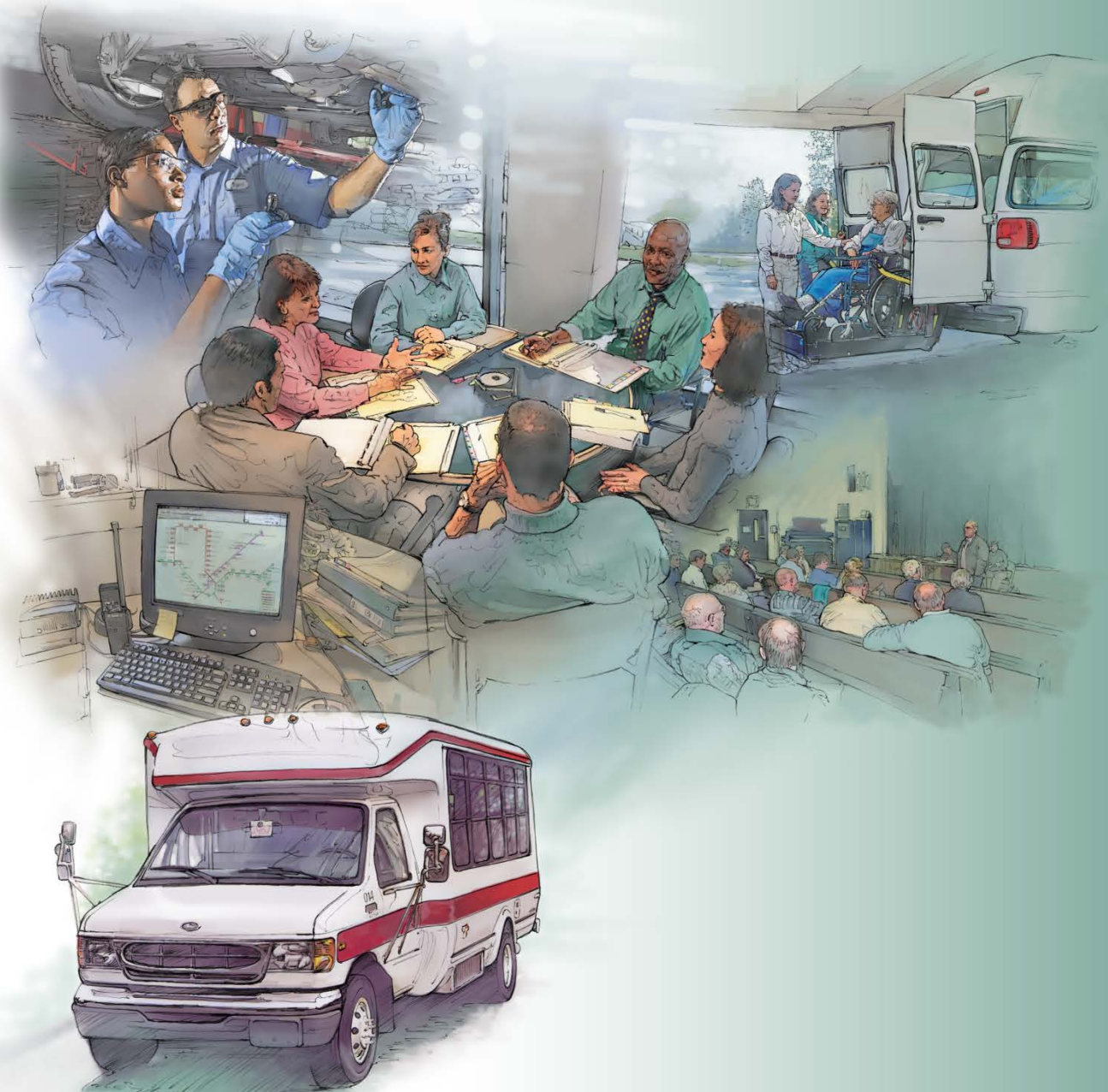




**Coordinated Public Transit-Human Services  
Transportation Plan Update  
Region 10**

**Final Report**

**November 2017**



## ***Moving Public Transportation Into the Future***

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# **I. INTRODUCTION**

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## **OVERVIEW**

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

On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act, was signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act applies new program rules to all Fiscal Year 2016 funds and authorizes transit programs for five years. According to requirements of the FAST Act, locally developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act Federal legislation.

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

### **Relevant FAST Act Programs**

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

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

The Section 5310 Program provides formula funding to states for the purpose of assisting public and private nonprofit groups in meeting the transportation needs of older adults and individuals with disabilities when transportation services provided are unavailable, insufficient, or inappropriate to meet those needs. The Federal Transit Administration (FTA) apportions Section 5310 Program funds to direct recipients. For rural and small urban areas in Indiana, the Indiana Department of Transportation (INDOT) is the direct recipient. As the direct recipient, INDOT solicits applications and selects Section 5310 Program recipient projects for funding through a formula-based, competitive process, which is clearly explained in the INDOT Section 5310 State Management Plan.

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

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

## **PLAN DEVELOPMENT METHODOLOGY**

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

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

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by receiving input from the aforementioned stakeholders through a public meeting and survey telephone calls, and email conversations.

The coordination plan update incorporated the following planning elements:

1. Review of the previous Regional coordination plan updates to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;
3. Conduct of a survey of the general public. It must be noted that general public survey results are not scientifically valid, but are intended to provide insight into the opinions of the local community. The survey also includes distribution to agencies that serve older adults and individuals with disabilities. A scientifically valid household public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;

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

## **GLOSSARY OF TERMS**

**Bus and Bus Facilities Grants Program (Section 5339)** – The Grants for Bus and Bus Facilities Program (49 U.S.C. 5339) makes Federal resources available to states and direct recipients, so they may replace, rehabilitate and purchase buses and related equipment and construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. Eligible recipients include direct recipients that operate fixed route bus service or allocate funding to fixed route bus operators; state or local governmental entities; and Federally recognized Indian tribes that are both fixed route bus service operators and eligible to receive direct grants under Sections 5307 and 5311. Subrecipients may allocate Grant amounts to subrecipients that are public agencies or private nonprofit organizations engaged in public transportation.

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

**Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310 Program)** – (49 U.S.C. Section 5310/FAST Act Section 3006) This Program provides formula funding to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options. It supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large, urbanized; small, urbanized; and rural. The INDOT Office of Transit administers the Section 5310 Program in Indiana's rural and small urban areas. In large urbanized areas, the Section 5310 Program is administered by a local designated recipient. The Federal share is

80 percent for capital projects. In Indiana, the program has historically been used for capital program purchases only.

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

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

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

**Formula Grants for Rural Areas Program (Section 5311 and also known as the Rural Transit Program)** – This Program provides states with capital, planning, and operating assistance to support public transportation in rural areas with populations of less than 50,000 where many residents often rely on public transit to reach their destinations. The Program also provides funding for State and National training and technical assistance through the Rural Transportation Assistance Program (RTAP). Additional information is available at [www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311](http://www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311). The Indiana Department of Transportation, Office of Transit (INDOT) administers the Section 5311 Program in Indiana. The Federal share is 80 percent for capital projects. The Federal share is 50 percent for operating assistance.

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

**Zero Vehicle Households** – A zero vehicle household is one with no vehicles available to a housing unit, according to U.S. Census data. This factor is an indicator of demand for transit services.

## II. EXISTING CONDITIONS

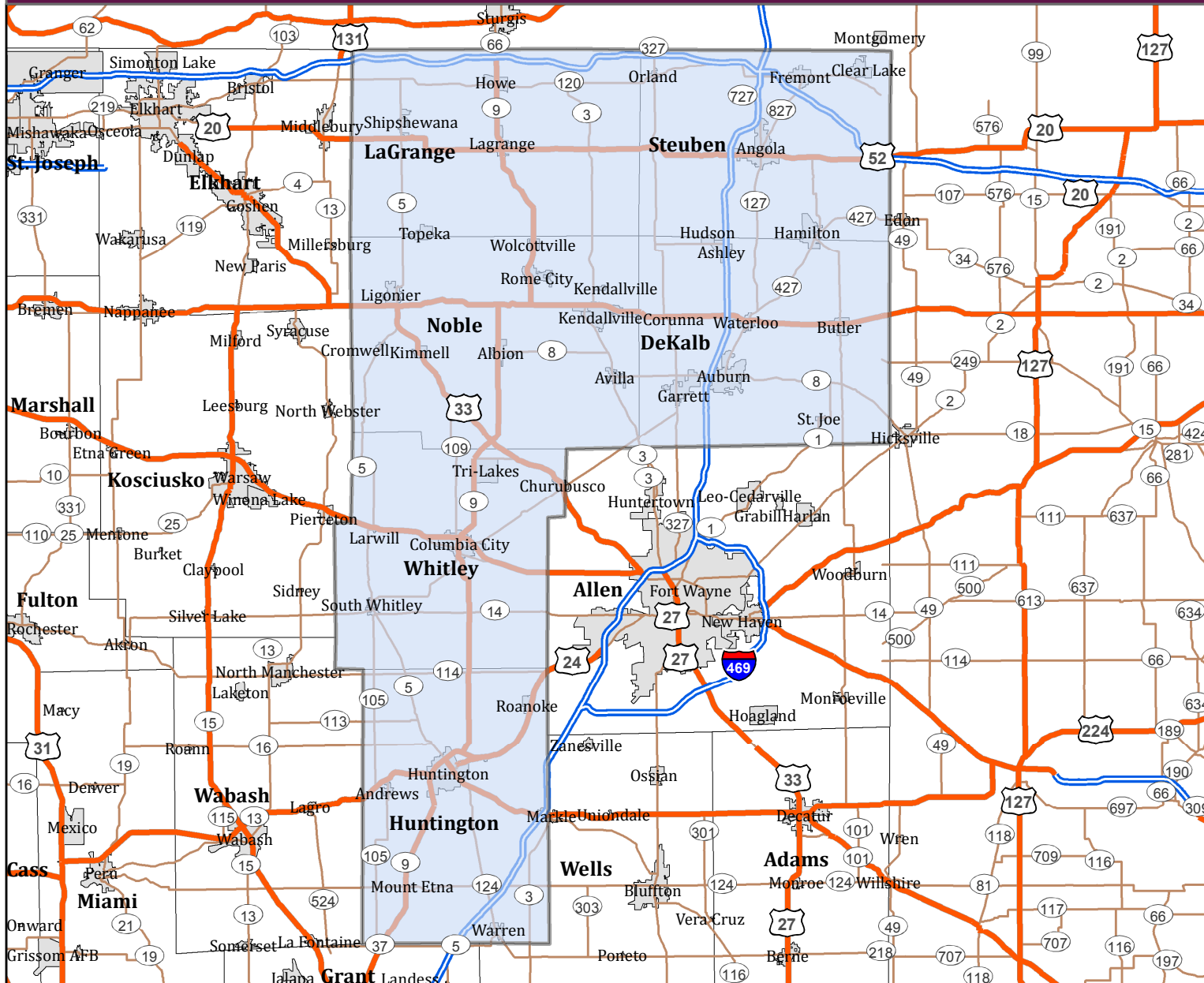
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### REGION OVERVIEW

Region 10 is located in Northeast Indiana. It includes DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley Counties. The map in Exhibit II.1 provides a depiction of the area included in this study. The area is served by the following major highways: Interstate 80/90 and 69; U.S. Routes 6, 20, and 30; and Indiana Routes 1, 3, 5, 8, 9, 120, 205, and 327.

An area's demographics are a strong indication of demand for transportation service. Relevant demographic data are collected and are summarized in this section. The data provided in the following section have been gathered from multiple sources including the U.S. Census Bureau's 2014 American Community Survey (ACS) Five-Year Estimates and the State of Indiana. These sources are used to ensure the most current and accurate information is presented. As a five-year estimate, the data represent a percentage based on a National sample and do not represent a direct population count.

# Exhibit II.1: Location Map Region 10



## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update

### Legend

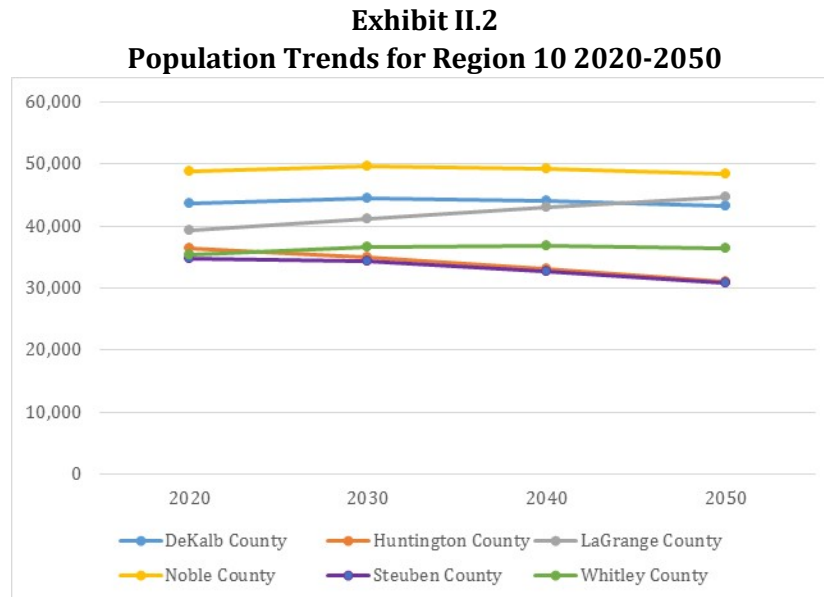
- Region 10
- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns
- Counties

Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



## POPULATION PROJECTIONS

Using data from the Indiana Business Research Center: IU Kelley School of Business, STATS Indiana projects the Region's population will decrease to 234,112 by 2050, an estimated loss of 1.7 percent from the year 2020 population projection. Exhibit II.2 shows population trends between 2020 and 2050 for each county in Region 10.



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

## OLDER ADULT POPULATION

Older adults are most likely to use transportation services when they are unable to drive or choose not to drive. Older adults also tend to be on a limited retirement income, which makes transportation services the more economical option to owning a vehicle. For these reasons, an area's population of older adults is an indicator of potential transit demand.

