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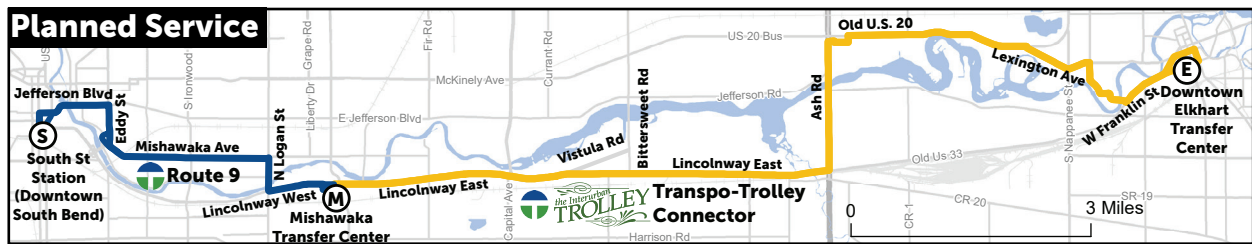
Executive Summary

Transpo and the Interurban Trolley are planning to relocate their connection point from its current location in a westbound travel lane of Lincolnway East 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 jointly-operated Transpo-Trolley 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.

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 operates the Interurban Trolley, and the South Bend Public Transportation Corporation (Transpo) are planning to begin a new jointly-operated Transpo-Trolley Yellow Line Connector Route. 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 South Bend Transpo and the 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 increased will provide better connectivity between Elkhart and Goshen, and South Bend Mishawaka, with passengers able to connect to nearly any destination in the region with minimal connecting wait times.

The proposed 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 it's operation). The third bus can be provided by either the Interurban Trolley or Transpo, with minimal operational differences.

Existing Service

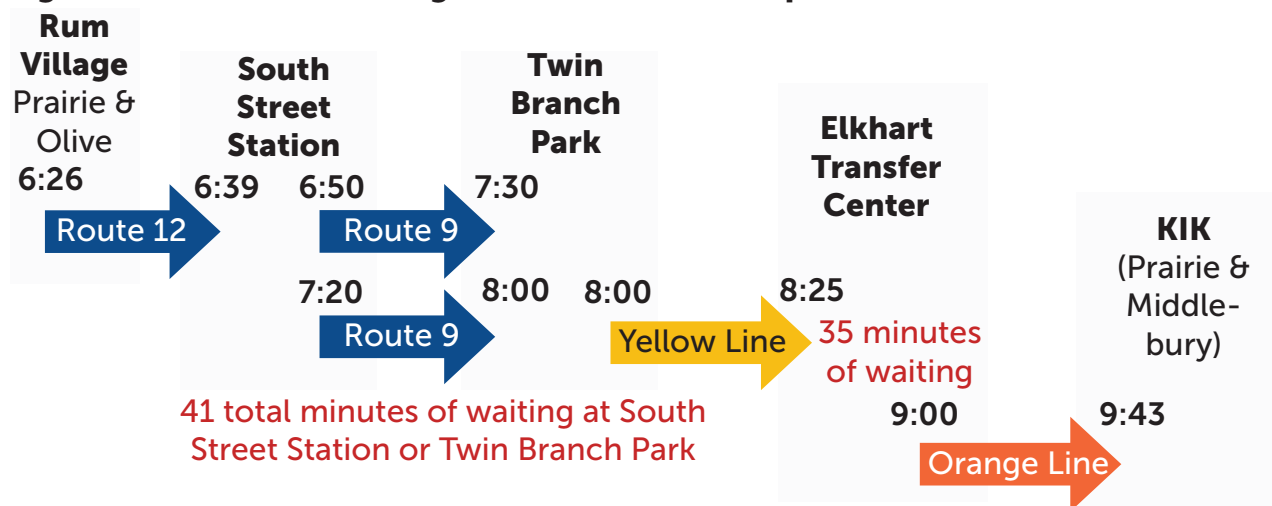
To evaluate the change in service, MACOG analyzed the existing Transpo Route 9 and Interurban Trolley Yellow Line. The schedules are on the subsequent pages as figures 2, 3 and 4

The hourly frequency of the Yellow Line provides poor connections to passengers connecting to both 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.

