

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

May 2007

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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 2,030,000 one-way trips in 2006 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 prepared the following document, *Coordinated Public Transit-Human Services Transportation Plan for Allen County*. 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 required by the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) for transportation providers who wish to utilize 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 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 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. In addition, the Community Transportation Network (CTN) has increased the efficiency and coordination of transportation services within Allen County. The mission of CTN is to compliment existing transportation programs and make use of community resources to coordinate safe and fiscally responsible specialized transportation services.

Several transportation providers operate within Allen County including; CITILINK, CTN, Allen County Council on Aging, St. Vincent De Paul “Carevan”, Byron Health Center, Gibson Mobility and Transportation, Royal Transportation, Kidz Cab, 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. 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 344,000 in 2005 according to Stats Indiana and is anticipated to continue to grow. Between 1990 and 2000, the county’s population increased at an approximate rate of 10%. 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. Surveys 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 surveys 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. These gaps in service are identified and detailed in the plan, including: hours of operation, service areas, service availability, trip coordination, and consumer information. The two primary gaps however are the hours of operation and the service areas. There is no service in the early morning and late evening hours, on Sundays, or major holidays. Service on Saturdays is also very limited. This gap has a major impact on employment opportunities. There are also areas within Allen County that are not served by Citilink and their Access service. The other providers serve the entire county, however they are limited by 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. To help address this gap, ACCA is in the process of taking steps to become the Section 5311 rural public transit provider for Allen County, making their services available to all residents of the county.

This plan also develops and prioritizes strategies for each specific program to address the identified service gaps. Strategies for the Section 5310 Elderly Individuals with Disability Program 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 5316 JARC Program 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. Strategies for the Section 5317 New Freedom Program focus on providing transportation above and beyond existing complimentary paratransit service and outside the current service areas and schedules. 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 are 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) administers the 5310 program and procures all equipment for these grants. Locally, applicants submit 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 are 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 is based on the number of eligible low-income and welfare recipients in urbanized and rural areas. 60 percent of these Federal funds will go to areas with population over 200,000. The federal / local share of this program is 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 are 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 is based on the number of individuals with disabilities in urbanized and rural areas. 60 percent of these Federal funds will go to areas with population over 200,000. The federal / local share of this program is 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 requires 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.”

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. Two of the three federal programs (Section 5310 and Section 5316) covered by the plan are already utilized by the several transit providers within Allen County. It is anticipated that the providers will also utilize the new program, Section 5317. The TPC was chosen to serve as the advisory committee for this plan due to its membership’s expertise and experience with the programs and populations covered by this, as well as their strong involvement and coordination with previous transportation and transit related projects. The membership includes representatives of public, private and nonprofit transportation and human services providers, local jurisdictions, and consumers. The TPC membership, as well as other parties consulted for this plan, 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 Northeast 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.

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 of this coordinated public transit-human services transportation plan.

The 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 sessions were held to allow local officials, agencies, and facilities an opportunity to provide input on transportation needs, gaps, and strategies presented in the plan. Public information sessions were also held to allow the citizens 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, 5316, and 5317 programs. The plan is laid out in five distinct steps:

Step 1: The first step identifies the providers with in 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 is to identifies the service gaps and redundant service.

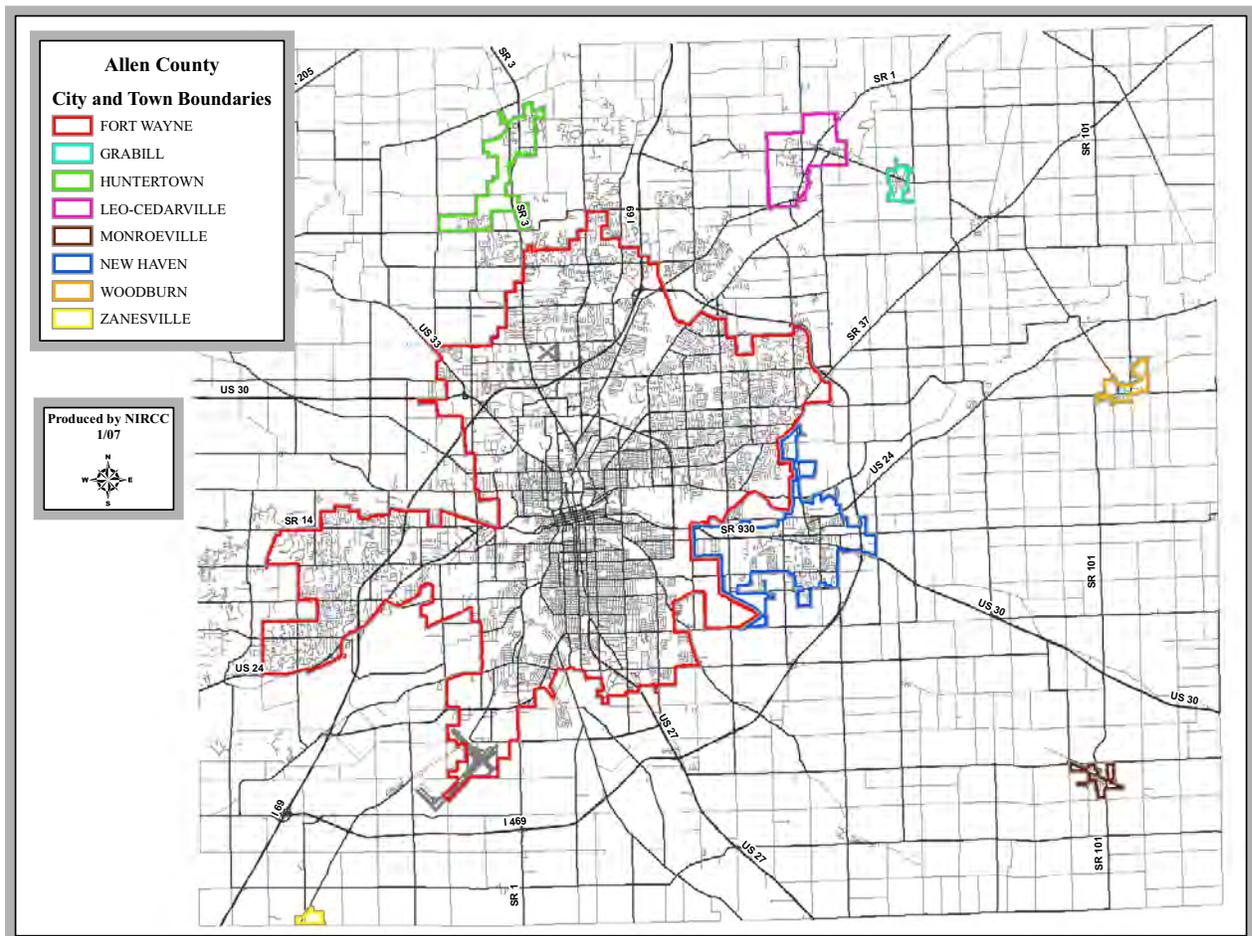
Step 4: The fourth step identifies and prioritizes strategies.

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 331, 849 individuals according to Census 2000.

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 more recent population figure from Stats Indiana shows the 2005 population of Allen County as 344,006. This growth is a trend that has been occurring for many years. Allen County grew by 10% between 1990 and 2000, while the City of Fort Wayne and the City of New Haven grew at much higher rates, 27.4% and 33% respectively, mostly attributed to annexations. This growth only increases the need for coordinated and efficient transportation services.

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.

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. 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 are \$6.00 per one-way trip. Service is provided Monday through Friday from 7:00 a.m. to 11:00 p.m. and on Saturday from 8:30 a.m. to 5:30 p.m. The extension of evening hours was done starting in January, 2007, to accommodate the need for non-ambulance transportation for patients being discharged from hospitals after 6:00 p.m. The local ambulance company was serving as the default provider at a charge of \$800-1,000 per trip. CTN also contracts with human service agencies to support programs for youth and persons with low incomes. 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. This increased CTN's van fleet from five (5) to ten (10). In 2006, the CTN owned vans traveled 113,480 miles and the Turnstone owned vans traveled 138,074 miles, providing a total of 23,015 one-way trips. CTN routinely sees an increase every year in the miles traveled and trips provided. The consolidation with Turnstone will only increase the efficiency and the amount of service provided by CTN. In 2007, CTN and Turnstone both will receive new medium transit vehicles that were obtained through the 2006 Section 5310 Grant Program. These will increase CTN's van fleet to twelve (12). All of the vehicles operated by CTN are accessible to individuals with disabilities.

Allen County Council on Aging (ACCA) is a not-for-profit transit provider that serves adults age 60 and over in Allen County. ACCA provides transportation for medical, nutritional, social service, and well being trips. Service is provided free of charge, however donations are encouraged. ACCA's service area is the entire county. Service is provided Monday through Friday from 7:30 a.m. to 4:00 p.m. The top three trip types include grocery, medical, and nutrition. ACCA operates a fleet of eight (8) vans and will also will receive a new low-floor mini-van in 2007 that was obtained through the 2006 Section 5310 Grant Program. All of the vehicles operated by ACCA are accessible to individuals with disabilities. In 2006, the ACCA vans traveled a total of 112,000 miles and provided 19,250 one-way trips. This is an increase of 6,650 miles and 990 trips compared to 2005.

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 18,000 miles per year, providing an average of 1,020 one-way trips.

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. 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 2006, their four vehicles traveled a total of 32,500 miles, providing 4,200 one-way trips. This is an increase of 6,650 miles and 990 trips compared to 2005.

Private Transportation Services:

There are several small private shuttle companies that principally provide Medicaid reimbursable transit service within Allen County. These companies respond to a relatively competitive demand and have limited capacity for expansion. Without exception, private transportation services are expensive and typically out of range for individuals that lack personal transportation. The three (3) primary private providers within Allen County are Gibson Mobility and Transportation, Royal Transportation, and Kidz Cab.

Gibson Mobility and Transportation provides transportation to non-emergency medical appointments Monday through Saturday from 5:00 a.m. to 10:00 p.m. Their service area is Allen County and the surrounding area. They are a Medicaid approved provider. The passenger fares are \$15.00 each way at time of service or \$20.00 if billed, wheelchair transportation is \$25.00 each way at time of service or \$30.00 if billed. An additional charge of \$2.00 per mile is added for each mile of ten miles. They operate a fleet of five (5) vans, all accessible to individuals with disabilities. These vans travel a combined average total of 140,000 miles per year, providing an average of 14,000 one-way trips.