The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. As they age into their 60's, people in these cohorts typically become more likely to use available transportation services. This trend will put more pressure on the available transportation resources in the community.

Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and younger seniors are healthier than in all previously measured time in our history. Quality of life issues and an individual's desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need to provide public transit greatly increases.

Exhibits illustrating the population density of persons over 65 years of age by block group for each county in the Region is provided in the County Profile section.

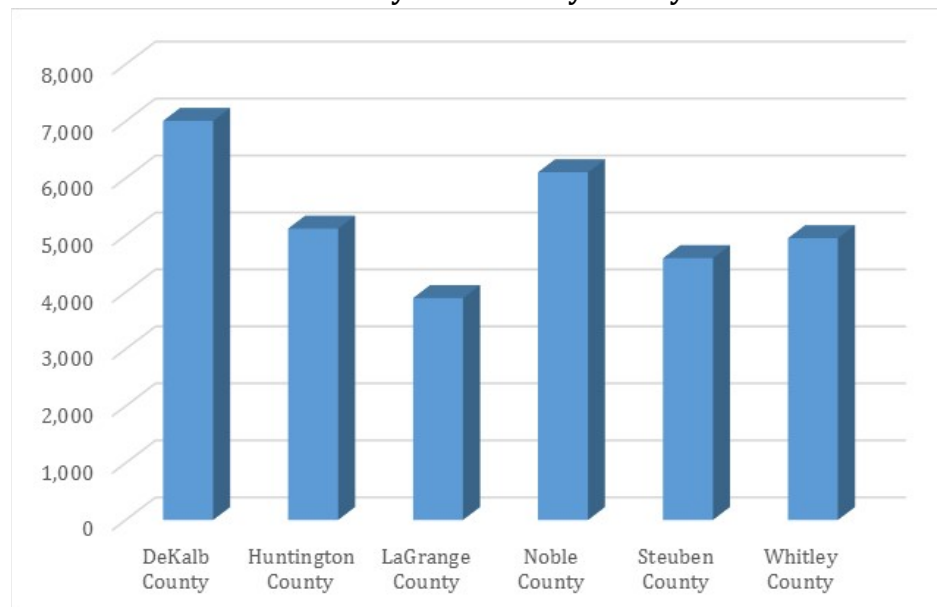
## INDIVIDUALS WITH DISABILITIES

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

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region 10 is available through the 2014 ACS Five-Year Estimates of disability for the noninstitutionalized population. Exhibit II.3 is intended to provide a comparison of the disabled population in each county within the region.

The chart indicates that the highest population of individuals with a disability reside in DeKalb County. The total disabled population estimate for DeKalb County is 7,008. Noble County has an estimated 6,106 disabled people and Huntington County has 5,116 disabled people. The remaining counties have less than 5,000 disabled people per county.

**Exhibit II.3**  
**Disability Incidence by County**

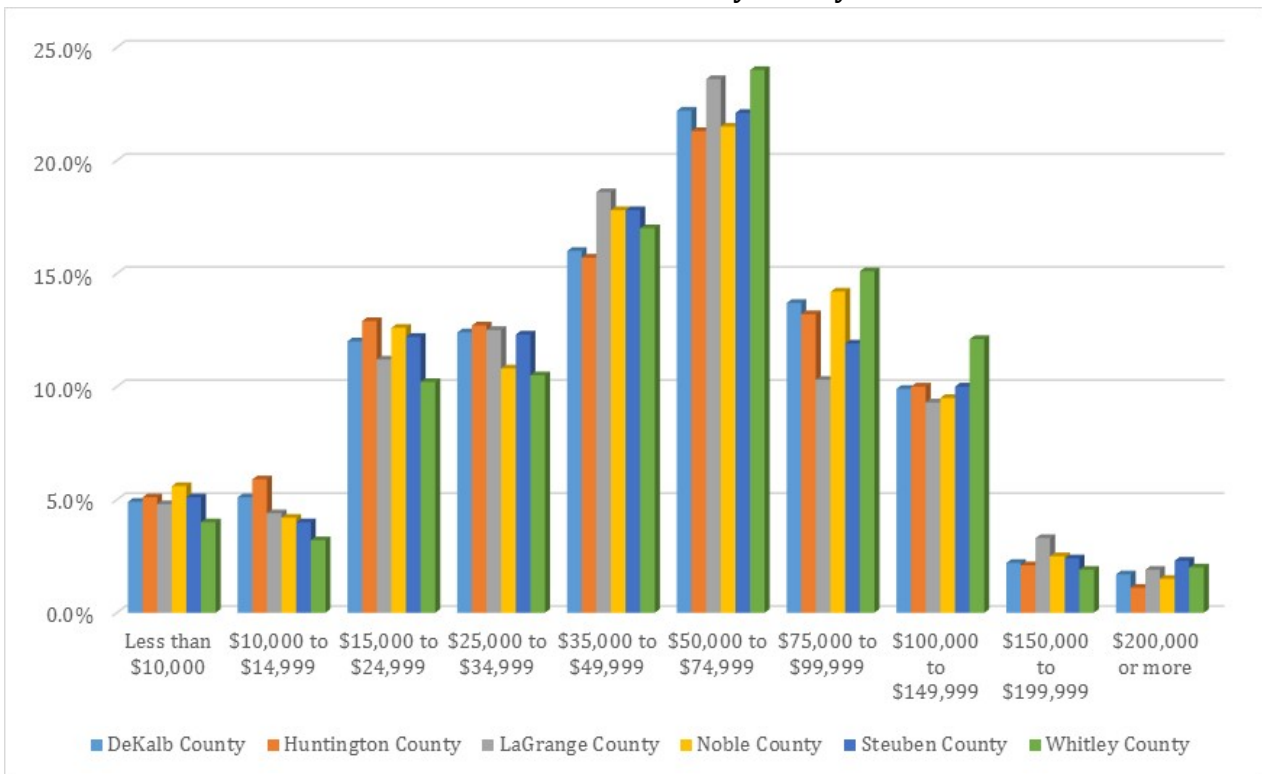


Source: 2014 ACS Five-Year Estimates

## HOUSEHOLD INCOME

Exhibit II.4 illustrates the study area's household incomes according to the 2014 ACS Five-Year Estimates. According to the survey, there are a total of 86,589 households in Region 10. Of those households, about 33.3 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 11.9 percent earn between \$25,000 and \$34,999. Another 16.5 percent earn between \$10,000 and \$24,999 and about 5 percent earn less than \$10,000 per year. The median household income for each area is shown in Exhibit II.5.

**Exhibit II.4**  
**Household Income by County**



Source: 2014 ACS Five-Year Estimates

**Exhibit II.5**  
**Median Household income**

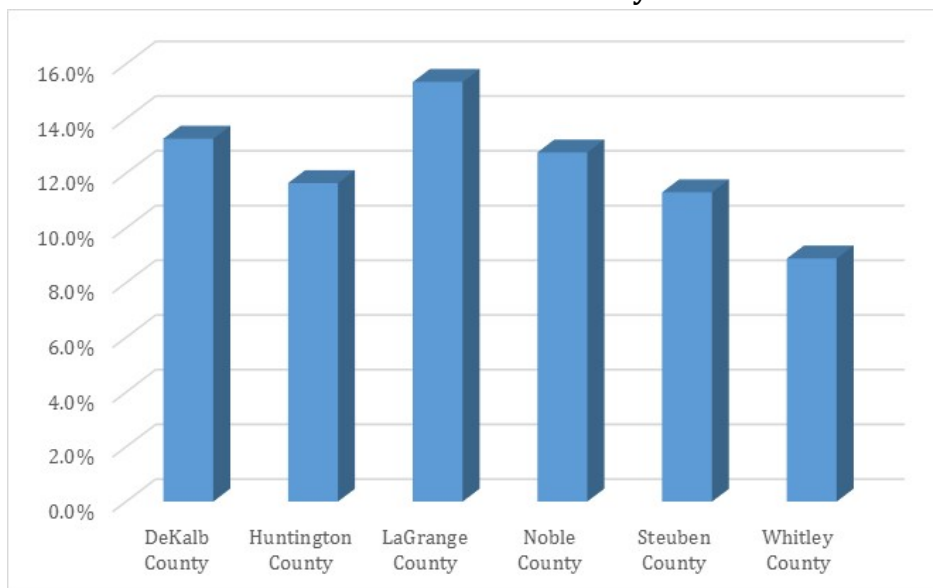
<b>DeKalb County</b>	<b>\$49,561</b>
<b>Huntington County</b>	<b>\$47,356</b>
<b>LaGrange County</b>	<b>\$49,112</b>
<b>Noble County</b>	<b>\$49,102</b>
<b>Steuben County</b>	<b>\$48,750</b>
<b>Whitley County</b>	<b>\$54,023</b>

Source: 2014 ACS Five-Year Estimates

## POVERTY STATUS

Exhibit II.6 illustrates the percentage of the population in each county that lives below the poverty level. At 15.3 percent, LaGrange County has the highest population percentage living below the poverty level. At 13.3 percent, DeKalb County has the second highest population percentage living in poverty, while Noble County is at 12.8 percent. The remaining counties have poverty levels below 12 percent.

**Exhibit II.6**  
**Percent Below Poverty**

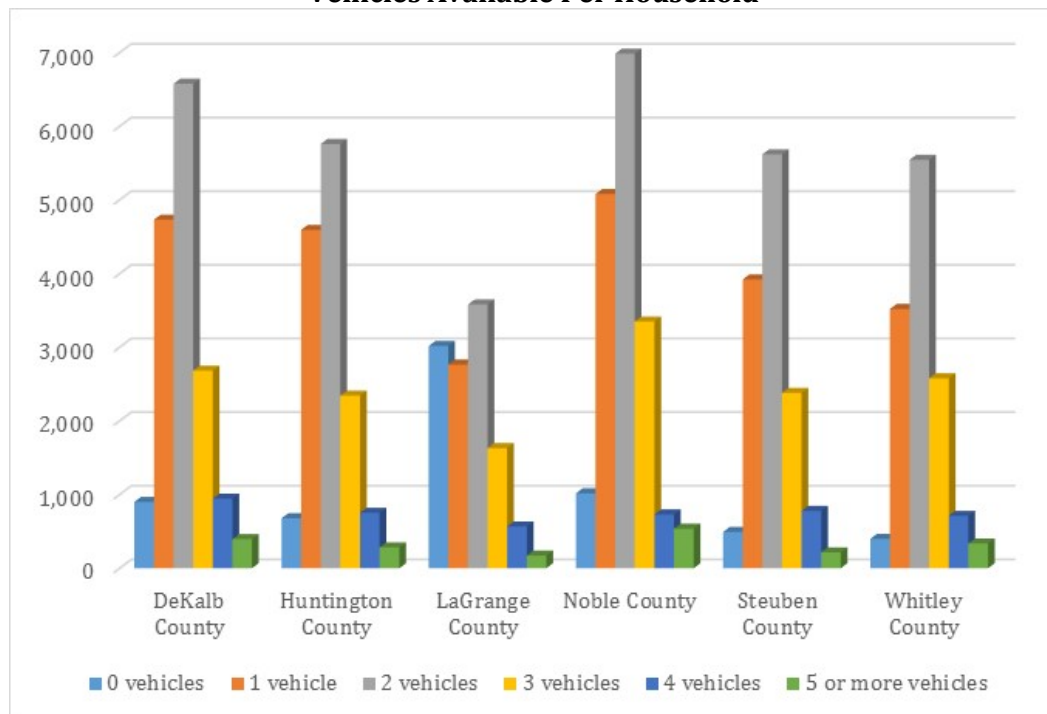


Source: 2014 ACS Five-Year Estimates

## ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of transit service demand. There are 6,508 households in the Region that have no available vehicle. This is 7.5 percent of all the households in the Region. An additional 24,614 or 28.4 percent of households in the Region have only one vehicle. Exhibit II.7 shows the total number of vehicle availability per household in each county.

**Exhibit II.7  
Vehicles Available Per Household**



Source: 2014 ACS Five-Year Estimates

## COUNTY PROFILES

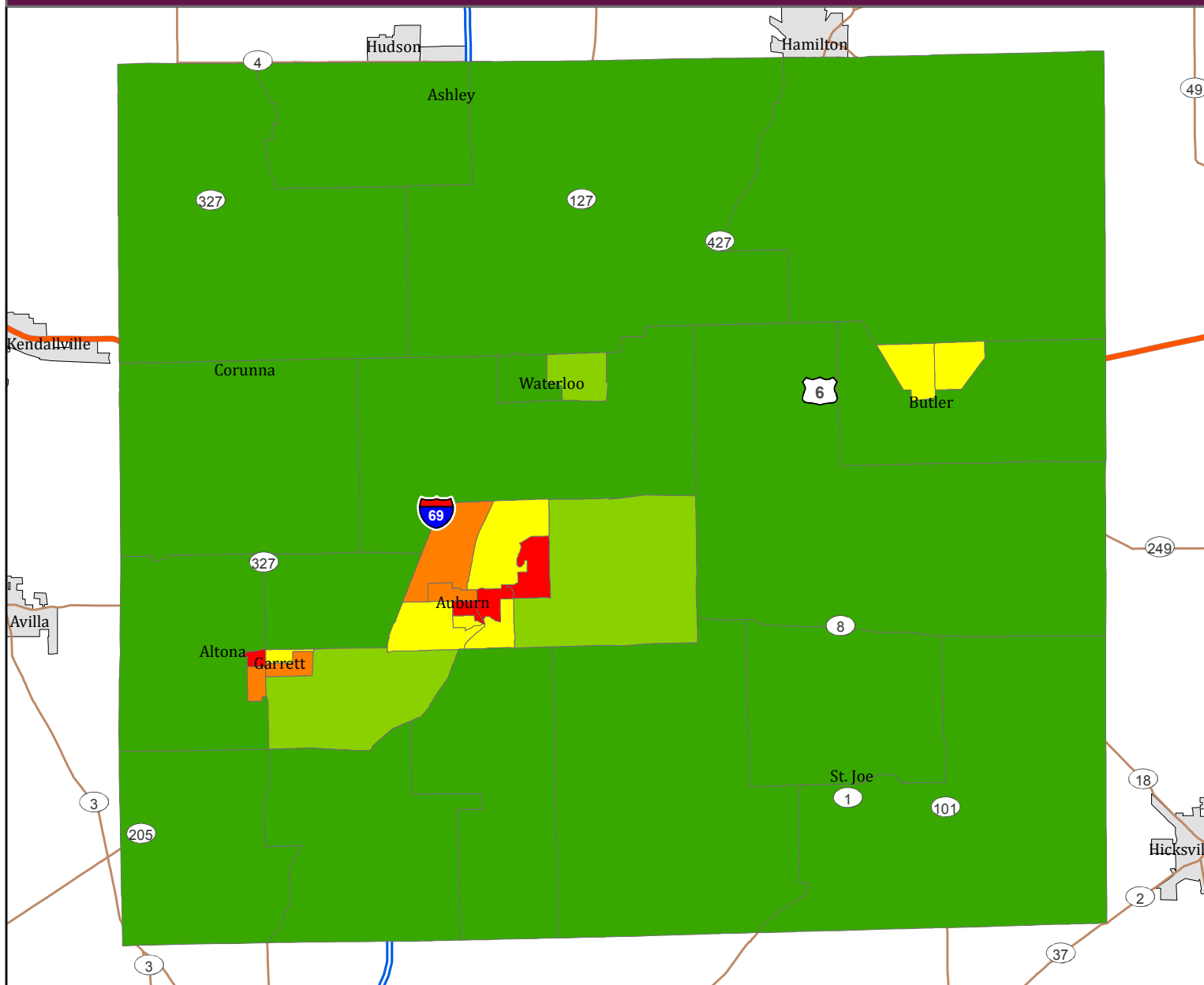
### DEKALB COUNTY

#### Older Adult Population

Exhibit II.8 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest density of DeKalb County residents ages 65 and older are in Auburn and Altona. These block groups have between 403.8 and 715.4 older adults per square mile. Areas of moderate older adult densities are in Garrett and Auburn. The remaining County areas have overall low to very low older adult densities.

