and sometimes they do not.
- Need enclosed bus shelters. Get rid of the slits at the top of the shelters because the snow and rain comes in there.
- Shelters need to be bigger.
- Some bus stops are not marked and have no signs and some drivers will pick up and some won't. No signs on Second Street for the trolley. No bus sign by the mayor's office on Martin Luther King Blvd (In front of Civic Center).

Equipment and Technology

- The small computer screen in the mobility buses is distracting to the drivers, who look at it as they drive. Ride with the drivers to get their perspective. It needs to be moved up towards the front of the window by the visor somewhere.
- There is a lack of wheelchair accessibility and walkways near the Red Cross on Stockwell Road.
- No air conditioning on mobility buses at times.
- One rider said he had experienced trying to get on a bus that either the lift wasn't working or the driver did not want to walk around and put it down
- Like to have at the least, mobility bus vehicles better maintained. I am riding old ones they are not mechanically up to par. I have heard complaints from drivers that they are acting poorly.
- Hire repairs of buses out to a private firm that specializes in lifts, etc.
- Interest in technology improvements and wonders what would be considered in the METS COA, such as mobile apps providing real time bus locations.

Facilities

• Increase security at downtown terminal because of people asking for money, smoking pot or selling drugs. "They do it all down there," he said. Patrols come, the people scatter and then return when police leave.

METS COA Kickoff Public Workshop August 27, 2014 Page 4 of 4

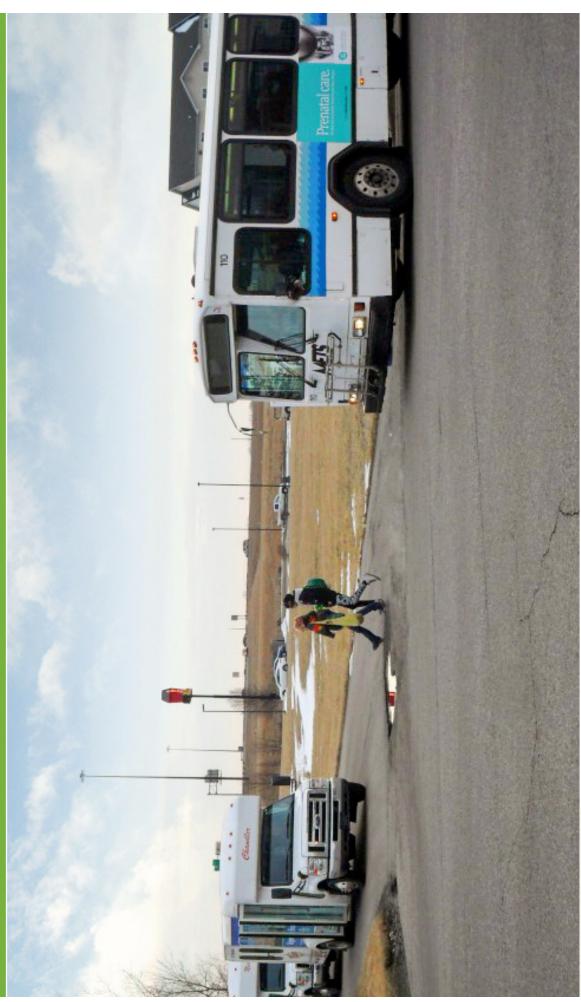
- Do something about the "big trouble with drugs" at the downtown terminal.
- Look at Park and Ride for Evansville. See if peer systems have this feature.

Personnel

- Be sure and talk to the drivers.
- Drivers should be pleasant and lower the bus if they see you are having trouble getting on.
- Mobility drivers and fixed route drivers should have the same pay scale since they both need to have CDLS. Good mobility drivers move to drive fixed routes because the pay is better.
- Mobility route drivers are excellent. They deserve praise.

Other

- Should have an experienced bus rider on the Steering Committee.
- Consider having a transit board and taking it out of the politicians' hands.
- Biggest obstacle was our government on CAJE committee
- Have signs for next public meeting.













Appendix H – WATS/HART Coordination Meetings

METS Comprehensive Operations Analysis (COA) Meeting with WATS/Becky Guthrie – Final Summary July 1, 2014 Page 1 of 2

Michael Grovak (MG) of the Lochmueller Group met with Becky Guthrie (BG) of Ride Solution (RS) at her offices in Washington, Indiana. We met to receive data requested in Appendix B of the contract for the Metropolitan Evansville Transit System (METS) COA.

Following is a summary of key discussion points. Some of these relate to specific items in Appendix B, and others relate to the service which RS provides in 10 counties of southwest Indiana.

Overall Information

Ride Solution is a part of Four Rivers Resource Services (https://www.frrs.org/), which serves people with disabilities and their families in 14 counties. Steve Sacksteder, Executive Director of Four Rivers, joined us for this initial part of the meeting.

RS provides door-to-door transportation services in 10 of those counties (Daviess, Dubois, Gibson, Greene, Martin, Perry, Pike, Spencer, Sullivan, and Warrick). Many needs of the disabled relate to transportation, which led to implementing the RS program in 2001. BG has served as its director since 2004.

WATS Service

RS's fixed route service in Warrick County grew out of the efforts of the Warrick Transportation Advisory Committee, and began operating in 2010. Initially, the desire was for METS service to begin operating to Deaconess Hospital east of I-164. Service began with two fixed routes, and grew to its present four fixed routes by late 2011. Fares are \$1.00; senior citizens age 60 and over ride for \$0.50.

Riders may transfer for free to and from METS services at the ITT Institute stop just east of I-164. There are no passenger amenities at this location. In inclement weather, passengers can wait on buses for their connections. There are few local riders who originate at this location. Service initially was paid for by JARC and New Freedom funding.

