

**Coordinated Public Transit - Human
Services Transportation Plan**

**Region 10: DeKalb, Huntington, LaGrange,
Noble, Steuben and Whitley Counties**



Prepared for Indiana
Department of Transportation

January, 2022

Prepared by:
RLS & Associates, Inc.

3131 S. Dixie Hwy, Suite 545
Dayton, OH 45439
(937) 299-5007
rls@rlsandassoc.com



Region 10 Coordinated Public Transit-Human Services Transportation Plan

A RESOLUTION SUPPORTING THE REGIONAL COORDINATED TRANSPORTATION PLAN UPDATE TO BE SUBMITTED TO THE INDIANA DEPARTMENT OF TRANSPORTATION, OFFICE OF TRANSIT

WHEREAS, people with specialized transportation needs have rights to mobility. Older adults, individuals with limited incomes and people with disabilities rely on public and specialized transportation to live independent and fulfilling lives. These services which are provided by public and private transportation systems and human service agency programs are essential for travel to work and medical appointments, to conduct essential errands, or to take advantage of social or cultural opportunities; and

WHEREAS, under the Infrastructure Investment and Jobs Act (IIJA), projects funded by the Federal Transportation Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program must be included in a locally developed, coordinated public transit-human services transportation plan; and

WHEREAS, the Federal Transportation Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program provides operating and capital assistance funding to provide transit and purchase of services to private nonprofit agencies, and to qualifying local public bodies that provide specialized transportation services to elderly persons and to people with disabilities; and

WHEREAS, a local committee with participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation providers met (via email); and

WHEREAS, the local committee reviewed and recommended through consensus the Coordinated Public Transit – Human Services Transportation Plan to be submitted to the Indiana Department of Transportation, Office of Transit.

NOW, THEREFORE, BE IT RESOLVED BY THE TRANSPORTATION ADVISORY COMMITTEE:

That this resolution takes effect immediately upon its adoption.

ADOPTED BY THE TRANSPORTATION ADVISORY COMMITTEE THIS 02/07/2022 AS EVIDENCED BY THE AUTHORIZING SIGNATURES BELOW.

Jolyn A. Paunderson, Executive Director
Name and Title

4/24/22
Date

Meri Parkins
Executive Director, LaGrange County Council on Aging

01-24-2022

Will A. Star Program Director Arc of Albany 1/24/2022

Name and Title

Date

Sandy Wilson, AA

1-26-22

Cherish M Smith, NCCOA Executive Director

January 24, 2022

Jacy Bell - Executive Director
Name and Title DeKalb County Council on Aging

1/25/22
Date

Bernie King, Transportation Manager, Whitley County COA

02-02-2022

Name and Title

Date

Kay Craig, Executive Director, The Arc Noble County Foundations

01-24-2022

Name and Title

Date

Name and Title

Date

Name and Title

Date

Name and Title

Date



Moving Public Transportation Into the Future

Contents

Introduction	1
Overview	1
Section 5310 Program: Enhanced Mobility for Seniors and Individuals with Disabilities	1
Plan Development Methodology.....	2
Glossary of Terms.....	3
Existing Conditions.....	6
Population Projections.....	7
Older Adult Population	8
Individuals with Disabilities.....	9
Household Income.....	10
Poverty Status	11
Zero Vehicle Households	11
County Profiles.....	12
DeKalb County.....	12
Huntington County.....	17
LaGrange County.....	22
Noble County	27
Steuben County.....	32
Whitley County	37
Inventory of Existing Transportation Providers and Service Gaps.....	43
Introduction	43
Existing Public Transportation Resources.....	43
Human Service Transportation Providers.....	45
Needs Assessment	47
Overview	47
General Public and Stakeholder Meetings.....	47
Progress Since the 2017 Coordinated Plan and Continuing Challenges to Coordinated Transportation	49
Results of the General Public Survey	50



Modes of Transportation Used	50
Desired Changes to Local Transportation Options	51
Difficulty Getting Needed Transportation	52
Out-of-County Destinations	53
Other Comments About Community Transportation Services.....	54
Respondent Demographics.....	54
Implementation Plan	57
Goals and Strategies	57
Goal 1: Maintain Existing Transportation Services for Human Service Agency Clients and the General Public.....	58
Strategy 1.1 Replace and Maintain Vehicles through FTA/INDOT Funding and Local Sources.....	58
Strategy 1.2 Develop Local Tools for Driver Recruitment and Retention.....	59
Goal 2: Expand Transportation Service for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public	60
Strategy 2.1 Expand the Capacity of Existing Transportation Providers.....	60
Goal 3: Identify Cost-Efficient Strategies and/or New Funding Sources That Can Be Maximized Through Coordinated Activities.....	61
Strategy 3.1: Implement an Interagency Transportation Coordination Committee (ITCC) as a Regional Transportation Council.....	61
Goal 4: Increase Participation in Initiatives to Enhance Mobility.....	62
Strategy 4.1 Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations.....	62
Strategy 4.2 Educate Local Elected Officials About Transportation Needs	63
Strategy 4.3 Track and Communicate Concerns About Brokered Service Delivery to FSSA and INDOT	64
Potential Grant Applications.....	66
<i>Appendix: Outreach Documentation</i>	

INTRODUCTION

OVERVIEW

This plan updates the Coordinated Public Transit-Human Services Transportation Plan for DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley Counties that was initially developed in 2008; updated in 2012 to fulfill the planning requirements for the United We Ride initiative and the Federal Transit Administration's (FTA) Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU); and updated in 2014 to meet the planning requirements for Moving Ahead for Progress in the 21st Century (MAP-21). The SAFETEA-LU and MAP-21 were the Federal surface transportation authorizations effective through September 30, 2015.

On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act, was signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act applied new program rules to all FTA funds and authorized transit programs for five years. According to requirements of the FAST Act, locally developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act Federal legislation. The Coordinated Plan was updated again in 2017 to meet the new FAST Act requirements and reflect the changes in funding programs.

On November 15, 2021, the Infrastructure Investment and Jobs Act (IIJA) was enacted into law. The IIJA continues the policies set forth by the FAST Act and provides \$937 billion over five years from FY 2022 through 2026, including \$550 billion in new investments for all modes of transportation, including \$284 billion for the U.S. Department of Transportation, of which \$39 billion is dedicated to transit. The IIJA directs the U.S. Department of Transportation to apply the funding toward modernizing and making improvements.

Funding to update this locally-developed regional Coordinated Public Transit-Human Services Transportation plan was provided by the Indiana Department of Transportation, Office of Transit (INDOT) and involved active participation from local agencies that provide transportation for the general public, older adults, and individuals with disabilities.

Section 5310 Program: Enhanced Mobility for Seniors and Individuals with Disabilities

The program most significantly impacted by the plan update is the Section 5310 Program because participation in a locally developed Coordinated Plan is one of the eligibility requirements for Section 5310 Program funding.

The Section 5310 Program provides formula funding to States for the purpose of assisting public and private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when transportation service provided is unavailable, insufficient, or inappropriate to meeting those needs. The FTA apportions Section 5310 Program funds to direct recipients based on the population within the recipient service area. For rural and small urban areas in Indiana,

INDOT is the direct recipient. As the direct recipient, INDOT solicits applications and selects Section 5310 Program recipient projects for funding through a formula-based, competitive process which is clearly explained in the INDOT Transit State Management Plan.

In Indiana, eligible activities for Section 5310 Program funds include purchasing buses and vans, wheelchair lifts, ramps, and securement devices.

Section 5310 Program projects are eligible to receive an 80 percent Federal share if the 20 percent local match is secured. Local match may be derived from any combination of non-U.S. Department of Transportation Federal, State, or local resources. The FAST Act also allows the use of advertisement and concessions revenue as local match. Passenger fare revenue is not eligible as local match.

PLAN DEVELOPMENT METHODOLOGY

Some human service agencies transport their clients with their own vehicles, while others may also serve the general public or purchase transportation from another entity. Regardless of how services are provided, transportation providers and human service agencies are all searching for ways to economize, connect, increase productivity, and provide user-friendly access to critical services and community amenities. In an era of an increasing need and demand for shared-ride and non-motorized transportation and stable or declining revenue, organizational partnerships must be explored and cost-saving measures must be made to best serve the State's changing transportation demands. Interactive coordinated transportation planning provides the best opportunity to accomplish this objective.

According to FTA requirements, the coordinated plan must be developed and approved through a process that includes participation by older adults and individuals with disabilities. And, INDOT and FTA also encourage active participation in the planning process from representatives of public, private, and nonprofit organizations that provide or support transportation services and initiatives, and the general public. The methodology used in this plan update includes meaningful efforts to identify these stakeholders and facilitate their participation in the planning process.

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by receiving input from the stakeholders noted above through a public meeting, telephone interviews, email conversations, and completion of a public survey available both online and on paper. Social distancing protocols due to the COVID-19 pandemic led to changed public engagement and outreach methods.

The coordination plan update incorporated the following planning elements:

1. Review of the previous regional coordination plan updates to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;
3. Conduct of a survey of the general public. It must be noted that general public survey results are not statistically valid, but are intended to provide insight into the opinions of the local community. The survey also includes distribution to agencies that serve older adults and individuals with disabilities and their consumers. A statistically valid public survey was

beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;

4. Conduct of one local, virtual meeting for stakeholders and the general public for the purpose of soliciting input on transportation needs, service gaps, and goals, objectives and implementation strategies to meet these deficiencies;
5. Update of the inventory of existing transportation services provided by public, private and non-profit organizations;
6. Update of the assessment of unmet transportation needs and gaps in service obtained through meetings, interviews, and surveys; and
7. Development of an updated implementation plan including current goals, strategies, responsible parties and performance measures.

GLOSSARY OF TERMS

Bus and Bus Facilities Grants Program (Section 5339 Program) – The Grants for Buses and Bus Facilities program makes Federal resources available to States and direct recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. Eligible recipients include direct recipients that operate fixed route bus service or that allocate funding to fixed route bus operators; State or local governmental entities; and Federally recognized Indian tribes that operate fixed route bus service that are eligible to receive direct grants under Sections 5307 and 5311. Subrecipients may allocate amounts from the grant to subrecipients that are public agencies or private nonprofit organizations engaged in public transportation.

Coordinating Council on Access and Mobility (CCAM) – a Federal interagency council that works to coordinate funding and provide expertise on human service transportation for three targeted populations: people with disabilities, older adults, and individuals of low income. The CCAM works at the Federal level to improve Federal coordination of transportation resources and to address barriers faced by States and local communities when coordinating transportation. The CCAM’s mission is to issue policy recommendations and implement activities that improve the availability, accessibility, and efficiency of transportation for CCAM’s targeted populations, with the vision of equal access to coordinated transportation for all Americans. Additional information is available at <https://www.transit.dot.gov/coordinating-council-access-and-mobility>.

Direct Recipient – Federal formula funds for transit are apportioned to direct recipients; for rural and small urban areas, this is the Indiana Department of Transportation. In large urban areas, a designated recipient is chosen by the governor. Direct recipients have the flexibility in how they select subrecipient projects for funding. In Indiana, their decision process is described in the State or Metropolitan Planning Organization’s Program Management Plan.

Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310 Program) – The program provides formula funding to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized, small

urbanized, and rural. The Indiana Department of Transportation, Office of Transit (INDOT) administers the Section 5310 Program in Indiana. The Federal share is 80 percent for capital projects. In Indiana, the program has historically been utilized for capital program purchases. Additional information is available at <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>.

Fixing America’s Surface Transportation (FAST) Act – On December 4, 2015, President Obama signed the Fixing America’s Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020. Details about the Act are available at www.transit.dot.gov/FAST.

Indiana Department of Transportation, Office of Transit (INDOT) administers the Section 5311 program in Indiana, as well as the Section 5310 program for rural and small urban areas. The Federal share is 80 percent for capital projects. The Federal share is 50 percent for operating assistance under Section 5311.

Individuals with Disabilities – This document classifies individuals with disabilities based on the definition provided in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual’s abilities to perform various life functions.

Infrastructure Investment and Jobs Act - The Bipartisan Infrastructure Law, as enacted in the Infrastructure Investment and Jobs Act, represents the largest Federal investment in public transportation in the nation’s history. The legislation will advance public transportation in America’s communities through four key priorities: safety modernization, climate, and equity. <https://www.transit.dot.gov/BIL>

Local Matching Funds – The portion of project costs not paid with the Federal share. Non-Federal share or non-Federal funds includes the following sources of funding, or in-kind property or services, used to match the Federal assistance awarded for the Grant or Cooperative Agreement: (a) Local funds; (b) Local-in-kind property or services; (c) State funds; (d) State in-kind property or services, and (e) Other Federal funds that are eligible, under Federal law, for use as cost-sharing or matching funds for the Underlying Agreement. For the Section 5310 Program, local match can come from other Federal (non-DOT) funds. This can allow local communities to implement programs with 100 percent Federal funding. One example is Older Americans Act (OAA) Title III-B Support Services.

Public Mass Transportation Fund (PMTF) – The Indiana State Legislature established the Public Mass Transportation Fund (I.C. 8-23-3-8) to promote and develop transportation in Indiana. The funds are allocated to public transit systems on a performance-based formula. The actual funding level for 2021 was \$38.25 million. PMTF funds are restricted to a dollar-for-dollar match with Locally Derived Income and are used to support transit systems’ operations or capital needs.

Rural Transit Program (Section 5311 Program) – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to States to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for State and national training and technical

assistance through the Rural Transportation Assistance Program. Additional information is available at www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311.

Seniors – For the purposes of the Section 5310 Program, people who are 65 years of age and older are defined as seniors.

Subrecipient – A non-Federal entity that receives a subaward (grant funding) from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. Subrecipient programs are monitored by the direct or designated recipient for grant performance and compliance.

Transit Demand – Transit demand is a quantifiable measure of passenger transportation services and the level of usage that is likely to be generated if passenger transportation services are provided. Refer to the following website for a toolkit and more information on methods for forecasting demand in rural areas: www.trb.org/Publications/Blurbs/168758.aspx.

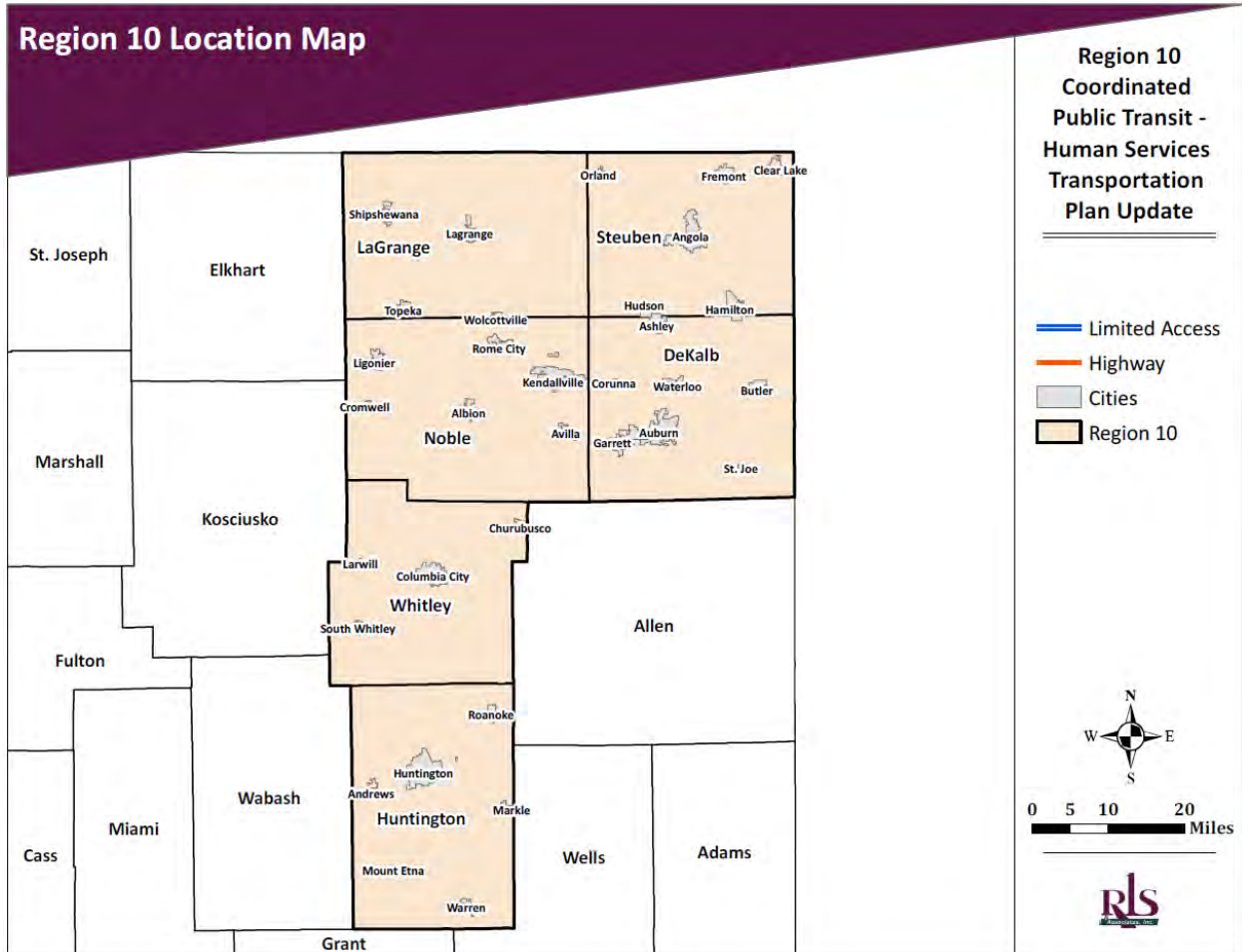
Urbanized Area Formula Grants Program (Section 5307 Program) - The Urbanized Area Formula Funding program makes Federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas. An urbanized area is an incorporated area with a population of 50,000 or more. Eligible expenses are typically limited to capital purchases and planning, but operating assistance can be provided under certain conditions, including to systems operating fewer than 100 vehicles. Additional information is available at <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>

Zero Vehicle Households – No vehicles available to a housing unit, according to U.S. Census data. This factor is an indicator of demand for transit services.

EXISTING CONDITIONS

Region 10 is located in northeastern Indiana and includes the counties of DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley. The map in Figure 1 provides a depiction of the area included in this study.

Figure 1: Location Map

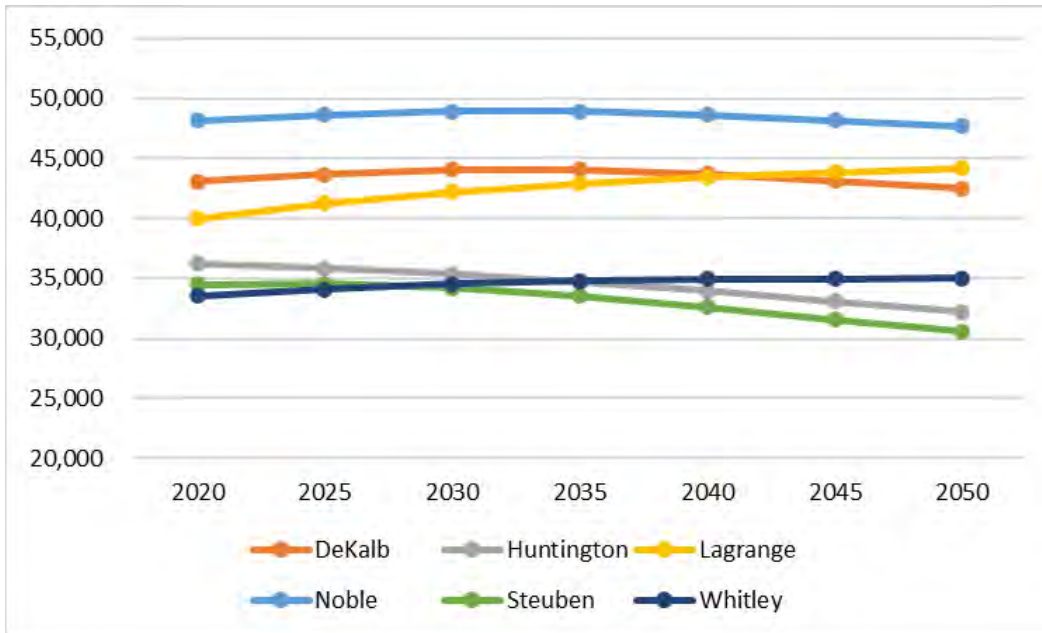


The demographics of an area are a strong indicator of demand for transportation service. Relevant demographic data was collected and is summarized in this section. The data provided in this chapter was gathered from multiple sources including the U.S. Census Bureau’s 2019 American Community Survey (ACS) Five-Year Estimates and the State of Indiana. These sources are used to ensure that the most current and accurate information is presented. As a five-year estimate, the ACS data represent a percentage based on a national sample and does not represent a direct population count.

POPULATION PROJECTIONS

STATS Indiana, using data from the Indiana Business Research Center, IU Kelley School of Business projects the Region's population will fall to 232,121 by 2050, an estimated decrease of 1.4 percent from the year 2020 population projection. Figure 2 shows population trends between 2020 and 2050 for each county in Region 10.

Figure 2: Population Trends, 2020 - 2050



Source: STATS Indiana using data from the Indiana Business Research Center, IU Kelley School of Business

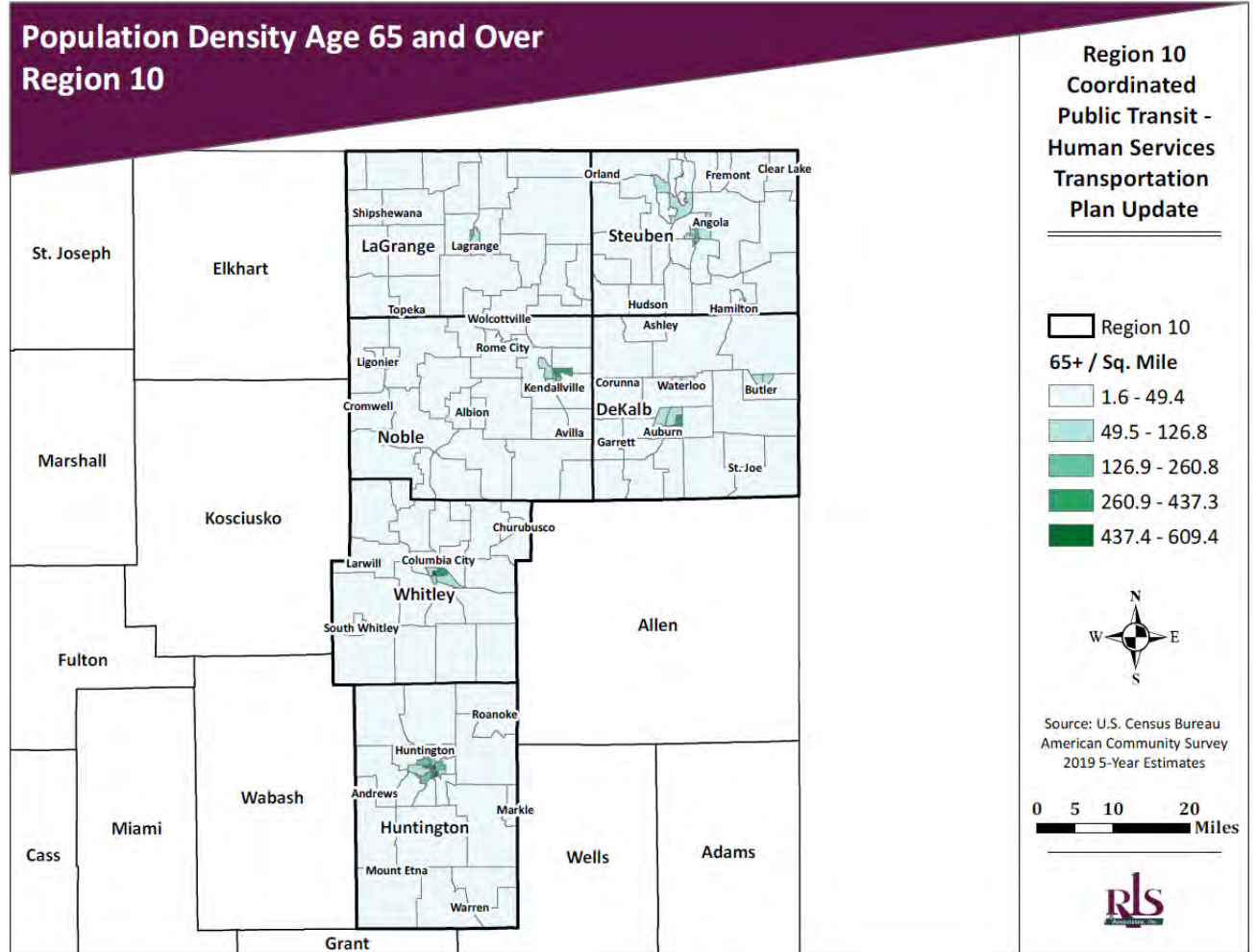
OLDER ADULT POPULATION

Older adults are most likely to use transportation services when they are unable to drive themselves or choose not to drive. This may include self-imposed limitations including driving at night and trips to more distant destinations. Older adults also tend to be on a limited retirement income and, therefore, public or agency sponsored transportation services are a more cost-effective alternative to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit demand.

There is a trend occurring in the United States relating to the aging of the population. People primarily born during the post-WWII “baby boom” era defined by the Census Bureau as persons born from 1946 through 1964 are over the age of 65 and are more likely to need an alternative to driving personal vehicles. Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and individuals in this category are younger and healthier than in all previously measured time in our history. Quality of life issues and an individual’s desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need to provide public transit is greatly increased.

Figure 3 shows the density of the older adult population in Region 10. Figures illustrating the population percentage of persons over 65 years of age by block group, and the projected growth in population by age group, are provided for each county in the Region in the County Profile section.

Figure 3: Older Adult Population Density



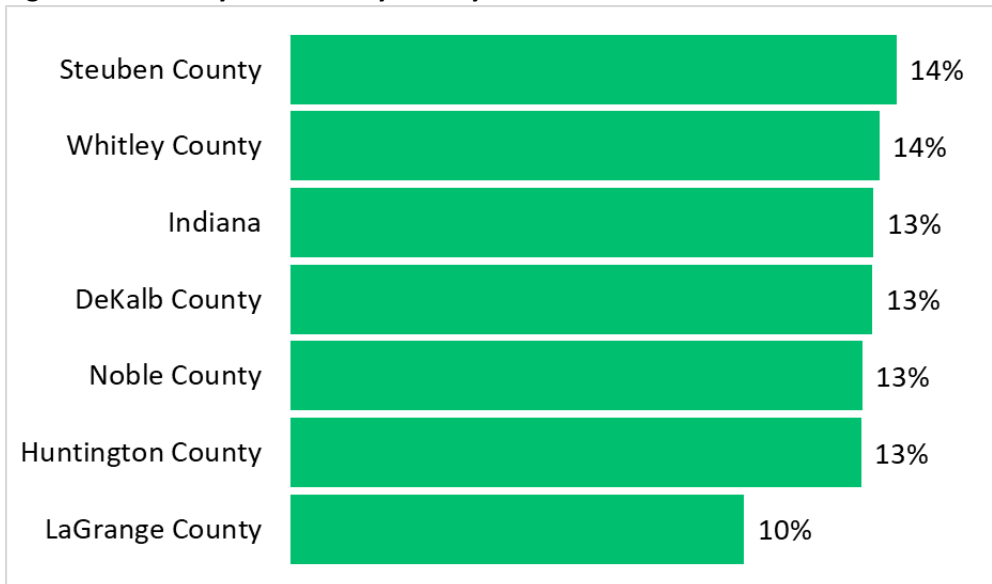
INDIVIDUALS WITH DISABILITIES

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of a person with a disability in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual’s abilities to perform various life functions. In short, an individual’s capabilities, rather than the mere presence of a medical condition, determine transportation disability.

The U.S. Census offers no method of identifying individuals as having a transportation-related disability. The best available data for Region 10 is available through the 2019 ACS Five-Year Estimates of disability for the non-institutionalized population. Figure 4 is intended to provide a comparison of the population count of individuals with disabilities in each county within the Region.

The chart identifies that the highest percent population of individuals with a disability resides in Steuben County at 14 percent. LaGrange County has the lowest percent population of individuals with a disability in Region 10 with 10 percent.

Figure 4: Disability Incidence by County



Source: 2019 ACS Five-Year Estimates

HOUSEHOLD INCOME

The household income ranges for the study area according to the 2019 ACS Five-Year Estimates can be found for each county in the County Profile section. According to the 2019 ACS Five-Year Estimates survey, there are a total of 90,147 households in Region 10. Of those households, about 27.2 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, 10.9 percent earned between \$25,000 and \$34,999. Another 12.8 percent earned between \$10,000 and \$24,999 and 3.5 percent earned less than \$10,000 per year. The median household income for each area is shown in Table 1.