Royal Transportation also provides transportation to non-emergency medical appointments Monday through Saturday from 5:00 a.m. to 9:00 p.m. Their service area is Allen County and the surrounding area, trips must originate or terminate within the county. They are a Medicaid approved provider. The passenger fares for wheelchair transportation are \$25.00 each way at time of service or \$30.00 if billed. An additional charge of \$2.00 per mile is added for each mile of ten miles. They operate a fleet of ten (10) vans, all accessible to individuals with disabilities. These vans travel a combined average total of 250,000 miles per year, providing an average of 25,000 one-way trips.

Kidz Cab provides transportation to children under age 18 for trips to and from school, after school activities, daycare, and for non-emergency medical reasons Monday through Saturday from 7:00 a.m. to 7:00 p.m. Their service area is Allen County. They are a Medicaid approved provider. The passenger fares are \$18.50 each way, possibly less dependent on family and trip frequency discounts. They operate a fleet of five (5) vans (only one (1) is accessible to individuals with disabilities). These vans travel a combined average total of 73,500 miles per year, providing an average of 7,350 one-way trips.

Taxi Service:

Fort Wayne currently has an airport transit service and two taxicab services. The taxi companies provide 24 services within Allen County and can respond to limited out-of-county demand. As a 24-hour service, taxis may be the only source of transportation for employees on second and third shifts.

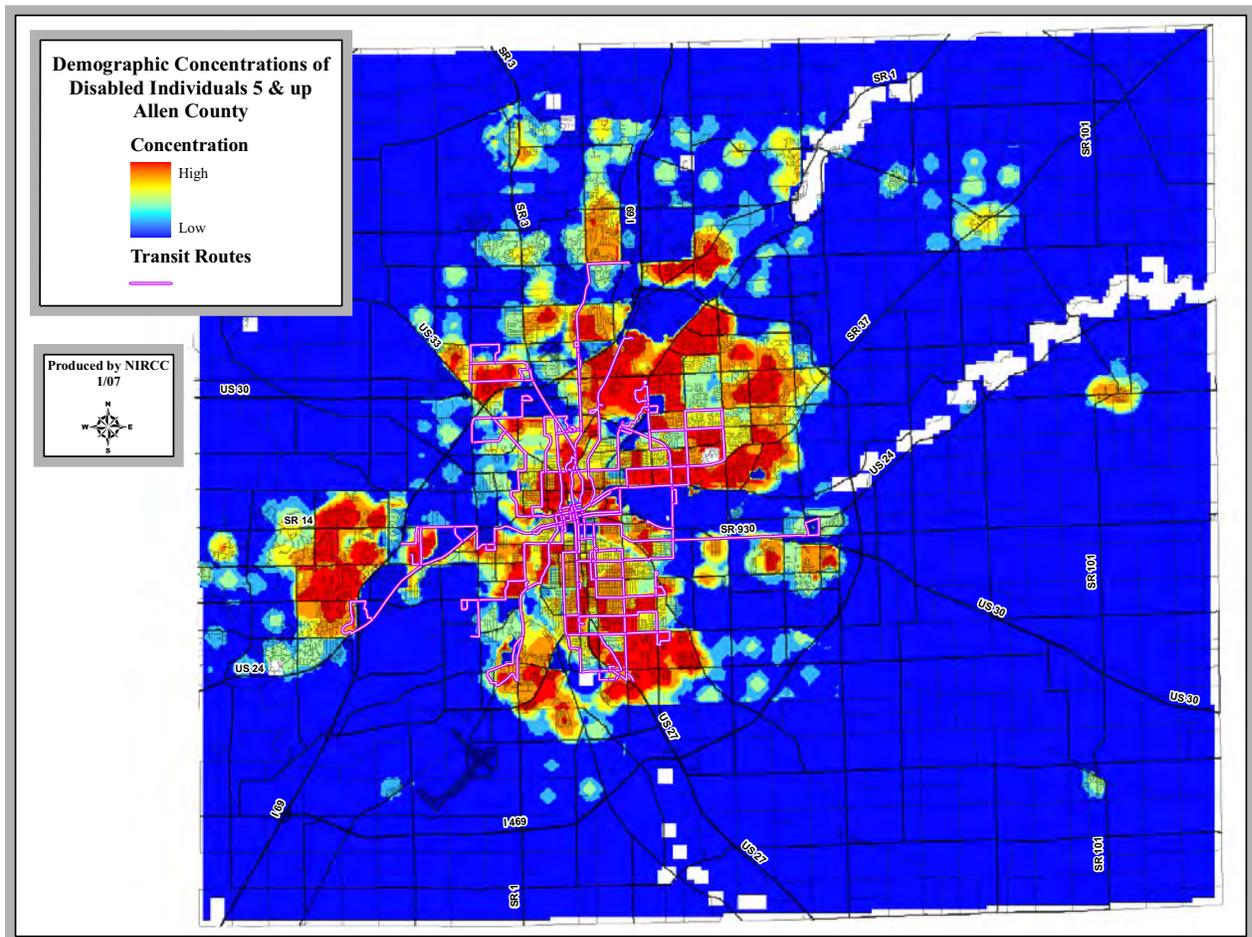
Step 2: Identification of Transportation Needs

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

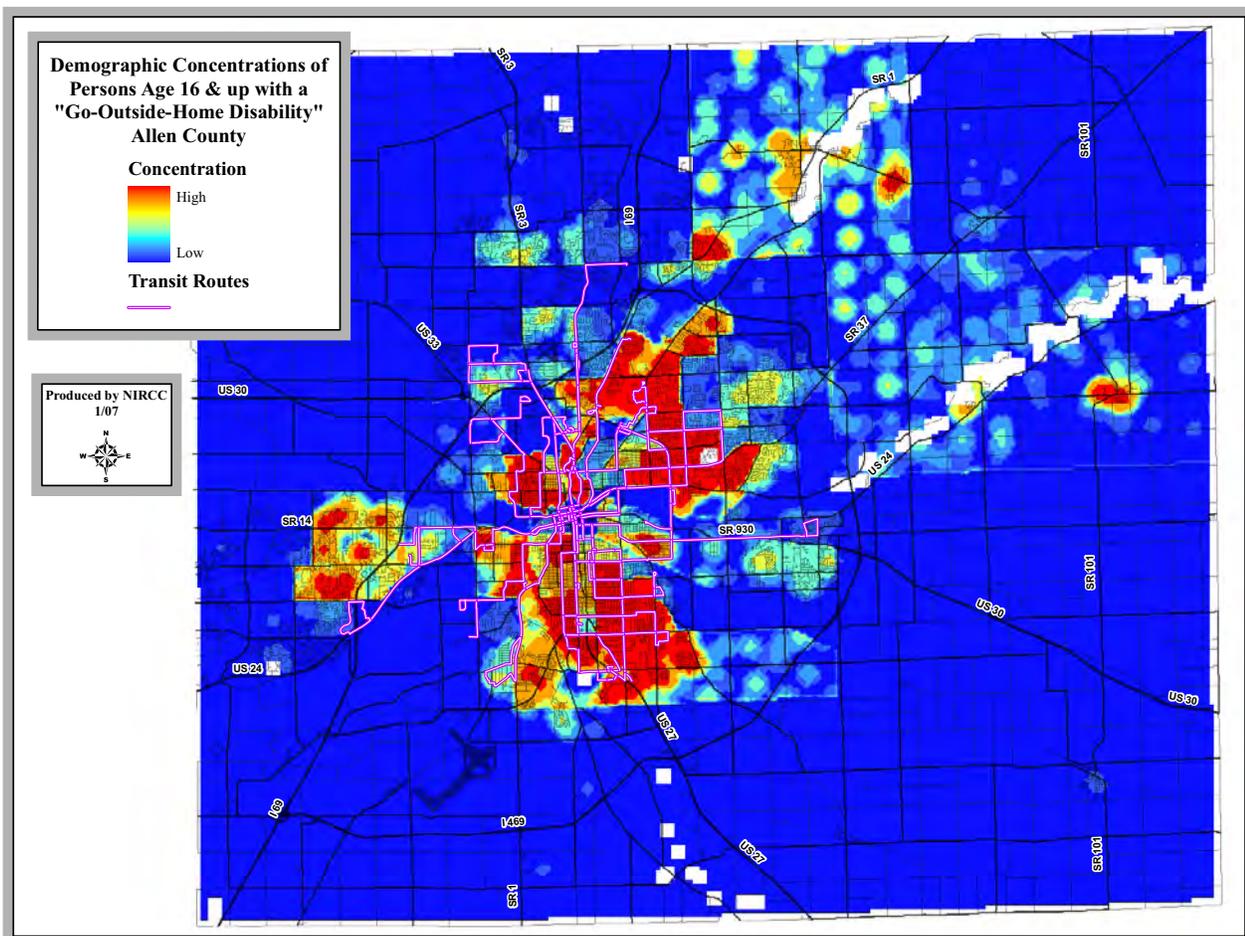
Distribution of Individuals with disabilities

