

New Yellow Line Connector

Connecting Downtown Mishawaka to Downtown Elkhart



Final Implementation Plan July 2018

South Bend Public Transportation
Corporation
1401 South Lafayette Blvd
South Bend, IN 46613
(574) 232-9901
www.SBTranspo.com

Michiana Area Council of Governments
227 West Jefferson Blvd
1120 County-City Building
South Bend, IN 46601
(574) 287-1829
www.MACOG.com

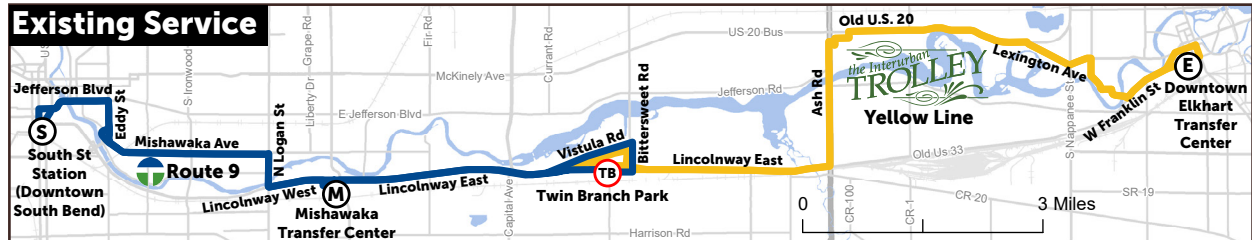
InterurbanTrolley.com/Yellow_Line

Contents

| | |
|--|----|
| Executive Summary | 1 |
| Introduction | 2 |
| Existing Service | 4 |
| Planned Service | 8 |
| Fares for the new Yellow Line Connector | 12 |
| Yellow Line Connector Stop Location Policy | 14 |
| Access Paratransit Service | 15 |
| Appendix A: Detailed Operations Plan | 16 |
| Appendix B: Public Participation and Comment Process | 22 |
| Appendix C: Title VI Analysis | 25 |

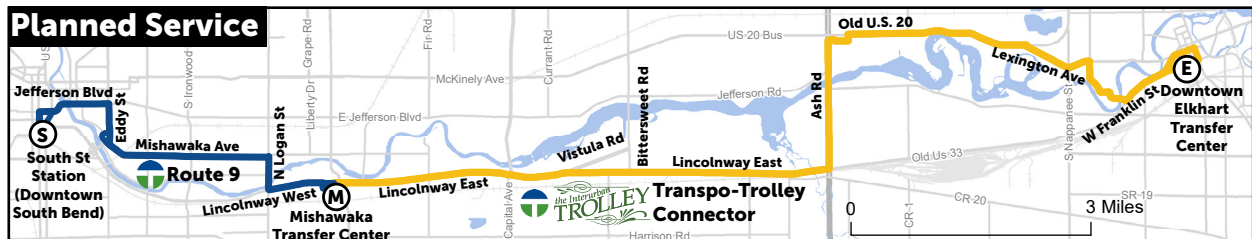
Executive Summary

Transpo and the Interurban Trolley have developed a plan to relocate the connection point between the two systems from its current location in a westbound travel lane of Lincolnway East in front of Twin Branch Park to the Mishawaka Transfer Center.



Relocating the connection point to the Mishawaka Transfer Center will result in major service changes and service increases to the Interurban Trolley Yellow Line and Transpo Route 9. Transpo Route 9 will begin operating only between the Mishawaka Transfer Center and South Street Station in Downtown South Bend. Replacing the Yellow Line and shortened Transpo Route 9 will be the Transpo and Interurban Trolley new jointly-operated Yellow Line Connector Route.

The new Yellow Line Connector will operate every 30 minutes from approximately 5:00am to 7:00pm on Weekdays, and every 60 minutes from 7:30am to 6:00pm on Saturdays. Service will not operate on Sundays and major holidays.



The Yellow Line Connector route will create a doubling of service, during weekdays on the portion of the route east of Bittersweet Road. The new connector route will result in better regional connectivity and access to jobs, allowing passengers to make seamless transfers between other Interurban Trolley and Transpo routes.

Fares: The Yellow Line Connector will cost \$1 per ride, 50 cents for eligible reduced fare riders, and free for children 4 and under. All Transpo and Interurban Trolley Unlimited Ride Passes will be accepted on the Yellow Line Connector. Free Transfers will not be issued or accepted on the Yellow Line Connector. Interurban Trolley and Transpo Day Passes will be available for purchase on all buses for \$3.

Access: The existing Interurban Trolley and Transpo Access system corridors will be maintained. The two Access services plan to make official their current informal connection point between the two systems at Martin's Bittersweet Plaza.

Introduction

The current Transpo-Interurban Trolley connection point is located in a residential neighborhood in a westbound travel lane of Lincolnway West in front of Twin Branch Park and lacks passenger amenities. There is simply a bus stop sign and no shelters, benches, or restrooms for waiting passengers.

After analyzing other possible connection points within the Twin Branch neighborhood and along Bittersweet Road, the Michiana Area Council of Governments (MACOG) have concluded that the only viable long-term solution is by relocating the connection point to the Mishawaka Transfer Center.

As part of relocating the connection point to the Mishawaka Transfer Center and to avoid duplicate service, MACOG, which administers the Interurban Trolley, and the South Bend Public Transportation Corporation (Transpo) are planning to jointly-operate the new Yellow Line Connector.

The new Yellow Line Connector will absorb the existing Transpo Route 9 east of the Mishawaka Transfer Center - Transpo Route 9 will now run only from South Street Station to the Mishawaka Transfer Center - and the entire Interurban Trolley Yellow Line.

The Yellow Line Connector will operate every 30 minutes from approximately 5:00am to 7:00pm on Weekdays, with hourly service from approximately 7:30am to 6:00pm on Saturdays. Service will not operate on Sundays and the 6 major holidays (New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day) when the South Bend Transpo and Interurban Trolley bus systems already do not operate.

The Yellow Line Connector will launch a major service increase during weekdays on the portion of the route east of Bittersweet Road where the Interurban Trolley Yellow Line currently operates every 60 minutes. The new Yellow Line Connector will run every 30 minutes during weekdays. This service increase will provide better connectivity between Elkhart and Goshen, and South Bend and Mishawaka, with passengers able to connect to nearly any destination in the region with minimal connecting wait times.

The planned service will require 3 buses to operate the connector route during weekdays. The first two buses are accounted for; one from the bus currently used by the Interurban Trolley Yellow Line and a now freed bus from the shorted Transpo Route 9 (which will require one fewer buses for its operation). The third bus can be provided by either agency with minimal operational differences.

New Yellow Line Connector Final Implementation Plan

During the public comment period, the Interurban Trolley determined it would have the capacity - due to an already scheduled delivery of a new Trolley - to operate the third bus during weekdays for the Yellow Line Connector.

Transpo will operate most service on Saturdays (adding required extra runs) due to interlining requirements for the hourly schedule (otherwise buses would see layovers of up to a half-hour) and will add the additional required bus and 3 required driver shifts. The Interurban Trolley will operate 1.5 round-trips early Saturday morning on the Yellow Line Connector.

The projected launch date of the new Yellow Line Connector is on Monday, August 20, 2018. This projected date is contingent on the Interurban Trolley receiving the scheduled delivery of additional trolley.

Existing Service

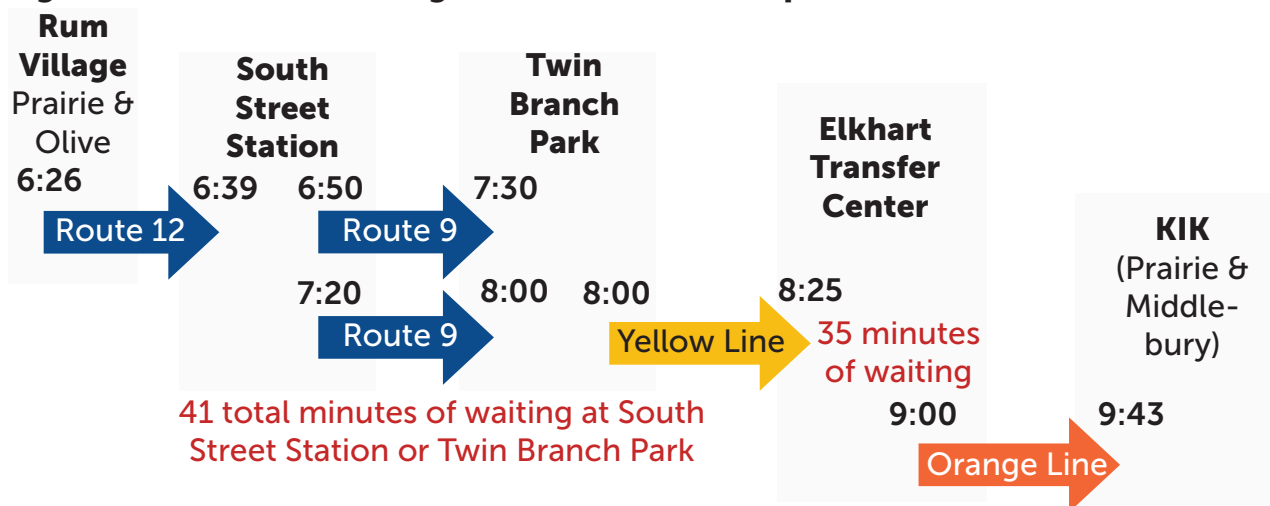
To evaluate the change in service, MACOG analyzed the existing Transpo Route 9 and Interurban Trolley Yellow Line. The schedules are on the subsequent pages as figures 2, 3 and 4.

The hourly frequency of the Yellow Line provides poor connections to passengers connecting to other Trolley Routes, and Transpo routes beyond Transpo route 9. Current service provides seamless connections (within 15 minutes) in-both directions with only the Interurban Trolley Red Line, and Transpo routes 4, 6, 7, 8, 10, 11, and 14. Riders connecting to destinations along other routes face layovers of at least a half-hour in at least one-direction of their journey.