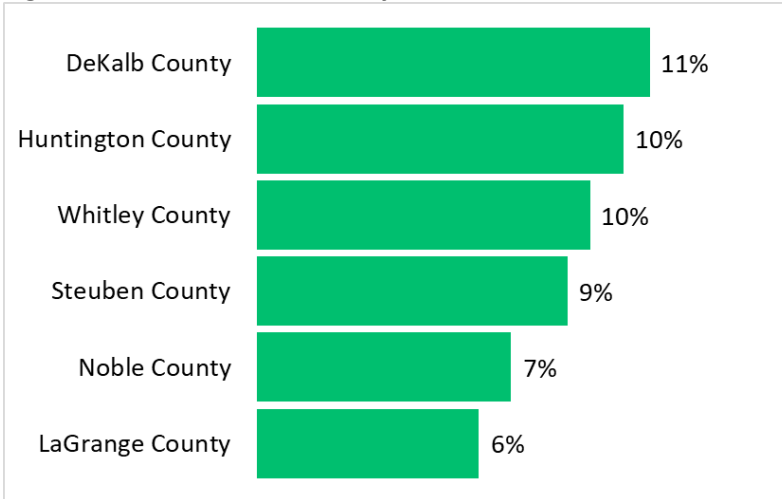
Table 1: Median Household Income

Geography	Median Household Income
DeKalb County	\$49,415
Huntington County	\$52,034
LaGrange County	\$52,373
Noble County	\$50,657
Steuben County	\$58,118
Whitley County	\$61,741
Indiana	\$56,303

POVERTY STATUS

Figure 5 illustrates the percentage of the population in each county that is living below the poverty level. DeKalb County has the highest percent of population living below the poverty level with 11 percent. Huntington County has the second highest percentage of population living in poverty with 10 percent, while LaGrange County has the lowest at 6 percent.

Figure 5: Percent Below Poverty

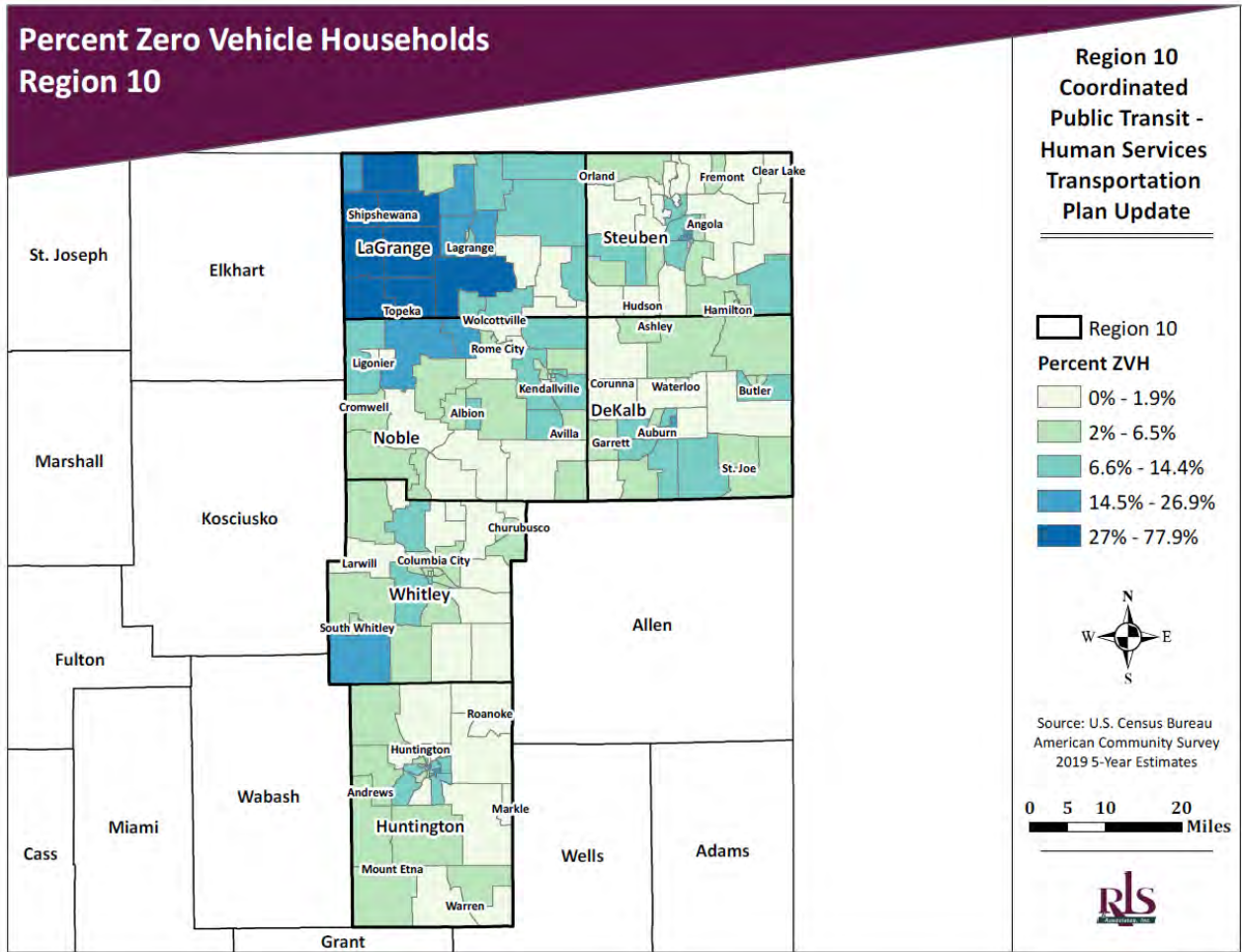


Source: 2019 ACS Estimates

ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 7,265 households in the Region that have no available vehicles. This is 8.1 percent of all households in the Region. An additional 24,192 or 26.8 percent of households in the Region have only one vehicle. The total number of vehicle availability per household in each county can be found for each county in the County Profiles section.

Figure 6: Zero Vehicle Households



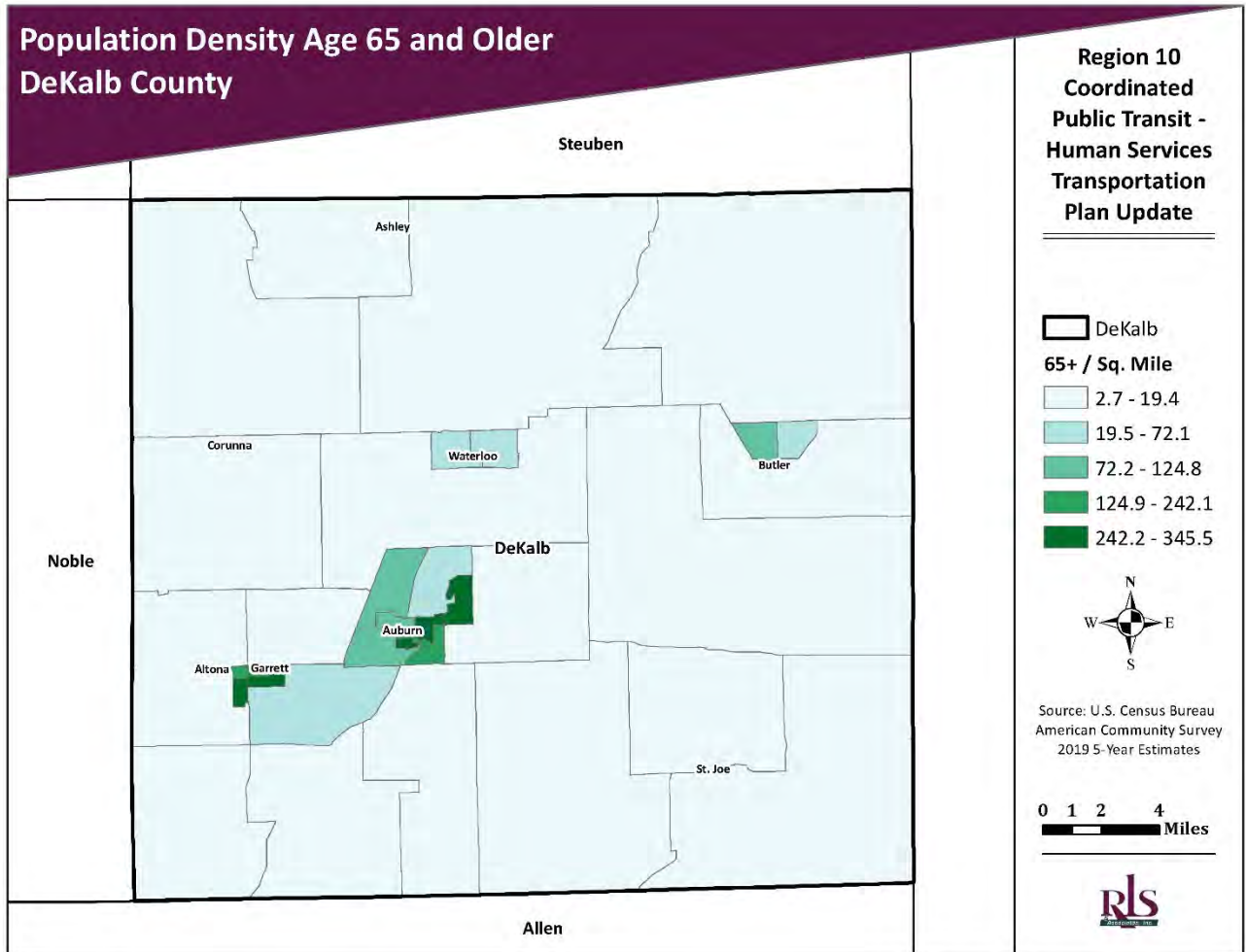
COUNTY PROFILES

DeKalb County

Older Adult Population

Figure 7 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of DeKalb County residents aged 65 and older are in Auburn, Altona, and Garrett. These block groups have densities of older adults between 242.2 and 345.5 persons per square mile. Areas in and surrounding Auburn and Altona have moderate densities of persons age 65 and older (124.9 to 242.1). The remainder of the county has low to very low densities of persons age 65 and older.

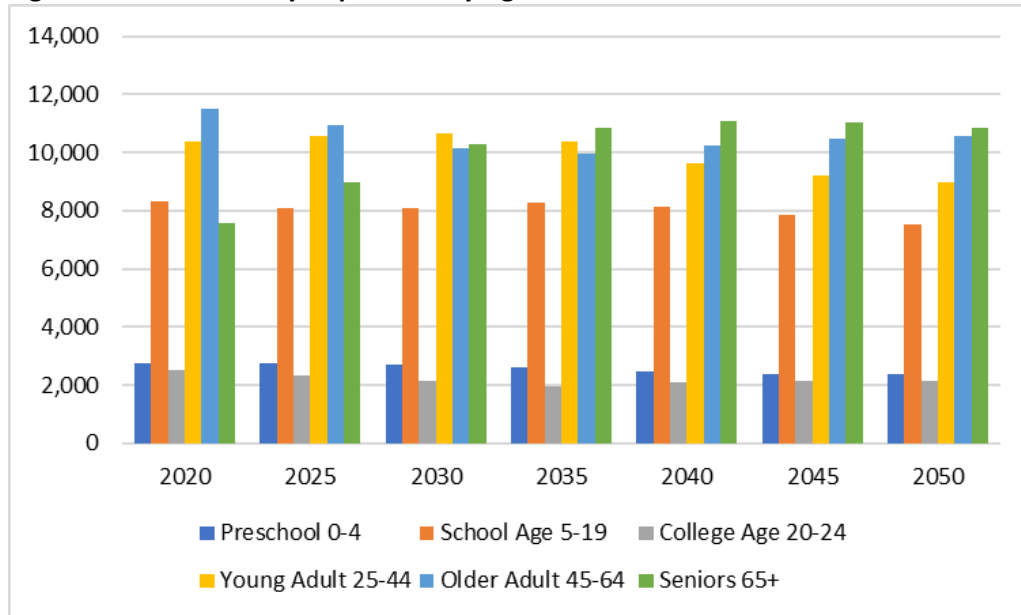
Figure 7: DeKalb County Older Adult Population Density



Population by Age

Figure 8 shows that the largest age cohort for DeKalb County is between the ages of 45 and 64. This age group is expected to be one of the largest groups in DeKalb County over the next 30 years while generally decreasing over time. While not being one of the larger groups in 2020, the Seniors (65+), who are the fourth largest age group in 2020, is expected to grow and be the largest by 2050. Currently, the smallest age group in DeKalb County is College Age individuals (20 to 24), who are expected to see little to no change between 2020 and 2050.

Figure 8: DeKalb County Population by Age



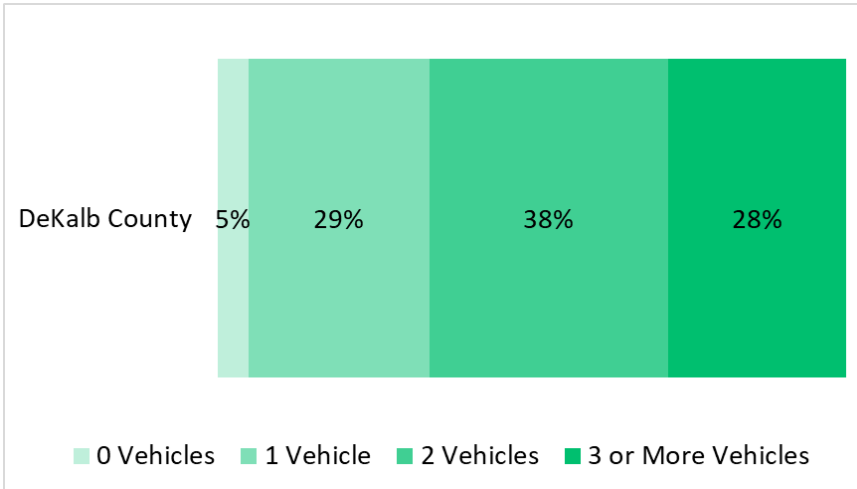
Source: 2019 ACS Five-Year Estimates

Zero Vehicle Households

Figure 9 shows the breakdown of vehicle availability by household within DeKalb County. Of all households in the county, only five percent of the households do not have a vehicle and an additional 29 percent only have one vehicle.

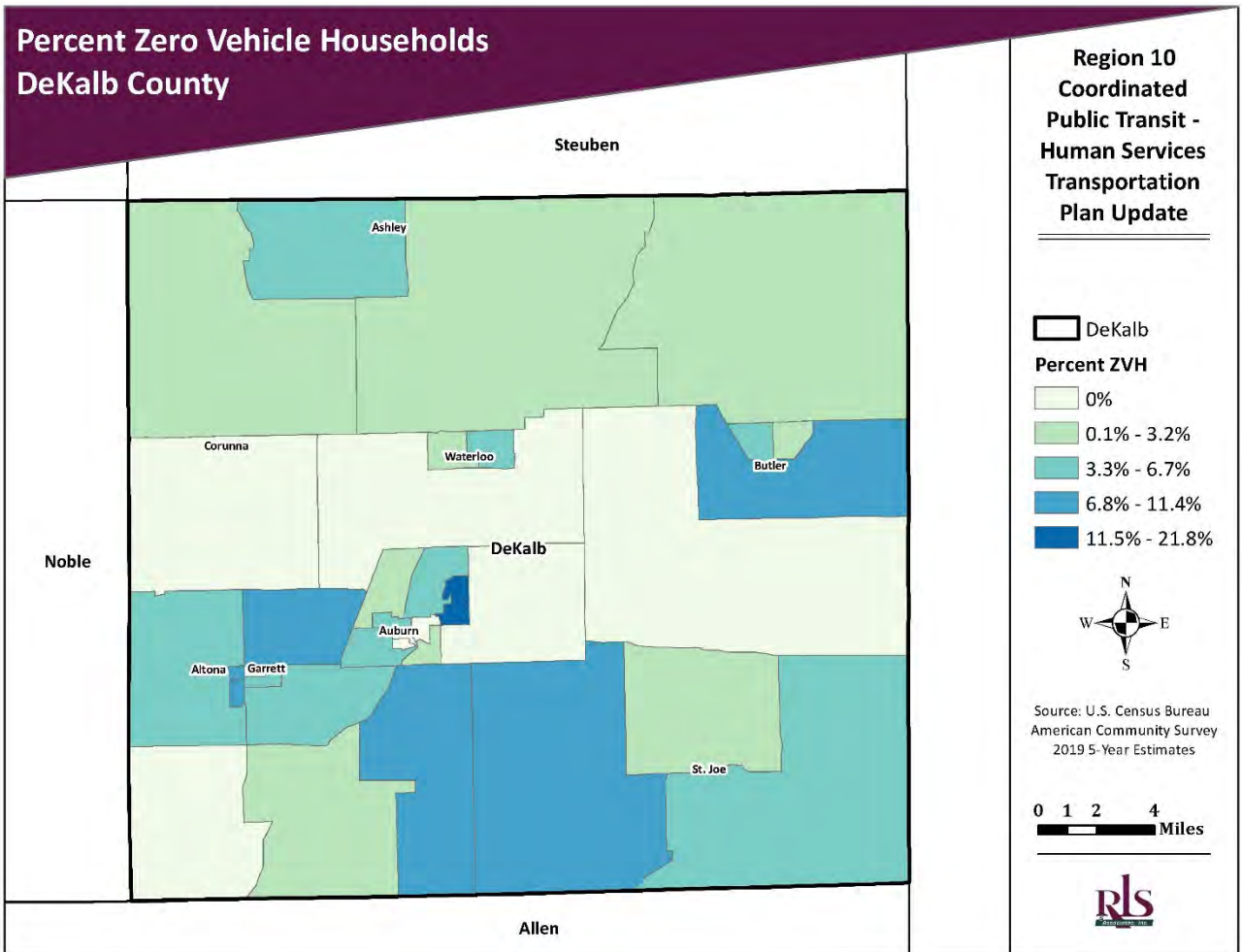
Figure 10 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by black group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are outside Auburn. Over 11.5 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 6.8 to 11.4 percent of zero vehicle households can be found in and around Altona, Garrett, and Butler and in southern DeKalb County. The remainder of the county has moderate to very low percentages of zero vehicle households.

Figure 9: DeKalb County Household Vehicle Availability



Source: 2019 ACS Five-Year Estimates

Figure 10: DeKalb County Zero Vehicle Households

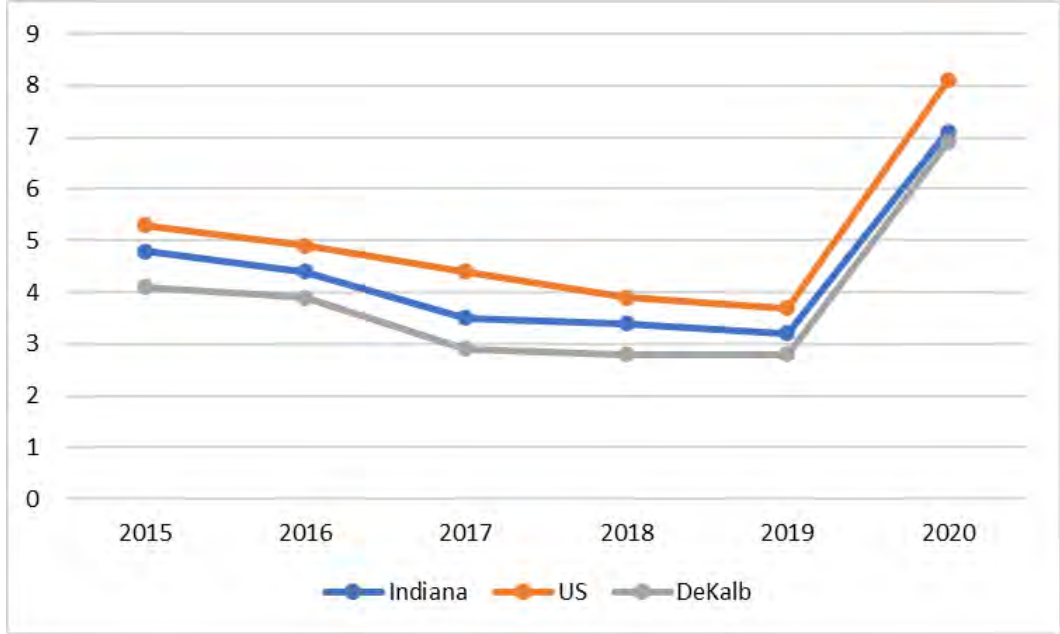


Unemployment

DeKalb County’s unemployment rate reached a high in 2020 of 6.9 percent, due to the COVID-19 pandemic. This was lower than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for DeKalb County paralleled the national unemployment average trend and continually stayed lower than the U.S. and Indiana rates over this period. Figure 11 illustrates a comparison of the unemployment rates in the county, state, and nation.

Figure 11: DeKalb County Comparison of Unemployment Rates

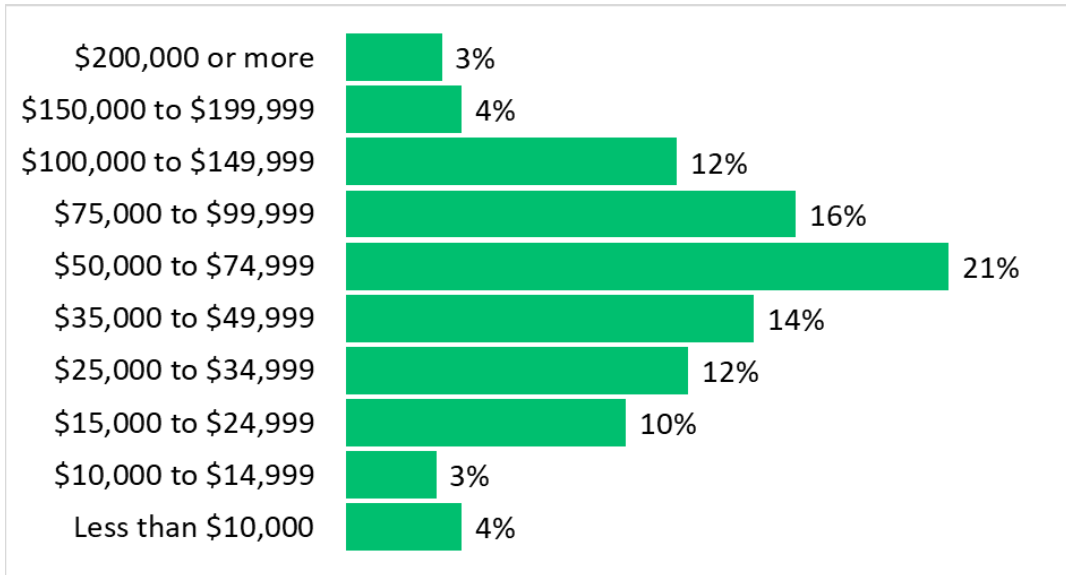


Source: STATS Indiana using Bureau of Labor Statistics Data

Household Income

Figure 12 shows the annual household income breakdown by percentage of total households in the county. Out of 16,801 households in the county, 29 percent make less than \$35,000 per year. Of which, four percent earn less than \$10,000 per year.

Figure 12: DeKalb County Annual Household Income



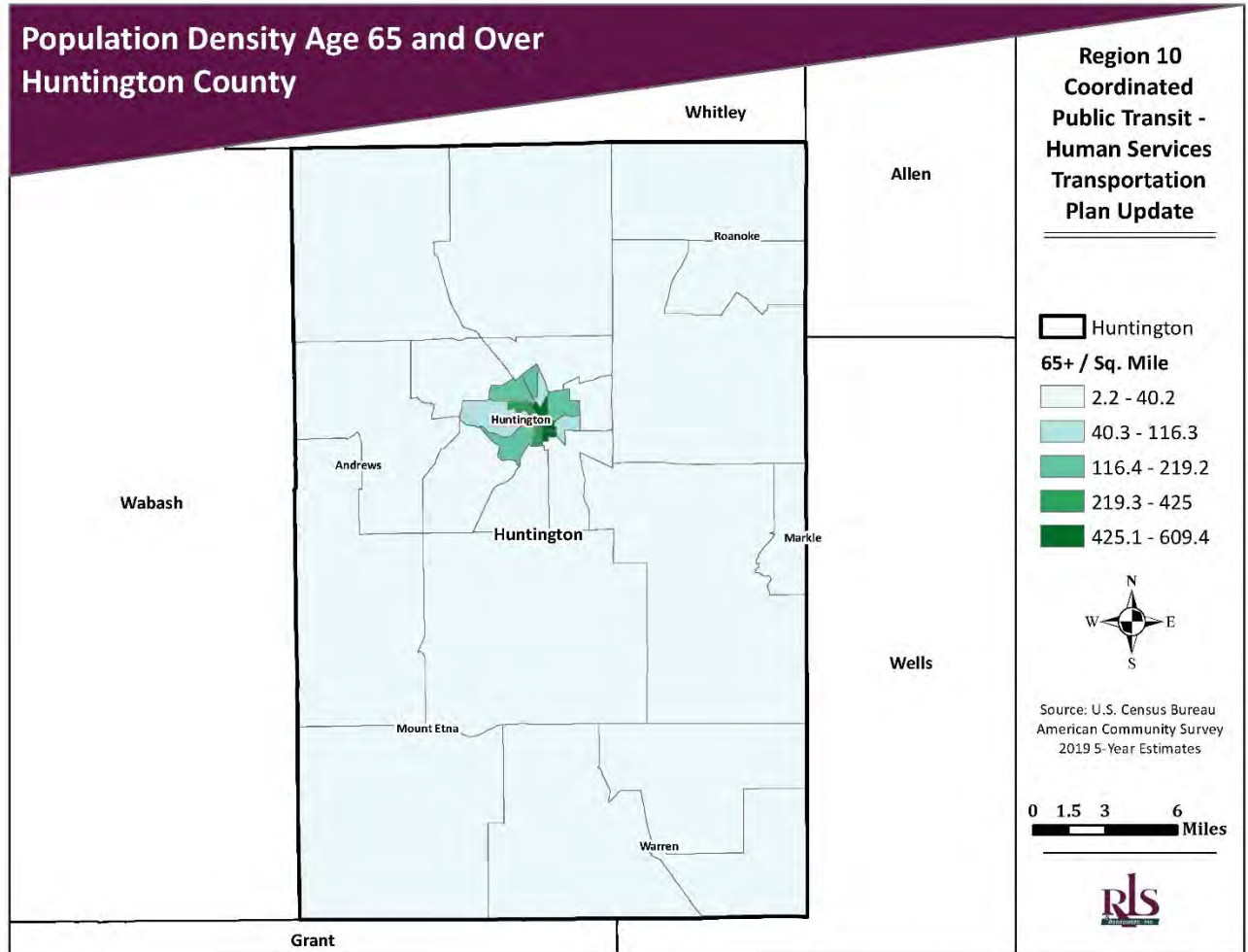
Source: 2019 ACS Five-Year Estimates

Huntington County

Older Adult Population

Figure 13 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Huntington County residents aged 65 and older are in Huntington. These block groups have densities of older adults between 425.1 and 609.4 persons per square mile. Areas around in and around Huntington have moderate densities of persons age 65 and older (219.3 to 425). The remainder of the county has low to very low densities of persons age 65 and older.

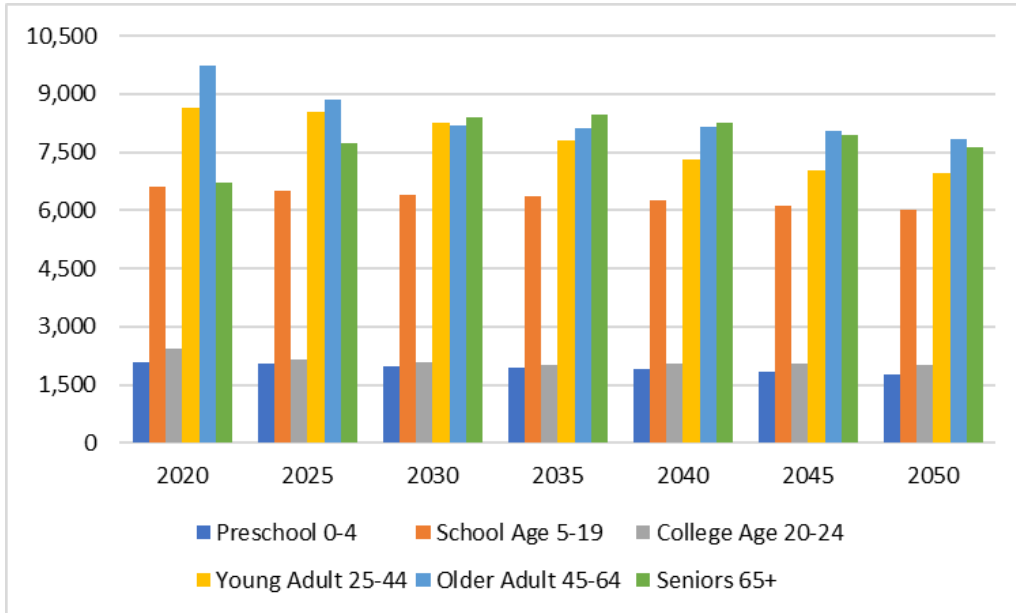
Figure 13: Huntington Older Adult Population Density



Population by Age

Figure 14 shows that the largest age cohort for Huntington County is Older Adults between the ages of 45 and 64. This age group is expected to be one of the largest groups in Huntington County over the next 30 years. While not being one of the larger groups in 2020, the Seniors (65+) groups is expected to grow and go from being the third largest age group in 2020 to the second largest in 2050. Currently, the smallest age group in Huntington County is children under the age of five, who are expected to see little to no change between 2020 and 2050.

