Coordinated Public Transit - Human Services Transportation Plan for Allen County

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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. This reliance is evident with the provision of approximately 2,120,000 one-way trips in 2011 by the transportation providers that operate within Allen County. This number has been increasing steadily over the years and is anticipated to continue. 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 - 2012. 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. The update was prepared in accordance to the new transportation bill passed in July of 2012 entitled Moving Ahead for Progress in the 21st Century (MAP -21). The new bill has affected the Section 5310, Section 5316 and Section 5317 programs. The Section 5310 program is now known as “Enhanced Mobility of Seniors and Individuals with Disabilities” and essentially merges the Section 5317 program into the Section 5310 program. The new larger Section 5310 program will now provide both capital (old 5310) and operational (old 5317) funding. The principles of each program will remain the same and 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 Section 5316 program has been terminated. However, transit agencies with JARC programs they wish to continue have the ability to utilize their formula urban Section 5307 funds to do so. These “JARC related projects” are not required to be derived from a coordinated plan at this time. This update of the coordinated plan contains and utilizes the same principles
established in the original 2007 plan, however it has been completed in a way to adapt to the changes of MAP-21 both now and as they are further developed. 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 originally included in the plan. This is due to the fact that even though Section 5316 and 5317 programs are no longer stand alone, the project types originally included in the programs are still eligible for federal funding through Sections 5307 or 5310. 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 at this time, 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 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, COUNTILINK, CTN, Allen County Council on Aging, St. Vincent De Paul “Carevan”, Byron Health Center, Gibson Mobility and Transportation, Companion Transportation, Access United Transportation, and taxi providers. 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 approximately 355,000 in 2010 according to the 2010 Census and is anticipated to continue to grow. Between 1990 and
2010, the county’s population increased at an approximate rate of 18%. This continued growth will 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, shopping, visiting family and friends, and church. 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, including COUNTILINK, 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.”
On July 6, 2012, a new two-year transportation authorization entitled Moving Ahead for Progress in the 21st Century (MAP-21) was signed into law. The new law has affected the Section 5310, Section 5316 and Section 5317 programs. The Section 5310 program is now known as “Enhanced Mobility of Seniors and Individuals with Disabilities” and essentially merges the Section 5317 program into the Section 5310 program. The new larger Section 5310 program will now provide both capital (old 5310) and operational (old 5317) funding. The principles of each program will remain the same and 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.” Under MAP-21, Citilink will be the designated recipient for 5310 funds for the urbanized area and INDOT will be the designated recipient for 5310 funds in the rural area. The Section 5316 program has been terminated. However, transit agencies with JARC programs they wish to continue have the ability to utilize their formula urban Section 5307 funds to do so. These “JARC related projects” are not required to be derived from a coordinated plan at this time. This update of the coordinated plan contains and utilizes the same principles established in the original 2007 plan, however it has been completed in a way to adapt to the changes of MAP-21 both now and as they are further developed. 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 originally included in the plan. This is due to the fact that even though Section 5316 and 5317 programs are no longer stand alone, the project types originally included in the programs are still eligible for federal funding through Sections 5307 or 5310. 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 at this time, 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 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 Coordinated Public Transit Human Services Transportation Plan for Allen County was completed and adopted in May of 2007. In 2012, NIRCC began the process of updating the plan with the assistance of the participants described above. The TPC membership, as well as other parties consulted for the original plan and this update, is included in Appendix A.

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. The priority of CTN is to provide medical trips to seniors and people with disabilities. 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 provides 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. Since the completion of the TDP, CITILINK has implemented many of the strategies and improvements identified, which has led to an increase in ridership. The TDP was updated in 2010.
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 funding cycles have been completed for the 5310 program, providing approximately $577,000 in federal capital funding to purchase accessible transit vehicles for Allen County providers. Three funding cycles have been completed for the 5316 and 5317 programs. Section 5316 JARC funding has provided approximately $767,000 in federal operating funding to CITILINK and Section 5317 New Freedom funding has provided approximately $459,000 in federal operating funding to CTN.

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 have met on a regular basis (monthly for TPC, quarterly for TAC) to discuss and coordinate transportation related issues within Allen County. This demonstrated display of coordination will only be extended and strengthened with the development and utilization of this coordinated public transit-human services transportation plan.
The 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, employment, 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. The survey, distribution list, and results have been included in Appendix B. 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. 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. 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:** The first step identifies the providers within Allen County and the service they provide.

**Step 2:** The second step identifies the transportation related needs of individuals with disabilities, older adults, and persons with limited incomes within Allen County.

**Step 3:** The third step identifies the service gaps and redundant service.

**Step 4:** The fourth step identifies and prioritizes strategies.

**Step 5:** The final step selects the projects to be pursued.
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 355,329 individuals according to Census 2010.

Map 1
Map 2 illustrates the distribution of population in Allen County. 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 have grown at much higher rates in the past 20 years, 46% and 59% respectively, mostly attributed to annexations. This growth only increases the need for coordinated and efficient transportation services.

**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. Their services provide fixed-route bus and point-deviation service along twelve fixed routes throughout Fort Wayne and New Haven. Buses operate between 5:45 AM and 9:45 PM on weekdays and 7:45 AM and 6:30 PM on Saturdays at 30 and 60 minute frequencies (headways), dependent upon the route and time of day. Map 3 illustrates the CITILINK routes.
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 ¾ mile radius of Route 10 within city limits of the City of New Haven. This is a significant service for the area. Many public transit providers only provide this service within a ¾ 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 College and Indiana University Purdue University Fort Wayne (IPFW), 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, nearby student housing, and some nearby shopping and residential areas. The campusLink route is included in the CITILINK routes illustrated in Map 3. The service provides a direct connection to Citilink’s fixed-route bus service. The service operates during IPFW’s and Ivy Tech’s fall and spring semesters on Monday through Friday between 7:30 AM and 8:30 PM at 20 minute frequencies.
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, and campusLink is free. The current combined fleet consists of 52 buses. In 2011, fixed-route bus service (includes campusLink) traveled a total of 1,656,129 miles and provided 2,012,009 one-way trips, ACCESS service traveled a total of 294,622 miles and provided 47,632 one-way trips.