No seamless connections are made in either direction with the Trolley’s Blue and Orange Lines, and Transpo Route 12. Westbound travelers can also seamlessly connect with the Green Line Trolley’s Southwest Loop, and Transpo routes 3B and 15B. Eastbound connections are also made with the Green Line’s Northwest Loop, and Transpo routes 1, 3A, 5, 13, and 15A. Riders connecting to these routes in the opposite direction face layovers of over 30 minutes.

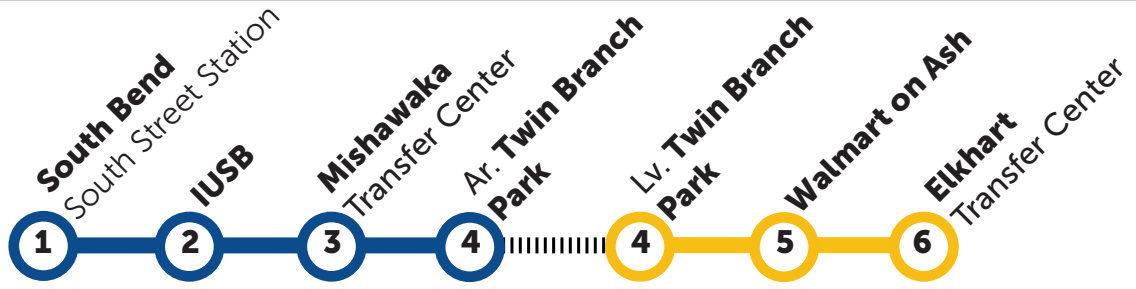
An example, a resident lives near Rum Village in South Bend and has found a job at the KIK Factory in Elkhart (Middlebury Road & Middleton Run Road). This resident would face a 3 hour and 17 minute morning transit commute, with an hour and 16 minutes making connections for the approximately 20 mile trip.

Figure 1: Current Rum Village to KIK Industries Trip



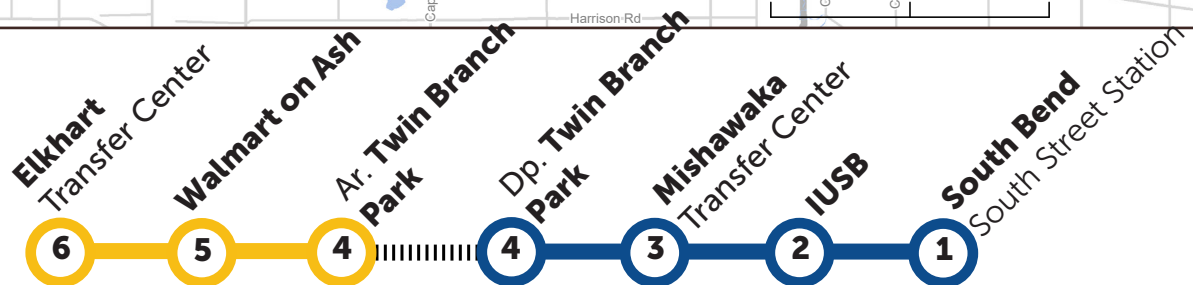
The return trip is similarly poor for this passenger, with a slightly better travel time of 2 hours and 39 minutes (due to the fact that KIK is towards the end of the Orange Line loop) but a longer 1 hour and 20 minutes scheduled for layovers. This passenger would also need to be on 4:47 Orange Line to make it back in time for the last Route 12 home from South Street Station. These long travel times make an Elkhart Industrial Park job not a viable option for a South Bend West Side resident who’s relying on public transit.

Figure 2: Current Service: Weekdays Eastbound to Elkhart



| | | | | | | |
|-------|--|-------|-------|-------|-------|-------|
| 5:20 | 5:30 | 5:43 | 6:00 | 5:00 | 5:11 | 5:25 |
| 5:50 | 6:00 | 6:13 | 6:30 | 6:00 | 6:11 | 6:25 |
| 6:20 | 6:30 | 6:43 | 7:00 | 7:00 | 7:11 | 7:25 |
| 6:50 | 7:00 | 7:13 | 7:30 | | | |
| 7:20 | 7:30 | 7:43 | 8:00 | 8:00 | 8:11 | 8:25 |
| 7:50 | 8:00 | 8:13 | 8:30 | | | |
| 8:20 | 8:30 | 8:43 | 9:00 | 9:00 | 9:11 | 9:25 |
| 8:50 | 9:00 | 9:13 | 9:30 | | | |
| 9:20 | 9:30 | 9:43 | 10:00 | 10:00 | 10:11 | 10:25 |
| 9:50 | 10:00 | 10:10 | -- | | | |
| 10:20 | 10:30 | 10:43 | 11:00 | 11:00 | 11:11 | 11:25 |
| 10:50 | 11:00 | 11:10 | -- | | | |
| 11:20 | 11:30 | 11:43 | 12:00 | 12:00 | 12:11 | 12:25 |
| 11:50 | 12:00 | 12:13 | 12:30 | | | |
| 12:20 | 12:30 | 12:43 | 13:00 | 13:00 | 13:11 | 13:25 |
| 12:50 | 13:00 | 13:13 | 13:30 | | | |
| 13:20 | 13:30 | 13:43 | 14:00 | 14:00 | 14:11 | 14:25 |
| 13:50 | 14:00 | 14:13 | 14:30 | | | |
| 14:20 | 14:30 | 14:43 | 15:00 | 15:00 | 15:11 | 15:25 |
| 14:50 | 15:00 | 15:13 | 15:30 | | | |
| 15:20 | 15:30 | 15:43 | 16:00 | 16:00 | 16:11 | 16:25 |
| 15:50 | 16:00 | 16:13 | 16:30 | | | |
| 16:20 | 16:30 | 16:43 | 17:00 | 17:00 | 17:11 | 17:25 |
| 16:50 | 17:00 | 17:13 | 17:30 | | | |
| 17:20 | 17:30 | 17:43 | 18:00 | 18:00 | 18:11 | 18:25 |
| 17:50 | 18:00 | 18:10 | -- | | | |
| 18:20 | 18:30 | 18:43 | 19:00 | | | |
| 19:20 | Combined 11/9 Route, To Mishawaka Transfer Center operates via Route 11 | | | | | |
| 20:20 | | | | | | |
| 21:20 | | | | | | |

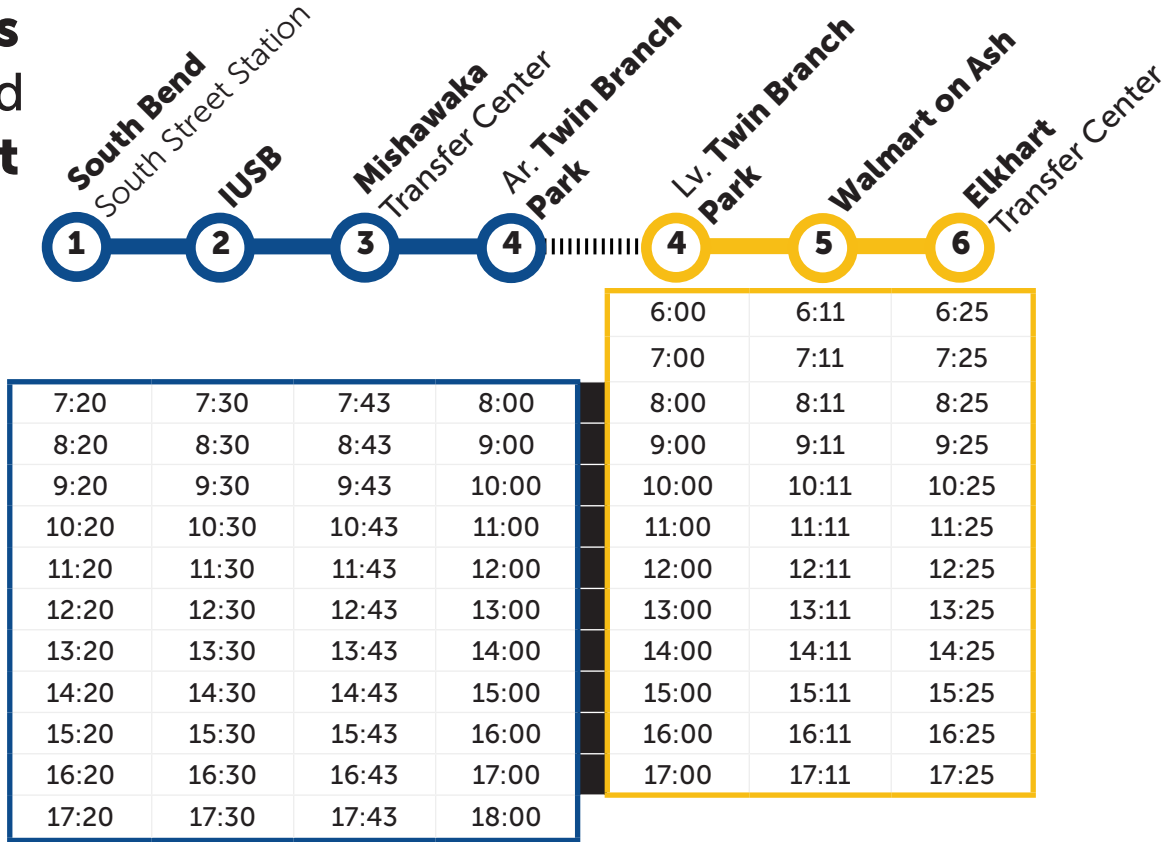
Figure 3: Current Service: Weekdays Westbound to South Bend