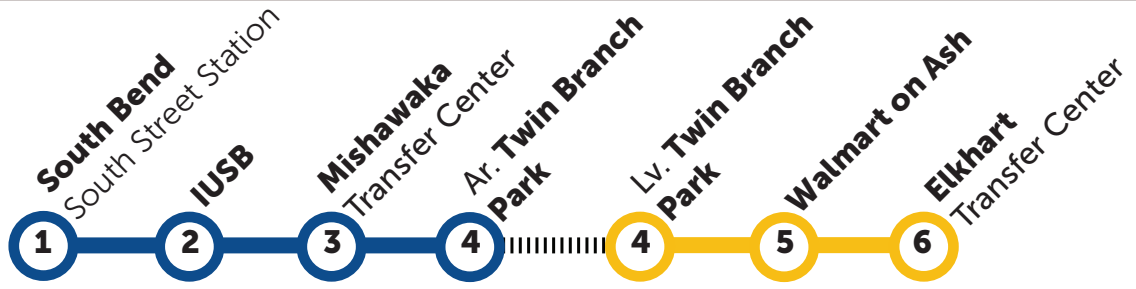
An example, a resident lives near Rum Village in South Bend and has found a job at the KIK Factory in Elkhart (Middlebury Road & Middleton Run Road). This resident would face a 3 hour and 17 minute morning transit commute, with an hour and 16 minutes making connections for the approximately 20 mile trip.

Figure 1: Current Rum Village to KIK Industries Trip



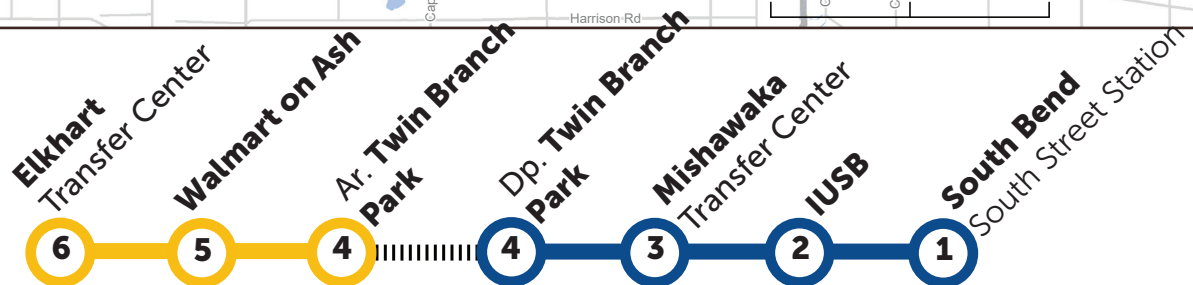
The return trip is similarly poor for this passenger, with a slightly better travel time of 2 hours and 39 minutes (due to the fact that KIK is towards the end of the Orange Line loop) but a longer 1 hour and 20 minutes scheduled for layovers. This passenger would also need to be on 4:47 Orange Line 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						

