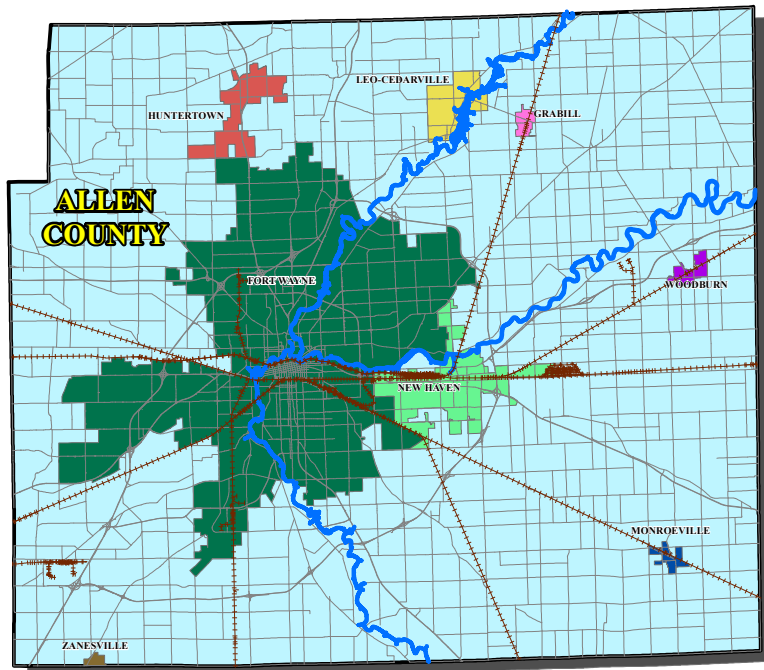


**Coordinated  
Public Transit - Human Services  
Transportation Plan  
for  
Allen County**



**FINAL**

**NOVEMBER 2017**

**Coordinated Public Transit - Human Services  
Transportation Plan  
for  
Allen County**

**FINAL  
November 2017**

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## Executive Summary

Reliable and consistent transportation allows individuals the opportunity to access the destinations and services they need or desire. Primarily, Allen County is automobile oriented. Many individuals own their own vehicles that allow them to transport themselves and their families. However, there are many individuals who are unable to transport themselves because of age, disability, or economic circumstances. Many of these individuals rely on the transportation services provided by public transit, human service transportation providers, and private transportation providers. Adequate and reliable transportation is crucial to maintaining and growing the livability within Allen County communities. It is also vital to those who wish to age in place, specifically older adults and individuals with disabilities. The reliance on transportation services is evident with the provision of approximately 2,040,000 one-way trips in 2016 by the public and human service transportation providers that operate within Allen County. This number has surpassed 2,000,000 annual one-way trips since 2006 and does not include trips provided by private providers and area agencies or groups whose statistics are not tracked. Coordination between all providers is needed to provide the most efficient and comprehensive transportation services to individuals with disabilities, older adults, and persons with limited incomes within Allen County.

The Northeastern Indiana Regional Coordinating Council, through the assistance of the Transit Planning Committee of the Urban Transportation Advisory Board, has updated and prepared the following document, Coordinated Public Transit-Human Services Transportation Plan for Allen County - 2017. This plan identifies the available services, the transportation needs of individuals with disabilities, older adults, and persons with limited incomes, the transportation service gaps, strategies to address those gaps, and projects that meet the identified strategies. The plan is intended to increase and promote coordination between all transportation providers within Allen County to increase the efficiency and comprehensiveness of the transportation services that are provided. The plan was originally prepared in 2007 to meet the requirements of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) requiring transportation providers utilizing funding from the three Federal Transit Administration (FTA) human service transportation programs, including: Section 5310 Elderly Individuals with Disability Program, Section 5316 Job Access Reverse Commute (JARC) Program, and Section 5317 New Freedom Program. An update was prepared in 2012 in accordance to the transportation authorization passed in July of 2012 entitled Moving Ahead for Progress in the 21st Century (MAP -21). MAP-21 affected the Section 5310, Section 5316 and Section 5317 programs. The Section 5310 program became known as “Enhanced Mobility of Seniors and Individuals with Disabilities” and essentially merged the Section 5317 program into the Section 5310 program. The new larger Section 5310 program provided both capital (old 5310) and operational (old 5317) funding. The principles of each program remained the same and all Section 5310 projects selected for funding were still required to be “derived from a locally developed, coordinated public transit-human services transportation plan”, and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” The Section 5316 program was terminated by MAP-21. However, transit agencies with JARC programs they wished to continue had the ability to utilize their formula urban Section 5307 funds to do so. These “JARC related projects” were not required to be derived from a coordinated plan. This 2017 update has been prepared in accordance with a new

transportation authorization passed in December 2015 entitled Fixing America’s Surface Transportation (FAST) Act. The FAST Act maintained the modifications and requirements established by MAP-21 for the Section 5310 program. This update of the coordinated plan contains and utilizes the same principles established in the original 2007 plan and the 2012 update. The targeted populations (individuals with disabilities, older adults, and persons with limited incomes) will remain the same. Strategies will continue to be developed for all three programs included in the original plan and previous update. Strategies will be established for the following: Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding; Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities – Operational Funding (Former 5317); and JARC Related Projects (Projects formerly funded under 5316). Project Selection will be established for the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding and the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Operational Funding, with modifications as federal requirements are established and made available. Project Selection will also be established for the JARC Related Projects, however since these projects are not required to be derived from a coordinated plan, it will be utilized at the discretion of the Section 5307 Designated Recipient and NIRCC. CITILINK is the designated recipient of Section 5307 funding.

The transportation providers in Allen County have a strong sense of coordination and work together to provide efficient and unduplicated service. In addition, there is a strong history of cooperative agreements between several of the providers and human service agencies. Representatives from human service agencies and transportation providers attend bi-monthly Transit Planning Committee (TPC) meetings and quarterly Transportation Advisory Committee (TAC) meetings to discuss and coordinate transportation issues within Allen County. Several transportation providers operate within Allen County including; CITILINK, CTN, St. Vincent De Paul “Carevan”, Byron Health Center, Easter Seals Arc of Northeast Indiana, Pathfinder Services, Gibson Mobility and Transportation, Companion Transportation, Access United Transportation, Benson Transport, By His Grace, taxi providers, and ridesharing services such as Uber and Lyft. The services of these providers are identified and detailed in the plan. These providers face many obstacles in providing transportation in Allen County.

The biggest obstacle to providing transportation in Allen County is the lack of funding. Without sufficient funds, the unmet transportation needs of the individuals within Allen County cannot be adequately addressed. Adequate funding is crucial not only to maintain existing service, but also to expand the services being provided. This has a major impact on the public transit and human service providers. Programs are often available that offer funding to cover capital expenses, but not the associated operational costs. The providers try to address and facilitate the needs, but often are only able to provide service at a much lower level than is needed. This is intensified by the geographic size and population of Allen County, which adds to the cost and complexity of providing transportation services. There are 657 square miles in Allen County, the largest county in the state. The county population was estimated at 367,731 individuals according to the 2015 American Community Survey 5-Year Estimate and is anticipated to continue to grow. According to Census information, between 1990 and 2010, the county’s population increased at an approximate rate of 18%. However, in the past 5 years, growth has slowed and leveled off to an estimated 3.5% according to the 2015 ACS 5- Year Estimate.



Even with the slower growth over the past 5 years, the substantial growth over the last 25 years shows and substantiates the need for increased coordinated and efficient transportation services. In addition, any continued growth will only increase the costs and complexity of providing transportation services.

This plan identifies the geographic and non-geographic needs of individuals with disabilities, older adults, and persons with limited incomes. Geographically, they need to get from their residences to their needed or desired destinations. The plan identifies where the targeted populations are located and the locations of their common destinations. The most common destinations of these populations include hospitals and medical facilities, retail locations, social assistance providers, colleges and universities, and locations of employment. These destinations are scattered throughout Allen County. These common destinations contain life enhancing services and opportunities for education and employment. A common trend however, is that many of the hospitals, medical facilities, and retail centers have relocated to the outer edges of the urban area. This is a major barrier for individuals with transportation issues to reach the services and opportunities they need and desire.

The non-geographic needs include the reasons why transportation is needed and when transportation is needed. Individuals in the targeted populations require transportation to get to medical appointments, work, school, shopping and services, various government and social services, church, and recreational and social activities. The primary reasons for needing transportation in Allen County is for accessing medical appointments or services and to access employment. Information gathered during the planning process revealed that the most important reasons for needing transportation were medical related trips, followed by work, education, shopping, visiting family and friends, church, recreational and social activities, and government and social service trips. The information also revealed when transportation would be needed. The highest demand for transportation was on weekdays between 7 a.m. and 5 p.m. There was also significant demand for Saturday, Sunday, and Holiday service, as well as service between 5 p.m. and 7 a.m.

Even with several transportation providers within Allen County, there are several gaps in transportation service. As mentioned earlier, funding, although not a service gap itself, is the primary underlying issue that has a substantial impact on the severity of the gaps in service within Allen County. Adequate funding is crucial not only to maintain existing service, but also to expand the services being provided. These gaps in service are identified and detailed in the plan, including: hours of operation, service areas, service availability, trip coordination, and consumer information. The two primary gaps however are the hours of operation and the service areas. There is no service in the early morning and late evening hours, on Sundays, or major holidays. Service on Saturdays is also very limited. This gap has a major impact on employment opportunities. There are also areas within Allen County that are not served by Citilink and their Access service. The other providers serve the entire county, however they are limited by smaller operations, budgets, trip types and clientele. This gap adds to the difficulty experienced by individuals attempting to reach services and opportunities that are located outside the reach of CITILINK and the capabilities of the other providers. This gap widens as retail and commercial development, medical facilities, and employment centers locate in areas that are not served by fixed route transit.

This plan also develops and prioritizes strategies for each specific program to address the identified service gaps. Strategies for the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding focus on maintaining and increasing existing service and fleets, coordination and efficiency, and public awareness of the services and programs offered. Strategies for the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities – Operational Funding (Former 5317); and JARC Related Projects (Projects formerly funded under 5316) focus on providing transportation above and beyond existing complimentary paratransit service and outside the current service areas and schedules. Strategies for the JARC Related Projects (Projects formerly funded under 5316) focus on providing transportation outside of the current service area and schedules, as well as facilitating multiple destination trips and informing the public about the services available in the community and how to use them. Overall strategies focus on identifying new revenue sources to increase operating budgets necessary to expand and maintain service and fleets, as well as keeping costs low and maintaining affordable rates.

The Northeastern Indiana Regional Coordinating Council and the Transit Planning Committee feel that coordination between all transportation providers within Allen County is the key to providing efficient and comprehensive transportation services. Transportation coordination and cooperation has been occurring between the providers in Allen County for many years. This Coordinated Public Transit-Human Services Transportation Plan will serve to increase and strengthen the transportation services that are offered here in Allen County.

# Coordinated Public Transit - Human Services Transportation Plan

## Introduction

In 2005, the Federal Transit Administration (FTA) announced transit program changes authorized through the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Included was a requirement for local areas to develop a coordinated public transit-human services transportation plan for all FTA human service transportation programs that provide funding for transportation services: Section 5310 Elderly Individuals with Disabilities Program, Section 5316 Job Access and Reverse Commute (JARC) Program and Section 5317 New Freedom Program. These three (3) programs were defined below:

1. The Section 5310 Elderly Individuals with Disabilities Program provides grant funding, usually for capital projects, for private nonprofit groups to meet the transportation needs of elderly and disabled persons when other transportation services (public and private) are unavailable, insufficient, or inappropriate to meeting those needs. Eligible capital expenses may include buses/vans and related vehicle equipment; vehicle shelters; vehicle rehabilitation; preventive maintenance and extended warranties (within specified limits); computer hardware and software; initial component installation costs; vehicle procurement, testing, inspection and acceptance costs; lease of equipment when lease is more cost effective than purchase; acquisition of transportation services under contract, lease or other arrangement; the introduction of new technology and transit related intelligent transportation systems (ITS); and new mobility management and coordination programs among public and/or human service transportation providers. Funds are distributed to each State based on its share of elderly and disabled population; States apply for grant funds on behalf of local private not-for-profit agencies and certain eligible public bodies. Grants are distributed on an annual basis, with an 80 percent federal and 20 percent local match. Eligible capital equipment includes cars, vans, modified vans, buses, and radio communication systems. In Indiana, the Indiana Department of Transportation (INDOT) has administered the 5310 program and procured all equipment for these grants. Locally, applicants have submitted a joint 5310 grant application thru the Transportation Advisory Committee (TAC) that serves Allen County.
2. The Section 5316 Job Access and Reverse Commute (JARC) Program is a grant program for local government authorities/agencies and non-profit agencies, to develop transportation services to transport welfare recipients and low-income persons to and from jobs (Job Access); and to transport residents of urban centers, rural and suburban areas to suburban employment opportunities (Reverse Commute). Job Access grants can be used for capital and operating costs of equipment, facilities, and capital maintenance related to providing access to jobs. Costs to promote transit for workers with nontraditional work schedules, the use of transit vouchers, and the use of employer-provided transportation are also covered. Reverse Commute grants can be used for operating, capital and other costs associated with providing reverse commute service by bus, train, carpool, vans or other transportation services. Eligible activities for JARC funding include late-night and

weekend service, guaranteed ride home service, shuttle service; expanded fixed-route public transit routes; demand-responsive service; ridesharing and carpooling activities; transit related aspects of bicycling; local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides; marketing promotions for JARC activities; supporting the administration and expenses related to voucher programs; using geographic information system (GIS) tools and/or implementing intelligent transportation systems (ITS); integrating automated regional public transit and human service transportation information, scheduling and dispatch functions; deploying vehicle position-monitoring systems; and establishing regional mobility managers or transportation brokerage activities. Federal funds for the program were allocated by formula to States for areas with populations below 200,000 persons, and to designated recipients for areas with populations of 200,000 persons and above. The formula was based on the number of eligible low-income and welfare recipients in urbanized and rural areas. 60 percent of these Federal funds went to areas with population over 200,000. The federal / local share of this program was 80/20 for capital expenses, 50/ 50 for operating expenses, and 100% federal of up to 10% of the apportionment available for planning, administration, and technical assistance. Matching funds include any non-U.S. Department of Transportation (U.S. DOT) Federal funds, if transportation is a permitted use.

3. The Section 5317 New Freedom Program is a new formula grant program for public or alternative transportation services and facility improvements to address the needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act (ADA). Funds will cover capital and operating costs to provide that new service. Examples of eligible activities for New Freedom funding include: enhancing public transportation beyond the minimum requirements of the ADA; providing “feeder” services; making accessibility improvements to transit and intermodal stations; providing travel training; purchasing vehicles to support new accessible taxi, ridesharing, and/or vanpooling programs; covering the administration and expenses of new voucher programs for transportation services offered by human service agencies; supporting new volunteer driver and aide programs; and supporting new mobility management and coordination programs among public and/or human service transportation providers. Federal funds for the program were allocated by formula to States for areas with populations below 200,000 persons, and to designated recipients for areas with populations of 200,000 persons and above. The formula was based on the number of individuals with disabilities in urbanized and rural areas. 60 percent of these Federal funds went to areas with population over 200,000. The federal / local share of this program was 80/20 for capital expenses, 50/50 for operating expenses, and 100% federal of up to 10% of the apportionment available for planning, administration, and technical assistance. Matching funds include any non-U.S. Department of Transportation (U.S. DOT) Federal funds, if transportation is a permitted use.

SAFETEA-LU required that projects selected for funding under the above-named programs be “derived from a locally developed, coordinated public transit-human services transportation plan”, and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.”

In 2012, a two-year transportation authorization entitled Moving Ahead for Progress in the 21st Century (MAP-21) was signed into law. The new law affected the Section 5310, Section 5316 and Section 5317 programs. The Section 5310 program became known as “Enhanced Mobility of Seniors and Individuals with Disabilities” and essentially merged the Section 5317 program into the Section 5310 program. The new larger Section 5310 program provided both capital (old 5310) and operational (old 5317) funding. The principles of each program remained the same and all Section 5310 projects selected for funding still must be “derived from a locally developed, coordinated public transit-human services transportation plan”, and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” Under MAP-21, Citilink became the designated recipient for 5310 funds for the urbanized area and INDOT became the designated recipient for 5310 funds in the rural area. The Section 5316 program was terminated in MAP-21. However, transit agencies with JARC programs they wished to continue have the ability to utilize their formula urban Section 5307 funds to do so. These “JARC related projects” were not required to be derived from a coordinated plan. On December 4, 2015 a new transportation authorization entitled Fixing America’s Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020 was signed into law. The FAST Act maintained the modifications established by MAP-21 for the Section 5310 program and still required that all Section 5310 projects selected for funding must be “derived from a locally developed, coordinated public transit-human services transportation plan”, and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.”

The key elements, as described by FTA, of a coordinated plan should include: (1) an assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes; (2) an assessment of available services; (3) strategies to address gaps for target populations; (4) identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources; and (5) prioritization of implementation strategies.

In the spring of 2006, the Northeastern Indiana Regional Coordinating Council (NIRCC) took the lead role, along with its Transit Planning Committee (TPC), in initiating the development of a coordinated public transit-human services transportation plan for Allen County as a result of the SAFETEA-LU requirements. At this time, two of the three federal programs (Section 5310 and Section 5316) covered by the plan were already utilized by several transit providers within Allen County. It was anticipated that the providers would also utilize the new program, Section 5317. The TPC was chosen to serve as the advisory committee for this plan due to its membership’s expertise and experience with the programs and populations covered by this, as well as their strong involvement and coordination with previous transportation and transit related projects. The membership includes representatives of public, private and nonprofit transportation and human services providers, local jurisdictions, and consumers. The TPC membership, as well as other parties consulted for the original plan and this update, is included in Appendix A. The Coordinated Public Transit Human Services Transportation Plan for Allen County was completed and adopted in May of 2007 following the requirements established by SAFETEA-LU. An update of the coordinated plan, completed in 2012, contained and utilized the same principles established

in the original 2007 plan, however it was completed in a way to adapt to the changes of MAP-21. The targeted populations (individuals with disabilities, older adults, and persons with limited incomes) remained the same. Strategies continued to be developed for all three programs originally included in the plan. This was due to the fact that even though Section 5316 and 5317 programs were no longer stand alone, the project types originally included in the programs are still eligible for federal funding through Sections 5307 or 5310. Strategies and project selection were established for the following: Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding; Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities – Operational Funding (Former 5317); and JARC Related Projects (Projects formerly funded under 5316). However, since the JARC Related Projects were not required to be derived from a coordinated plan, the strategies and project selection were developed to be utilized at the discretion of the Section 5307 Designated Recipient (CITILINK) and NIRCC. Given that the FAST Act maintained the modifications established by MAP-21 and did not establish additional requirements, this 2017 update of the coordinated plan again contains and utilizes the same principles established in the original 2007 plan and the 2012 update.

Improving mobility of individuals who rely on transit to meet the majority of their transportation needs is a goal embraced by many agencies within Allen County. This community has an excellent record of examining transportation needs and responding with program development and service enhancement. In 1993, the Urban Transportation Advisory Board (UTAB) of the Northeastern Indiana Regional Coordinating Council established a Transit Planning Committee (TPC) to coordinate and facilitate local public transportation services. In the midst of serious public scrutiny of public transportation services, the TPC engaged the professional consulting services of ASSOCIATES National Transportation Consulting to conduct a transit needs study and recommend improvements. The study documented the unmet needs of individuals that lack personal transportation. One conclusion of the study was that a significant amount of the area's mobility needs could be provided with existing services if they were expanded and/or better coordinated.

Approximately one year later (1998), the United Way of Allen County identified transportation as one of four primary barriers for individuals to access necessary services. In the wake of recommendations by the ASSOCIATES and the United Way's Community Assessment, the Community Transportation Network (CTN) was established in 1999 to coordinate and broker transportation for individuals that lack personal transportation throughout Allen County. Over the years, CTN's role has evolved from broker to transportation provider. Their mission is to provide dependable and efficient transportation so no one is left behind. They are now the primary transportation provider outside of CITILINK in Allen County; serving seniors, people with disabilities, low income families, children, youth, and the organizations that serve them. However, the provision of medical trips to seniors and people with disabilities is their primary service. Since their inception, CTN has increased efficiency and cost effectiveness of these services as well as enabling service providers to expand the areas in which they operate. In addition, CTN has brokered a stronger and continuing coordination between all the agencies and providers that serve Allen County.

A few years later (2003), the first area-wide JARC plan for the Fort Wayne/Allen County community was completed pursuant to the requirements of the Transportation Equity Act for the 21st Century (TEA-21). The JARC plan provided a regional approach to JARC programs targeted at moving welfare recipients and low-income people to jobs regardless of jurisdictional and/or geographical boundaries. This plan set forth the strategies for the Fort Wayne/Allen County community to improve the ease and efficiency of getting people to work in general, as well as on time. The following year (2004), CITILINK completed its Transportation Development Plan (TDP). The TDP developed new strategies and incorporated those identified in the JARC plan to improve service and provide a more flexible operating system. The TDP was updated in 2010 and CITILINK plans to complete a Comprehensive Operations Analysis / TDP in 2018. Since the completion of the initial TDP in 2004 and the update in 2010, CITILINK has implemented many of the strategies and improvements identified, which has led to an increase in ridership. In addition, the City of Fort Wayne completed the Bus Fort Wayne Plan in 2012 under their “Active Transportation” initiative that also includes the Bike Fort Wayne and the Walk Fort Wayne Plans. The Bus Fort Wayne Plan is a ten-year plan that lays the groundwork for establishing public transit as a preferred transportation choice for the Fort Wayne and Allen County community. Since its completion, several of the plan’s tasks listed in its implementation matrix have been initiated and/or completed.

Since the completion of the 2007 Coordinated Plan, multiple funding cycles have been completed for the Section 5310, 5316, and 5317 programs utilizing the strategies and project selection established in the plan. Five (5) funding cycles have been completed for the 5310 Capital Funding program, providing approximately \$1,147,000 in federal capital funding to purchase accessible transit vehicles for Allen County providers. Five (5) funding cycles have been completed for the 5317 / 5310 Operational Funding program, providing approximately \$933,000 in federal operating funding to CTN. Three funding cycles have been completed for the 5316 JARC funding, providing approximately \$767,000 in federal operating funding to CITILINK, however JARC funding has not been awarded or utilized since the end of 2013.

All of the accomplishments described above have been completed through strong community and agency involvement and coordination. Before, during, and since these accomplishments, the TPC and the Transportation Advisory Committee (TAC) have met on a regular basis (bi-monthly for TPC, quarterly for TAC) to discuss and coordinate transportation related issues within Allen County. This demonstrated display of coordination will only continue to be extended and strengthened with the development and utilization of this coordinated public transit-human services transportation plan.



## Plan Outline

The original 2007 Coordinated Public Transit-Human Services Transportation Plan for Allen County was developed utilizing several methods. Existing resources and studies, including the JARC plan, CITILINK's TDP, and United Way studies, were examined. Census data, employment data, and locations of origins and destinations were mapped and examined. Discussions and interviews were conducted with area agencies and providers to collect information relative to their services and clients. Transportation needs surveys were also distributed through area agencies, focusing on individuals from the targeted populations. Input and public information sessions were held to allow local officials, agencies, facilities, and the general public an opportunity to provide input on transportation needs, gaps, and strategies presented in the plan, as well as the opportunity to learn about and comment on the contents of the plan. The 2012 Update utilized the contents of the 2007 plan and re-examined the resources and studies described above. Information was also utilized from newer studies, including: the 2013 Bus Fort Wayne Plan, the Brightpoint 2016 Community Needs Assessment, and the 2016-2017 United Way Community Conversations Report. Area agencies and providers were consulted to collect updated information relative to their services and clients. New data and information regarding Census, employment, origins and destinations was gathered, examined, and mapped. The results of a transportation needs survey conducted in 2006 as part of the original plan, to establish and collect information regarding typical transportation needs, were re-validated and utilized after consulting with area agencies and providers serving the targeted populations. Public information sessions were also held to allow the citizens, local officials, agencies, and facilities of Allen County the opportunity to learn about and comment on the contents of the plan. This 2017 Update again utilizes the contents of the 2007 and 2012 plans and re-examines the resources and studies described above. Area agencies and providers were consulted to both collect updated information through 2016 relative to their services and clients; as well as re-validate data and information previously collected and utilized in the previous plans. The most recent data and information regarding Census (2015 ACS estimates), employment (2010 employment data), origins and destinations was gathered, examined, and mapped. Public information sessions were also held to allow the citizens, local officials, agencies, and facilities of Allen County the opportunity to learn about and comment on the contents of the plan. Appendix C contains information regarding these sessions, including attendees and comments.