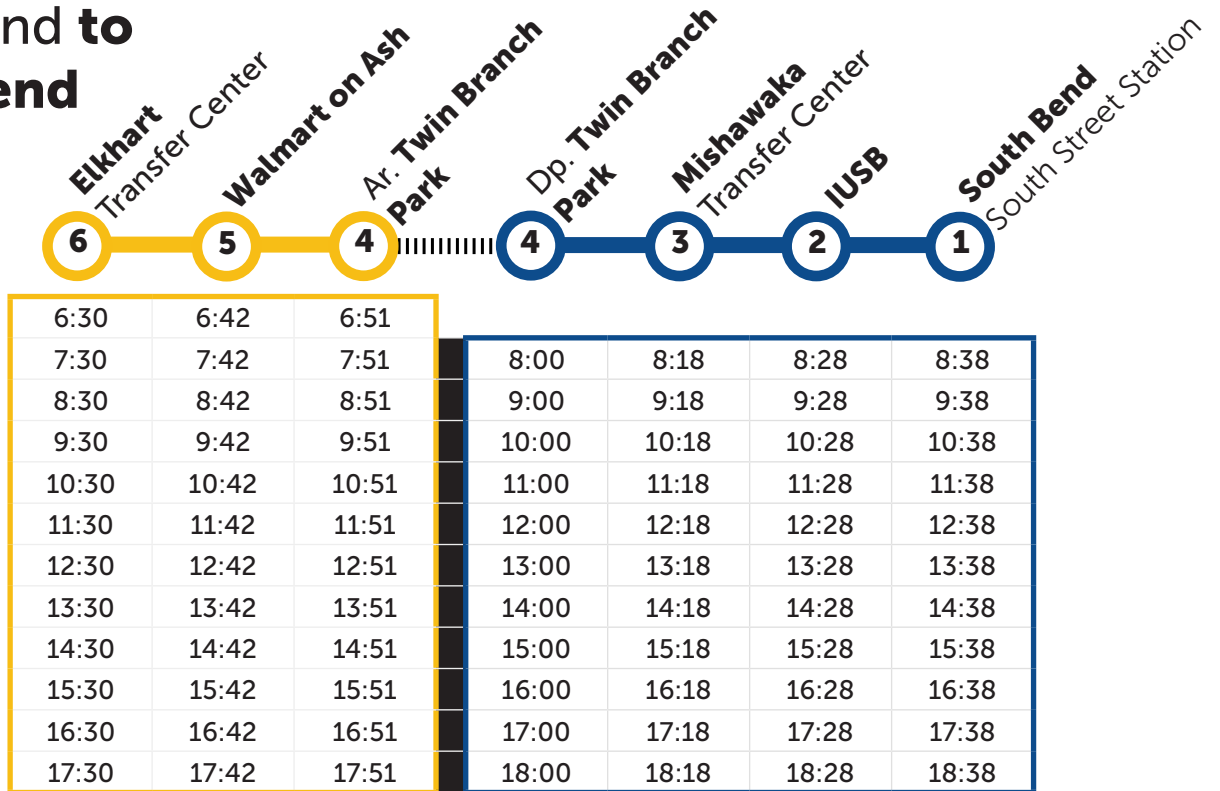
| | | | | | | | |
|-------|-------|-------|-------|-------------------|-------|-------|-------|
| 5:30 | 5:42 | 5:51 | | 6:00 | 6:18 | 6:28 | 6:38 |
| 6:30 | 6:42 | 6:51 | | 7:00 | 7:18 | 7:28 | 7:38 |
| | | | | 7:30 | 7:48 | 7:58 | 8:08 |
| 7:30 | 7:42 | 7:51 | | 8:00 | 8:18 | 8:28 | 8:38 |
| | | | | 8:30 | 8:48 | 8:58 | 9:08 |
| 8:30 | 8:42 | 8:51 | | 9:00 | 9:18 | 9:28 | 9:38 |
| | | | | 9:30 | 9:48 | 9:58 | 10:08 |
| 9:30 | 9:42 | 9:51 | | 10:00 | 10:18 | 10:28 | 10:38 |
| | | | | -- | 10:48 | 10:58 | 11:08 |
| 10:30 | 10:42 | 10:51 | | 11:00 | 11:18 | 11:28 | 11:38 |
| | | | | -- | 11:48 | 11:58 | 12:08 |
| 11:30 | 11:42 | 11:51 | | 12:00 | 12:18 | 12:28 | 12:38 |
| | | | | 12:30 | 12:48 | 12:58 | 13:08 |
| 12:30 | 12:42 | 12:51 | | 13:00 | 13:18 | 13:28 | 13:38 |
| | | | | 13:30 | 13:48 | 13:58 | 14:08 |
| 13:30 | 13:42 | 13:51 | | 14:00 | 14:18 | 14:28 | 14:38 |
| | | | | 14:30 | 14:48 | 14:58 | 15:08 |
| 14:30 | 14:42 | 14:51 | | 15:00 | 15:18 | 15:28 | 15:38 |
| | | | | 15:30 | 15:48 | 15:58 | 16:08 |
| 15:30 | 15:42 | 15:51 | | 16:00 | 16:18 | 16:28 | 16:38 |
| | | | | 16:30 | 16:48 | 16:58 | 17:08 |
| 16:30 | 16:42 | 16:51 | | 17:00 | 17:18 | 17:28 | 17:38 |
| | | | | 17:30 | 17:48 | 17:58 | 18:08 |
| 17:30 | 17:42 | 17:51 | | 18:00 | 18:18 | 18:28 | 18:38 |
| | | | | -- | 18:48 | 18:58 | 19:08 |
| 18:30 | 18:42 | 18:51 | | 19:00 | 19:18 | 19:28 | 19:38 |
| | | | | Route 11/9 | 19:45 | 19:55 | 20:05 |
| | | | 20:45 | | 20:55 | 21:05 | |
| | | | 21:40 | | 21:50 | 22:00 | |

Figure 4: Current Service: Saturdays

Saturdays Eastbound to Elkhart



Saturdays Westbound to South Bend



Transpo and the Interurban Trolley do not operate on Sundays.

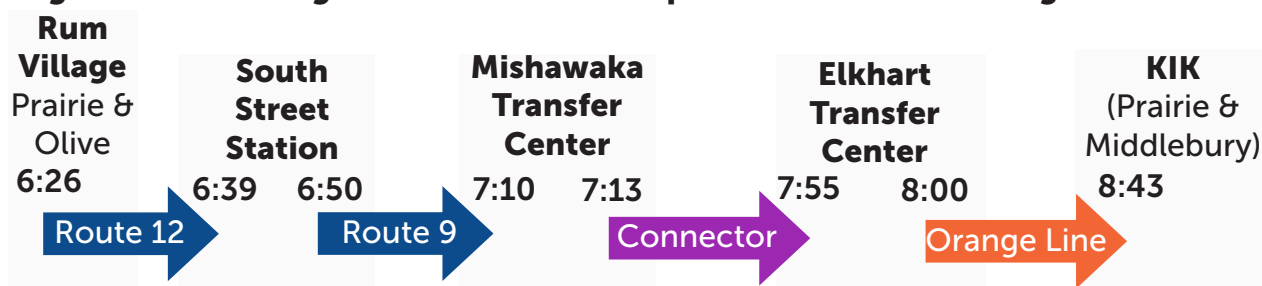
Planned Service

The following outlines the finalized schedules, based on a few minor changes made during the public comment period for the new Yellow Line Connector Route. The updated schedules are on subsequent pages in Figures 6, 7, and 8.

The new half-hour weekday frequency of the new Yellow Line Connector, replacing the hourly Trolley Yellow Line, will provide increases in connections and travel options throughout the Michiana region. Passengers will be able to connect from all Transpo routes to Downtown Elkhart (and connecting Red Line service to Goshen) with minimal layovers. Passengers coming from destinations on the Trolley Green, Orange, and Blue lines can now connect to any destination on Routes 4, 6, 7, 8, 9, 10, 11 (which also run with half-hourly service) with short connecting times. Connections to other hourly Transpo routes can be made with a maximum layover of 40 minutes generally in just one direction.

Using the previous example of the resident who lives in Rum Village in South Bend and has found a job at the KIK Factory in Elkhart (Middlebury Road & Middleton Run Road) their commute to this job will now only be a 2 hour and 17 minute morning transit commute, with just 19 minutes of layover time making the 3 connections for the trip. The return trip is now just 1 hour and 43 minute trip (due to the fact that KIK is towards the end of the Orange Line loop), with just 15 minutes of time for layovers on the transfer. This resident still needs to be on 4:47 pm Orange Line to make it back in time for the last Route 12 home from South Street Station, due to no evening service on Route 12. If the rider were connecting to routes other than 5, 12,

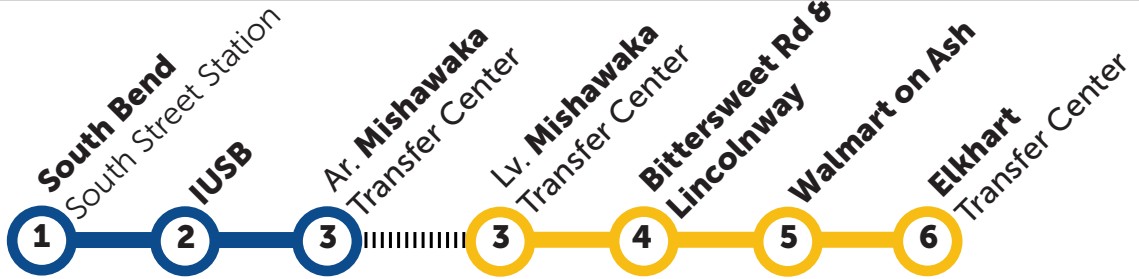
Figure 5: Rum Village to KIK Industries Trip after the Service Change



and 14 (which have evening service), the 5:47 pm Orange Line would be an option. The proposed service will require 3 buses to operate the new Yellow Line Connector during weekdays. The first two buses are accounted for from the bus currently used by the Interurban Trolley Yellow Line and a now freed bus from the now shorted Transpo Route 9. The third bus will be provided by the Interurban Trolley, using an additional trolley that will be delivered in July 2018.

On Saturdays, Transpo will operate most service on the Yellow Line Connector route hourly (because buses will need to interline with Routes 9 and 10) with the Interurban Trolley not operating the bus they currently run on the Yellow Line. Early morning service (2 Eastbound, and 1 Westbound trip) will be operated by the trolley.