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 twelve 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. Federal Transit Administration 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, 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 directed and from which new services can be developed. These three (3) routes provide improved transit accessibility for individuals in the JRZ. In addition, prior to 2008, JARC funding enabled CITILINK to: develop and operate their Joblink service; develop a car pool program; provide bus pass subsidies for social service agency clients to get to jobs and training; subsidize route 7 expansion down to Southtown Centre; and provide half hour service on route 2 during peak hours. CITILINK was awarded Section 5316 JARC funding for 2 year projects in 2007, 2009, and 2011. Since beginning the initial 2 year project in 2008, CITILINK has been utilizing Section 5316 JARC funding. The funding has been used primarily to increase service frequency to every 30 minutes on Route 7. In addition, the funding has 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.

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.

COUNTILINK:
COUNTILINK is the rural public transportation service for Allen County. COUNTILINK is operated by the Allen County Council on Aging (ACCA). ACCA also operates Senior Transportation (see below) for adults age 60 and over. COUNTILINK is available to Allen County residents of all ages. The service provides 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. Passenger fares are $5.00 each way for those under age 60. Service is provided Monday through Friday from 8:00 a.m. to 4:30 p.m. Advanced registration and reservations are required. ACCA operates
a total fleet of eleven (11) vehicles that serve both the COUNTILINK and the Senior Transportation programs. All of the vehicles operated by ACCA are accessible to individuals with disabilities. In 2011, the COUNTILINK service traveled a total of 46,011 miles and provided 4,674 one-way trips. As with CITILINK, the level at which COUNTILINK provides service is directly contingent upon funding. COUNTILINK service is also subsidized by State and Federal transit funding, but at a much lower level. Fare revenues cover only a small portion of the overall service. **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 broker and provider for individuals with specialized transportation needs. Their mission is to provide dependable and efficient transportation so no one is left behind. CTN primarily provides medical transportation for seniors (60+) and persons with disabilities within Allen County. Approximately 25% of the trips are to dialysis centers located throughout the county. CTN’s service area is the entire county. Passenger fares vary. Medical service is provided Monday through Saturday from 7:00 a.m. to 6:00 p.m. CTN also contracts with other organizations to provide more dependable and efficient transportation for a variety of populations inclusive of, but beyond seniors and persons with disabilities. In addition to the medical service hours, subscription service is available later in the evening and on Sundays based on demand. CTN provides information and referral services as a resource for individuals and groups to find the most appropriate transportation alternative. In the spring of 2006, Turnstone Center for Disabled Adults & Children discontinued their transportation program and contracted with CTN to operate their program and lease their existing vehicles. Since 2006, CTN has assumed the operations of other area agencies in-house transportation programs. The consolidation with Turnstone and these other agencies only increase the efficiency and the amount of service provided by CTN. CTN currently has a fleet of 21 vehicles (10 - 12 passenger vans with lifts, 4 - medium transit vehicles with lifts, 5 school busses, 1 activity bus and 1 car). In 2011, CTN vehicles traveled 303,645 total miles and provided a total of 41,983 one-way trips. Of the total mileage and trips, medical trips accounted for 260,000 miles and 20,109 one-way trips. CTN routinely sees an increase every year in the miles traveled and trips provided. CTN was awarded Section 5317 New Freedom funding for 2 year projects in 2007, 2009, and 2011. Since beginning the initial 2 year project in 2008, CTN has been utilizing Section 5317 New Freedom funding to provide additional medical trips. Through 2011, New Freedom funding has allowed CTN to provide approximately 10,000 additional trips. CTN intends to provide approximately 5,000 additional trips during the 2012 -2013 funding period. In addition, CTN plans to begin utilizing a portion of CITILINK’s JARC funding in 2012 to provide late night employment related transportation to individuals residing at Hope House, Charis House, and the Fort Wayne Rescue Mission.

Allen County Council on Aging (ACCA) is a not-for-profit transit provider that serves adults age 60 and over in Allen County. ACCA operates Senior Transportation for adults age 60 and over. ACCA also operates COUNTILINK rural public transportation. Senior Transportation provides demand response transportation for medical, nutritional, social service, and well being trips. Service is provided free of charge to adults age 60 and over, however donations are encouraged. The Senior Transportation service area is the entire county. Service is provided Monday through Friday from 8:00 a.m. to 4:30 p.m. Advanced registration and reservations are
required. The top three trip types include grocery, medical, and nutrition. ACCA operates a total fleet of eleven (11) vehicles that serve both the COUNTILINK and the Senior Transportation programs. All of the vehicles operated by ACCA are accessible to individuals with disabilities. In 2011, the Senior Transportation service traveled a total of 29,869 miles and provided 7,853 one-way trips.

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 8:30 a.m. to 5:00 p.m. for donations only. They operate one (1) van that is accessible to individuals with disabilities. This van travels an average of 20,800 miles per year.