This plan will ultimately identify the transportation service gaps within Allen County and fill those gaps with appropriate projects through the Section 5310 program and JARC related projects funded through the Section 5307 and 5311 programs. The plan is laid out in five distinct steps:

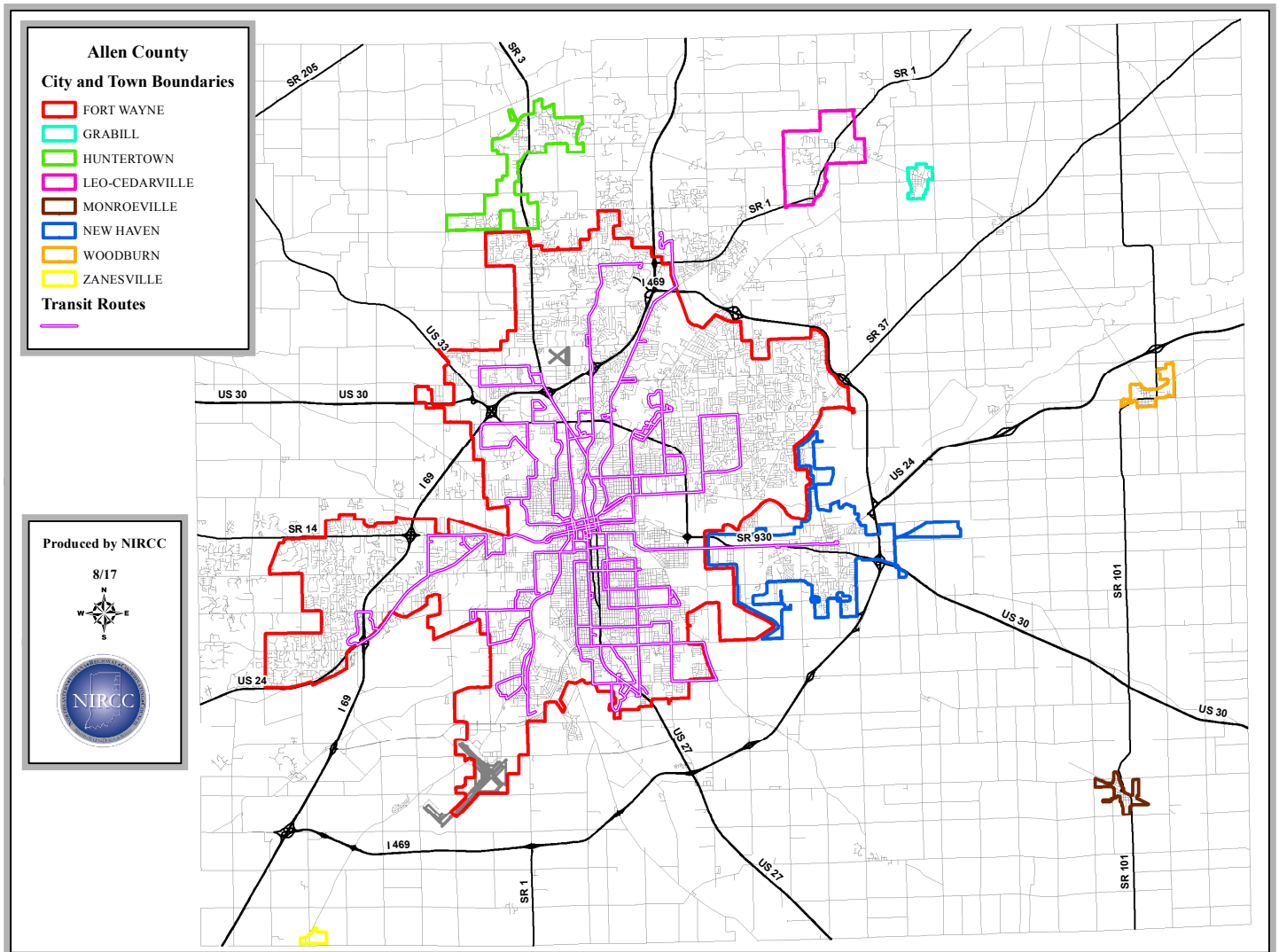
- Step 1:** Identification of Providers
- Step 2:** Identification of Transportation Needs
- Step 3:** Identification of Service Gaps and Redundant Service
- Step 4:** Identification and Prioritization of Strategies
- Step 5:** Project Selection



## Step 1: Identification of Providers

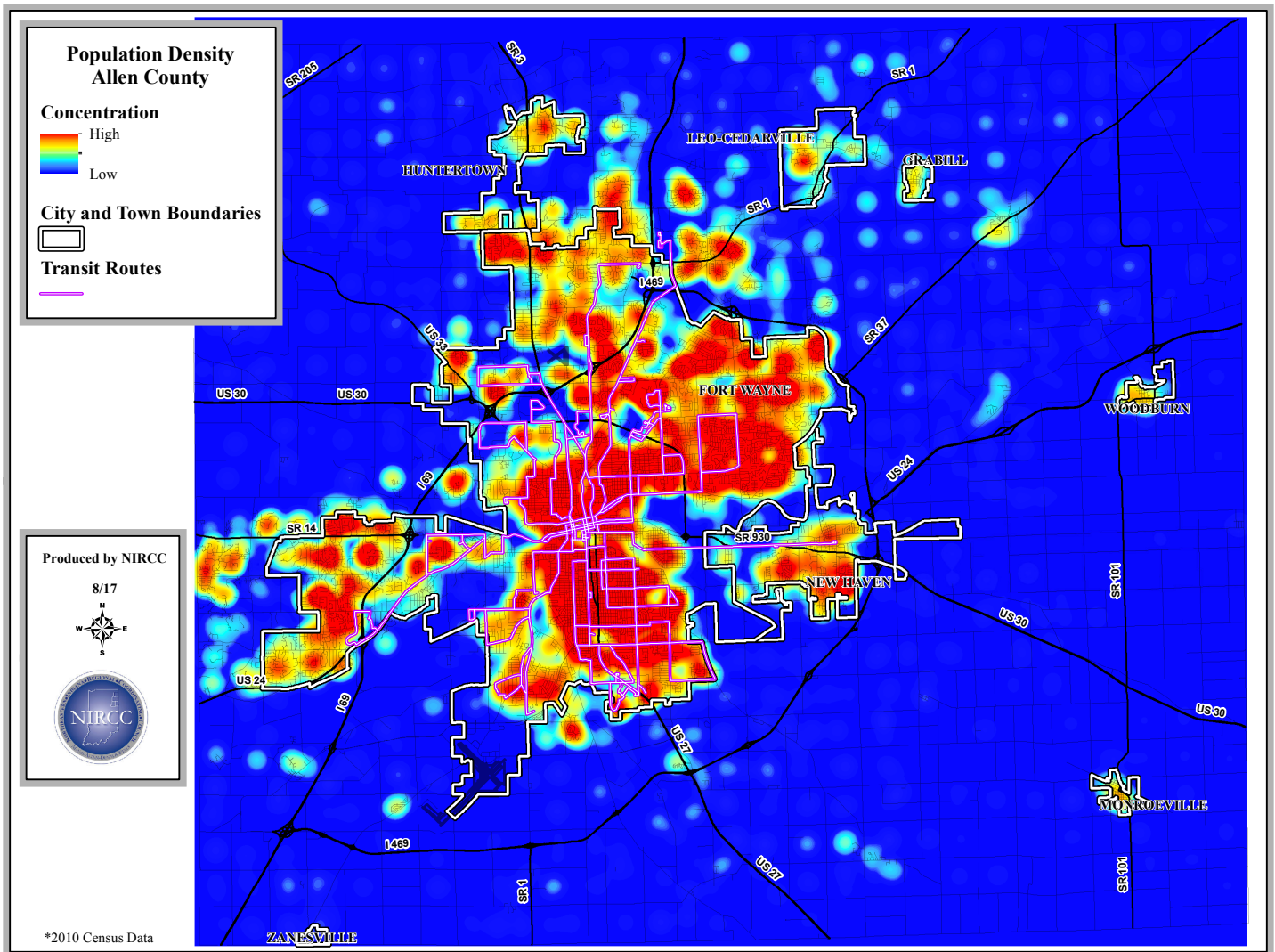
A wide variety of transportation services are available within Allen County through public, human service, and private transportation providers. The size and population of the county adds to the complexity of providing transportation services. Allen County is the largest county geographically in Indiana, with approximately 657 square miles. Within the county are several incorporated cities and towns, including the second largest city in Indiana, Fort Wayne. Map 1 illustrates the size and defines the boundaries of the cities and towns of Allen County. The county is also the third largest in population with an estimated 367,731 individuals according to the 2015 American Community Survey 5-Year Estimate.

### Map 1: Allen County City and Town Boundaries



Map 2 illustrates the distribution of population in Allen County (2010 Census). The highest concentrations of population lie in the incorporated areas of the county. The county and the communities within it continue to grow, a trend that has been occurring for many years. Allen County grew by 7% between 2000 and 2010 and 18% between 1990 and 2010. The City of Fort Wayne and the City of New Haven grew at much higher rates between 1990 and 2010, 46% and 59% respectively, mostly attributed to annexations. However, in the past 5 years, growth has slowed and leveled off. According to the 2015 ACS 5-Year estimate, the county grew an estimated 3.5%, the City of Fort Wayne grew an estimated 1.3% and the City of New Haven grew an estimated .07% between 2010 and 2015. Even with the slower growth over the past 5 years, the substantial growth over the last 25 years shows and substantiates the need for increased coordinated and efficient transportation services.

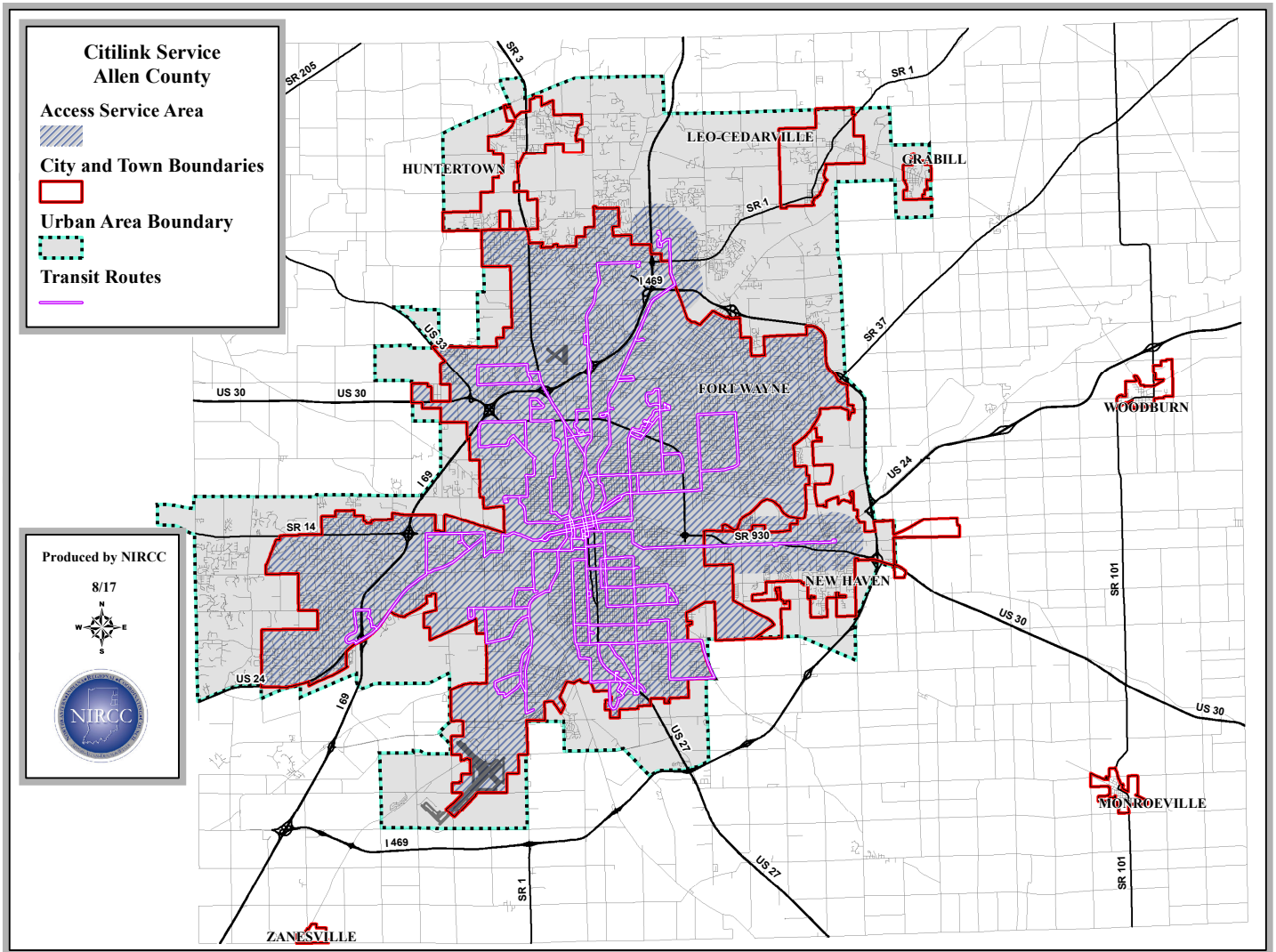
**Map 2: Allen County Population Density**



**CITILINK:**

The primary public transportation provider is the Fort Wayne Public Transportation Corporation, commonly referred to as CITILINK. CITILINK serves the Cities of Fort Wayne and New Haven, as well as a very small portion of northern Allen County near Parkview Regional Medical Center. Their services provide bus service on thirteen (13) fixed routes and two (2) point-deviation routes throughout Fort Wayne and New Haven. Buses operate between 5:45 AM and 9:30 PM on weekdays and 7:45 AM and 6:15 PM on Saturdays at 30 and 60 minute frequencies (headways), dependent upon the route and time of day. Map 3 illustrates the CITILINK routes.

**Map 3: CITILINK Service**



CITILINK also provides complementary demand response paratransit service known as ACCESS for the entire city limits of the City of Fort Wayne and within a 3/4 mile radius of Route 10-New Haven and Route 15-MedLink. This is a significant service for the area. Many public transit providers only provide this service within a 3/4 mile radius of their fixed routes, as required. CITILINK exceeds this requirement by providing paratransit service to a substantial portion of the urban population. This significantly reduces the burden on other specialized transportation providers and ensures a high degree of mobility to area residents. Map 3 illustrates the ACCESS service area.

CITILINK, in partnership with Ivy Tech Community College Northeast, also provides a free shuttle service known as campusLink for students, faculty, staff, and even the general public to get around easily between Ivy Tech's Coliseum and North campuses, IPFW, and nearby student housing. A similar service in partnership with the University of Saint Francis, known as the Cougar Express runs between their Spring Street and Downtown campus locations – serving as a free downtown circulator. The campusLink and Cougar Express routes are included in the CITILINK routes illustrated in Map 3. Both services operate during the school year, Monday through Friday at 30 minute frequencies, and provide a direct connection to Citilink's fixed-route bus service.

CITILINK passenger fares are \$1.25 each way or \$3.00 day pass (\$.60 and \$1.50 senior & disabled) for fixed route, \$2.50 for ACCESS service one way trips. The campusLink and Cougar Express services operate fare free. The current combined fleet consists of 54 buses. In 2016, fixed-route bus service (includes campusLink and Cougar Express) traveled a total of 1,509,345 miles and provided 1,797,322 one-way trips. ACCESS service traveled a total of 522,433 miles and provided 72,244 one-way trips in 2016.

Since the completion of the original JARC Plan, CITILINK has funded several improvements and projects with JARC funds, as well as maintain the strategies of the plan. Currently, seven of CITILINK's thirteen fixed routes (#'s 3, 4, 5, 6, 7, 8, and 10) operate within the JARC Ridership Zone (JRZ) that was established in the plan. These routes continue to represent the highest volume of CITILINK's annual system-wide ridership. Discretionary JARC funding and local matching funds were utilized to assist in the financing of the community service campus located in the heart of the JRZ that contains a branch of the Allen County Public Library, the Fort Wayne Urban League Offices/Youth Center, an expanded Head Start program, and the Hanna Creighton Neighborhood Transit Facility that is operated by CITILINK. This transit facility serves as a mini-hub through which three (3) nearby routes (#'s 5, 6, and 7) can be accessed and from which new services can be developed. These three (3) routes provide improved transit accessibility for individuals in the JRZ. In addition, JARC funding enabled CITILINK to: develop and operate their Joblink website; develop a rideshare program; provide bus pass subsidies for social service agency clients to get to jobs and training; pass through funding to the Community Transportation Network (CTN) for a demonstration project to connect homeless shelter residents to jobs; subsidize Route 7 expansion to provide half hour service to newly redeveloped Southtown Centre shopping area; subsidize Route 1 expansion down to a relocated Social Security Office; provide half hour service on route 2, 3 & 4 during peak hours; and supplemental routes to serve rehabilitation centers (34X) and universities (campusLink). In addition, the funding provided targeted information and training about new and existing public transit service and has coordinated with existing transportation services and employers to maximize efficiency and effectiveness of existing services and improve job related mobility. CITILINK was awarded Section 5316 JARC funding for 2 year projects in 2007, 2009 and 2011. In 2011 and 2012 CITILINK received additional funding from the State JARC apportionment to close out the program. The JARC program funding was discontinued at the end of 2013 in conjunction with the new federal transportation authorization bill. Since the discontinuation of the JARC funding, CITILINK has continued to support the operation of the Hanna Creighton Neighborhood Transit Facility, the Joblink website, social service agency pass subsidy program, half hour service on Route 7 & half hour service on Route 4 during peak hours, every other hour service to Social Security Office on Route 1, and supplemental service to rehabilitation centers (34X) and campusLink service. CITILINK continues to provide targeted information, training, outreach and coordination.



The level at which CITILINK provides any of its services is directly contingent upon funding. Like most public transportation providers, CITILINK service is highly subsidized, primarily by local tax revenue, followed by State and Federal transit funding. Fare revenues cover only a small portion of the overall service. Local property tax reform in the form of tax caps and reductions in State transit funding have negatively impacted CITILINK's funding stream. **Adequate funding is crucial not only to maintain existing service, but also to expand the services being provided.**

#### ***Human Service Agency Transportation Providers:***

The Community Transportation Network (CTN) is a not-for-profit transportation provider for individuals with specialized transportation needs. Their mission is to provide dependable and efficient transportation so no one is left behind. Seniors, people with disabilities, low income families, children, youth, and the organizations that serve them represent the target populations to be served. Working with over 60 partner groups/organizations, CTN empowers over 3,800 individuals of all ages and abilities to access their community. CTN provides both subscription service for groups in the northeast Indiana region and medical transportation specifically for seniors (60+) and persons with disabilities within Allen County. Subscription service is typically offered Monday through Saturday during the day and evening hours as needed. Medical service is provided Monday through Saturday from 7:00 a.m. to 6:00 p.m. Trips are prescheduled. Service is friendly, accommodating (including door-through-door passenger assistance), and affordable thanks to community support. Information and referral services provided by staff offer a resource for individuals and groups to find the most appropriate transportation alternative. CTN has grown to become a more effective and efficient transportation provider for the nonprofit sector. CTN currently has a fleet of 28 vehicles (8 small lift-equipped transit vans, 1 small transit van, 7 medium lift-equipped transit vehicles, 3 large lift-equipped transit vehicles, 1 minivan with ramp, 1 activity bus, and five school busses). In 2016, CTN's fleet traveled 268,926 miles and provided a total of 49,920 one-way passenger trips. Of these trips, 16,795 were dedicated to 816 seniors and people with disabilities to access healthcare. CTN routinely sees an increase every year in the miles traveled and trips provided. CTN was awarded Section 5317 New Freedom funding in 2007, 2009, and 2011 (with a 1-year extension in 2013), and Section 5310 Operational funding in 2014 and 2016 for 2 year projects. Since beginning the initial 2 year project in 2008, CTN has been utilizing Section 5317 New Freedom and Section 5310 Operational funding to provide additional medical trips. The funding from these programs has allowed CTN to provide approximately 25,000 additional trips from 2008 through 2016. CTN intends to provide approximately 6,300 additional trips during the 2017 -2018 funding period.

Another not-for-profit transit provider that serves Allen County is the St. Vincent De Paul "Carevan". The "Carevan" provides medical trips Monday through Friday from 7:00 a.m. to 5:00 p.m. for minimum \$5 donation only. They operate one (1) van that is accessible to individuals with disabilities. This van travels an average of 20,000 miles per year.

Also, many of the not-for-profit and private nursing and residential care facilities, as well as agencies serving elderly and disabled populations within Allen County own and operate vehicles to provide transportation to their residents/clients. Some of these facilities and agency clients are located outside the service area of CITILINK and as a result cannot be accessed by residents/clents who are capable of riding a fixed route bus. In addition,

some of the residents/clients require support beyond the means of the services provided by CITILINK even if it is available. Byron Health Center, Easter Seals ARC of Northeast Indiana, and Pathfinders Services are included in the inventory of providers in this plan because they have applied for vehicles and have received vehicles through the Section 5310 Capital Assistance Program and plan to apply for additional vehicles in the future. All three are not the typical applicants to this program; however their residents/clients meet the defined requirements of the program to make them eligible. In addition, all three agencies provide transportation only for their residents/clients.

Byron Health Center is a not-for-profit residential care facility in northern Allen County that is outside of CITILINK's service area. They serve and house adults with physical, mental, emotional, and neurological needs. Byron provides their residents with transportation for medical appointments, workshops, recreation, and community events. They operate a fleet of six (6) vehicles. In 2016, their six (6) vehicles traveled a total of 27,559 miles, providing 4,500 one-way trips.

Easter Seals Arc of Northeast Indiana is a not-for-profit agency serving Northeast Indiana whose mission is to provide exceptional services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities. Their vision is to empower youth, adults and families challenged by disabilities to realize their goals, dreams and aspirations. They serve approximately 1,200 clients in Allen County, providing transportation to individuals with disabilities from facility-based activities at Easter Seals Arc to community-based activities such as: work training programs, employment training, internships, contract work, volunteer work, educational opportunities, shopping, field trips, medical trips and recreation. Some of their clients do utilize CITILINK services within the CITILINK service area, however a majority require assistance beyond that provided by CITILINK or require transportation outside of the service area, requiring Easter Seals Arc to utilize their own vehicles for a majority of their clients transportation needs. Easter Seals Arc operates a fleet of nineteen (19) vehicles in Allen County. In 2016, their nineteen (19) vehicles traveled a total of 94,264 miles, providing 110,360 one-way trips.