Figure 6: Planned Service: Weekdays Eastbound to Elkhart

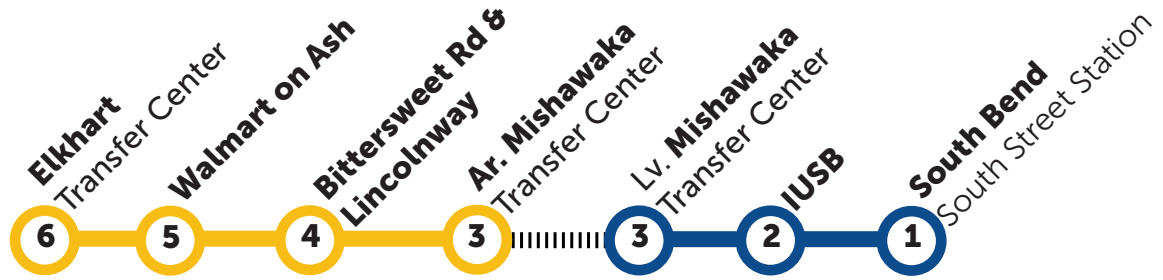


| | | | | | | | |
|-------|-------|-------|--|-------|-------|-------|-------|
| | | | | -- | 5:00 | 5:11 | 5:25 |
| | | | | 5:13 | 5:30 | 5:41 | 5:55 |
| 5:20 | 5:30 | 5:40 | | 5:43 | 6:00 | 6:11 | 6:25 |
| 5:50 | 6:00 | 6:10 | | 6:13 | 6:30 | 6:41 | 6:55 |
| 6:20 | 6:30 | 6:40 | | 6:43 | 7:00 | 7:11 | 7:25 |
| 6:50 | 7:00 | 7:10 | | 7:13 | 7:30 | 7:41 | 7:55 |
| 7:20 | 7:30 | 7:40 | | 7:43 | 8:00 | 8:11 | 8:25 |
| 7:50 | 8:00 | 8:10 | | 8:13 | 8:30 | 8:41 | 8:55 |
| 8:20 | 8:30 | 8:40 | | 8:43 | 9:00 | 9:11 | 9:25 |
| 8:50 | 9:00 | 9:10 | | 9:13 | 9:30 | 9:41 | 9:55 |
| 9:20 | 9:30 | 9:40 | | 9:43 | 10:00 | 10:11 | 10:25 |
| 9:50 | 10:00 | 10:10 | | 10:13 | 10:30 | 10:41 | 10:55 |
| 10:20 | 10:30 | 10:40 | | 10:43 | 11:00 | 11:11 | 11:25 |
| 10:50 | 11:00 | 11:10 | | 11:13 | 11:30 | 11:41 | 11:55 |
| 11:20 | 11:30 | 11:40 | | 11:43 | 12:00 | 12:11 | 12:25 |
| 11:50 | 12:00 | 12:10 | | 12:13 | 12:30 | 12:41 | 12:55 |
| 12:20 | 12:30 | 12:40 | | 12:43 | 13:00 | 13:11 | 13:25 |
| 12:50 | 13:00 | 13:10 | | 13:13 | 13:30 | 13:41 | 13:55 |
| 13:20 | 13:30 | 13:40 | | 13:43 | 14:00 | 14:11 | 14:25 |
| 13:50 | 14:00 | 14:10 | | 14:13 | 14:30 | 14:41 | 14:55 |
| 14:20 | 14:30 | 14:40 | | 14:43 | 15:00 | 15:11 | 15:25 |
| 14:50 | 15:00 | 15:10 | | 15:13 | 15:30 | 15:41 | 15:55 |
| 15:20 | 15:30 | 15:40 | | 15:43 | 16:00 | 16:11 | 16:25 |
| 15:50 | 16:00 | 16:10 | | 16:13 | 16:30 | 16:41 | 16:55 |
| 16:20 | 16:30 | 16:40 | | 16:43 | 17:00 | 17:11 | 17:25 |
| 16:50 | 17:00 | 17:10 | | 17:13 | 17:30 | 17:41 | 17:55 |
| 17:20 | 17:30 | 17:40 | | 17:43 | 18:00 | 18:11 | 18:25 |
| 17:50 | 18:00 | 18:10 | | 18:13 | 18:30 | 18:41 | 18:55 |
| 18:20 | 18:30 | 18:40 | | 18:43 | 19:00 | -- | -- |

19:20
20:20
21:20

Combined 11/9 Route
To Mishawaka Transfer Center
operates via Route 11

Figure 7: Planned Service: Weekdays Westbound to South Bend

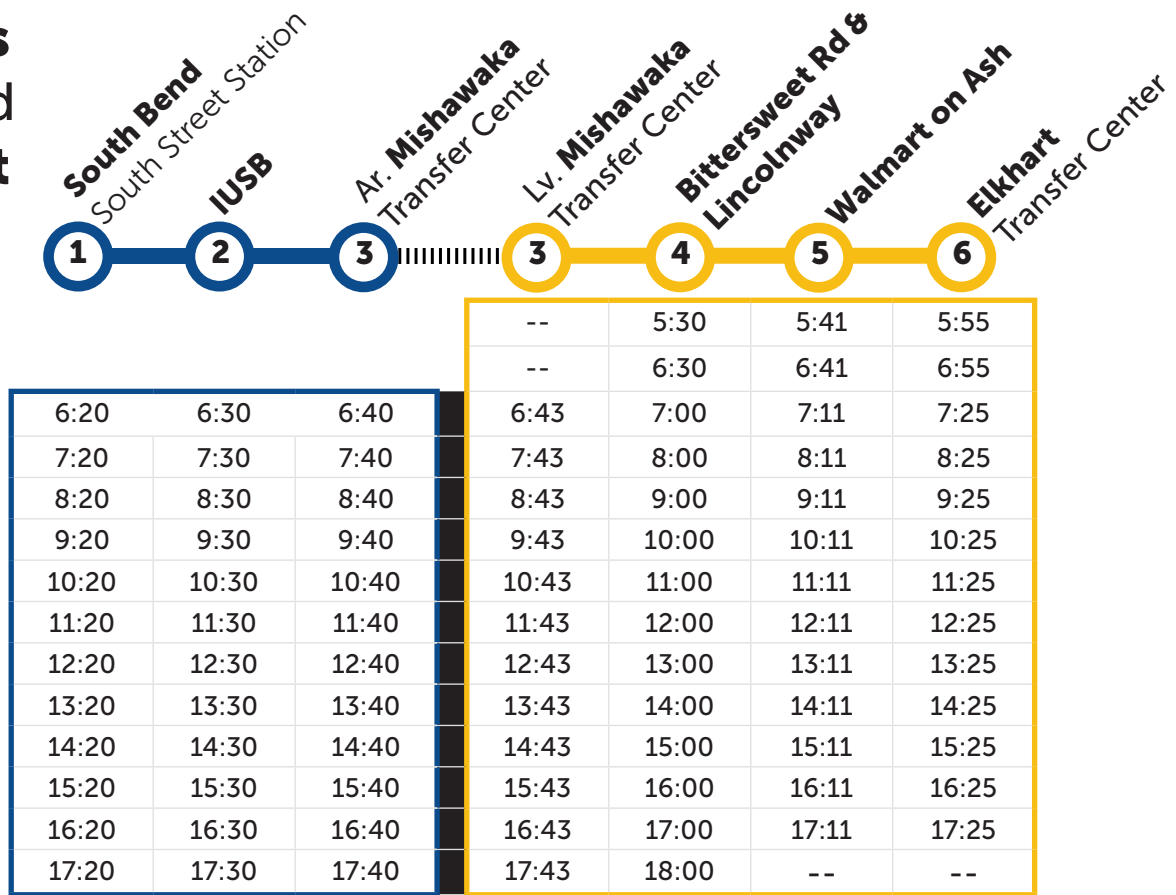


| | | | | | | |
|-------|-------|-------|-------|-------|-------|-------|
| 5:30 | 5:41 | 5:51 | 6:08 | 6:18 | 6:28 | 6:38 |
| 6:00 | 6:11 | 6:21 | 6:38 | 6:48 | 6:58 | 7:08 |
| 6:30 | 6:41 | 6:51 | 7:08 | 7:18 | 7:28 | 7:38 |
| 7:00 | 7:11 | 7:21 | 7:38 | 7:48 | 7:58 | 8:08 |
| 7:30 | 7:41 | 7:51 | 8:08 | 8:18 | 8:28 | 8:38 |
| 8:00 | 8:11 | 8:21 | 8:38 | 8:48 | 8:58 | 9:08 |
| 8:30 | 8:41 | 8:51 | 9:08 | 9:18 | 9:28 | 9:38 |
| 9:00 | 9:11 | 9:21 | 9:38 | 9:48 | 9:58 | 10:08 |
| 9:30 | 9:41 | 9:51 | 10:08 | 10:18 | 10:28 | 10:38 |
| 10:00 | 10:11 | 10:21 | 10:38 | 10:48 | 10:58 | 11:08 |
| 10:30 | 10:41 | 10:51 | 11:08 | 11:18 | 11:28 | 11:38 |
| 11:00 | 11:11 | 11:21 | 11:38 | 11:48 | 11:58 | 12:08 |
| 11:30 | 11:41 | 11:51 | 12:08 | 12:18 | 12:28 | 12:38 |
| 12:00 | 12:11 | 12:21 | 12:38 | 12:48 | 12:58 | 13:08 |
| 12:30 | 12:41 | 12:51 | 13:08 | 13:18 | 13:28 | 13:38 |
| 13:00 | 13:11 | 13:21 | 13:38 | 13:48 | 13:58 | 14:08 |
| 13:30 | 13:41 | 13:51 | 14:08 | 14:18 | 14:28 | 14:38 |
| 14:00 | 14:11 | 14:21 | 14:38 | 14:48 | 14:58 | 15:08 |
| 14:30 | 14:41 | 14:51 | 15:08 | 15:18 | 15:28 | 15:38 |
| 15:00 | 15:11 | 15:21 | 15:38 | 15:48 | 15:58 | 16:08 |
| 15:30 | 15:41 | 15:51 | 16:08 | 16:18 | 16:28 | 16:38 |
| 16:00 | 16:11 | 16:21 | 16:38 | 16:48 | 16:58 | 17:08 |
| 16:30 | 16:41 | 16:51 | 17:08 | 17:18 | 17:28 | 17:38 |
| 17:00 | 17:11 | 17:21 | 17:38 | 17:48 | 17:58 | 18:08 |
| 17:30 | 17:41 | 17:51 | 18:08 | 18:18 | 18:28 | 18:38 |
| 18:00 | 18:11 | 18:21 | 18:38 | 18:48 | 18:58 | 19:08 |
| 18:30 | 18:41 | 18:51 | 19:08 | 19:18 | 19:28 | 19:38 |
| | | | | 19:45 | 19:55 | 20:05 |
| | | | | 20:45 | 20:55 | 21:05 |
| | | | | 21:40 | 21:50 | 22:00 |