# Exhibit II.8: Population Density Age 65 and Older DeKalb County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Age 65 Plus / SQMI

- 4.473 - 24.07
- 24.08 - 55.05
- 55.06 - 194.8
- 194.9 - 403.7
- 403.8 - 715.4

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

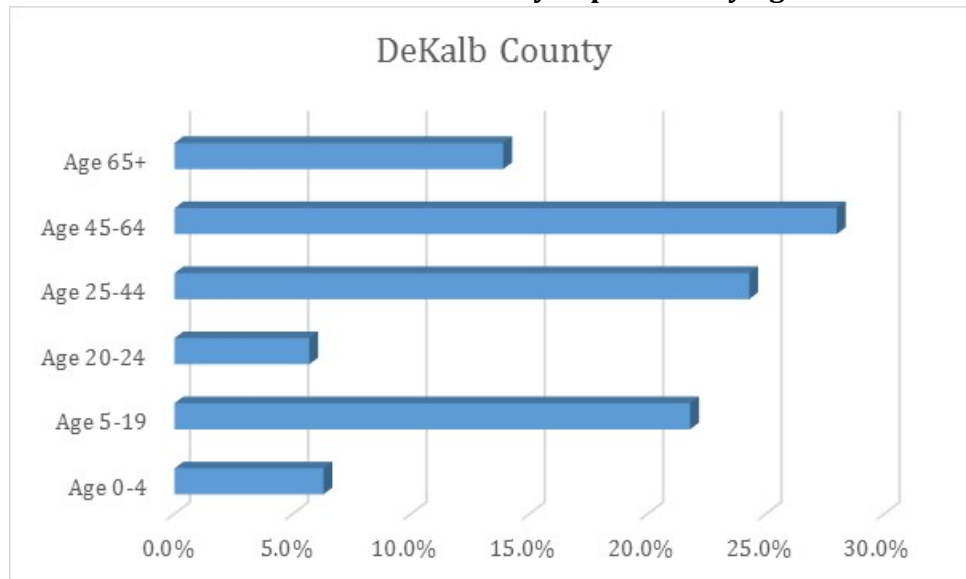
Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



### **Population by Age**

The largest age cohort for DeKalb County is ages 45 to 64 (28 percent of the County's population). The second largest group is ages 25 to 44 (24.3 percent) (see Exhibit II.9). The third largest age group is ages 5 to 19 (21.8 percent). The fourth largest group is ages 65 and older (13.9 percent).

**Exhibit II.9: DeKalb County Population by Age**



Source: 2014 ACS Five-Year Estimates

### **Economic Profile**

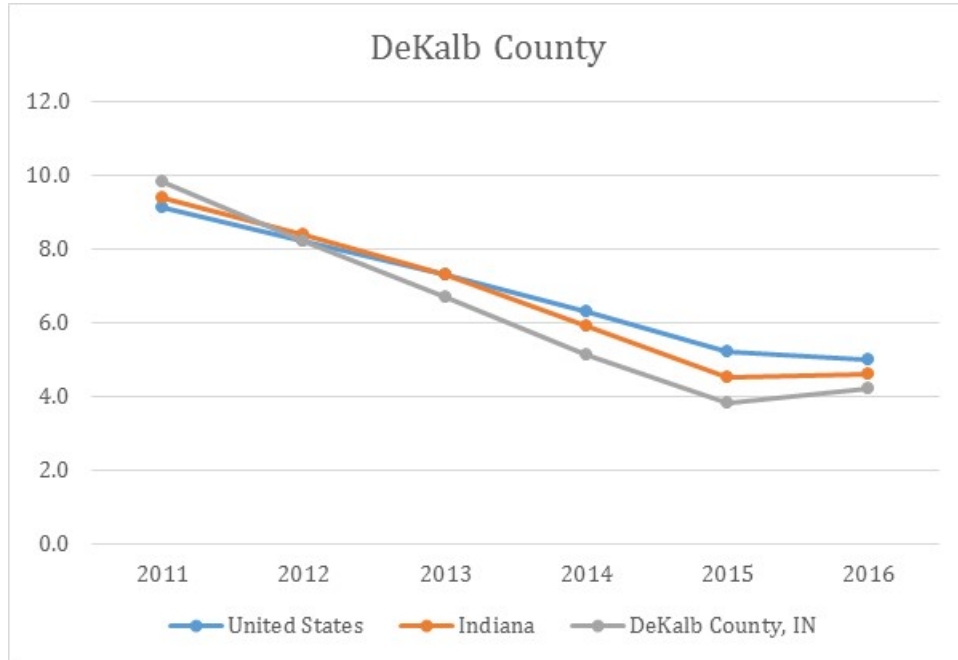
Exhibit II.10 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. At over 21.34 percent, the block group locations with the highest concentration of these households are in Auburn and Altona. Areas with a moderately high percentage—ranging from 9.65 to 21.33 percent of zero vehicle households—can be found in Auburn, Waterloo, and Butler. The remaining County areas have moderate to very low percentages of zero vehicle households.

### **Industry and Labor Force**

DeKalb County's unemployment rate reached a high in 2011 of 9.8 percent. This was slightly higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2012 to 2016, the unemployment rate for DeKalb County stayed below the National and State unemployment averages. Exhibit II.11 illustrates a comparison of the unemployment rates in the County, State, and Nation.

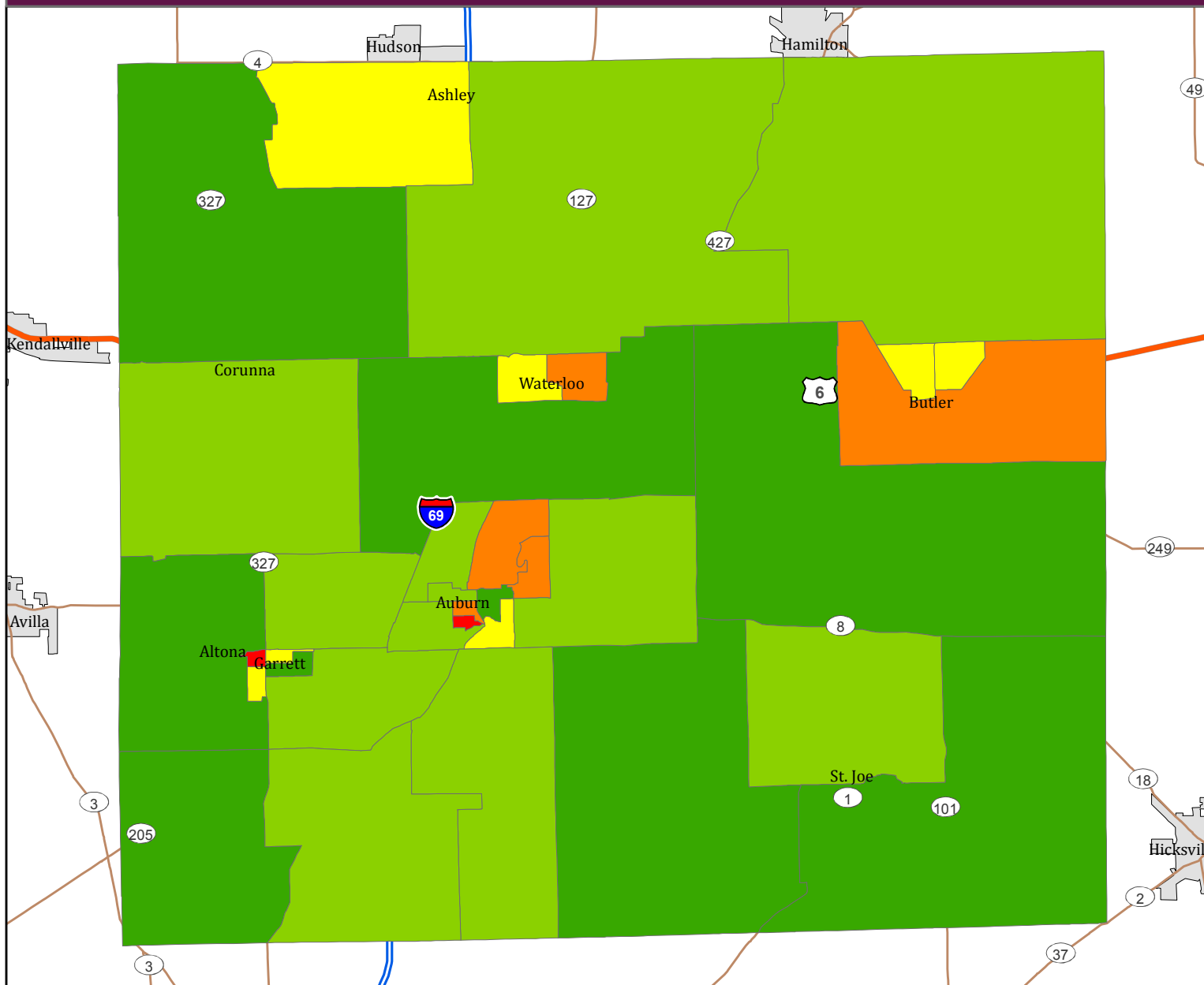
**Exhibit II.11: DeKalb County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.10: Percent Zero Vehicle Households DeKalb County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### ZVH / Households

- 0% - 1.03%
- 1.04% - 4.41%
- 4.42% - 9.64%
- 9.65% - 21.33%
- 21.34% - 29.89%

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



## HUNTINGTON COUNTY

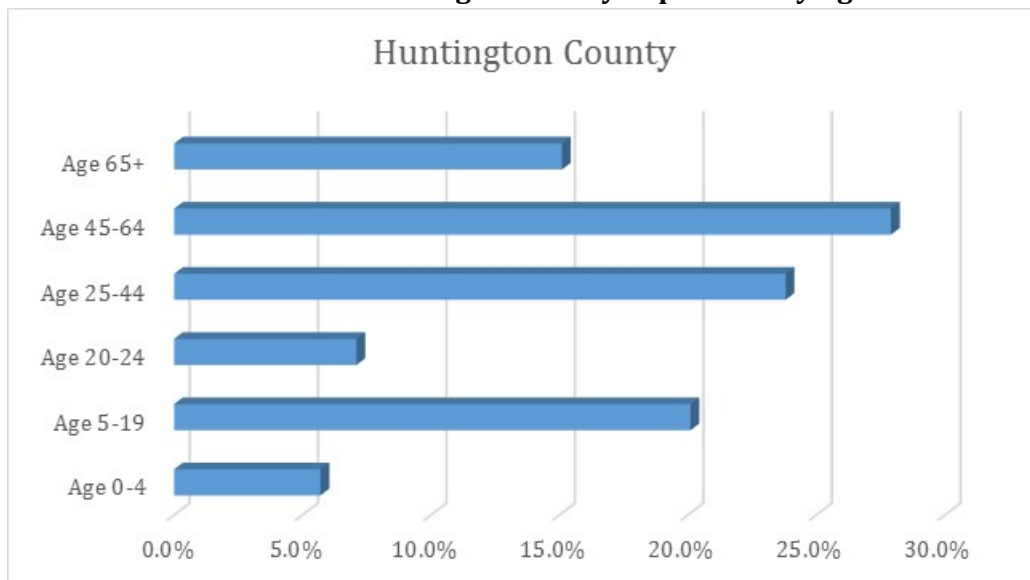
### Older Adult Population

Exhibit II.12 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest older adult densities (362.2 to 1,110) of Huntington County residents are in the City of Huntington. Moderately high and moderate densities of older adults can also be found in the City of Huntington. These block groups have older adult population densities between 96.84 and 362.1 per square mile. The remaining County areas have older adult population densities below 96.84 per square mile.