Pathfinder Services is a not-for-profit agency serving Northeast Indiana whose mission is to strengthen communities primarily by enabling people experiencing developmental or economic challenges to achieve independence, inclusion, and stability. Their Community Supports program in Fort Wayne assists adults with enduring intellectual and physical disabilities achieve their highest quality of life. They serve approximately 100 clients that either live on their own or with their families. These clients require transportation to and from outings which can include doctor appointments, grocery shopping, recreational outings as well as volunteer jobs and paid employment. Some of their Fort Wayne clients do utilize CITILINK services; however a majority require assistance beyond those provided by CITILINK, requiring Pathfinders to utilize their own vehicles for a majority of their clients transportation needs. Pathfinder's operates a fleet of two (2) vehicles in Fort Wayne. In 2016, their two (2) vehicles traveled a total of 33,009 miles, providing 3,064 one-way trips.

### ***Private Transportation Services:***

There are several small private shuttle companies that principally provide medical related transit service within Allen County. Without exception, private transportation services are expensive and typically out of range for individuals that lack personal transportation. These companies respond to a relatively competitive demand and have limited capacity for expansion. These companies have struggled over the years to survive due to the economy and changes in Medicaid and Medicaid Waiver programs. These issues have forced several to shut down their operations and have forced the remaining providers to minimize the number of Medicaid trips they provide. Currently, the three (3) primary private providers within Allen County are Access United Transportation, Benson Transport and By His Grace.

Access United Transportation also provides transportation to non-emergency medical appointments Monday through Friday from 5:00 a.m. to 6:30 p.m. Their service area is Allen County. They are a Medicaid approved provider. The passenger fares are \$9.00 each way, wheelchair transportation is \$18.00 each way. An additional charge of \$1.50 per mile is added for each mile after ten miles. They operate a fleet of four (4) vans, two (2) accessible to individuals with disabilities.

Benson Transport also provides transportation for non-emergency medical appointments and non-medical trips Monday through Friday from 7:00 a.m. to 5:00 p.m, with additional times by request. Their service area is Allen County and the surrounding area.. They are a Medicaid approved provider. The passenger fares are dependent on total miles traveled, starting at \$25.00 round trip. They operate a fleet of two (2) vehicles that are accessible to individuals with disabilities.

By His Grace provides transportation for non-emergency medical appointments and non-medical trips Monday through Friday from 6:30 a.m. to 4:00 p.m. Their service area is Allen County and the surrounding area. They are a Medicaid approved provider. The passenger fares are \$20.00 each way, wheelchair transportation is \$30.00 each way. An additional charge of \$2.00 per mile is added for each mile after 20 miles round trip. They operate a fleet of seven (7) vehicles, five (5) that are accessible to individuals with disabilities.

### ***Taxi Service:***

Fort Wayne currently has several operators of taxicab services. The taxi companies provide 24-hour services within Allen County and can respond to limited out-of-county demand. Passenger fares vary. As a 24-hour service, taxis may be the only source of transportation for employees on second and third shifts. However, a majority, if any, of the taxi companies do not operate accessible vehicles.

### ***Ride Sharing Services:***

Ride sharing services became available in 2015 in Allen County. As of 2017, both Uber and Lyft were operating in the local market. In order to use these services, an Apple or Android smartphone is necessary. By downloading an app and creating a profile including payment information, an individual can request and pay for a ride through the app. The request still needs to be pre-planned; however, the app provides a map of drivers within the vicinity of your location. According to Uber, the average cost per ride is less than taxi and private car services. The number, if any, of dedicated accessible vehicles available through the Uber and Lyft services in the local market is unknown at this time. However, both Uber and Lyft have accessibility policies that can be found at <https://accessibility.uber.com/> and <https://help.lyft.com/hc/en-us/articles/214218527>.

### ***Discontinued Service:***

While this plan focuses on the transportation services currently available within Allen County, it is also important to discuss the services that are no longer available. Previous plans included the Senior Transportation program and the COUNTILINK Rural Public Transit (Section 5311) service operated by the Allen County Council on Aging (ACCA) and then by Aging and In-Home Services of Northeast Indiana (AIHS). The COUNTILINK service ceased operations at the end of 2013 and the Senior Transportation program ceased operations in June of 2017; both due to insufficient funding. The Senior Transportation program provided demand response transportation for medical, nutritional, social service, and well-being trips free of charge to adults age 60 and over. The ACCA provided this service from 1980 until 2012 when they merged with AIHS, whom continued the service after the merger. Funding constraints caused AIHS to scale back the service in 2015, focusing on weekly grocery trips at five (5) area senior housing complexes until continued funding constraints required the program to be completely terminated in June 2017. ACCA became the Section 5311 Rural Public Transit operator in 2009, operating under the name COUNTILINK. The service was provided from 2009 through 2013 and was available to Allen County residents of all ages for \$5.00 each way for those under 60. Adults age 60 and over rode for free under the Senior Transportation program. The service provided demand response rural public transit to rural areas of Allen County outside of the City of Fort Wayne or the City of New Haven, from rural areas of Allen County into the City of Fort Wayne or the City of New Haven, or between rural areas in Allen County. This service helped bridge the gap between the rural and urban areas of Allen County. The COUNTILINK service was continued by AIHS until the end of 2013 when sufficient funding could not be secured to continue operations in 2014 and beyond. At their service peak in 2011, both the Senior Transportation and the COUNTILINK services combined had a fleet of eleven (11) vehicles, traveled approximately 75,000 miles and provided approximately 12,000 one-way trips. The discontinuation of these services has had a significant impact on the transportation opportunities in Allen County. CITILINK ACCESS, CTN and private providers have been able to address some of the previous trips provided by the Senior Transportation program; however the COUNTILINK trips to the rural areas outside of CITILINK's service area have never been recovered and now serve as a major transportation gap in Allen County. Prior to ceasing operations in 2017, in their last full year of service in 2016, AIHS had a fleet of three (3) vehicles, traveled 4,680 miles and provided 1,974 one-way trips. In addition, the plans also included the private transportation services provided by Companion Transportation and Gibson Mobility Transportation. These services ceased operations in June (Companion) and August (Gibson) of 2017. Both services were long standing providers of non-emergency medical transportation within the Allen County and the surrounding area. Combined, they operated a total fleet of thirteen (13) accessible vehicles. Their departure will have a significant impact on both clients and the remaining transportation providers in Allen County.



## **Issues Affecting Transportation**

### ***Medicaid Coverage***

Individuals with disabilities and older adults often rely on Medicaid and Medicaid Waiver programs to assist with payment of required services, including transportation. However, funding cuts, eligibility and coverage requirements, and reimbursement rates have negatively impacted both riders and area transportation providers that utilize these programs for transportation services. Medicaid often will only assist in paying for medical appointments, but does not assist with daily living, employment, and community activity travel. For those eligible for Indiana's Medicaid Waiver programs, the low reimbursement rate added to the difficulty that transportation companies have navigating the process to be a provider, leaves these individuals very few options. The providers that are approved to provide transportation by participating in the Medicaid Waiver programs find the low reimbursement rate a barrier to maintaining and operating their vehicles. A Medicaid Waiver coverage change in early 2017 affected a large amount of area human service agency clients abruptly with little or no notice, ending long standing and prearranged transportation services within days of the notice. Issues like this have forced clients to find alternative means of transportation, agencies to seek additional resources and alternative transportation options to get clients to their programs, and has reduced the provider's client base and income. In addition, many individuals affected by these changes live outside of the CITILINK service area and rely on the private providers for transportation. Without this assistance, riders often cannot afford transportation services and most often require more passenger assistance than mass transit or public paratransit can provide.

### ***School Transportation Cuts***

Area school systems have been forced to make cuts to various programs since 2010 property tax caps took effect that reduced school funding. Funding for school transportation was one of the areas that received reductions. All school systems in Allen County have implemented some reduction in school transportation. However, the school system impacted the most was Fort Wayne Community Schools when they limited school transportation to areas outside their designated No Transportation Zone (NTZ) beginning with the 2015/2016 school year. This change eliminated school transportation to: elementary students living within 1 mile of their school; middle school students living within 1.5 miles of their school; high school students living within 2 miles of their school; as well as drop off and pick up at day care facilities. School transportation to students with special needs was not reduced within the NTZ as long as the need was documented. It was estimated that this change would affect just under 10,000 students. This has required students to either walk to school or find alternative means of transportation that created various impacts. This also required the City of Fort Wayne to evaluate pedestrian infrastructure needs and prioritize projects and improvements within the NTZ to ensure students walking to school had safe and adequate pedestrian facilities to get to school. The change also required the re-evaluation or establishment of drop off and pick up procedures at the individual schools to accommodate the increased traffic from parents or providers dropping off or picking up students. The change has also impacted the area transportation providers. CITILINK has seen an increase in students utilizing their buses to get to school. CITILINK has also received requests for route and/or stop changes to allow students to get to and from school since the change was implemented. Non-profit and private transportation providers are also relied upon to assist with transporting students to and from daycare facilities. Many daycare programs do not have transportation resources and relied upon the school system's transportation to transport students to and from their facilities. This change was a significant burden to low income families with children of various ages that relied upon the school transportation to get their children to and from daycare facilities and various schools within the required drop off times.

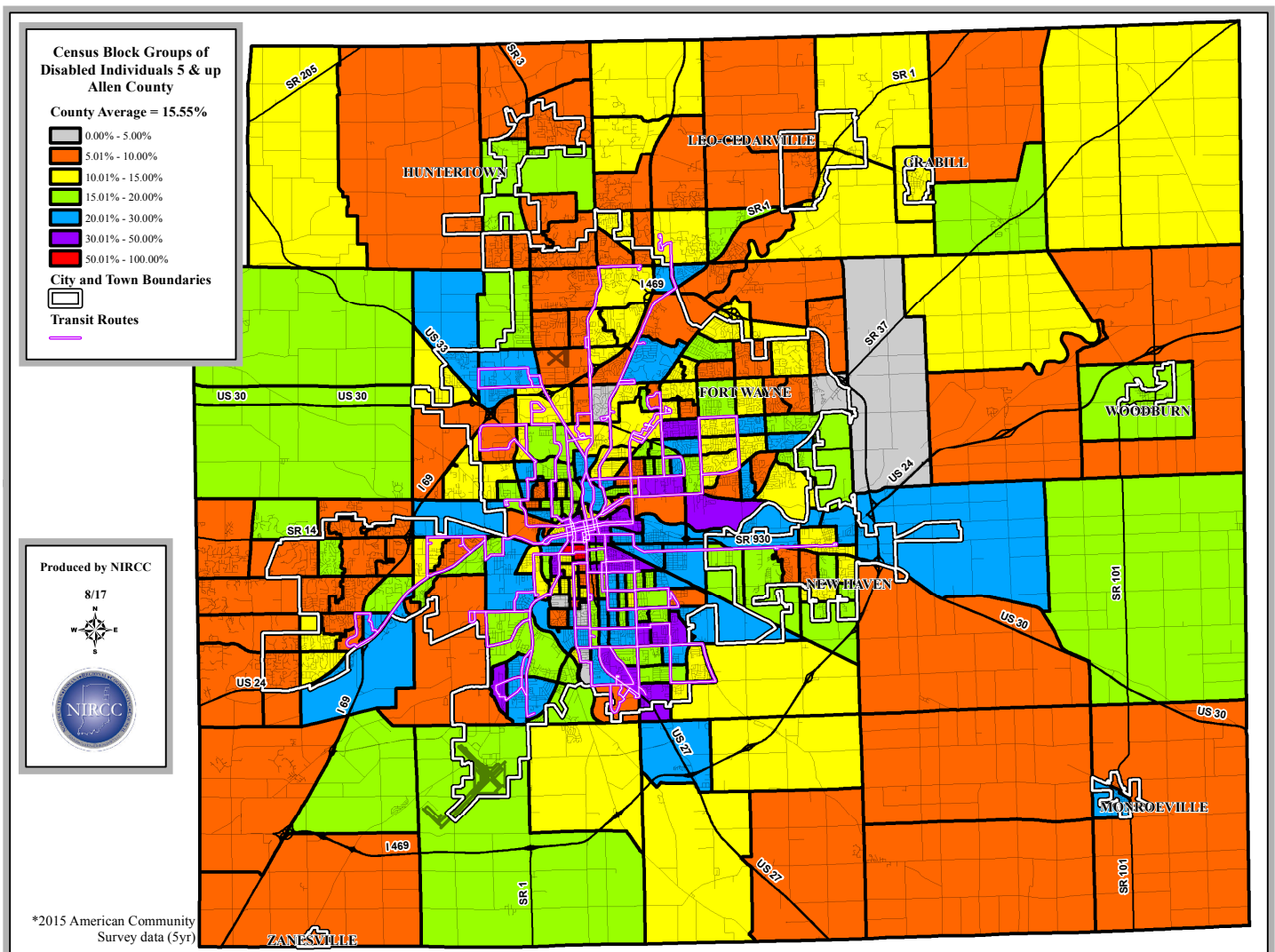
## Step 2: Identification of Transportation Needs

Individuals with disabilities, older adults, and persons with limited incomes have a variety of transportation needs, especially in an area as large as Allen County. Mobility has a significant impact on these populations. It is key to their independence, productivity, and quality of life. Appropriate and adequate transportation is critical to maintaining the livability of a community and in allowing individuals with disabilities and older adults the opportunity to remain in their homes and age in place. The needs can be evaluated in two areas: geographic and non-geographic. The geographic distribution of these populations and the areas they wish or need to get to illustrate the areas where transportation may be required. These areas are relative to their transportation options and the service areas of the identified providers. The non-geographic needs are the reasons why and when transportation is needed. The purpose of the trip and the day and time at which it is required is a major factor, especially when it is relative to the availability of transportation options.

### Geographic Distribution

#### *Distribution of Individuals with disabilities*

Map 4: Disabled Individuals 5 & up in Allen County

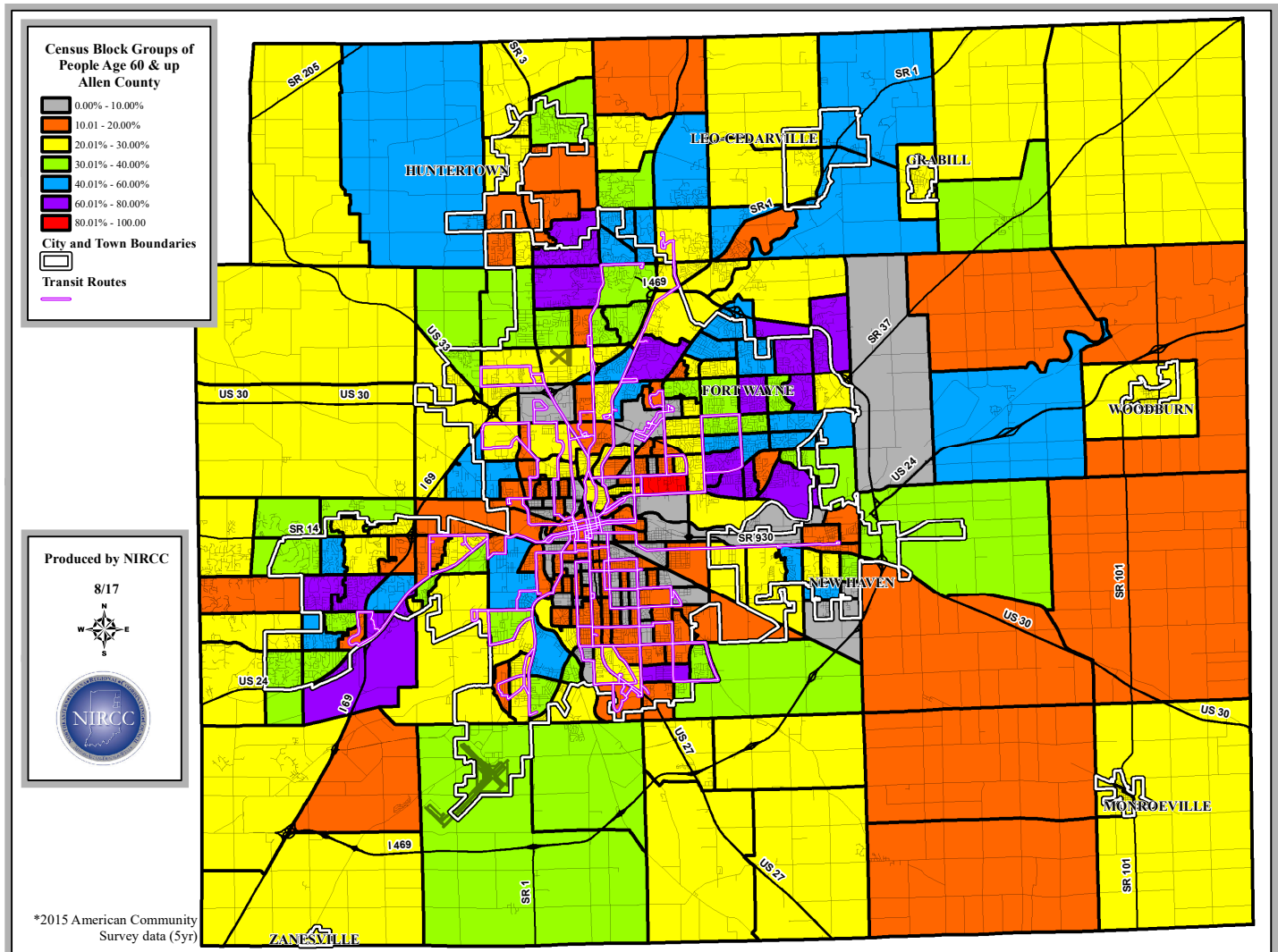


According to the 2015 ACS 5-Year Estimate, there are 42,390 individuals in Allen County age 5 or older living with a disability. This is 11.53% of the county's total population. Map 4 illustrates the distribution of individuals age 5 and above living with disabilities (2015 ACS). The concentrations of these individuals vary throughout the county, with the heaviest concentrations within the incorporated or highly populated areas of the county. Within this disabled population an estimated 4,305 individuals, or 10.16% of all individuals with disabilities are between the ages of 5 and 17. In general, due to the presumption that a majority are under the age of 16 and cannot drive, individuals in this age group (including those without disabilities) rely mainly on others (family and transportation providers) for their transportation needs.

***Distribution of older adults***

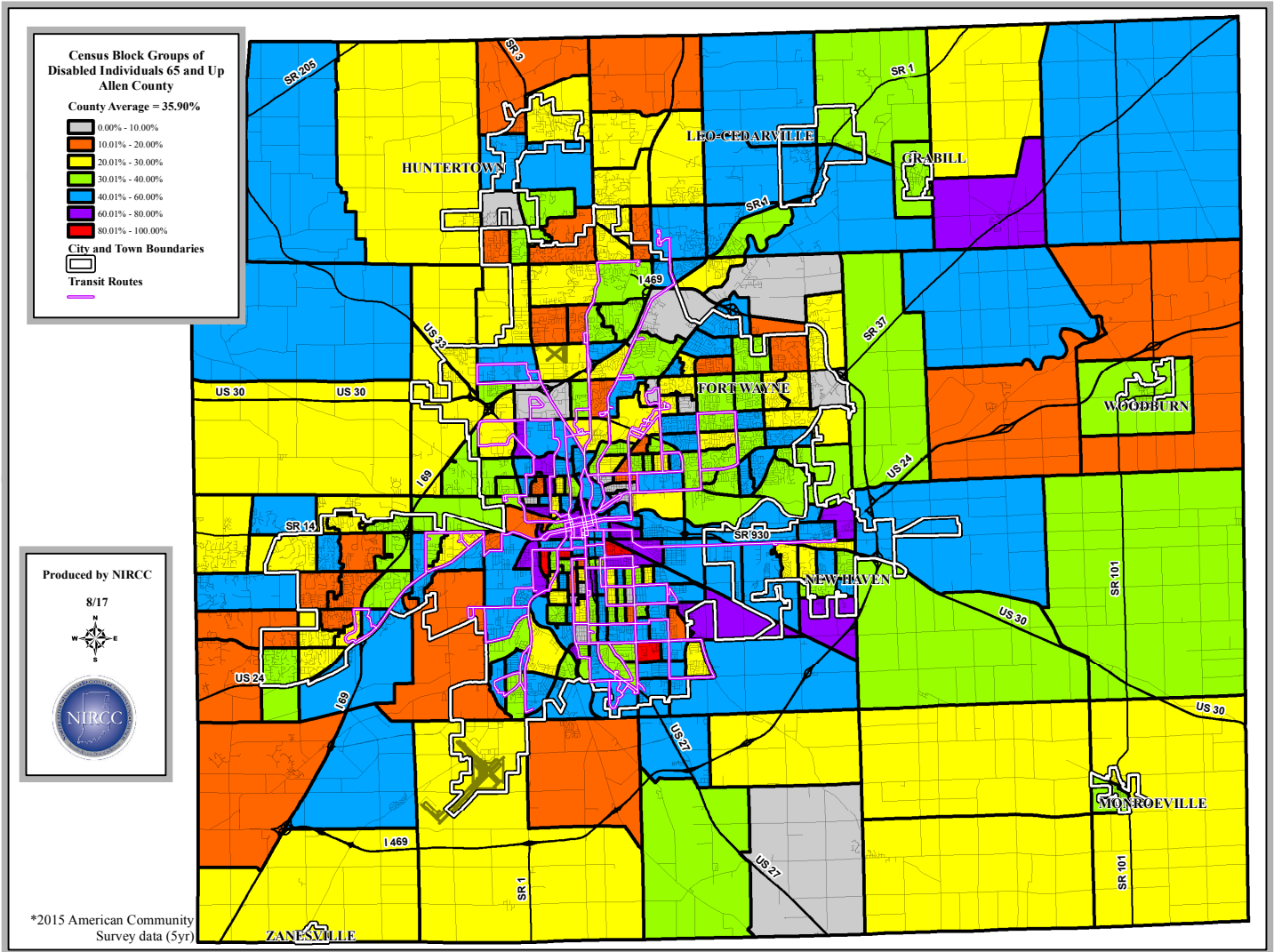
The elderly population in Allen County has seen substantial growth over the years, increasing by more than 70% between 1970 and 2010. According to the 2015 ACS 5-Year Estimate, an estimated 66,455 individuals age 60 and over are living in Allen County. This is 18.07% of the county's total population. Map 6 illustrates the distribution of individuals age 60 and over. The largest concentrations of elderly in Allen County are in the southwest, north, and northeast areas of Fort Wayne.