Also, many of the not-for-profit and private nursing and residential care facilities within Allen County own and operate vehicles to provide transportation to their clients. In addition, several of these facilities are located outside the service area of CITILINK and as a result cannot be accessed by residents who are capable of riding a fixed route bus. COUNTILINK service is available to these facilities, however given that the service is demand response and requires advanced reservations, it may not be optimal to their clients’ needs. Byron Health Center is a not-for-profit residential care facility in Allen County that fits into this category. They are not the typical provider because they only provide transportation services to their residents. Byron Health Center is included in the inventory of providers in this plan because it has applied for vehicles and has received vehicles through the Section 5310 Capitol Assistance Program and plans to apply for additional vehicles in the future. They are not the typical applicant to this program, however the residents of their facility meet the defined requirements of the program to make them eligible. Although they have a fleet of six (6) vehicles, only four (4) are in use. Byron Health Center provides their residents with transportation for medical, workshop, and recreational trips. In 2011, their four vehicles traveled a total of 7,500 miles, providing 4,500 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 in recent years to survive due to the economy and changes in Medicaid funding (cut) and reimbursement (slow process). 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. CTN has seen a significant increase in Medicaid reimbursable trip referrals from these providers. Currently, the three (3) primary private providers within Allen County are Gibson Mobility and Transportation, Companion Transportation, and Access United Transportation.

Gibson Mobility and Transportation provides transportation to non-emergency medical appointments Monday through Saturday from 5:00 a.m. to 6:00 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 $35.00 each way. An additional charge of $2.00 per mile is added for each mile after ten miles. All of the vehicles are accessible to individuals with disabilities. Additional fleet, mileage, and trip information was not provided.
Companion Transportation also provides transportation to non-emergency medical appointments Monday through Saturday from 5:00 a.m. to 8:00 p.m. Their service area is Indiana, however the trip must originate in Allen County. They are a Medicaid approved provider. The passenger fares are $20.00 each way, wheelchair transportation is $30.00 each way. Additional charges are added after ten miles. All of the vehicles are accessible to individuals with disabilities. Additional fleet, mileage, and trip information was not provided.

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.

**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, only one of the taxi companies currently operates an accessible vehicle.
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. 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**

Disability data from Census 2010 will not be available until 2013. As such, this plan utilized the 2008-2010 American Community Survey (ACS) 3-Year Estimates for all disability related statistics and Census 2000 data to create all disability related maps. All disability related statistics and maps will be replaced utilizing Census 2010 data as soon as it is available.

Map 4
According to the 2008-2010 ACS 3-Year Estimate, there are 35,174 individuals in Allen County age 5 or older living with a disability. This is 9.9% of the county’s total population. Map 4 illustrates the distribution of individuals age 5 and above living with disabilities (Census 2000). 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 are 3,593 individuals, or 10.2% of all individuals with disabilities, between the ages of 5 and 17. In general, due to the assumption 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. In addition, there are a significant number of individuals with disabilities categorized as “go-outside-home”. These are individuals who are unable to go outside the home alone to shop or visit a doctor’s office. This information is not included in the ACS 3-Year estimates and will not be available from Census 2010 until 2013. Per Census 2000 (not available per ACS), there were 16,963 individuals, or 34% of all individuals with disabilities with a “go-outside-home” disability. Map 5 illustrates the distribution of individuals with a “go-outside-home” disability (Census 2000).

Map 5
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 Census 2010, a total of 60,409 individuals age 60 and over are living in Allen County. This is 17% 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 6
According to the 2008-2010 ACS 3-Year Estimate, 12,365 or 3.5% 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 7 illustrates the distribution of individuals age 65 and with disabilities (Census 2000). The overall distribution of disabled and elderly populations is concentrated heavily within the City of Fort Wayne. This is illustrated in Map 8, which displays the distribution of the individuals with disabilities and the elderly combined (Census 2000).

Map 7
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 Census 2010, 12.3% of Allen County residents live below the poverty level. Map 9 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 15.1% and 13.5% respectively. Despite the low poverty rate in Allen County, 15% of City of Fort Wayne residents live below the poverty level; a rate that is just below the national level. In fact, 89.1% of Allen County’s poorest residents live in the City of Fort Wayne. Nearly half of all City residents living at or below poverty are located within 19 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 9 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.
Table 1: JARC Ridership Zone 2010 Socioeconomic Data

<table>
<thead>
<tr>
<th>Census Tract</th>
<th>Percent Unemployed</th>
<th>Percent of Households with Public Assistance</th>
<th>Percent of Households below Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>7.5</td>
<td>11.9</td>
<td>33.9</td>
</tr>
<tr>
<td>17</td>
<td>16.3</td>
<td>18</td>
<td>42.8</td>
</tr>
<tr>
<td>23</td>
<td>8</td>
<td>7.2</td>
<td>26.9</td>
</tr>
<tr>
<td>28</td>
<td>17.7</td>
<td>10.9</td>
<td>40.1</td>
</tr>
<tr>
<td>29</td>
<td>12.3</td>
<td>7.4</td>
<td>45.9</td>
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<tr>
<td>30</td>
<td>11.7</td>
<td>12</td>
<td>37.9</td>
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<tr>
<td>40</td>
<td>10.3</td>
<td>6.7</td>
<td>18.4</td>
</tr>
<tr>
<td>44*</td>
<td>37.1</td>
<td>8.9</td>
<td>14.9</td>
</tr>
<tr>
<td>JRZ Average</td>
<td>15.1</td>
<td>10.4</td>
<td>32.6</td>
</tr>
<tr>
<td>FW Average</td>
<td>6.3</td>
<td>3.8</td>
<td>11.4</td>
</tr>
</tbody>
</table>

*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 9. There are a number of characteristics in addition to poverty that reinforced the need for additional transportation services in the JRZ. Census 2010 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 Census 2010, there are 8,650 households within Allen County without vehicles. Map 10 illustrates the areas of Allen County where 10% or more of the households do not own or lease an automobile.