Figure 14: Huntington County Population by Age



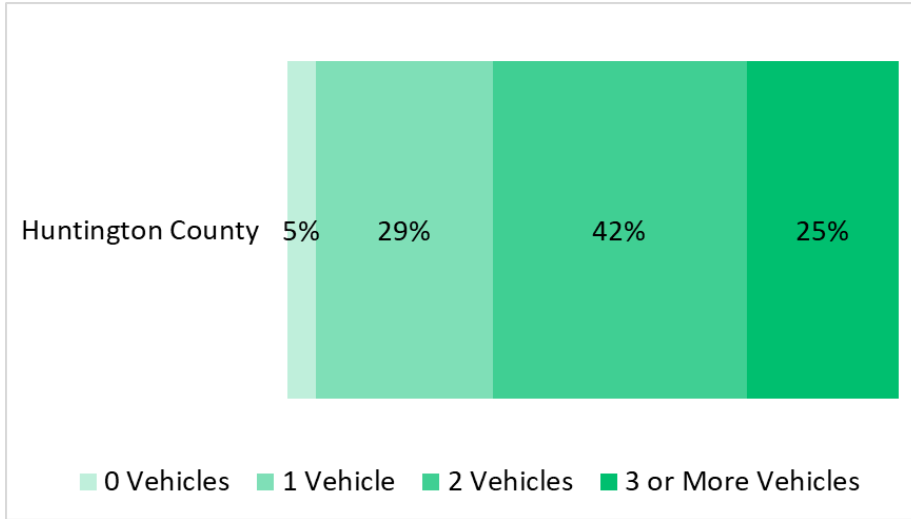
Source: 2019 ACS Five-Year Estimates

Zero Vehicle Households

Figure 15 shows the breakdown of vehicle availability by household within Huntington County. Of all households in the county, five percent of the households do not have a vehicle and an additional 29 percent only have one vehicle.

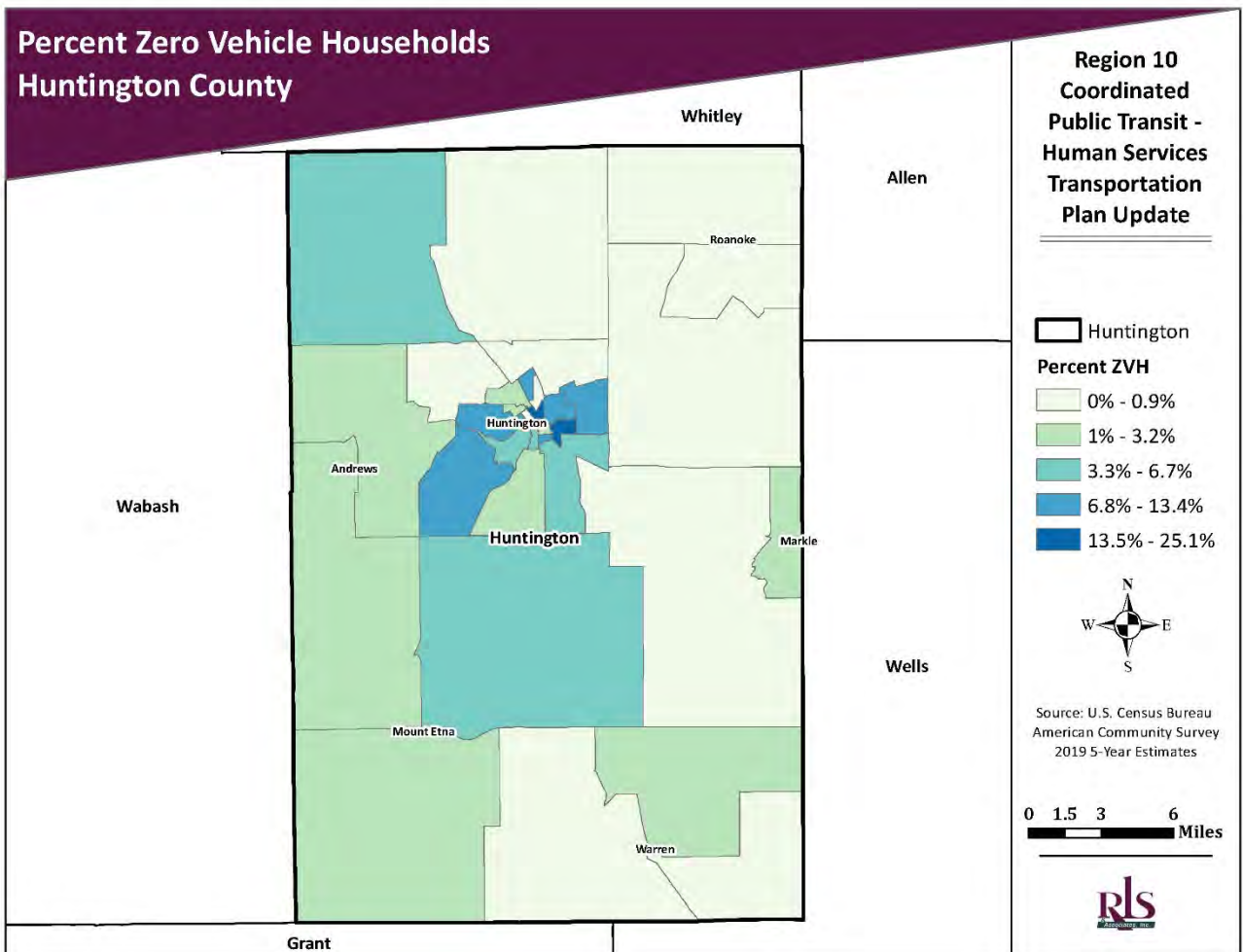
Figure 16 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in Huntington. Over 13.5 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 6.8 to 13.4 percent of zero vehicle households can also be found in and around Huntington. The remainder of the county has moderate to very low percentages of zero vehicle households.

Figure 15: Huntington County Household Vehicle Availability



Source: 2019 ACS Five-Year Estimates

Figure 16: Huntington County Zero Vehicle Households

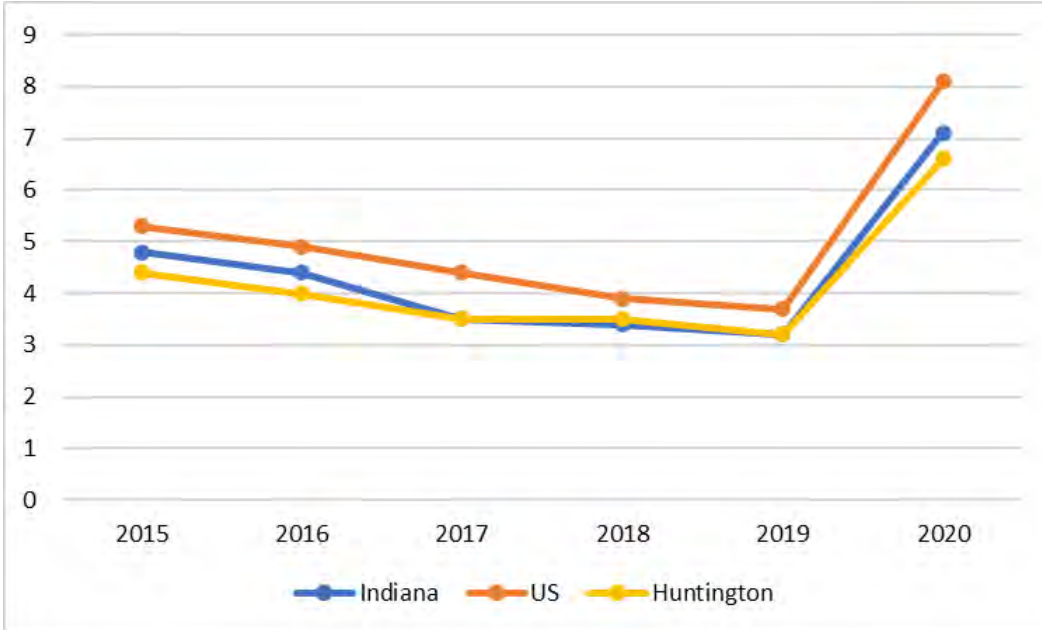


Unemployment

Huntington County’s unemployment rate reached a high in 2020 of 6.6 percent, due to the COVID-19 pandemic. This was lower than that of the United States (8.1) the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Huntington County paralleled the national unemployment average trend, but continually stayed lower than the U.S. and was lower or matching the Indiana rate each year during the review period except 2018. Figure 17 illustrates a comparison of the unemployment rates in the county, state, and nation.

Figure 17: Huntington County Comparison of Unemployment Rates

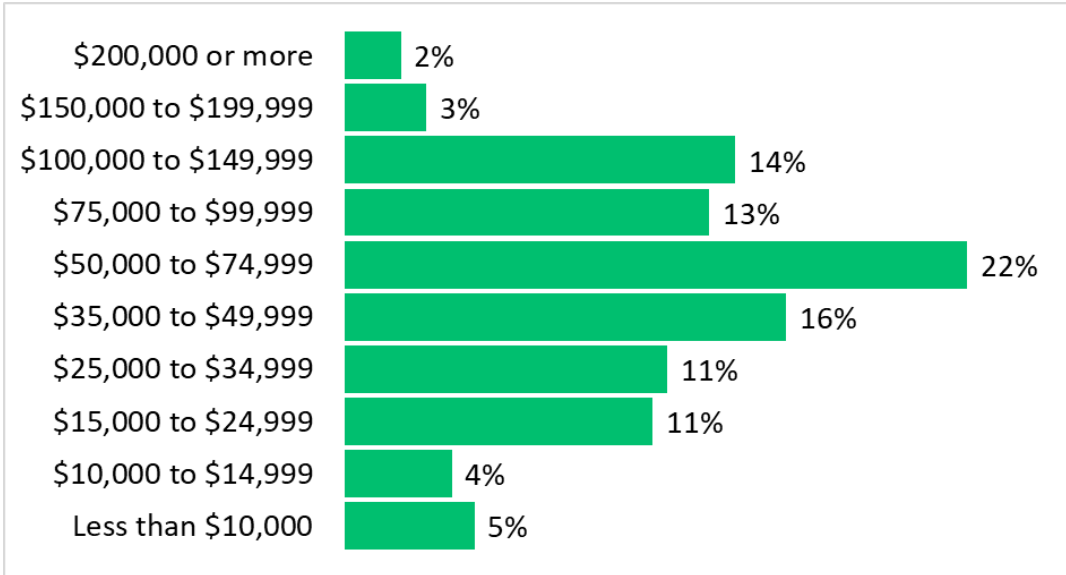


Source: STATS Indiana using Bureau of Labor Statistics Data

Household Income

Figure 18 shows the annual household income breakdown by percentage of total households in the county. Out of 14,742 households in the county, 31 percent of them make less than \$35,000 per year. Of which, only five percent earn less than \$10,000 per year.

Figure 18: Huntington County Annual Household Income



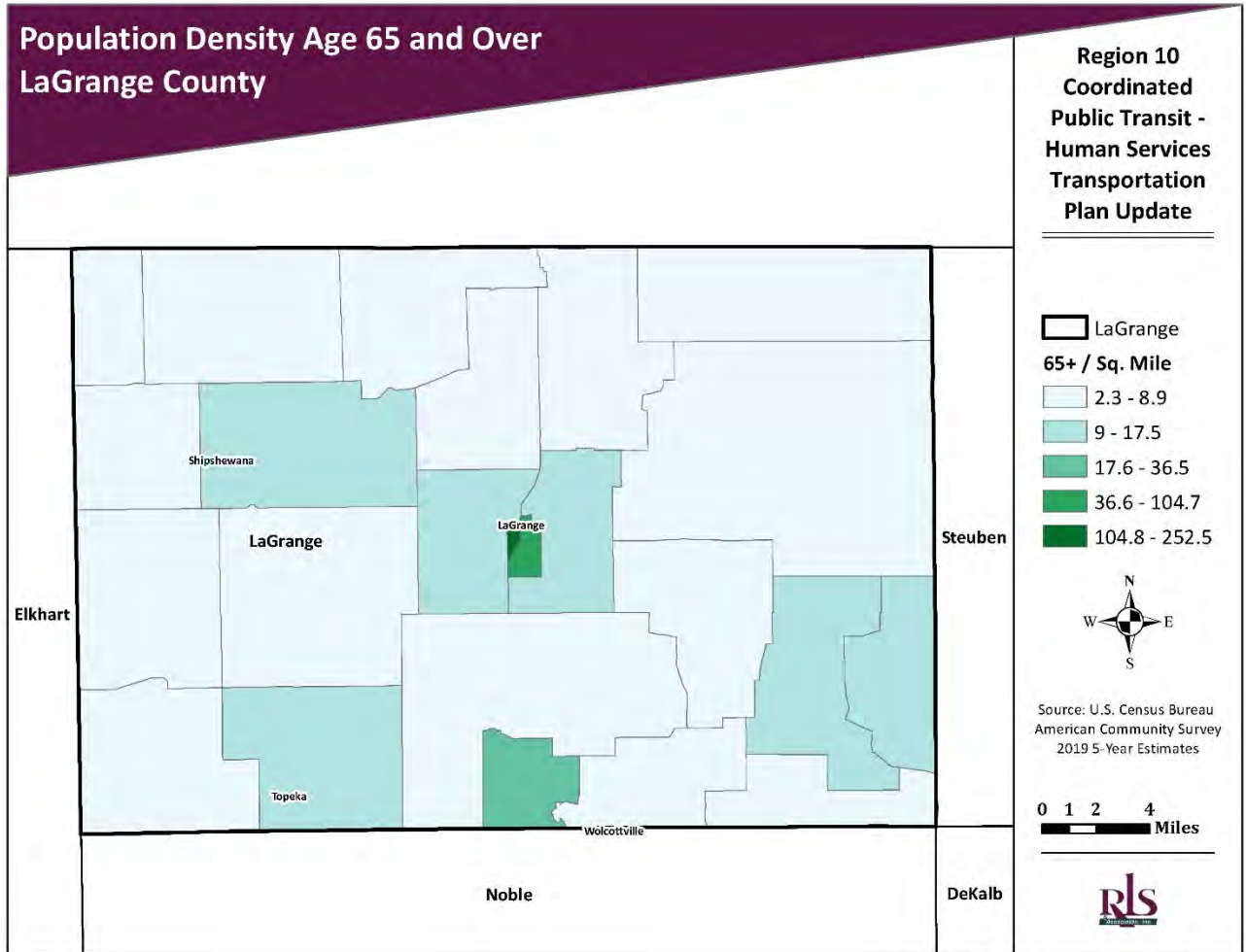
Source: 2019 ACS Five-Year Estimates

LaGrange County

Older Adult Population

Figure 19 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of LaGrange County residents aged 65 and older are in LaGrange. These block groups have densities of older adults between 104.8 and 252.5 persons per square mile. Areas in and around LaGrange also have moderate densities of persons age 65 and older (36.6 to 104.7). The remainder of the county has low to very low densities of persons age 65 and older.

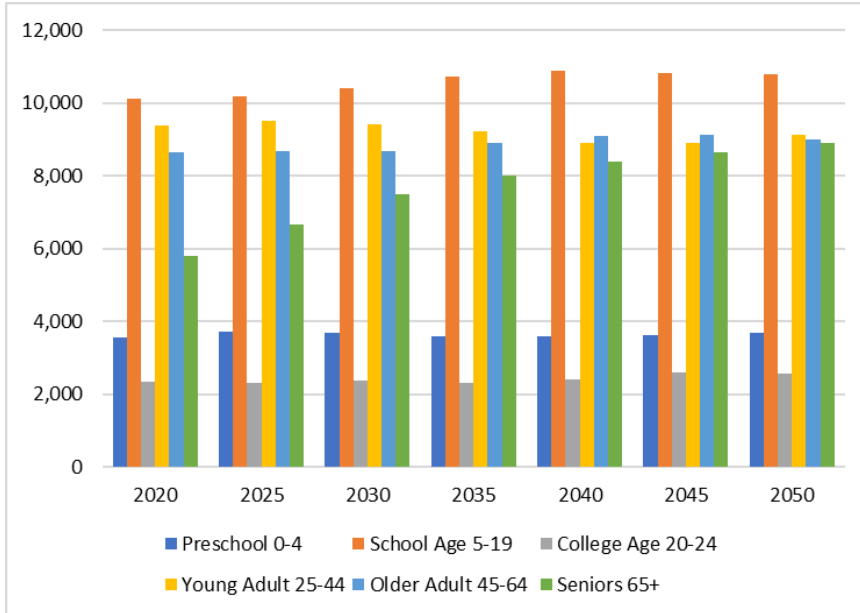
Figure 19: LaGrange County Older Adult Population



Population by Age

Figure 20 shows that the largest age cohort for LaGrange County is School Age individuals between the ages of 5 and 19. This age group is expected to be the largest group in LaGrange County over the next 30 years. Currently, the smallest age group in LaGrange County is College Age individuals ages 20-24, who are expected to see little to no change between 2020 and 2050.

Figure 20: LaGrange County Population by Age



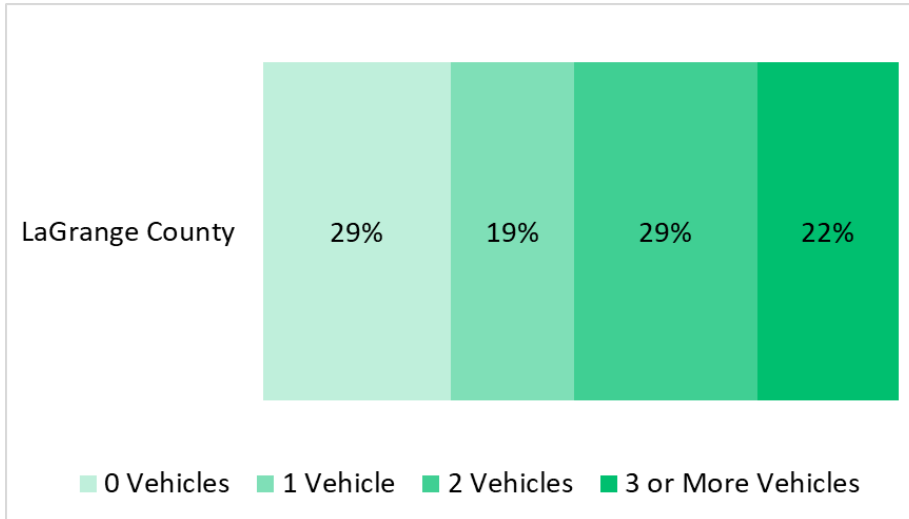
Source: 2019 ACS Five-Year Estimates

Zero Vehicle Households

Figure 21 shows the breakdown of vehicle availability by household within LaGrange County. Of all households in the county, 29 percent of the households do not have a vehicle and an additional 19 percent only have one vehicle. Due to its large Amish population, LaGrange County has one of the highest percentages of households with no vehicles in the state.

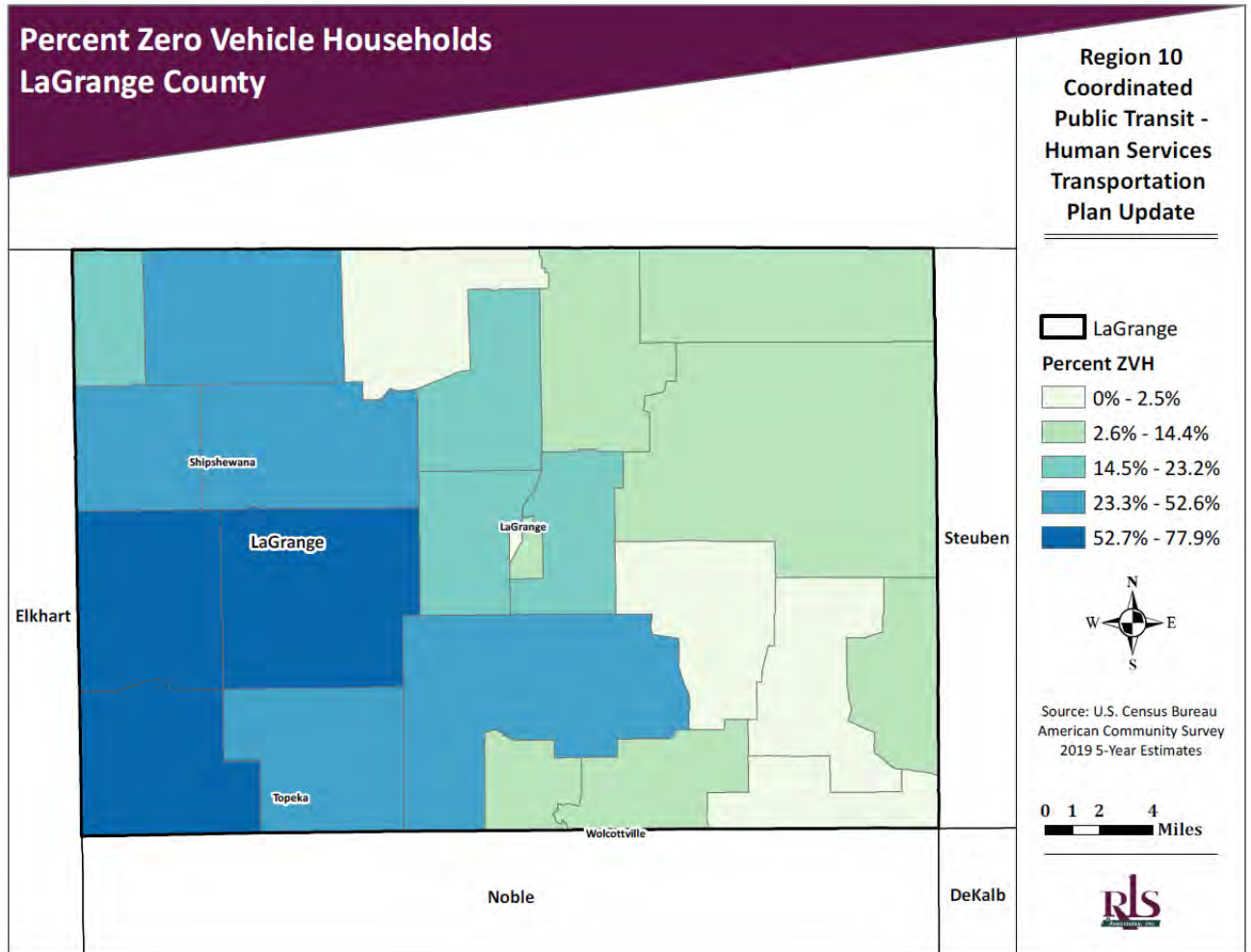
Figure 22 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in western and southwestern LaGrange County. Over 52.7 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 23.3 to 52.6 percent of zero vehicle households can be found in northwestern and southern LaGrange County. The remainder of the county has moderate to very low percentages of zero vehicle households.

Figure 21: LaGrange County Household Vehicle Availability



Source: 2019 ACS Five-Year Estimates

Figure 22: LaGrange County Zero Vehicle Households

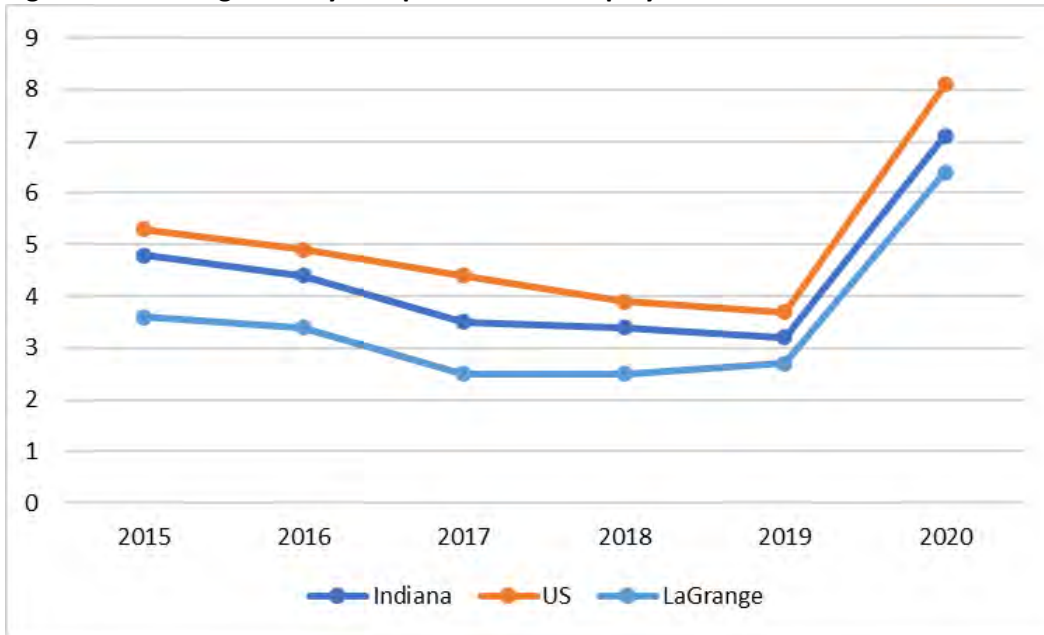


Unemployment

LaGrange County’s unemployment rate reached a high in 2020 of 6.4 percent, due to the COVID-19 pandemic. This was lower than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for LaGrange County paralleled the national unemployment average trend, and stayed lower than the US and Indiana rates. Figure 23 illustrates a comparison of the unemployment rates in the county, state, and nation.

Figure 23: LaGrange County Comparison of Unemployment Rates

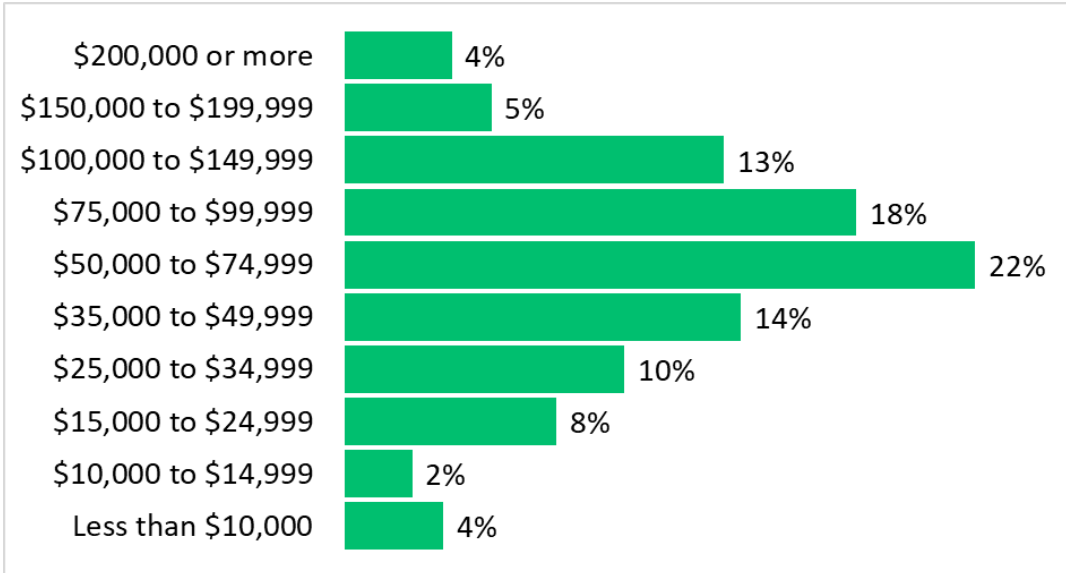


Source: STATS Indiana using Bureau of Labor Statistics Data

Household Income

Figure 24 shows the annual household income breakdown by percentage of total households in the county. Out of 12,325 households in the county, 24 percent of them make less than \$35,000 per year. Of which, only four percent earn less than \$10,000 per year.