Map 4

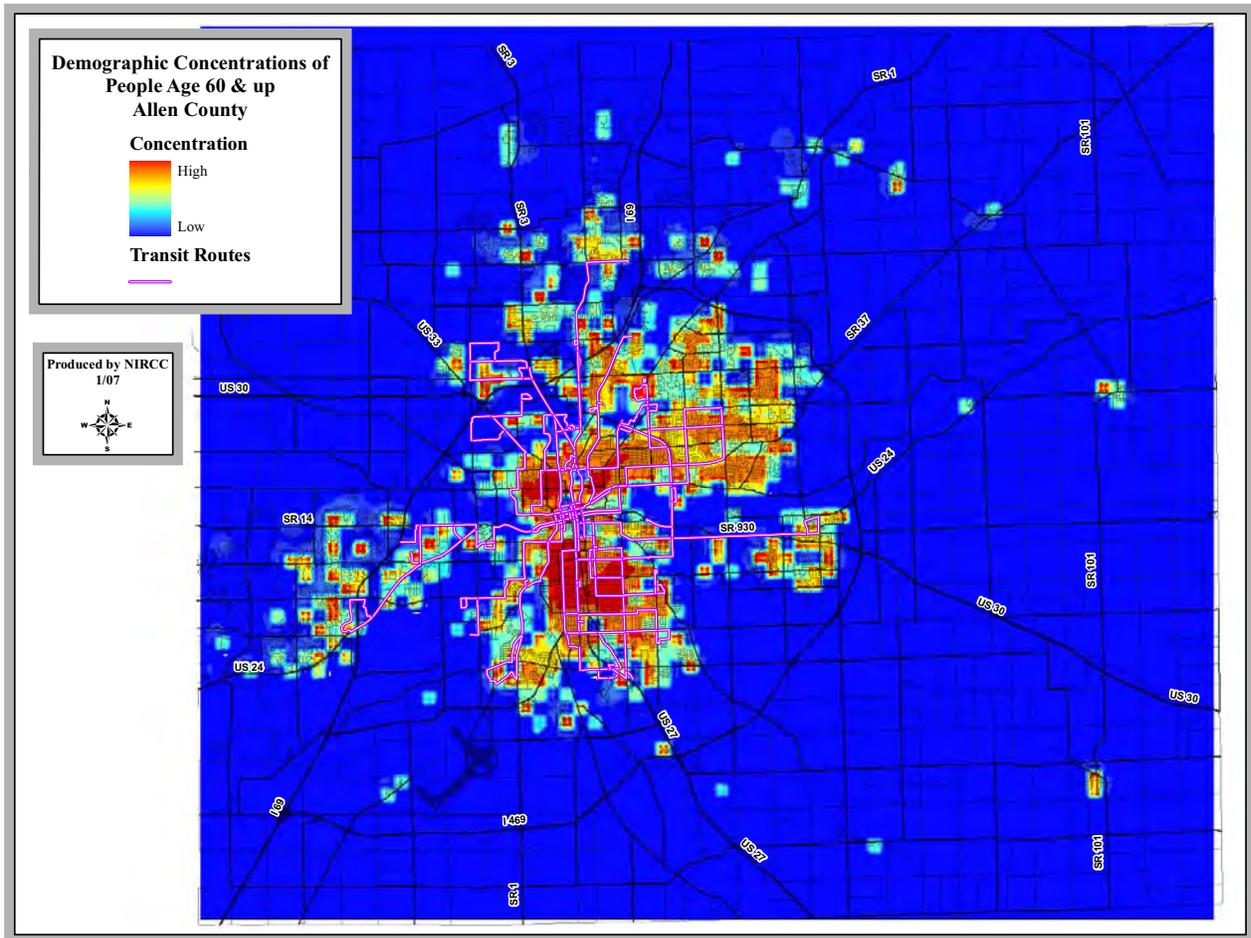


According to Census 2000, there are 50,207 individuals in Allen County age 5 or older living with a disability. This is 15.1% of the county's total population. Map 4 illustrates the distribution of individuals age 5 and above living with disabilities. The concentrations of these individuals vary throughout the county, with the heaviest concentrations within the incorporated or highly populated areas of the county. Within this disabled population are 3,154 individuals, or 6.3% of all individuals with disabilities, between the ages of 5 and 15. In general, due to the fact that they 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 16,963 individuals, or 34% of all individuals with disabilities, 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. Map 5 illustrates the distribution of individuals with a "go-outside-home" disability.

Map 5



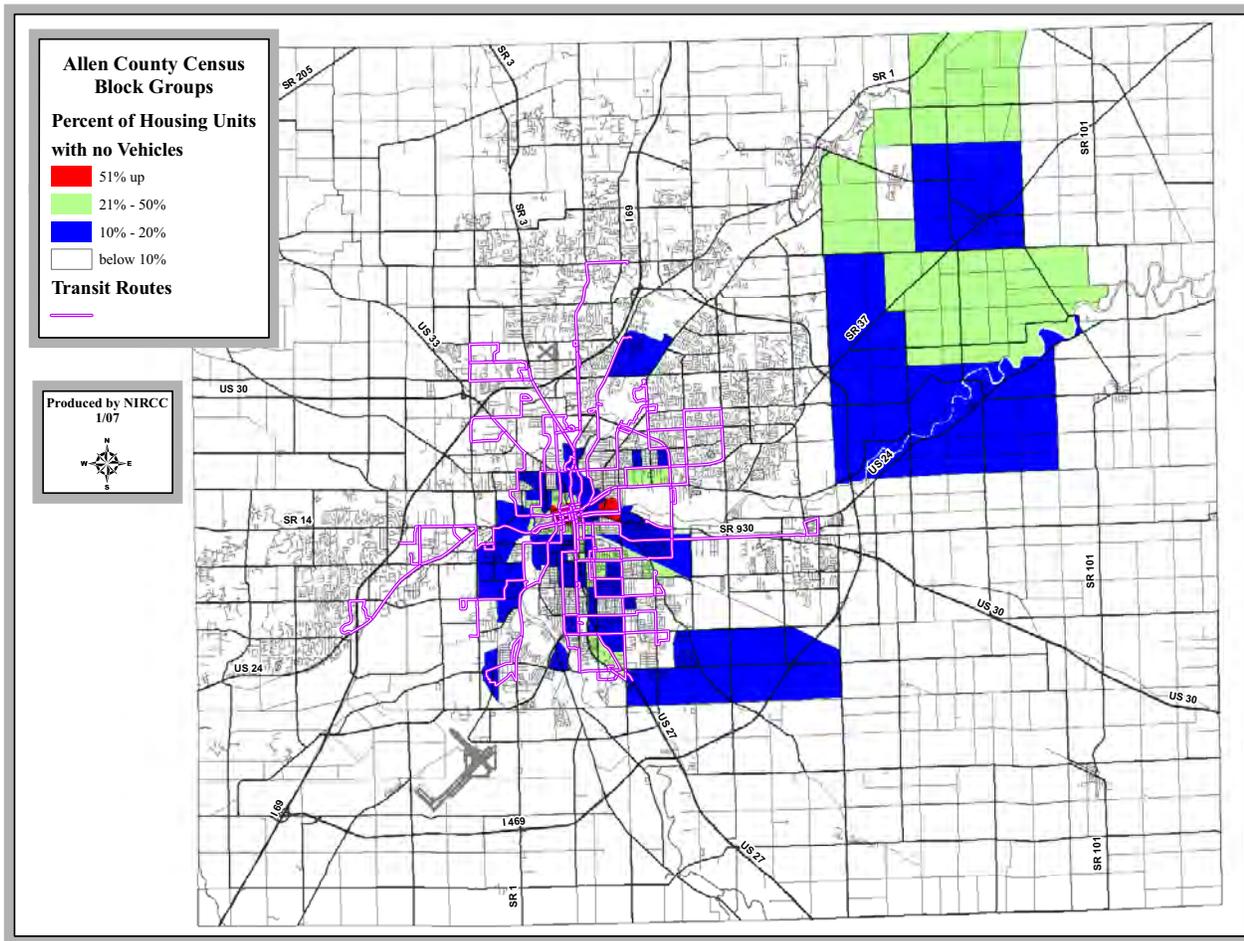
Map 6



Distribution of older adults

The elderly population in Allen County has seen substantial growth over the years, increasing by more than 40% between 1970 and 2000. According to the Census 2000, a total of 48,758 individuals age 60 and over are living in Allen County. This is 14.7% 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 central, south central, and northeast areas of Fort Wayne. 13,659 or 4.1% of the county's total population are age 65 and

Map 11



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. There are a number of characteristics in addition to poverty that reinforced the need for additional transportation services in the JRZ. Census 2000 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 was taken directly from the original JARC plan and illustrates the characteristics of the census tracts within the JRZ.

Table 1: JARC Ridership Zone Socioeconomic Data

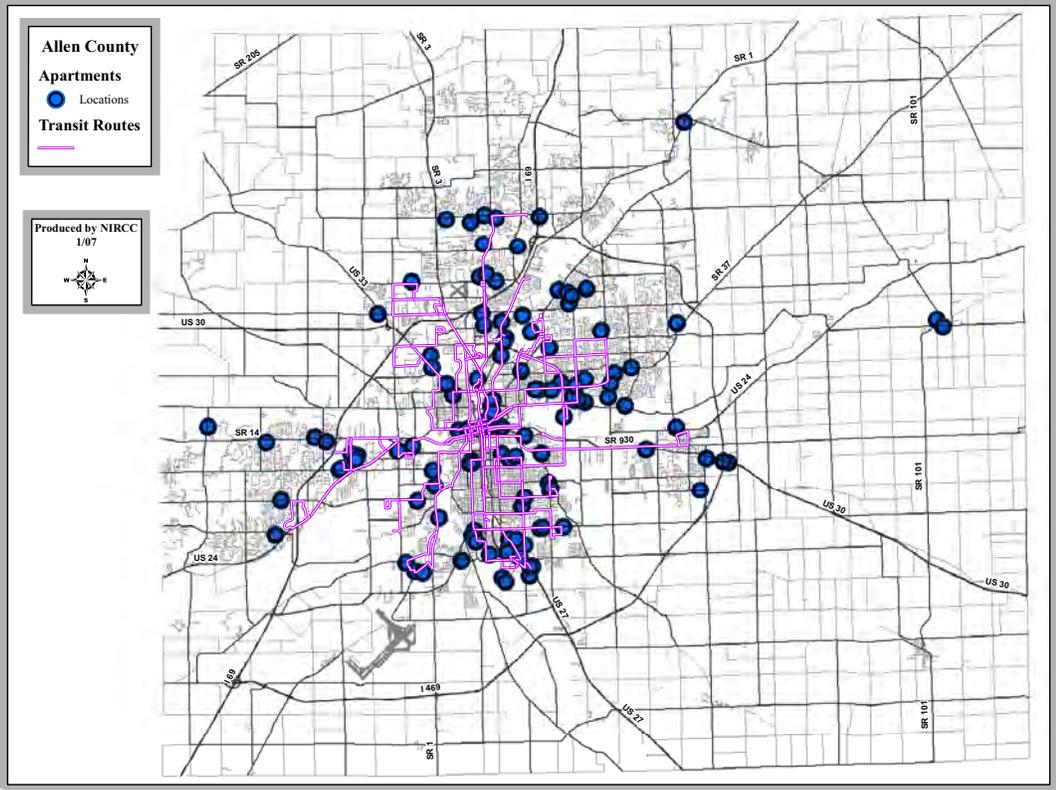
Census Tract	Percent Unemployed	Percent of Households with Public Assistance	Households receiving TANF	Percent of Households below Poverty
16	6.4	6	77	23
17	16.6	14.6	134	45.8
18	4.3	9.7	22	26.7
23	9.1	7.5	127	24.7
27	5	6.8	54	25.9
28	9.4	3.7	66	26.9
29	6.1	4.2	69	22.4
30	11.1	5.9	95	24.5
40	4.9	6.4	81	20.2
JRZ Average	8.1	7.2	725	26.7
FW Average	3.3	2.3	1684	9.6