### Population by Age

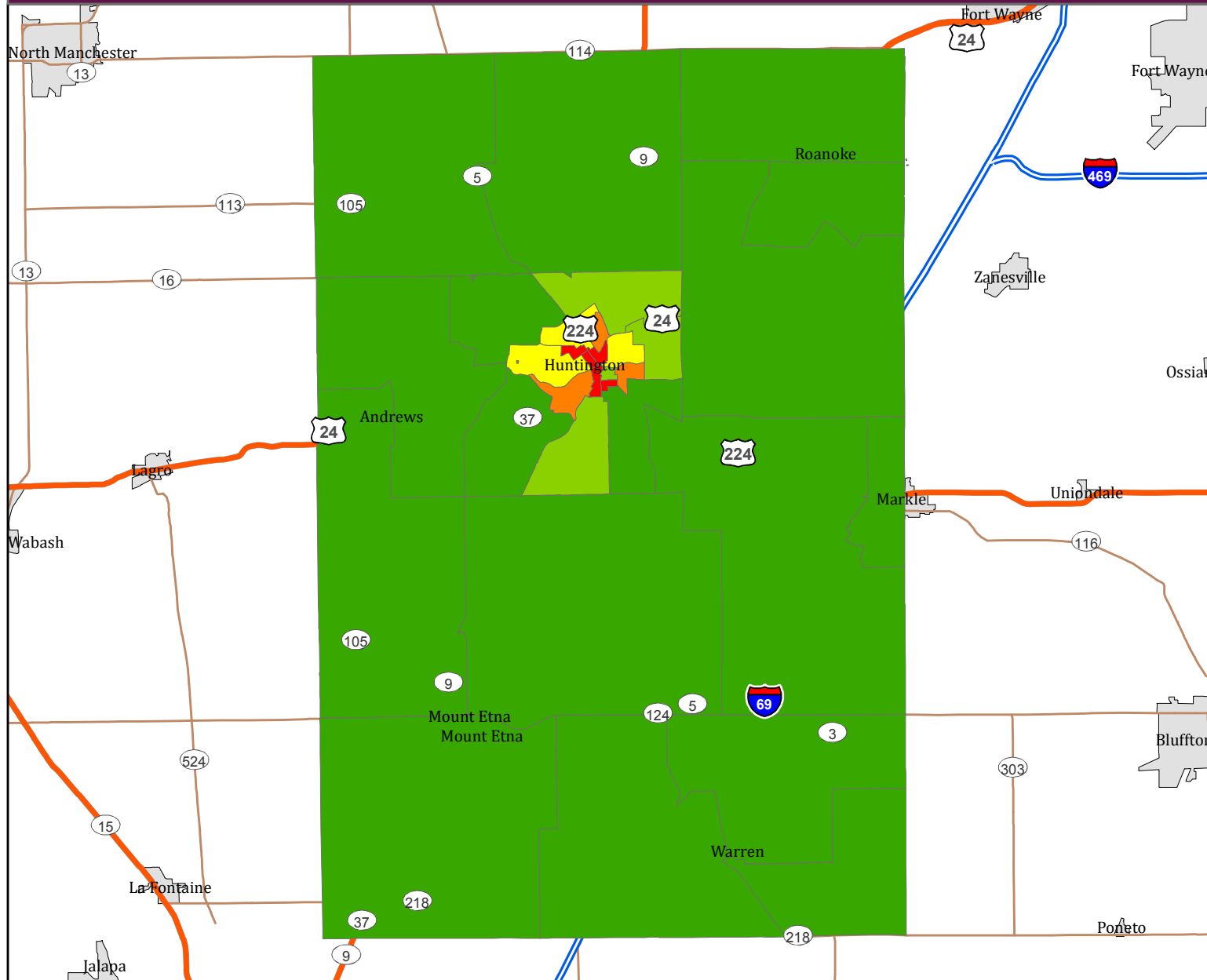
The largest age cohort for Huntington County is ages 45 to 64 (27.9 percent of the County's population). The second largest group is ages 25 to 44 (23.8 percent) (see Exhibit II.13). The third largest age group is ages 5 to 19 (20.1 percent). The fourth largest age group is ages 65 and older (15.1 percent. ages

**Exhibit II.13: Huntington County Population by Age**



Source: 2014 ACS Five-Year Estimates

# Exhibit II.12: Population Density Age 65 and Older Huntington County



## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update

### Legend

#### Age 65 Plus / SQMI

- 2.774 - 33.75
- 33.76 - 96.83
- 96.84 - 269.2
- 269.3 - 362.1
- 362.2 - 1110

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



## **Economic Profile**

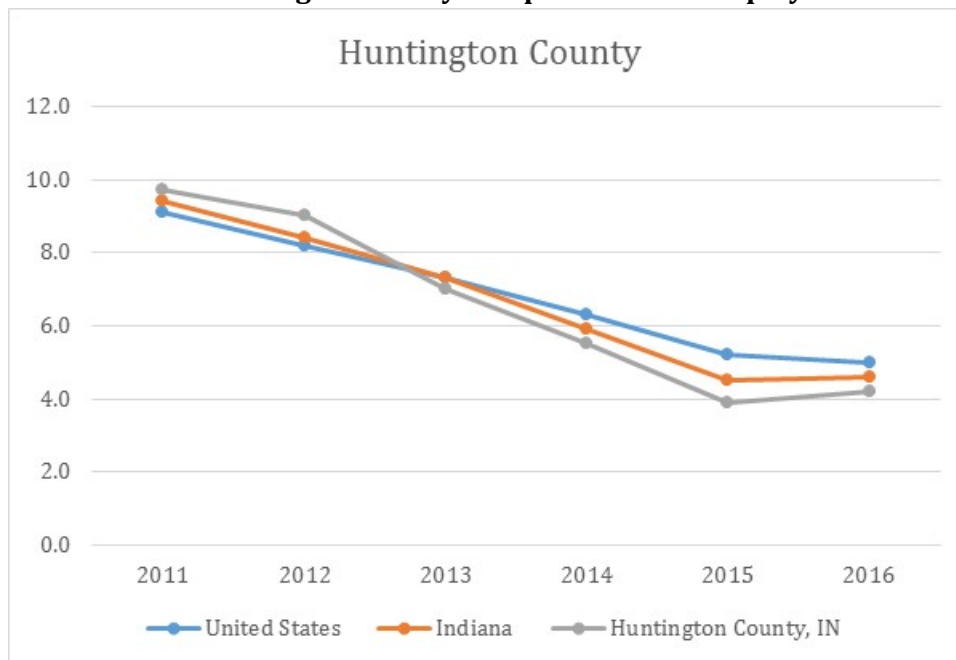
Exhibit II.14 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. At over 11.57 percent, these block groups with the highest concentration of zero vehicle households can be found in the City of Huntington. . Areas with a moderately high percentage—ranging from 4.45 to 11.56 percent of zero vehicle households—can be found in the City of Huntington and Southeast Huntington County near Warren. The remaining County areas have low percentages of zero vehicle households.

## **Industry and Labor Force**

Huntington County's unemployment rate reached a high in 2011 of 9.7 percent. This was slightly higher than that of the United States (9.1) and the State of Indiana (9.4).

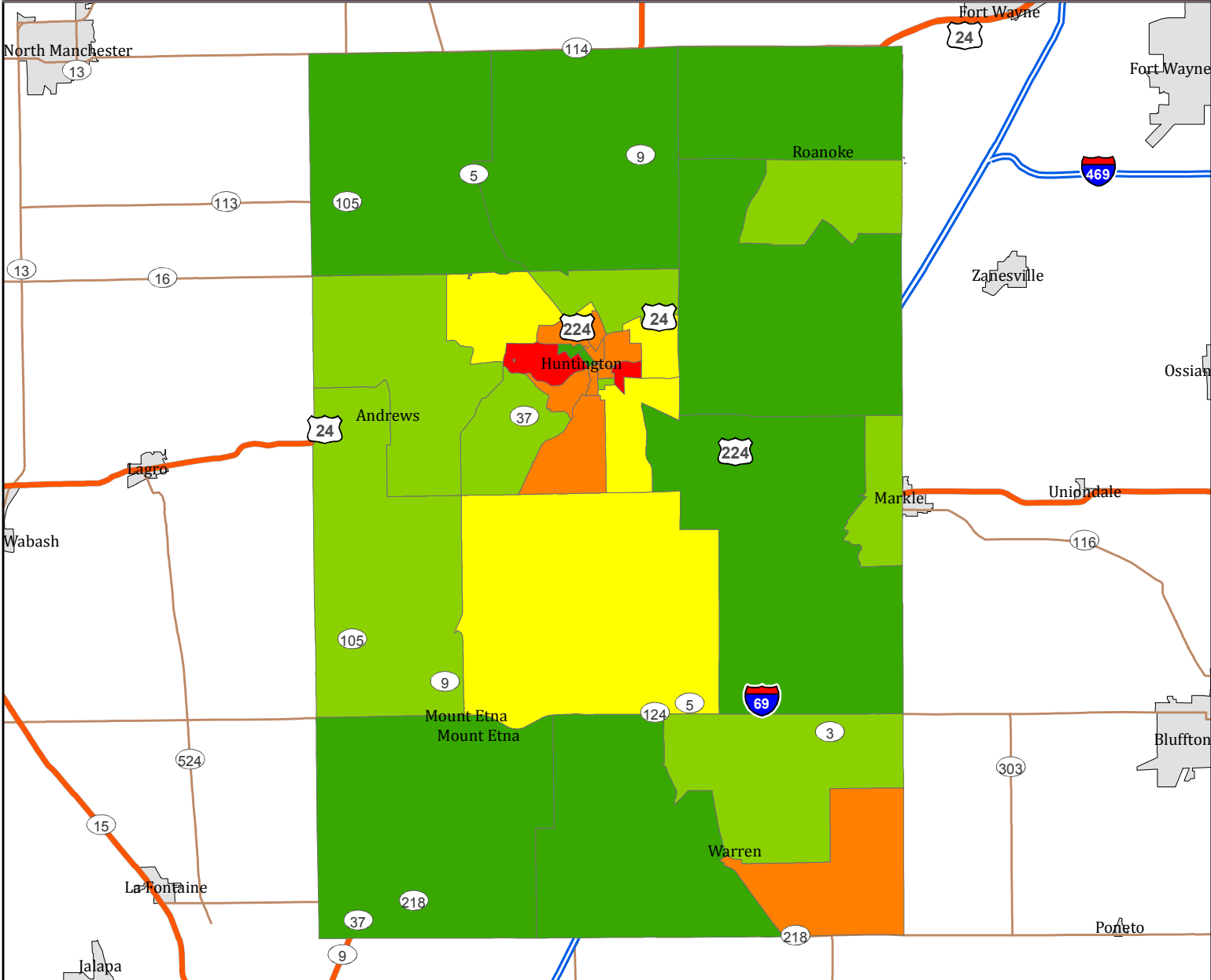
From 2011 to 2012, the unemployment rate for Huntington County continued to stay higher than the National and State unemployment averages. Then from 2013 to 2016, the unemployment rate dipped below both the National and State unemployment rates. Exhibit II.15 illustrates a comparison of the unemployment rates in the County, State, and Nation.

**Exhibit II.15: Huntington County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

## Exhibit II.14: Percent Zero Vehicle Households Huntington County



**Region 10  
Coordinated  
Public Transit-  
Human Services  
Transportation  
Plan Update**

### Legend

ZVH / Households

0% - 0.73%

0.74% - 2.13%

2.14% - 4.44%

4.45% - 11.56%

11.57% - 19.03%

== Interstate

 Highway

— Major Road

— Local Road

— Minor Road

 Cities/Towns

Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



## LAGRANGE COUNTY

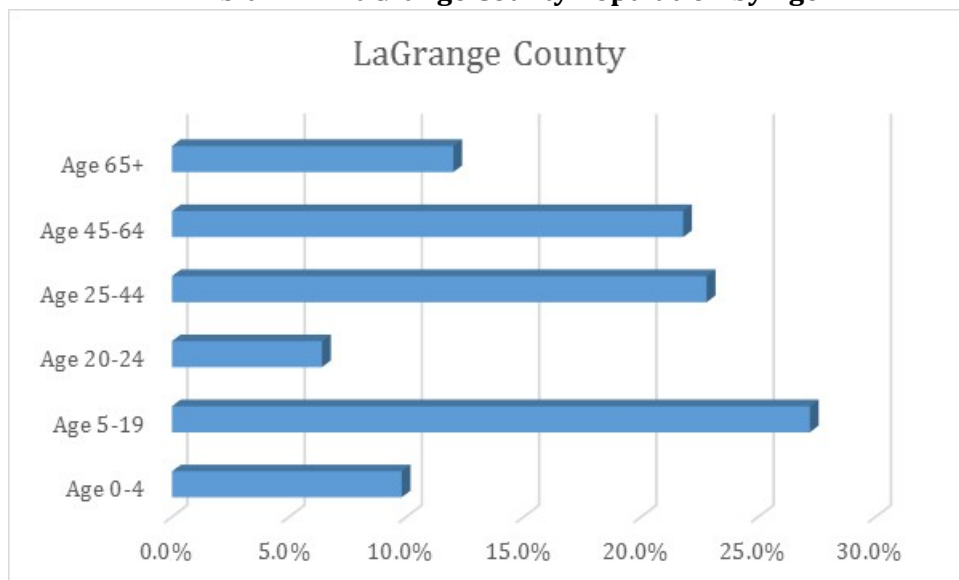
### Older Adult Population

Exhibit II.16 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest density of LaGrange County residents ages 65 and older are in the City of LaGrange (230.5 to 442.9 persons per square mile). Areas of moderately high densities of older adults can also be found in the City of LaGrange. The remaining County areas have moderate to low older adult population.

### Population by Age

The largest age cohort for LaGrange County is ages 5 to 19 (27.2 percent of the County's population). The second largest group is ages 25 to 44 (22.8 percent) (see Exhibit II.17). The third largest age group is ages 45 to 64 (21.8 percent). The fourth largest is ages 65 and older (12 percent). Of the Region 10 counties, LaGrange County has the lowest percent population ages 45 and over.