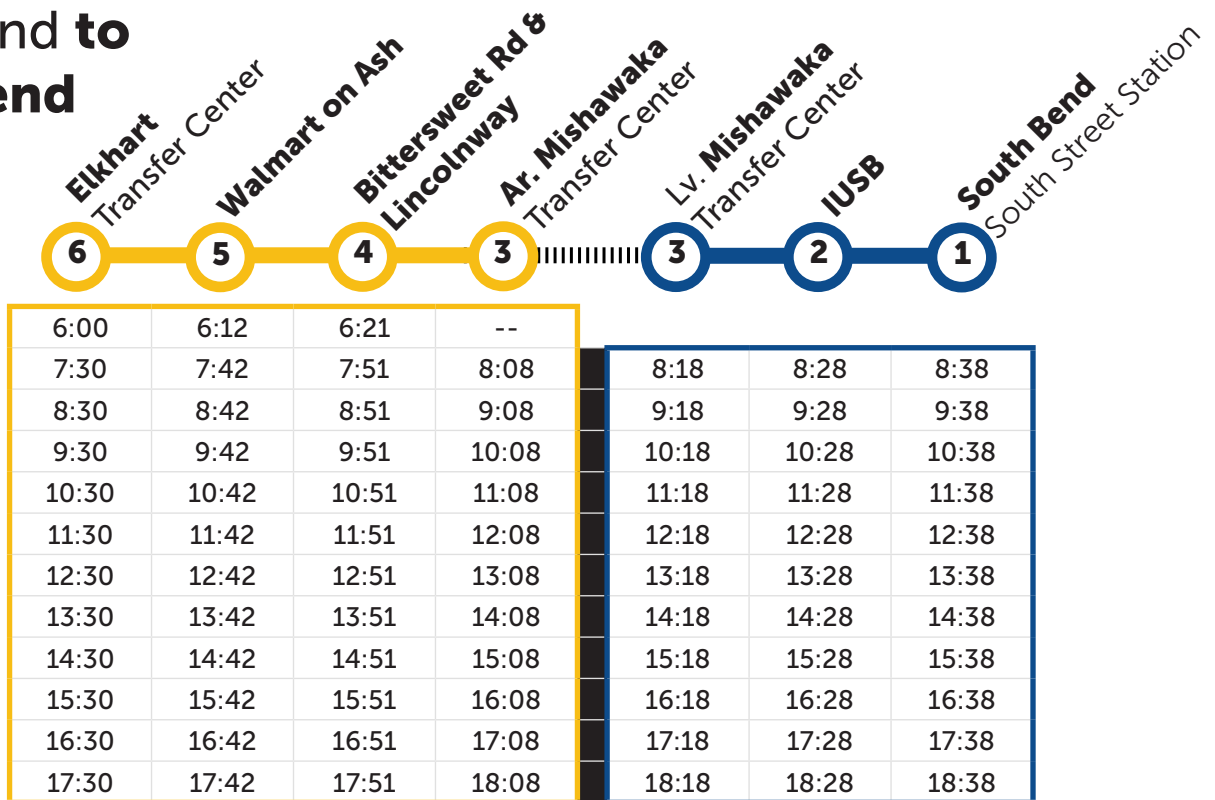
Route 11/9

Figure 8: Planned Service: Saturdays

Saturdays Eastbound to Elkhart



Saturdays Westbound to South Bend



Transpo and the Interurban Trolley do not operate on Sundays

Fares for the new Yellow Line Connector

Fares Accepted

Accepted forms of fare payment for the Yellow Line Connector will be:

- \$1.00 per ride full fare
- \$0.50 reduced fare at all times (Passengers 65 and older with valid medicare card or with disabilities and a Transpo Reduced Fare Card, or Interurban Trolley Handi-Card)
- Valid Transpo or Interurban Trolley 1 Day, 14 Day, or 31 Day Pass
- Valid Interurban trolley token or single-ride ticket.
- Ivy Tech ID (from either campus) with valid semester sticker
- Children 4 and under ride FREE with a fare paying adult

No Transfers

Transfers will not be issued, or accepted on the Yellow Line Connector. This means passengers connecting from other Interurban Trolley routes to the Yellow Line Connector will need to pay an additional fare (or purchase a day pass) as the Trolley Yellow Line currently accepts and issues Interurban Trolley transfers.

Transpo no longer issues and accepts free transfers. These riders already buy day or other longer-term passes to cover multiple rides.

Passes

The fareboxes on all the Yellow Line Connector buses will be programmed to sell Day Passes for both the Interurban Trolley and Transpo systems for \$3, per current fare policies of both systems. Riders will inform the driver which system they wish to purchase a pass for and the driver will push the appropriate button on the fare box to issue a transfer card embedded with the pass for the appropriate connections.

All Interurban Trolley and Transpo Bus Passes (including Transpo's K-12 student passes) will be accepted on the Yellow Line Connector. These passes are available in 1-day, 14-day, and 31-day time denominations from both agencies. Additional pass cross-honoring for connections on the Interurban Trolley and Transpo beyond the Yellow Line Connector will not be available.

A rider with a Transpo Pass can ride with their pass as far as downtown Elkhart, but will have to pay regular Trolley fares for continued travel on the other 4 Trolley routes.

A rider with a Trolley pass will be able to ride as far as the Mishawaka Transfer Center and will then need to pay regular Transpo fares for all connections.

Educational Partnerships

Currently Ivy Tech Community College students at either the South Bend or Elkhart campuses can purchase a sticker for \$20 for unlimited rides for a semester on both the Trolley and Transpo. These students will continue to be able to ride the Connector Route for free.

Transpo's other partnerships are with the University of Notre Dame, Saint Mary's College, and College of the Holy Cross. The Trolley has a similar partnership with Goshen College. Where all students, faculty, and staff at these institutions ride for free using their ID cards. Due to the nature of the joint operations of the Yellow Line Connector; the University of Notre Dame, St. Mary's College, and Goshen College partnerships will not be valid on the Yellow Line Connector route. These riders will need to pay regular fares.

Summer Student Travel Pass and other Free Travel Days

During the public comment period, Transpo began offering a Free Summer Travel Pass for all K-12 students with valid school ID, this travel pass will be valid through August 31, 2018 and applies to all Transpo fixed-routes.

The Yellow Line Connector will not be included in this promotion, students will have to pay regular fares to ride the Yellow Line Connector.

The Interurban Trolley and Transpo will together evaluate all future free ride days (such as election days when the Interurban Trolley is free to all riders) and special event days on a case-by-case basis for applicability to the Yellow Line Connector route.

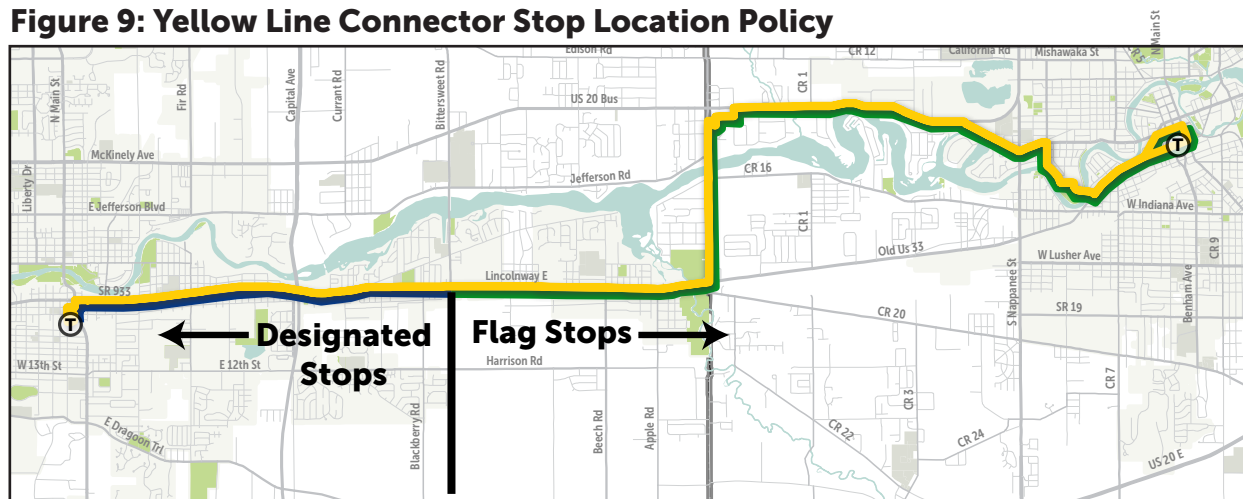
Yellow Line Connector Stop Location Policy

Transpo transitioned to a designated bus stop system on April 3, 2017. The Interurban Trolley still operates as a flag-stop system with Interurban Trolley signs at major intersections and passengers allowed to get on and off the trolley on the far side of any four-way intersection.

The new Yellow Line Connector will operate with a hybrid system for stop locations: east of Bittersweet Road to Elkhart buses will continue to follow the Interurban Trolley's flag stop system, west of Bittersweet Road buses will stop only at designated Transpo stop locations.

Figure 9 Below shows the route and the portion that will operate using existing Transpo designated stops, and the portion of the route where the Interurban Trolley's flag stop policy will apply.