Distribution of trip origins and destinations

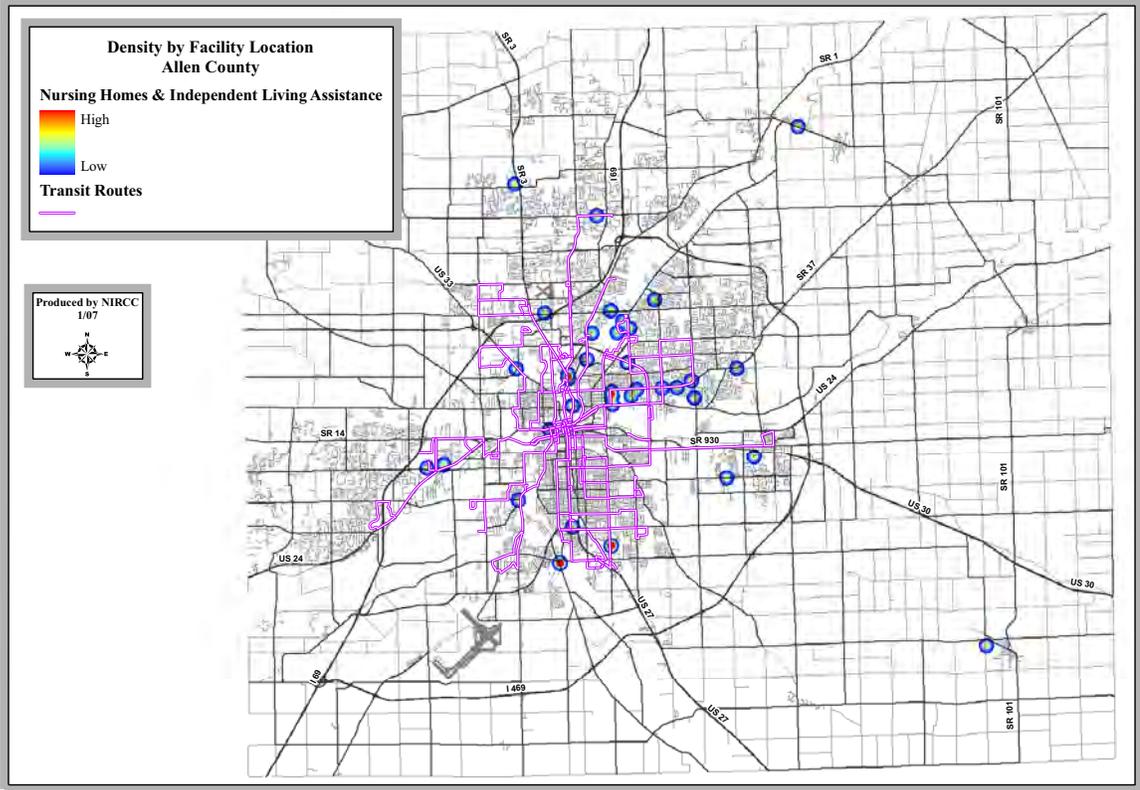
Individuals with disabilities, older adults, and persons with limited incomes have a variety of destinations in which they need or wish to travel to and from. The most common origin of a trip for these populations (and all populations) is their residence. The most common destinations of these populations include hospitals and medical facilities, retail locations, social assistance providers, colleges and universities, and locations of employment. Maps 12 - 18 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 12 illustrates the locations of apartment communities and Map 13 illustrates the locations of nursing homes, residential care facilities, and assisted living centers in Allen County.