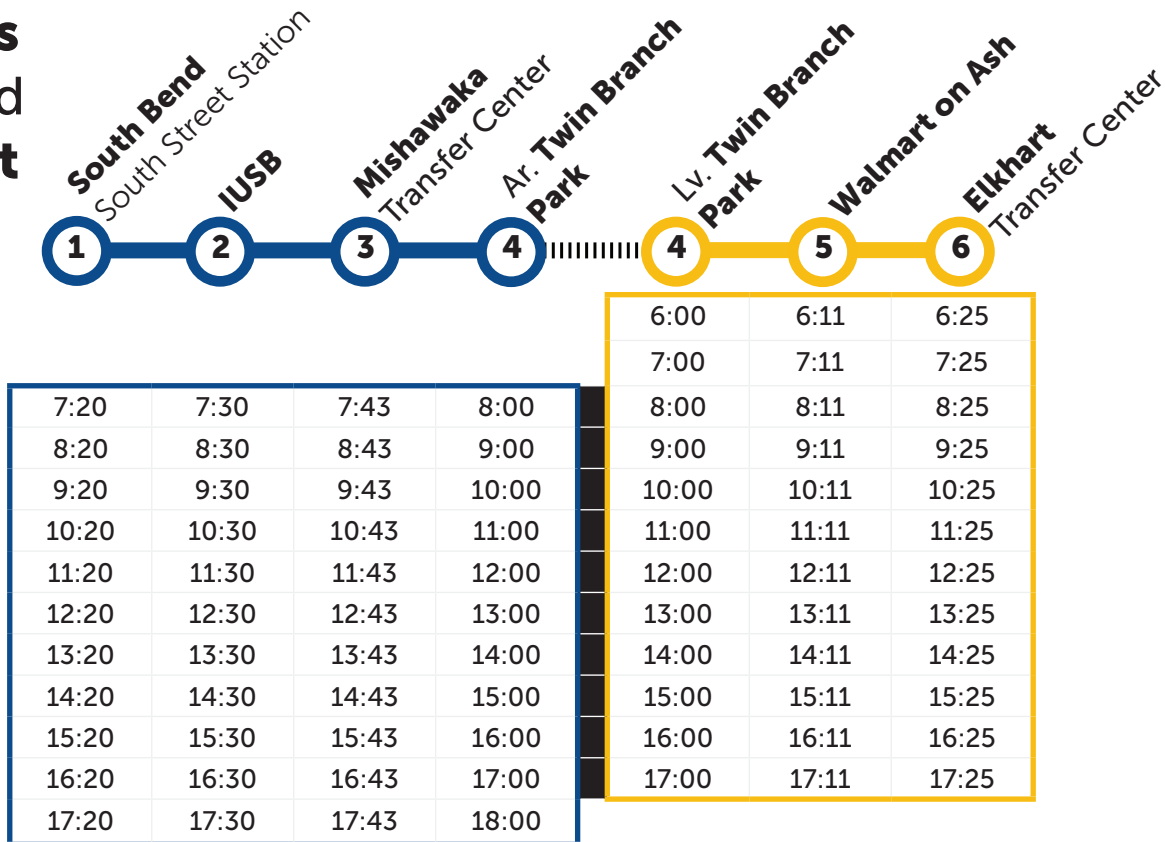
Figure 3: Current Service: Weekdays Westbound to South Bend



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.

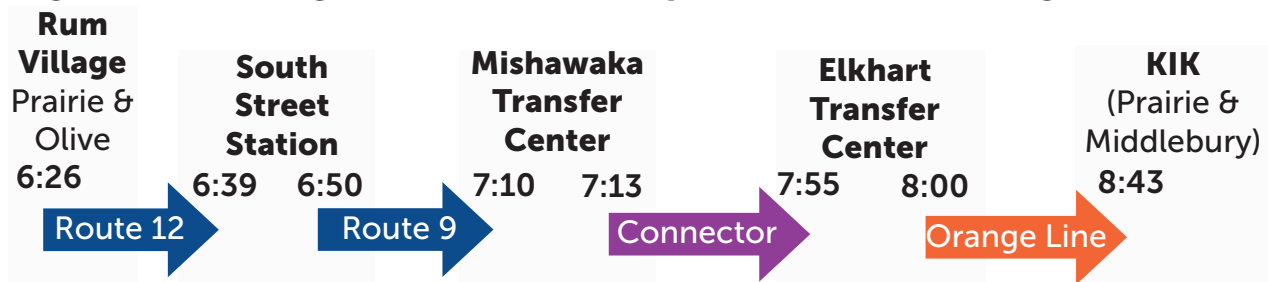
Proposed Service

The following outlines the proposed service 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, and 14 (which have evening service), the 5:47 pm Orange Line would be an option.