**Map 10**
**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.

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**Map 11**

[Map image showing the locations of apartment communities in Allen County.]
Hospitals and medical facilities 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.
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

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
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

The final common destination that effects 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 healthcare 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.
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

**Medical Development Areas**
1. Lutheran Hospital
2. Dupont Road

Map 18
Two new 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, while 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.

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
14. Industrial Parks in Grabill, Huntertown, Monroeville, and Woodburn

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 identification of the transportation needs for the targeted populations was accomplished in several ways. Existing resources and studies were consulted, such as the CITILINK Transit Development Plan and the original JARC plan. Area providers, agencies, and advocacy groups serving the targeted populations were consulted. Consulted parties included: CITILINK, COUNTILINK, CTN, ACCA, Byron Health Center, Turnstone, Hope House Homeless Shelter, Goodwill Industries, Easter Seals Arc, AARP, Fifth Freedom, and Aging and In Home Services. A transportation needs survey was conducted in 2006 as part of the original plan, focusing on individuals from the targeted populations, to establish and collect information regarding typical transportation needs. The survey was distributed to clients from CTN, Turnstone, Anthony Wayne Services, Easterseals ARC, WIC / Neighborhood Health Clinics, and the Senior Info Fair and Flu Shot Clinic. 296 surveys were completed and returned. The survey, distribution list, and results have been included in Appendix B. The results of 2006 transportation needs surveys were again utilized after consulting with area agencies and providers serving the targeted populations. The survey results identify the typical reasons for needing transportation and when it is needed.
The primary reasons for needing transportation in Allen County is for accessing medical appointments or services and to access employment. 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, as well as education. The 2006 survey indicated the most important reasons for needing transportation were medical related trips, followed by work, shopping, visiting family and friends, and church. Chart 1 illustrates the breakdown of the responses. The “Other” category included responses for therapy sessions and for recreational or social activities. When separated by age, the responses from individuals under age 65 remained consistent with the overall results, while the responses from individuals age 65 and older showed a drop in the need for employment related trips and a higher emphasis on medical related trips and church. This was not unexpected, since a majority of those over age 65 are retired.

![Chart 1](image)

**Chart 1**

*What are your most important reasons for needing transportation?*

The day and time at which transportation is needed is also a major factor. Someone will always need transportation on any given day at any given time. However, it is important to define when it is typically needed. The destination of the trip is a significant indicator as to when transportation may be needed. Table 2 below illustrates the days and times at which transportation is typically needed for various trips.

**Table 2: Days and Times Transportation is Typically Needed**

<table>
<thead>
<tr>
<th>Trip Purpose</th>
<th>Weekdays</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Medical Appointments and Services</strong></td>
<td>6 a.m. to 6 p.m., exceptions are dialysis and after hour hospital discharges</td>
<td>Hours vary</td>
<td></td>
</tr>
<tr>
<td><strong>Employment</strong></td>
<td>Days, hours, and shifts of operation dependent on the industry</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Shopping</strong></td>
<td>7 days a week at varying times</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Government and Social Services</strong></td>
<td>8 a.m. to 5 p.m.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Church</strong></td>
<td>Activities at varying times</td>
<td></td>
<td>Majority</td>
</tr>
<tr>
<td><strong>Social and Recreational Activities</strong></td>
<td>Evenings</td>
<td></td>
<td>Anytime</td>
</tr>
</tbody>
</table>
The 2006 survey also asked the individuals from the targeted populations which days of the week and what times of the day transportation was typically needed. Weekdays received the most responses, followed by Sundays, Saturdays, and then Holidays for the days of the week. The responders to the survey responded that the hours of the day that they needed transportation most were 7 a.m. to 12 p.m., followed closely 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. The time periods from 7 a.m. to 12 p.m. accounted for 65% of the total responses. Charts 2 and 3 illustrate the breakdown of the responses.

**Chart 2**
What days of the week do you need transportation?

- Weekdays: 44%
- Saturdays: 21%
- Sundays: 23%
- Holidays: 12%

**Chart 3**
What times of day do you need transportation?

- 7 a.m. - 12 p.m.: 35%
- 12 p.m. - 5 p.m.: 30%
- 5 p.m. - 7 p.m.: 17%
- 7 p.m. - 4 a.m.: 11%
- 4 a.m. - 7 a.m.: 7%
As part of the 2012 update, area providers, agencies, and advocacy groups serving the targeted populations were consulted. 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 for medical purposes and work, followed by shopping, social services, visiting family and friends, recreation, church, school and job training. 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, please note that 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

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
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
- COUNTILINK does not provide service between 4:30 p.m. and 8:00 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 service
  - Typically operate 24 hours day, 7 days a week
  - Minimal accessible vehicles available
  - Fares significantly higher than CITILINK and COUNTILINK

Saturday service is limited
- CITILINK only provides service between 7:45 a.m. and 6:30 p.m. on Saturdays
- COUNTILINK does not provide service 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 6:30 p.m.
• Exception is taxi service
  • Typically operate 24 hours day, 7 days a week
  • Minimal accessible vehicles available
  • Fares significantly higher than CITILINK and COUNTILINK

**No service on Sundays or Holidays**

• CITILINK and COUNTILINK do 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 service
  • Typically operate 24 hours day, 7 days a week
  • Minimal accessible vehicles available
  • Fares significantly higher than CITILINK and COUNTILINK

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. 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, 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 provides service for all of Allen County as long as the origin or the destination of the trip is within the County outside of CITILINK’s service area (Fort Wayne and New Haven)
  • Demand response service only, no fixed route service
    • Trip can only be provided if it is requested
  • Higher fares than CITILINK services
    • COUNTILINK is subsidized by Federal and State funding at a significantly lower level than CITILINK, there are also no local tax dollars utilized