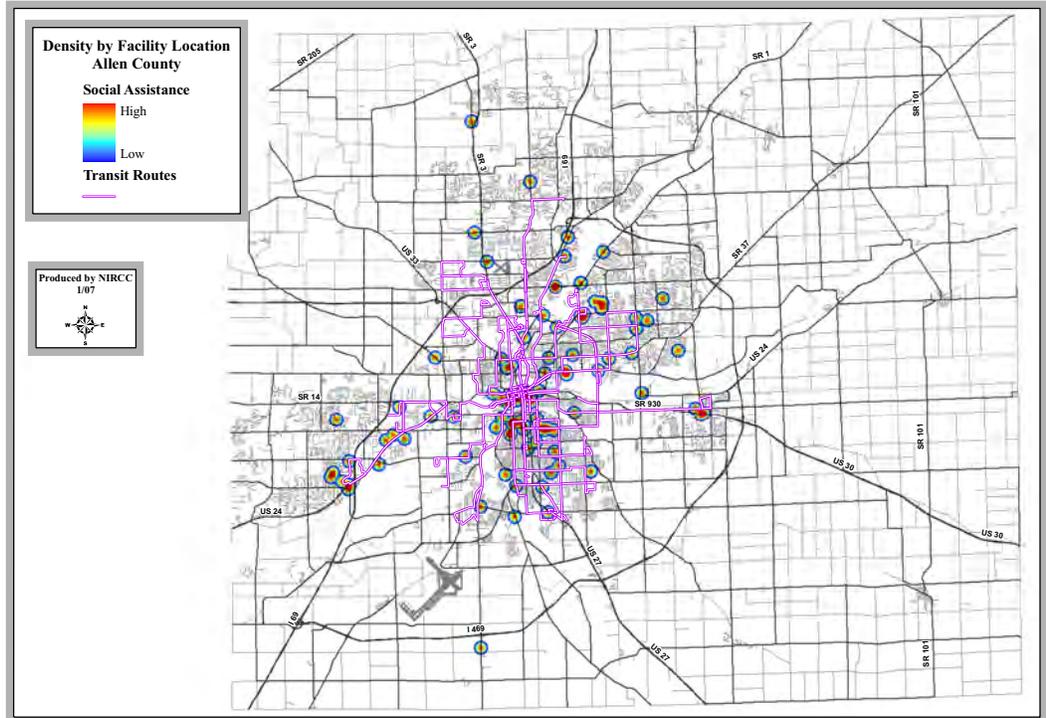
Map 12



Map 13

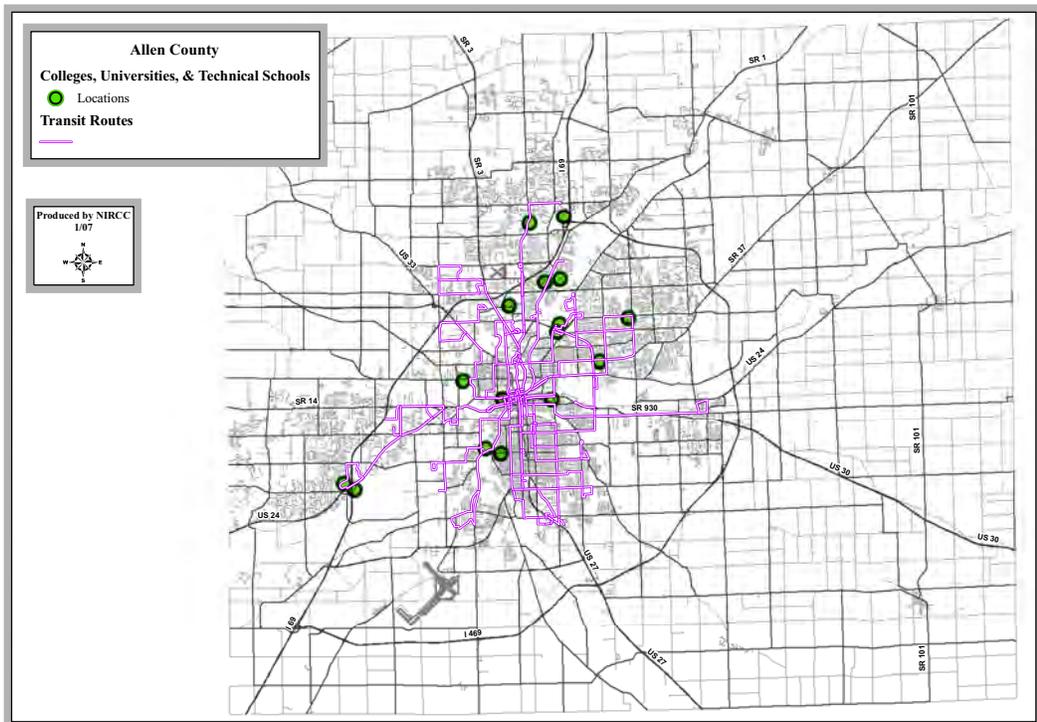


Map 16



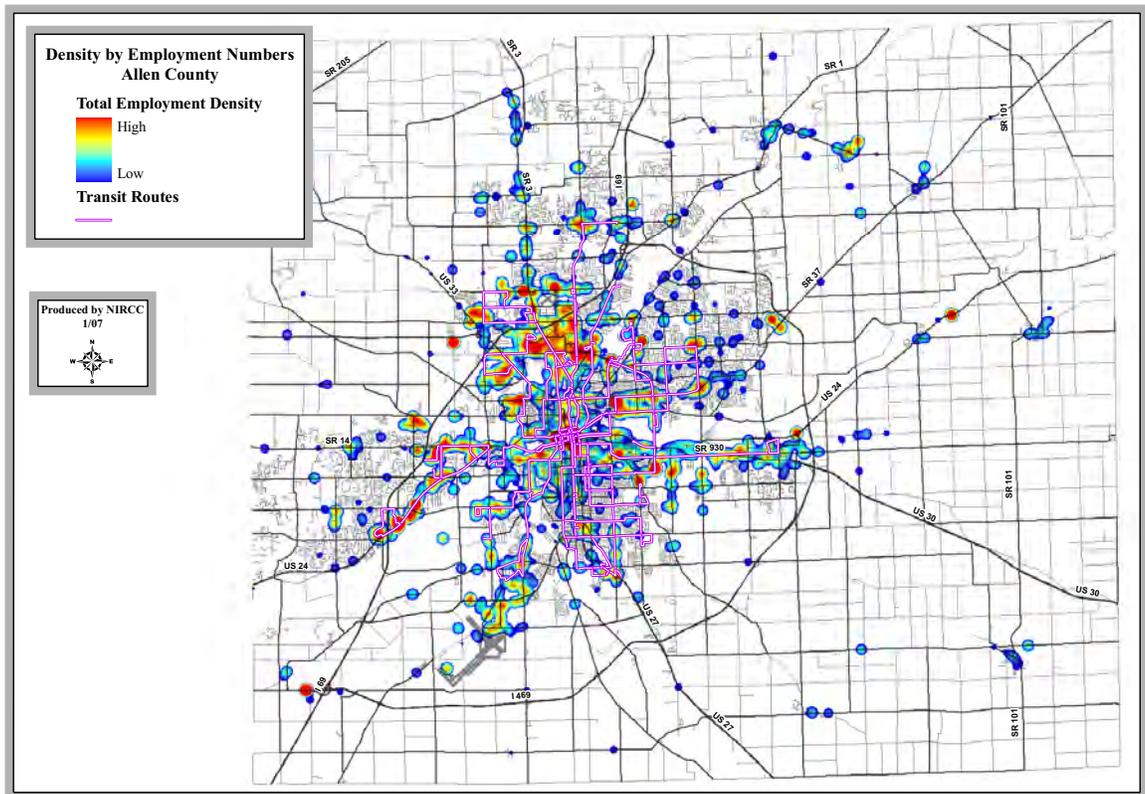
Social assistance providers are also a common destination, including government offices, social and human service agencies, and daycare. Map 16 illustrates the locations of the social assistance providers in Allen County.

Map 17



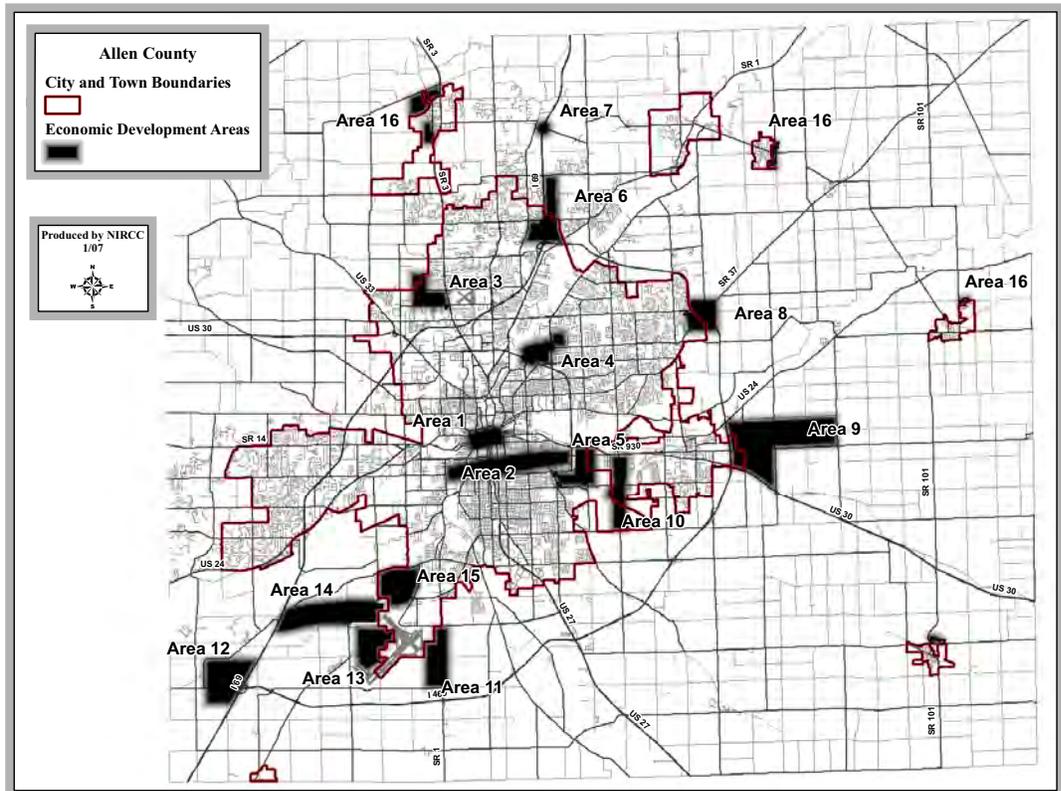
The colleges, universities, and technical schools in the area are a common destination for educational and employment opportunities for individuals within the targeted populations. Map 17 illustrates the locations of the colleges, universities, and technical schools in Allen County.

Map 18



The final common destination that affects the targeted populations, specifically those with limited incomes, are locations of employment opportunities. Map 18 illustrates the locations with employment opportunities in Allen County. The Allen County and Fort Wayne economy has a strong and growing service industry component, and jobs in this sector are the most easily attained by people with low skills and training who are trying to make the transition from welfare to work. Job growth in the Fort Wayne MSA is strongest in areas easily accessed by interstate highways and the Fort Wayne International airport. The vast majority of new jobs created in health-care services, retail, manufacturing and warehousing are located at the edges of Fort Wayne rather than in central parts of the city. Hospitals, hotels, retail centers, universities, and office parks are located in minor concentrations throughout the City but not in or adjacent to the JRZ. While there are manufacturing jobs in central city industrial corridors, the majority of these jobs are not entry-level positions. In addition, there continues to be a loss of service and manufacturing jobs in the central part of Fort Wayne as employers downsize and/or relocate in order to remain competitive. These job losses are counterbalanced by job creation in suburban parts of Allen County and surrounding counties. The forecast for future job growth suggests that current trends in location will continue. While central-city opportunities for brownfield redevelopment will likely present themselves, and may produce job growth or reinforce employment stability, it is likely that the majority of growth will occur where land is available to build new state-of-the-art facilities in close proximity to a highway or airport.

Map 20



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 20.

Economic Development Areas

1. Downtown Fort Wayne
2. Fort Wayne's Older Industrial Railroad Corridor
3. Cook Road (Northwest) Industrial Area
4. Indiana University-Purdue University Fort Wayne / IVY Tech Community College Northeast / Northeast Indiana Innovation Center / Certified Technology Park Complex
5. East End Industrial Area
6. Dupont Road / Interstate 69 Complex
7. Hursh Road / Interstate 69 Proposed Interchange
8. State Road 37 / Interstate 469 Interchange
9. Industrial Area East of Interstate 469 between U.S. Highway 24 and U.S. Highway 30
10. Adams Township Industrial Area
11. Bluffton Road Corridor
12. General Motors Area
13. Air Trade Center
14. Airport Expressway
15. Area North of the Fort Wayne International Airport
16. Industrial Parks in Grabill, Huntertown, Monroeville, and Woodburn

Non-Geographic Needs

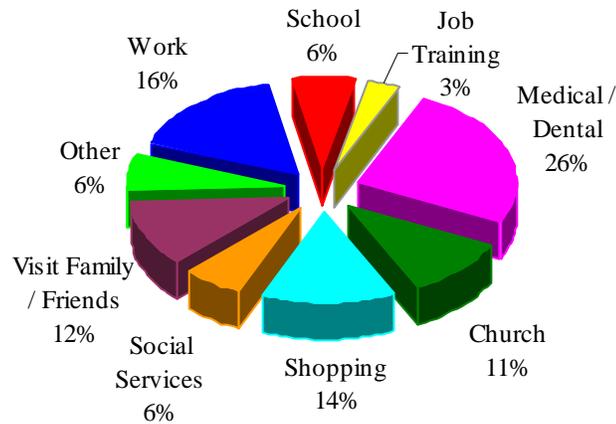
Transportation is needed by individuals with disabilities, older adults, and persons with limited incomes for a variety of purposes to a variety of destinations. The primary reason however is that reliable transportation enhances their quality of life. It creates a sense of independence and allows an 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. Interviews and discussions were conducted with providers and area agencies that serve the targeted populations. A transportation needs survey was also conducted, focusing on individuals from the targeted populations. 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 primary reasons for needing transportation in Allen County is for accessing medical appointments or services and to access employment. This holds true for all three of the targeted populations. According to the area human service transportation providers, medical related trips are requested most often. According to employment agencies, reliable and adequate transportation is crucial to a person attaining and maintaining employment. The 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

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

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

The survey also asked the individuals from the targeted populations which days of the week and what times of the day transportation was 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 break down of the responses.

Chart 2

What days of the week do you need transportation?

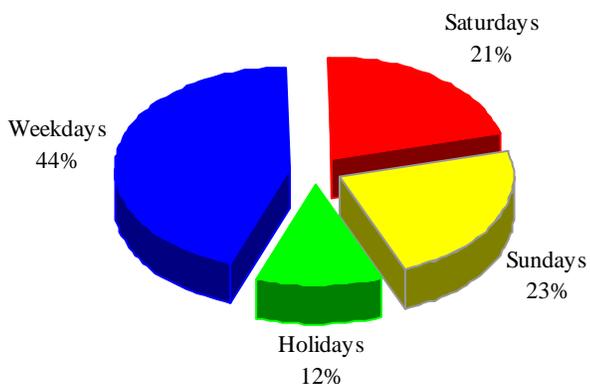
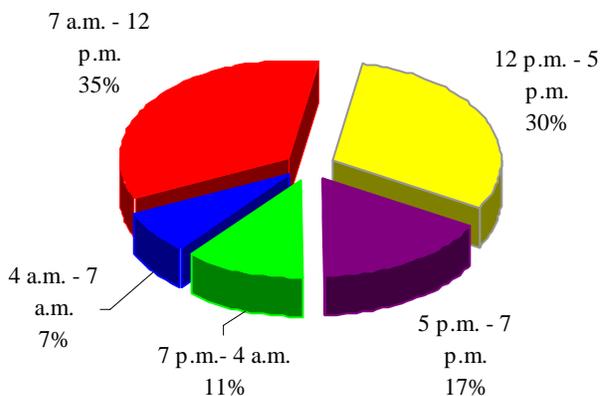


Chart 3

What times of day do you need transportation?