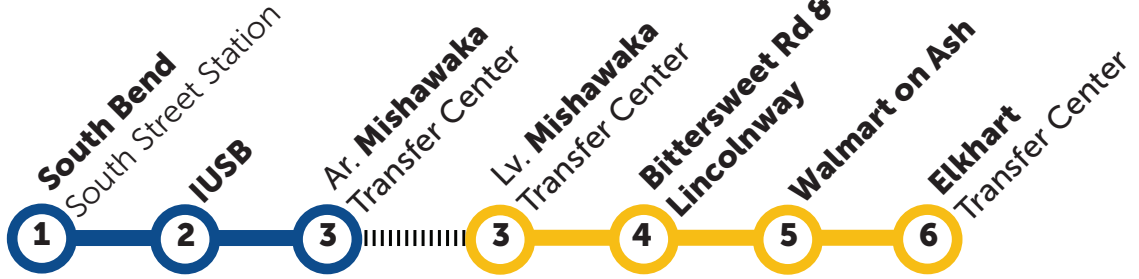
Figure 5: Rum Village to KIK Industries Trip after the Service Change



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 can be provided by either the Interurban Trolley or Transpo, with minimal operational differences.

On Saturdays, Transpo will need to operate all 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. A Saturday morning round-trip will be provided by the Interurban Trolley.

Figure 6: Proposed Service: Weekdays Eastbound to Elkhart

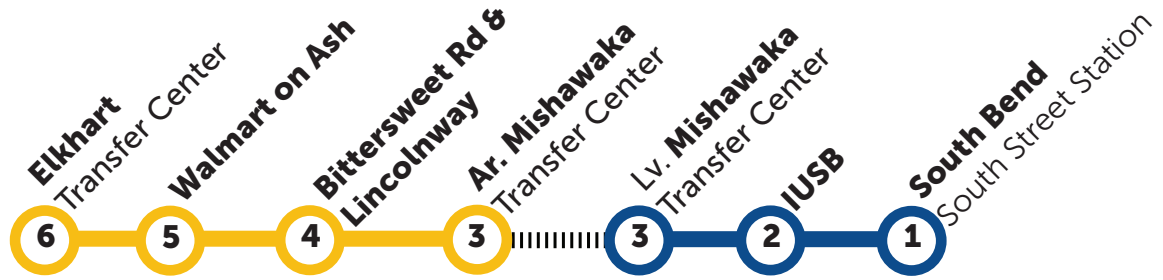


				--	5:00	5:11	5:25
				5:13	5:30	5:41	5:55
5:20	5:30	5:40		5:43	6:00	6:11	6:25
5:50	6:00	6:10		6:13	6:30	6:41	6:55
6:20	6:30	6:40		6:43	7:00	7:11	7:25
6:50	7:00	7:10		7:13	7:30	7:41	7:55
7:20	7:30	7:40		7:43	8:00	8:11	8:25
7:50	8:00	8:10		8:13	8:30	8:41	8:55
8:20	8:30	8:40		8:43	9:00	9:11	9:25
8:50	9:00	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					

19:20
 20:20
 21:20

Combined 11/9 Route
 To Mishawaka Transfer Center op-
 erates via Route 11

Figure 7: Proposed Service: Weekdays Westbound to South Bend

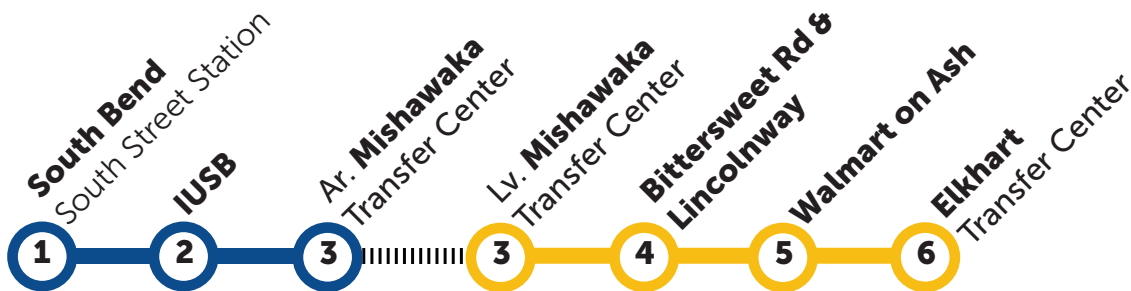


5:30	5:41	5:51	6:08	6:18	6:28	6:38
6:00	6:11	6:21	6:38	6:48	6:58	7:08
6:30	6:41	6:51	7:08	7:18	7:28	7:38
7:00	7:11	7:21	7:38	7:48	7:58	8:08
7:30	7:41	7:51	8:08	8:18	8:28	8:38
8:00	8:11	8:21	8:38	8:48	8:58	9:08
8:30	8:41	8:51	9:08	9:18	9:28	9:38
9:00	9:11	9:21	9:38	9:48	9:58	10:08
9:30	9:41	9:51	10:08	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**