• 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 ¾ mile radius of Route 10 within the City of New Haven. ACCESS does not serve areas outside of the City of Fort Wayne or the ¾ mile radius of Route 10.
- COUNTILINK provides para-transit service for all of Allen County as long as the origin or the destination of the trip is within the County outside of CITILINK’s service area (Fort Wayne and New Haven).
  - Demand response service only, no fixed route service
    - Trip can only be provided if it is requested

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

- COUNTILINK, 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, COUNTILINK, 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, which lack sidewalks or safe areas for individuals to access the transportation service that may be available. 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 suffer from insufficient transportation provider information. Job Works, CITILINK, COUNTILINK, 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, they serve as both a broker and a direct provider for transportation services. 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 its own transportation services and the clients who utilized there services.
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

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 MAP-21 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 of the strategies identified in this plan for the Section 5310 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 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 of the strategies identified in this plan for the Section 5317 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 MAP-21 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: All eligible JARC Related Projects 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 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
Kevin Alexander / Bart Hofherr, Amalgamated Transit Union / Citilink
Sherese Fortriede, Citilink Board
Jenni Showalter, Allen County Council on Aging / Countilink
Cindy Geisman, Turnstone Center for Disabled Adults and Children
Dave Burian, Deluxe Taxi
Chris Beebe, Allen County Department of Planning Services
Tom Walls, City of Fort Wayne Planning Department
Kevin Whaley, City of New Haven Planning Department
John Wallace, Consumer
Anne Palmer, Consumer
Representative from INDOT Public Transit Section
Ken Housden / Betsy Kachmar , Citilink

TAC Participants
Becky Weimerskirch, Community Transportation Network
Jenni Showalter, Allen County Council on Aging / Countilink
Cindy Geisman, Turnstone Center for Disabled Adults and Children
Carrie Boedeke, Byron Health Center
Betsy Kachmar, Citilink
Randy Wolf, Goodwill Industries

Additional Consulted Parties
Valerie Potchka, Easter Seals ARC of NE Indiana
Beth Kudrop, Aging & In-Home Services of NE Indiana
Sheri Caveda, Fifth Freedom
Linda Dunno / Curt Sylvester, AARP
Mary Etheart, Hope House
Appendix B: Survey Materials

Transportation Needs Survey

Distribution List

Survey Results
Transportation Needs Survey

1. Zipcode: ______________
   Age: Under Age 65  Above Age 65

2. Are there places you need to get to, but cannot due to lack of transportation?  Yes  No
   If yes, how many times does this happen a week?
      1 or 2  3 or 4  5 or more

3. Do any members of your household have special transportation needs due to physical / mental limitations affecting mobility?  Yes  No

4. What are your most important reasons for needing transportation? (Circle all that apply)
   Work  School  Job Training  Medical/Dental
   Church  Shopping  Social Services
   Visit Family/Friends  Other

5. Does a lack of transportation limit your employment opportunities?  Yes  No

6. Which of the following do you utilize for transportation? (Circle all that apply)
   Personal Vehicle  Citilink Bus  Citilink Access
   CTN  Allen County Council on Aging  Friend or Family
   Taxi / Private Van Service (i.e. Gibson, Royal)  Other

7. What days of the week and what times of day do you need transportation? (Circle all that apply)
   Weekdays  Saturdays  Sundays  Holidays
   4 a.m. – 7 a.m.  7 a.m. – 12 p.m.  12 p.m. – 5 p.m.
   5 p.m. – 7 p.m.  7 p.m. – 4 a.m.
Distribution List

Surveys were distributed by area agencies serving clients from the targeted populations, agencies included:

- Allen County Council on Aging (Senior Info Fair and Flu Shot Clinic)
- Anthony Wayne Services
- Community Transportation Network
- Easterseals ARC
- Turnstone Center for Disabled Adults and Children
- WIC / Neighborhood Health Clinics

A total of 296 surveys were completed and returned by clients of these agencies
### Total Surveys


### 1. Zip Code

<table>
<thead>
<tr>
<th>Zip Code</th>
<th>Surveys Responding</th>
<th>279</th>
</tr>
</thead>
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<td>0</td>
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<td>46804</td>
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<td>46805</td>
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<td>0</td>
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<td>46801</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
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<td></td>
</tr>
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</table>

### 2. Age of Individuals Completing Surveys

<table>
<thead>
<tr>
<th>Age of Individuals Completing Surveys</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surveys Responding</td>
<td>296</td>
</tr>
<tr>
<td>Under Age 65</td>
<td>239</td>
</tr>
<tr>
<td>Above Age 65</td>
<td>57</td>
</tr>
</tbody>
</table>

1st % is the percent of the category (row) total  
2nd % is the percent for the age category  
% of total answers to ? is to the right of Total box

### 2. Are there places you need to get to, but cannot due to lack of transportation?

<table>
<thead>
<tr>
<th>Are there places you need to get to, but cannot due to lack of transportation?</th>
<th>Surveys Responding</th>
<th>295</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>127</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>168</td>
<td></td>
</tr>
</tbody>
</table>

### 3. If yes, how many times does this happen a week?

<table>
<thead>
<tr>
<th>If yes, how many times does this happen a week?</th>
<th>Surveys Responding</th>
<th>127</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 or 2</td>
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<tr>
<td>3 or 4</td>
<td>54</td>
<td></td>
</tr>
<tr>
<td>5 or more</td>
<td>19</td>
<td></td>
</tr>
</tbody>
</table>

### 3. Do any members of your household have special transportation needs due to physical / mental limitations affecting mobility?