Figure 24: LaGrange County Annual Household Income



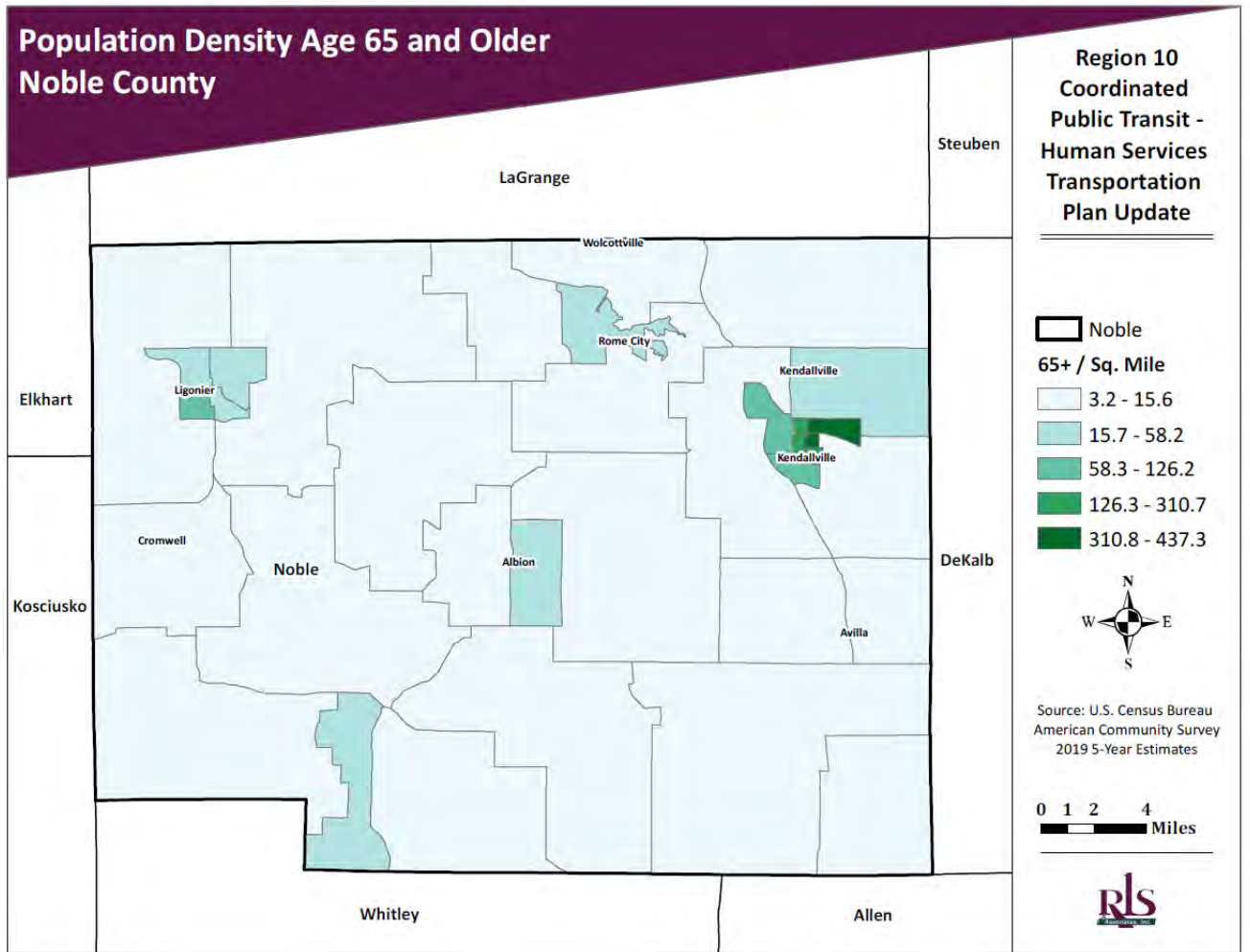
Source: 2019 ACS Five-Year Estimates

Noble County

Older Adult Population

Figure 25 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Noble County residents aged 65 and older are in Kendallville. These block groups have densities of older adults between 310.8 and 437.3 persons per square mile. Areas in and around Kendallville also have moderate densities of persons age 65 and older (126.3 to 310.7). The remainder of the county has low to very low densities of persons age 65 and older.

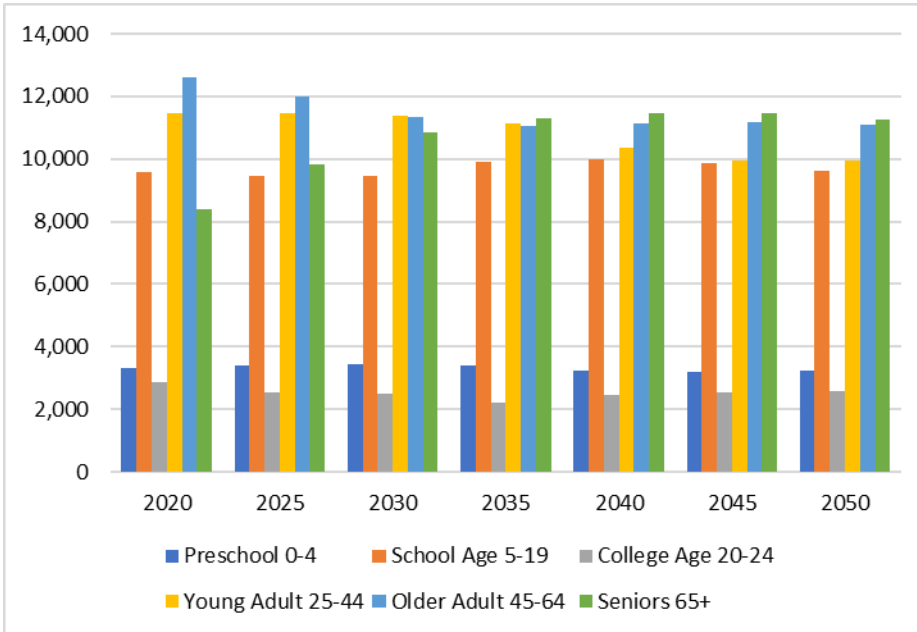
Figure 25: Noble County Older Adult Population Density



Population by Age

Figure 26 shows that the largest age cohort for Noble County are Older Adults between the ages of 45 and 64 and are expected to one of the largest age groups over the next 30 years. While not being one of the larger groups in 2020, the Seniors (65+), who are the fourth largest age group in 2020, is expected to grow and be the largest by 2050. Currently, the smallest age group in Noble County are College Age individuals (20-24), who are expected to see little to no change between 2020 and 2050.

Figure 26: Noble County Population by Age



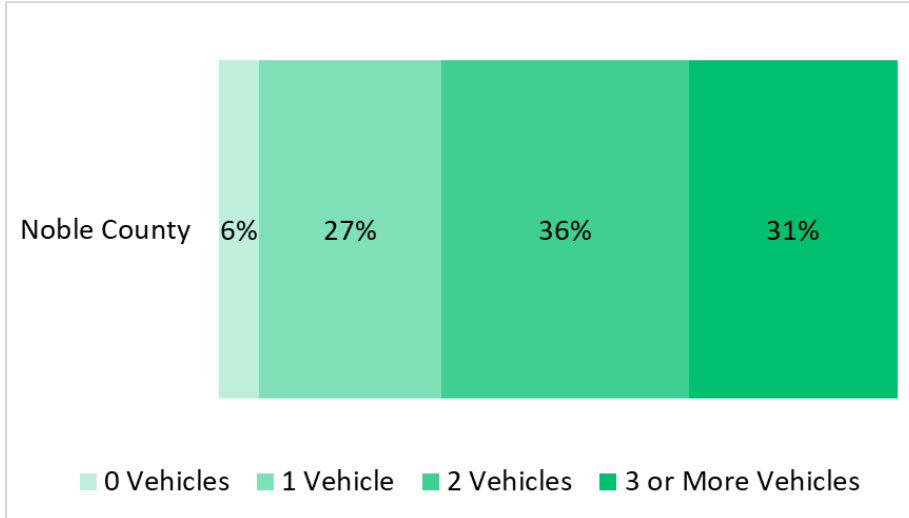
Source: 2019 ACS Five-Year Estimates

Zero Vehicle Households

Figure 27 shows the breakdown of vehicle availability by household within Noble County. Of all households in the county, six percent of the households do not have a vehicle and an additional 27 percent only have one vehicle.

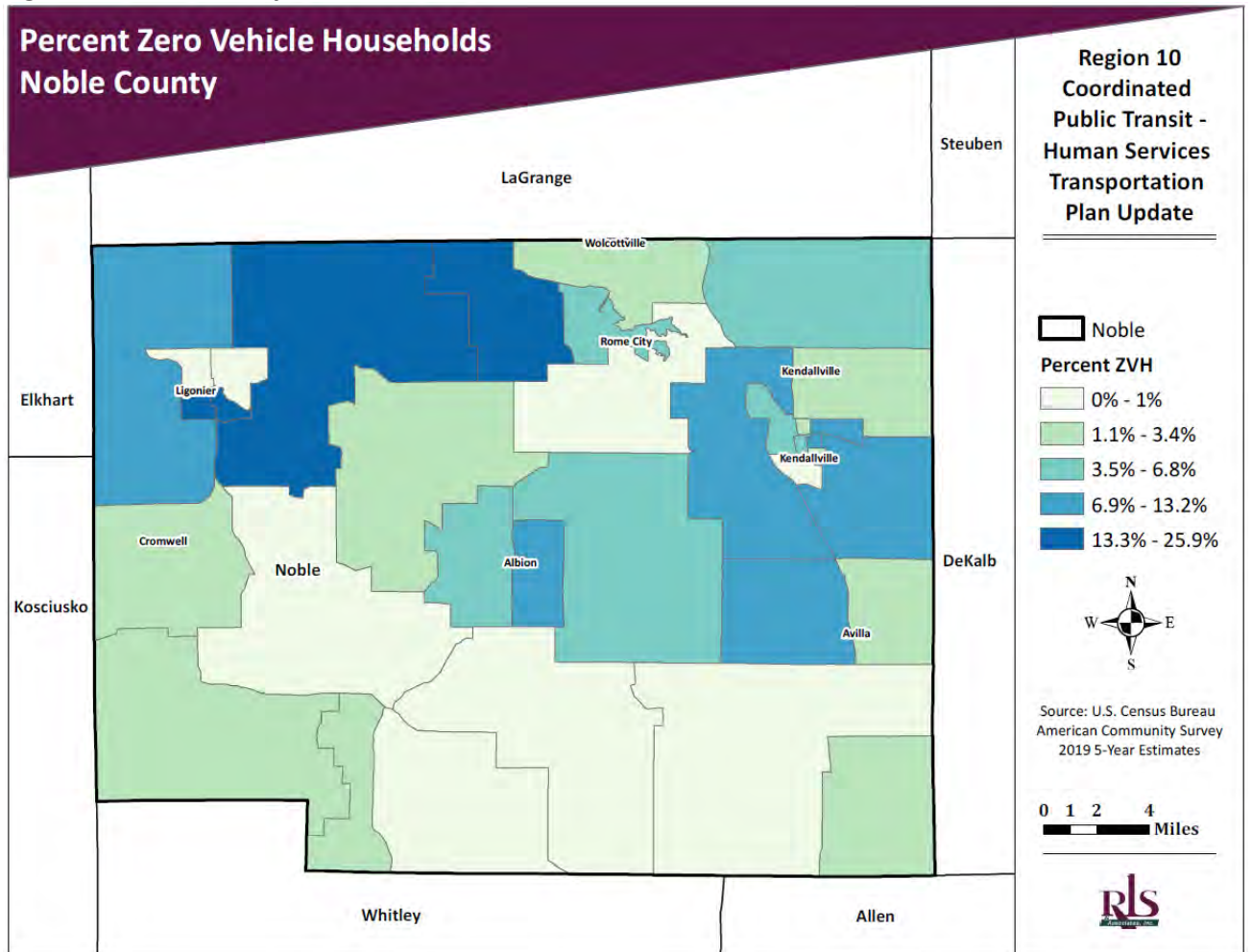
Figure 28 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated around Ligonier and in northern Noble County. Over 13.3 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 6.9 to 13.2 percent of zero vehicle households can also be found around Albion, Ligonier, Kendallville and in eastern Noble County. The remainder of the county has moderate to very low percentages of zero vehicle households.

Figure 27: Noble County Household Vehicle Availability



Source: 2019 ACS Five-Year Estimates

Figure 28: Noble County Zero Vehicle Households

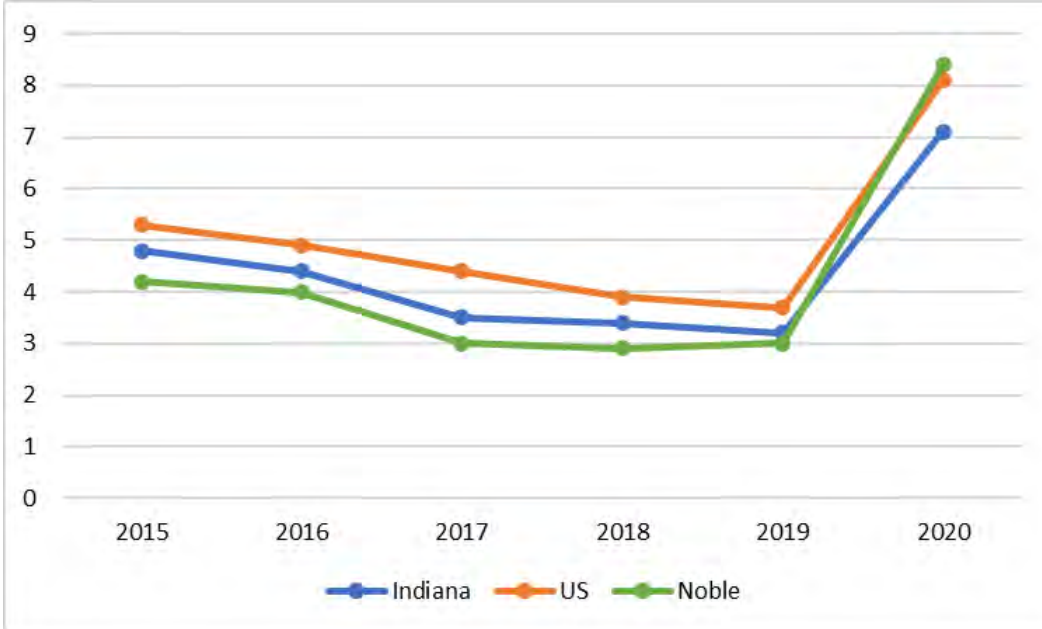


Unemployment

Noble County’s unemployment rate reached a high in 2020 of 8.4 percent, due to the COVID-19 pandemic. This was higher than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Noble County paralleled the national unemployment average trend, and was consistently lower the US and Indiana rate until 2020. Figure 29 illustrates a comparison of the unemployment rates in the county, state, and nation.

Figure 29: Noble County Comparison of Unemployment Rates

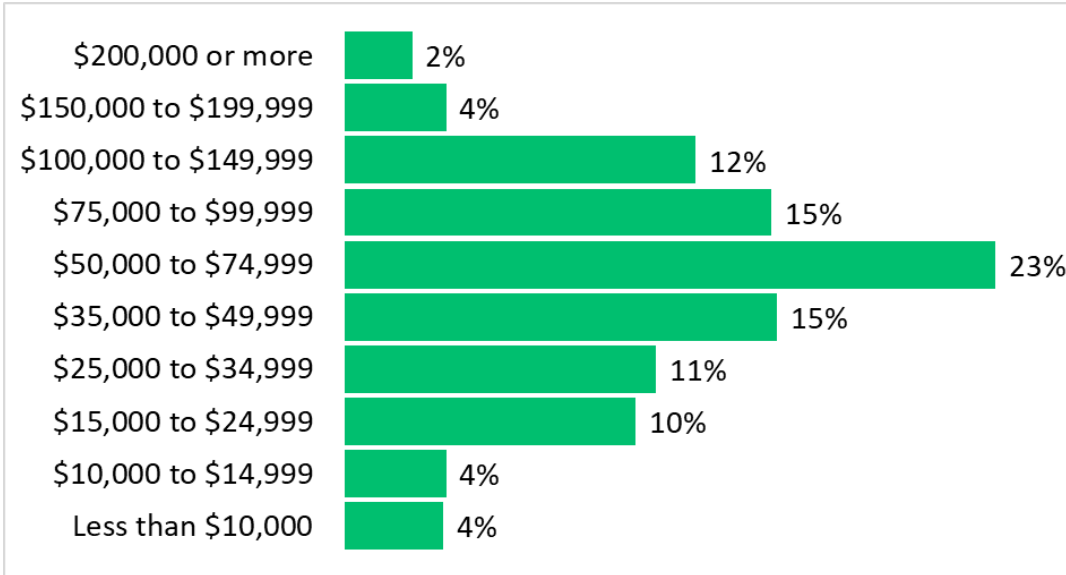


Source: STATS Indiana using Bureau of Labor Statistics Data

Household Income

Figure 30 shows the annual household income breakdown by percentage of total households in the county. Out of 18,276 households in the county, 29 percent of them make less than \$35,000 per year. Of which, only four percent earn less than \$10,000 per year.

Figure 30: Noble County Annual Household Income



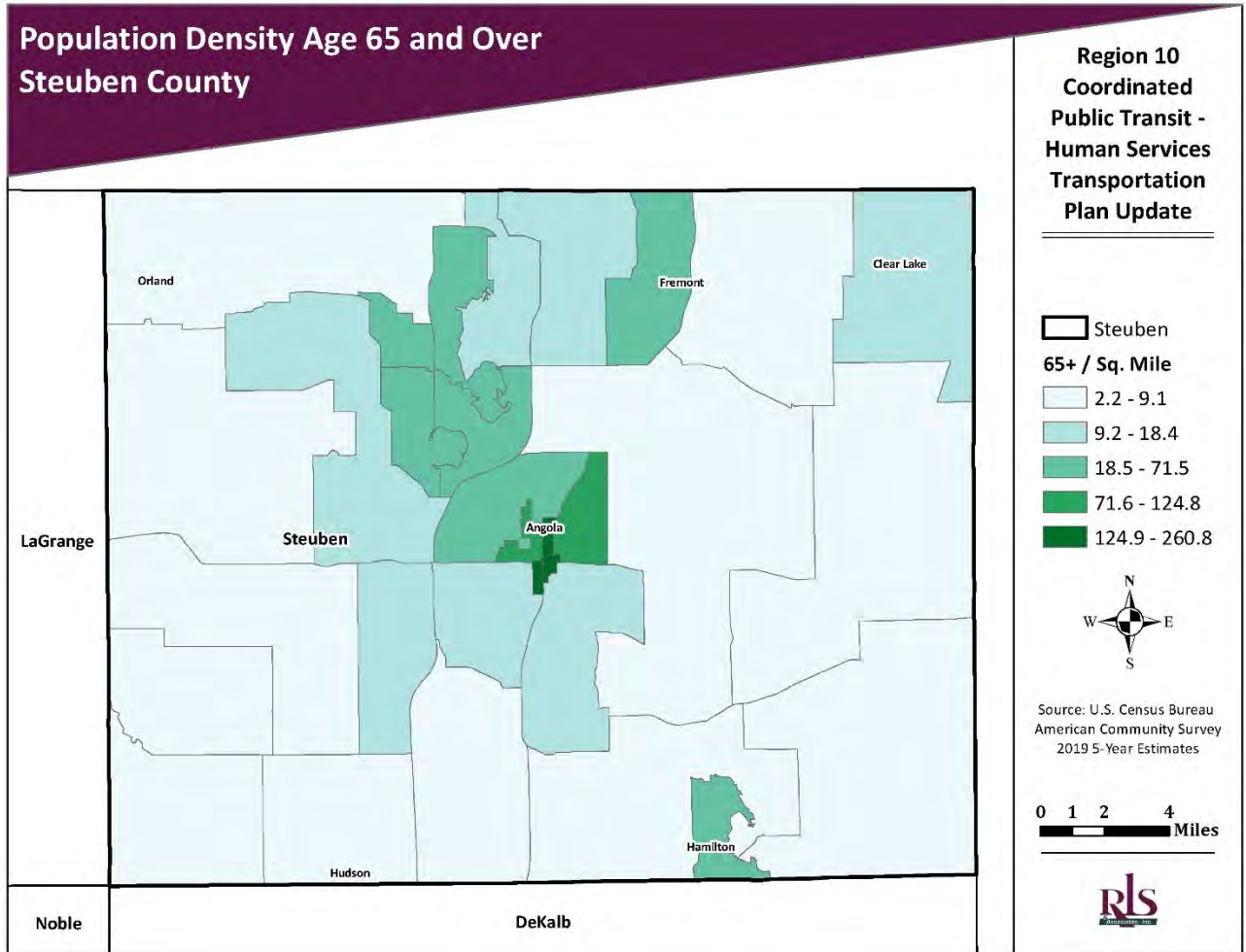
Source: 2019 ACS Five-Year Estimates

Steuben County

Older Adult Population

Figure 31 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Steuben County residents aged 65 and older are in and around Angola. These block groups have densities of older adults between 124.9 and 260.8 persons per square mile. Areas in and around Angola also have moderate densities of persons age 65 and older (71.6 to 124.8). The remainder of the county has low to very low densities of persons age 65 and older.

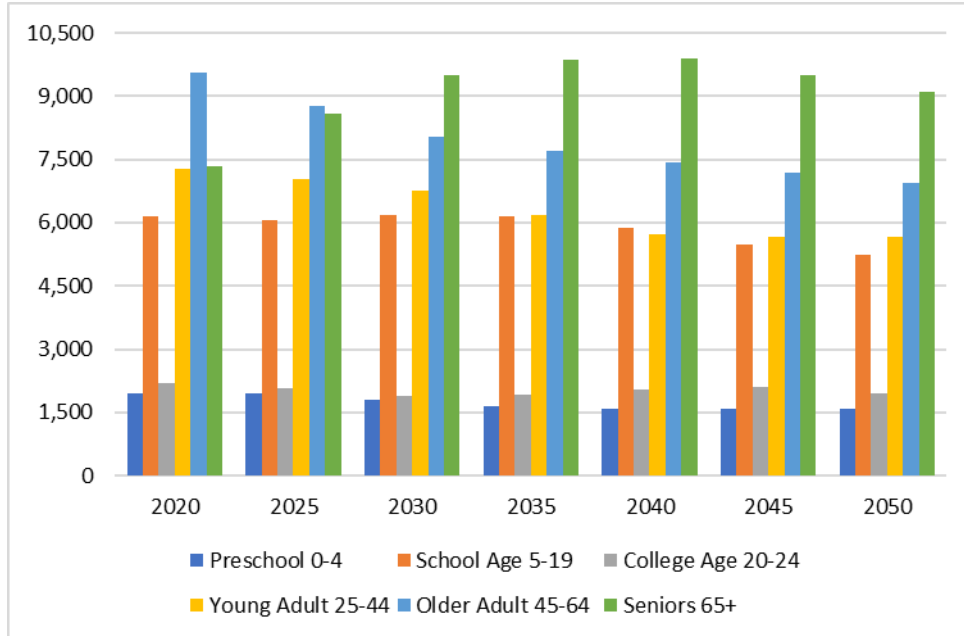
Figure 31: Steuben County Older Adult Population Density



Population by Age

Figure 32 shows that the largest age cohort for Steuben County is between the ages of 45 and 64. This age group is expected to be one of the largest groups in Steuben County over the next 30 years while declining over that time. Seniors 65+ will increase to become the largest age cohort beginning in 2030. Currently, the smallest age group in Steuben County is children under the age of 5, who are expected to see small decline between 2020 and 2050.

Figure 32: Steuben County Population by Age



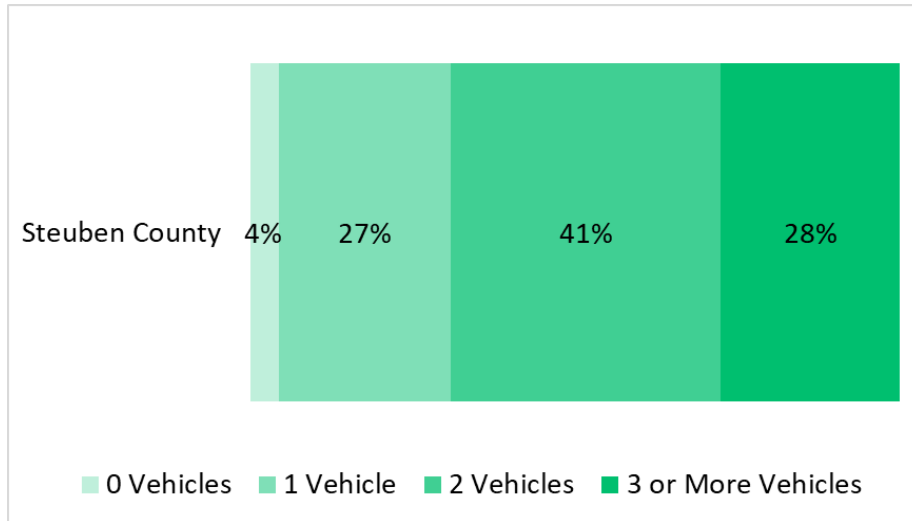
Source: 2019 ACS Five-Year Estimates

Zero Vehicle Households

Figure 33 shows the breakdown of vehicle availability by household within Steuben County. Of all households in the county, only four percent of the households do not have a vehicle and an additional 27 percent only have one vehicle.

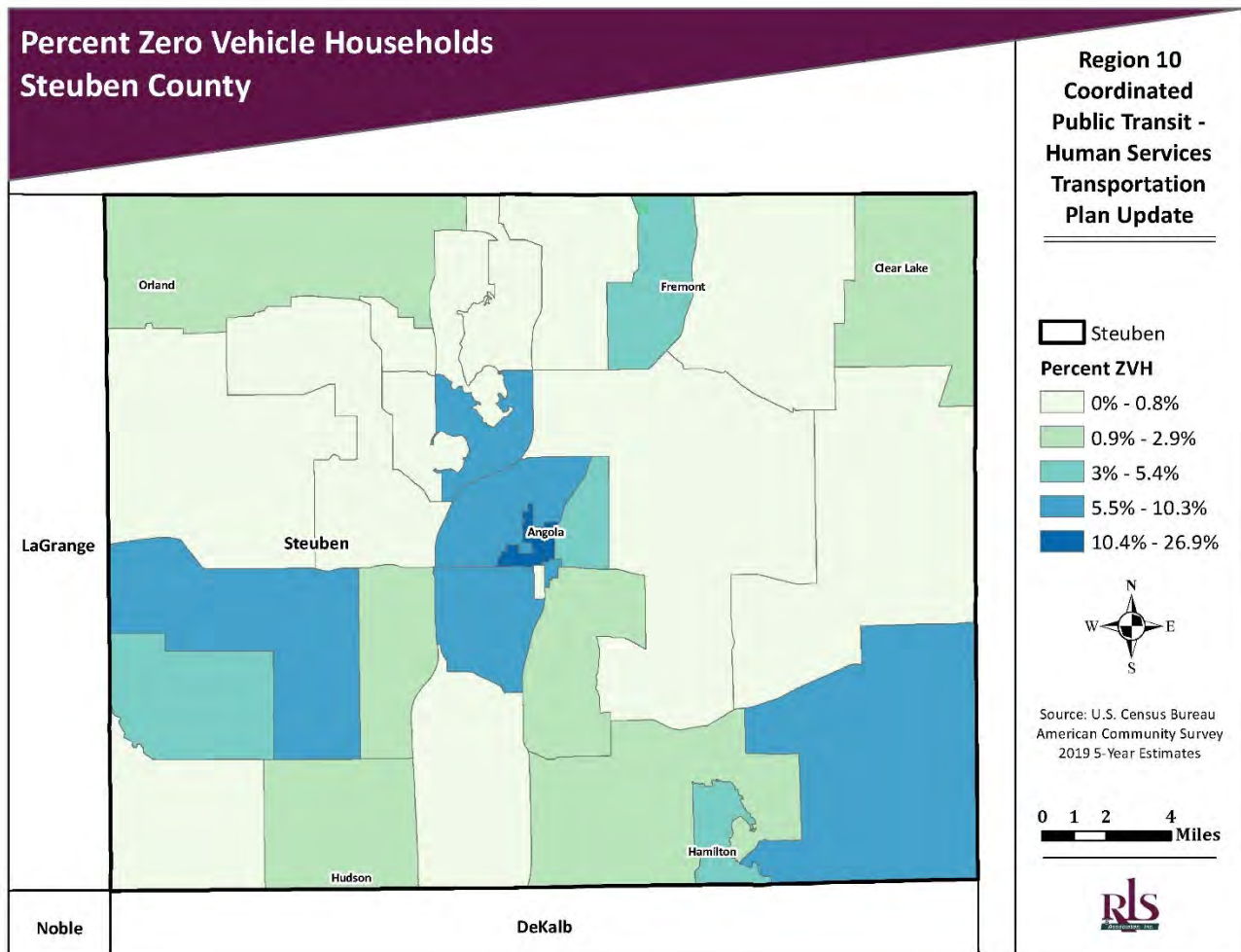
Figure 34 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in and around Angola. Over 10.4 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 5.5 to 10.3 percent of zero vehicle households can be found south and west of Steuben. The remainder of the county has moderate to very low percentages of zero vehicle households.