**Map 5: People Age 60 & Up in Allen County**



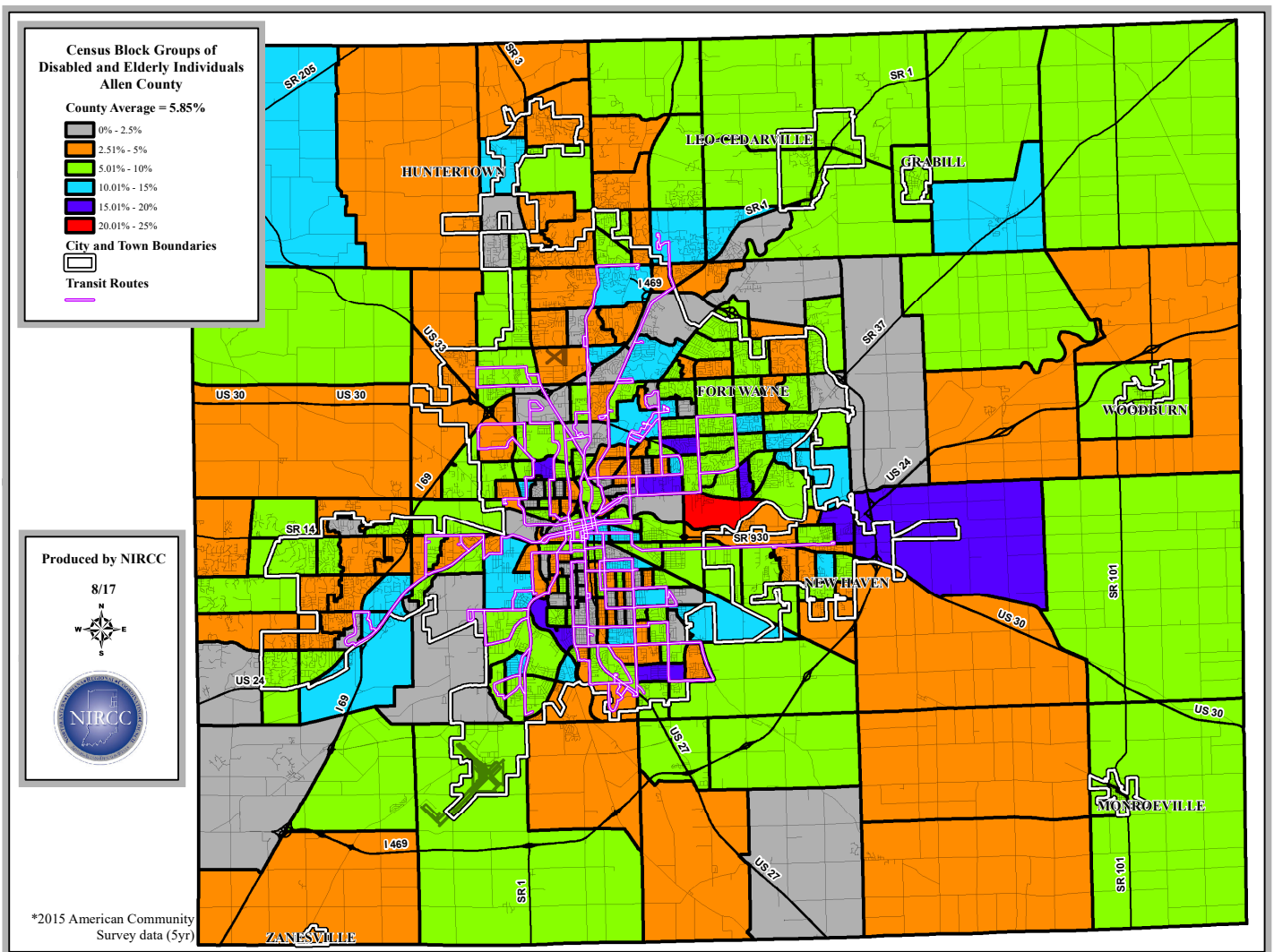
According to the 2015 ACS 5-Year Estimate, 15,239 or 24.13% of the county’s total population are age 65 and over with a disability. The concentrations of these individuals vary throughout the county, with higher concentrations within the incorporated or highly populated areas of the county. Map 6 illustrates the distribution of individuals age 65 and with disabilities (2015 ACS). The overall distribution of disabled and elderly populations is concentrated heavily within the City of Fort Wayne. This is illustrated in Map 7, which displays the distribution of the individuals with disabilities and the elderly combined (2015 ACS).

**Map 6: Disabled Individuals 65 & Up in Allen County**





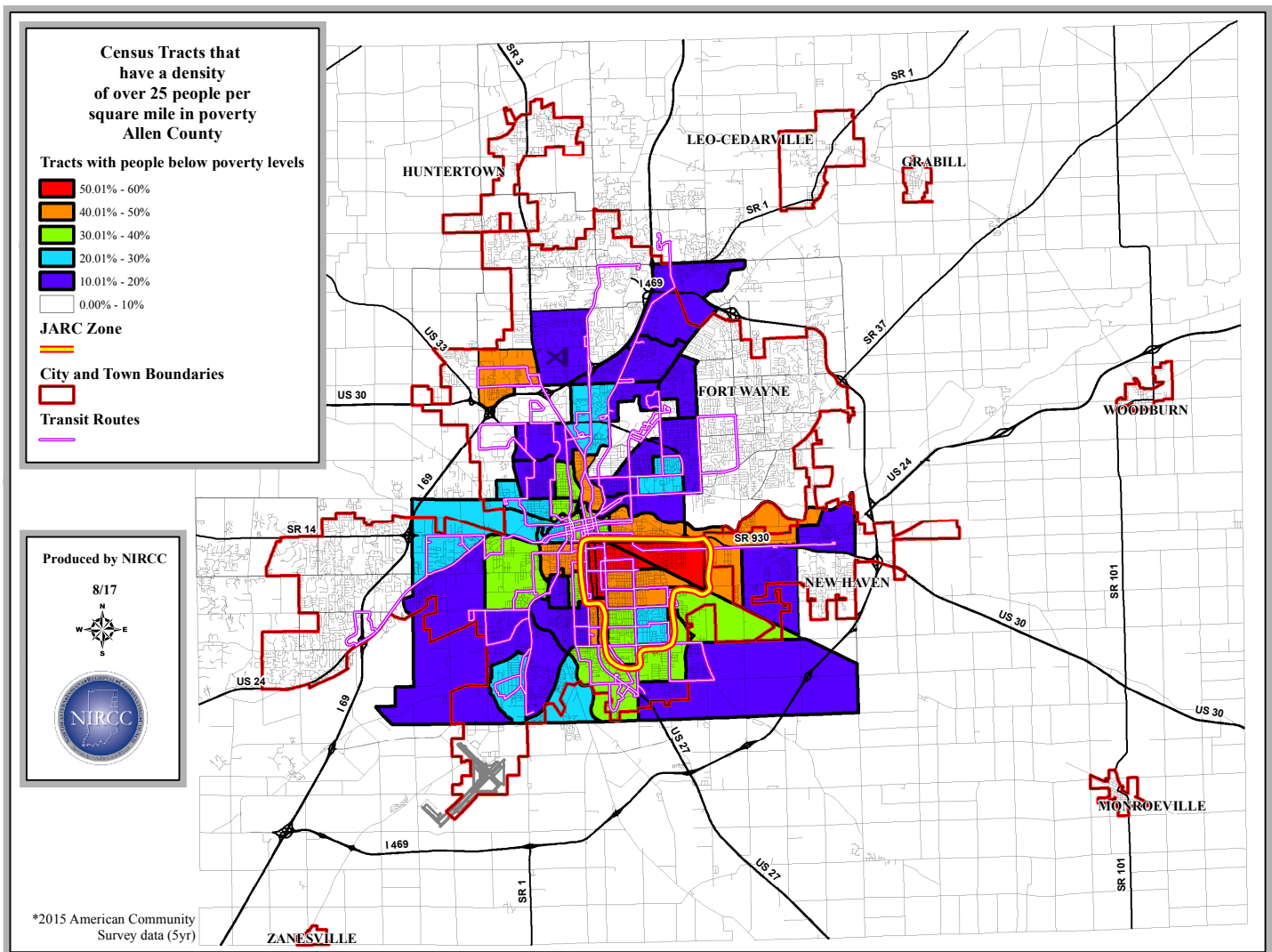
## Map 7: Disabled and Elderly Individuals in Allen County



### *Distribution of persons with limited incomes*

Welfare recipients and low-income individuals can be found in nearly every part of Allen County and the City of Fort Wayne; however the areas with disproportionately high numbers of such individuals are located primarily in the south-central and southeastern areas of Fort Wayne. According to the 2015 ACS 5-Year Estimate, 13.1 % of Allen County residents live below the poverty level. Map 8 illustrates the census tracts that fall into this category. This poverty rate is lower than either the national rate or Indiana’s rate, which are 15.5% and 15.4% respectively (per 2015 ACS 5-Year Estimate). Despite the lower poverty rate in Allen County, 18.68% of City of Fort Wayne residents live below the poverty level (per 2015 ACS 5-Year Estimate); a rate that is above both the national and Indiana levels. In fact, 85% of Allen County’s poorest residents live in the City of Fort Wayne. Nearly 68% of all City residents living at or below poverty are located within 32 census tracts. These tracts were identified in the original JARC plan as having poverty rates exceeding 20%. They are also contiguous to one another and are located in the central and southeastern part of the City. Please note that Map 8 identifies a tract with high levels of poverty that includes the IPFW / IVY Tech area, this is due to a large student population and student type housing within the tract.

## Map 8: Poverty in Allen County



**Table 1: JARC Ridership Zone 2015 Socioeconomic Data**

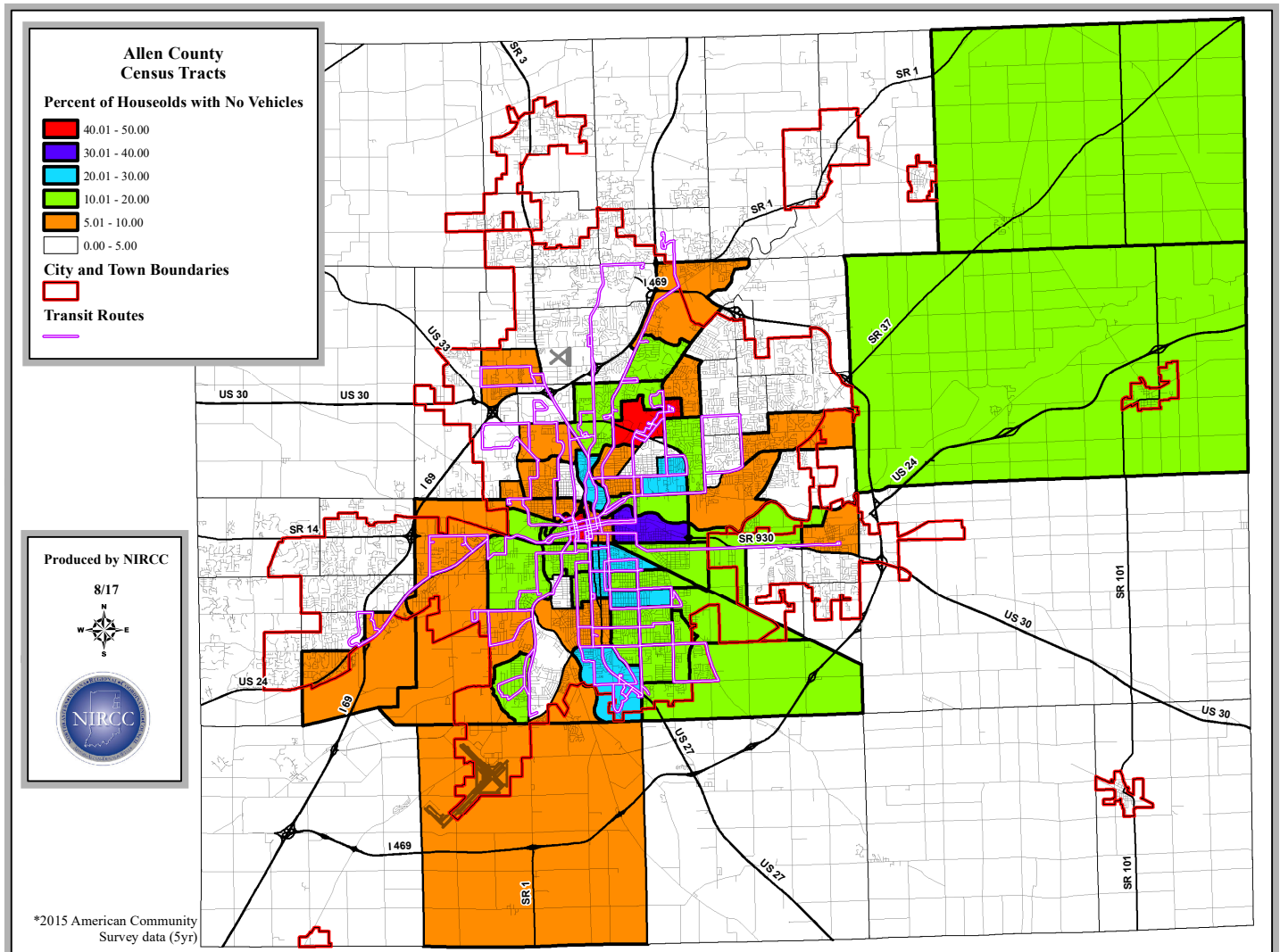
Census Tract	Percent Unemployed	Percent of Households with Public Assistance	Percent of Households below Poverty
16	18.4	5.5	42.6
17	21.1	4.4	51.1
23	20.1	5.5	33.7
28	28.5	1.9	44.9
29	19.5	4.5	38.6
30	16.9	8.5	42.1
40	11.6	1.1	24.9
44*	37.2	8.6	49.3
<b>JRZ Average</b>	<b>19.1</b>	<b>4.4</b>	<b>40.8</b>
<b>FW Average</b>	<b>8.9</b>	<b>2.9</b>	<b>17.1</b>

\*Tracts 17 and 27 in Census 2000 were combined to form Tract 44 in Census 2010

The original JARC plan, pursuant to requirements of TEA-21, defined a relatively compact area of the city in which a significant number of residents would benefit from programs and services designed to increase mobility and access to employment centers based on the poverty characteristics discussed above, defined as the JARC Ridership Zone (JRZ). The JRZ was not intended to be a fixed boundary beyond which Job Access or Reverse Commute services should not extend. Rather, the boundary was meant to provide guidance for planning service delivery. The JRZ is illustrated on Map 8. There are a number of characteristics in addition to poverty that reinforced the need for additional transportation services in the JRZ. The 2015 ACS 5-Year Estimate indicates that the census tracts within the JRZ have significantly higher unemployment rates and dependence on public assistance than elsewhere in the City of Fort Wayne. Table 1 illustrates the characteristics of the eight (8) census tracts contained within the JRZ.

In addition, the residents in the areas with higher concentrations of poverty are also less likely to have access to a reliable personal automobile. According to the 2015 ACS 5-Year Estimate, there are 10,471 households within Allen County without vehicles. Map 9 illustrates the areas of Allen County where 5% or more of the households do not own or lease an automobile.

**Map 9: Households without Vehicles in Allen County**



### ***Veteran and Homeless Populations***

Veteran and homeless populations often lack reliable transportation and depend upon public transportation to access basic needs, housing, education opportunities, medical facilities, and employment. These populations also fall within the disabled and limited income populations. According to the 2015 ACS 5-Year Estimate, an estimated 21,538 veterans are living in Allen County. Allen County has the largest veteran population in the state, which may be attributed to the VA Medical services available in Fort Wayne. Veterans can experience all types of disabilities including physical, musculoskeletal injuries, mental health issues, chemical exposure, diseases, and traumatic brain injuries. Within the veteran population in Allen County, it is estimated that 5,901 or 27.4% have a disability. In addition, it is estimated that 1,809 or 8.4% of veterans are unemployed and 1,594 or 7.4% of veterans live below the poverty level. The following is an excerpt from Brightpoint's 2016 Community Needs Assessment for Northeast Indiana regarding veterans. "Poverty and unemployment can lead to homelessness among this group. According to the National Coalition for Homeless Veterans (NHCV), about 11% of homeless adults are Veterans. According to Brightpoint's 2016 Annual Client Survey, in the past year 41.7% of Veterans have experienced homelessness. Homeless veterans are on average younger than the total Veteran population with 9% between the ages of 18 and 30 and 23% between 31 and 50. There are many factors that influence homelessness in the Veteran population including post-traumatic stress disorder and substance abuse but also the general shortage of adequate and affordable housing. Obtaining a job that provides a livable wage can be another struggle for the Veteran population. (NCHV)."

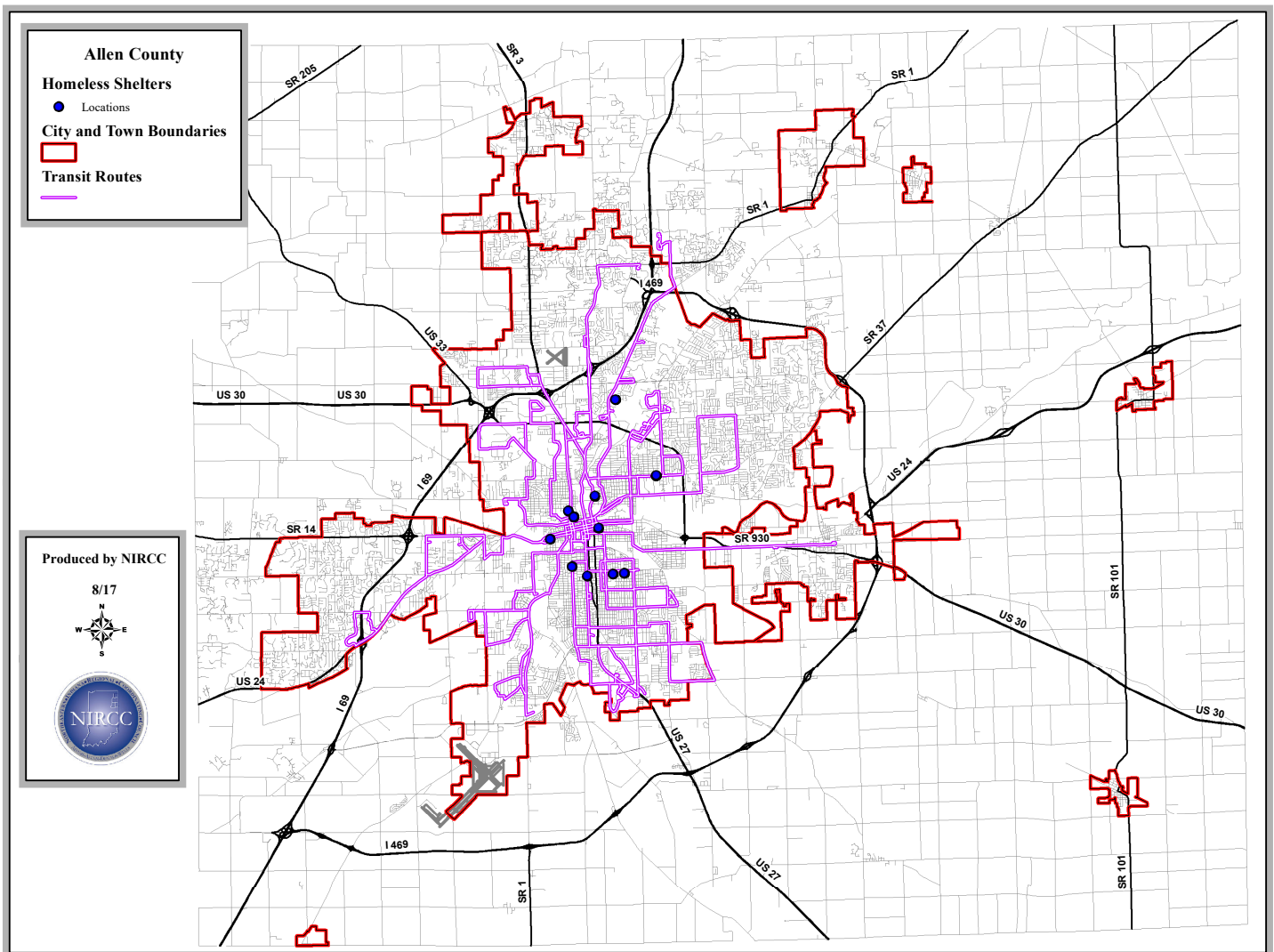
Homeless individuals can be found throughout Allen County, however the largest populations are found within Fort Wayne where services and shelters are available to them. Map 10 illustrates the locations of the homeless shelters within Allen County. There are approximately 12 homeless shelters in Allen County. Census data does not include information regarding the homeless; however this data is collected on a local level in Allen County. The Fort Wayne Area Planning Council on Homelessness has been established to: prevent homelessness, reduce the length of homeless episodes, and reduce returns to homelessness. In 2016, they completed their "Report to the Community: The State of Homelessness in Fort Wayne" that included the following information on homelessness in Allen County:

- The 2015 Point-In-Time Count identified 393 total sheltered and unsheltered homeless individuals living in Allen County.
- 1,530 Allen County individuals identified as homeless requested housing assistance from Indiana 2-1-1 in 2015.
- Resources available to the homeless in Allen County
  - o Emergency Shelter
  - o Transitional Programs
  - o Permanent Supportive Housing
  - o Permanent Housing



- 2015 Homeless Management Information System Data: 1,477 individuals served in Allen County
  - o Emergency Shelter = 492 served
  - o Transitional Housing = 261 served
  - o Veteran Housing = 180 served
  - o Permanent Supportive Housing = 211 served
  - o Veteran = 105 served
  - o Rapid Re-housing = 228 served
- The Rescue Mission served 1,377 individuals in 2015
  - o 206,492 meals served
  - o 54,682 bed nights

**Map 10: Homeless Shelters in Allen County**

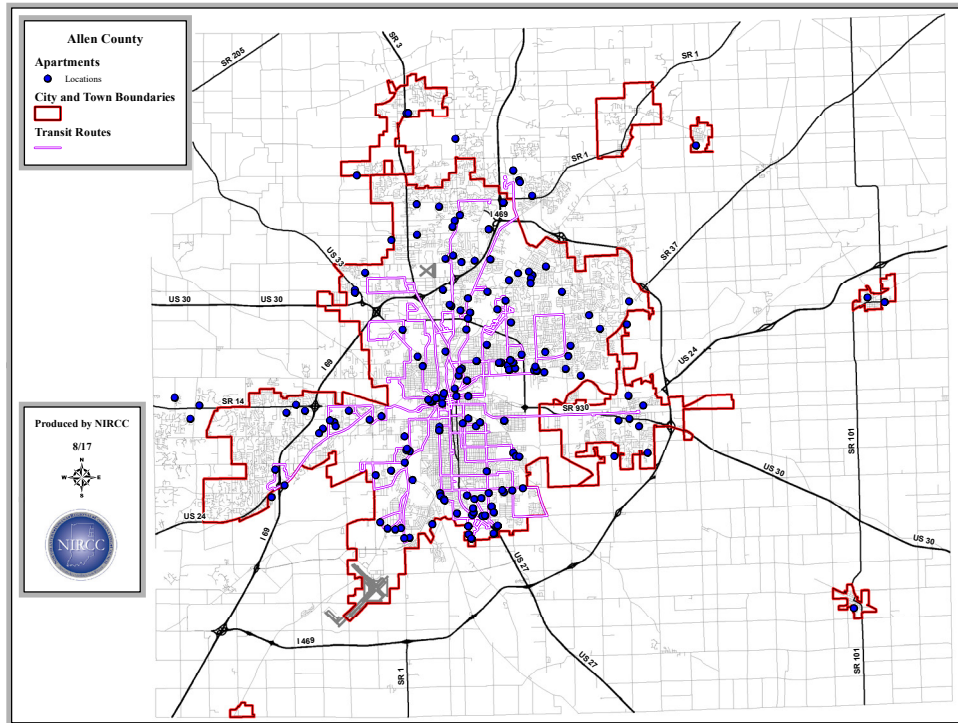


### *Distribution of trip origins and destinations*

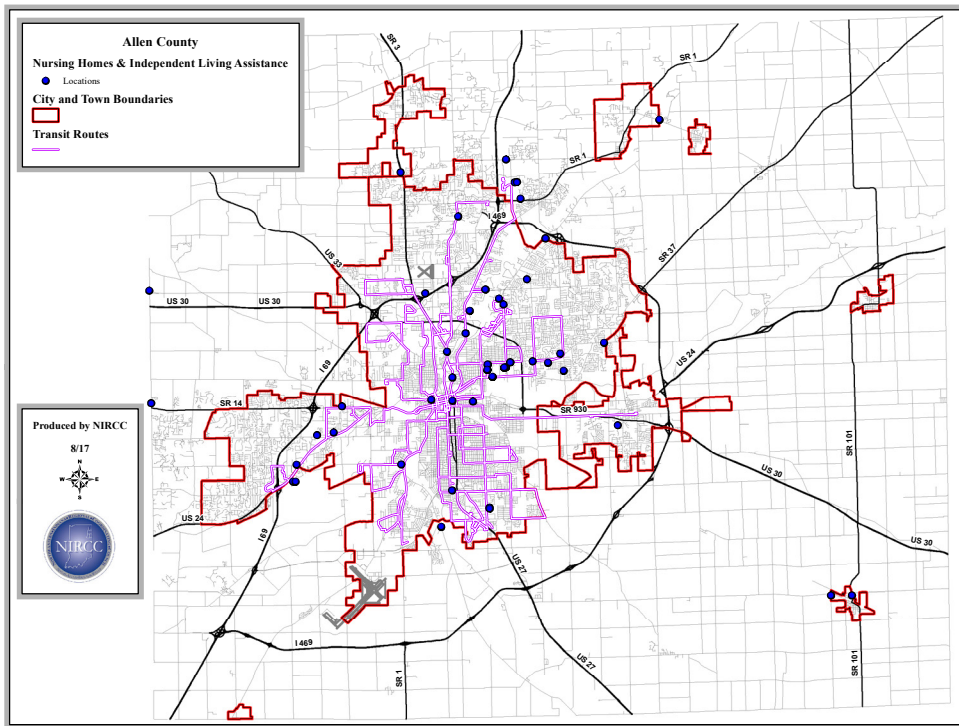
Individuals with disabilities, older adults, and persons with limited incomes have a variety of destinations in which they need or wish to travel to and from. It is perceived that the most common origin of a trip for these populations (and all populations) is their residence. It is also perceived that the most common destinations of these populations include hospitals and medical facilities, retail locations, social assistance providers, colleges and universities, and locations of employment. Maps 11 - 17 illustrate the location and distribution of these common destinations.