<table>
<thead>
<tr>
<th>Do any members of your household have special transportation needs due to physical / mental limitations affecting mobility?</th>
<th>Surveys Responding</th>
<th>290</th>
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<tr>
<td>Yes</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>227</td>
<td></td>
</tr>
</tbody>
</table>

---

Coordinated Public Transit Human Services Transportation Plan  
Transportation Needs Survey Results  

Coordinated Transit Plan

44

FINAL 2012
4. **What are your most important reasons for needing transportation?**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Under Age 65</th>
<th>Above Age 65</th>
<th>Total</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work</td>
<td>106</td>
<td>6</td>
<td>112</td>
<td>16.5%</td>
</tr>
<tr>
<td>School</td>
<td>41</td>
<td>2</td>
<td>43</td>
<td>6.3%</td>
</tr>
<tr>
<td>Job Training</td>
<td>22</td>
<td>1</td>
<td>23</td>
<td>3.4%</td>
</tr>
<tr>
<td>Medical / Dental</td>
<td>130</td>
<td>42</td>
<td>172</td>
<td>25.3%</td>
</tr>
<tr>
<td>Church</td>
<td>54</td>
<td>18</td>
<td>72</td>
<td>10.6%</td>
</tr>
<tr>
<td>Shopping</td>
<td>73</td>
<td>19</td>
<td>92</td>
<td>13.5%</td>
</tr>
<tr>
<td>Social Services</td>
<td>36</td>
<td>7</td>
<td>43</td>
<td>6.3%</td>
</tr>
<tr>
<td>Visit Family / Friend</td>
<td>66</td>
<td>13</td>
<td>79</td>
<td>11.6%</td>
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<tr>
<td>Other</td>
<td>32</td>
<td>11</td>
<td>43</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

5. **Does a lack of transportation limit your employment opportunities?**

<table>
<thead>
<tr>
<th></th>
<th>Under Age 65</th>
<th>Above Age 65</th>
<th>Total</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>78</td>
<td>2</td>
<td>80</td>
<td>29.4%</td>
</tr>
<tr>
<td>No</td>
<td>145</td>
<td>47</td>
<td>192</td>
<td>70.6%</td>
</tr>
</tbody>
</table>

6. **Which of the following do you utilize for transportation?**

<table>
<thead>
<tr>
<th>Mode of Transportation</th>
<th>Under Age 65</th>
<th>Above Age 65</th>
<th>Total</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Vehicle</td>
<td>146</td>
<td>19</td>
<td>165</td>
<td>36.6%</td>
</tr>
<tr>
<td>Citilink Bus</td>
<td>61</td>
<td>8</td>
<td>69</td>
<td>15.3%</td>
</tr>
<tr>
<td>Citilink Access</td>
<td>10</td>
<td>2</td>
<td>12</td>
<td>2.7%</td>
</tr>
<tr>
<td>CTN</td>
<td>26</td>
<td>30</td>
<td>56</td>
<td>12.4%</td>
</tr>
<tr>
<td>ACCA</td>
<td>0</td>
<td>6</td>
<td>6</td>
<td>1.3%</td>
</tr>
<tr>
<td>Friend or Family</td>
<td>87</td>
<td>27</td>
<td>114</td>
<td>25.3%</td>
</tr>
<tr>
<td>Taxi / Van</td>
<td>12</td>
<td>3</td>
<td>15</td>
<td>3.3%</td>
</tr>
<tr>
<td>Other</td>
<td>12</td>
<td>2</td>
<td>14</td>
<td>3.1%</td>
</tr>
</tbody>
</table>

---

Coordinated Transit Plan Human Services Transportation Plan Transportation Needs Survey Results
### What days of the week do you need transportation?

**Surveys Responding:** 151

<table>
<thead>
<tr>
<th>Days</th>
<th>Under Age 65</th>
<th>Above Age 65</th>
<th>Total</th>
<th>51.01% Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekdays</td>
<td>103</td>
<td>34</td>
<td>137</td>
<td>44.2%</td>
</tr>
<tr>
<td>Saturdays</td>
<td>56</td>
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### What times of day do you need transportation?

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Appendix C: Public Involvement Documentation

Public Information Sessions Email Letter and Mailing List

Public Information Sessions Press Release

Public Information Sessions Newspaper Brief

Attendees and Comments:
  • Public Information Sessions
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 for public review.

NIRCC through its Transit Planning Committee developed the Coordinated Public Transit – Human Services Transportation Plan for Allen County as a result of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) in 2007. SAFETEA-LU included a requirement for local areas to develop a coordinated public transit-human services transportation plan for all Federal Transit Administration human service transportation programs that provide funding for transportation services. These programs include the Section 5310 Elderly and Individuals with Disabilities Program, the Section 5316 Job Access and Reverse Commute (JARC) Program, and the Section 5317 New Freedom Program. These programs are currently or will be utilized by providers within Allen County. An update of the Coordinated Public Transit – Human Services Transportation Plan for Allen County was completed in 2012.
The plan identifies the available transportation services, the transportation needs of the targeted populations, 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, November 14th** 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 November 14th.

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).