Figure 9: Yellow Line Connector Stop Location Policy



Access Paratransit Service

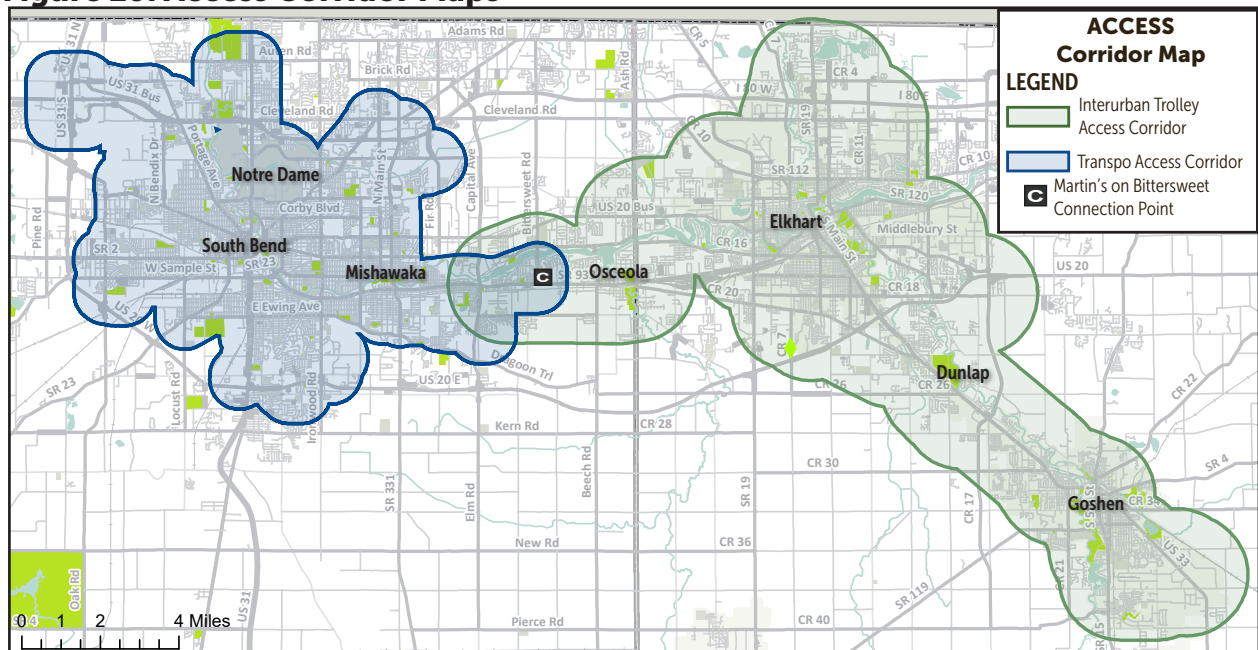
The American’s with Disabilities Act and Federal regulations requires that transit agencies operate complimentary door-to-door paratransit service within three-quarters of a mile fixed-route transit. This service is available to eligible riders with disabilities who have registered with the transit agency and are unable to ride fixed-route bus service.

Transpo and the Interurban Trolley each operate their own respective Access service. Transpo operates their service within 0.75 miles of their fixed-route service, while the Interurban Trolley provides more comprehensive service than federally required within a 1.5 mile area of fixed-route Interurban Trolley service. Figure 10 below shows the current Corridors of the Interurban Trolley and Transpo Access services.

The all day nature of operations of the Connector route requires complimentary paratransit service. Since the Connector route will be jointly operated by Transpo and the Interurban Trolley; the operations plan is to keep the existing paratransit corridors for the both Access Services, this will provide full paratransit coverage for the Connector Route.

Currently riders informally transfer between both systems with the Martin’s Bittersweet Plaza parking lot as the most common location. MACOG and Transpo plan to work with Martin’s and the property owner Brixmore Properties to formalize and publicly advertise the connection point between the two Access Services as Martin’s Bittersweet Plaza. As like today, Access riders will need to pay separate fares for the Transpo and Interurban Trolley Access Services.

Figure 10: Access Corridor Maps



Appendix A: Detailed Operations Plan

This Appendix contains a detailed operations analysis and operations plan with the final schedule and run cuts for the new Yellow Line Connector route.

This operations analysis also shows how the Yellow Line Connector will effect both Interurban Trolley and Transpo operations.

This operations analysis has been updated since the public comment period began due to the decision made for the Interurban Trolley to operate the third bus. The document has been adopted as a final operations plan including new Transpo run cuts, that follow all applicable Transpo work rules, including driver lunch breaks.

Weekday Service

Table A.1. is the proposed Weekday Yellow Line Connector schedule and operations plan. 3 buses are required for continuous regular service, with Transpo and the Interurban Trolley (Trolley #1) providing one bus from the existing Yellow Line and shortened Transpo Route 9. It was determined that the Interurban Trolley should operate the third bus (Trolley #2)

The Trolley #1 will run on a nearly matching schedule to the current Yellow Line. This bus will deadhead back to the Trolley garage at the end of its service day at 6:55pm from the Downtown Elkhart Transfer Center instead of from Twin Branch Park at 6:51pm as the Yellow Line trolley does today. Trolley #2 will begin it's first trip at the Mishawaka Transfer Center and 5:13am, have a driver shift change at the Elkhart Transfer Center at approximately Noon, and return to the garage just after 7:00pm after discharging passengers at Bittersweet and Lincolnway East to provide full coverage of all current Tranpso Route 9 trips east of the Mishawaka Transfer Center.

Table A.2 shows the planned Transpo run cuts for the now shortened routes 9 and 10 (which interlines on many trips). Runs #26 and #30 are former runs that used to operate on the Route 9-10 interline and are now operating the new Yellow Line Connector. Run #31 has also been modified to run on the Yellow Line Connector. Runs #30 and #31 will interline at the Mishawaka Transfer Center onto Route 10 to provide optimal lunch coverage, and minimize deadheading.

Only the end of Run #26 shift and the beginning of Run #30 shift will require dead-heading between the Mishawaka Transfer Center and the Transpo garage in South Bend, all other buses will interline and return to South Bend in revenue service on routes 9 or 10.

Table A.1 Yellow Line Connector Weekday Operations Plan

| Eastbound to Elkhart | | | Westbound to Mishawaka | | | Operator & Run |
|-------------------------------|--------------------------|-----------------------------|-------------------------------|--------------------------|-------------------------------|---------------------------|
| Lv. Mishawaka Transfer Center | Lincolnway & Bittersweet | Ar. Elkhart Transfer Center | Lv. Elkhart Transfer Center | Lincolnway & Bittersweet | Ar. Mishawaka Transfer Center | |
| -- | 5:00 | 5:25 | 5:30 | 5:51 | 6:08 | Trolley #1 |
| 5:13 | 5:30 | 5:55 | 6:00 | 6:21 | 6:38 | Trolley #2 |
| 5:43 | 6:00 | 6:25 | 6:30 | 6:51 | 7:08 | Transpo #26 |
| 6:13 | 6:30 | 6:55 | 7:00 | 7:21 | 7:38 | Trolley #1 |
| 6:43 | 7:00 | 7:25 | 7:30 | 7:51 | 8:08 | Trolley #2 |
| 7:13 | 7:30 | 7:55 | 8:00 | 8:21 | 8:38 | Transpo #26 |
| 7:43 | 8:00 | 8:25 | 8:30 | 8:51 | 9:08 | Trolley #1 |
| 8:13 | 8:30 | 8:55 | 9:00 | 9:21 | 9:38 | Trolley #2 |
| 8:43 | 9:00 | 9:25 | 9:30 | 9:51 | 10:08 | Transpo #32 |
| 9:13 | 9:30 | 9:55 | 10:00 | 10:21 | 10:38 | Trolley #1 |
| 9:43 | 10:00 | 10:25 | 10:30 | 10:51 | 11:08 | Trolley #2 |
| 10:13 | 10:30 | 10:55 | 11:00 | 11:21 | 11:38 | Transpo #32 |
| 10:43 | 11:00 | 11:25 | 11:30 | 11:51 | 12:08 | Trolley #1 |
| 11:13 | 11:30 | 11:55 | 12:00 | 12:21 | 12:38 | Trolley #2 |
| 11:43 | 12:00 | 12:25 | 12:30 | 12:51 | 13:08 | Transpo #26 |
| 12:13 | 12:30 | 12:55 | 13:00 | 13:21 | 13:38 | Trolley #1 |
| 12:43 | 13:00 | 13:25 | 13:30 | 13:51 | 14:08 | Trolley #2 |
| 13:13 | 13:30 | 13:55 | 14:00 | 14:21 | 14:38 | Transpo #30 |
| 13:43 | 14:00 | 14:25 | 14:30 | 14:51 | 15:08 | Trolley #1 |
| 14:13 | 14:30 | 14:55 | 15:00 | 15:21 | 15:38 | Trolley #2 |
| 14:43 | 15:00 | 15:25 | 15:30 | 15:51 | 16:08 | Transpo #30 |
| 15:13 | 15:30 | 15:55 | 16:00 | 16:21 | 16:38 | Trolley #1 |
| 15:43 | 16:00 | 16:25 | 16:30 | 16:51 | 17:08 | Trolley #2 |
| 16:13 | 16:30 | 16:55 | 17:00 | 17:21 | 17:38 | Transpo #30 |
| 16:43 | 17:00 | 17:25 | 17:30 | 17:51 | 18:08 | Trolley #1 |
| 17:13 | 17:30 | 17:55 | 18:00 | 18:21 | 18:38 | Trolley #2 |
| 17:43 | 18:00 | 18:25 | 18:30 | 18:51 | 19:08 | Transpo #30 |
| 18:13 | 18:30 | 18:55 | -- | -- | -- | Trolley #1 |
| 18:43 | 19:00 | -- | -- | -- | -- | Trolley #2 |