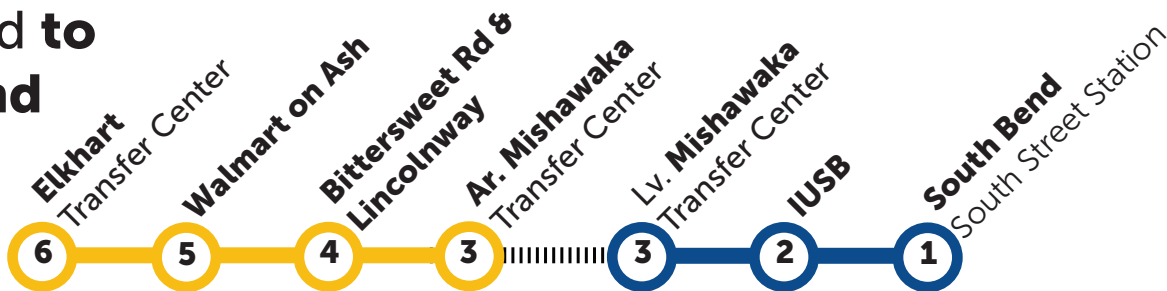
Figure 8: Proposed Service: Saturdays

Saturdays Eastbound to Elkhart



				--	6:00	6:11	6:25
				--	7:00	7:11	7:25
7:20	7:30	7:40		7:43	8:00	8:11	8:25
8:20	8:30	8:40		8:43	9:00	9:11	9:25
9:20	9:30	9:40		9:43	10:00	10:11	10:25
10:20	10:30	10:40		10:43	11:00	11:11	11:25
11:20	11:30	11:40		11:43	12:00	12:11	12:25
12:20	12:30	12:40		12:43	13:00	13:11	13:25
13:20	13:30	13:40		13:43	14:00	14:11	14:25
14:20	14:30	14:40		14:43	15:00	15:11	15:25
15:20	15:30	15:40		15:43	16:00	16:11	16:25
16:20	16:30	16:40		16:43	17:00	17:11	17:25
17:20	17:30	17:40		17:43	18:00	--	--

Saturdays Westbound to South Bend



6:30	6:42	6:51	--			
7:30	7:42	7:51	8:08	8:18	8:28	8:38
8:30	8:42	8:51	9:08	9:18	9:28	9:38
9:30	9:42	9:51	10:08	10:18	10:28	10:38
10:30	10:42	10:51	11:08	11:18	11:28	11:38
11:30	11:42	11:51	12:08	12:18	12:28	12:38
12:30	12:42	12:51	13:08	13:18	13:28	13:38
13:30	13:42	13:51	14:08	14:18	14:28	14:38
14:30	14:42	14:51	15:08	15:18	15:28	15:38
15:30	15:42	15:51	16:08	16:18	16:28	16:38
16:30	16:42	16:51	17:08	17:18	17:28	17:38
17:30	17:42	17:51	18:08	18:18	18:28	18:38

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 and Saint Mary's College. 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.