Figure 33: Steuben County Household Vehicle Availability



Source: 2019 ACS Five-Year Estimates

Figure 34: Steuben County Zero Vehicle Households

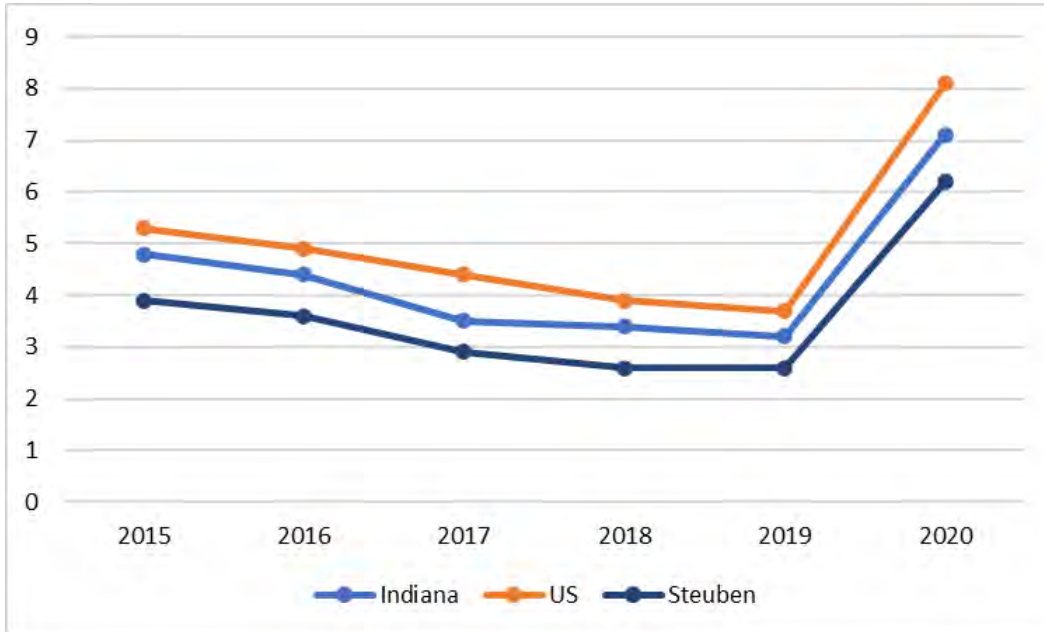


Unemployment

Steuben County’s unemployment rate reached a high in 2020 of 6.2 percent, due to the COVID-19 pandemic, which tied their 2015 rate. This was lower than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Steuben County paralleled the national unemployment average trend, and was constantly lower than the US and state of Indiana rate. Figure 35 illustrates a comparison of the unemployment rates in the county, state, and nation.

Figure 35: Steuben County Comparison of Unemployment Rates

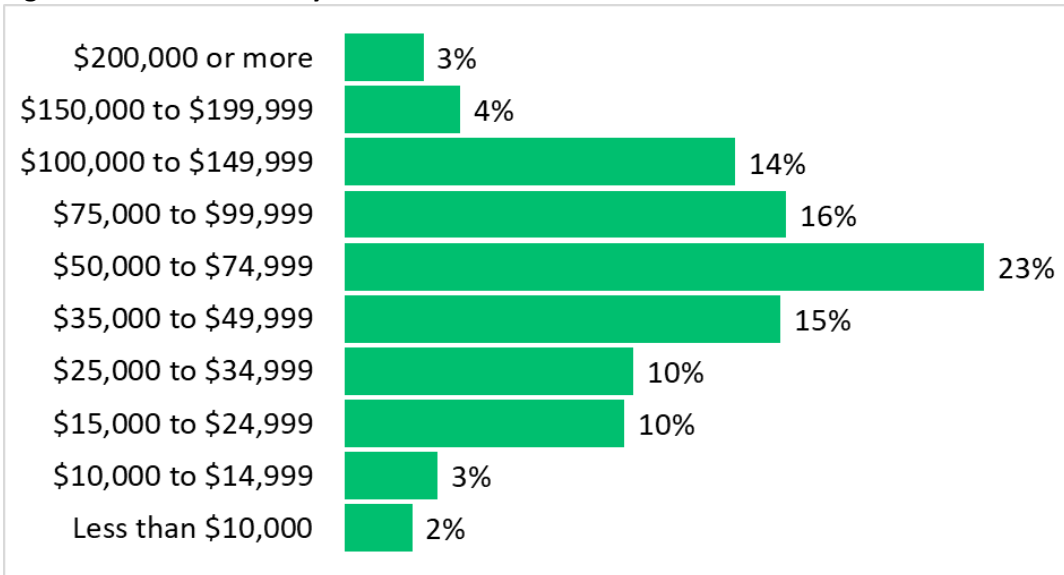


Source: STATS Indiana using Bureau of Labor Statistics Data

Household Income

Figure 36 shows the annual household income breakdown by percentage of total households in the county. Out of 14,261 households in the county, 25 percent of them make less than \$35,000 per year. Of which, two percent earn less than \$10,000 per year.

Figure 36: Steuben County Annual Household Income



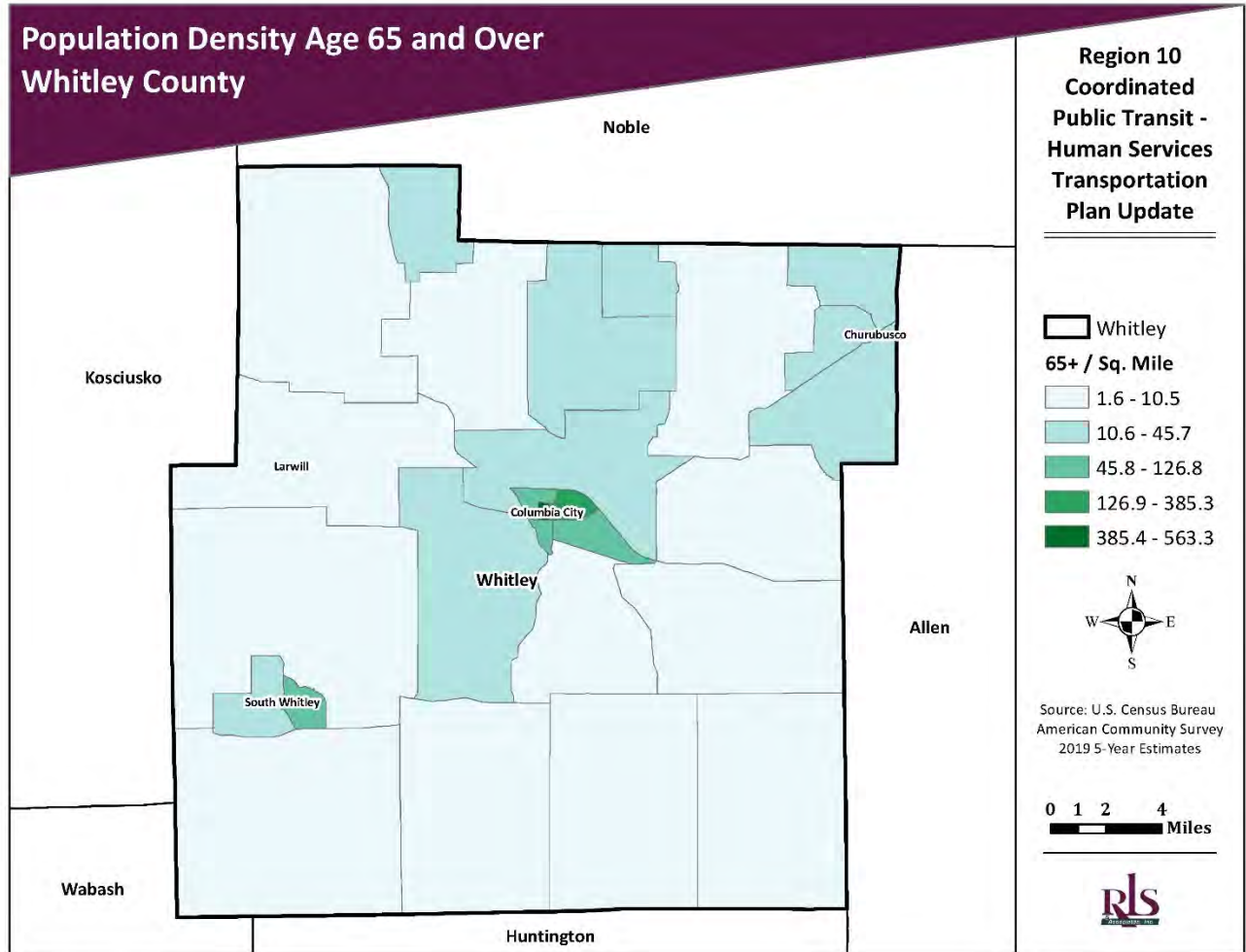
Source: 2019 ACS Five-Year Estimates

Whitley County

Older Adult Population

Figure 37 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Whitley County residents aged 65 and older are in Columbia City. These block groups have densities of older adults between 385.4 and 563.3 persons per square mile. Areas in and around Columbia City also have moderate densities of persons age 65 and older (126.9 to 385.3). The remainder of the county has low to very low densities of persons age 65 and older.

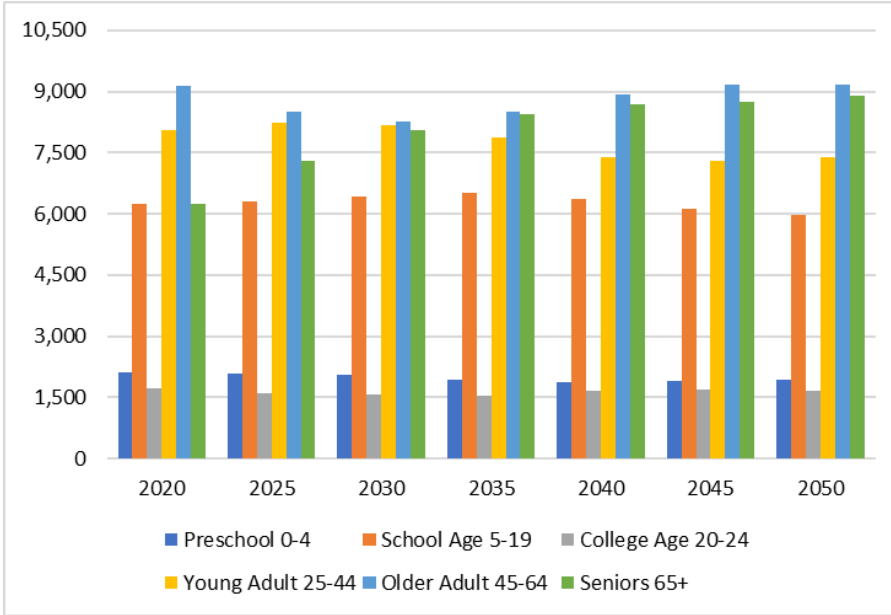
Figure 37: Whitley County Older Adult Population Density



Population by Age

Figure 38 shows that the largest age cohort for Whitley County is between the ages of 45 and 64. This age group is expected to be the largest group in Whitley County over the next 30 years. Currently, the smallest age group in Whitley County is College Age individuals (20-24), who are expected to see little to no change between 2020 and 2050.

Figure 38: Whitley County Population by Age



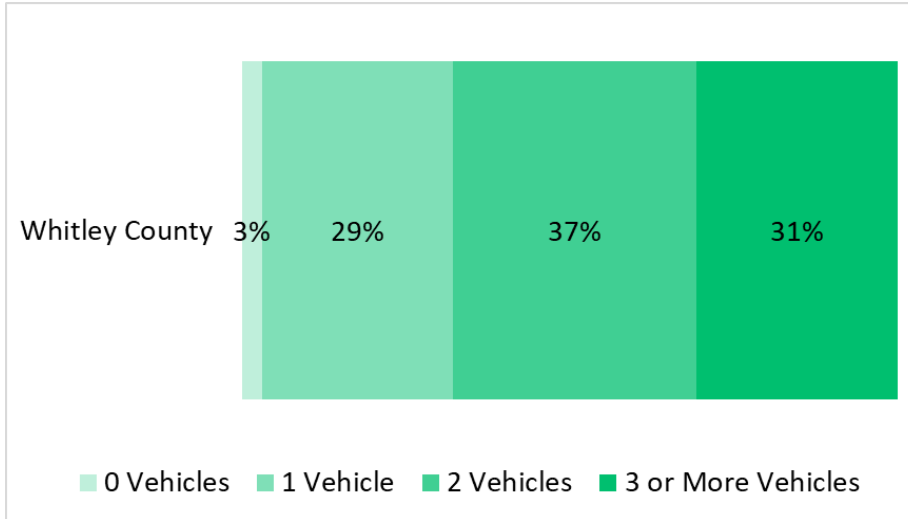
Source: 2019 ACS Five-Year Estimates

Zero Vehicle Households

Figure 39 shows the breakdown of vehicle availability by household within Whitley County. Of all households in the county, only three percent of the households do not have a vehicle and an additional 29 percent only have one vehicle.

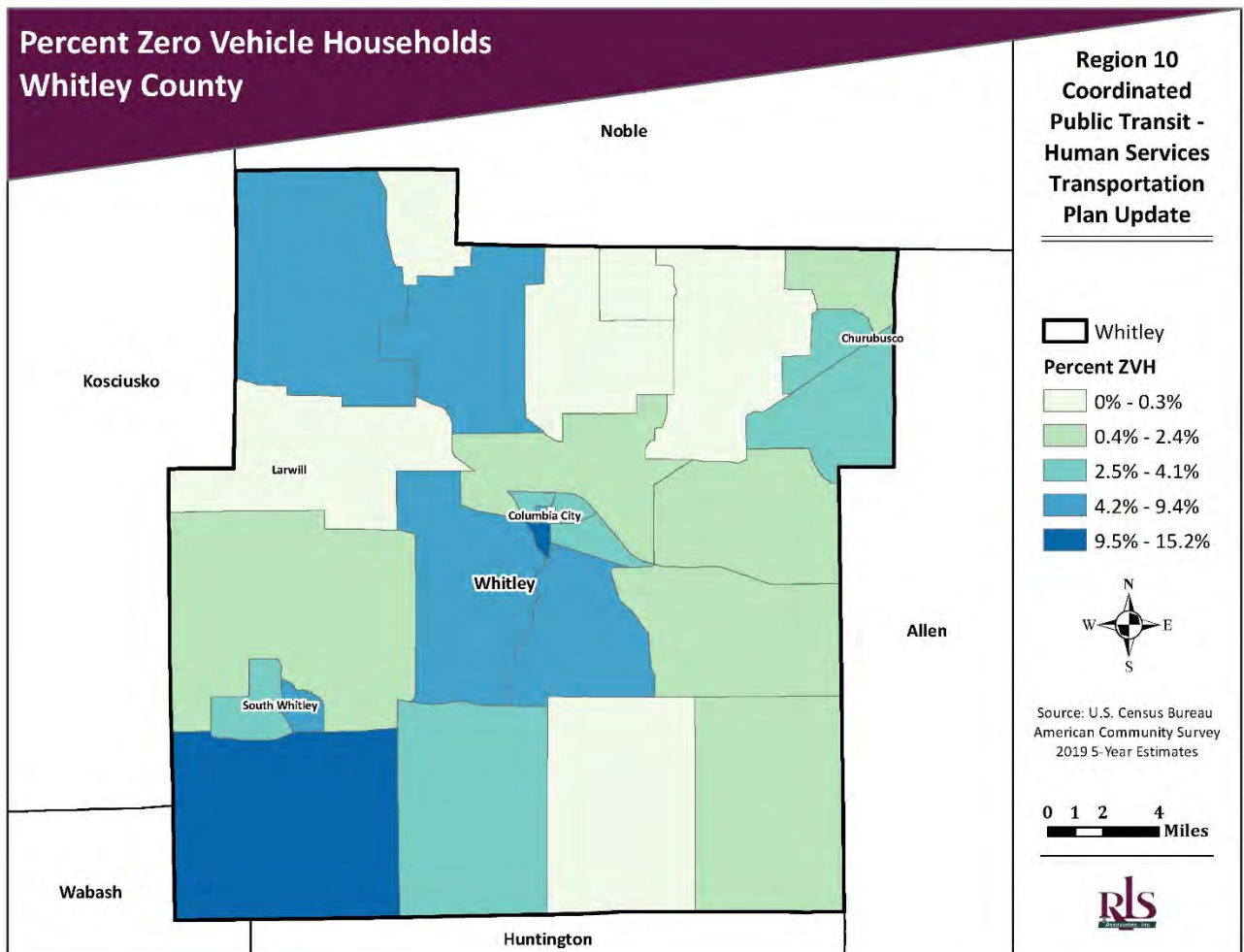
Figure 40 illustrates the percentage of housing units that have no available vehicle, according to 2019 ACS Five-Year Estimate data by block group. The block groups with the dark blue shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated in Columbia City and the southwest corner of the county. Over 9.5 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 4.2 to 9.4 percent of zero vehicle households can also be found in the county. The remainder of the county has moderate to very low percentages of zero vehicle households.

Figure 39: Whitley County Household Vehicle Availability



Source: 2019 ACS Five-Year Estimates

Figure 40: Whitley County Zero Vehicle Households

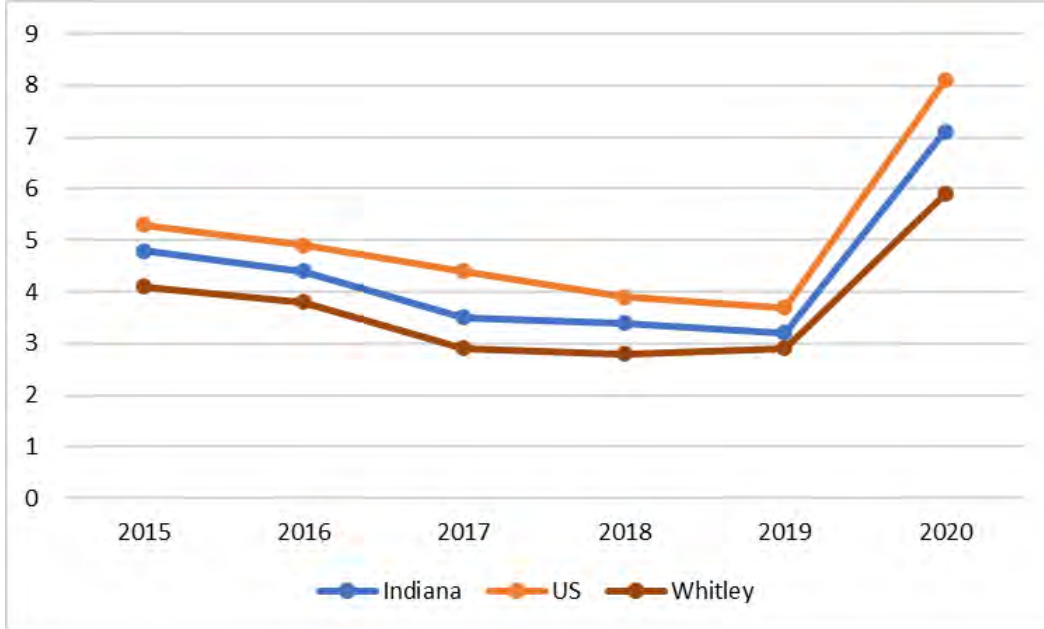


Unemployment

Whitley County’s unemployment rate reached a high in 2020 of 5.9 percent, due to the COVID-19 pandemic. This was lower than that of the United States (8.1) and the State of Indiana (7.1) for 2020.

From 2015 to 2020, the unemployment rate for Whitley County paralleled the national unemployment average trend, but was continually lower than the US and Indiana rate. Figure 41 illustrates a comparison of the unemployment rates in the county, state, and nation.

Figure 41: Whitley County Comparison of Unemployment Rates

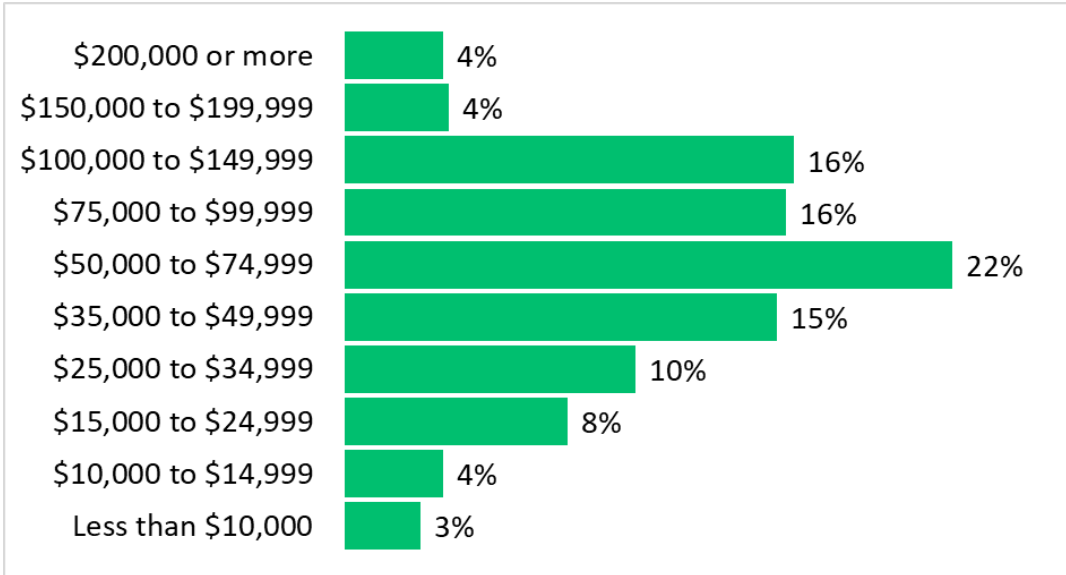


Source: STATS Indiana using Bureau of Labor Statistics Data

Household Income

Figure 42 shows the annual household income breakdown by percentage of total households in the county. Out of 13,742 households in the county, 25 percent of them make less than \$35,000 per year. Of which, three percent earn less than \$10,000 per year.

Figure 42: Whitley County Annual Household Income



Source: 2019 ACS Five-Year Estimates

INVENTORY OF EXISTING TRANSPORTATION PROVIDERS AND SERVICE GAPS

INTRODUCTION

Providers of public and human service transportation were asked to provide service and asset data to for the purpose of updating the transportation provider inventory for the Region. Provider agencies were also invited to participate in a public meeting to evaluate unmet human service transportation needs and service gaps. The public meeting included a discussion of goals and strategies/projects to address unmet needs and service gaps, and promote coordination in the delivery of transportation services to maximize the use of resources.

An update of the inventory of provider services and vehicle inventory was obtained through phone interviews and e-mail requests conducted prior to the public meeting. This was done in order to promote active participation in the public meetings, familiarize the providers with the public meeting process, and stimulate discussion of key mobility issues while updating the description of the types and manner of service delivery (including types of services, funding sources, eligibility, hours of service, ridership and fare/donation policies) for the providers in the Region.

The Region 10 provider summaries listed below include Section 5310-funded providers who serve primarily older adults and individuals with disabilities. These agencies provide transportation primarily to their agency consumers but may have the potential for shared services with other providers in the future.

Rural public transit agencies, those funded with FTA Section 5311 funding, also serve these same older adult and individuals with disability populations. Many of these public and non-profit agencies also receive operating funding through Medicaid and Title III-B of the Older Americans Act which focuses on serving persons 60 and over as well as funding for vehicle replacement through the FTA Section 5310 program. These programs exemplify the goal of promoting mixed client riding and coordinated provision of mobility services for a range of customer categories and trip destinations.

The list also includes agencies that are eligible for Section 5310 vehicle funding but until now experienced limited coordination with other providers and have been focused on providing services to their agency program consumers. However, their participation in the coordination process is essential so that their consumers are afforded the opportunity to access other community transit services.

EXISTING PUBLIC TRANSPORTATION RESOURCES

Region 10 is served by six public transit systems operated by non-profit social services organizations. Additionally, an intercity bus service subsidized by FTA Section 5311(f) funding serves Region 10.

Table 2: Region 10 Public Transit Providers

	Whitley County Transit	LaGrange County Area Transit	Noble Transit System	STAR Transportation	Dekalb Area Rural Transit	Huntington Area Transportation	Barons Bus
Operator/ Contact Information	Whitley County Council on Aging 710 Opportunity Dr. Columbia City, IN 46725 (260) 248-8944 whitleycountycouncilonaging.com/public-transit	LaGrange County Council on Aging 410 E. Central Ave. LaGrange, IN 46761 (260) 463-4161 lagrangecoa.org	Noble County Council on Aging 111 Cedar Street Kendallville, IN 46755 (260) 347-4226 noblecountycoa.org/noble-transit	Steuben County Council on Aging 317 S. Wayne St. Ste. 1-B Angola, IN 46703 (260) 665-8191 steubenco.org/star-brochure	DeKalb Co. Council on Aging 1800 E. 7th St. Auburn, IN 46706 (260) 925-3311 dcco.net/dart-transportation	Huntington Co. on Aging 500 MacGahan St. Huntington, IN 46750 (260) 356-3006 huntingtoncountycoa.org/hat	5310 Hauserman Rd. Parma, OH 44130 (888) 378-382 baronsbus.com
Service Area	Whitley County	Lagrange County	Noble County	Steuben County	DeKalb County	Huntington County + portion of Town of Markle in Wells County	North and East-Central IN w/stops in LaGrange and Angola
Days/Hours of Service	Monday – Friday 7 AM – 5 PM	Monday – Friday 5 AM – 5PM	Monday – Friday 5 AM – 5PM	Monday – Friday 6 AM – 5PM	Monday – Friday 6 AM – 6 PM	Monday – Friday 6 AM – 8 PM	Hours vary
Ridership*	2019: 34,786 2020: 23,633	2019: 46,486 2020: 37,623	2019: 31,223 2020: 25,745	2019: 14,470 2020: 10,768	2019: 28,997 2020: 19,039	2019: 41,757 2020: 32,286	2019: 48,999 2020: 30,929
Fare/Donation Structure	Free In-county \$27 Out-of-county medical \$54 Out-of-county non-medical	\$4 Under 5 mi. \$7 5-9 mi. \$10 10-15 mi. \$12 16-20 mi. Out-of-county: \$40 Up to 35 mi.	\$4 Under 6 mi. \$7 6-10 mi. \$10 11-15 mi. \$13 16-20 mi. \$1.50/mile: Trips over 20 mi.	\$3 Under 5 mi. \$6 5-10 mi. \$9 10-15 mi. \$12 Over 15 mi.	\$3 In-City/Town \$4 Out-of-City/Town \$40 Round Trip Out-of-county \$25 One-way Out-of-county	\$3-\$6: In-county depending on distance \$8 + mileage: Out-of-county Elderly/	Distance-based ticket pricing

	Whitley County Transit	LaGrange County Area Transit	Noble Transit System	STAR Transportation	Dekalb Area Rural Transit	Huntington Area Transportation	Barons Bus
		\$80 Over 35 mi. Elderly/ disabled: Donation-based	Elderly/ disabled: free for medical appointments		Elderly/ disabled: Donation-based	disabled: Donation-based	
Funding Sources	FTA Section 5311; PMTF; Older Americans Act Title III-B; United Way; Community Foundation; Whitley County	FTA Section 5311; PMTF; Older Americans Act Title III-B; Medicaid; LaGrange County; Hospitals; Foundations; United Way	FTA Section 5311; PMTF; Medicaid; Older Americans Act Title III-B; Local government	FTA Section 5311; PMTF; Older Americans Act Title III-B; Contract revenue; Local government	FTA Section 5311; PMTF; Older Americans Act Title III-B; Contract revenue; Local government	FTA Section 5311; PMTF; Older Americans Act Title III-B; Contract revenue; Local government	FTA Section 5311(f) and ticket revenue
Operating Budget (2020)	\$530,782	\$776,030	\$534,199	\$361,522	\$553,538	\$600,697	Not reported
Fleet by Location and Wheelchair Accessibility	Columbia City: 12 (11 WC-Accessible)	LaGrange: 17 (16 WC-Accessible)	Kendalville: 20 (17 WC-Accessible)	Angola: 10 (9 WC-Accessible)	Auburn: 12 (11 WC-Accessible)	Huntington: 16 (All WC-Accessible)	Not reported
Service Type(s)	Demand Response	Demand Response	Demand Response	Demand Response	Demand Response	Demand Response	Inter-city bus

*2019 total represents normal ridership; 2020 ridership was heavily impacted by COVID-19

HUMAN SERVICE TRANSPORTATION PROVIDERS

Human service agencies that provide transportation to their clients are listed in Table 3. Additionally, Region 10 residents who use Medicaid non-emergency transportation are sometimes served by providers from outside of the area. These providers are typically dispatched to the area by the State of Indiana’s contracted managed care organizations or transportation brokerages.