Table A.2 Transpo Shortened Route 9 and Route 10 Weekday Operations Plan

| Run # | From Route | Route 9 Outbound | | Route 9 Inbound | | To Route | Run # | From Route | Route 10 Outbound - Inbound | | | To Route |
|-------|------------|------------------|---------|-----------------|---------|----------|-------|--------------|-----------------------------|------------------------|---------|----------|
| | | Lv. SSS | Ar. MTC | Lv. MTC | Ar. SSS | | | | Lv. SSS | Ar./Lv. Summit/Western | Ar. SSS | |
| | | -- | -- | -- | -- | | 25 | Harbor Homes | -- | 5:31 | 5:45 | 9 |
| | | -- | -- | -- | -- | | 21 | Garage | 5:40 | 6:01 | 6:15 | 6 |
| 26 | Garage | 5:20 | 5:40 | -- | -- | Yellow | 28 | Garage | 6:10 | 6:31 | 6:45 | 9 |
| 25 | 10 | 5:50 | 6:10 | 6:18 | 6:38 | 10 | 25 | 9 | 6:40 | 7:01 | 7:15 | 9 |
| 27 | Garage | 6:20 | 6:40 | 6:48 | 7:08 | 10 | 27 | 9 | 7:10 | 7:31 | 7:45 | 9 |
| 28 | 10 | 6:50 | 7:10 | 7:18 | 7:38 | 10 | 28 | 9 | 7:40 | 8:01 | 8:15 | 9 |
| 25 | 10 | 7:20 | 7:40 | 7:48 | 8:08 | 10 | 25 | 9 | 8:10 | 8:31 | 8:45 | 9 |
| 27 | 10 | 7:50 | 8:10 | 8:18 | 8:38 | 10 | 27 | 9 | 8:40 | 9:01 | 9:15 | 9 |
| 28 | 10 | 8:20 | 8:40 | 8:48 | 9:08 | 10 | 28 | 9 | 9:10 | 9:31 | 9:45 | 9 |
| 25 | 10 | 8:50 | 9:10 | 9:18 | 9:38 | 10 | 25 | 9 | 9:40 | 10:01 | 10:15 | 9 |
| 27 | 10 | 9:20 | 9:40 | 9:48 | 10:08 | Garage | 37 | Garage | 10:10 | 10:31 | 10:45 | 9 |
| 28 | 10 | 9:50 | 10:10 | 10:18 | 10:38 | Lunch | 29 | Garage | 10:40 | 11:01 | 11:15 | 9 |
| 25 | 10 | 10:20 | 10:40 | 10:48 | 11:08 | Lunch | 28 | Lunch | 11:10 | 11:31 | 11:45 | 9 |
| 37 | 10 | 10:50 | 11:10 | 11:18 | 11:38 | 11 | 25 | Lunch | 11:40 | 12:01 | 12:15 | 9 |
| 29 | 10 | 11:20 | 11:40 | 11:48 | 12:08 | 10 | 29 | 9 | 12:10 | 12:31 | 12:45 | 11 |
| 28 | 10 | 11:50 | 12:10 | 12:18 | 12:38 | 10 | 28 | 9 | 12:40 | 13:01 | 13:15 | 9 |
| 25 | 10 | 12:20 | 12:40 | 12:48 | 13:08 | 10 | 25 | 9 | 13:10 | 13:31 | 13:45 | Swap |
| 32 | 11 | 12:50 | 13:10 | 13:18 | 13:38 | 10 | 32 | 9 | 13:40 | 14:01 | 14:15 | Garage |
| 28 | 10 | 13:20 | 13:40 | 13:48 | 14:08 | Garage | 45 | Garage | 14:10 | 14:31 | 14:45 | 9 |
| 31 | Swap | 13:50 | 14:10 | 14:18 | 14:38 | 10 | 31 | 9 | 14:40 | 15:01 | 15:15 | 9 |
| 29 | 11 | 14:20 | 14:40 | 14:48 | 15:08 | 10 | 29 | 9 | 15:10 | 15:31 | 15:45 | 9 |
| 45 | 10 | 14:50 | 15:10 | 15:18 | 15:38 | Special | 42 | Garage | 15:40 | 16:01 | 16:15 | 9 |
| 31 | 10 | 15:20 | 15:40 | 15:48 | 16:08 | 9 | 31 | 9 | 16:10 | 16:31 | 16:45 | 9 |
| 29 | 10 | 15:50 | 16:10 | 16:18 | 16:38 | Lunch | 45 | Special | 16:40 | 17:01 | 17:15 | Garage |
| 42 | 10 | 16:20 | 16:40 | 16:48 | 17:08 | 10 | 42 | 9 | 17:10 | 17:31 | 17:45 | 9 |
| 31 | 10 | 16:50 | 17:10 | 17:18 | 17:38 | Lunch | 16 | 7 | 17:40 | 18:01 | 18:15 | Garage |
| 29 | Lunch | 17:20 | 17:40 | 17:48 | 18:08 | 10 | 29 | 9 | 18:10 | 18:31 | 18:45 | Garage |
| 42 | 10 | 17:50 | 18:10 | 18:18 | 18:38 | 10 | 42 | 9 | 18:40 | 19:01 | 19:15 | 10 |
| 31 | Lunch | 18:20 | 18:40 | 18:48 | 19:08 | 9/11 | 42 | 10 | 19:20 | 19:31 | 19:55 | Garage |
| 30 | Yellow | -- | -- | 19:18 | 19:38 | Lunch | | | -- | -- | -- | |
| 31 | 9 | 19:20 | Via | 19:45 | 20:05 | 9/11 | 18 | 7 | 20:20 | 20:40 | 20:55 | 7 |
| 31 | 9/11 | 20:20 | Route | 20:45 | 21:05 | 9/11 | 30 | 7 | 21:15 | 21:35 | 21:50 | Garage |
| 31 | 9/11 | 21:15 | 11 | 21:40 | 22:00 | Garage | | | | | | |

SWAP – The drivers of Runs 31 and 29 swap buses at South Street Station

Special – Bus deadheads to Goodwill for Special (Route 10) return trip to South Street Station

Harbor Homes – Bus deadheads from the garage to Harbor Homes to begin first inbound trip

Saturday Service

Saturday service on the new Yellow Line Connector Route will need to be only operated by Transpo, except for two eastbound and one westbound trip between Bittersweet Road and the Downtown Elkhart Transfer Center in the early morning period that will be operated by the Interurban Trolley.

Current hourly Saturday service consists of two Transpo buses operating on the interlined Routes 9 and 10, and the single Trolley Yellow Line bus. Shifting the connection point to the Mishawaka Transfer Center while keeping the operations separate would vastly decrease bus productivity (and require an extra 4th bus) with buses sitting at the Mishawaka Transfer Center for over 30 minutes on all trips.

The new final Route 9-10-Yellow Line Connector Interlined schedule, Table A.3 requires three Transpo buses on the road at any one time operating from Summit & Western on Route 10 all the way to east the Elkhart Transfer Center. Driver runs, X7701, X7702, and X7703 are the service expansion Transpo needs for Saturday service. Other existing runs may have slightly longer in service times.

This new schedule will see existing service maintained at all times on routes 9 and 10 and the Yellow Line, except for the 6:00am to 7:00am trip on the Yellow Line between Elkhart to Bittersweet Road. Riders at these times will see small service changes. These are due to the fact that the bus that becomes Interurban Trolley Red Line #2 will provide this early morning service before interlining. Existing Red Line service will not be effected by this service change:

- Bittersweet Road-bound passengers they will have the option of a 6:00am departure from the Elkhart Transfer Center with service 30 minutes earlier
- Elkhart-bound passengers who currently use the 6:00am bus will have options of service at 5:30am or 6:30am

The new schedule will see additional early Saturday morning Transpo Service, with eastbound service on Route 9 starting an hour earlier. There will be a new 6:20am eastbound Route 9 trip from South Street Station, that will interline and become the first Yellow Line Connector, operated by Transpo on Saturday mornings, leaving the Mishawaka Transfer Center at 6:43am, providing eastbound service between the Mishawaka Transfer Center and Twin Branch Park one hour earlier than today. This service expansion is at the time a vehicle would otherwise be deadheading to Bittersweet Road.

The only deadheading required under the new service plan is the final eastbound Yellow Line Connector trip that will terminate at Bittersweet Road at 6:00pm and deadhead back to the Transpo garage.

Table A.3: Proposed Saturday Transpo Route 9-10-Yellow Line Connector Interlined Schedule