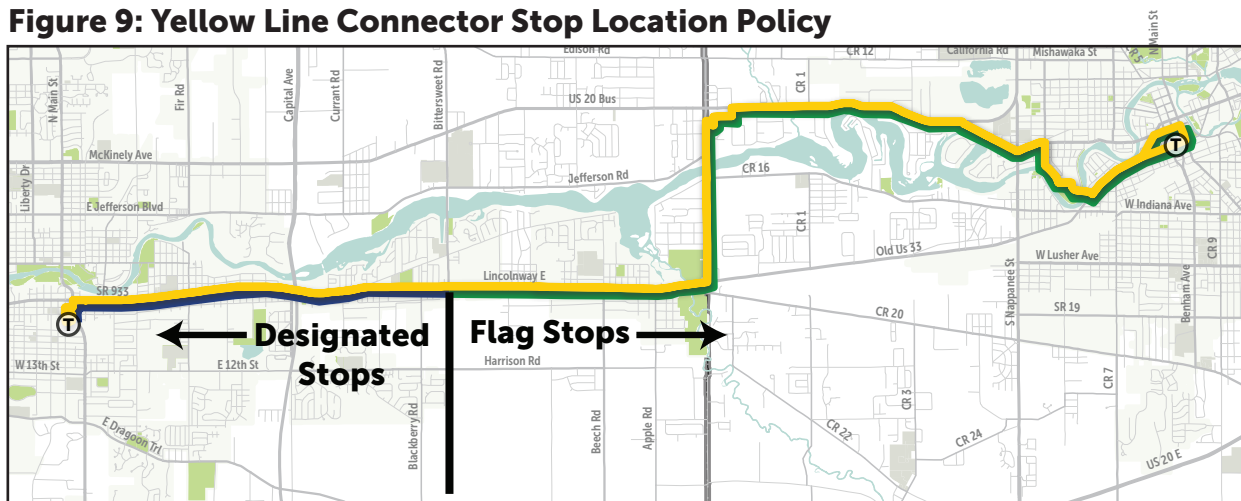
Yellow Line Connector Stop Location Policy

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

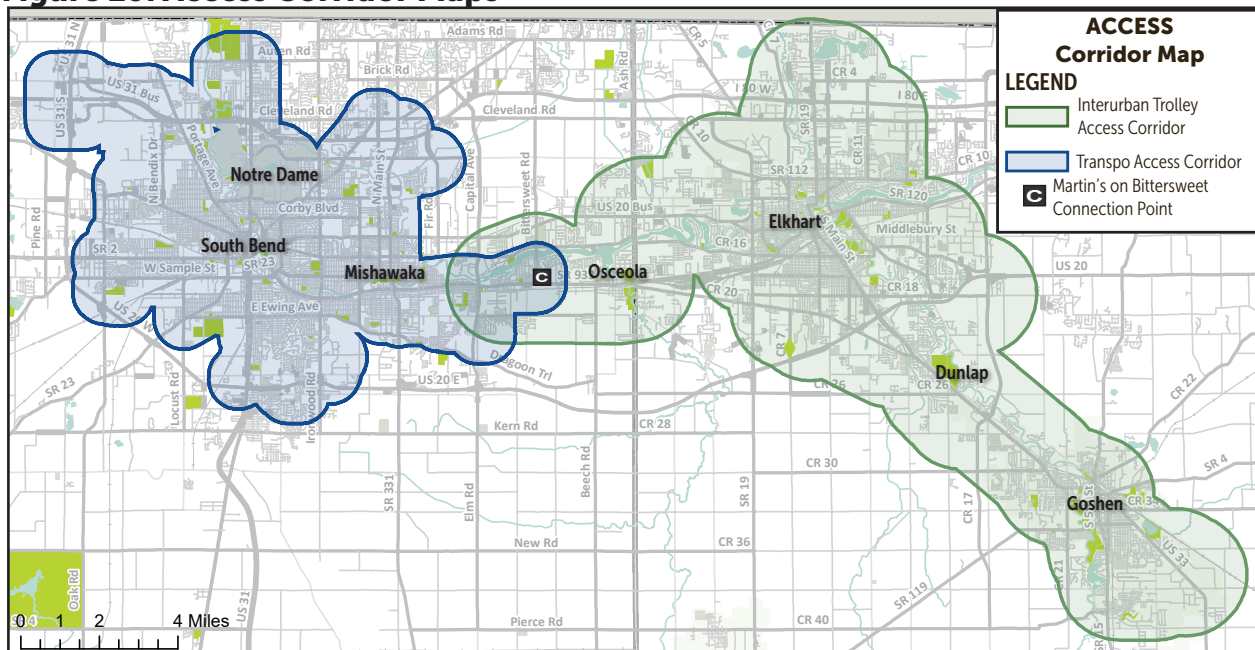
The American’s with Disabilities Act and Federal regulations requires that transit agencies operate complimentary door-to-door paratransit service within three-quarters of a mile fixed-route transit. This service is available to eligible riders with disabilities who have registered with the transit agency 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: 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 A.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 A.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 A.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 A.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 A.2 and A.3 to figure A.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