Matt Vondran  
Grant Administrator  
Northeastern Indiana Regional Coordinating Council  
200 East Berry Street - Suite 230  
Fort Wayne, IN 46802  
Front Office: 260-449-7309  
Desk: 260-449-7903  
[www.nircc.com](http://www.nircc.com)
Matt Vondran

From: Matt Vondran
Sent: Wednesday, October 24, 2012 9:40 AM
To: Tom Walls; 'JCASTEEL@indot.IN.gov'; 'DAVEBURIAN@COMCAST.NET'; 'Becky Weimerskirch'; 'Cindy Geisman'; Christian Beebe; 'Betsy Kachmar'; 'Kevin Whaley'; 'Jenni Showalter'; Sherese Fortriede; 'hunttime@frontier.com'; 'keval53@frontier.com'; 'Anne Palmer'; John Wallace; 'gary.lake@FWCS.K12.IN.US'; 'SHERI@fifthfreedom.org'; 'Fortwayne@Innaacp. Org (fortwayne@innaacp.org)'; 'traxmor@yahoo.com'; Molly McCray; 'Fort Wayne Urban League'; Pam Holocher; 'the.league@frontier.com'; 'Donna Elbrecht'; 'Carrie Boedeker '; 'Jones, Brian'; 'randyw@fwgoodwill.org'; 'companionshiptransportation@frontier.com'; 'accessunited@comcast.net'; Sherese Fortriede; 'kch@fwctllink.com'; Craig Berndt; 'sherif@fifthfreedom.org'; 'richard@downtownfortwayne.com'; 'cmdickson@indianatech.edu'; 'mfalkner@eacs.k12.in.us'; Phil GiaQuinta; John Silcox; 'glynnhines@aol.com'; 'dennis_holp@raytheon.com'; 'wendyj@the-league.org'; 'thomas.north@nacs.k12.in.us'; 'drarick@sacs.k12.in.us'; 'stafforj@ipfw.edu'; 'impossibledream@comcast.net'; Mario Trevino; 'bwyatt@aatw.org'; 'brianyoh@newhavenin.org'; 'wendreas@esarc.org'; Michelle Wood; Elissa McGauley; Paul Spoolhof; Bruce Johnson; Palermo Galindo; 'info@fifthfreedom.org'; Dawn Ritchie; Bob Kennedy; Shan Gunawardena; 'Hinderman@fwairport.com'; 'JHeadrick@kingstonhealthcare.com'; 'Moyo, Mandla'; Metro; 'martyt@uwacin.org'; 'Jimella Harris'; 'Paulette Nellems'; 'BethKrudop'; Chris Cloud; 'Don Gerardot'; 'thomas.henry@ctsfw.edu'; 'ct@leocedarville.com'; 'lmcdonald@newhavenin.org'; Nelson Peters; 'DarrenVogt@allstate.com'; 'rbuskirk@comcast.net'; John Shoaff; 'paul_lagemann@coats.senate.gov'; 'Justin_Busch@lugar.senate.gov'; 2012 City Council; 'Peggy Garton (leocedarville@gmail.com)'; 'Cynthia Barhydt '; 'Linda Bloom'; Therese Brown; 'h.sarrazine@cityofwoodburn.org'; 'Rhoeppner1@aol.com'; 'khowellus2002@gmail.com'; 't.brown@advmechanical.com'; 'tom.harris@allencounty.us'; 'homeun1604@frontier.com'; 'pmoss@lutheran-hosp.com'; 'ctfortman@frontier.com'; 'council@huntertown.org'; 'clerk@huntertown.org'; 'Kevin Wenger'; 'gardenbeth@hotmail.com'; 'elissaeasley@parkview.com'; 'khemrick@lutheran-hosp.com'; 'mbuesching@lhn.net'; 'admissions@indianatech.edu'; 'jspagnolo@sf.edu'; 'scott.stiegemeyer@ctsfw.edu'; 'Ivy Tech Andrew Welch --'; 'IPFW Susan Alderman --'; 'cmdickson@indianatech.edu'; 'ASK@ipfw.edu'; 'moorea@ipfw.edu'; 'reynoldd@ipfw.edu'
Cc: Cassandra Bilbee

Subject: Coordinated Public Transit - Human Services Transportation Plan for Allen County -- Notice of Public Information Sessions and Public Review of Draft Plan
Attachments: Public Info Session Flier.pdf

Tracking:

Recipient | Delivery | Read
---|---|---

Tom Walls

'JCASTEEL@indot.IN.gov'

'DAVEBURIAN@COMCAST.NET'

'Becky Weimerskirch'

'Cindy Geisman'

Christian Beebe

'Betsy Kachmar'

'Kevin Whaley'

'Jenni Showalter'

Sherese Fortriede

'hunttime@frontier.com'

'keval53@frontier.com'

'Anne Palmer'

John Wallace

'gary.lake@FWCS.K12.IN.US'

'SHERI@fifthfreedom.org'

'Fortwayne@Innaacp. Org (fortwayne@innaacp.org)'

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October 24, 2012
PRESS RELEASE

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 for public review.

NIRCC through its Transit Planning Committee developed the Coordinated Public Transit – Human Services Transportation Plan for Allen County as a result of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) in 2007. SAFETEA-LU included a requirement for local areas to develop a coordinated public transit-human services transportation plan for all Federal Transit Administration human service transportation programs that provide funding for transportation services. These programs include the Section 5310 Elderly and Individuals with Disabilities Program, the Section 5316 Job Access and Reverse Commute (JARC) Program, and the Section 5317 New Freedom Program. These programs are currently or will be utilized by providers within Allen County. An update of the Coordinated Public Transit – Human Services Transportation Plan for Allen County was completed in 2012.

The plan identifies the available transportation services, the transportation needs of the targeted populations, 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, November 14th 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.

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

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.
2 hearings set for transportation plan

The Northeastern Indiana Regional Coordinating Council (NIRCC) has scheduled two sessions to allow Allen County residents to learn about and comment on the recently updated Coordinated Public Transit-Human Services Transportation Plan.

The plan identifies the available transportation services and needs of the targeted populations and the gaps in those 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 with public participation.