It is very common for the individuals within these populations that require transportation to live in apartment communities, nursing homes, residential care facilities, and assisted living centers. Map 11 illustrates the locations of apartment communities and Map 12 illustrates the locations of nursing homes, residential care facilities, and assisted living centers in Allen County.

**Map 11: Apartments Communities in Allen County**

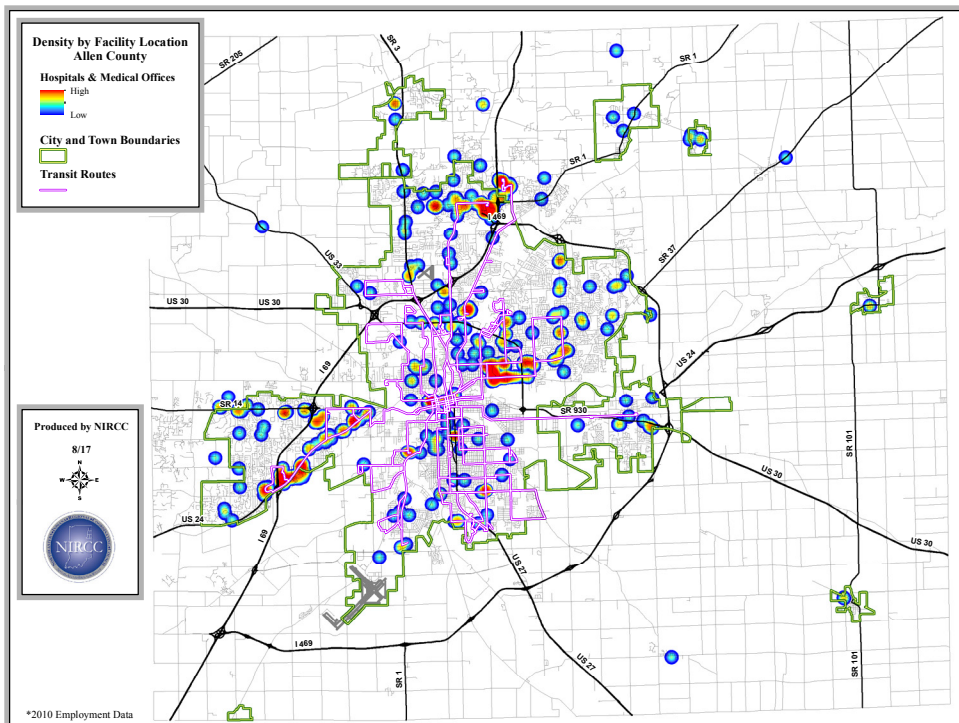


**Map 12: Nursing Homes & Independent Living Assistance**



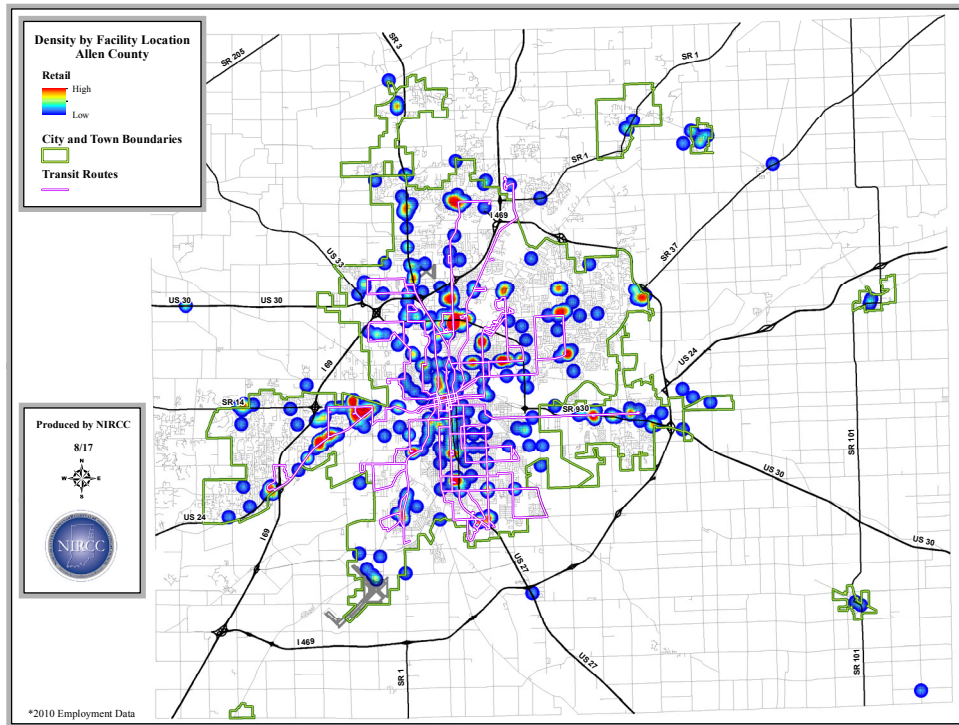
Hospitals and medical facilities (offices, walk-in clinics, dialysis centers, testing facilities, ect.) are a major destination for this population and the overall population for medical purposes and employment opportunities. A common trend however, is the fact that many of these facilities have relocated and are locating on the outer edges of the City of Fort Wayne, which creates difficulties for individuals with transportation issues to reach the services they need and desire. Map 13 illustrates the concentrations of the hospitals and medical facilities in Allen County.

**Map 13: Hospitals and Medical Offices in Allen County**



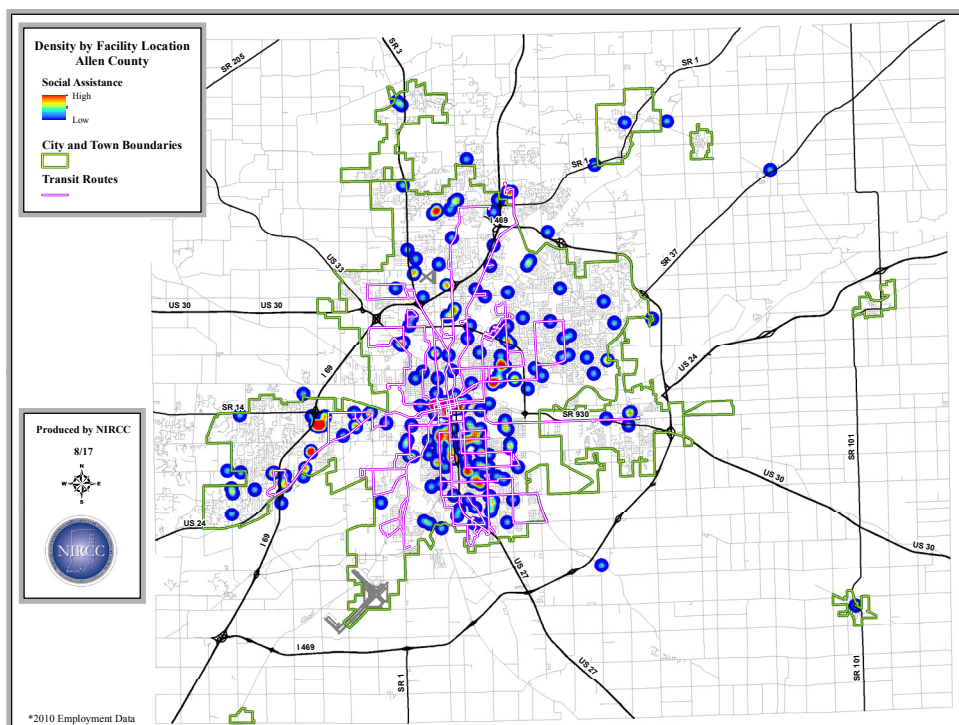
Retail locations are also a common destination for shopping and employment opportunities. Map 14 illustrates the locations of the retail establishments and centers in Allen County.

**Map 14: Retail in Allen County**



Social assistance providers are also a common destination, including government offices, social and human service agencies, and daycare. Map 15 illustrates the locations of the social assistance providers in Allen County.

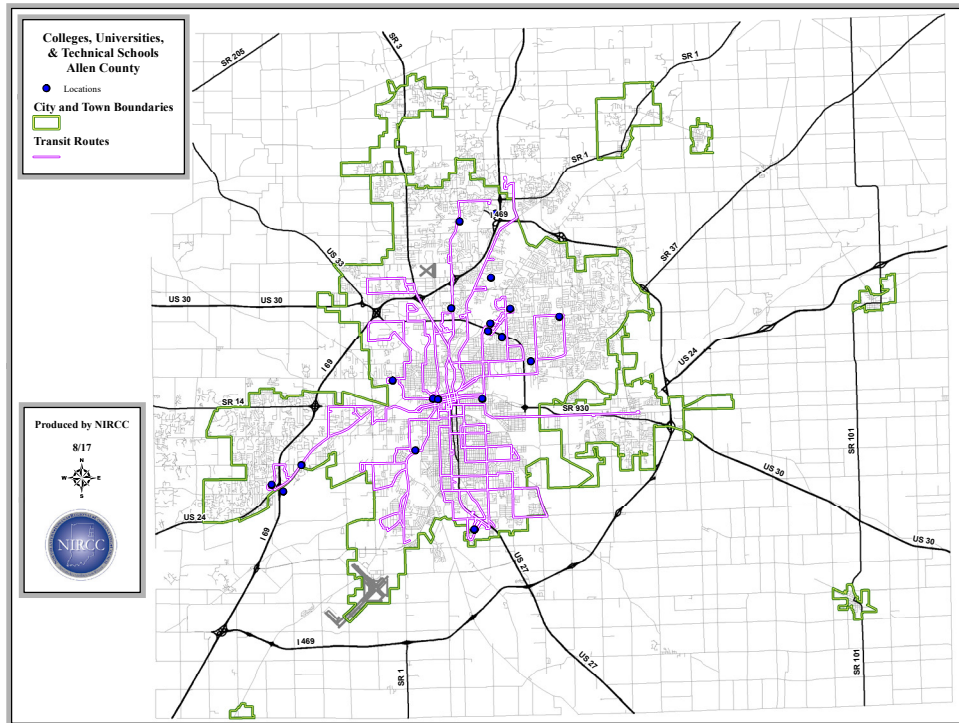
**Map 15: Social Assistance in Allen County**





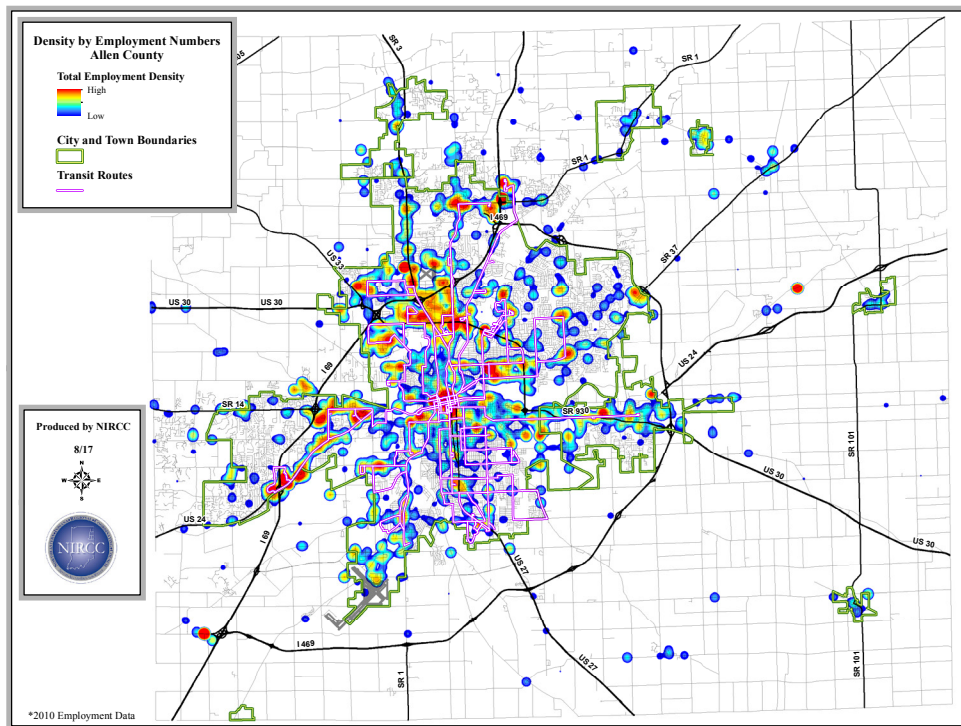
The colleges, universities, and technical schools in the area are a common destination for educational and employment opportunities for individuals within the targeted populations. Map 16 illustrates the locations of the colleges, universities, and technical schools in Allen County.

**Map 16: Colleges, Universities, and Technical Schools in Allen County**



The final common destination that affects the targeted populations, specifically those with limited incomes, are locations of employment opportunities. Map 17 illustrates the locations with employment opportunities in Allen County. The Allen County and Fort Wayne economy has a strong and growing service industry component, and jobs in this sector are the most easily attained by people with low skills and training who are trying to make the transition from welfare to work. Job growth in the Fort Wayne MSA is strongest in areas easily accessed by interstate highways and the Fort Wayne International airport. The vast majority of new jobs created in health care services, retail, manufacturing and warehousing are located at the edges of Fort Wayne rather than in central parts of the city. Hospitals, hotels, retail centers, universities, and office parks are located in minor concentrations throughout the City but not in or adjacent to the JRZ. While there are manufacturing jobs in central city industrial corridors, the majority of these jobs are not entry-level positions. In addition, there continues to be a loss of service and manufacturing jobs in the central part of Fort Wayne as employers downsize and/or relocate in order to remain competitive. These job losses are counterbalanced by job creation in suburban parts of Allen County and surrounding counties. The forecast for future job growth suggests that current trends in location will continue. While central-city opportunities for brownfield redevelopment will likely present themselves, and may produce job growth or reinforce employment stability, it is likely that the majority of growth will occur where land is available to build new state-of-the-art facilities in close proximity to a highway or airport. Currently, CITILINK routes do not extend to the Fort Wayne International Airport and the immediate surrounding area.

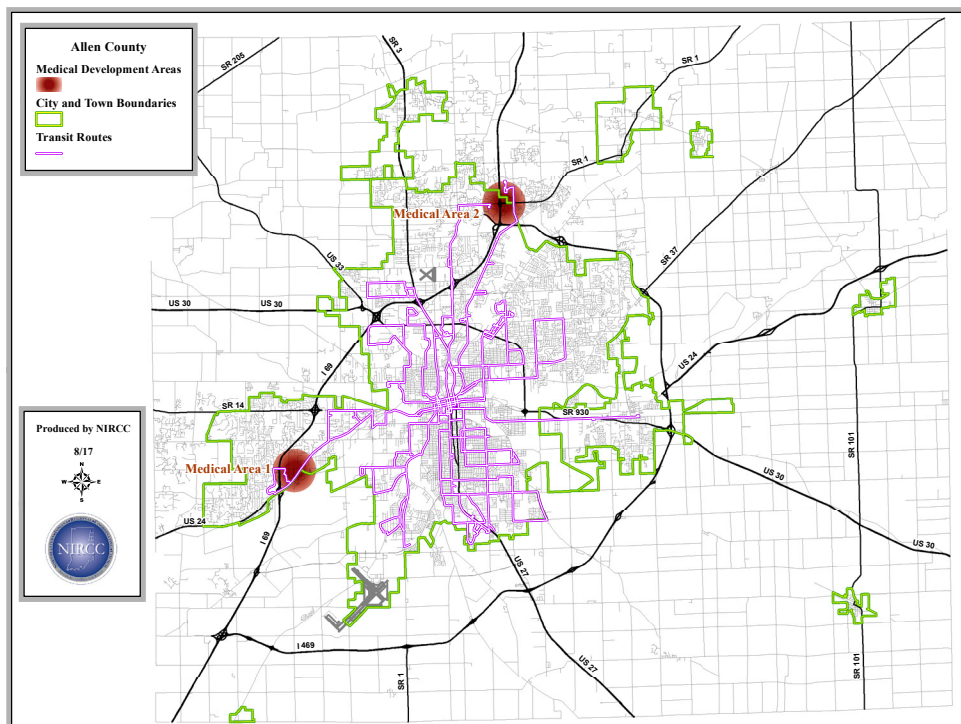
**Map 17: Employment in Allen County**



***Areas of Development***

There are several specific areas of medical and economic development within Allen County. These areas are significant due to the services provided and potential job opportunities that are available. Medical development continues to increase at the periphery of Fort Wayne’s city limits. The medical development areas within Allen County are identified below and can be referenced in Map 18

**Map 18: Medical Development Areas in Allen County**



### ***Medical Development Areas***

1. Lutheran Hospital
2. Dupont Road

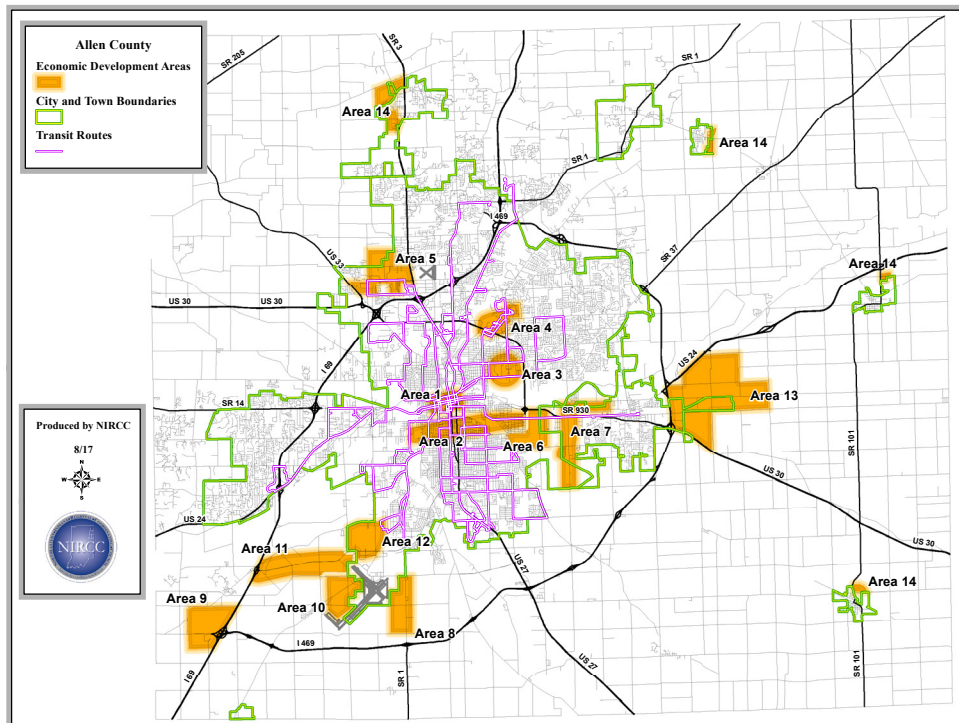
Two area hospitals, Dupont Hospital (Medical Offices in 1993 and Hospital in 2000) and Parkview Regional Medical Center (built in 2000, major expansions since 2008), have located on the extreme north end of the Fort Wayne City limits. These hospitals have sparked the relocation and development of medical facilities and offices in that area and is anticipated to continue. Parkview Health has moved a majority of their services previously located at the Randalia Campus located just northeast of downtown Fort Wayne to Parkview Regional Medical Center located at Dupont Road and Interstate 69. Parkview Health has committed to retain medical services at the Randalia Campus. There is current interest and potential for the remainder of the campus to be redeveloped, current possibilities include medical related education and research / development. Medical facilities also continue to be developed on the southwest side of town, adjacent to Lutheran Hospital. Incidentally, Lutheran Hospital relocated their primary campus from a central city location to their current location at the southwestern edge of the City of Fort Wayne in 1993. Even though Lutheran Health Network maintains St. Joseph Hospital in downtown Fort Wayne, the move of their primary facility has been followed by the steady development of supportive services and additional medical facilities near the new hospital site. As of June 2017, both Parkview Regional Medical Center and Lutheran Hospital have expansion projects either planned or under construction.

Economic development areas are located throughout the county. The Allen County Consolidated Plan identified several areas containing both existing and potential job opportunities. These areas are identified below and can be referenced in Map 19.

### ***Economic Development Areas***

1. Downtown Fort Wayne
2. Fort Wayne's Older Industrial Railroad Corridor
3. Parkview Randalia Campus Area
4. Indiana University-Purdue University Fort Wayne / IVY Tech Community College  
Northeast / Northeast Indiana Innovation Center / Certified Technology Park Complex
5. Cook Road (Northwest) Industrial Area
6. East End Industrial Area
7. Adams Township Industrial Area - Includes Nelson Road and the Adams Center Road Corridor
8. Bluffton Road Corridor
9. General Motors Area
10. Air Trade Center
11. Airport Expressway
12. Area North of the Fort Wayne International Airport
13. Industrial Area East of Interstate 469 between U.S. Highway 24 and U.S. Highway 30
14. Industrial Parks in Grabill, Hometown, Monroeville, and Woodburn

## Map 19: Economic Development Areas



### Non-Geographic Needs

Transportation is needed by individuals with disabilities, older adults, and persons with limited incomes for a variety of purposes to a variety of destinations. The primary reason however is that reliable transportation enhances their quality of life. It creates a sense of independence and allows an individual the opportunity to access the places and services that they require. This is true no matter what population group they are in. Individuals require transportation to get to medical appointments, work, school, shopping and services, various government and social services, church, and recreational and social activities.

The targeted population's typical reasons for needing transportation and when it is needed were established in the original 2007 Plan. This was accomplished by: consulting existing resources and studies, such as the CITILINK TDP and the original JARC plan; consulting area providers, agencies, and advocacy groups serving the targeted populations; and by conducting a transportation needs survey focusing on individuals from the targeted populations. The same reasons for needing transportation and when it is needed were again utilized in both the 2012 and 2017 updates of the Plan after consulting with area agencies and providers serving the targeted populations to re-validate the information utilized in the original Plan.

Table 2 provides a transportation needs and demand matrix for the targeted populations in Allen County. The matrix lists the typical needs and illustrates the demand for what transportation is typically needed for and when it is needed. The matrix is based upon the information included in the 2007 Plan that was re-validated with area agencies and providers in 2017. The matrix illustrates demand in three categories: higher; moderate; and lower.



However, please note that each population may value a specific reason, day or time with a higher priority. That being said, even if something is listed as a “lower” demand on the matrix, it still is an important need. The primary reasons for needing transportation in Allen County with the highest demand is for accessing medical appointments or services and to access employment related activities. According to the area human service transportation providers, medical related trips are requested most often. According to employment related agencies and advocates, reliable and adequate transportation is crucial to a person attaining and maintaining employment, accessing education, as well as accessing housing. However, the other trip types listed in the matrix are still crucial and important to individuals whom lack personal transportation. The highest demand for transportation in Allen County occurs weekdays from 7 a.m. until 5pm, however transportation on weekends and service between 5pm. and 7am. is still a priority need. Someone will always need transportation on any given day at any given time.