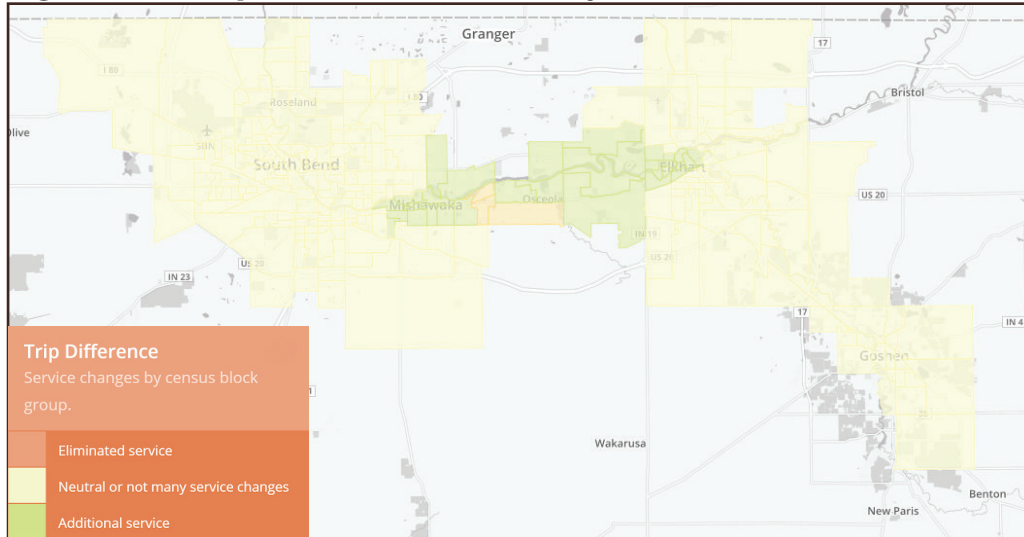


Figure C.2 - Minority Service Area Census Block Groups

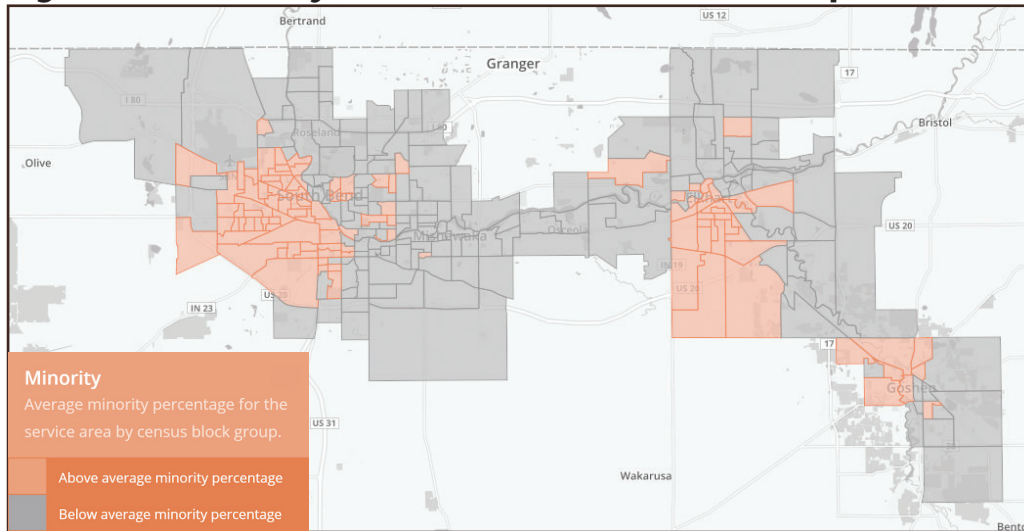


Figure C.3 - Low Income Area Census Block Groups