The hour-long sessions will be at 3 and 6 p.m. Wednesday in the Omni Room at Citizens Square, 200 E. Berry St.

For additional information, contact Matt Vondran at 449-7903 or by email at Matt.Vondran@co.allen.in.us. The plan is available for review at the NIRCC office, 200 E. Berry St., Suite 230, or at www.nircc.com.
Transportation plan gets a test drive

The Northeastern Indiana Regional Coordinating Council is working on updating its Coordinated Public Transit-Human Services Transportation Plan for Allen County. The plan is a fairly lengthy and complicated document, but basically it details local programs and projects meant to ensure at-risk residents — those with disabilities and the elderly and low income — have access to transportation services.

Most importantly, the plan is a requirement for access to several federal transportation money streams.

On Wednesday, NIRCC is holding two public information meetings about the proposal. The meetings are a chance for community leaders, human service providers and public transportation supporters to learn more about the plan and how local agencies, such as Elkhart County United, the Community Transportation Network and the St. Vincent De Paul Carevan, could be affected by the plan.

NIRCC planners are specifically looking for feedback from the public to ensure the plan accurately identifies local public transportation needs and potential gaps in service.

A draft of the plan is available at nircc.com for public review.

TO ATTEND

FWCS meeting: 6 p.m., Grie Administrative Center, 1200 S. Clinton St.
NIRCC meetings: 3 to 4 p.m. and 5 to 7 p.m. Wednesday, in the Omni Room at Citizens Square, 200 E. Berry St.
Meetings on public transit scheduled

The Northeastern Indiana Regional Coordinating Council has scheduled two public information sessions 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 or at the NIRCC office, 200 E. Berry St., Suite 230, for public review.

The plan identifies the available transportation services, the transportation needs of the targeted populations, 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."

The one-hour sessions are scheduled for 3 p.m. and 6 p.m. Wednesday in the Omni Room (Garden Level Room 045) at Citizens Square, 200 E. Berry St. For more information on the sessions or the plan, contact Matt Vondrin at 449-7903 or Matt.Vondrin@co.allen.in.us.

11-13-12
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN
PUBLIC INFORMATION SESSIONS –November 14th, 2012

Session # 1: 3:00 p.m.
Attendees
Bernie Beier, Allen County Homeland
Curt Sylvester, AARP
Sheri Caveda, Fifth Freedom
Betty Black, Fifth Freedom
Deborah Payne, Fifth Freedom
Jamie Martin, Resident
Constance Causey, Resident
Betsy Kachmer, Citilink
Linda Dunno, AARP
Irene Paxia, City of Fort Wayne
Randy Wolf, Goodwill
Joel Usina, Genesis Outreach
Sherese Fortriede, City of Fort Wayne and Citilink Board

Comments
• Were homeless and homeless shelters taken in to consideration?
• City of Fort Wayne Housing and Neighborhood Services recent focus groups confirm gaps
• Currently there are limited resources (schedules, availability, and routes) making it important for buses to arrive on time
• New procedures, technology, routes, and station have improved bus performance
• Still areas where there are no sidewalks or curbs making it difficult for handicap accessibility
• Is Citilink now the designated recipient of the 5310 funds?
• How is urban area defined and what is included?
• There is a new trend of elderly patients being sent out of county for medical treatment. Are there currently plans for service outside of Allen County?
• Clients at the homeless shelters are having difficulty finding employment that doesn’t include Sunday and/or late night hours. There is no bus service during these times.
  o Citilink and CTN are currently working on a pilot program to meet this gap
• Citilink specific questions and comments included:
  • Will fares increase?
  • What are current fare prices and can you transfer?
  • Safety issues involving where buses stop.
  • Extension of service hours and the addition of Sunday service
  • What does current ridership look like?
• Plan is very user friendly

Session # 2: 6:00 pm.
Attendees
Tina Funkhonser, Resident
Stoney Martin, Resident
Stephen Martin, Resident
Betsy Kachmer, Citilink

Comments
• Bus riders complain about the 5 o’clock cut on Saturdays and how early service cuts off during the week.
• There are a larger number of individuals with disabilities, particularly mental illness, that utilize the bus and the drivers are very compassionate and helpful assisting these individuals as well as all individuals.
• There are a lot of areas the lack bus stops, coverings on bus stops, and some shelter’s are unsafe.
• Concerns with Parkview moving out north and the time it takes to get out there when riding the bus
Currently Citilink and Parkview are working on a partnership to help extend service between the two Parkview campuses

- Lack of sidewalks and lighting creating safety concerns.
- Could Route 21 be extended to service more people?
- What are the Access rates and how would someone qualify for Access?
- Citilink only services the city limits.
- Has federal funding for Citilink been cut?
- Citilink partnerships are increasingly important due to funding cuts.
- Does CTN pick people up at their homes and take them to medical appointments? Do you have to pay for that or do they bill the insurance?
Appendix D: 5310 Operational and JARC Related Evaluation Criteria
5310 Operational & JARC Related Projects
Evaluation Criteria
100 Possible Points

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 JARC and 5310 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 JARC and 5310 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 JARC and 5310 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.
**Applicant:** ____________________________________________________________

**Program:** 5310 Operational _____  JARC Related Projects _____

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<td>Well defined operations plan or implementation plan</td>
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<tr>
<td>Projects ability to coordinate with other community transportation and human service programs</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Outreach and project education plan</td>
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</tr>
<tr>
<td><strong>TOTAL POINTS</strong></td>
<td><strong>100</strong></td>
<td></td>
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</tbody>
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**DATE OF REVIEW:** _______________________

**Reviewer Name:** ________________________________________________________________

PRINTED

__________________________________________________________

SIGNITURE