**Table 2: Transportation Needs and Demand Matrix**

<b>Needs</b>	<b>Demand</b>		
<i><b>Why is Transportation Needed</b></i>	<i><b>High</b></i>	<i><b>Moderate</b></i>	<i><b>Lower</b></i>
Medical Appointments / Services	X		
Employment/Job Training	X		
Education		X	
Shopping		X	
Visit Family and Friends		X	
Church		X	
Recreational/Social Activities			X
Government/Social Services			X
<i><b>Days of Week Transportation is Needed</b></i>	<i><b>High</b></i>	<i><b>Moderate</b></i>	<i><b>Lower</b></i>
Weekdays	X		
Saturdays		X	
Sundays		X	
Holidays			X
<i><b>Times of Day Transportation is Needed</b></i>	<i><b>High</b></i>	<i><b>Moderate</b></i>	<i><b>Lower</b></i>
7am-12pm	X		
12pm-5pm	X		
5pm-7pm		X	
7pm-4am		X	
4am-7am		X	

It is also important to consider the factors that affect the demand for what and when transportation is needed. The destination and purpose of the trip is a significant indicator as to when transportation may be needed. Table 3 below illustrates the factors that affect various trip purposes.

**Table 3: Factors Affecting Transportation Trips**

<b>Trip Purpose</b>	<b>Weekdays</b>	<b>Saturday</b>	<b>Sunday</b>
<b>Medical Appointments and Services</b>	6 a.m. to 6 p.m., exceptions are dialysis and after hour hospital discharges	Hours vary	Hours vary
<b>Employment</b>	Days, hours, and shifts of operation dependent on the industry		
<b>Education</b>	7 days a week at varying times		
<b>Shopping</b>	7 days a week at varying times		
<b>Government and Social Services</b>	8 a.m. to 5 p.m.		
<b>Church</b>	Activities at varying times		Majority
<b>Social and Recreational Activities</b>	Evenings	Anytime	

As part of the 2017 update, area providers, agencies, and advocacy groups serving the targeted populations were consulted through a transportation needs questionnaire. The transportation needs questionnaire and a summary of the findings is provided in Appendix B. Based on the information received from the consulting parties, it was determined that the needs identified above were still generally accurate. In general, the primary reasons for transportation are still for medical purposes and work, followed by school, shopping, visiting family and friends, church, recreation, and social services. The days at which transportation is most needed are still weekdays, followed by weekends and holidays. The times at which transportation is most needed are still 7 a.m. to 12 p.m., followed by 12 p.m. to 5 p.m., then 5 p.m. to 7 p.m., 7 p.m. to 4 a.m., and then 4 a.m. to 7 a.m. However, as noted above, each population may value a specific reason, day or time with a higher priority. According to the consulting parties, in general, transportation is needed 7 days a week, at all hours of the day, to various locations throughout the County. Reoccurring themes from the consulting parties included:

- Additional medical transportation is needed
- Transportation for 2nd and 3rd shift and Sunday employment is needed
- Sunday service is needed
- Extended Saturday hours are needed
- Early morning and later evening hours are needed
- Extended service areas – service to areas outside reach of current fixed routes is needed
- Service to all major shopping areas, for shopping and employment is needed
- More frequent service is needed
- Cost of non- Citilink services is high
- Restrictive eligibility / scheduling requirements for ACCESS and para-transit services

As part of their 2010 TDP update, Citilink conducted interviews and surveys. Regarding needed improvements, the following received the most requests:

- More frequent service on weekdays and on Saturdays
- Longer operating hours
- Service to more destinations
- Service on Sundays

The 2013 Bus Fort Wayne Plan focused on increasing public transit ridership overall, not just for the targeted populations of this plan. However, during the development of the Bus Fort Wayne Plan, a choice rider survey was conducted. When asked what would encourage someone to consider riding public transit, the following received the top three (3) responses:

- Knowing exactly when the bus will come to my stop
- Additional bus routes
- More frequent service

Brightpoint's 2016 Community Needs Assessment (CNA) identified transportation barriers locally and within the region. Barriers identified included:

- Limited transportation options to destinations outside of Allen County
- Limited hours and days of operation
- Current service routes do not reach all potential destinations in Allen County

The following is an excerpt from the CNA regarding their clients transportation needs within their 15 county service area, that includes Allen County: "According to the Brightpoint Annual Client Survey 20.3% of clients do not have reliable transportation and almost 70% of them find this to be a barrier in their lives. Of those clients without reliable transportation 32.6% walk and 35.9% borrow a vehicle from family or friends. Only 26.1% use the City Bus and the rest rely on bikes or some form of car service. Cost of a vehicle is the main issue for these clients, 58.3% reported that this was the most difficult barrier to overcome. If these clients could afford or obtain a vehicle 79.3% feel that they would be able to find better employment. This would then increase opportunity for themselves and their family."

Throughout 2016, United Way of Allen County conducted more than 50 community listening sessions and heard from over 500 area residents. The findings from these sessions were included in their 2016-2017 Community Conversations Report. Transportation related findings included:

- Participants expressed a desire to live in a community where there was access to basic transportation, food and schools
- Public transportation inadequacies and lack of access to public transportation make it difficult for Allen County residents to take advantage of resources, employment, healthcare, grocery stores and other services

### **Step 3: Identification of Service Gaps and Redundant Service**

#### **Gaps in Service**

Individuals who lack personal transportation in Fort Wayne and Allen County have some access to a number of transportation providers. Still there remain a number of barriers that complicate efforts of individuals with disabilities, older adults, and persons with limited incomes to access the transportation in which they need. These barriers create gaps in transportation service that can be broken down into several areas, which include: hours of operation, service areas, service availability, trip coordination, and consumer information. It is important to mention that there are underlying issues that have a direct impact on increasing or decreasing the severity of the gaps listed below. These issues include the geographic size and density of Allen County, the lack of affordable alternatives, and service coordination opportunities. However, the primary underlying issue is the lack of adequate and additional funding. Adequate funding is crucial not only to maintain existing services, but also to expand the services being provided.

#### **Hours of Operation**

##### ***No service in the early morning or late evening hours***

- CITILINK does not provide service between 9:30 p.m. and 5:45 a.m. weekdays
- Human Service providers typically do not provide service between 6 p.m. and 7 a.m. weekdays
  - CTN will provide extended hours for subscription service based on demand
- Private providers typically do not provide service between 8 p.m. and 5 a.m. weekdays
- Impacts employment opportunities for 2nd and 3rd shifts
  - 2nd shift employees can get to work, but not home
  - 3rd shift employees cannot get to work, but can get home from work
- Exception is taxi and ridesharing services
  - Typically operate 24 hours day, 7 days a week
  - Minimal accessible vehicles available
  - Fares significantly higher than CITILINK

##### ***Saturday service is limited***

- CITILINK only provides service between 7:45 a.m. and 6:15 p.m. on Saturdays
- Human Service providers typically only provide service between 7 a.m. and 6 p.m. on Saturdays for medical trips only
  - CTN will provide extended hours for subscription service based on demand
- Private providers only provide service between 5 a.m. and 8 p.m. on Saturdays for medical trips only
- Impacts employment opportunities on Saturdays
  - Affects any employment opportunity where transportation would be needed either to or from after 6:15 p.m.
- Exception is taxi and ride sharing services
  - Typically operate 24 hours day, 7 days a week
  - Minimal accessible vehicles available
  - Fares significantly higher than CITILINK

### ***No service on Sundays or Holidays***

- CITILINK does not operate on Sundays or major Holidays
- Human Service and Private providers typically do not operate on Sundays or major Holidays
  - CTN will provide subscription service on Sundays based on demand
  - CTN will provide medical service on Holidays when dialysis centers are open
- Impacts employment opportunities on Sundays or Holidays
  - Affects any employment opportunity where transportation would be needed on a Sunday or Holiday
- Exception is taxi and ride sharing services
  - Typically operate 24 hours day, 7 days a week
  - Minimal accessible vehicles available
  - Fares significantly higher than CITILINK

As detailed above, the lack of early morning, late night, and weekend service is a significant gap for all providers operating in Allen County, with the exception of Taxi Service and Uber. The most significant impact of this gap is on employment opportunities. There are many service industry jobs that require off-peak work schedules during the week and on the weekend. Current transit service does not effectively meet the demand of employees with such irregular schedules. Manufacturing, warehousing and distribution firms often have a need for employees to work during a second and third shift. As long as a transit service can only take an individual one-way, it will not be effective for these employees. And as long as this segment of the workforce has limited access to jobs for which they are qualified, they will have a significant disadvantage when competing for employment. The only option for service during these periods is taxi service, which due to cost is not a very viable option for individuals in the targeted populations.

### **Service Areas**

Allen County's 657 square miles of area and density complicates transportation provision for all providers. This is made apparent in the maps presented earlier illustrating various populations and destinations relative to the transit routes.

### ***Areas not served by public transit***

- CITILINK fixed route only provides service along its routes within the City of Fort Wayne and the City of New Haven, as well as a very small portion of northern Allen County just outside of the Fort Wayne City Limits near Parkview Regional Medical Center. Fixed route service does not serve the entire City of Fort Wayne or the City of New Haven.
- Routes are designed to provide cost effective transit service to many destinations within the City of Fort Wayne and the City of New Haven
  - Many potential destinations still outside current routes
  - Continued low density development in fringe areas
    - Retail and commercial development, medical development, and employment centers continue to develop beyond the reach of their current service area



- CITILINK operates on a “pulse” system, all busses pulse out of the downtown transit station at 30 or 60 minute frequencies, dependent on route
  - “Pulse” system cannot reach all outer destinations and be back to the downtown station within the routes specified frequency
- Bus available at origin, not destination or bus available at destination, not origin
  - Transit riders can easily get to a bus, but that bus will not always get them where they need to go, or at the times they need to travel
  - The reverse also happens with many potential transit riders who live outside the reach of CITILINK
- Route and service expansion / adjustments typically result in compromise of current service or an increase in fares
  - Funding does not automatically increase with annexations by the City of Fort Wayne and the City of New Haven
  - Federal and State transit funding has been reduced
  - Tax caps have significantly reduced local transit funding
- COUNTILINK Rural Public Transit service was discontinued in 2014
- Human service and private providers serve entire county
  - Demand response service only, no fixed route service
    - Trip can only be provided if it is requested
    - Limited by:
      - Smaller operations
      - Limited capacities
      - Limited budgets
      - Client limitations
      - Trip limitations
      - Medicaid reimbursement

***Areas not served by public para-transit***

- ACCESS provides service to the entire City of Fort Wayne and within a  $\frac{3}{4}$  mile radius of Route 10 within the City of New Haven and Route 15 – Medlink serving a portion of northern Allen County outside of the City of Fort Wayne. ACCESS does not serve areas outside of the City of Fort Wayne or the  $\frac{3}{4}$  mile radius of Routes 10 and 15.
- COUNTILINK Rural Public Transit service was discontinued in 2014

***Travel outside of Allen County limited***

- CTN will provide limited service outside of Allen County based upon resource availability
- Private providers and taxi services will provide out of county service

## **Service Availability**

### ***Frequency of Service***

- CITILINK Fixed Route Headways (Service Frequencies)
  - 30 minute vs. 60 minute
- Trip Limitations - Fixed Route (grocery store trips, Medicare/Medicaid trips)

In addition to the hours of operation and the service area, the frequency of service also creates difficulties for individuals trying to reach employment and appointments. CITILINK operates on 30 and 60 minute frequencies. All CITILINK routes operate on 60 minute headways except for routes 7 and 8, which operate on 30 minute headways all day and Route 4 which operates on 30 minute headways from 8a.m. to 5p.m. Prior to budget cuts in 2008, many routes ran or were in the process of being switched to 30 minute frequencies. However, the 2008 cuts forced CITILINK to reduce 30 minutes to just the routes identified above. As funding is re-established, CITILINK plans to reinstate 30 minute headways to additional routes, starting with Routes 2 and 3. The current 60 minute frequencies place a burden on riders as they try to make it to appointments and work on time.

### ***Limited transit routes in some suburban areas***

- See Map 1

### ***Service limited in Rural Areas***

- Human service and private providers serve entire county, however these services are all demand response
  - Trip can only be provided when and if it is requested
  - Trip can only be provided if resources are available

### ***Restrictive Scheduling Requirements***

ACCESS, human services, and private providers all require advanced scheduling. In addition, ACCESS, human service providers, and the private providers are limited to specific clientele and provide specific trip types, which limits their capabilities to provide transportation to others who do not fall into the categories in which they serve. They also operate demand response service, so service may be needed in certain areas of the county more than others, but if the trip is not requested, it cannot be provided.

### ***Accessibility to transit routes (sidewalks and mobility obstacles)***

Access to the available transportation services is a major issue. There are many areas within Allen County, specifically those along transit routes that lack sidewalks or safe areas for individuals to access available transportation service. In addition, some locations contain obstacles that limit access to individuals with mobility issues.

## **Trip Coordination**

### ***Multiple Destinations***

#### ***Trip Length-Time***

- Excessive Wait and Travel Time

People often need to coordinate trips to multiple destinations such as childcare, grocery, and work. Fixed-route transit service may be an effective way for riders to get to a single destination within the CITILINK service area,

but when the trips get too complicated, the service loses its effectiveness. A simple trip often becomes very time consuming to the individual using the service.

## **Consumer Information**

### ***Public awareness of service***

### ***Scheduling Information***

### ***Training/Education/Outreach***

Individuals that lack personal transportation and the caseworkers assisting them often suffer from insufficient transportation provider information. Job Works, CITILINK, CTN, and NIRCC provide information for most of the transit service providers in the area, through phone calls, their websites, and brochures. NIRCC produces a Transportation Resource Guide every few years identifying area providers and information regarding their service, hours, and rates. However, many agencies and individuals are unaware of the transportation services that exist in Allen County. As medical and employment centers continue to develop in areas further from the targeted populations that rely on alternatives to personal transportation to get to services and employment opportunities, the need to access information about multiple service providers is increasingly important.

Limited familiarity with using transportation services effectively may be a gap that always exists. This includes learning where to catch a bus and how much transit time to incorporate into a trip so that riders can get to work on time. Improving the educational outreach about local transit services will empower individuals from the targeted populations to make the most efficient use of the resources, thereby minimizing the barrier.

## **Redundant Service**

The transportation providers in Allen County have a strong sense of coordination and work together to provide efficient and unduplicated service. Even though the transportation providers typically operate in the same service areas and serve similar population groups containing common clients, they diversify by trip purpose and coordinate to eliminate duplication of services. In addition, there is a strong history of cooperative agreements between several of the providers and human service agencies. Representatives from human service agencies and transportation providers attend monthly Transit Planning Committee (TPC) meetings and quarterly Transportation Advisory Committee (TAC) meetings to discuss and coordinate transportation issues within Allen County. In addition to the TPC and TAC, CTN has increased the efficiency and coordination of transportation services within Allen County. The mission of CTN is to provide dependable and efficient transportation so no one is left behind. As discussed earlier, CTN's role has evolved from broker to transportation provider. A prime example of CTN's role is the transportation service consolidation between CTN, Turnstone, and other area agencies. Through coordination, CTN, Turnstone, and the other area agencies saw an opportunity to benefit agencies struggling to provide their own transportation services and the clients who utilized their services. However, even though they no longer broker transportation, CTN still provides information and referral services to individuals and groups to find the most appropriate transportation alternative.

#### **Step 4: Identification and Prioritization of Strategies**

Creating transportation strategies that complement the existing transit service is the fundamental recommendation for minimizing existing transportation barriers that prevent individuals with disabilities, older adults, and persons with limited incomes from the desired destinations and services they need and wish to reach. Strategies were developed to meet the goals, objectives, and requirements of each specific program or project type. Strategies have been broken down for the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding; Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities – Operational Funding (Former 5317); and JARC Related Projects (Projects formerly funded under 5316) separately.

##### ***Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding Strategies:***

1. Maintain existing service / fleets
2. Maintain and increase coordination / efficiency between all transportation providers
3. Expand existing service / fleets
4. Increase public awareness of available services and programs offered by providers that are available to them

##### ***Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Operational Funding Strategies:***

1. Provide transportation above and beyond existing complementary paratransit service
2. Provide transportation outside current service areas
3. Provide transportation within and outside current service schedules

##### ***Job Access Reverse Commute Related Projects Strategies:***

1. Provide transportation to destinations outside of the current service area
2. Provide transportation within and in particular outside of the current service schedules
3. Facilitate multiple destination trips from a single service provider. (ie. daycare/job)
4. Inform the public about transportation services available in the community and train them to use the services to get to work, job training, and child care as efficiently as possible

In addition, the two strategies listed below are encouraged to be addressed when possible for all projects considered for funding and are applicable to all programs and providers; however, addressing these strategies will have no bearing on the eligibility or selection of projects.

##### ***Strategies Applicable to All Programs and Providers:***

1. Identify new revenue sources to increase operating budgets necessary to expand and maintain services and fleets
2. Keep costs low / maintain affordable rates

## **Step 5: Project Selection**

All project selection guidelines will be subject to modifications as FASTACT and/or future legislations guidance is developed and released by FTA. All eligible Section 5310 and JARC Related Project applicants' potential projects will be reviewed and selected by the TAC (5310 Capital) or the TPC (5310 Operational and JARC Related). Projects must address at a minimum one of the strategies identified in this plan for the specific program or project type applied for. The projects will receive finalized approval from the Urban Transportation Advisory Board (UTAB) of the Northeastern Indiana Regional Coordinating Council (NIRCC) and will be included in the Transportation Improvement Program (TIP). The designated recipients of funds will be the Indiana Department of Transportation (INDOT) for the Rural Section 5310 program and CITILINK for Urbanized Section 5310 programs.

### **Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding**

All eligible Section 5310 Capital grant applicants must submit their project applications to the TAC for review. The projects must address at a minimum one the strategies identified in this plan for the Section 5310 Capital program. Complete applications will be reviewed and evaluated by the TAC for funding. This is a competitive process for which the TAC has established a process for evaluating Section 5310 Capital Grant Applications from Fort Wayne/New Haven/Allen County Metropolitan Area. The evaluation process was developed in accordance with the INDOT and is modeled on criteria used by INDOT to evaluate their grant proposals. The process is designed to evaluate the vehicle being requested. Individual vehicles are ranked separately for the applications filed requesting multiple vehicles. Specific and objective criteria were developed to evaluate the proposals. The evaluation process awards points in the areas of reliability, coordination, vehicle utilization, and replacement / expansion vehicles. The 5310 Capital Projects evaluation criteria can be found in Appendix D. The points are totaled and the vehicles are ranked with the highest scoring vehicle ranked number one, the second highest scoring vehicle ranked number two, and so on. In the event of a tie, the committee takes a vote to establish the ranking of the tied vehicles. Vehicles will be awarded according to the vehicle rankings until the available funding has been depleted. The TAC will then approve the prioritizations and vehicle awards and forward them to UTAB and NIRCC for their approval and inclusion in the TIP. As the designated recipient, CITILINK will process the selected vehicle(s) for Federal Transit Authority (FTA) approval on behalf of the applicants.

### **Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Operational Funding**

All eligible Section 5310 Operational grant applicants must submit their project applications to the TPC. The projects must address at a minimum one the strategies identified in this plan for the Section 5310 Operational program. This is a competitive process for which the TPC has established an application, as well as a process for accepting and evaluating Section 5310 Operational Grant Applications from Fort Wayne/New Haven/Allen County Metropolitan Area. All applicants will submit their applications to the TPC and CITILINK for simultaneous and parallel approval. Specific and objective criteria have been developed to evaluate the applications. A competitive evaluation and selection process will award points in the areas of: Applicant Experience, Project Description,



Goals, and Objectives; Implementation and Operations Plan; Project Budget; Program Effectiveness and Performance; and Coordination and Program Outreach. The 5310 Operational and the JARC Related Projects evaluation criteria can be found in Appendix D. The points will be totaled and the projects will be ranked with the highest scoring project ranked number one, the second highest scoring project ranked number two, and so on. In the event of a tie, the committee will take a vote to establish the ranking of the tied projects. The TPC will then approve the selections and forward them to UTAB and NIRCC for their approval and inclusion in the TIP. As the designated recipient, CITILINK will process the selected application(s) for Federal Transit Authority (FTA) approval on behalf of the applicants.

**Job Access Reverse Commute Related Projects:**

*This project selection will be at the discretion of the designated recipient, NIRCC and guidance from FTA.* Transit Agencies whom are the designated recipients of Section 5307(CITILINK) Federal funding have the ability to utilize their 5307 funding to continue JARC projects. The 5307 funding is allocated directly to the designated recipient and is not distributed on a competitive basis. Within the Fort Wayne Urbanized Area, these 5307 funds will not be available to any entity other than CITILINK. However, if the designated recipient wishes to utilize outside sources (other providers) to carry out eligible JARC projects, they can utilize their funds to carry this out. In these cases only, the funds will be awarded through a competitive process as follows for these JARC Related Projects only: All eligible JARC Related Projects grant applicants must submit their project applications to the TPC. The projects must address at a minimum one of the strategies identified in this plan for the JARC Related Projects. This is a competitive process for which the TPC has established an application, as well as a process for accepting and evaluating JARC Related Projects Grant Applications for the Fort Wayne/New Haven/Allen County Metropolitan Area. All applicants will submit their applications to the TPC and CITILINK for simultaneous and parallel approval. Specific and objective criteria have been developed to evaluate the applications. A competitive evaluation and selection process will award points in the areas of: Applicant Experience, Project Description, Goals, and Objectives; Implementation and Operations Plan; Project Budget; Program Effectiveness and Performance; and Coordination and Program Outreach. The 5310 Operational and JARC Related Projects evaluation criteria can be found in Appendix D. The points will be totaled and the projects will be ranked with the highest scoring project ranked number one, the second highest scoring project ranked number two, and so on. In the event of a tie, the committee will take a vote to establish the ranking of the tied projects. The TPC will then approve the selections and forward them to UTAB and NIRCC for their approval and inclusion in the TIP. As the designated recipient, CITILINK will process the selected application(s) for Federal Transit Authority (FTA) approval on behalf of the applicants.

## **Appendix A: Consulted Parties**

### **TPC Membership / Attendees**

Becky Weimerskirch, Committee Chair, Community Transportation Network  
Chris Beebe, Committee Vice-Chair, Allen County Department of Planning Services  
Dorothy Hagan, City of Fort Wayne Community Development  
David Schabb, City of New Haven Planning Department  
Maureen Widner, Aging and In Home Services (Non-Profit Provider)  
Sherese Fortriede, Citilink Board  
Sheila Roberson, Amalgamated Transit Union / Citilink  
Dave Burian, Deluxe Taxi  
Pat O'Brian, Excursion Trailways  
Kathy Baer, Turnstone Center for Disabled Adults and Children (Consumer Advocacy Representative)  
Lynne Gilmore, AWS Foundation (Consumer Advocacy Representative)  
Representative from INDOT Public Transit Section  
Ken Housden / Betsy Kachmar, Citilink

### **TAC Participants**

Becky Weimerskirch, Community Transportation Network  
Donnieka Woods, Aging and In Home Services  
Kathy Baer, Turnstone Center for Disabled Adults and Children  
John Drebenstedt, Byron Health Center  
Betsy Kachmar, Citilink  
Randy Wolf, Goodwill Industries  
Misty Woltman, Easter Seals Arc  
Jen Tilley, Pathfinders Services

### **Additional Consulted Parties**

See Transportation Needs Questionnaire Response and Distribution List in Appendix B

## **Appendix B: Transportation Needs Questionnaire Materials**

**Transportation Needs Questionnaire**

**Questionnaire Results**

**Response List**

**Distribution List**

## 2017 Coordinated Plan Update – Needs Questionnaire

To Whom It May Concern,

The Northeastern Indiana Regional Coordinating Council (NIRCC), in coordination with the Transportation Planning Committee, of the Urban Transportation Advisory Board, is updating the Coordinated Public Transit – Human Services Transportation Plan for Allen County. This plan identifies the following: available transportation services; the transportation needs of individuals with disabilities, older adults, and persons with limited incomes; the transportation service gaps; strategies to address those gaps; and projects that meet the identified strategies. The current plan was adopted in 2013 and is available at [www.nircc.com](http://www.nircc.com) at this link <http://www.nircc.com/user/image/2013coordplanfinal.pdf>.