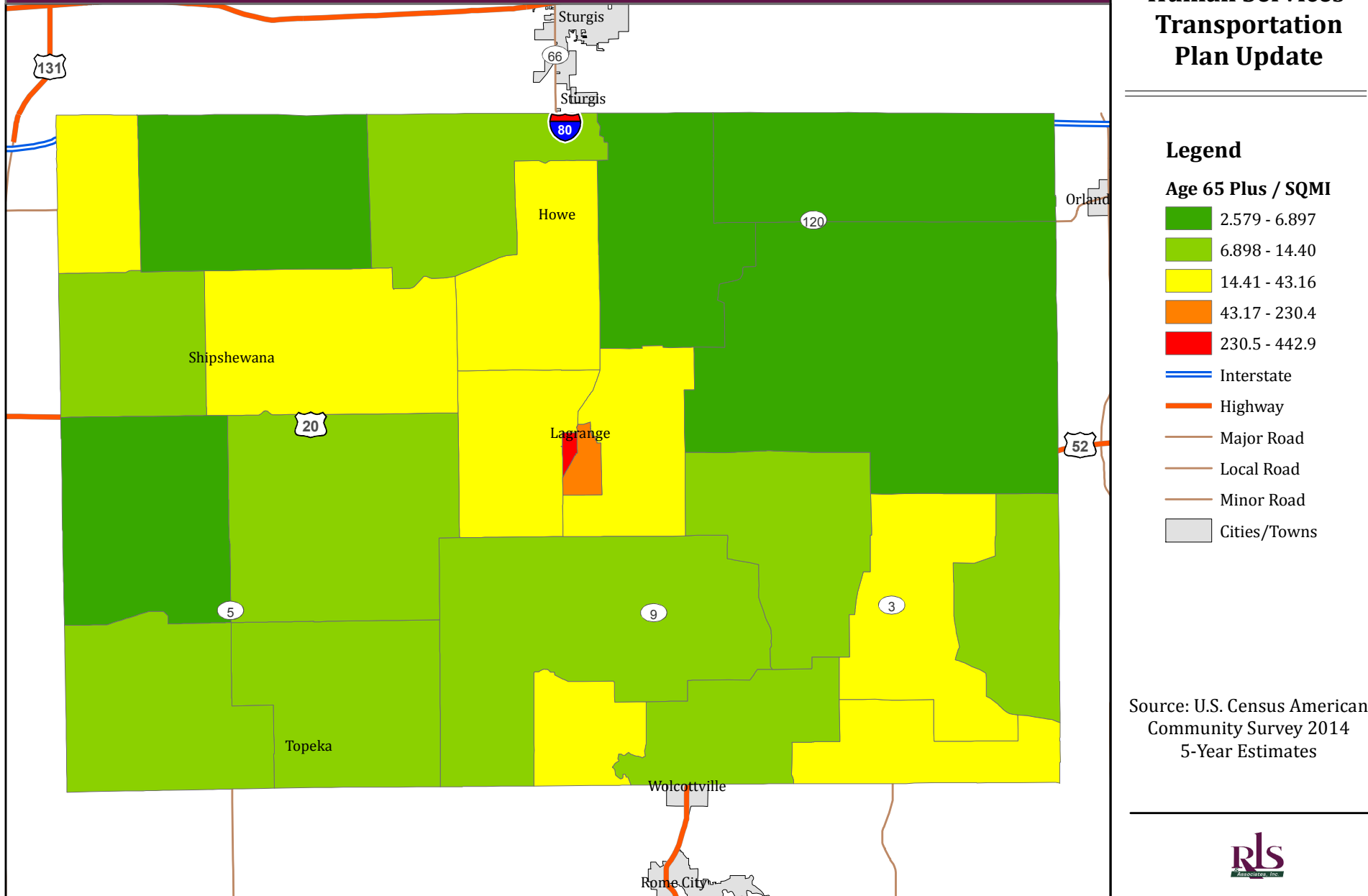
**Exhibit II.17: LaGrange County Population by Age**



Source: 2014 ACS Five-Year Estimates

# Exhibit II.16: Population Density Age 65 and Older LaGrange County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update



## **Economic Profile**

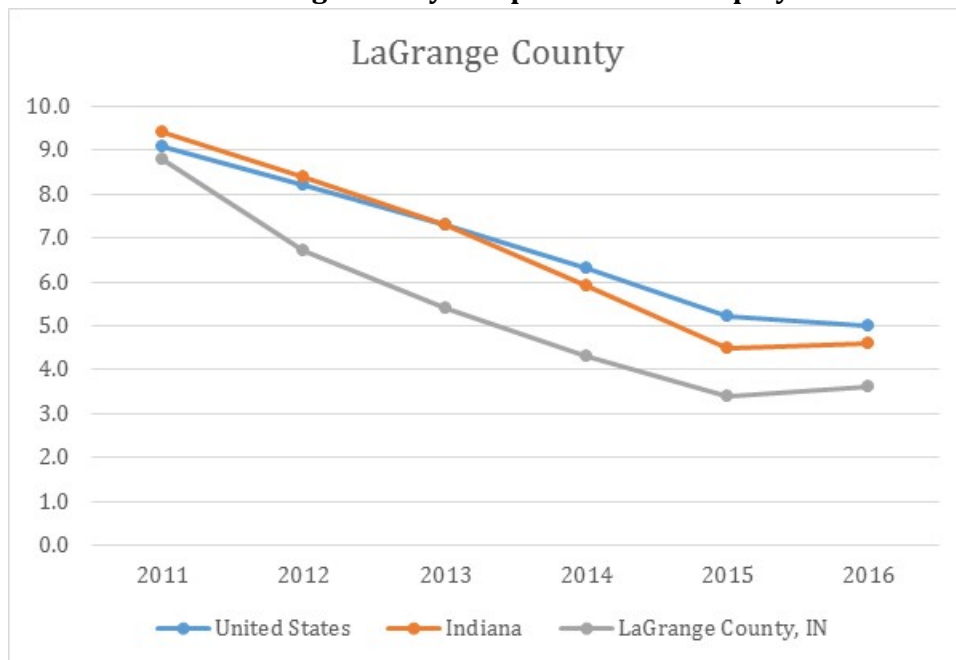
Exhibit II.18 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. At over 39.25 percent, Western LaGrange County contains the block group locations with the highest concentration of these households. This high level of zero vehicle households can be attributed to the area's high Amish population. Areas with a moderately high percentage—ranging from 18.43 to 39.24 percent of zero vehicle households—can be found in Western and Southern LaGrange County. Howe and LaGrange have areas of moderate percentages of zero vehicles households while the remaining County areas have low percentages.

## **Industry and Labor Force**

LaGrange County's unemployment rate reached a high in 2011 of 8.8 percent. This was slightly lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for LaGrange County remained lower than the State and National averages. Exhibit II.19 illustrates a comparison of the unemployment rates in the County, State, and Nation.

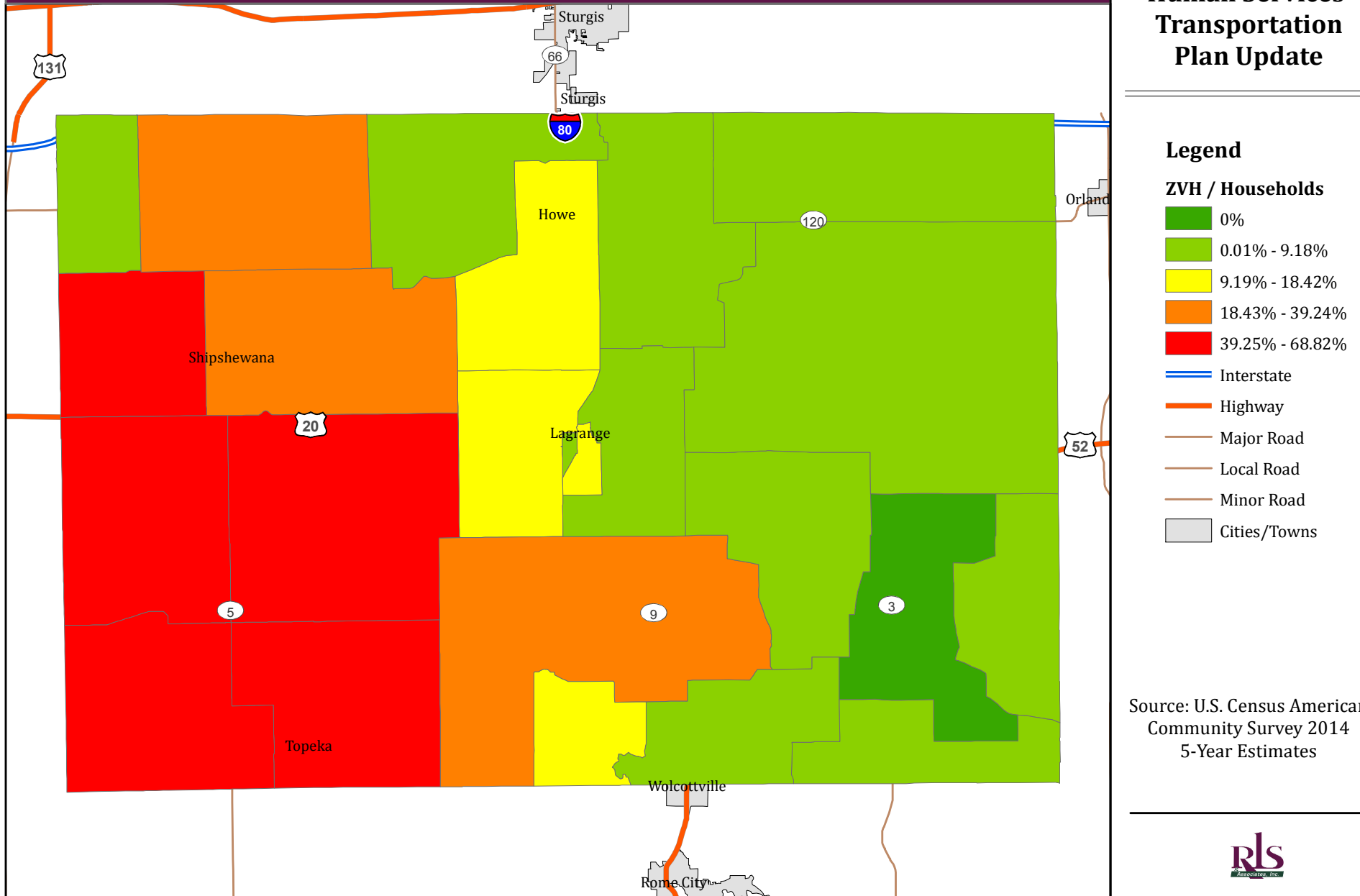
**Exhibit II.19: LaGrange County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.18: Percent Zero Vehicle Households LaGrange County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update



Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



## NOBLE COUNTY

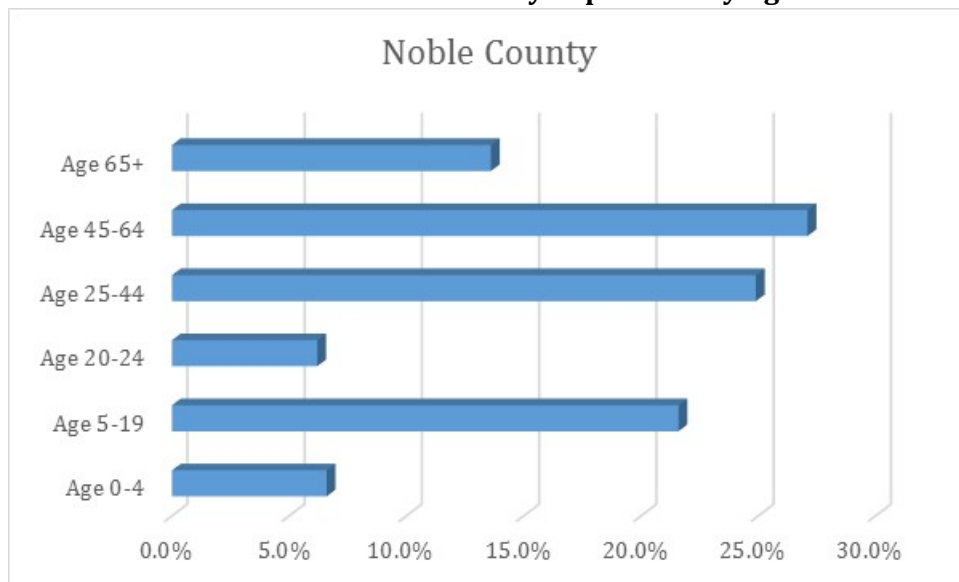
### Older Adult Population

Exhibit II.20 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest density of Noble County residents ages 65 and older are in Kendallville. These block groups have older adult densities between 440.1 and 693.8 persons per square mile. Moderately high population densities of persons ages 65 and older are located in Kendallville and Ligonier. The remaining County areas have moderate to very low older adult population densities.

### Population by Age

The largest age cohort for Noble County is ages 45 to 64 (27.1 percent of the County's population). The second largest group is ages 25 to 44 (24.9 percent) (see Exhibit II.21). The third largest age group is ages 5 to 19 (21.6 percent). The fourth largest group is ages 65 or older (13.6 percent).