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 of Allen County, lack of funding (specifically operational), the lack of affordable alternatives, and service coordination opportunities.

Hours of Operation

- No service in the early morning and late evening hours
- Saturday service is limited
- No service on Sundays
- No service on major holidays

The lack of early morning, late night, and weekend hours is a significant gap for CITILINK. They do not provide service between 9:30 p.m. and 5:45 a.m. Monday through Friday. The busses stop running at 6:15 Saturday evening, with service resuming at 5:45 a.m. the following Monday. There is no service on Sundays or major holidays. 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. Second-shift employees cannot get a CITILINK ride home from work and third-shift workers cannot get a ride to work. 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 lack of late night and weekend hours is also a gap for the other providers within Allen County. The human service providers typically do not provide service between 5 p.m. and 8 a.m. Monday through Friday. The exception is limited medical services from 5 p.m. to 11 p.m., mainly for after hours hospital discharges. Saturday service is limited, only one human service provider operates. The private providers, with the exception of taxi service, typically do not provide service between 10 p.m. and 5 a.m. Monday through Saturday. The human service and private providers also do not provide service on Sundays or major holidays. 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

- Areas not served by public transit
- Areas not served by public para-transit
- Travel outside of Allen County limited

Allen County's 657 square miles of area complicates transportation provision for all providers. This is made apparent for CITILINK in the maps presented earlier illustrating various populations and destinations relative to the transit routes. Many destinations are outside the current routes. CITILINK routes are designed to provide cost effective transit service to many destinations within Fort Wayne, New Haven and urban areas at the fringes of these cities. Retail and commercial development, medical development, and employment centers continue to develop beyond the reach of their current service area. CITILINK routes can be adjusted to serve new destinations, but these adjustments will likely result in compromises in current service or significant increases in trip fares. New service is a give and take, because even as the city is expanding and destinations continue to grow outside their service area, the financial funding does not. An additional constraint on the CITILINK service area is the fact that taxing authority confines the area to the City boundary and some areas immediately adjacent to the city. This limitation prevents CITILINK from providing transportation service to employment centers outside of Fort Wayne, New Haven, much less Allen County. The fundamental disconnect is that a majority of 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.

The human service and private transportation providers are also affected by the size of the county. Unlike CITILINK, these providers will serve the entire county. However, the service they can provide is limited. These providers operate much smaller operations with limited capacities. They also deal with limited budgets and struggle with finding the funding that is needed to provide the requested services. Transportation outside of the county is also limited. Many of the human service providers cannot afford to provide this type of service. The private providers do provide service to destinations outside the county, but it comes at a significant cost that is often outside the reach of individuals from the targeted populations.

Service Availability

- Frequency of Service
 - Headways
 - Trip Limitations (grocery store trips, Medicare/Medicaid trips)
- Limited transit routes in some suburban areas
- Service limited in Rural Areas
- Restrictive Scheduling Requirements
- Accessibility to transit routes (sidewalks and mobility obstacles)

Service availability is also a service gap within Allen County. 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. Many routes have been or will be switched to 30 minute frequencies. Still, the remaining 60 minute frequencies place a burden on riders as they try to make it to appointments and work on time.

CITILINK 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. In addition, trips often require advance scheduling, which often prevents an individual from receiving immediate transportation.

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, 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 TPC meetings and quarterly 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 compliment existing transportation programs and make use of community resources to coordinate safe and fiscally responsible specialized transportation services for the transit dependent population in Allen County. 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 recent transportation service consolidation between CTN and Turnstone. Through coordination, CTN and Turnstone saw an opportunity to benefit an agency 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 have been broken down for the Sections 5310 Elderly and Individuals with Disabilities Program, 5316 Job Access Reverse Commute Program, and 5317 New Freedom Program separately.

Section 5310 Elderly and Individuals with Disabilities Program 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 5316 Job Access Reverse Commute Program 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

Section 5317 New Freedom Program Strategies:

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

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 eligible Section 5310, 5316, and 5317 applicants' potential projects will be reviewed and selected by the TAC (5310) or the TPC (5316 and 5317). Projects must address the strategies identified in this plan. 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 Section 5310 program and CITILINK for Section 5316 and 5317 programs.

Section 5310 Elderly and Individuals with Disabilities Program

All eligible Section 5310 grant applicants must submit their projects to the TAC for review. The projects must address the strategies identified in this plan. This is a competitive process for which the TAC has established a process for evaluating Section 5310 Grant Applications from Fort Wayne/New Haven/Allen County Metropolitan Area. The process was developed in accordance with the INDOT's request to prioritize applications within the MPO service area. The evaluation process is modeled on criteria used by INDOT to evaluate the grant proposals. The process is designed to evaluate the vehicles as opposed to the entire application. 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. The TAC will then approve the prioritizations and forward them to UTAB and NIRCC for their approval and inclusion in the TIP. All applicants will submit their applications to NIRCC, which will submit a combined application on behalf of all the applicants and the TAC to INDOT.

Section 5316 Job Access Reverse Commute Program

All eligible Section 5316 grant applicants must submit their projects to the TPC. The projects must address the strategies identified in this plan. This is a competitive process for which the TPC will establish a process for evaluating Section 5316 Grant Applications from Fort Wayne/New Haven/Allen County Metropolitan Area. Specific and objective criteria will be developed to evaluate the proposals. A competitive evaluation and prioritization process will award points in the areas of reliability, service area, number of trips, and the costs per trip and mile. 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 prioritizations and forward them to UTAB and NIRCC for their approval and inclusion in the TIP. All applicants will submit their applications to the TPC and CITILINK for simultaneous and parallel approval. As the designated recipient, CITILINK will process the selected application(s) for Federal Transit Authority (FTA) approval on behalf of the applicants.

Section 5317 New Freedom Program

All eligible Section 5317 grant applicants must submit their projects to the TPC. The projects must address the strategies identified in this plan. This is a competitive process for which the TPC will establish a process for evaluating Section 5316 Grant Applications from Fort Wayne/New Haven/Allen County Metropolitan Area. Specific and objective criteria will be developed to evaluate the proposals. A competitive evaluation and prioritization process will award points in the areas of reliability, service area, number of trips, and the costs per trip and mile. 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 prioritizations and forward them to UTAB and NIRCC for their approval and inclusion in the TIP. All applicants will submit their applications to the TPC and CITILINK for simultaneous and parallel approval. 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

Becky Weimerskirch, Committee Chair, Community Transportation Network
Bart Hofherr, Committee Vice Chair, Amalgamated Transit Union / Citilink
Dave Gionet / Betsy Kachmar , Citilink
Ranelle Melton, Allen County Council on Aging
Nancy Louraine, Turnstone Center for Disabled Adults and Children
Dave Burian, Deluxe Taxi
Dan Hunt, Kidz Cab
Michelle Wood, Allen County Department of Planning Services
Tom Walls, City of Fort Wayne Planning Department
Kevin Whaley, City of New Haven Planning Department
Virginia Drozd, Consumer
Valerie Stein, Consumer
Representative from INDOT Public Transit Section

TAC Participants

Becky Weimerskirch, Community Transportation Network
Ranelle Melton, Allen County Council on Aging
Nancy Louraine, Turnstone Center for Disabled Adults and Children
Carrie Boedeker, Byron Health Center
Betsy Kachmar, Citilink
Lillian Embick, Audiences Unlimited, Inc.
Dorothy Schuerman / Carol Ellinger , Aging and In-Home Services
Mariam Brady / Randy Wolf / Amy Rectanus, Goodwill Industries
Mary Fyfe / Zack Lee / Ravin Stanley, Easter Seals ARC
Pat Turner, Neighborhood Health Clinics

Additional Consulted Parties

Joe Merchich, Indiana Workforce Development-WorkOne
Carol Telley, Anthony Wayne Services
Roland Mross, Community Transportation Association of America

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. – 7p.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

Coordinated Public Transit-Human Services Transportation Plan
Transportation Needs Survey Results

Total Surveys

	296
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1. Zip Code

Surveys Responding								279
46706	46723	46733	46741	46743	46745	46748	46765	
0	0	0	1	1	0	1	0	0
46773	46774	46777	46783	46788	46797	46798	46802	
4	16	0	0	0	4	0	26	
46803	46804	46805	46806	46807	46808	46809	46814	
15	15	17	33	19	24	2	2	
46815	46816	46818	46819	46825	46835	46845	46992	
16	31	3	6	23	9	3	2	
46738	46770	46799	46977	46813	46801			
1	1	1	1	1	1			

94.26% Response Rate

Age of Individuals Completing Surveys

Surveys Responding		296
Under Age 65		239
Above Age 65		57

100.00% Response Rate

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?