We are currently gathering information for the update. As a result, we are requesting your organization's assistance in gathering information regarding the transportation needs of the Plan's targeted populations (individuals with disabilities, older adults, and persons with limited incomes) within Allen County. Since your organization works with individuals within these populations, we are asking that you answer the 7 questions below. Please answer these questions per your organization's perception and expertise regarding the populations and clients for whom you serve in Allen County.

1. Please provide the name of the organization(s) that you are answering the questions for: \_\_\_\_\_

2. Please rank in order from 1 to 10 the most common reasons for needing transportation currently (1 being most common, 10 being least common).

- \_\_\_ Work
- \_\_\_ School
- \_\_\_ Job Training
- \_\_\_ Medical / Dental
- \_\_\_ Church
- \_\_\_ Shopping
- \_\_\_ Social Services
- \_\_\_ Visit Family and Friends
- \_\_\_ Recreation or Social Activities
- \_\_\_ Other: \_\_\_\_\_

Of the common reasons listed above, which do you consider to be the greatest unmet need?

\_\_\_\_\_

3. Please rank in order from 1 to 4 the days of the week in which transportation is currently most commonly needed (1 being most common, 4 being least common).

- \_\_\_ Weekdays
- \_\_\_ Saturdays
- \_\_\_ Sundays
- \_\_\_ Holidays

Of the days of the week listed above, which do you consider to have the greatest unmet need? \_\_\_\_\_

4. Please rank in order from 1 to 5 the times of the day transportation is most needed (1 being most common, 5 being least common).

- \_\_\_ 7 am to 12 pm
- \_\_\_ 12 pm to 5 pm
- \_\_\_ 5 pm to 7 pm
- \_\_\_ 7 pm to 4 am
- \_\_\_ 4 am to 7 am

Of the days of the times listed above, which do you consider to have the greatest unmet need? \_\_\_\_\_

5. What do you feel is the biggest unmet transportation need within Allen County?
6. What do you consider to be the current gaps in transportation service within Allen County?
7. Transit providers will use this information for future planning and may require additional information or clarification to best address service gaps. What is your preferred method to contact you for follow up?  
 Focus group  
 Phone call  
 Email  
 Survey/Survey Monkey (e-survey)

Please provide contact information:

---

### Results Summary

- *Responses for all 3 targeted populations: elderly, disabled, and low income*
- *Verified needs listed were still accurate, importance varied between and even within the populations depending on who was answering*
- *Top needs still include medical, work and school – however quality of life needs such as shopping, social (friends and family), recreation, and church usually followed*
- *New needs not previously listed were: searching for housing and jobs*
- *Medical and Work were the most repeated unmet need for what transportation is needed for*
- *Transportation is needed 24/7 – specifics varied between and within populations depending on who was answering*
- *Saturday and Sunday service and early morning / late night service were the most repeated unmet need for when transportation is needed*
- *Gaps and un-met needs identified:*

#### Service Area Related

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>○ <i>Areas without bus service in and outside of City</i></li><li>○ <i>Not enough routes</i></li><li>○ <i>Need expanded routes</i></li><li>○ <i>Work access outside of routes</i></li></ul> | <ul style="list-style-type: none"><li>○ <i>Job opportunities outside service areas</i></li><li>○ <i>No service in rural areas</i></li><li>○ <i>Service outside of county</i></li><li>○ <i>Not enough providers</i></li></ul> |
|---|--|

#### Hours /Day of Operations Related

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>○ <i>Limited hours of service</i></li><li>○ <i>No early morning bus service</i></li><li>○ <i>Early morning medical appts for veterans</i></li><li>○ <i>No Bus service after 8 pm</i></li><li>○ <i>Late night hours</i></li><li>○ <i>Evening service, can't always get home</i></li><li>○ <i>Service for 2<sup>nd</sup>/3<sup>rd</sup> shift jobs</i></li></ul> | <ul style="list-style-type: none"><li>○ <i>Shifts and service times do not match</i></li><li>○ <i>Frequency</i></li><li>○ <i>Need 1/2 frequency on all routes</i></li><li>○ <i>Weekend service</i></li><li>○ <i>No Sunday service</i></li><li>○ <i>Access to evening and weekend events</i></li><li>○ <i>Lack of continuous service, 24/7/365</i></li></ul> |
|--|---|

#### General

- *Not enough service for seniors*
- *Transportation for adults with high functioning autism*
- *Cost of service – outside of bus both inside and outside City*
- *Eligibility / scheduling requirements for ACCESS and para-transit services*



## Surveys Completed for the 2017 Coordinated Plan Update

	Agency	Completed by	Email	Response	Target Population**
1	The Literacy Alliance	Brian Schlichtenmyer	<a href="mailto:brian@fwliteracyalliance.org">brian@fwliteracyalliance.org</a>	2/2/2017	LI
2	Aging & In-Home Services	Donnieka Woods	<a href="mailto:dwoods@agingihs.org">dwoods@agingihs.org</a>	2/2/2017	Eld, Dis
3	Blue Jacket, Inc.	Kevin Pothast	<a href="mailto:kpothast@bluejacket.org">kpothast@bluejacket.org</a>	2/2/2017	LI
4	Goodwill Industries	Randy Wolf	<a href="mailto:randyw@fwgoodwill.org">randyw@fwgoodwill.org</a>	2/2/2017	LI
5*	Adult Life Training	JD Nash	<a href="mailto:jdnash@alt-fw.org">jdnash@alt-fw.org</a>	2/2/2017	LI
	Adult Life Training	Client	<a href="mailto:jdnash@alt-fw.org">jdnash@alt-fw.org</a>	2/2/2017	LI
	Adult Life Training	Client	<a href="mailto:jdnash@alt-fw.org">jdnash@alt-fw.org</a>	2/2/2017	LI
	Adult Life Training	Client	<a href="mailto:jdnash@alt-fw.org">jdnash@alt-fw.org</a>	2/2/2017	LI
6*	Fifth Freedom	Doug Schmidt	<a href="mailto:doug@fifthfreedom.org">doug@fifthfreedom.org</a>	2/3/2017	Dis
	Fifth Freedom	Betty Beck	<a href="mailto:info@fifthfreedom.org">info@fifthfreedom.org</a>	2/8/2017	Dis
7	Disabled American Veterans Chapter 40	Gerard Willis	<a href="mailto:gerard.willis@gmail.com">gerard.willis@gmail.com</a>	2/3/2017	Dis
8	Mental Health America of Northeast IN	Lisa Smith	<a href="mailto:lsmith@mhaac.com">lsmith@mhaac.com</a>	2/3/2017	Dis
9	The Rescue Mission	Cathi Counterman	<a href="mailto:cathi@therescuemission.net">cathi@therescuemission.net</a>	2/6/2017	LI
10	Benchmark HS	Tom Titus	<a href="mailto:ttitus@benchmarkhs.com">ttitus@benchmarkhs.com</a>	2/6/2017	Dis
11	Byron Health Center	John Drebenstedt	<a href="mailto:JDrebenstedt@byronhealth.org">JDrebenstedt@byronhealth.org</a>	2/7/2017	Eld, Dis
12	Victory House for Women	Pastor PattiJae Jimerson	<a href="mailto:victoryhouseftw@gmail.com">victoryhouseftw@gmail.com</a>	2/7/2017	LI
13	Allen County Juvenile Center	Jamie Mann	<a href="mailto:Jamie.mann@acjc.us">Jamie.mann@acjc.us</a>	2/8/2017	LI
14	CTN	Becky Weimerskirch	<a href="mailto:becky@ridectn.org">becky@ridectn.org</a>	2/14/2017	Eld, Dis, LI
15	Easterseals ARC of Northeast IN	Misty Woltman	<a href="mailto:mwoltman@esarc.org">mwoltman@esarc.org</a>	2/15/2017	Dis
16	Purdue Extension, Allen County	Nathan Miller	<a href="mailto:mill2019@purdue.edu">mill2019@purdue.edu</a>	2/17/2017	LI
17*	Turnstone - Athletes	Kathy Baer	<a href="mailto:Kathy@turnstone.org">Kathy@turnstone.org</a>	2/17/2017	Dis
	Turnstone - Clients	Kathy Baer	<a href="mailto:Kathy@turnstone.org">Kathy@turnstone.org</a>	2/17/2017	Dis
18	Vincent Village	Denise Andorfer	<a href="mailto:dandorfer@vincentvillage.org">dandorfer@vincentvillage.org</a>	2/20/2017	LI
19	United Way of Allen County	Tiffany Bailey	<a href="mailto:tiffany.bailey@uwacin.org">tiffany.bailey@uwacin.org</a>	2/20/2017	Dis, LI
20*	Safe Haven for Veterans	David Wilson	<a href="mailto:DaWilson@voain.org">DaWilson@voain.org</a>	2/20/2017	LI
21*	Liberty Landing for Veterans	David Wilson	<a href="mailto:DaWilson@voain.org">DaWilson@voain.org</a>	2/20/2017	LI
22	Lutheran Social Services of IN	Gillian Frazier	<a href="mailto:gfrazier@lssin.org">gfrazier@lssin.org</a>	2/20/2017	Eld, Dis, LI
23	Friends of the Poor	Jim Goetsch	<a href="mailto:fotw@igc.org">fotw@igc.org</a>	2/20/2017	LI
24	Autism Society of IN	Kelly Pence	<a href="mailto:kelly@inautism.org">kelly@inautism.org</a>	2/21/2017	Dis
25	St. Vincent Depaul Care Van	Darrell Dodane	<a href="mailto:dod2740@aol.com">dod2740@aol.com</a>	2/21/2017	Eld, Dis
26	St. John Lutheran Church FW	Tony Shelton	<a href="mailto:tonyshelton@live.com">tonyshelton@live.com</a>	2/23/2017	Eld, LI
27	Pathfinder Services	Jen Surles	<a href="mailto:jtilley@pathfinderservices.org">jtilley@pathfinderservices.org</a>	2/24/2017	Dis
28	AARP	Linda Dunno	<a href="mailto:lsdunno1@frontier.com">lsdunno1@frontier.com</a>	2/24/2017	Eld
29	Brightpoint	Pamela Brookshire	<a href="mailto:pambrookshire@mybrightpoint.org">pambrookshire@mybrightpoint.org</a>	3/13/2017	LI

**57 Area Agencies / Groups received the survey - see reverse side for full list**

**29 Area Agencies / Groups responded to the survey**

**50% Response Rate**

**34 Total Surveys were completed**

\* Adult Life Training completed 4 surveys (3 clients), Fifth Freedom completed 2 surveys, Turnstone completed 2 surveys - 1 for athletes and 1 for clients, and 1 combined survey was completed for Safe Haven and Liberty Landing

\*\*For Targeted Populations: Eld = Elderly, Dis = Disabled, and LI = Low Income

## Contacted Agencies for 2017 Coordinated Plan Update

	Agency / Entity	Contact	Email	Response
1	AARP AARP	Curt Sylvester Linda Dunno	<a href="mailto:impossibledream@comcast.net">impossibledream@comcast.net</a>	Y
2	ADULT LIFE TRAINING	JD Nash	<a href="mailto:jdash@alt-fw.org">jdash@alt-fw.org</a>	Y
3	Aging and In Home	Maureen Widner	<a href="mailto:mwidner@aginghs.org">mwidner@aginghs.org</a>	Y
4	Allen County Juvenile Center	Wendy Kyler	<a href="mailto:wendy.kyler@acjc.us">wendy.kyler@acjc.us</a>	Y
5	Allen County Veterans Services	Cameron Lochner, Guy Willis	<a href="mailto:Cameron.lochner@allencounty.us">Cameron.lochner@allencounty.us</a>	N
6	AWS Foundation	Lynne Gilmore	<a href="mailto:lgilmore@awsfoundation.org">lgilmore@awsfoundation.org</a>	FWD
7	Benchmark	Tom Titus	<a href="mailto:titus@benchmarkhs.com">titus@benchmarkhs.com</a>	Y
8	Blue Jacket	Kevin Pothast	<a href="mailto:kpothast@bluejacket.org">kpothast@bluejacket.org</a>	Y
9	Brightpoint CANI	Pamela Brookshire	<a href="mailto:pambrookshire@mybrightpoint.org">pambrookshire@mybrightpoint.org</a>	Y
10	Broadway Christian Church	Alyn Biddle	<a href="mailto:ambiddle@gobroadway.org">ambiddle@gobroadway.org</a>	N
11	Byron Health Center	John Drebenstedt	<a href="mailto:JDrebenstedt@byronhealth.org">JDrebenstedt@byronhealth.org</a>	Y
12	CATHOLIC CHARITIES OF FORT WAYNE-	Elizabeth Flaherty, Bobbie Golani	<a href="mailto:eflaherty@ccfwsb.org">eflaherty@ccfwsb.org</a>	N
13	CHARIS HOUSE (RESCUE MISSION)	Michelle Clayton, Case Manager	<a href="mailto:Michelle@therescuemission.net">Michelle@therescuemission.net</a>	N
14	Community Transportation Network - CTN	Becky Weimerskirch	<a href="mailto:becky@ridectn.org">becky@ridectn.org</a>	Y
15	Dick Lugar Safe Haven	David Wilson, Sharon Ray	<a href="mailto:DaWilson@voain.org">DaWilson@voain.org</a> , <a href="mailto:SRay@voain.org">SRay@voain.org</a>	Y
16	Easterseals ARC	Misty Woltman	<a href="mailto:mwoltman@esarc.org">mwoltman@esarc.org</a>	Y
17	Fifth Freedom	Doug Schmidt	<a href="mailto:doug@fifthfreedom.org">doug@fifthfreedom.org</a>	Y
18	First Wayne Street United Methodist Church	Connie Boren	<a href="mailto:cboren@fwsumc.org">cboren@fwsumc.org</a>	N
19	Fort Wayne Apartment Association	Beth Wyatt	<a href="mailto:bwyatt@aafw.org">bwyatt@aafw.org</a>	N
20	Fort Wayne Housing Authority	George Guy	<a href="mailto:gguy@fwha.org">gguy@fwha.org</a>	N
21	FORT WAYNE URBAN LEAGUE	Paula McGee, Director of Economic	<a href="mailto:pmcgee@fwurbanleague.org">pmcgee@fwurbanleague.org</a>	N
22	Friends of the Poor	Jim Goetsch	<a href="mailto:fotw@igc.org">fotw@igc.org</a>	Y
23	GENESIS HOUSE	Elise Klingaman   Client Services	<a href="mailto:elise@genesisoutreach.org">elise@genesisoutreach.org</a>	N
24	Goodwill Industries	Randy Wolf	<a href="mailto:randyw@fwgoodwill.org">randyw@fwgoodwill.org</a>	Y
25	GRACE HAVEN, JUST NEIGHBORS IHN	Lynda	<a href="mailto:Lynda@ihnfw.org">Lynda@ihnfw.org</a>	N
26	HOMELESS VETERAN REINTEGRATION	Terrell Brown - Program	<a href="mailto:tbrown@voain.org">tbrown@voain.org</a>	N
27	HOPE HOUSE (YWCA)	Mary Etheart	<a href="mailto:Metheart@ywcaerew.org">Metheart@ywcaerew.org</a>	N
28	Indiana Works Council Region 3	Lance Halsey	<a href="mailto:lhalsey@dwd.IN.gov">lhalsey@dwd.IN.gov</a>	N
29	Liberty Landing	David Wilson, Sharon Ray	<a href="mailto:DaWilson@voain.org">DaWilson@voain.org</a> , <a href="mailto:SRay@voain.org">SRay@voain.org</a>	Y
30	LIFE HOUSE (RESCUE MISSION)	Sharon Gerig	<a href="mailto:sharon@therescuemission.net">sharon@therescuemission.net</a>	N
31	LUTHERAN SOCIAL SERVICES OF INDIANA	Gillian Frazier, Kristi Stanley	<a href="mailto:gfrazier@lssin.org">gfrazier@lssin.org</a> , <a href="mailto:kstanley@lssin.org">kstanley@lssin.org</a>	Y
32	Mental Health America	Lisa Smith	<a href="mailto:lsmith@mhaac.com">lsmith@mhaac.com</a>	Y
33	Multicultural Council of Fort Wayne	Nancy Flennery	<a href="mailto:mccfortwayne@yahoo.com">mccfortwayne@yahoo.com</a>	N
34	Neighborhood Health Clinics	Cindy Geisman	<a href="mailto:CGeisman@NHCI.org">CGeisman@NHCI.org</a>	N
35	NIMAN	Eric Flores	<a href="mailto:eflores@unionhomemortgage.com">eflores@unionhomemortgage.com</a>	FWD
36	Military Families Research Institute	Camille Cooke	<a href="mailto:cmcooke1963@yahoo.com">cmcooke1963@yahoo.com</a>	FWD
37	Park Center	Paul Wilson	<a href="mailto:pwilson@parkcenter.org">pwilson@parkcenter.org</a>	N
38	Pathfinders Services	Jen Tilley	<a href="mailto:jtilley@pathfinderservices.org">jtilley@pathfinderservices.org</a>	Y
39	Shepherd's House	Barb Cox, Manager	<a href="mailto:barbara@shepherds-house.org">barbara@shepherds-house.org</a>	N
40	Society of St Vincent De Paul	Donna Brooke	<a href="mailto:dinobrooke@gmail.com">dinobrooke@gmail.com</a>	Y
41	St John Evangelical Lutheran Church	Rev Paul Offhaus	<a href="mailto:pastorpaul@stjohnluth.com">pastorpaul@stjohnluth.com</a>	Y
42	St. Mary's Catholic Church	Julie Crouch	<a href="mailto:stmarysfw@stmarysfw.org">stmarysfw@stmarysfw.org</a>	N
43	The Carriage House	Alexander Wilson	<a href="mailto:awilson@fortwayneclubhouse.org">awilson@fortwayneclubhouse.org</a>	N
44	The League for the Blind and Disabled	Christine Lussier	<a href="mailto:christinel@the-league.org">christinel@the-league.org</a>	N
45	The Literacy Alliance	Brian Schlichtenmyer	<a href="mailto:brian@fwliteracyalliance.org">brian@fwliteracyalliance.org</a>	Y
46	THE RESCUE MISSION	Cathi Counterman	<a href="mailto:cathi@therescuemission.net">cathi@therescuemission.net</a>	Y
47	The Salvation Army-ARC	Darlene Michel	<a href="mailto:Darlene_michel@usc.salvationarmy.org">Darlene_michel@usc.salvationarmy.org</a>	N
48	THE VICTORY HOUSE	Pastor PattiJae Jimerson	<a href="mailto:victoryhouseftw@gmail.com">victoryhouseftw@gmail.com</a>	Y
49	Turnstone	Kathy Baer	<a href="mailto:Kathy@turnstone.org">Kathy@turnstone.org</a>	Y
50	United Way	Tiffany Bailey	<a href="mailto:tiffany.bailey@uwacin.org">tiffany.bailey@uwacin.org</a>	Y
51	VINCENT HOUSE	Denise Andorfer	<a href="mailto:dandorfer@vincentvillage.org">dandorfer@vincentvillage.org</a>	Y
52	Volunteers of America	Sharon Ray	<a href="mailto:sray@voain.org">sray@voain.org</a>	N
53	WORKONE / IN WORKFORCE DEVELOPMENT	Rick Farrant	<a href="mailto:rfarrant@neinworks.org">rfarrant@neinworks.org</a>	N
54	YWCA Northeast Indiana	Erin Johnson	<a href="mailto:ejohnson@ywcaerew.org">ejohnson@ywcaerew.org</a>	N
<b>Added to list or sent response without solicitation</b>				
55	Autism Society of Indiana	Tommy Geist, Kelly Pence	<a href="mailto:tommy@inautism.org">tommy@inautism.org</a>	Y
56	Disabled American Veterans Chapter 40	Gerard Willis	<a href="mailto:gerard.willis@gmail.com">gerard.willis@gmail.com</a>	Y
57	Purdue Extension	Miller, Nathan W	<a href="mailto:mill2019@purdue.edu">mill2019@purdue.edu</a>	Y

## **Appendix C: Public Involvement Documentation**

**Public Information Sessions Email Letter and Mailing List**

**Public Information Sessions Press Release**

**Public Information Sessions Social Media Posts**

**Attendees and Comments:**

- **Public Information Sessions**

**From:** Matt Vondran  
**To:** Bill Hartman; Dawn Ritchie; Shan Gunawardena; Guy Willis; Bob Kennedy  
**Bcc:** "DAVEBURIAN@COMCAST.NET"; "Becky Weimerskirch"; Kathy Baer (kathyb@turnstone.org); Christian Beebe; Betsy Kachmar; "Kevin Whaley"; Sherese Fortriede; "jilmoorer2001@gmail.com"; MaureenWidner (mwidner@agingihs.org); "dwoods@agingihs.org"; lgilmore@awsfoundation.org; "dschaab@newhavenin.org"; Dorothy Hagan; pat@excursionstrailways.com; jtilley@pathfinderservices.org; "John Drebenstedt" (JDrebenstedt@byronhealth.org); "mwoltman@esarc.org" (mwoltman@esarc.org); JCASTEEL@indot.IN.gov; Jones, Brian; "SHERI@fifthfreedom.org"; "Fortwayne@Innaacp.Org" (fortwayne@innaacp.org); "traxmor@yahoo.com"; "Fort Wayne Urban League"; Pam Holoher; "the-league@the-league.org"; leocedarville@gmail.com; "xavierswordFish789@gmail.com"; "Randy L. Wolf" (randyw@fwgoodwill.org); Paul Spoelhof; "pambrookshire@mybrightpoint.org"; "fotw@igc.org"; "awilson@fortwayneclubhouse.org"; "ambiddle@gobroadway.org"; "barbara@shepherdshouse.org"; "bwyatt@aafw.org"; "info@fifthfreedom.org"; "bgolani@ccfwsb.org"; "brian@fwliteracyalliance.org"; "Cameron.Lochner@allencounty.us"; "cmcooke1963@yahoo.com"; "cathi@therescuemission.net"; "christinel@the-league.org"; "CGeisman@NHCI.org"; "cboren@fwsu.org"; "impossibledream@comcast.net"; "Darlene\_michel@usc.salvationarmy.org"; "dod2740@aol.com"; "DaWilson@voain.org"; "dandorfer@vincenvillage.org"; "dinobrooke@gmail.com"; "doug@fifthfreedom.org"; "elise@genesisoutreach.org"; "eflaherty@ccfwsb.org"; "eflores@unionhomemortgage.com"; "ejohnson@ywcaerew.org"; "gguy@fwha.org"; "gerard.willis@gmail.com"; "gfrazier@lssin.org"; "guy.willis@allencounty.us"; Jamie Mann; "jdnash@alt-fw.org"; "stmarysfw@stmarysfw.org"; "kelly@inautism.org"; "kpothast@bluejacket.org"; "kstanley@lssin.org"; "lhalsey@dwd.IN.gov"; "lsdunno1@frontier.com"; "lsmith@mhaac.com"; "Lynda@ihnfw.org"; "Metheart@ywcaerew.org"; "Michelle@therescuemission.net"; "mccfortwayne@yahoo.com"; "mill2019@purdue.edu"; "victoryhouseftw@gmail.com"; "pwilson@parkcenter.org"; "pmcgee@fwurbanleague.org"; "pastorpaul@stjohnluth.com"; "rfarrant@neinworks.org"; "sharon@therescuemission.net"; "SRay@voain.org"; "tbrown@voain.org"; "tiffany.bailey@uwacin.org"; "ttitus@benchmarkhs.com"; "tommy@inautism.org"; "tonyshelton@live.com"; Wendy Kyler; "don gerardot" (dgerardot@frontier.com); j.kelsey@cityofwoodburn.org; Huntertown Clerk (clerk.treasurer.huntertown@gmail.com); "mike.aker@huntertown.org"; "leocedarville@gmail.com"; "cbarhydtct@aol.com"; wilmerdelagrango@yahoo.com; "kentcastleman@gmail.com"; "Bob Kennedy"; "Dan Avery"; "David Holtz"; "Dawn Ritchie"; "Deb-anne Smith"; "Doug Burgess (DBurgess@indot.IN.gov); Eric Tippmann; "Frank Suarez"; "Jason Kaiser "; "Jay Mitchell"; "Joyce Newland"; "Judi Wire"; "Kenneth Housden"; "Mary Enright"; Michelle L. Fulk; Nelson Peters; Patrick W. Zaharako; "Paul Lagemann"; "Renee Fishing"; "Scott Hinderman"; "Shan Gunawardena"; "Terry McDonald"; "William Hartman"; "companiontransportation@comcast.net"; "accessunitedtrans@gmail.com"; "bensofred30@yahoo.com"; "bhqtransportation@gmail.com"; Matt Vondran  
**Subject:** Coordinated Public Transit - Human Services Transportation Plan for Allen County -- Notice of Public Information Sessions and Public Review of Draft Plan  
**Date:** Monday, July 31, 2017 8:48:00 AM  
**Attachments:** [Public Info Session Flier.pdf](#)

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July 31, 2017

The Northeastern Indiana Regional Coordinating Council (NIRCC) has scheduled two (2) public information sessions to allow all citizens of Allen County an opportunity to learn about and comment on the recently updated Coordinated Public Transit – Human Services Transportation Plan for Allen County. The sessions will include a presentation on the development and the contents of the proposed plan, as well as time for questions and comments. The draft plan is currently available at [www.nircc.com](http://www.nircc.com) for public review.