**Exhibit II.21: Noble County Population by Age**



Source: 2014 ACS Five-Year Estimates

# Exhibit II.20: Population Density Age 65 and Older Noble County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update

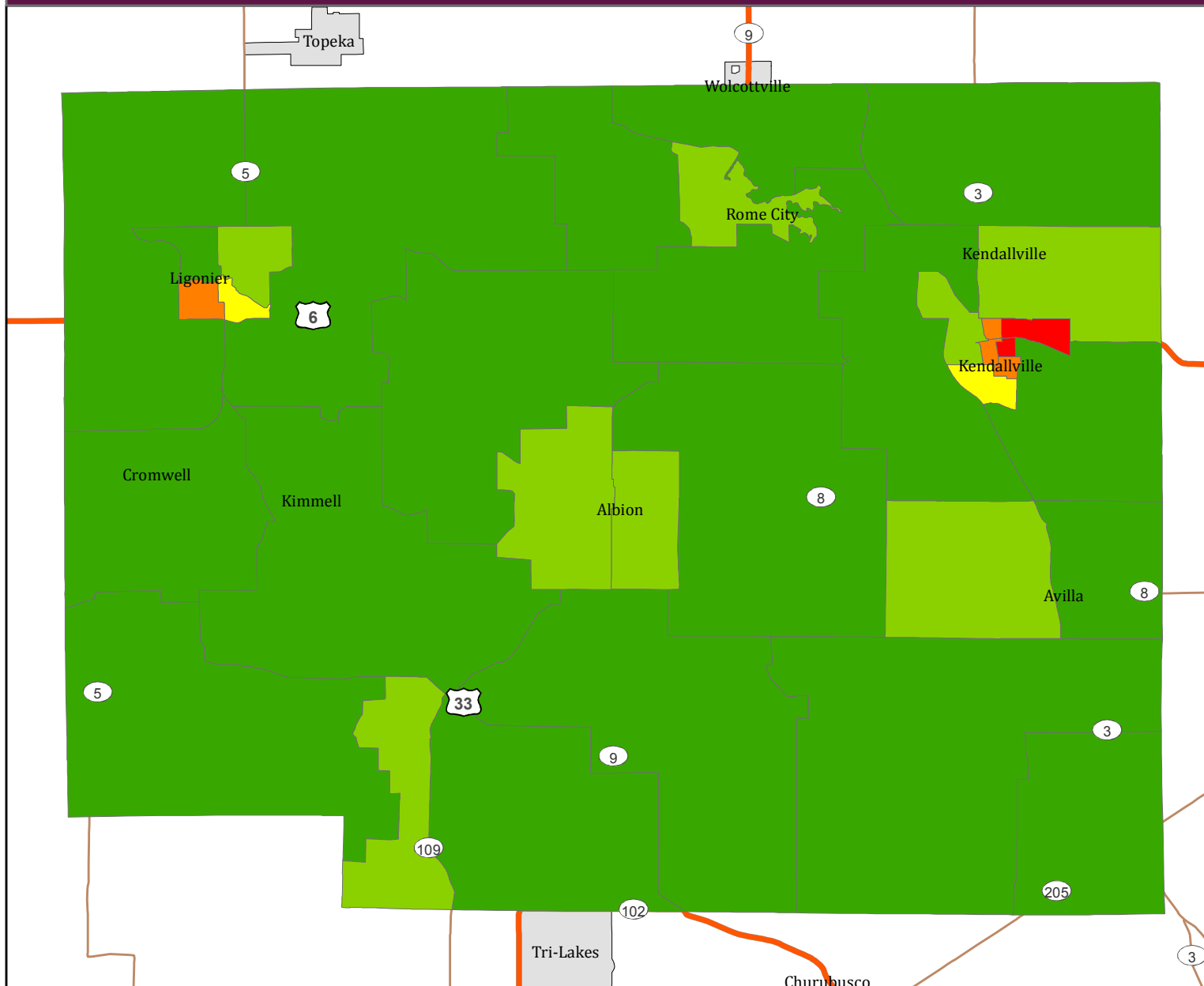
### Legend

#### Age 65 Plus / SQMI

	3.798 - 21.80
	21.81 - 51.26
	51.27 - 228.6
	228.7 - 440.0
	440.1 - 693.8

	Interstate
	Highway
	Major Road
	Local Road
	Minor Road
	Cities/Towns

Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



## **Economic Profile**

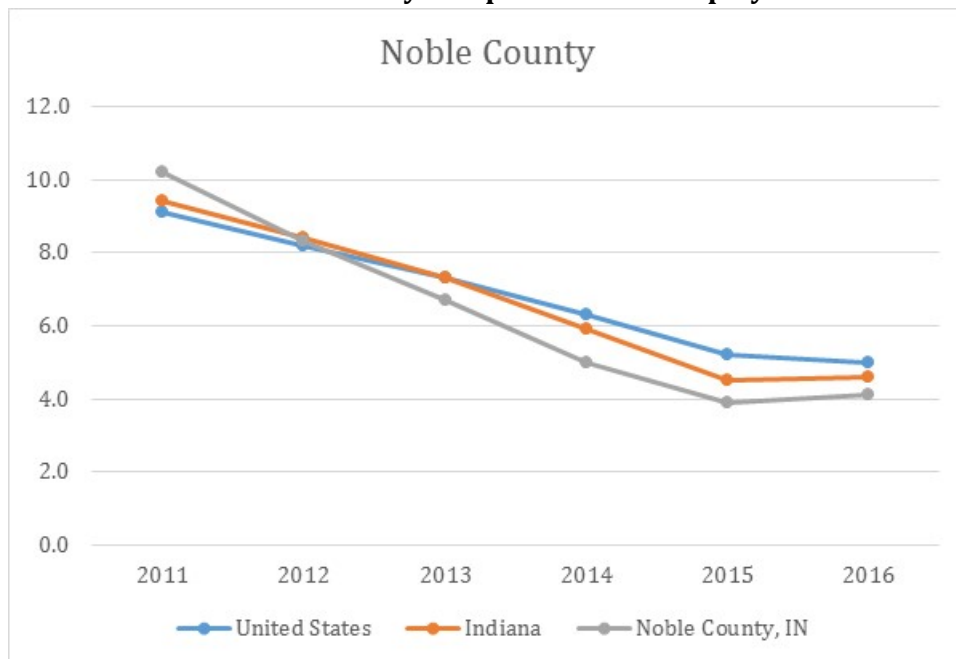
Exhibit II.22 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Kendallville and Northwest Noble County. Over 11.96 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage, ranging from 8.24 to 11.95 percent of zero vehicle households, can be found in Northwest Noble County. The remaining County areas have overall low levels of zero vehicle households.

## **Industry and Labor Force**

Noble County's unemployment rate reached a high in 2011 of 10.2 percent. This was higher than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2012, the unemployment rate for Noble County stayed at or higher than the State and National averages. Then from 2013 to 2016 the rate dipped below the National and State averages. Exhibit II.23 illustrates a comparison of the unemployment rates in the County, State, and Nation.

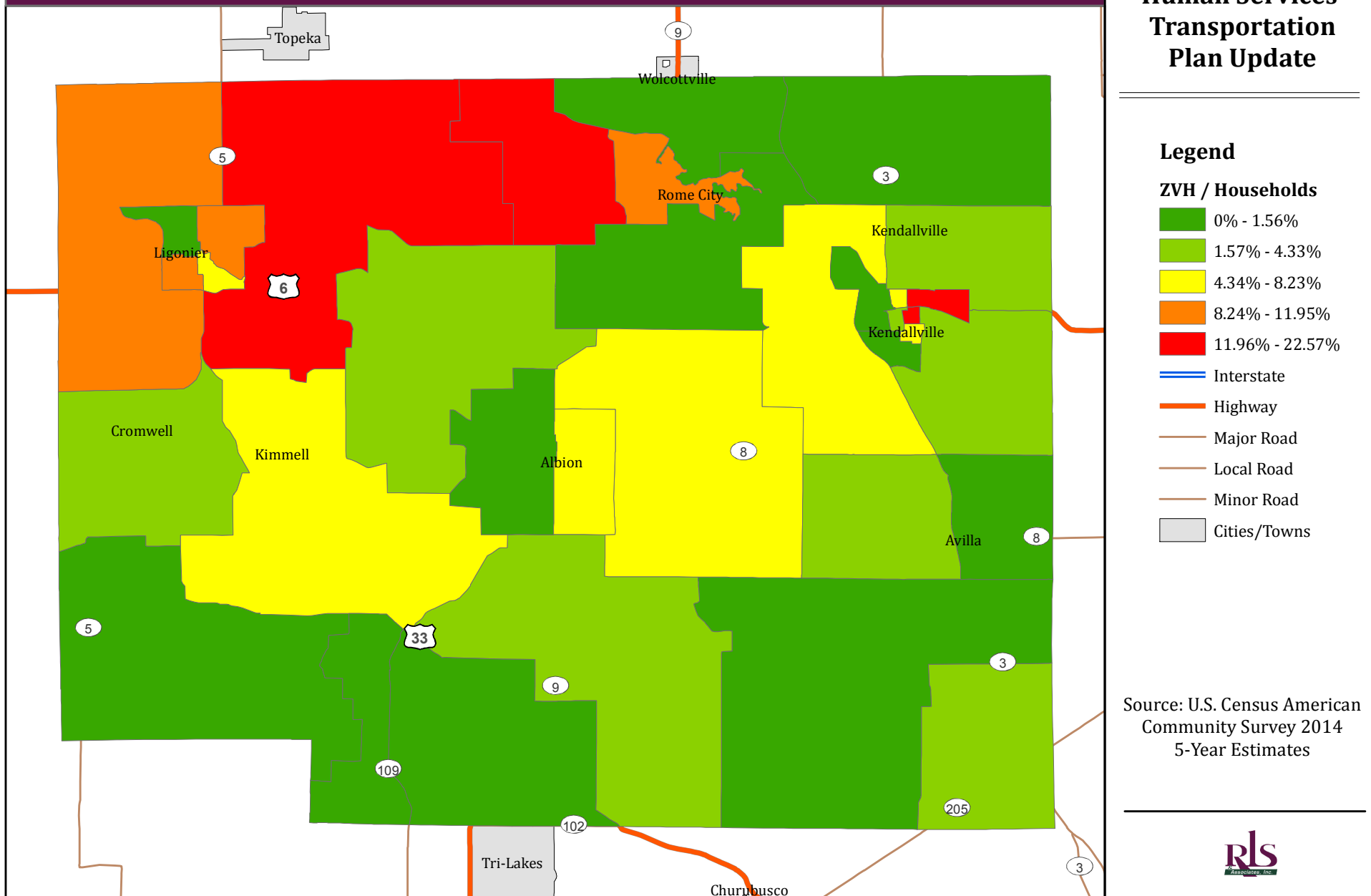
**Exhibit II.23: Noble County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.22: Percent Zero Vehicle Households Noble County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update



## STEUBEN COUNTY

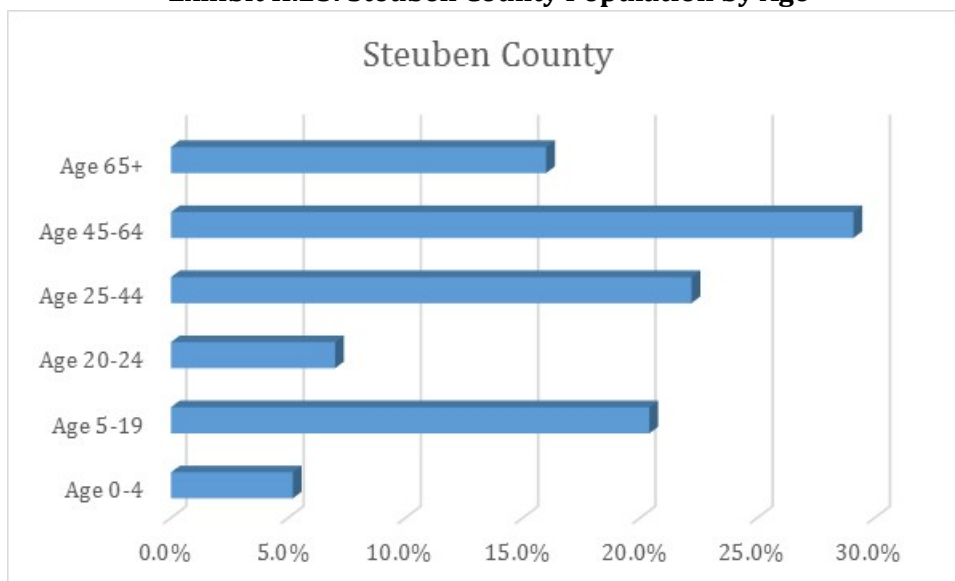
### Older Adult Population

Exhibit II.24 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest density of Steuben County residents ages 65 and older are in Angola. These block group had older adult densities between 219 and 530.4 persons per square mile. Areas of moderately high older adult population can be found in Angola, Hamilton, and areas northwest of Angola. The remaining County areas have low to very low older adult population densities.

### Population by Age

The largest age cohort for Steuben County is ages 45 to 64 (29.1 percent of the population). The second largest group is ages 25 to 44 (22.2 percent) (see Exhibit II.25). The third largest group is ages 5 to 19 (20.4 percent). The fourth largest group is ages 65 or older (16 percent).

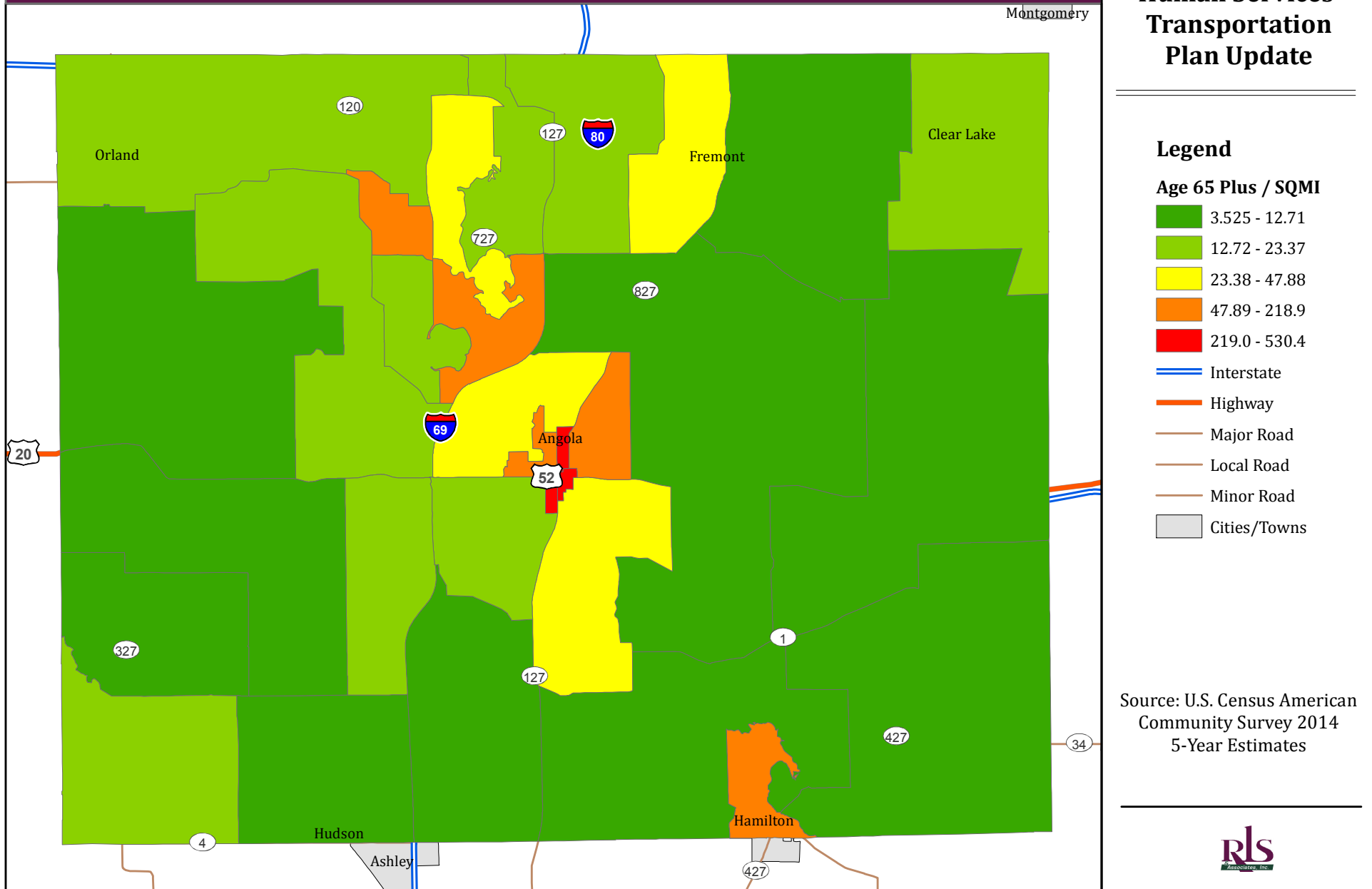
**Exhibit II.25: Steuben County Population by Age**