Table 3: Region 10 Human Service Transportation Providers

	Northeastern Center	Easterseals Arc – Northeast Indiana	Community Transportation Network	Pathfinders	Arc of LaGrange County	The Arc Noble County Foundations
Location and Contact Information	P.O. Box 817 Kendallville, IN 46755 (260) 347-2453 nec.org	4919 Coldwater Rd. Fort Wayne, IN 46825 (260) 456-4534 eastersealsnei.org	5601 Industrial Rd. Fort Wayne, IN 46825 (260) 420-3280 www.ridectn.org	2824 Theater Ave. Huntington, IN 46750 (260) 356-0500 pathfinderservice.org	0235 West 300 North Howe, IN 46746 (260) 463-2653 arclag.org	506 S. Orange St. Albion, IN 46701 (260) 636-2155 arcfoundations.com
Service Area	NE Indiana	Allen, DeKalb, Steuben, and Whitley Counties	Allen County with regional destinations		LaGrange County	Noble County
Eligibility Criteria	Agency clients	Agency clients	Older adults (60+), people with disabilities, and agency clients	Agency clients	Agency clients	Agency clients
Days/Hours of Service	Monday – Friday 7 AM – 4 PM	Not reported	Monday – Saturday 7 AM – 6 PM	Allen, Huntington, Jay, Marshall, Noble, Wabash, & Whitley Counties	Not reported	Not reported
Ridership (2020)	7,053	Not reported	72,419	35,855	4,018	465
Operating Budget	Not reported	Not reported	\$1,741,058	\$1,194,451	Not reported	\$45,000
Funding Sources	Not reported	Not reported	Foundations; Fees; Donations; Grants; Fundraising	Medicaid; FTA Section 5310; Huntington County	Not reported	Not reported
Fleet by Location and Wheelchair Accessibility	NE Indiana - 10 Vehicles*	Not reported	Fort Wayne – 28 Vehicles	Huntington – 23 (All WC-Accessible)*	Howe – 11 Vehicles*	Albion – 1 WC-Accessible*

*Represents FTA Section 5310-funded vehicles only

NEEDS ASSESSMENT

OVERVIEW

RLS & Associates, Inc. (RLS) contacted local human service agencies, faith-based organizations, employers, and all transportation providers serving each county in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. Meeting invitations were mailed to all identified organizations, those that participated in the 2017 Coordinated Public Transit Human Services Transportation Plan, and agencies that applied for Section 5310 grants from INDOT since 2013. Documentation of outreach efforts included in this project to date and the level of participation from each organization is provided in the Appendix. The following paragraphs outline results from the local general public and stakeholder coordinated transportation meeting.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

A virtual meeting was facilitated by RLS to discuss the unmet transportation needs and gaps in service and establish goals for older adults, individuals with disabilities, people with low incomes, and the general public. A virtual meeting was chosen due to the risk of transmission of COVID-19 at an in-person meeting. The meeting was held on March 29, 2021, from 12:00 PM to 1:30 PM.

Invitations to the meeting were distributed via the U.S. Postal Service to more than 68 individuals or organizations that represent transportation providers, older adults, individuals with disabilities, and/or people with low incomes. The general public was invited and notified of the meeting through a variety of public announcements through the following websites and newspapers:

- ◆ The Star
- ◆ The Huntington County TAB
- ◆ The News Sun
- ◆ The Herald Republican
- ◆ Inwhitleycounty.com
- ◆ Thepostandmail.com

A list of all organizations invited to the meeting is provided in the Appendix. Organizations that were represented at the meetings are listed below:

- ◆ Dekalb County Head Start
- ◆ Arc Noble County Foundation
- ◆ INDOT, Office of Transit
- ◆ DART Transportation, DeKalb County
- ◆ Huntington County COA and Huntington County Transportation
- ◆ Parkview Dekalb Hospital
- ◆ Dekalb Council on Aging
- ◆ Northeastern Center
- ◆ Easterseals Passages
- ◆ Boys and Girls Club for Huntington County

- ◆ Pathfinder Services
- ◆ Noble County Transit

During the meeting, the RLS facilitator presented highlights of historical coordinated transportation in the Region and discussed the activities since the 2017 Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area. Many of the participants in the meetings were involved in the 2017 planning process.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the 2017 plan, to identify any gaps that were no longer valid, and any new needs/gaps, which the facilitator deleted/added to/from a list that the stakeholders could view on the screen. The focus of the discussion was transportation for older adults and individuals with disabilities. However, several topics discussed also impact mobility options for the general public. After the changes to the needs/gaps list were completed, each participant was asked to rank the needs/gaps.

Prior to the public and stakeholder meeting, public surveys were distributed in each county. Surveys were available for approximately six months. The purpose of the survey was to gather additional input about transportation from the general public and those individuals who may or may not be clients of the participating agencies. In addition to printed surveys that were distributed by local stakeholders and volunteers, the public survey was also available online, and advertised in local newspapers. Survey results are included at the end of this chapter.

Table 4 provides the identified unmet transportation needs and gaps in services that were identified by meeting participants or during the public survey process. The list includes unmet needs and gaps documented during the previous coordinated plan and the status of that need (satisfied, solutions in progress, not addressed) as well as the needs that were documented for the first time in 2017. The table also includes a reference to the goal (explained in the next chapter) that corresponds with each identified need or gap. Coordinated transportation stakeholders will consider these unmet needs and gaps in service when developing transportation strategies and grant applications.

Table 4: Unmet Mobility Needs and Gaps in Service

2017 Need/Gap	2021 Need/Gap	2021 Priority Level	Goal
Affordable transportation options out of the local area need to be more affordable for those who are not on Medicaid. Fares have increased for adults needing non-Medicaid eligible trips in Angola/Steuben County.	Expand the availability and affordability of out-of-county transportation.	Medium	2
Shortage in workforce/drivers for the wages that can be paid.	There is a shortage of people who want to work as drivers	High	1
Need to improve coordination with Medicaid trips between local providers and service providers coming from out of the area. NEMT must become more reliable.	Transit system staff experience a significant time burden to coordinate with the state's NEMT brokerages.	High	4

2017 Need/Gap	2021 Need/Gap	2021 Priority Level	Goal
After school transportation for youth and children with disabilities. Weekend transportation is also needed.	Availability of transportation during evenings, Saturdays and Sundays.	Medium	2
Additional funding is needed in order for programs to expand transportation services to meet needs.	Additional funding for operation costs; inter-agency coordination to achieve new efficiencies.	High	3, 4
Increasing capacity so that vehicles are available for employment, education, training, and childcare trip purposes.			
Not enough wheelchair accessible capacity and ambulatory capacity to serve all of the demand.			
Need an option for vehicles that do not look like a bus for disabled people or older adults in an effort to overcome the image that transit is not for everyone.	Not identified as a need in 2021.	N/A	N/A
Service to the Amish community.	Not identified as a need in 2021.	N/A	N/A
Coordinate with Veteran's Administration in Ft. Wayne VA and Indianapolis VA.	Not identified as a need in 2021.	N/A	N/A
	Hospital discharge transportation	Medium	2

PROGRESS SINCE THE 2017 COORDINATED PLAN AND CONTINUING CHALLENGES TO COORDINATED TRANSPORTATION

As indicated in Table 4, several of the unmet needs identified in 2017 continue to exist today. There are numerous challenges to the coordination of human service agency and public transportation in any community or region. Some of the unmet transportation needs listed in Table 4 are unmet either because of the level of difficulty to implement strategies that will address them or funding to support the activity is not available. While these needs remain top priority, some may take more time to implement because of the necessary steps and changes that must precede them. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are a step that will improve the likelihood of implementing a priority improvement.

During the 2016 public and stakeholder meeting as well as in 2013, participants mentioned that inadequate funding, as well as the real and perceived limitations on use of available funding resources create challenges to achieving a higher level of service or service expansions. Furthermore, the lack of a local or regional committee to take a proactive role in leadership of coordinated transportation efforts

makes progress toward addressing unmet needs and gaps in services move very slowly and without direction.

While there are challenges to implementing coordination among various transportation providers, services, and funding sources, it is important to note that transportation coordination is being successfully implemented throughout the country and in Indiana. Therefore, issues such as conflicting or restrictive State and Federal guidelines for the use of funding and vehicles, insurance and liability, and unique needs presented by the different populations served, to name a few, should challenge, but not stop, a coordination effort. There are many resources available to assist communities as they work together to coordinate transportation. Contact the Indiana Department of Transportation (INDOT), Office of Transit (<http://in.gov/indot/2436.htm>) for assistance.

RESULTS OF THE GENERAL PUBLIC SURVEY

The following charts outline the public survey results received from individuals living in the region. Surveys were available on-line, on public transit vehicles, at various non-profits, and distributed by volunteers through organizations that serve seniors and individuals with disabilities. The on-line and paper versions of the survey were also advertised in local newspapers. The survey period was November 2020 through May 2021.

The following survey summary includes the information gained from 82 surveys from the general public. Each chart is based on the number of responses received for individual questions. If an individual skipped a question or did not provide an eligible answer, the distribution of responses for that particular question will be based on fewer than 82 surveys. The survey results are not statistically valid, but do offer insight into the unmet transportation needs and gaps in services for the general public in each county. The distribution of survey results is listed below:

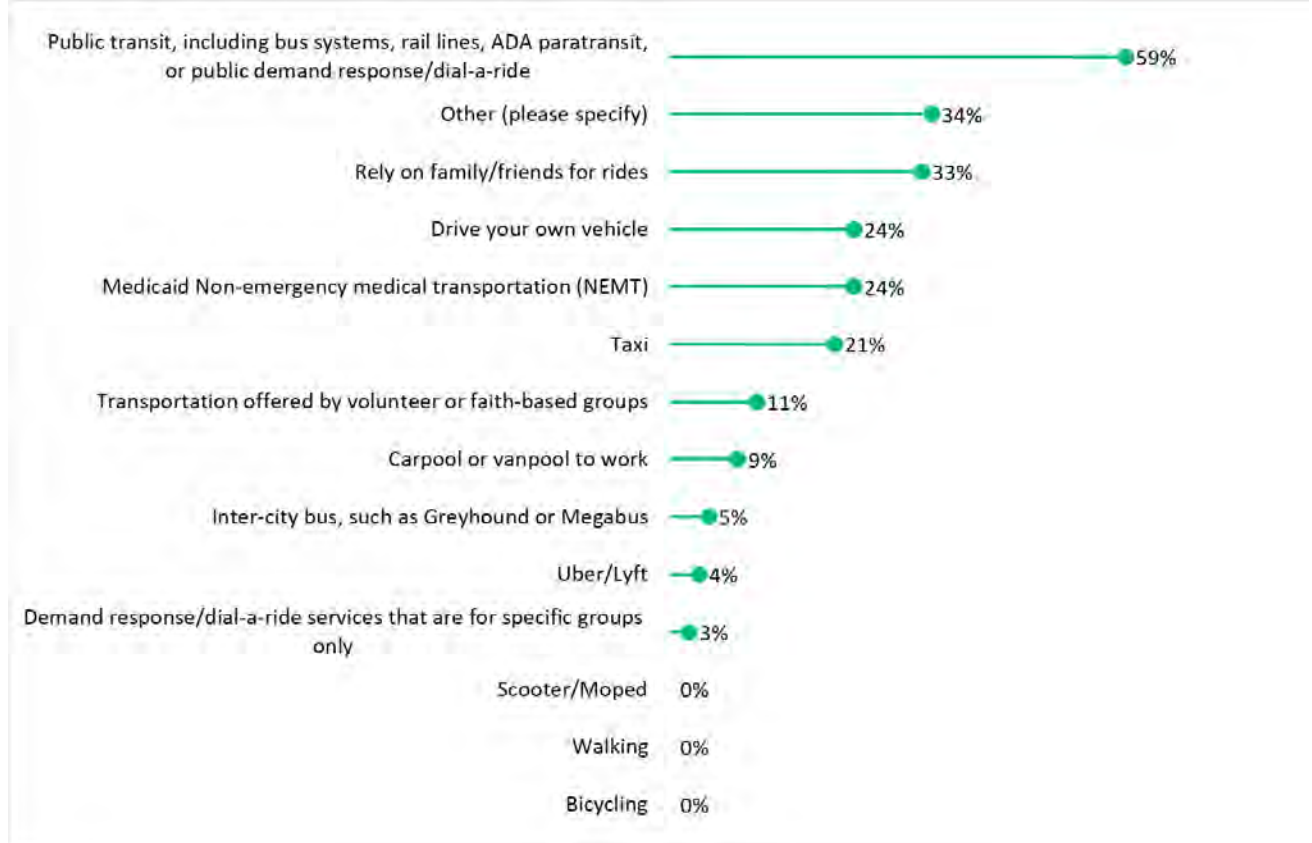
- ◆ DeKalb: 20.73% (17 surveys)
- ◆ Huntington: 1.22% (1 surveys)
- ◆ LaGrange: 56.10% (46 surveys)
- ◆ Noble: 19.51% (16 surveys)
- ◆ Steuben: 2.44% (2 surveys)
- ◆ Whitley: 0% (0 surveys)

Modes of Transportation Used

Survey respondents were asked to report all forms of transportation they or their family have used in the past 12 months. As indicated in Figure 43, the respondents used all forms of transportation available as response choices, as well as other modes. Those who selected “Other” specified the following forms of transportation:

- Horse and Buggy (12)
- Case Worker (3)
- Rider from others (4)
- L-CAT/COA (3)

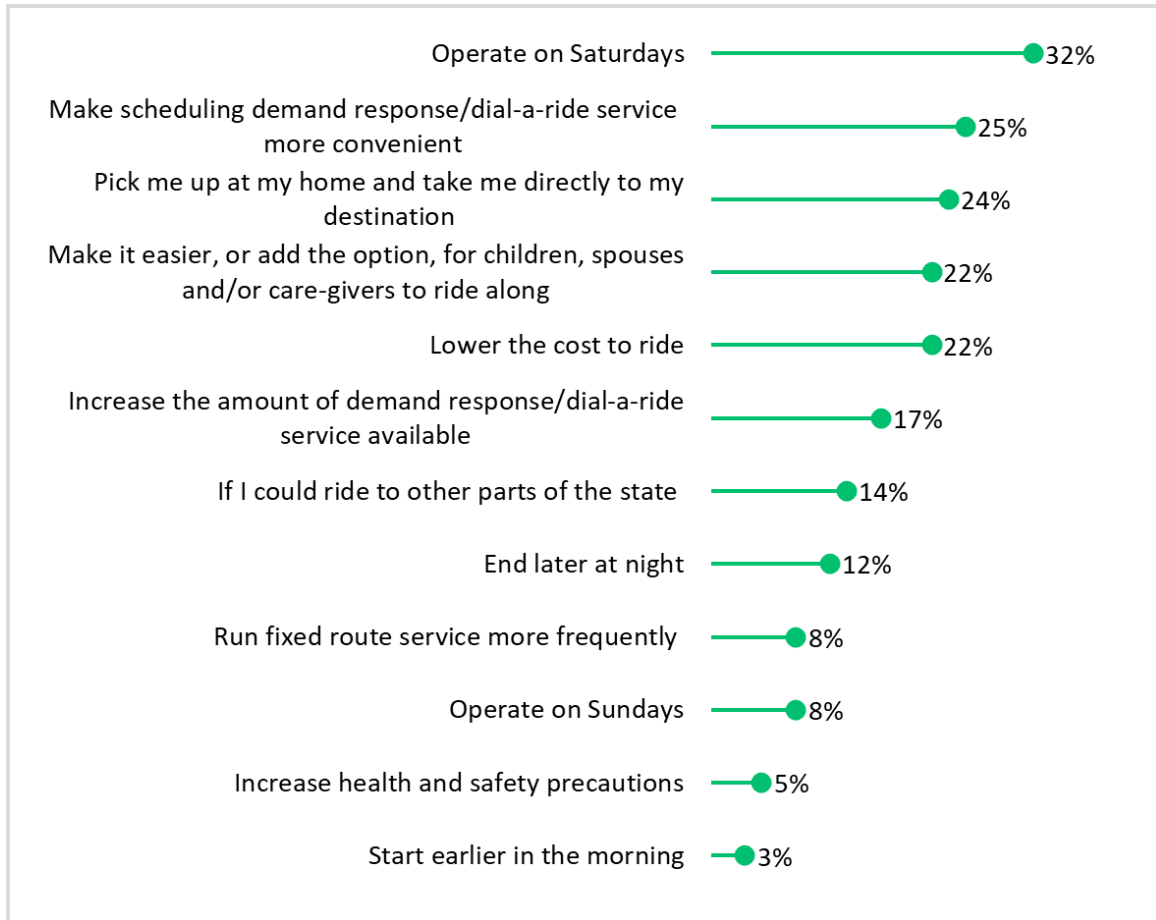
Figure 43: Modes of Transportation Used



Desired Changes to Local Transportation Options

When asked what changes could be made to the local transportation options to make using them more appealing, the most common responses were for service to operate on Saturdays and for rides to be more convenient to schedule. All responses to this question are displayed in Figure 44.

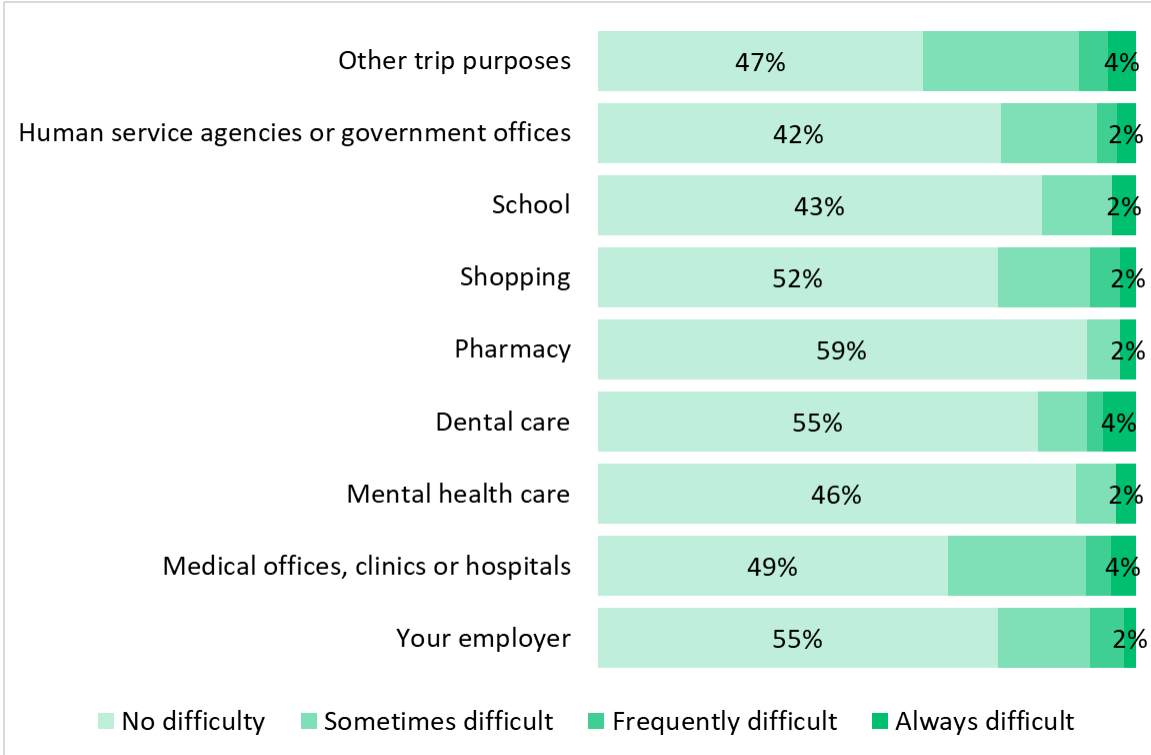
Figure 44: Changes that Would Make Transportation Options More Appealing



Difficulty Getting Needed Transportation

Respondents were asked if they have difficulty getting the transportation they need to a variety of specific types of destinations. The results are provided in Figure 45. The most difficulty was indicated for medical offices, clinics or hospitals, multiple respondents selecting ‘sometimes’, ‘frequently’, or ‘always difficult’.

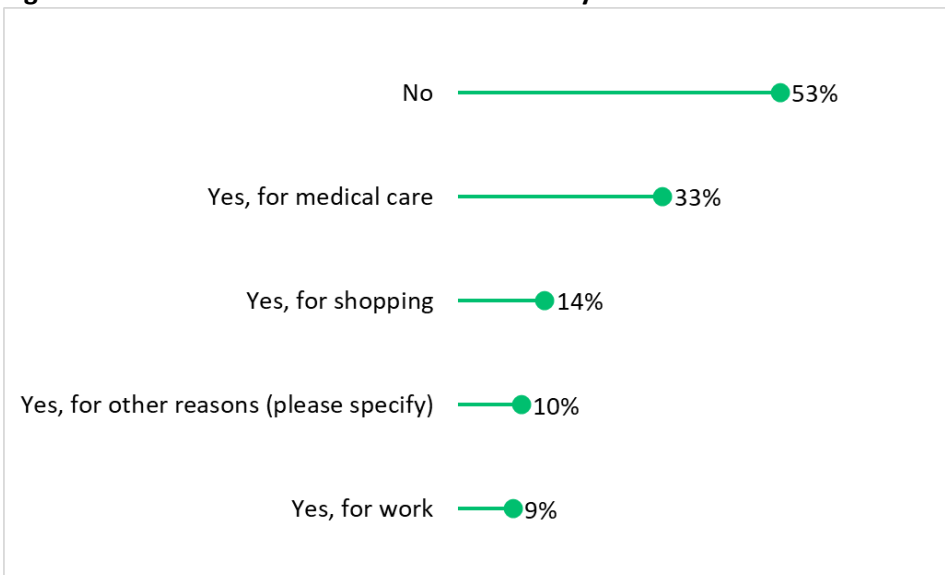
Figure 45: Difficulty with Transportation to Specific Destination Types



Out-of-County Destinations

Two questions concerned travel to out-of-county destinations. Respondents indicated whether they needed to travel outside of the county for work, medical care, shopping, or other reasons. As shown in Figure 46, most of the respondents who need to travel outside of the county either need to for medical care or shopping. For those who need to travel outside the county for ‘other reasons’ their responses were entertainment, dialysis, and same day medical care.

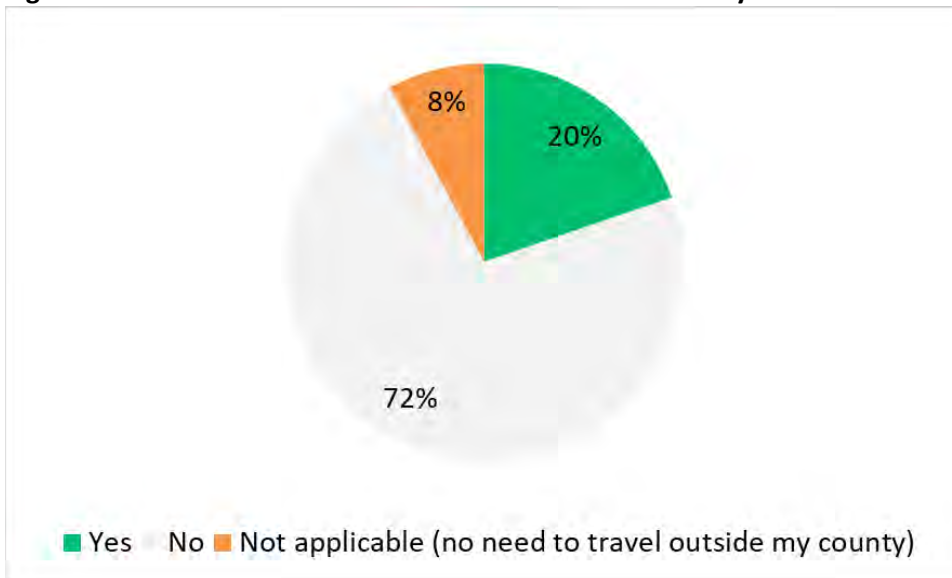
Figure 46: Need for Travel Outside of the County



Respondents also indicated whether it was difficult to travel outside of the county (see Figure 47), and if yes, to provide more information in an open-ended response. 30 percent of the respondents to this question said that they have difficulty leaving the county. Their open-ended responses can be found below:

- ◆ Health Care (2)
- ◆ Visit family (2)
- ◆ New Hope Clubhouse

Figure 47: Is It Difficult for You to Travel Outside Your County?



Other Comments About Community Transportation Services

Finally, the survey included an open-ended question that asked if the respondent had any other comments about transportation services in their community. Of the 82 total respondents, 39 of them provided input, which can be found in the appendix.

Respondent Demographics

Demographic questions on the survey included age group (Figure 48), status as an individual with a disability that requires a mobility device (Figure 49), and ZIP code (Figure 50).

Figure 48: Age Ranges

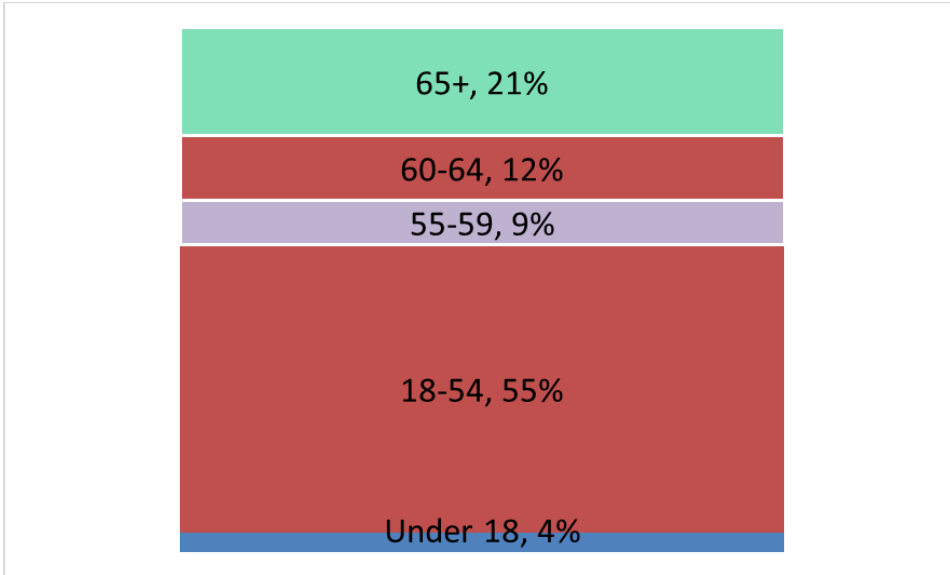


Figure 49: Disability Status that Requires a Cane, Walker, Wheelchair, or Other Device, or a Service Animal

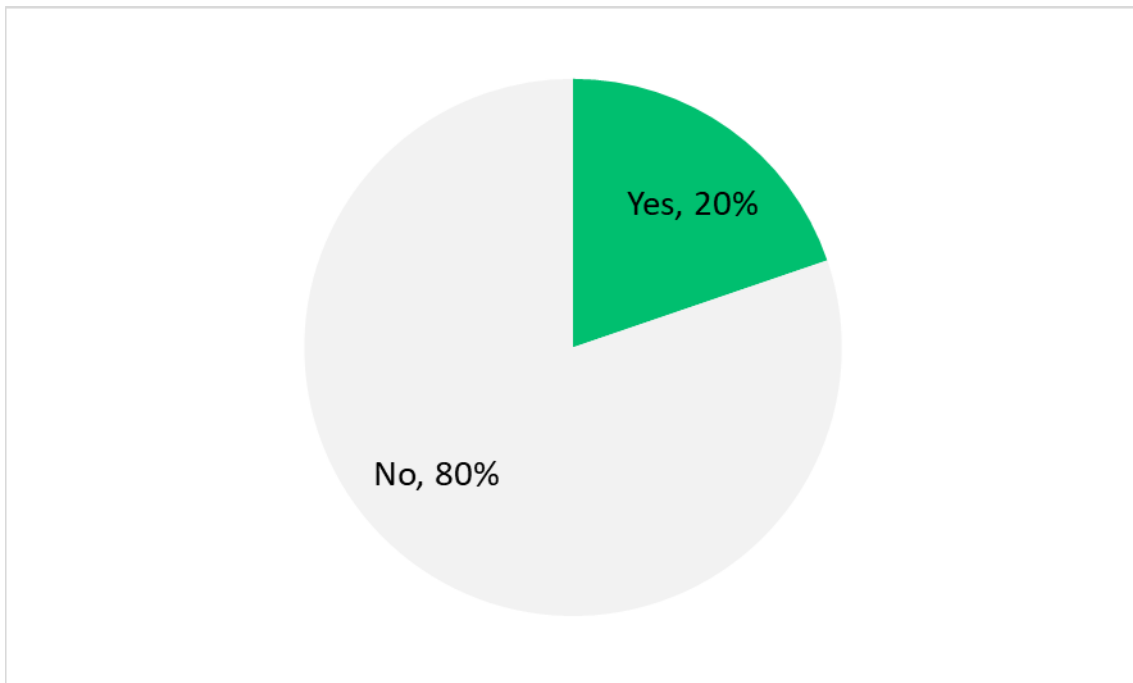
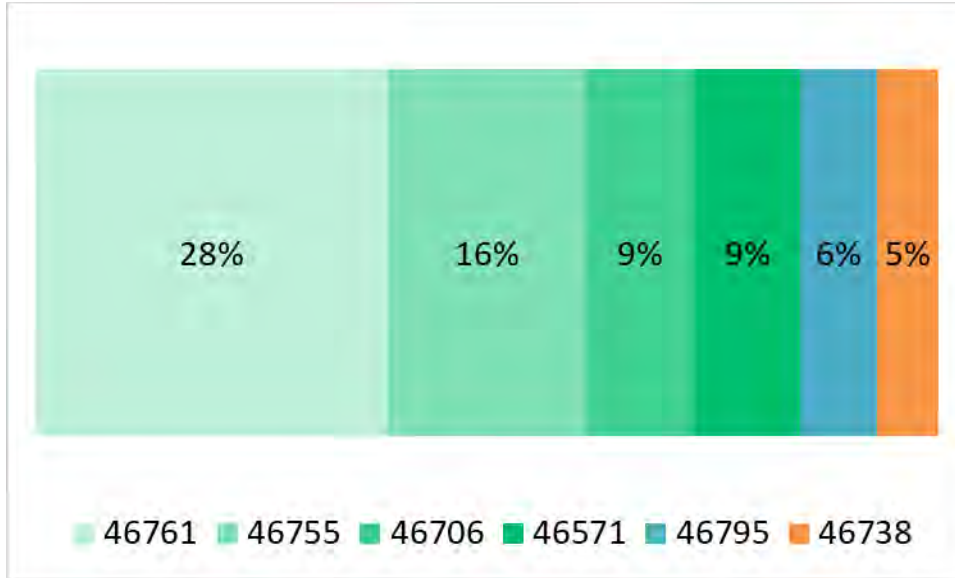


Figure 50: ZIP Code



Note: Top 6 Zip Codes shown; 21 different Zip Codes provided

IMPLEMENTATION PLAN

Stakeholders are willing to continue to work toward coordinated regional transportation services by utilizing existing resources and implementing new projects that fill the service gaps associated with employment related trips, medical trips, education, and general quality of life for older adults, individuals with disabilities, and the general public.