NIRCC through its Transit Planning Committee developed the Coordinated Public Transit – Human Services Transportation Plan for Allen County in 2007 and completed an update in 2012 as a result of Federal Transit Administration (FTA) requirements. FTA requires local areas to develop and maintain a coordinated public transit-human services transportation plan for all FTA human service transportation programs that provide funding for transportation services. The FTA program primarily addressed by this plan is the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. This program is currently utilized by providers within Allen County. An update of the Coordinated Public Transit – Human Services Transportation Plan for Allen County was completed in 2017.

The plan identifies the available transportation services, the transportation needs of the targeted populations (individuals with disabilities, older adults, and persons with limited incomes), and the gaps in transportation services. It also develops and prioritizes strategies to address the gaps. Projects selected for funding under these programs must be supported by the plan and the plan

must be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.”

Two (2) sessions are scheduled on **Wednesday, August 9<sup>th</sup>** at Citizens Square located at 200 East Berry Street in the **Omni Room (Garden Level, Room 045)**. The **first session will begin at 3:00 PM** and will conclude at approximately 4:00 PM. The **second session will begin at 6:00 PM** and will conclude at approximately 7:00 PM. *We request that you post the enclosed flyer at your agency or facility to inform your clients or community members of the sessions.*

Your participation and attendance at one of these sessions will enable the provision of the most accurate and complete assessment of the transportation needs and transportation gaps within Allen County. We look forward to informing you about the plan and receiving your input on August 9<sup>th</sup>.

For additional information on these sessions or the plan, please contact Matt Vondran by phone at (260) 449-7903 or by e-mail at [Matt.Vondran@co.allen.in.us](mailto:Matt.Vondran@co.allen.in.us).

The Coordinated Public Transit-Human Services Transportation Plan for Allen County is available for review at the NIRCC office, 200 East Berry Street, Suite 230, Fort Wayne, IN 46802 or at [www.nircc.com](http://www.nircc.com). NIRCC will accept comments July 31, 2017 through August 18, 2017 by mail or email to the addresses listed above.

With advance notice, NIRCC can make accommodations for persons with disabilities and persons requiring auxiliary aids for the hearing and visually impaired. In addition, accommodations for Limited English Proficiency (LEP) persons such as language translation services/interpreters can be made with advance notice. Please contact Matt Vondran at (260) 449-7903 by Friday, August 4, 2017 should accommodations be needed.

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# **COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**

## **PUBLIC INFORMATION SESSIONS**

### **WHEN:**

**WEDNESDAY, AUGUST 9, 2017**

**1<sup>ST</sup> SESSION AT 3:00 p.m.      2<sup>ND</sup> SESSION AT 6:00 p.m.**

### **WHERE:**

**CITIZENS SQUARE, OMNI ROOM  
(GARDEN LEVEL, ROOM 045)**

**200 EAST BERRY STREET, FORT WAYNE, IN 46802**

The Northeastern Indiana Regional Coordinating Council (NIRCC) has scheduled two (2) public information sessions to allow all citizens of Allen County an opportunity to learn about and comment on the recently updated Coordinated Public Transit – Human Services Transportation Plan for Allen County. The sessions will include a presentation on the development and the contents of the proposed plan, as well as time for questions and comments.

This plan identifies the available transportation services, the transportation needs of individuals with disabilities, older adults, and persons with limited incomes, as well as the gaps in transportation services. It also develops and prioritizes strategies to address the gaps through Federal Transit Administration human service transportation programs that provide funding for transportation services, primarily the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

Input from the community will enable the provision of the most accurate and complete assessment of the transportation needs and transportation gaps within Allen County. If you or a representative from your agency or organization is unable to attend one of the sessions, the Northeastern Indiana Regional Coordinating Council would like to hear any comments or concerns you may have. We may be reached by phone at (260) 449-7903 or by email at [matt.vondran@co.allen.in.us](mailto:matt.vondran@co.allen.in.us).

The Coordinated Public Transit-Human Services Transportation Plan for Allen County is available for review at the NIRCC office, 200 East Berry Street, Suite 230, Fort Wayne, IN 46802 or at [www.nircc.com](http://www.nircc.com).

**From:** Matt Vondran  
**Bcc:** "[Aboite Independent](#)"; "[Adams Radio Group](#)"; "[Angie Nash](#)"; "[Barbara Felicichia](#)"; "[Bob Caylor](#)"; "[Corinne Rose](#)"; "[Dan Kennedy](#)"; "[Dave Gong](#)"; "[Dean Jackson](#)"; "[East Allen Courier](#)"; "[Frost](#)"; "[Jeannette Rinard](#)"; "[Jeff Neumever](#)"; "[Jim Chapman](#)"; "[Joey Martin](#)"; "[Journal Gazette](#)"; "[Keith Hitchens](#)"; "[Kevin Kilbane](#)"; "[Kevin Leininger](#)"; "[Larry Bower](#)"; "[Leo Morris](#)"; "[Lucretia Cardenas](#)"; "[Maureen Mespell](#)"; "[Monroeville News](#)"; "[New Haven Bulletin](#)"; "[News Sentinel](#)"; "[newsroom](#)"; "[Rebecca Green](#)"; "[Ryan Schwab \(rschwab@kpcmedia.com\)](#)"; "[S Slater](#)"; "[Sean Bueter](#)"; "[Stephen Parker](#)"; "[Times Community Publications](#)"; "[Virginia Alvino](#)"; "[WANE](#)"; "[WANE TV](#)"; "[WBCL Radio](#)"; "[WLDE radio](#)"; "[WOWO Radio](#)"; Matt Vondran  
**Subject:** Coordinated Public Transit - Human Services Transportation Plan for Allen County -- Notice of Public Information Sessions and Public Review of Draft Plan  
**Date:** Monday, July 31, 2017 8:48:00 AM

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## PRESS RELEASE

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**From:** [Matt Vondran](#)  
**To:** [Matt Vondran](#)  
**Subject:** Coordinated Plan Facebook Posts 8/8/17  
**Date:** Wednesday, August 9, 2017 9:45:24 AM

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**Citilink**  
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The Northeastern Indiana Regional Coordinating Council (NIRCC) has invited the public to learn about the recently updated Coordinated Public Transit-Human Services Transportation Plan for Allen County.

Two Public Information Sessions will be held on August 9 at Citizens Square at 3:00 pm and 6:00 pm. <http://bit.ly/2vBELfD>  
(Photo and info by City of Fort Wayne Government)

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The Northeastern Indiana Regional Coordinating Council (NIRCC) has invited the public to learn about the recently updated Coordinated Public Transit-Human Services Transportation Plan for Allen County. Two Public Information Sessions will be held on August 9 at Citizens Square at 3:00 pm and 6:00 pm. <http://bit.ly/2v6ELfD>



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**2017 CALENDAR**

Month	Day	Event
January	1	Public Information Session
January	2	Public Information Session
January	3	Public Information Session
January	4	Public Information Session
January	5	Public Information Session
January	6	Public Information Session
January	7	Public Information Session
January	8	Public Information Session
January	9	Public Information Session
January	10	Public Information Session
January	11	Public Information Session
January	12	Public Information Session
January	13	Public Information Session
January	14	Public Information Session
January	15	Public Information Session
January	16	Public Information Session
January	17	Public Information Session
January	18	Public Information Session
January	19	Public Information Session
January	20	Public Information Session
January	21	Public Information Session
January	22	Public Information Session
January	23	Public Information Session
January	24	Public Information Session
January	25	Public Information Session
January	26	Public Information Session
January	27	Public Information Session
January	28	Public Information Session
January	29	Public Information Session
January	30	Public Information Session
January	31	Public Information Session

**Northeastern Indiana Regional Coordinating Council**

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# COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN PUBLIC INFORMATION SESSIONS –August 9<sup>th</sup>, 2017

## Session # 1: 3:00 p.m.

### Attendees

Misty Woltman, EasterSeals Arc  
Betsy Kachmer, Citilink  
Cindy Frost, HearCare Connection  
Tiffani Arnold, United Way of Allen County  
Ruthie Hall, United Way of Allen County  
Tiffany Bailey, United Way of Allen County  
Randy Wolf, Goodwill Industries  
Nathan Miller, Purdue Extension  
Laura Lindsay, The League  
Christine Lussier, The League  
Tim Allison, Resident  
Linda Dunno, AARP  
Sharon Tyler, The League  
Samantha Dye, ASI  
Fred Lanahan, Citilink Board  
Sherese Fortriede, City of Fort Wayne and Citilink Board

### Comments

- What is UTAB?
  - UTAB stands for the Urban Transportation Advisory Board. UTAB is the Northeastern Indiana Regional Coordinating Council's (NIRCC) urban policy board for the Fort Wayne – New Haven – Allen County urbanized area, reviewing and approving NIRCC transportation projects, funding and plans within the urbanized area, including transit related projects. The membership of UTAB is composed of individuals from local government who are in positions of responsibility and able to make policy decisions.
- Have you looked at what other areas are doing to increase transit and where they are getting their funding?
  - Yes, Citilink and the Transit Planning Committee (TPC) gather and discuss information concerning what other areas are doing and will continue to look for ways to increase funding and service. NIRCC's upcoming Long Range Transportation Plan update and Citilink's Transit Development Plan (TDP) update will explore this further. Citilink and Fort Wayne City staff continue to look and lobby for additional transit funding at local, state, and federal levels. Public support and advocacy for increased transit service and funding is encouraged.
- Are there studies that show the need for after-hours employment transportation to employers outside of the service area like Sweetwater?
  - Outside of this plan, the Coordinated Public Transit Human Services Transportation Plan (CPTHSTP), there are no other existing studies documenting this need. The TPC has been discussing this issue in addition to regional connectivity over the past year to try and identify options to get individuals to areas outside of the current service areas also to connect with other areas and opportunities in the region. This is something that will be looked at in the upcoming updates of the Long Range Transportation Plan update and Citilink's TDP.

- Have you considered partnerships with companies and employers to get employees to their facilities to meet their goals, like Walgreens did in South Carolina?
  - We have discussed this particular example in TPC as something to consider, nothing has been pursued to date. However, Citilink and the City of New Haven are currently discussing ways to establish a route to get employees to and from developing distribution centers in the City of New Haven. In addition, Citilink has established partnerships similar to this with their campusLink, Cougar Express, and MedLink routes. These routes are operated through partnerships between Ivy Tech, St. Francis University, and Parkview Health. These entities provide funding for additional transit service that connects to the overall transit system, but focuses on transporting their students, employees, and patients to, from, and between their facilities.
- Are there any models around the country where 3<sup>rd</sup> party providers are utilized to provide public transit?
  - Yes there are, we continue to gather information on these types of partnerships. However, the critical factor for improved transit service is still funding and a sustainable demand for the service.
- The Bay Transit Authority in Boston has a partnership with Uber for paratransit services, have you thought about doing this?
  - To date there have been no discussions with Uber, however the TPC continues to explore options to use taxis and other transportation providers.
- Do you know the average cost per ride?
  - We do know the typical actual costs per trip for the area public and nonprofit paratransit providers (not the amount charged, these services are highly subsidized), however we do not know the trip costs for private providers and the Uber and Lyft type services. Ms. Kachmar with Citilink, stated that an ACCESS trip is around \$27 per passenger trip, which is highly subsidized (90%) given that the base ACCESS fare is only \$2.50. In addition, based upon recent ridership, Fixed Route service costs just below \$7 per passenger trip, which again is highly subsidized (82%) given that the base fare is \$1.25 per trip.
- Do we know the cost to fulfill all the gaps in the plan, or even one of the priorities?
  - Due to the multiple variables associated with addressing these gaps, a total cost to fulfill all of the gaps identified has not been calculated. However, upon request and with the appropriate information (location, time of service, frequency of service, number of riders, etc.), both Citilink and CTN can calculate costs for specific services such as a new route, an extended route, and additional hours/increased frequency. Additional service is not as simple as accounting for just a vehicle and a driver, the support and infrastructure needed to operate and maintain the vehicle as well as administer the service must be factored into the cost calculations.
- Does this plan look at active transportation?
  - The CPTHSTP does not specifically address active transportation other than Transit. The CPTHSTP is integrated into the NIRCC planning process and the Long Range Transportation Plan that includes all active modes of transportation.
- How can communities plug into this plan so that you are not in a vacuum?
  - NIRCC staff presents the CPTHSTP to UTAB, which includes representatives from Fort Wayne, New Haven, and Allen County. The plan will be available at [www.nircc.com](http://www.nircc.com) and NIRCC staff will promote the plan to interested communities, agencies and groups.
- The plan does not cover the public image of public transit.
  - The primary intent of the CPTHSTP is to identify gaps and develop strategies to address those gaps and improve transportation service and coordination. While marketing has a role with improving public transit, specifically the public image, it was not identified as a service gap affecting the provision of transportation services to the elderly and/or disabled populations. Other planning documents, such as the Bus Fort Wayne Plan and the TDP, address the marketing and the public image of public transit.
- Where does increased transit fit in with the push for increased development, this plan does not cover this?
  - The primary intent of the CPTHSTP is to identify gaps and develop strategies to address those gaps and improve transportation service and coordination. The Long Range Transportation Plan discusses growth in the urban area and how transit service should be expanded. Citilink's TDP will also address anticipated growth and development and identify transit strategies to improve and expand service to meet the anticipated growth and development.

## **Session # 2: 6:00 pm.**

### **Attendees**

John Guingrich, The League

Mo Palmer, Resident

Kent Castleman, New Allen Alliance

### **Comments**

- There is a map showing seniors with a disability but no map showing working age individuals with a disability, this may be a useful map to include in the future. Suggested coordination with Vocational Rehab to map individuals working and looking for employment.
  - The disability related maps within the CPTHSTP utilized data from the 2010 Census and the American Community Survey 5-Year Estimates. These sources did not include data for working age individuals with a disability. NIRCC staff and the TPC will coordinate with Vocational Rehab to gather information regarding disabled individuals seeking employment to develop a map with this information.
- The St. Joe Community Health Foundation has an overlay map identifying locations of “food deserts” throughout Allen County, this may be a useful map to include in the future.
  - NIRCC has worked with several groups working to address the “food deserts” within the region. Many of the maps utilized locally have been produced by NIRCC. In the future, the TPC will consider adding the “food desert” maps to the CPTHSTP. .
- Fixed Route and ACCESS schedules make it difficult to make it to work on time without advanced planning or long wait times.
  - Fixed Route and ACCESS service both present challenges for work, school, and other trips with specific schedules. However, the Fixed Route schedules are known and the service is generally on time; which with advanced planning allows riders to arrive on time and schedule their personal appointments accordingly. Additional funding would provide for shorter headways and more frequent service. This issue has been identified as a service gap in the CPTHSTP, along with no early morning or late night service.
- When the providers go out of business, where do the vehicles go?
  - This depends on if the vehicles were purchased utilizing public or private funding and the overall condition of the vehicles. Vehicles purchased with public funds and still within their “useful life” (under 100,000 miles and less than 5 years old) are usually returned to the funding agency and redistributed to other providers. Vehicles purchased with private funding and still within their “useful life “are disposed of by the owners.

## **Appendix D: Evaluation Criteria**

**5310 Capital Evaluation Criteria**

**5310 Operational and JARC Related Evaluation Criteria**

## Section 5310 Capital Evaluation Criteria

1. The project proposal must meet the basic goal of the Section 5310 program and address at least one (1) of the Section 5310 strategies identified Coordinated Plan.. Briefly stated, the program goal is "to provide assistance in meeting the special transportation needs of **elderly persons and persons with disabilities.**" Does the project proposal meet the basic goal of Section 5310 and address at least one (1) Section 5310 Capital Funding strategy?  
\_\_ YES \_\_ NO

2. The applicant must provide assurances that they can finance: the local matching funds; the operating costs; and the vehicle maintenance costs of the proposed program. Does the applicant show the financial capability necessary to acquire and operate the requested vehicle?  
\_\_ YES \_\_ NO

A negative response to either question number 1 or 2 will eliminate the proposal from the evaluation process.

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### Coordination

3. Proven working relationship with public and private transit and paratransit providers.  
1 point for each TAC meeting attended-assessed from previous 5310 grant application deadline  
**4 points**
4. Service coordination (using trips)  
How many trips has your agency provided for other agencies in the past 24 months? Please include list of agencies and the number of trips provided for each (if available).

Under 1000 = 0 points  
1000 - 1999 = 1 point  
2000 - 2999 = 2 point  
3000 - 3999 = 3 points  
4000 - 4999 = 4 points  
5000 - 5999 = 5 points  
6000 - 6999 = 6 point  
7000 - 7999 = 7 point  
8000 - 8999 = 8 points  
9000 - 9999 = 9 points  
10000+ = 10 points

**10 points**

### Vehicle Utilization

5. Vehicle use and ridership projections - these figures should be averages based upon the primary agency and all other participating not-for-profit agencies.  
A) Average number of vehicle service hours per week (7 days)

0 - 15 = 1 point  
16 - 30 = 3 points  
31 - 45 = 6 points  
46 - 60 = 9 points  
61+ = 12 points

**12 points**

B) Average passenger to capacity ratio

This ratio represents the average number of passengers per trip divided by the seating capacity (including wheel chair spaces but not including drivers seat) of the vehicle.

(Example: If the average number of passengers per trip is four in a vehicle with four wheelchair spaces and two regular passenger seats, the ratio is four passengers to six seats or a 0.67 average passenger to capacity ratio.)

- 0 - .25 = 0 point
- .26 - .50 = 3 points
- .51 - .75 = 6 points
- .76 - 1.0 = 9 points
- 9 points**

6. Replacement vehicles

A) If the replacement vehicle has over 100,000 miles and is at least 4 years old = 8 points  
**8 points**

B) If the vehicle has over 100,000 miles, is at least 4 years old, and is a Section 5310 vehicle = 2 points  
**2 points**

C) Additional points will be awarded if the replacement vehicle has:  
between 150,000 - 200,000 miles = 1 point  
over 200,000 miles = 2 points  
**2 points**

D) Additional points will be awarded if the replacement vehicle is:  
between 5 and 10 years old = 1 point  
older than 10 years = 2 points  
**2 points**

**Total Possible Points to be Scored = 49**

**Total Possible Points Scored = \_\_\_\_\_**



## **5310 Operational & JARC Related Projects Evaluation Criteria**

### **100 Possible Points**

*To receive the maximum possible points, Applicants must provide answers and documentation that is clear, complete and concise. Unclear and incomplete answers and documentation will result in lower scores*

#### **Applicant Experience, Project Description, Goals, and Objectives 40 Possible Points**

The applicant should clearly describe their experience as a transportation provider. The applicant should clearly describe the project, identify and define goals and objectives of project, define the geographic area covered by the project, and explain how the project directly addresses unmet transportation needs or gaps in service to meet the strategies identified in the Coordinated Public Transit - Human Services Transportation Plan for Allen County (Coordinated Plan). The applicant should indicate number of persons expected to be served from targeted populations (consistent with objectives of 5310 and JARC programs), and the number of trips (or other units of service) expected to be provided. The project should also be consistent with the objectives of the 5310 and JARC grant programs.

#### **Implementation and Operations Plan 20 Possible Points**

Projects seeking funds to support program operations must provide a well-defined operations plan. Capital projects must clearly and completely describe implementation steps, milestones, and the timeline for carrying out the project. The applicant must demonstrate institutional capability to carry out the service delivery aspect of the project.

#### **Project Budget 15 Possible Points**

Projects submitted must include a clearly defined budget, including anticipated project expenditures and revenues, documentation of matching funds, and documentation of other resources expected to be leveraged (including resources from other federal and state programs).

#### **Program Effectiveness and Performance 10 Possible Points**

Projects should be described in terms of appropriateness of service delivery related to the need the project proposes to address. Projects should demonstrate cost-effectiveness in terms of the approach. Project applications should identify clear, measurable performance measures to track effectiveness and present a plan for ongoing monitoring and evaluation of the service and the magnitude of its impacts on populations targeted by the 5310 and JARC programs. This plan should include, at a minimum, quarterly reporting of performance measures to Citilink.

#### **Coordination and Program Outreach 15 Possible Points**

Proposed projects should indicate ability to coordinate with other community transportation and human services programs and describe a plan for communicating information about the project to potential users, social service providers, other transportation programs, etc.

<b>Evaluation Criteria Scoring</b>	<b>Max Points</b>
<b>Applicant Experience, Project Description, Goals, &amp; Objectives</b>	<b>40</b>
Applicants Experience	5
Addressed unmet transportation needs or gaps in service to meet strategies identified in Coordinated Plan	20
Level of access (geographic, time, access)	5
Number of persons within each targeted group expected to be served	5
Number of trips or units of service to be delivered	5
<b>Implementation and Operations Plan</b>	<b>20</b>
Well defined operations plan or implementation plan	5
Demonstrated operational/technical capability	5
Reasonableness of project timeline	5
Plan for continuing project over the next five years	5
<b>Project Budget</b>	<b>15</b>
Project Cost Effectiveness (cost related to number of people served/trips provided)	5
Evidence of financial capability	5
Leveraging of resources from other federal and state programs	5
<b>Program Effectiveness and Performance</b>	<b>10</b>
Appropriate match of service delivery to need	5
Plan for measuring effectiveness and performance, including steps to take if original goals not achieved	5
<b>Coordination and Program Outreach</b>	<b>15</b>
Projects ability to coordinate with other community transportation and human service programs	5
Outreach and project education plan	10
<b>TOTAL POSSIBLE POINTS</b>	<b>100</b>