Source: 2014 ACS Five-Year Estimates

# Exhibit II.24: Population Density Age 65 and Older Steuben County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update



## **Economic Profile**

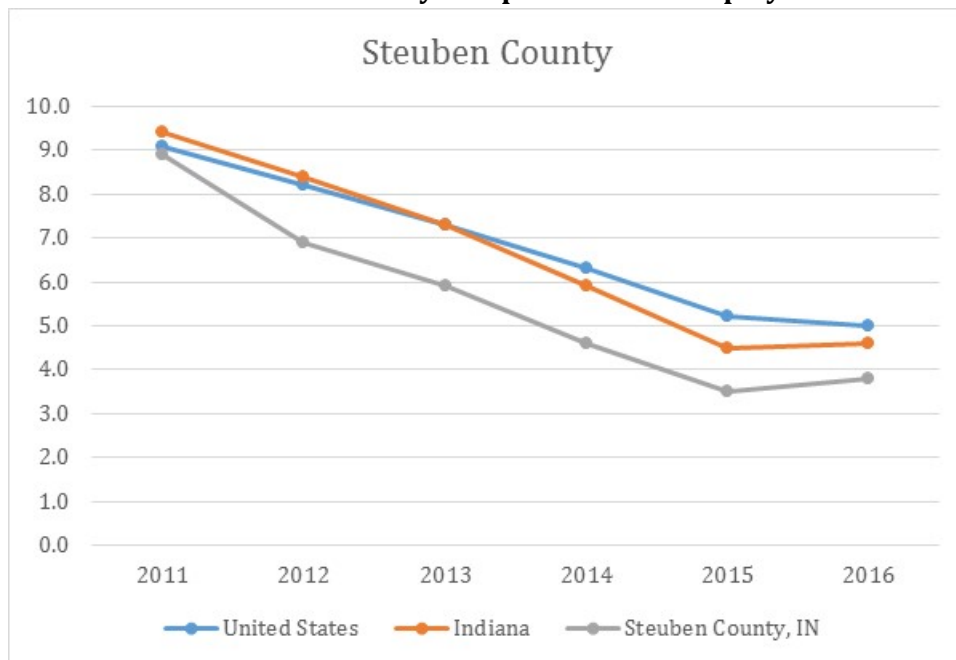
Exhibit II.26 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are in Angola, Southwest Steuben County, and North Central Steuben County. Over 9.06 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage, ranging from 5.4 to 9.05 percent of zero vehicle households, can be found in Angola, Fremont, and Southeast Steuben County. The remaining County areas have overall low levels of zero vehicle households.

## **Industry and Labor Force**

Steuben County's unemployment rate reached a high in 2011 of 8.9 percent. This was slightly lower than that of the United States (9.1) and the State of Indiana (9.4).

From 2011 to 2016, the unemployment rate for Steuben County was lower than the States and National averages. Exhibit II.27 illustrates a comparison of the unemployment rates in the County, State, and Nation.

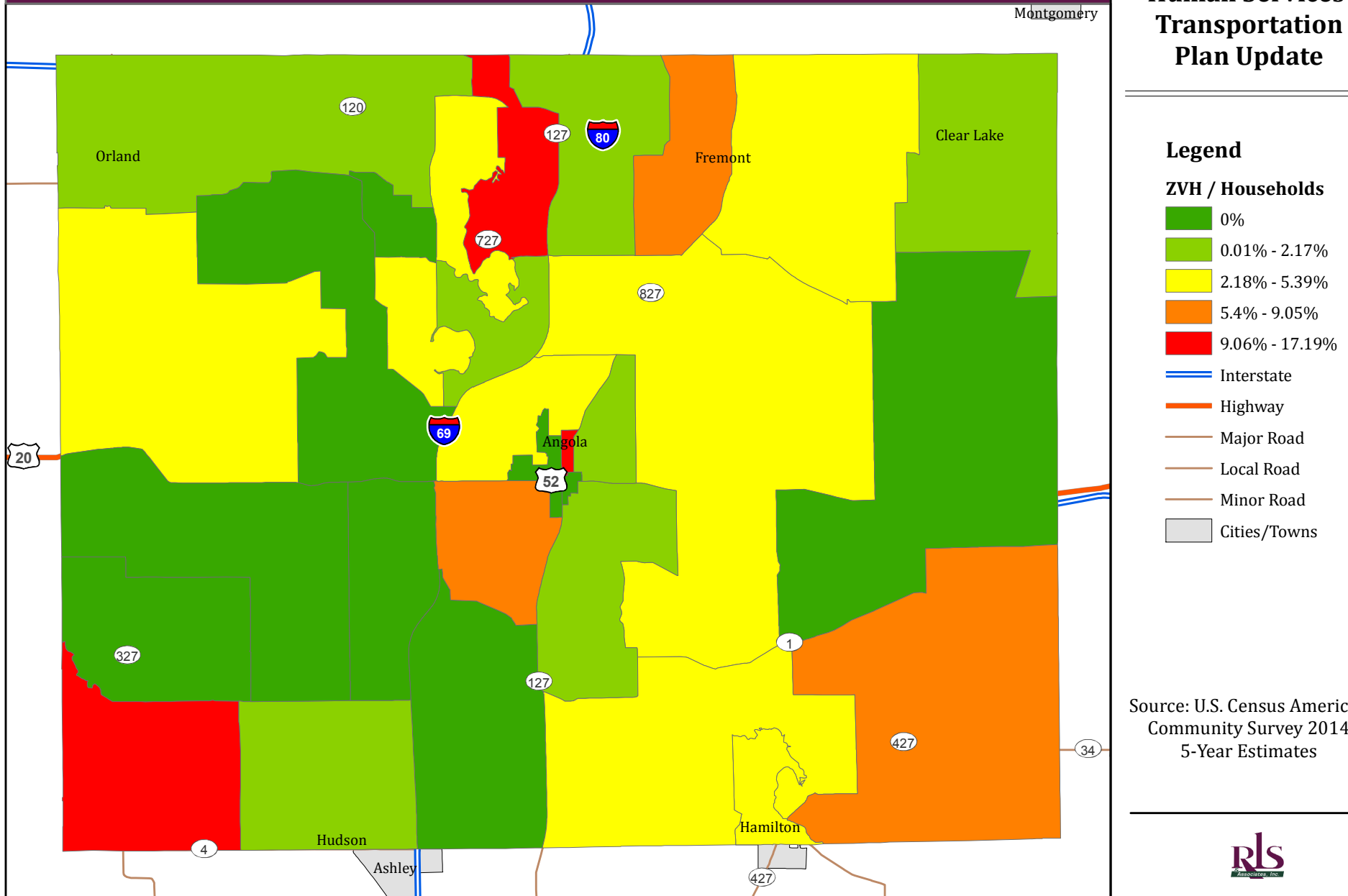
**Exhibit II.27: Steuben County Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.26: Percent Zero Vehicle Households Steuben County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update



## WHITLEY COUNTY

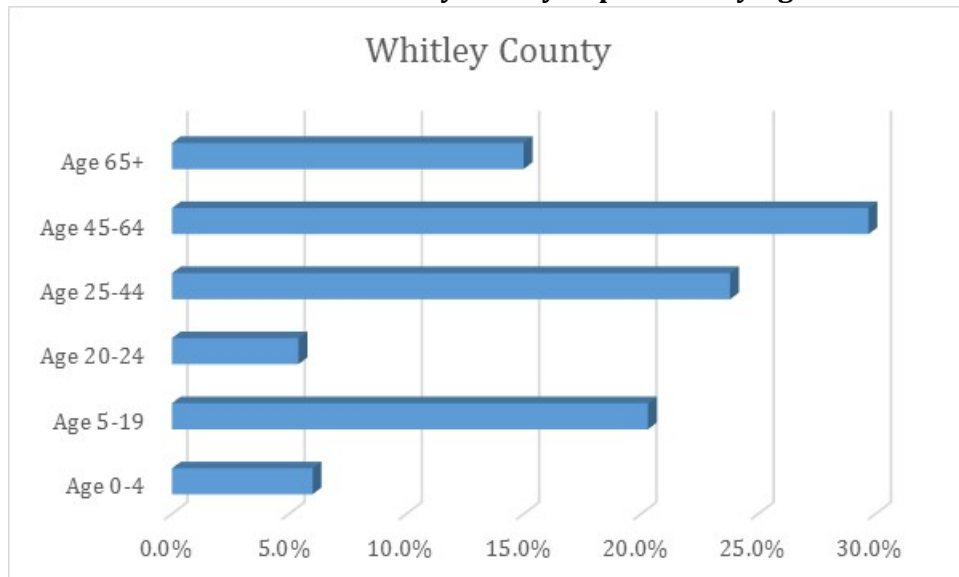
### Older Adult Population

Exhibit II.28 illustrates the density of persons ages 65 and older by Census block group. The block groups with the highest older adult density of Whitley County residents are in Columbia City. These block group have older adult densities between 146.3 and 552.9 persons per square mile. Areas of moderately high older adult densities can be found in Columbia City and South Whitley. The remaining County areas have overall, low older adult population densities.

### Population by Age

The largest age cohort for Whitley County is ages 45 to 64 (29.7 percent of the population). The second largest group is ages 25 to 44 (23.8 percent) (see Exhibit II.29). The third largest age group is ages 5 to 19 (20.3 percent). The fourth largest group is ages 65 or older (15 percent).

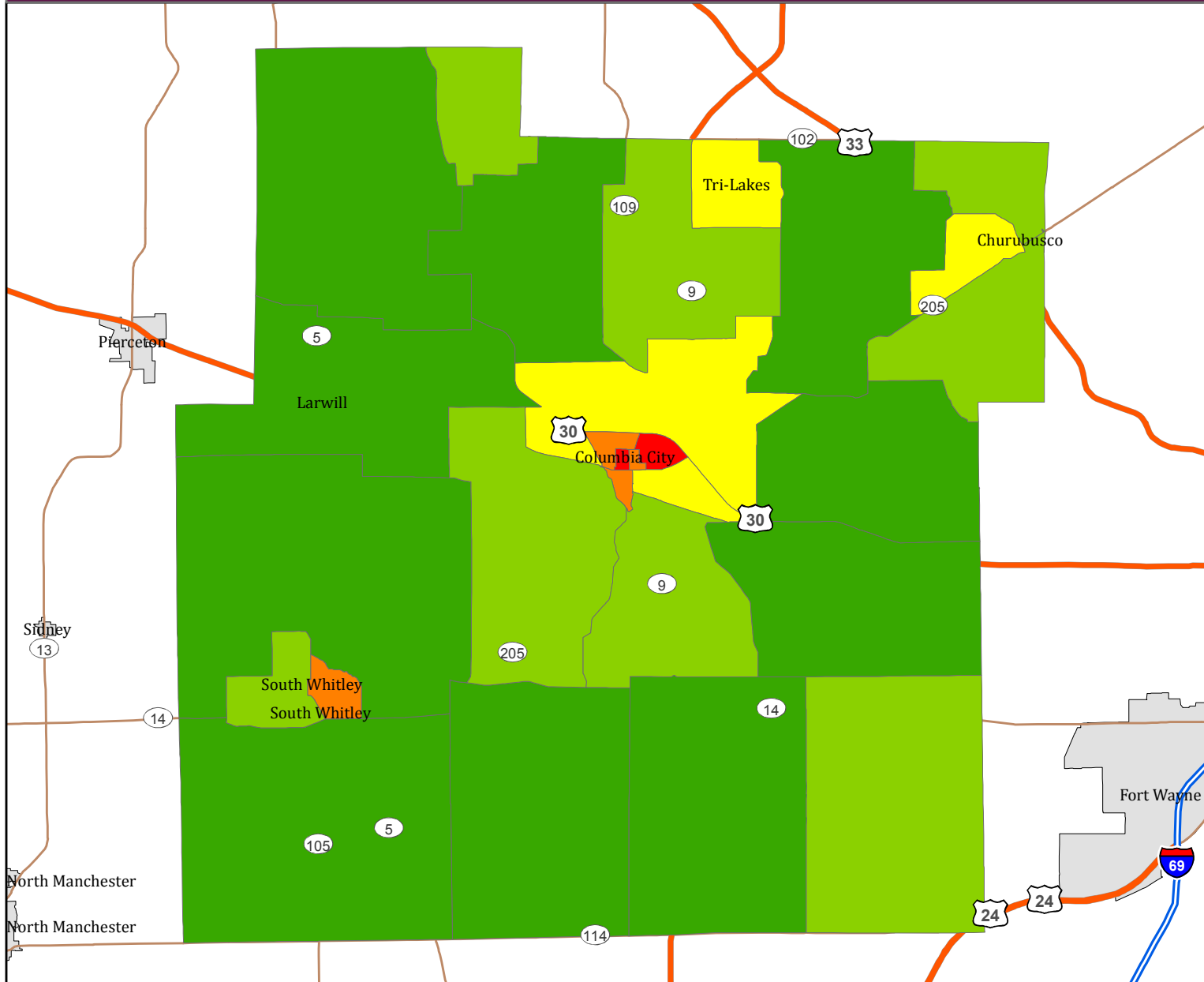
**Exhibit II.29: Whitley County Population by Age**