BG provided reports showing quarterly ridership since service was implemented, as well as a vehicle roster. Ridership reports are taken from driver log sheets, which record the number of riders served. Over time, routes have been "tweaked" based upon ad hoc studies. BG also provided a vehicle roster provided which showed that the WATS fixed-route vehicles have Ford truck chasses, and seat between 8 and 12 passengers.

The WATS ridership counts currently do not break out riders which transfer from METS. Riders transferring from METS present a standard METS transfer to continue their trips on WATS service. MG requested that during the week we conduct on board counts of all METS services (September 8 to 12) that WATS also collect all transfers presented by METS riders. BG indicated that she may choose to expand this time period to gain additional information about transfer riders. BG's feedback is that the connection between METS and WATS service works well. Many people who come into Warrick County from Evansville use the WATS service for work and medical trips. RS is delighted to cooperate with METS, and looks forward to the study bringing improved coordination with METS service.

BG characterized the WATS ridership in Boonville as somewhat socially oriented – a noticeable number of its passengers ride for social interaction.

METS Comprehensive Operations Analysis (COA) Meeting with WATS/Becky Guthrie – Final Summary July 1, 2014 Page 2 of 2

Area-Wide Transportation

Much of our discussion addressed RS's insights as the transportation provider in a 10-county area (described above). RS is the largest rural transportation provider in Indiana.

BG receives input about needs for later service along the US 41 corridor north of Evansville. There are many factories and other businesses with later shifts which potential workers who do not have cars cannot access at present. This is an area in which METS recently began operating fixed route service until about 6 pm on weekdays.

RS obtains its funding from a number of localities, in addition to state PMTF and federal funding. Its fiscal year is the calendar year. A key to using many of the federal funds is obtaining local matching funds. Four Rivers has been very helpful in identifying sources for local matching funds. Recently, EMPO provided funding for two RS vehicles; however, EMPO does not contribute to RS's operating funds. BG observed that resources used for transit systems in smaller cities/towns could be used more effectively by larger, area-wide systems (such as RS).

RS drivers live throughout the 10-county service area. They take their vehicles home with them at night, and are provided fuel cards for use during the week. RS management staff meets their drivers approximately weekly to collect their fares and paperwork. RS's drivers are older; their average age is the early 60's. BG rates the RS workforce as dedicated and top notch.

RS places a high importance on driver training. It has two certified trainers on staff. Training classes are held often (about every two weeks); all drivers are required to take at least an annual refresher training class.

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Michael Grovak (MG) of the Lochmueller Group (Lochgroup) met with Russell Sights (RS) City Manager of Henderson Kentucky; Pam Whitter (PW) and Brenda Wethington (BW) of Henderson Area Rapid Transit (HART); and Rob Schaefer (RSc) and Kari Akin (KA) of the Evansville Metropolitan Planning Organization (EMPO). The meeting was held at the 2nd Floor conference room in the Henderson City hall. We met to receive data requested in Appendix B of the contract for the Metropolitan Evansville Transit System (METS) COA. A copy of Appendix B is attached to this meeting summary as a reference.

Following is a summary of key discussion points.

Background

RS asked for background on how the Evansville-Henderson connection was identified as an element of this study. MG explained that the recently-completed efforts of the Sustainable Evansville Area Coalition (SEAC) identified the establishment of a transit connection between Evansville and Henderson as a priority in creating a more sustainable community and offering alternatives to the automobile for personal mobility.

During the SEAC Study, Lochgroup completed a peer survey of transit systems nationally which offer service under the following parameters:

- Service is provided between two urban areas separated by a major river crossing.
- The two urban areas are located in different states.

In most cases, transit service is provided by different entities on different sides of the river.

The findings of this peer review, along with further analysis as part of this study, will be used to recommend a transit connection between Evansville and Henderson. This will include both routing, vehicles used, as well as funding recommendations.

PW asked if this study's recommendations would include the creation of a regional transit authority. MG stated that while the SEAC study envisioned an eventual regional authority, the creation of such an authority was not within the scope of the current project. The project will not analyze or make recommendations about such an entity.

Appendix B Materials

PW and BW provided printed materials responsive to the items requested in Appendix B. These included:

- Token and paratransit ticket sales, 2011 2013
- HART fixed asset listing (including vehicles, building, land and equipment)
- NTD reports for HART, 2008 through 2012
- Large system map, including route schedules
- Brochures and information regarding demand responsive service, including information about certification for ADA service eligibility
- Ridership summaries by route, day and fare type, for January through June 2013.

Other Discussion Points

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KA raised the issue about the possible economic impacts of cross-river service. RS felt that cross-river service would not change where people shop or make their retail purchases. MG suggested that the riders of a trans-river service would include those seeking medical services, as well as some making work trips. RS noted that Evansville's east side VA clinic as a likely destination for those making cross-river medical trips via transit. With regard to work commuters, MG felt that the lack of evening service by HART would limit those who could use this connection for work trips.

All agreed that HART riders now were very largely non-choice riders. PW pointed out that in addition to the elderly and disabled, those presenting a Medicaid card could ride for half fare (\$0.25). A discussion ensued regarding whether HART offered reduced fare rides to Medicaid recipients because FTA required that it do so. During its most recent triennial review, one FTA finding was that HART's public information materials needed to disclose that Medicaid recipients were eligible to ride for half fare. However, MG was fairly certain this was an issue of the fare structure being properly publicized; he knew of no FTA requirement to offer reduced fares to Medicaid recipients. RSc stated he would follow up with FTA Region 5 to clarify this matter.



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