Local stakeholders set four coordinated transportation goals to address the high, medium, and low priority needs. The strategies under each goal should be addressed by the responsible parties, as identified in this chapter. Strategies should be addressed in order of priority, unless funding or other factors are present which make accomplishing a lower priority strategy more feasible than one of higher priority. The coordinated transportation goals are as follows:

Goal 1: Maintain Existing Transportation Services for Human Service Agency Clients and the General Public

Goal 2: Expand Transportation Service for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public

Goal 3: Identify Cost-Efficient Strategies and/or New Funding Sources That Can Be Maximized Through Coordinated Activities

Goal 4: Increase Participation in Initiatives to Enhance Mobility

GOALS AND STRATEGIES

The following paragraphs outline the timeframe, responsible party, and performance measure(s) for implementation of each of the above noted coordination goals and objectives. The implementation timeframes/milestones are defined as follows:

- ◆ Immediate – Activities to be addressed immediately.
- ◆ Near-term – Activities to be achieved within 1 to 12 months.
- ◆ Mid-term – Activities to be achieved within 13 to 24 months.
- ◆ Long-term – Activities to be achieved within 2 to 4 years.
- ◆ Ongoing - Activities that either have been implemented prior to this report, or will be implemented at the earliest feasible time and will require ongoing activity.

Goals and implementation strategies are offered in this chapter as a guideline for leaders in the coordination effort as well as the specific parties responsible for implementation. Goals and strategies should be considered based upon the available resources for each county during the implementation time period.

GOAL 1: MAINTAIN EXISTING TRANSPORTATION SERVICES FOR HUMAN SERVICE AGENCY CLIENTS AND THE GENERAL PUBLIC

Strategy 1.1 Replace and Maintain Vehicles through FTA/INDOT Funding and Local Sources

Transportation is a vital link to health care, nutrition, employment, and quality of life in each county and community. As there are relatively few providers active in the region, keeping their services active and running is critical for older adults and individuals with disabilities in the community. The FTA grant programs managed by INDOT provide the best leverage of local matching dollars in terms of acquiring and maintaining a fleet of accessible vehicles.

Local organizations serving the rural areas will strategically apply for funding through the Sections 5310 and 5311 programs to replace aging vehicles and to expand vehicle fleets or the number of providers serving individuals with disabilities, older adults, people with low incomes, and the general public.

Priority: High

Counties Included: All Region 10 counties

Responsible Parties: Agencies and organizations eligible for FTA Section 5310/11 program grants

Implementation Time Frame:
Ongoing

Staffing Implications:
Staff time to prepare applications, to maintain vehicles, and to monitor service, safety, and reporting.

Implementation Budget:
Minimal expenses to develop applications but significant time to manage and administer services.

Potential Funding Sources: FTA Section 5311 (public transit)/5310; Local match funding from agency funds, county or municipality general fund, dedicated tax, or private fundraising. Local match for may also be derived from State programs or other non-U.S. DOT Federal funding programs.

Performance Measures:

- ◆ Tally of vehicles applied for and received in region.
- ◆ Percent of fleet in region that is accessible to individuals with disabilities.
- ◆ Average annual passenger trips provided per vehicle should demonstrate that vehicles are actively used in service delivery for older adults and individuals with disabilities.

Strategy 1.2 Develop Local Tools for Driver Recruitment and Retention

An advertising campaign to recruit drivers can benefit several agencies at minimal cost to each. Typically, advertising for driver positions also raises the awareness of the agencies’ resources for individuals.

Providers should communicate to the State DOT office how their recruitment efforts are impacted by policies and rules. For example, some agencies may offer entry-level pay, incentives, and benefits packages that are not sufficient to attract and maintain staff in the competitive market.

Local transit and human service agencies may create connections with local economic development and training programs to funnel good candidates into their driving programs. In an agency has need for drivers of larger vehicles, the agency may partner with driving schools to create bus practicums that bring drivers through their programs as a part of CDL training.

Priority: High

Counties Included: All Region 10 counties

Responsible Parties: Representatives from each Section 5311 and Section 5310 recipient organization. Representatives from local and regional economic development and workforce programs.

<p><u>Implementation Time Frame:</u> Near Term (1-12 months)</p>	<p><u>Staffing Implications:</u> Staff time to prepare media, recruit, on-board, and train drivers.</p>
<p><u>Implementation Budget:</u> Minimal expenses to develop recruiting media but significant time to develop new employment pathways.</p>	
<p><u>Potential Funding Sources:</u> Local grants may be available. Otherwise, transportation providers will use existing funds.</p>	

Performance Measures:

- ◆ “Drivers wanted” media campaign produced and launched.
- ◆ New, regular and ongoing engagement with development and job-training programs.
- ◆ Creative incentive packages are established, and open positions are filled.

GOAL 2: EXPAND TRANSPORTATION SERVICE FOR OLDER ADULTS, PEOPLE WITH DISABILITIES, LOW-INCOME INDIVIDUALS, AND THE GENERAL PUBLIC

Strategy 2.1 Expand the Capacity of Existing Transportation Providers

Evening and weekend service was mentioned by survey respondents and meetings attendees as a desired improvement. Stakeholders also confirmed that residents of the region need transportation outside of the available providers’ regular hours of operations for trip purposes such as hospital discharges, releases from jail, addiction treatment, and employment.

Transportation providers are encouraged to consider expanding their hours and days of service to facilitate access to employment opportunities for older adults, individuals with disabilities, and people with low incomes. Expansions of hours and days of service would depend on the availability of funding as well as the ability to hire and retain drivers. Additionally, providers are encouraged to offer transportation across city and county lines if feasible; extending the geographical boundaries of trip eligibility for even one day per week would help individuals who need to travel longer distances.

Priority: Medium

Counties Included: All Region 10 counties

Responsible Parties: Public and human service transportation providers. Representatives from local and regional human service agencies with clients that need travel outside of regular operating hours.

Implementation Time Frame:
Mid-Term (13 – 24 months)

Staffing Implications:
Staff would need to be increased to cover additional shifts or days. Part time or volunteer drivers may be able to provide long-distance trips.

Implementation Budget:
The cost of service hour expansions would be based on the actual changes to be implemented.

Potential Funding Sources: Human service transportation contracts; local charitable or governmental funding.

Performance Measures:

- ◆ Additional revenue hours/miles of service provided.
- ◆ New hours and days of service provided.
- ◆ New locations served by providers.
- ◆ Number of hospital discharge trips accommodated by transportation agencies.
- ◆ Ridership on expanded services.

GOAL 3: IDENTIFY COST-EFFICIENT STRATEGIES AND/OR NEW FUNDING SOURCES THAT CAN BE MAXIMIZED THROUGH COORDINATED ACTIVITIES

Strategy 3.1: Implement an Interagency Transportation Coordination Committee (ITCC) as a Regional Transportation Council

Strategy 3.1 will help stakeholders implement projects that meet the identified needs of expanding service capacity, extending hours of operation, adding employment transportation, providing hospital discharge transportation, and other unmet needs in Region 10.

Members will facilitate and lead the region through the implementable steps identified in this plan to address the gaps and unmet needs in transportation services for all counties. The Council will provide leadership through clarifying policy requirements and restrictions. Meeting discussions could focus on opportunities to share trips, purchase service from transportation operators, joint procurement and administrative activities that will result in more efficient use of operating funds, an involve new stakeholders, like healthcare providers and employers, in transportation discussions.

One of the initial tasks for the committee will be to identify new operating dollars or re-direct existing operating dollars to expand the driver workforce. The ITCC should be a regional subcommittee of the Transportation Advisory Committees for each provider. This committee can accomplish goals by networking and sharing information to support participating counties. The ITCC should meet quarterly.

Priority: Medium

Counties Included: All Region 10 counties

Responsible Parties: Representatives from each Section 5311 and Section 5310 recipient organization. Representatives from local and regional medical hospitals and clinics and major employers. One agency must take leadership for the ITCC. That agency was not identified during the planning process, but leadership could come from any of the stakeholder agencies that is motivated to take action.

Implementation Time Frame:

Immediate and Ongoing

Staffing Implications:

Staff time from all stakeholder agencies and leadership from at least one agency to provide meaningful participation in meetings.

Implementation Budget:

Minimal expense for staff time to participate in meetings and contribute leadership to initiatives.

Potential Funding Sources: Not required.

Performance Measures:

- ◆ ITCC includes representation from transportation providers and representatives from the general public from each county.

- ◆ ITCC implements at least one new coordination activity per year. Activities could range from shared information, grant writing, to trip sharing and coordinated transfers.
- ◆ Monitor the number of trip requests received by each participating organization for transportation during evenings and weekends. Create a coordinated plan to expand hours of operation in the areas of highest demand.
- ◆ ITCC shares information with the Transportation Advisory Committee (TAC). All Section 5311 rural transit systems are members of the TAC. Those members could serve on both committees to create an avenue for open communication.

GOAL 4: INCREASE PARTICIPATION IN INITIATIVES TO ENHANCE MOBILITY
--

Strategy 4.1 Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations

INCOST is the most active statewide association for rural and specialized transportation providers. Participation is not limited to public transit systems; human service agencies may also participate. INCOST meets on a regular basis to discuss statewide policy issues and network to find solutions to common problems. The organization holds an annual conference. The Indiana Transportation Association (ITA) as another statewide transportation organization that focuses on public transit.

There are many other interest groups and advocacy organizations that discuss transportation issues and advocate for improvements. The Governor’s Council for People with Disabilities, for example, conducted a statewide study revealing that transportation is one of the top needs for their constituents, prompting new policy and program discussion. The National Federation for the Blind has similar state and local chapters. The American Planning Association organizes professionals that care deeply about filling infrastructure gaps. Health by Design advocates for increased transportation funding and built environment changes that increase accessibility and quality of life. Participation in these and other statewide networks which may lead to opportunities for new grants, pilot projects and funding partnerships.

Priority: Medium

Counties Included: All Region 10 counties

Responsible Parties: Public and human service transportation providers

<u>Implementation Time Frame:</u> Immediate and Ongoing	<u>Staffing Implications:</u> Staff time to provide meaningful participation in meetings.
<u>Implementation Budget:</u> Minimal expense for staff time to participate in meetings and contribute leadership to initiatives.	
<u>Potential Funding Sources:</u> Not required.	

Performance Measures

- ◆ Number of representatives from Region 10 representatives who attend meetings of INCOST and other statewide organizations.
- ◆ Number of contacts with state-level policymakers about transportation needs and funding concerns.

Strategy 4.2 Educate Local Elected Officials About Transportation Needs

It is critical that transportation providers and stakeholders educate County Commissioners, City Council members, and other local elected officials about the value of public transit and human service transportation. The disconnect between transit and other transportation programs (roads and bridges) can be resolved by bringing transit conversations and trainings to the notice of elected officials.

Priority: High

Counties Included: All Region 10 counties

Responsible Parties: Public and human service transportation providers

<u>Implementation Time Frame:</u> Immediate and Ongoing	<u>Staffing Implications:</u> Staff time to communicate transportation needs and value.
<u>Implementation Budget:</u> Minimal expense for staff time to participate in meetings.	
<u>Potential Funding Sources:</u> Not required.	

Performance Measures:

- ◆ Number of networking and outreach activities that are used to educate local policymakers about transportation needs.

Strategy 4.3 Track and Communicate Concerns About Brokered Service Delivery to FSSA and INDOT

During many of the 2021 regional Coordinated Plan public and stakeholder meetings, attendees spoke of problems with the statewide Medicaid non-emergency medical transportation (NEMT), including missed trips, customers who are told by the brokerage they have a trip but no provider shows up, and difficulties receiving payment for provided trips. The brokerage contract is held by the Indiana Family and Social Services Administration (FSSA). While contract oversight is carried out by FSSA, the Indiana Nonemergency Medical Transportation Commission provides a state-level forum for discussing problems within NEMT service delivery. These entities need to be made aware of ongoing difficulties experienced by customers and providers. With better awareness of the existing challenges, FSSA, the NEMT Commission, or state legislators can make policy improvements and changes based on local feedback.

Address information for the FSSA/NEMT Commission:

Office of Medicaid Policy and Planning
MS 07, 402 W. Washington St., Room W382
Indianapolis, IN 46204-2739

Address information for NEMT brokerage as of December 2021:

Southeastrans, Inc.
4751 Best Road, Suite 300
Atlanta, GA 30337

Complaint form available at <https://www.southeastrans.com/facilities-file-a-complaint-form>.

Priority: Medium

Counties Included: All Region 10 counties

Responsible Parties: Providers of NEMT

<u>Implementation Time Frame:</u> Immediate and Ongoing	<u>Staffing Implications:</u> Staff time to document problems.
<u>Implementation Budget:</u> None	
<u>Potential Funding Sources:</u> Not required	

Performance Measures:

- ◆ Number of NEMT brokerage complaints and incidents documented by transportation providers
- ◆ Number of communications relayed to the NEMT brokerage, FSSA, NEMT Commission members, or state legislators

POTENTIAL GRANT APPLICATIONS

The following table outlines the strategies and objectives designated to achieve the locally identified transportation goals that are intended to meet local unmet transportation needs, reduce duplication, and improve coordination of human service agency and transportation provider resources. The table includes strategies that are eligible for implementation with the assistance of a grant from the Transportation for Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) program and the Formula Grants for Rural Areas (Section 5311) program for rural public transportation providers. Page numbers are provided in Table 5 for quick reference to detailed information for each objective.

Section 5310 grant funds are available through a competitive process. Please also note that each grant application for Section 5310 will be considered individually to determine if the proposed activities to be supported by the grant adequately meet the requirements of the intended funding program. Grant applications for strategies that do not meet the intended requirements of the FAST Act will not be awarded, regardless of the designated eligibility in this report.

The implementation timeframe for each strategy ranges from the date of this report through 2024. It is noted that a coordinated transportation working group (such as a regional coordination committee) should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed.

Table 5: Implementation Key

Goal 1: Maintain Existing Transportation Services for Human Service Agency Clients and the General Public			
Page Number	Strategy Number	Objective/Strategy Description	Priority
58	1.1	Replace and Maintain Vehicles through FTA/INDOT Funding and Local Sources	High
59	1.2	Develop Local Tools for Driver Recruitment and Retention	High
Goal 2: Expand Transportation Service for Older Adults, People with Disabilities, Low-Income Individuals, and the General Public			
Page Number	Strategy Number	Objective/Strategy Description	Priority
60	2.1	Expand the Capacity of Existing Transportation Providers	Medium
Goal 3: Identify Cost-Efficient Strategies and/or New Funding Sources That Can Be Maximized Through Coordinated Activities			
Page Number	Strategy Number	Objective/Strategy Description	Priority
61	3.1	Implement an Interagency Transportation Coordination Committee (ITCC) as a Regional Transportation Council	Medium
Goal 4: Increase Participation in Initiatives to Enhance Mobility			
62	4.1	Participate Actively in the Indiana Council on Specialized Transportation (INCOST) and Other Statewide Organizations	Medium
63	4.2	Educate Local Elected Officials About Transportation Needs	High
64	4.3	Track and Communicate Concerns About Brokered Service Delivery to FSSA and INDOT	Medium

**Coordinated Public Transit - Human
Services Transportation Plan**

**Region 10: DeKalb, Huntington, LaGrange,
Noble, Steuben and Whitley Counties**

Appendix – Outreach Documentation



Prepared for Indiana
Department of Transportation

January, 2022

Prepared by:
RLS & Associates, Inc.

3131 S. Dixie Hwy, Suite 545
Dayton, OH 45439
(937) 299-5007
rls@rlsandassoc.com



COORDINATED PLAN OUTREACH CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder Focus Group Meetings (held on Zoom)

Date: March 29, 2021 from 12:00 PM to 1:30 PM

Invitations Distributed

- ✓ Email: Postcards sent to regional stakeholders on March 8, 2021; Email sent to all public and human service transportation providers on March 4, 2021
- ✓ Information was provided in alternative formats, upon request
- ✓ Events were open to all individuals, including hearing impaired and limited English proficient
- ✓ Press release included; sent to:
 - The Star
 - The Huntington County TAB
 - The News Sun
 - The Herald Republican
 - inwhitleycounty.com
 - thepostandmail.com

Number of Attendees: 17

- ✓ Invitation emails and mailing list included
- ✓ Attendee list included
- ✓ Public Meeting Presentation included

Public Input Survey

Date(s) Surveys Were Distributed/Available Online: January 1, 2021 through May 11, 2021

- ✓ Web Posting: Survey Monkey
- ✓ E-mail and hard copy of survey provided upon request (hard copy included)
- ✓ Information was provided in alternative formats, upon request

Total number of electronic and paper surveys completed: 82

Other Outreach Efforts

- ✓ Interviews with major transportation providers to collect input about their services and coordination

Organization Contact List

Contact Person	Organization
Andrew Glentzer, Executive Director	Community & Family Services, Inc.
Angie Buss, Transportation Director	Hamilton Community Schools
Ashley Bostic, Resource Connection Coord.	Pathfinder Services, Inc
Becky Salaway	Whitley Co. COA
Bernie King	Whitley Co. COA
Beth Wickham	Huntington Head Start
Brandon Kastner, Administrator	Hickory Creek at Huntington
Cheri Perkins	Lagrange County Council on Aging
Cherish Smith	Noble Co. COA
Cynthia Gray	Huntington Co. Comm. School Corp.
Dan Avery, Executive Director	Northeastern Indiana Regional Coordinating Council
Dave Himmelhaver	Northeastern Center
David Nelson, President	League for the Blind and Disabled
Debbie Darr	Whitley County Council on Aging
Denise Kreais	Steuben Co. COA
Denise Kreais, Executive Director	R.I.S.E., Inc.
Donald Grogg	DeKalb County Commissioner's Office
Donna Sturgeon	Tri-CAP Head Start
Dr. Jeffrey Stephens	Dekalb Co Estrn Comm Sch Dist
Dr. William Stitt, Interim Superintendent	Fremont Community Schools
Duane Blankenship	DeKalb Co. COA
Duane Ott, Executive Director	Norwood Health and Rehabilitation Center
Floyd Prisock	Alternative Lifestyles
Gary Leatherman	Noble County Commissioners' Office
George Schruppf, Chairman	Whitley County Commissioner's Office
Gregg Parker	Noble County Council on Aging
Holly Saunders	Huntington Co. Council on Aging
Honorable Mayor Brooks Fetters	City of Huntington
Honorable Mayor Norman E. Yoder	City of Auburn
Honorable Mayor Richard Hickman	City of Angola, City Hall
Honorable Mayor Ryan Daniel	Columbian City
Jason Meyer, President	Passages, Inc.
Jeff Humbarger	Town of Markle
Jenny Showalter	Allen County COA
Jill Huston	United Methodist Memorial Home
Jim Hostetler	Westview School Corporation
Jodi Clouse, Dir. Of Admissions	The Howe School
John Harshbarger	Town of Andrews
Joni Hawkins	Community Living, Inc.

Contact Person	Organization
Kay Craig	The ARC of Noble County Foundations Inc.
Keith Kohut	Whitley Co. Consolidated Schls
Kevin Myers	LaGrange County Commissioner's Office
Kim Teska or Leticia Johnson	LaGrange Co. Office DFR
Kim Yann or Shohreh Monirian	Noble Co. Office DFR
Kim Yann or Shohreh Monirian	Steuben Co. Office DFR
Kim Yann or Shohreh Monirian	Whitley Co. Office DFR
Kirk Stoltzfus	ARC Opportunities, Inc.
Kris Strawser	Steuben County Council on Aging
Larry Carr	Pathfinder Services Inc
Mandy Woods, Executive Director	Huntington Office of Community Development
Marilyn Morrison	Town of Warren
Mary Bell, Chairman	Whitley County Family YMCA
Mary Southern, Director	DeKalb Co. Office DFR
Meg Zenk	Dekalb County Council on Aging
Mike Stutzman	ARC Opportunities, Inc.
Ron Green	Northeastern Center
Ronald Smith	Steuben County Commissioners' Office
Rose Meldrum, Administrator	LaFontaine Center
Sandy Wilson	Northeastern Center
Scott Poor, Transportation Director	M.S.D. Steuben County
Shane McVoy	Oakbrook Village
Sharon Tester	Adams County COA
Steve Baker, Administrator	Millers Mary Manor
Steve Hoffman, President	Community Action of Northeast Indiana, Inc.
Steve Kimmel	Huntington County Chamber of Commerce
Summer Becker, Administrator	Oak Pointe
Tom Wall	Huntington County Commissioners
Vicki Walker	Prairie Heights Comm. Sch. Cor
Whitley County Consolidated Schools	IMPACT Program
	Trine University
	TSU Howe
	TSU North

Coordinated Public Transit-Human Service Transportation Plan Meetings

Please join RLS & Associates and the INDOT Office of Transit for a virtual meeting on the Coordinated Public Transit-Human Service Transportation Plan for your INDOT rural coordination region. The Federal Transit Administration (FTA) requires that projects selected for funding under the Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program be included in a coordinated plan. Please attend and provide your input and insights to discuss unmet transportation needs, gaps in transportation services, and recommended strategies to improve mobility options in and around the area. **Meetings will be held March 17-31, 2021.**



Who Should Attend?

Stakeholders (transportation providers, social service agencies, older adults, individuals with disabilities, people with low income, etc.) and the general public.

To find the date, time, and log-in/dial-in information for your region's meeting, please visit

tinyurl.com/783czmmm

For more information, contact RLS & Associates at 937-299-5007 or email ccampoll@rlsandassoc.com

For Immediate Release

Date: March 8, 2021

Contact: Christy Campoll, Associate, RLS & Associates, (317) 439-1475 (mobile)
Brian Jones, Section 5310 Program Manager, Indiana Department of
Transportation, (317) 426-8541

Subject: Public meeting to focus on transportation needs in rural areas of Indiana for older adults, individuals with disabilities and the general public

The Indiana Department of Transportation (INDOT) is updating the coordinated human services transportation plans for the state's rural coordination planning regions. A series of virtual public meetings will be held to inform interested individuals about the possibilities of coordinated public and human service agency transportation and, more importantly, to listen to anyone who rides, would like to ride, and/or operates public, private or human service agency transportation resources.

The meetings will begin with a brief presentation of research conducted by RLS and Associates, Inc. about residents' needs for transportation to work, medical appointments, entertainment, or any other reason. There will be an open discussion about gaps in available transportation service and strategies for increasing mobility. Public, private and non-profit transportation providers, human service agencies, and any individual who needs transportation should attend.

The public is encouraged to attend the following meeting to learn more and share their input. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. Anyone who requires an auxiliary aid or service for effective communication to participate in a meeting should call (800) 684-1458 at least one week in advance on the meeting.

Coordinated Transportation Plan Input Meeting for DeKalb, Huntington, LaGrange, Noble, Steuben and Whitley Counties (Region 10)

Monday, March 29, 2021, 12:00 PM - 1:30 PM Eastern Time
Obtain Zoom meeting link or dial-in phone number by visiting
<http://tinyurl.com/783czmmm>

Residents are asked to provide their input through the public survey available online at: https://www.surveymonkey.com/r/Indiana_Transportation. Paper versions of the survey are available upon request by calling (800) 684-1458.

For additional information, contact Christy Campoll with RLS & Associates at (800) 684-1458 or Brian Jones, Section 5310 Program Manager, Indiana Department of Transportation, (317) 426-8541.