| Run # | From Route | Route 9 Outbound | | | Yellow Line Connector Eastbound | | | Yellow Line Connector Westbound | | | Route 9 Inbound | | | Route 10 Outbound/Inbound | | | | | | |
|---------------|------------|------------------|---------|---------|---------------------------------|---------------------------|----------------|---------------------------------|---------------------------|---------|-----------------|---------|---------|---------------------------|------------|---------|------------------|---------|----------|--|
| | | Lv. SSS | Ar. MTC | Dp. MTC | Dp. MTC | Lincolntway & Bittersweet | Ar. Elkhart TC | Dp. Elkhart TC | Lincolntway & Bittersweet | Ar. MTC | Dp. MTC | Ar. SSS | Dp. SSS | Run # | From Route | Dp. SSS | Summit & Western | Ar. SSS | To Route | |
| Red #2 | Garage | -- | -- | -- | 5:30 | 5:55 | 6:00 | 6:21 | -- | -- | -- | -- | Yellow | X7701 | Garage | 6:40 | 7:01 | 7:15 | 9 | |
| Red #2 | Yellow | -- | -- | -- | 6:30 | 6:55 | -- | -- | -- | -- | -- | -- | Red | 29* | Garage | 7:40 | 8:01 | 8:15 | 9 | |
| 25 | Garage | 6:20 | 6:40 | 6:43 | 7:00 | 7:25 | 7:30 | 7:51 | 8:08 | 8:18 | 8:38 | 8:38 | Lunch | 15 | Garage | 8:40 | 9:01 | 9:15 | 12/14 | |
| X7701 | 10 | 7:20 | 7:40 | 07:43 | 8:00 | 8:25 | 8:30 | 8:51 | 9:08 | 09:18 | 09:38 | 09:38 | 10 | X7701 | 9 | 9:40 | 10:01 | 10:15 | Garage | |
| 29* | 10 | 8:20 | 8:40 | 08:43 | 9:00 | 9:25 | 9:30 | 9:51 | 10:08 | 10:18 | 10:38 | 10:38 | Garage | 41 | Garage | 10:40 | 11:01 | 11:15 | 9 | |
| 25 | Lunch | 9:20 | 9:40 | 09:43 | 10:00 | 10:25 | 10:30 | 10:51 | 11:08 | 11:18 | 11:38 | 11:38 | 10 | 25 | 9 | 11:40 | 12:01 | 12:15 | 9 | |
| X7702 | Garage | 10:20 | 10:40 | 10:43 | 11:00 | 11:25 | 11:30 | 11:51 | 12:08 | 12:18 | 12:38 | 12:38 | 10 | X7702 | 9 | 12:40 | 13:01 | 13:15 | Garage | |
| 41 | 10 | 11:20 | 11:40 | 11:43 | 12:00 | 12:25 | 12:30 | 12:51 | 13:08 | 13:18 | 13:38 | 13:38 | Lunch | 16* | Garage | 13:40 | 14:01 | 14:15 | 11 | |
| 25 | 10 | 12:20 | 12:40 | 12:43 | 13:00 | 13:25 | 13:30 | 13:51 | 14:08 | 14:18 | 14:38 | 14:38 | Garage | X7703 | Garage | 14:40 | 15:01 | 15:15 | 9 | |
| 29 | Garage | 13:20 | 13:40 | 13:43 | 14:00 | 14:25 | 14:30 | 14:51 | 15:08 | 15:18 | 15:38 | 15:38 | 10 | 29* | 9 | 15:40 | 16:01 | 16:15 | 9 | |
| 41 | Lunch | 14:20 | 14:40 | 14:43 | 15:00 | 15:25 | 15:30 | 15:51 | 16:08 | 16:18 | 16:38 | 16:38 | 10 | 41 | 9 | 16:40 | 17:01 | 17:15 | 9 | |
| X7703 | 10 | 15:20 | 15:40 | 15:43 | 16:00 | 16:25 | 16:30 | 16:51 | 17:08 | 17:18 | 17:38 | 17:38 | 10 | X7703 | 9 | 17:40 | 18:01 | 18:15 | Garage | |
| 29* | 10 | 16:20 | 16:40 | 16:43 | 17:00 | 17:25 | 17:30 | 17:51 | 18:08 | 18:18 | 18:38 | 18:38 | Garage | | | | | | | |
| 41 | 10 | 17:20 | 17:40 | 17:43 | 18:00 | -- | -- | -- | -- | -- | -- | -- | Garage | | | | | | | |

*Run 29 is a split shift

Early morning service colored in Green will be operated by the Interurban Trolley (bus will continue as Red Line #2)

Appendix B: Public Participation and Comment Process

New Yellow Line Connector Final Implementation Plan

MACOG oversaw a public participation process on the proposed Yellow Line Connector. The public comment period for the Yellow Line Connector ran from May 30, 2018 through June 28, 2018.

The public participation process was based on a project webpage (located at www.interurbanTrolley.com/yellow_line), which housed an integrated form for public comments. The Yellow Line Connector webpage, plan and public comments were promoted through a press release, rider notices on Interurban Trolley and Transpo buses.

Public open houses were held at the Downtown Mishawaka-Penn-Harris Public Library and the Downtown Elkhart Public Library downtown Branches on Tuesday, June 12, 2018 and Wednesday, June 13, 2018. These open houses were attended by members of MACOG's and Transpo's staff. In total 4 members of the general public came to the open houses.

MACOG staff also handed out bottles of water with information cards on the New Yellow Line Connector at the Downtown Elkhart Transfer Center on June 21, 2018 - Dump the Pump Day. Staff handed out approximately 50 bottles of water with cards on the Yellow Line Connector plan to members of the public in a less than 2 hour period before heavy rain suspended the promotional event.



New Yellow Line Connector Final Implementation Plan

Four written public comments (three using the on-line comment form, and one in person at the open house) we're received. The comments discussed the following issues as summarized below:

- The plan will allow them to go to Elkhart without having them to wait in cold weather or for an hour if the trolley is running late.
- The plan will make their trips to Elkhart cheaper.
- A resident of the Twin Branch neighborhood said they realizes the proposed route will now require them to transfer to get to South Bend, but overall think the plan is a good idea.
- Moving the stop will improve safety by buses no longer stopping in the travel lane of Lincolnway East.

Verbal comments during the public meetings and water bottle event at the Transfer Center we're largely positive:

- The Twin Branch neighborhood watch association expressed excitement that the connection point will no longer be impacting their neighborhood park
- Interurban Trolley riders expressed excitement that the Yellow Line will now offer direct connections to the all Green, Orange and Blue Line trips.

Media coverage during the public comment period included:

- June 4-An Elkhart Truth Article
- June 8-A WVPE news (radio) segment

Appendix C: Title VI Analysis

A Title VI Analysis was performed to look at the effects of the proposed new Yellow Line Connector service change on low-income and minority groups in the Interurban Trolley and Transpo service areas.

Table C.1 shows the changes impacting low income and minority riders. With the effected areas just 6.5% more low-income, and having a 3.3% smaller minority population than the overall service area population. The differences are not substantial, compared to the overall service area. Overall this service change will bring increased transit connectivity to the entire region.

Table C.1 - Service Change Impacts by Low Income and Minority Populations

| | Low Income | Minority |
|------------------------|-------------------|-----------------|
| Change Borne By | 28.2% | 28.3% |
| Area Average | 21.7% | 31.6% |
| Delta | 6.5% | -3.3% |

Figure C.1, shows the trip differences (both eliminated service and additional service) created by the new Yellow Line Connector (and shortened Transpo Route 9) compared to the existing Transpo Route 9 and Interurban Trolley Yellow Line schedule.

In Figure C.1, the two census block groups that show eliminated service are located along Bittersweet Road and Vistula Road. Under the proposed service change, riders who currently board the bus on Vistula Road and Bittersweet Road may need to walk up to 0.3 miles (5 minutes) to a bus stop along Lincolnway East. This areas will now have more frequent bus service with service to both Downtown Elkhart and Downtown Mishawaka every 30 minutes, instead of every 60 minutes and 30 minutes respectively as is the case today.

Comparing figures C.2 and C.3 to figure C.1, shows that the low income and minority block groups will receive an increase in service (particularly in Elkhart County) and not a decrease in transit service.

The service changes outlined in this implementation are small, and effect few low-income and minority populations, therefore no potential for disproportionate burden has been identified. This proposed service change will be a positive change for riders throughout the Interurban Trolley and Transpo’s service areas.

Figure C.1 - Trip Differences caused by the Yellow Line Connector

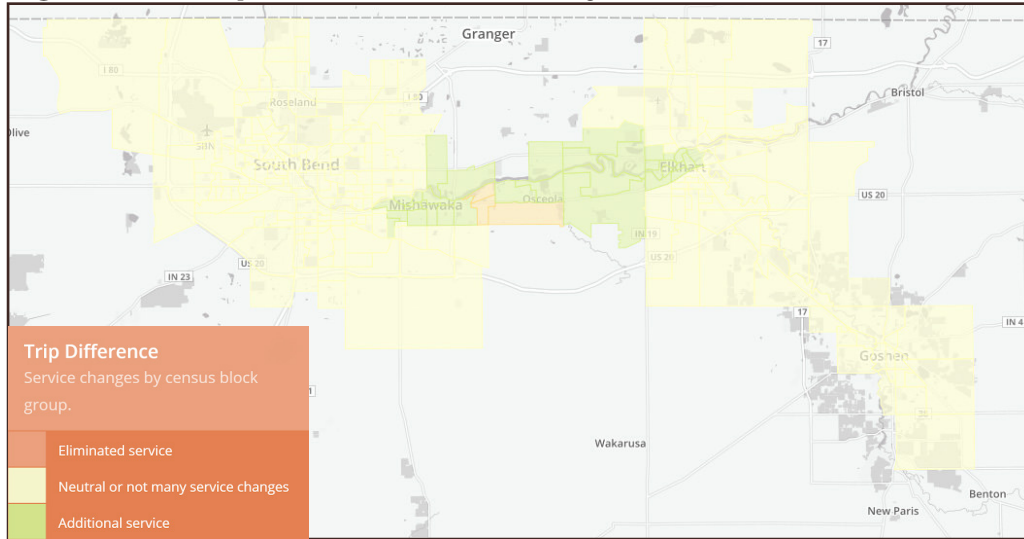


Figure C.2 - Minority Service Area Census Block Groups

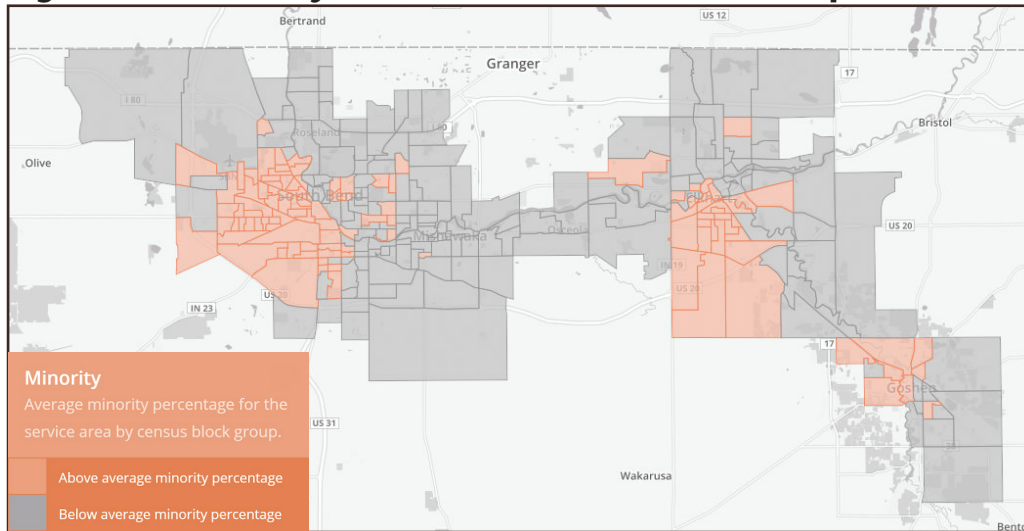


Figure C.3 - Low Income Area Census Block Groups