Surveys Responding								295
		Under Age 65		Above Age 65			Total	
Yes	101	79.53%	42.44%	26	20.5%	45.6%	127	
No	137	81.55%	57.56%	31	18.5%	54.4%	168	
	238	80.7%		57	19.3%		295	

99.66% Response Rate

43.1%

56.9%

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

Surveys Responding								127
		Under Age 65		Above Age 65			Total	
1 or 2	36	66.7%	35.6%	18	33.3%	69.2%	54	
3 or 4	47	87.0%	46.5%	7	13.0%	26.9%	54	
5 or more	18	94.7%	17.8%	1	5.3%	3.8%	19	
	101	79.5%		26	20.5%		127	

100.00% Response Rate

42.5%

42.5%

15.0%

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

Surveys Responding								290
		Under Age 65		Above Age 65			Total	
Yes	43	68.3%	18.2%	20	31.7%	37.0%	63	
No	193	85.0%	81.8%	34	15.0%	63.0%	227	
	236	81.4%		54	18.6%		290	

97.97% Response Rate

21.7%

78.3%

Coordinated Public Transit-Human Services Transportation Plan
Transportation Needs Survey Results

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

<i>Surveys Responding</i>							223	75.34% Response Rate
	Under Age 65			Above Age 65			Total	
Work	106	94.6%	18.9%	6	5.4%	5.0%	112	16.5%
School	41	95.3%	7.3%	2	4.7%	1.7%	43	6.3%
Job Training	22	95.7%	3.9%	1	4.3%	0.8%	23	3.4%
Medical / Dental	130	75.6%	23.2%	42	24.4%	35.3%	172	25.3%
Church	54	75.0%	9.6%	18	25.0%	15.1%	72	10.6%
Shopping	73	79.3%	13.0%	19	20.7%	16.0%	92	13.5%
Social Services	36	83.7%	6.4%	7	16.3%	5.9%	43	6.3%
Visit Family / Friend	66	83.5%	11.8%	13	16.5%	10.9%	79	11.6%
Other	32	74.4%	5.7%	11	25.6%	9.2%	43	6.3%
	560	82.5%		119	17.5%		679	

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

<i>Surveys Responding</i>							272	91.89% Response Rate
	Under Age 65			Above Age 65			Total	
Yes	78	97.5%	35.0%	2	2.5%	4.1%	80	29.4%
No	145	75.5%	65.0%	47	24.5%	95.9%	192	70.6%
	223	82.0%		49	18.0%		272	

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

<i>Surveys Responding</i>							273	92.23% Response Rate
	Under Age 65			Above Age 65			Total	
Personal Vehicle	146	88.5%	41.2%	19	11.5%	19.6%	165	36.6%
Citilink Bus	61	88.4%	17.2%	8	11.6%	8.2%	69	15.3%
Citilink Access	10	83.3%	2.8%	2	16.7%	2.1%	12	2.7%
CTN	26	46.4%	7.3%	30	53.6%	30.9%	56	12.4%
ACCA	0	0.0%	0.0%	6	100.0%	6.2%	6	1.3%
Friend or Family	87	76.3%	24.6%	27	23.7%	27.8%	114	25.3%
Taxi /Van	12	80.0%	3.4%	3	20.0%	3.1%	15	3.3%
Other	12	85.7%	3.4%	2	14.3%	2.1%	14	3.1%
	354	78.5%		97	21.5%		451	

Coordinated Public Transit-Human Services Transportation Plan
Transportation Needs Survey Results

7. **What days of the week do you need transportation?**

<i>Surveys Responding</i>								151	51.01% Response Rate
		Under Age 65		Above Age 65		Total			
Weekdays	103	75.2%	40.7%	34	24.8%	59.6%	137	44.2%	
Saturdays	56	86.2%	22.1%	9	13.8%	15.8%	65	21.0%	
Sundays	60	83.3%	23.7%	12	16.7%	21.1%	72	23.2%	
Holidays	34	94.4%	13.4%	2	5.6%	3.5%	36	11.6%	
	253	81.6%		57	18.4%		310		

What times of day do you need transportation?

<i>Surveys Responding</i>								121	40.88% Response Rate
		Under Age 65		Above Age 65		Total			
4 a.m. - 7 a.m.	25	96.2%	8.6%	1	3.8%	1.4%	26	7.2%	
7 a.m. - 12 p.m.	90	72.0%	30.9%	35	28.0%	49.3%	125	34.5%	
12 p.m. - 5 p.m.	85	78.0%	29.2%	24	22.0%	33.8%	109	30.1%	
5 p.m. - 7 p.m.	56	91.8%	19.2%	5	8.2%	7.0%	61	16.9%	
7 p.m.- 4 a.m.	35	85.4%	12.0%	6	14.6%	8.5%	41	11.3%	
	291	80.4%		71	19.6%		362		

Appendix C: Public Involvement Documentation

Notification Letters:

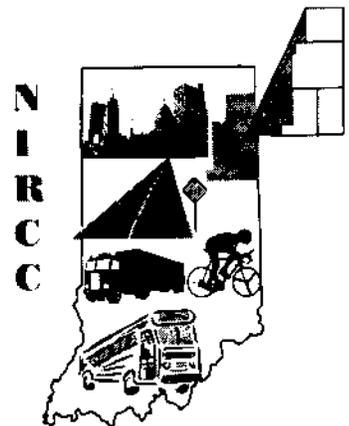
- **Agency Input Sessions**
- **Public Information Sessions**
- **Mailing List**

Public Information Sessions Newspaper Brief

Attendees and Comments:

- **Agency Input Sessions**
- **Public Information Sessions**

NORTHEASTERN INDIANA REGIONAL COORDINATING COUNCIL



February 7, 2007

The Northeastern Indiana Regional Coordinating Council (NIRCC) has scheduled two (2) public input sessions to allow all interested parties an opportunity to assist in the development process of the Coordinated Public Transit – Human Services Transportation Plan for Allen County. The sessions will include a presentation on the development of the proposed plan, as well as time for questions and comments.

NIRCC through its Transit Planning Committee began to develop 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). 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.

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 **Tuesday, February 20th** at the City-County Building located at One East Main Street in the **Omni Room (Room 250)**. The **first session will begin at 1:30 PM** and will conclude at approximately 2:30 PM. The **second session will begin at 5:30 PM** and will conclude at approximately 6:30 PM.

Your participation and attendance at one of these sessions is crucial in providing the most accurate and complete assessment of the transportation needs and transportation gaps within Allen County. We look forward to seeing you and receiving your input on February 20th.

For additional information on these sessions or the plan, please contact Matt Vondran by phone at (260) 449-7309 or by e-mail at Matt.Vondran@co.allen.in.us

NORTHEASTERN INDIANA REGIONAL COORDINATING COUNCIL



March 20, 2007

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 developed 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.

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). 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.

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 **Thursday, March 29th** at the City-County Building located at One East Main Street in the **Omni Room (Room 250)**. 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 March 29th.

For additional information on these sessions or the plan, please contact Matt Vondran by phone at (260) 449-7309 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, 630 City-County Building, One East Main Street, Fort Wayne, IN 46802 or at NIRCC.com

LINDA K. BLOOM
COUNTY COMMISSIONER
RM 200 CITY-CO BLDG
FORT WAYNE, IN 46802

BILL BROWN
COUNTY COMMISSIONER
2ND FLOOR CITY-CO BLDG
FORT WAYNE, IN 46802

NELSON PETERS
COUNTY COMMISSIONER
RM 200 CITY-CO BLDG
FORT WAYNE, IN 46802

GRAHAM RICHARD
MAYOR OF FORT WAYNE
900 CITY-COUNTY BLDG
FORT WAYNE, IN 46802

TERRY McDONALD
MAYOR OF NEW HAVEN
PO BOX 570
NEW HAVEN, IN 46774

RICHARD HOEPPNER
MAYOR OF WOODBURN
PO BOX 665
WOODBURN, IN 46797

HUNTERTOWN TOWN COUNCIL
PRESIDENT
C/O CLERK-TREASURER
HUNTERTOWN
PO BOX 95
HUNTERTOWN, IN 46748

GRABILL TOWN COUNCIL
PRESIDENT
Attn. Lynn Witt
TOWN OF GRABILL
PO BOX 321
GRABILL, IN 46741

DONALD GERARDOT
TOWN COUNCIL PRESIDENT
TOWN OF MONROEVILLE
PO BOX 223
MONROVILLE, IN 46773

TOWN BOARD PRESIDENT
LEO-CEDARVILLE
P.O. BOX 408
LEO, IN 46765

DONALD SCHMIDT
PRESIDENT
FORT WAYNE CITY COUNCIL
2110 FOREST PARK BLVD
FORT WAYNE, IN 46805

PAUL MOSS
PRESIDENT
ALLEN COUNTY COUNCIL
15608 CHICKAT TRAIL
HUNTERTOWN, IN 46748

HAROLD WEST
PRESIDENT
NEW HAVEN CITY COUNCIL
PO BOX 570
NEW HAVEN, IN 46774

TORY RICHARDSON
AIRPORT AUTHORITY
STE 209 LT PAUL BAER TERMINAL
FORT WAYNE, IN 46809

KEVIN WHALEY
CITY OF NEW HAVEN
PO BOX 570
NEW HAVEN, IN 46774

MICHELLE WOOD
DPS
1 E MAIN ST STE 630
FORT WAYNE, IN 46802

TOM WALLS
FT WAYNE PLANNING DEPARTMENT
1 E MAIN ST STE 800
FORT WAYNE, IN 46802

CHAMBER OF COMMERCE
826 EWING STREET
FORT WAYNE, IN 46802

IPFW
WALB STUDENT UNION, RM 113
OFFICE OF SSD
2101 E COLISEUM BLVD
FORT WAYNE, IN 46805

UNIVERSITY OF SAINT FRANCIS
OFFICE OF DISABILITIES
2701 SPRING ST
FORT WAYNE, IN 46808

INDIANA TECH
OFFICE OF DISABILITIES
1600 E WASHINGTON BLVD
FORT WAYNE, IN 46803

IVY TECH
Attn. Timothy Ross, Director
TRiO Student Support Services
3800 N ANTHONY BLVD
FORT WAYNE, IN 46805