###



Christy Campoll <ccampoll@rlsandassoc.com>

Rural Regional Coordinated Transportation Plan Meetings

Christy Campoll <ccampoll@rlsandassoc.com>

Thu, Mar 4, 2021 at 3:13 PM

Cc: Kjirsten Frank Hoppe <kfrankhoppe@rlsandassoc.com>, Laura Brown <lbrown@rlsandassoc.com>, Vicky Warner <vwarnar@rlsandassoc.com>, Megan Gatterdam <mgatterdam@rlsandassoc.com>, "Jennings, Todd" <TJennings@indot.in.gov>, "Jones, Brian (INDOT)" <BJONES@indot.in.gov>

Bcc: Becky Guthrie <bguthrie@frs.org>, Bryan Sergesketter <streetcomm@washingtonin.us>, Debbie Neukam <dneukam@washingtonin.us>, crmartindale@comcast.net, Kathy Fowler <kfowler@washingtonin.us>, greenfield.safsinc@sbcglobal.net, Jacque Lueken <jlueken@huntingburg-in.gov>, Stan Keepes <Stan.Keepes@arcswin.org>, Julia Rahman <juliarahman6@gmail.com>, Joel Sievers <jsievers@vincennesymca.org>, Janelle Lemon <jllemon@gshvin.org>, Jesse Watkins <pccacan@gmail.com>, cimes@pcrsinc.org, MONICA EVANS <monica.edpcca@yahoo.com>, sccoa@att.net, Patricia Glenn <pat.glenn@sirs.org>, Roland Lemus <brtrdir@brsinc.org>, Jenny Bowen <brpdc@brsinc.org>, Catherine Strother <cstroth@firstchancecenter.com>, Greg Mahuron <greg@oasc.us>, Rebecca Kemple <rkemple@firstchancecenter.com>, Kim Robinson <kimrobinson@browncountyyymca.org>, Seymour Transit Dept <seytransit@seymourin.org>, Eric Frey <ericfrey@aracities.org>, Dennis Parsley <dparsley@bedford.in.us>, Lisa Salyers <lsalyers@area10agency.org>, Angie Purdie <apurdie@co.monroe.in.us>, Chris Myers <cmyers@area10agency.org>, btabeling@seymourin.org, twayt@seymourin.org, Kelly Bauer <kbauer@yourjccs.org>, Holly Porter <dir@nccs-inc.org>, Jacki Frain <pchsfrain@embarqmail.com>, Charmaine Dunkel <cdunkel@starkecs.com>, Lynette Carpenter <lcarpent@urhere.net>, dbrown@areaivagency.org, Elva James <ejames@areaivagency.org>, Dawn Layton <dlayton@clintoncountytransit.org>, Gale Spry <gspry@wcoa.comcastbiz.net>, juanita@wcoa.comcastbiz.net, mary.nichols@asipages.com, kclark@crawfordsville-in.gov, Roxanne Roman <rroman@cdcreources.org>, trickle@capwi.org, ccsfs@frontier.com, kdecamp@lifestreaminc.org, bwashler@lifestreaminc.org, Dave Benefiel <dave@heartlandmpo.org>, newcastletransit@yahoo.com, betsy@wellsonwheels.com, bonnie@councilonaginginc.com, Tim Ramsey <tramsey@adifferentlight.com>, jedwards@cityofmarion.in.gov, Pam Leming <pleming@cityofmarion.in.gov>, gmaynard@careyservices.com, traci.gross@jrds.org, "Horton, Debbie" <dhorton@lifetime-resources.org>, mguidice@lifetime-resources.org, "Thomas, Erin" <ethomas@lifetime-resources.org>, rgoodwin@nhrinc.org, aankney@mcymca.org, smcbride@mcymca.org, Beverly Ferry <beverlyf@livingwellinwabashcounty.org>, vickik@livingwellinwabashcounty.org, tiffanym@livingwellinwabashcounty.org, jpatton@arcwabash.org, bcalhoun@casstransit.com, Cathy <cleigh@casstransit.com>, hsmith@peakcommunity.com, fcoa@rtcol.com, transpo1@rtcol.com, Cara Kellerman <director@encorecenter.org>, becky@wcoa.biz, Bernie King <bernie@wcoa.biz>, Cheri Perkins <cperkins@lagrangecoa.org>, kstoltzfus@arcopportunities.org, director.ncoa@outlook.com, slwilson@nec.org, rgreen@nec.org, kcraig@thearcfoundations.com, dkreais@steubenco.org, mzenk@dccoa.net, dblankenship@dccoa.net, Holly Saunders <hsaunders@huntingtoncountycoa.org>, lcarr@pathfinderservices.org, Cathy Franklin Co Pelsor <fcpt@frontier.com>, Dave Lingg <fayetteseniorcenter@comcast.net>, grants@connersvillein.gov, transit@fayetteseniorcenter.com, Terri Quinter <tquinter@richmondindiana.gov>, johanna@adcofrichmond.com, rushseniorcenter1@gmail.com, Union County <withamtrisha_ucaa@yahoo.com>

Dear Transportation Providers,

Please circulate this announcement in your communities! The INDOT Office of Transit is updating the coordinated human services transportation plans for the state's rural coordination planning regions. Over March 17th through 31st, a series of virtual public meetings will be held to inform interested individuals about the possibilities of coordinated public and human service agency transportation and, more importantly, to listen to anyone who rides, would like to ride, and/or operates public, private or human service agency transportation. The meetings will focus on the open discussion about gaps in available transportation service and strategies for increasing mobility. Public, private and non-profit transportation providers, human service agencies, and any individual who needs transportation should attend.

The meeting schedule is attached and is also available at <http://tinyurl.com/783czmmm>. The schedule includes links to participate in the virtual meetings, as well as dial-in numbers to participate by phone. There is information in the flyer about requesting language translation, closed captioning, or other meeting services for people with disabilities.

We would like to get the word out to as many people as we can, so please forward this to your TAC committees, board members, local elected officials, senior centers, agencies serving people with disabilities, CAP agencies, Head Start, community foundations, and any others you can think of!

Please let me know if you have any questions or concerns.

Thank you,
Christy Campoll

Christy Campoll | Senior Associate

3131 S. Dixie Hwy. Suite 545, Dayton, OH 45439

Office: 937.299.5007 | Direct: 317.439.1475 | www.rlsandassoc.com

RLS & Associates, Inc...Celebrating 33 Years of Service to the Transit Industry



Coordination Meeting Flyer.pdf

132K



Public Transit-Human Services Transportation Plan Update

Why: To update the Coordinated Public Transit-Human Service Transportation Plan for your INDOT rural coordinated planning region. The Federal Transit Administration (FTA) requires that projects selected for funding under the Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program be included in a coordinated plan. Please participate and provide your input and insights to discuss unmet transportation needs, gaps in transportation services, and recommended strategies to improve mobility options in and around the area.

Who: Stakeholders (transportation providers, social service agencies, older adults, individuals with a disability, people with low income, etc.) and the general public.

Region	Date	Time	Link	Dial-In Number
Region 1 (Davies, Dubois, Gibson, Greene, Knox, Martin, Perry, Pike, Posey, Spencer, Sullivan, Warrick)	March 19, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 96830626318; Pass: 429323
Region 2 (Crawford, Harrison, Orange, Scott, Washington)	March 17, 2021	11AM-12:30PM EDT	Click Here	1-646-558-8656 ID: 97382822074; Pass: 634410
Region 3 (Brown, Jackson, Lawrence, Monroe, Owen)	March 18, 2021	12-1:30PM EDT	Click Here	1-872-240-3412 Access: 210-438-509
Region 4 (Jasper, Newton, Pulaski, Starke)	March 30, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 99496904659; Pass: 023077
Region 5 (Benton, Carroll, Clinton, Fountain, Montgomery, Warren, White)	March 31, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 91364207144; Pass: 248613
Region 6 (Clay, Parke, Putnam, Vermillion)	March 24, 2021	4:30-6PM EDT	Click Here	1-646-558-8656 ID: 92814488640; Pass: 262526
Region 7 (Adams, Blackford, Delaware, Grant, Henry, Jay, Madison, Randolph, Wells)	March 23, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 97640193471; Pass: 810787
Region 8 (Dearborn, Decatur, Jefferson, Jennings, Ohio, Ripley, Switzerland)	March 24, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 91434469707; Pass: 382493
Region 9 (Cass, Fulton, Howard, Miami, Tipton, Wabash)	March 25, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 97515530161; Pass: 625782
Region 10 (DeKalb, Huntington, LaGrange, Noble, Steuben, Whitley)	March 29, 2021	12-1:30PM EDT	Click Here	1-646-558-8656 ID: 98456315651; Pass: 925517
Region 11 (Fayette, Franklin, Rush, Union, Wayne)	March 25, 2021	4:30-6PM EDT	Click Here	1-646-558-8656 ID: 96970251584; Pass: 792145

Please call Kjirsten Frank Hoppe at 937-299-5007 or email kfrankhoppe@rlsandassoc.com to RSVP or if have any questions. If language translation or closed captioning services are needed, please call Kjirsten at 937-299-5007 one week in advance of the meeting if possible. Thank you in advance for your consideration and willingness to participate in this planning effort!

Please complete our public input survey! https://www.surveymonkey.com/r/Indiana_Transportation

Region 10 HSTP Meeting Attendance List

March 29, 2021

1. Jami Hubbard, DeKalb County Head Start
2. Sara Rawles, ARC Noble County Foundation
3. Krystal Stephens, The ARC Noble County Foundation
4. Brian Jones, INDOT Section 5310 Program Manager
5. Janice Brown, DART Transportation in DeKalb County
6. Holly Saunders, Huntington County COA and Huntington County Transportation
7. Eric Barber, Huntington County COA Transportation
8. Regina Gallmier, Noble County Arc Foundation
9. Gina McGuire, Parkview DeKalb Hospital
10. Kara Hagen, Parkview DeKalb Hospital
11. Taylor Yoder, Parkview Hospital, Mobile Health
12. Dwayne Blankenship, DeKalb COA
13. Sandy Wilson, Northeastern Center
14. Jason Meyer, Easterseals Passages
15. Ashley Allen, Boys and Girls Club for Huntington County
16. Kasey Davis, Pathfinder Services
17. Cherish Smith, Noble County Transit

Meeting Notes

Region 10 INDOT HSTP Update Meeting
March 29, 2021

Presenter: Kjirsten Frank Hoppe (supported by Laura and Megan)

Attendance: 18 (including RLS)

- Jami Hubbard, Dekalb County Head Start
- Sara Rawles, ARC Noble County Foundation
- Krystal Stephens, The ARC Noble County Foundation
- Brian Jones, INDOT Section 5310 Program Manager
- Janice Brown, DART Transportation in DeKalb County, Transportation Coordinator
- Holly Saunders, Huntington County COA and Huntington County Transportation, Transportation Director
- Eric Barber, Huntington County COA Transportation
- Regina Gallmier, Noble County Art Foundation
- Gina McGuire, Parkview Dekalb Hospital
- Kara Hagen, VP of Patient Care Services, Parkview DeKalb Hospital
- Taylor Yoder, Parkview Hospital, Mobile Health
- Dwayne Blankenship, Ex. Dir., Dekalb COA
- Sandy Wilson, Northeastern Center
- Jason?, Easterseals Passages
- Ashley Allen, Boys and Girls Club for Huntington County
- Kasey Davis, Pathfinder Services
- Cherish Smith (attended Reg 5 presentation), Noble County Transit

Kjirsten provided an overview of the plan purpose and scope.

Demographic Factors:

- LaGrange County has a high density of Amish
- In Dekalb County they changed the route for school buses. The buses do not operate in town anymore. Little kids need transportation for just a few blocks away (children under age 5).
 - Dekalb County Head Start struggles to find transportation for people who need it. It is a struggle.
- Biggest trouble in Dekalb County is that they cannot find enough drivers.

Needs from the 2017 Plan:

Kjirsten reviewed the needs identified in 2017 and presented them to the group for discussion.

Needs Now

- Schedule fills up fast. Encourage people to schedule 2 weeks in advance.
- Driver shortages mean that the schedule is full fast.
- Subscription trips fill up a lot of their schedule.
- Northeastern Center hours of operation are 7:00 AM to 3:00 PM
 - 7:00 AM to 9:00 AM and 2:00 PM to 4:00 PM (peak)
 - Have group homes with vehicles
 - Have an "IOP route" that runs at night that runs all four counties.
 - Clients use Noble County Transit or other public transit for other trip purposes that cannot be provided by the Northeastern Center

- Challenges with out-of-county transportation
- At NTS in Noble County. Challenges: Hiring drivers, Getting the word out about services.
- NTS has a full-time person doing Medicaid brokerage trip billing and communication – not efficient, difficult to manage.
- NTS used to run an afterhours program for our hospital, but we had to discontinue it because it was considered exclusive.
- United Way held community conversations in DeKalb, and transportation was a need.

Transportation Providers

- Hospital uses DART on weekdays
- Weekends and after-hours trips home are very difficult. They will use taxi if that is the last option. Start with friends and family. Having to use ambulance sometimes. A weekend option would be very beneficial.
- Parkview Noble also used public transit on weekdays
- CTN – Community Transportation Network is a transportation option
- Easterseals Rides is another option.
 - If transportation is not available for Easterseals Passages, they use the fleet of their own vehicles.
 - NE Easterseals has a service area of 6 counties in NE Indiana



Moving Public Transportation
Into the Future

Coordinated Public Transit – Human Service Transportation Plan 2021 Update

**TRANSPORTATION FOR OLDER ADULTS,
INDIVIDUALS WITH DISABILITIES, PEOPLE WITH
LOW INCOMES, & GENERAL PUBLIC**

MARCH 2021

A background map showing a street grid with several colored overlays: a red outline on the left, a yellow line running diagonally, and an orange outline on the right. The word "Agenda" is centered in a dark red font.

Agenda

- ◆ Introductions
- ◆ Project Overview/Section 5310 Program
- ◆ Discussion
 - Unmet Needs and Gaps in Service
 - Potential Solutions
- ◆ Next Steps

A background map showing a street grid with several colored overlays: a red outline on the left, a yellow outline in the top right, and a purple outline in the center. The title 'Introductions' is centered over the map.

Introductions

- ◆ Please share a little about yourself!
 - What is your name?
 - Are you representing an organization today?
 - What is your primary mode of transportation (or that of the person you are advocating for today)



What Is A Coordinated Plan?

- ◆ Identifies Unmet Transportation Needs and Gaps in Service in the Community
- ◆ Prioritizes Goals and Strategies to address Unmet Needs
- ◆ Identifies Opportunities for Collaboration and Coordination of Services
- ◆ Must be Locally Developed and Adopted



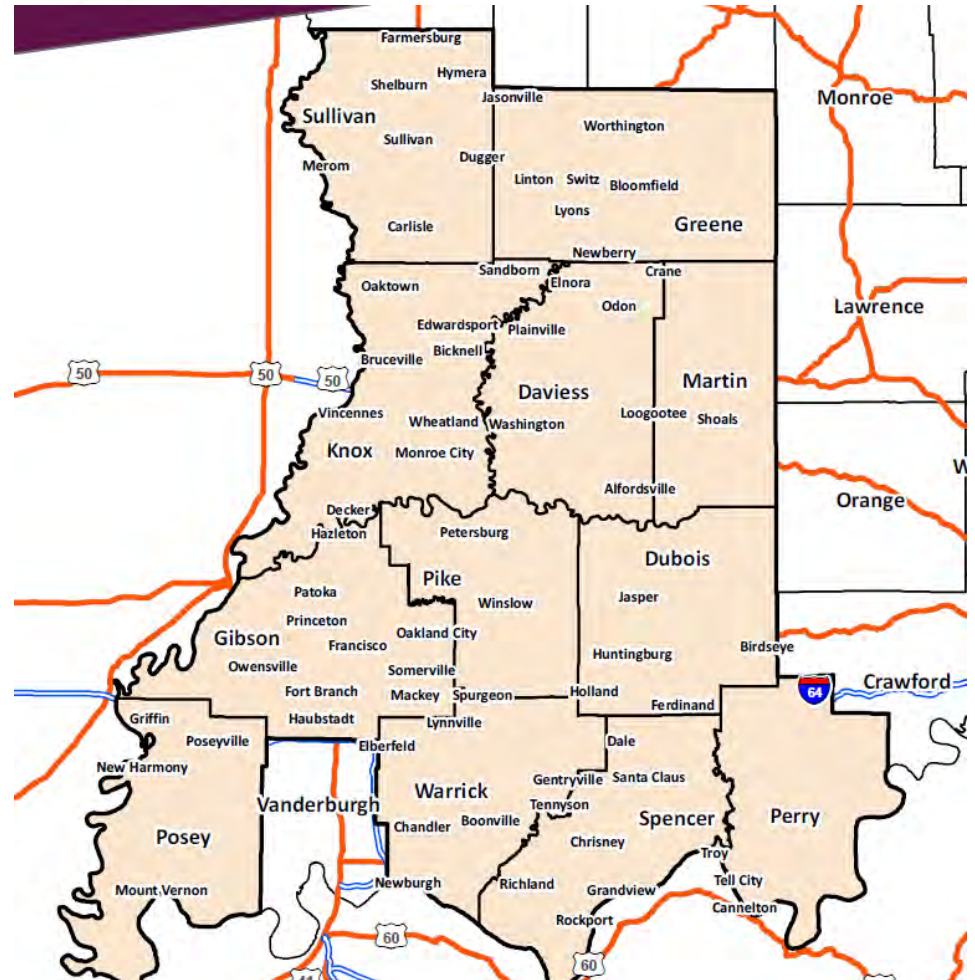
Section 5310 Funding

Projects Must Be Included in the Coordinated Plan

- ◆ Enhanced Mobility for Seniors and Individuals with Disabilities
 - 49 U.S.C. Section 5310
- ◆ Provides Formula Funding to Improve Mobility for Seniors and Individuals with Disabilities
 - Removing Barriers to Transportation Service
 - Expanding Mobility Options

Study Area

- ◆ Last Updated in 2017, the Plans are Available at <https://www.in.gov/indot/2825.htm>





Region 1 5310 Projects (2016-20)

- ◆ Accessible Vehicles (51)
 - 2016-2020
 - \$2,057,920 Total (Local Share = \$411,584)
- ◆ Rural Areas
 - Historically, Demand for Vehicles in Indiana's Rural Areas Exceeds Available Funding



Transportation Public Survey

AVAILABLE NOW

- ◆ We Need to Hear from You and Your Neighbors, Consumers, and Friends

https://www.surveymonkey.com/r/Indiana_Transportation

- Spanish Version Available
- Print and Large Print Available

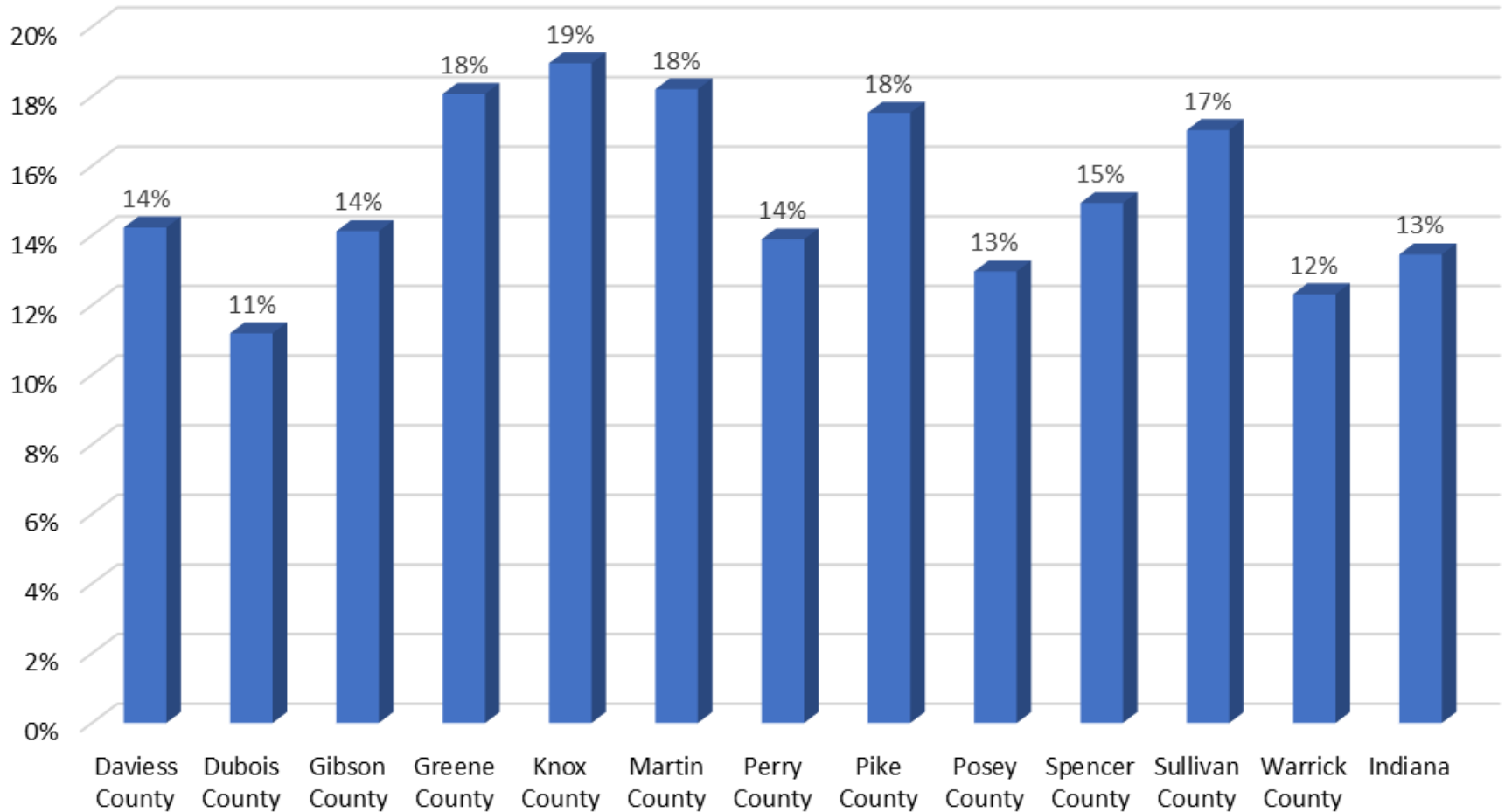
A background map showing a street grid with several colored overlays: a red outline, a yellow line, a green line, and a purple line. The map is semi-transparent and serves as a background for the title and list.

Transportation Public Survey

- ◆ I wish GCCOA could be funded or hired by American Cancer Society to provide rides for chemo and radiation only patients. I only request GCCOA.
- ◆ Dispatch is difficult and getting a ride is not easy. Too many rules. Wont take calls after 3 or before 8.
- ◆ I went to the ER with LCP Services, but I was down there too long and when I called to get a ride home everyone was closed. I had to pay \$60 to get home.



Individuals with Disabilities





Transportation Providers

- ◆ Providers include ALL Public, Private, Non-Profit, Volunteer, Government, and Human Service Agency Programs
 - Participation is Not Limited to Organizations that Serve Older Adults and Individuals with Disabilities
 - Every Part of the Network of Services is Important

A background map showing a street grid with several colored overlays: a red outline, a yellow line, a green line, and a purple line. The map is partially obscured by the title and list.

Transportation Providers

- ◆ City of Huntingburg
- ◆ EasterSeals – Posey Co
- ◆ Gibson Council on Aging
- ◆ Older Americans/Ride Solution
- ◆ Perry Co COA
- ◆ Perry Co Veterans Van
- ◆ ARC of SW Indiana/Ride Solution
- ◆ Posey Co COA
- ◆ Sr and Family Svcs
- ◆ SIDC – Ride Solution and WATS
- ◆ Specer Co COA
- ◆ SIRS LinkNGo/Ride Solution
- ◆ Tri CAP
- ◆ Warrick Co COA
- ◆ Washington Transit System
- ◆ YMCA VanGo



Mobility Needs - 2017

- ◆ Medicaid – long wait times/managed care broker issues
- ◆ Gibson County rides to Evansville
- ◆ Crossing state lines
- ◆ Vehicle tracking tech
- ◆ Communication at the county level
- ◆ Veterans transportation?
- ◆ Vehicle replacement needs



2017 Goals

- ◆ **Goal #1: Increase Participation of Community Transit Providers as Contract Providers for Medicaid Brokers**
- ◆ **Goal #2: Expand Provider Use of New Technology**
- ◆ **Goal #3: Promote the Efficient Use of Resources at the Local and Regional Level**
- ◆ **Goal #4: Improve the Perception of Public Transit by Educating the Local Officials and the General Public**
- ◆ **Goal #5: Expand Transportation Service Availability Within and Outside of the Region**
- ◆ **Goal #6: Coordinate Transportation Resources to Promote Expansion of Service Within and Outside of the Region**
- ◆ **Goal #7: Incorporate New Capital to Improve Existing Mobility Options and Serve More People**



Discussion

- ◆ Have Transportation Needs in the Community Changed?
- ◆ What Strategies Could Help Meet Needs?
- ◆ What Plans are on the Horizon?
- ◆ Would More Coordination Help?
 - Within Counties
 - Inter-County Transportation



Next Steps

- ◆ Continue the Needs Assessment and Analysis
 - Demographics, Survey Input
 - Existing Services
 - Geographic, temporal and eligibility gaps
- ◆ Develop Draft Coordinated Plan Goals & Strategies
- ◆ Prioritize Goals and Strategies
- ◆ Ongoing Work Toward Implementation



We appreciate your participation!

THANK YOU FOR YOUR TIME!

Please complete this survey about your transportation needs and preferences. This information will be used in your local area's Coordinated Public Transit-Human Service Transportation Plan. For more information please contact RLS & Associates at (937) 299-5007. Thank you!

1. What forms of transportation do you use: (check all that apply)

- Public transit that serves your city or county, including bus systems, rail lines, ADA paratransit, or general public demand response/dial-a-ride
- Medicaid Non-emergency medical transportation (NEMT)
- Demand response/dial-a-ride services that are for specific groups only – for example, older adults or people with disabilities (this excludes ADA complementary paratransit provided by public transit systems)
- Transportation offered by volunteer or faith-based groups
- Drive your own vehicle
- Rely on family/friends for rides
- Carpool or vanpool to work
- Other (please specify)
- Uber/Lyft
- Taxi
- Inter-city bus, such as Greyhound or Megabus
- Bicycling
- Walking
- Scooter/Moped

2. If you use any transportation services, such as public transit or demand response/dial-a-ride, please tell us the name(s) of the services you use:

Name of Service 1	<input type="text"/>
Name of Service 2	<input type="text"/>
Name of Service 3	<input type="text"/>

3. What changes could be made to your local transportation options to make using them more appealing to you?

- | | |
|---|--|
| <input type="checkbox"/> If I could ride to other parts of the state (such as Indianapolis or other cities/towns) | <input type="checkbox"/> Pick me up at my home and take me directly to my destination |
| <input type="checkbox"/> Lower the cost to ride | <input type="checkbox"/> Increase health and safety precautions |
| <input type="checkbox"/> Start earlier in the morning | <input type="checkbox"/> Run fixed route service more frequently (for example, make a bus route run every 30 minutes instead of every 60 minutes) |
| <input type="checkbox"/> End later at night | <input type="checkbox"/> Increase the amount of demand response/dial-a-ride service available (for example, operate more vehicles so there are fewer turn-downs for trip requests) |
| <input type="checkbox"/> Operate on Saturdays | <input type="checkbox"/> Make scheduling demand response/dial-a-ride service more convenient (for example, allow for same-day or on-demand trip requests) |
| <input type="checkbox"/> Operate on Sundays | <input type="checkbox"/> Make it easier, or add the option, for children, spouses and/or care-givers to ride along |

Other (please specify)

4. Do you have difficulty getting the transportation you need to any of the following types of destinations?

	No difficulty	Sometimes difficult	Frequently difficult	Always difficult	Not applicable to me
Your employer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical offices, clinics or hospitals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human service agencies or government offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other trip purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Do you need to travel to destinations outside of your county for work, medical care, shopping, or other reasons?

- No
- Yes, for work
- Yes, for medical care
- Yes, for shopping
- Yes, for other reasons (please specify)

6. Is it difficult for you to travel outside of your county? If yes, please indicate what makes it difficult.

- Yes
- No
- Not applicable (no need to travel outside my county)

If yes, please provide more information:

7. What is your age group?

- Under 18
- 18-54
- 55-59
- 60-64
- 65+

8. Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device, or a service animal to help you get around?

- Yes
- No

9. What county do you live in?

10. What is your zip code?

11. Do you have any comments or suggestions regarding the transportation services in your community?

OPEN-ENDED COMMENTS PROVIDED BY SURVEY RESPONDENTS

- I haven't really looked recently to see what's available.
- DART is great. Drivers are clean, kind & courteous. On time & helpful.
- Need to do better background checks on drivers, keep vehicles cleaner, and have a friendlier staff.
- Your doing a good job taking my daughter to school and home.
- I would like to see how this works for me so I can get the necessary transportation I need to get to work or go shopping and things I need from the store.
- We have the best in our county :)
- I think Dart is doing a great job of getting my son back and forth to work.
- If it wasn't for DART, I'd be dead.
- We love DART transportation every ones so great helping anyone in and out and sweet and on time. A great transport service, friends.
- Dart employees are very helpful and patient and kind to the people they provide service for. Thank you.
- Dart has great drivers, polite & courteous. New driver Moly goes out of her way to be respectful and securing our safety.
- Needs better advertisement people not aware.
- I really appreciate your services! Nice friendly drivers & clean buses.
- LCAT does a great job!!!
- We would like to express our appreciation for this service. It has been a blessing for our family since mom had her stroke. It has made our load easier as we try to take care of her as a family. Thank you!
- Thank you to all of you who make L-Cat possible. We appreciate it. Especially for the elderly people with disabilities.
- They could drive more direct from Point A to Point B and save mileage.
- Most people in the working age group would probably be willing to pay more for rides to their workplace (i.e. the Amish people).
- L-CAT has a good thing going.
- What I don't like about L-CAT you have to pay for your ride if you cancel within 48 working hours. Sometimes our work gets cancelled but we still have to pay.
- A big thank you to L-Cat for safely taking our children to and from school. Always on time and children have no complaints.
- Thanks for all you do!!
- Been with LCAT 5 years – satisfied.
- L-CAT (LaGrange Council on Aging Transportation) does a great job of offering transportation services in our county.

- I would like them to develop more of a flexible "taxi" service. Designate some vehicles to taxi-like (short runs & pick-ups) calls and other (like vans) dedicated to long distance medical runs.
- Autonomous vehicles and on-demand taxi service will eliminate the need for the traditional COA transportation model within the next ten years. COA's role, if any, will be to contract with national and regional autonomous vehicle fleet operators to ensure availability and also possibly to provide financial assistance in the form of a debit card to be used by clients to pay for transportation. Good luck.
- I hear people around town wish there were more options on the weekend.
- We love LCAT.