PARKVIEW HOSPITAL
Attn. Claire Roney
2200 RANDALLIA DR
FORT WAYNE, IN 46805

PARKVIEW NORTH HOSPITAL
CASE MANAGERS
11115 PARKVIEW PLAZA DR
FORT WAYNE, IN 46845

ORTHOPAEDIC HOSPITAL
CASE MANAGERS
11119 PARKVIEW PLAZA DR
FORT WAYNE, IN 46845

DUPONT HOSPITAL
CASE MANAGERS
2520 E DUPONT RD
FORT WAYNE, IN 46825

LUTHERAN HOSPITAL
CASE MANAGERS
7950 W JEFFERSON BLVD
FORT WAYNE, IN 46804

ST JOSEPH HOSPITAL
CASE MANAGERS
700 BROADWAY
FORT WAYNE, IN 46802

DAVE GIONET
CITILINK
801 LEESBURG RD
FORT WAYNE, IN 46808

BETSY KACHMAR
CITILINK
801 LEESBURG RD
FORT WAYNE, IN 46808

RANELLE MELTON
ACCA
233 W MAIN ST
FORT WAYNE, IN 46802

BECKY WEIMERSKIRCH
CTN
PO BOX 13371
FORT WAYNE, IN 46868

CARRIE BOEDEKER
BYRON HEALTH CENTER
12101 LIMA RD
FORT WAYNE, IN 46818

AAA TAXI SERVICE
2410 W. JEFFERSON BLVD
FORT WAYNE, IN 46802

DAVE BURIAN
DELUXE TAXI
P.O. BOX 10266
FORT WAYNE, IN 46851

GIBSON MOBILITY
4312 HICKORY RIDGE
WOODBURN, IN 46797

DAN HUNT
KIDZ CAB
8618 RAIL FENCE ROAD
FORT WAYNE, IN 46835

PREMIER LIMOUSINE
P.O. BOX 485
NEW HAVEN, IN 46774

ROYAL TRANSPORTATION
4925 AVONDALE
FORT WAYNE, IN 46806

SAFE TRANSPORTATION
P.O. BOX 11541
FORT WAYNE, IN 46859

CAROL ELLINGER
AGING & IN-HOME SERVICES
2927 LAKE AVENUE
FORT WAYNE, IN 46805

LILLIAN EMBICK
AUDIENCES UNLIMITED
227 E. WASHINGTON BLVD
FORT WAYNE, IN 46802

AWS
2826 S CALHOUN ST
FORT WAYNE, IN 46807

JULIE MCQUEEN
AWS HOMEPOINT
2101 FILLMORE ST
FORT WAYNE, IN 46802

MURIEL BAKER
ANTHONY WAYNE SERVICES
2101 FILLMORE ST
FORT WAYNE, IN 46802

CANI CANNING & CASE
MANAGEMENT CENTER
2518 WINTER
FORT WAYNE, IN 46803

CANI HEAD START
P.O. BOX 10570
FORT WAYNE, IN 46853

ROSA GERRA
BENITO JUAREZ CULTURE
1210 BROADWAY
FORT WAYNE, IN 46802

COMMUNITY ACTION OF NE
INDIANA INC ADMINISTRATIVE
OFFICES
227 E WASHINGTON BLVD
FORT WAYNE, IN 46802

CROSSROAD CHILDREN'S HOME
2525 LAKE AVE
FORT WAYNE, IN 46805

JOE JORDAN
EAST WAYNE STREET CENTER
801 E WAYNE STREET
FORT WAYNE, IN 46802

ZACK LEE
EASTER SEALS-ARC
4919 PROJECTS DRIVE
FORT WAYNE, IN 46825

FIRST STEPS OF ALLEN COUNTY
519 TENNESSEE AVE
FORT WAYNE, IN 46805

FW COMMUNITY SCHOOLS
6006 ARDMORE AVE
FORT WAYNE, IN 46809

TERENCE KENDRICK
FW URBAN LEAGUE
2135 S. HANNA ST
FORT WAYNE, IN 46803

RANDY WOLF
GOODWILL INDUSTRIES
1516 MAGANAVOX WAY
FORT WAYNE, IN 46804

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201 E. RUDISILL BLVD
FORT WAYNE, IN 46806

BUREAU OF FAMILY RESOURCES
201 E. RUDISILL BLVD
FORT WAYNE, IN 46806

MICHELLE SAVIEO
BUREAU OF FAMILY RESOURCES
201 E. RUDISILL BLVD
FORT WAYNE, IN 46806

INDIANA WORKFORCE
DEVELOPMENT
201 E. RUDISILL BLVD
FORT WAYNE, IN 46806

JOHN GUINGRICH
LEAGUE FOR THE BLIND
5821 S ANTHONY BLVD
FORT WAYNE, IN 46807

BART HOFHERR
LOCAL 682 ATU
12331 DRESS ROAD
ROANOKE, IN 46783

JEFF SPENCE
LUTHERAN SOCIAL SERVICES
330 MADISON AVENUE
FORT WAYNE, IN 46802

LUTHERAN SOCIAL SERVICES
CASE MANAGEMENT
3326 S CALHOUN
FORT WAYNE, IN 46807

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CLINIC
413 E JEFFERSON BLVD
FORT WAYNE, IN 46802

REV MICHAEL LATHAM
NAACP
1521 E. PONTIAC ST
FORT WAYNE, IN 46803

BELINDA DEAN
NEIGHBORHOOD HEALTH
1717 S CALHOUN ST
FORT WAYNE, IN 46802

PARK CENTER INC
909 E STATE BLVD
FORT WAYNE, IN 46805

NANCY LOURAINÉ
TURNSTONE
3320 N CLINTON
FORT WAYNE, IN 46805

UNITED HISPANIC CARING HEARTS
227 E LEWIS ST
FORT WAYNE, IN 46802

WORKERS FOR THE BLIND
303 E BERY ST
FORT WAYNE, IN 46803

YOUR FRIENDS & NEIGHBORS
1515 MAGNAVOX WAY
FORT WAYNE, IN 46804

DIVISION OF VOCATIONAL
REHABILITATION
ATTN. JIM WYCKOFF
219 W. WAYNE ST
FORT WAYNE, IN 46802

CHERYL TAYLOR
FOELLINGER FOUNDATION, INC
ATTN. FUNDERS GROUP
520 E. BERRY ST
FORT WAYNE, IN 46803

RESCARE
8309 LIMA RD
FORT WAYNE, IN 46818

HEALTH DISPARITY COALITION
c/o FW URBAN LEAGUE
2135 S HANNA ST
FORT WAYNE, IN 46803

UNITED WAY
334 E BERRY ST
FORT WAYNE, IN 46802

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HUNTERTOWN, IN 46748

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TOM SMITH
6521 MONARCH DR
FORT WAYNE, IN 46815

PAM HOLOCHER
FORT WAYNE C & ED
RM 800 CITY CO BUILDING
FORT WAYNE, IN 46802

Newspaper Brief Announcing March 29, 2007 Public Information Sessions

Appeared in Fort Wayne Journal Gazette on March 21, 2007

Panel to discuss transit plan

The Northeast Indiana Regional Coordinating Council will have two public sessions March 29 at the City-County Building to gain public feedback on a transportation plan.

The public transit-human services transportation plan is required by the Federal Transit Administration for local transportation providers to be eligible for financing that covers programs for the elderly, those with disabilities and job access-return commutes.

The plan identifies gaps in service and sets priorities to address those gaps in Allen County. The plan is available for review at the NIRCC office on the sixth floor of the City-County Building and online at www.NIRCC.com.

The sessions will begin at 3 and 6 p.m. March 29 in the Omni Room, Room 250, in the City-County Building. Comments and concerns can also be sent by fax at 449-7682 with attention to Matt Vondran or mail comments to NIRCC, Room 630, 1 E. Main St., Fort Wayne, IN 46802. For more information, call 449-7309.

**COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN
AGENCY INPUT SESSIONS – FEBRUARY 20, 2007**

Session # 1: 1:30 p.m.

Attendees

Jim Wyckoff, Indiana Vocational Rehabilitation
Claire Roney, Parkview Hospital
Belinda Dean, Neighborhood Health Clinic
Lynn Witt, Town of Grabill
Terence Kendrick, Fort Wayne Urban League
Becky Wiemerskirch, Community Transportation Network
Susie Hoot, Allen County Plan Commission

Comments

- Transportation to and from employment during early morning and late evening hours, as well as Saturdays and Sundays causes problems for employment
- Many uninsured or under insured individuals, who lack personal transportation, often get stranded at hospitals when released from the hospital at times or on days when bus service is not available.
- There are many individuals in the Grabill area that are in need of transportation, but the increasing fuel costs has made it out of reach for some.
- Low income individuals need transportation to get back and forth from medical appointments and the hospital. Ambulance service is often too expensive, so agency has contracted with a taxi provider and obtained bus passes to assist their clients in emergencies.
- In Grabill, for instance, is there an agency that would provide a vehicle for a group of individuals to use?

Session # 2: 5:30 pm.

Attendees

Tim Ross, Ivy Tech
Commissioner Nelson Peters, Allen County Commissioner

Comments

- Single parent students at Ivy Tech struggle with transportation and daycare. Cost is an issue. Extension of the routes to areas not currently served and later hours would also allow access to employment. Glad to see that these were identified as gaps.
- Is there consideration for more public transit transfer centers in town?

**COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN
PUBLIC INFORMATION SESSIONS – MARCH 29, 2007**

Session # 1: 3:00 p.m.

Attendees

Mike Paff, Anthony Wayne Services
Leah Moser, Anthony Wayne Services
Rochelle Covington, Anthony Wayne Services
Becky Weimerskirch, Community Transportation Network
Sheri Caveda, Fifth Freedom
Tina Arosta, Turnstone Center for Disabled Adults and Children
Gary Lake, Fort Wayne Community Schools
K.O. Jackson, Journal Gazette

Comments

- How big of an issue are the mobility obstacles, are they improving?
- Was the amount of accessible vehicles versus the amount of individuals requiring those vehicles looked at, the number of vehicles per capita?
- Even if a vehicle is accessible, it is not always accessible to all individuals and equipment
- The amount of accessible vehicles has increased significantly over the years, specifically for public transit
- Extended hours of transit service would allow AWS workshops to operate on multiple shifts
- How many people ride the bus? Everyone should at least once to understand, it can be tricky.
- Bus service is so much better than what it was.
- Bus service needs to be marketed better.
- Certain providers do not seem to be dependable.
- There are individuals who would use transit if the service was available in their area.

Session # 2: 6:00 pm.

Attendees

Todd Nichols, Ivy Tech
Commissioner Bill Brown, Allen County Commissioner
Danny Osmin
Roy Buskirk, County Council

Comments

- Why isn't there Citilink service to the airport, when it is within their taxing district?
- College students would benefit from and utilize improved transit services, specifically due to the shared programs now offered between IPFW and Ivy Tech.
- Sidewalk access has improved, but still needs to continue.

Comments sent via E-mail by those unable to attend sessions

- From a hospital and healthcare stand point
 - There is a need for wheelchair transportation, especially Monday, Wednesday, and Friday. The most difficult day is Wednesday.
 - After hours, after 5 p.m., transportation that is available is very expensive, \$100.00 one way.