Source: 2014 ACS Five-Year Estimates

# Exhibit II.28: Population Density Age 65 and Older Whitley County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

#### Age 65 Plus / SQMI

- 2.780 - 11.82
- 11.83 - 38.49
- 38.50 - 84.44
- 84.45 - 146.2
- 146.3 - 552.9

- Interstate
- Highway
- Major Road
- Local Road
- Minor Road
- Cities/Towns

Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



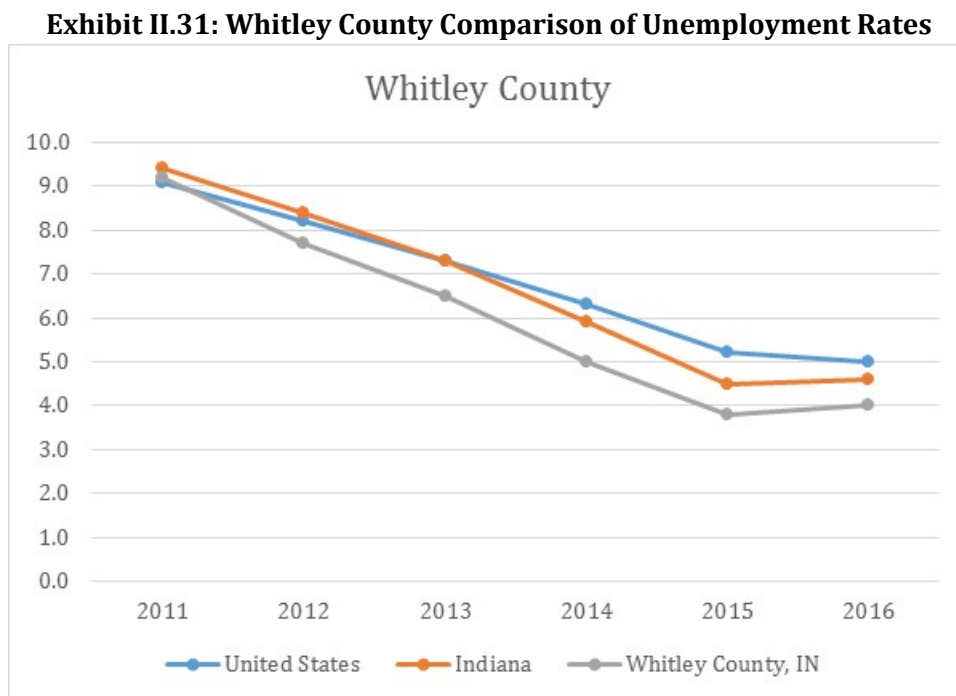
## **Economic Profile**

Exhibit II.30 illustrates the percentage of housing units with no available vehicle, according to 2014 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block groups with the highest concentration of these households are Columbia City and Southwest Whitley County. Over 5.28 percent of households within these block groups have no vehicle available. The remaining County areas have overall, low levels of zero vehicle households.

## **Industry and Labor Force**

Whitley County's unemployment rate reached a high in 2011 of 9.2 percent. This was slightly higher than that of the United States (9.1) and slightly lower than the State of Indiana (9.4).

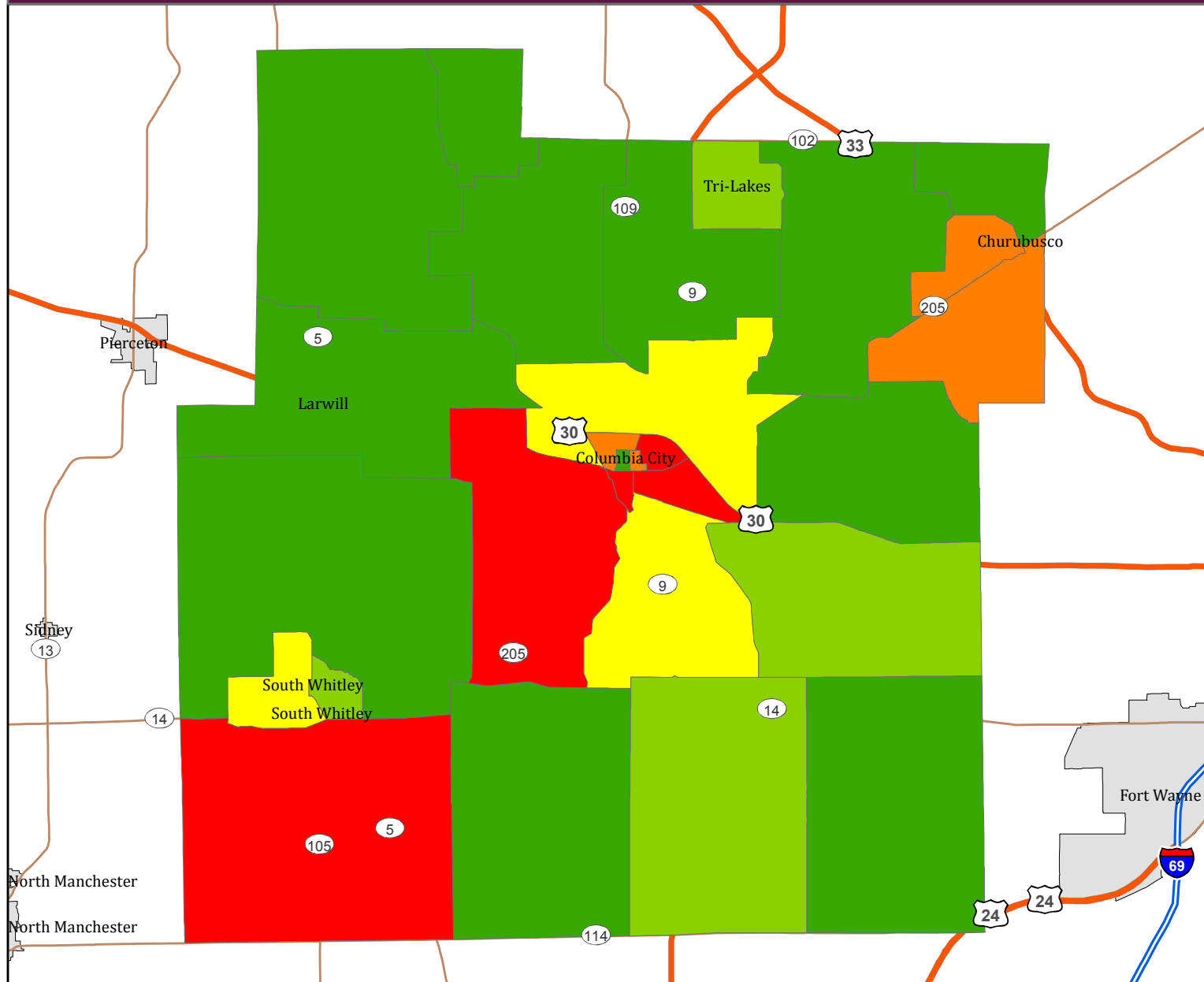
From 2012 to 2016, the unemployment rate for Whitley County stayed lower than the State and National averages. Exhibit II.31 illustrates a comparison of the unemployment rates in the County, State, and Nation.



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.30: Percent Zero Vehicle Households Whitley County

## Region 10 Coordinated Public Transit- Human Services Transportation Plan Update



### Legend

- ZVH / Households**
- 0% - 0.78%
  - 0.79% - 1.89%
  - 1.9% - 3.35%
  - 3.36% - 5.27%
  - 5.28% - 11.61%
- Interstate  
 Highway  
 Major Road  
 Local Road  
 Minor Road  
 Cities/Towns

Source: U.S. Census American  
Community Survey 2014  
5-Year Estimates



# Existing Services

## **III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS**

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### **INTRODUCTION**

Local stakeholders—including coordinated providers of human service and public transportation and those stakeholders whose transportation delivery is limited to their agencies' consumers—were invited to participate in a transportation inventory process. The process included participation in public meetings to evaluate unmet human service transportation needs and gaps, and to develop a set of mobility goals and strategies/projects designed to address those unmet needs and promote more coordinated delivery of provider services to maximize the use of transportation resources. These public meetings were also meant to encourage promotion of the general public survey to stakeholders and the general public discussed in the next chapter. Providers at the meetings were also asked to update their inventory and service descriptions. These and other provider updates and vehicle inventories, obtained through phone interviews and/or email correspondence, are described later in this chapter.

The Region 10 Provider Stakeholder Summaries listed on the following page include public transportation operators that serve the general public, Section 5310 Program recipients who serve primarily individuals with disabilities, and human service agencies that operate transportation through agency-based funding sources other than the Federal Transit Administration (FTA).

Many of these public and non-profit agencies receive funding for vehicle replacement or expansion through the FTA Section 5310 Program and operating funding through Medicaid and Title III-B of the Older Americans Act, which focuses on serving persons 60 and over. These programs, including the Councils on Aging, exemplify the goal of promoting mixed client riding and coordinated provision of mobility services for a range of customer categories and trip destinations.

Not included in the list are organizations that have limited coordination with other providers and whose services have focused on providing services to their agency's program consumers and/or to consumers that register directly for private pay services. These agencies, including the Bowen Center, various nursing homes, LCP, MedWise, and the Veterans Administration, focus on transportation services for their agency's consumers, but their participation in the coordination process is essential to their consumers being afforded the opportunity to access other community transit services. Private taxi operators and Uber also operate in various portions of the Region. At the time of this report, Uber was available as a private pay, on demand service in Steuben County.

### **EXISTING PUBLIC TRANSPORTATION RESOURCES**

The following summaries are based on information provided by the participating agency and/or through research of the agency's website or the 2016 INDOT Public Transit Annual Report. Where incomplete, the information was not provided or not available.

**Arc Opportunities, Inc.**

Arc Opportunities is a private, nonprofit human service agency that provides curb-to-curb transportation, job training/placement, rehabilitation services, and residential facilities in LaGrange, Elkhart, and Noble Counties. The agency also purchases transportation on behalf of its consumers.

**Funding Sources:** FTA Section 5310 program (vehicles) and other funding sources

**Total Vehicles (accessible):** Information not available.

**Annual One-Way Passenger Trips:** Information not available.

**Eligibility Requirements:** Individuals with developmental disabilities.

**Hours of Operation:** Monday through Friday between 7:00 AM to 9:00 AM and 3:30 PM to 5:30 PM.

**Fare Structure:** There is no fare structure. Fees are included in client fees.

**The Bowen Center**

The Bowen Center is a non-profit mental health care services provider licensed by the State of Indiana Division of Mental Health for a full range of personal concerns including therapy and chemical dependency assistance. Locations include Pierceton, Warsaw, Albion, Angola, Auburn, Columbia City, Fort Wayne, Huntington, LaGrange, Plymouth, Syracuse, and Wabash. The inpatient facility is located at the Kosciusko County site. The Bowen Center completed a Community Health Needs Assessment in 2016. It is available at <http://www.bowencenter.org>.

Local stakeholders indicated that The Bowen Center provides transportation. No additional information was available. The Bowen Center did not participate in the planning process.

**DeKalb County Council on Aging/DeKalb Area Rural Transit System (DART)**

DeKalb County Council on Aging (COA) is a private, nonprofit organization serving DeKalb County. The COA provides senior and public transportation as well as nutrition, employment, information and referral, recreational/social, and home health care programs. The public transportation program is known as DeKalb Area Rural Transit System (DART).

Transportation service is provided as door-to-door, door-through-door, or curb-to-curb service. Drivers are permitted to assist passengers with a limited number of packages. Reservations are preferred at least 24-hours in advance. Same-day trip requests are honored if space is available. There are no eligibility requirements for public transportation service. DART is a Medicaid transportation provider. Driver training is provided by Indiana RTAP, Midwest, DeKalb County Sheriff Department, and DeKalb County Health Department.

**Funding Sources:** Indiana Department of Transportation (INDOT) Public Mass Transit Fund, Federal Transit Administration (FTA) Sections 5311, 5310, 5339, Title III-B of the Older Americans Act, and local funds.

**Total Vehicles (accessible):** 12 (11) vehicles.

**Annual One-Way Passenger Trips:** 27,467 in 2016.

**Eligibility Requirements:** Public transportation is open to the general public with no eligibility requirements.

**Hours of Operation:** Monday through Friday 6:00 AM to 6:00 PM.

**Fare Structure:**

Age 59 and under:

\$2.00 within the same city/town

\$3.00 per ride, per stop out-of-any city/town

\$40.00 round trip/\$25.00 one-way out-of-county trips

Age 60+:

Donations are accepted but not required.

**Huntington County Council on Aging/Huntington Area Transportation**

Huntington County Council on Aging (COA) is a private, nonprofit senior center that provides transportation, information/referral, recreational activities, and homemaker services in Huntington County. Transportation is provided for the general public (Huntington Area Transportation) with no eligibility requirements.

The COA provides door-to-door, demand response transportation for the general public using a fleet of eighteen (18) vehicles. Fifteen of the vehicles are used during peak service hours.

**Funding Sources:** FTA Sections 5311 and 5310, INDOT Public Mass Transit Fund, and Title III-B.

**Total Vehicles (accessible):** 18 (15 are wheelchair accessible).

**Annual One-Way Passenger Trips:** 37,600 in 2016.

**Eligibility Requirements:** Transportation is provided for the general public with no eligibility requirements.

**Hours of Operation:** Monday through Friday 6:00 AM to 6:00 PM.

**Fare Structure:**

Base Fare: \$3.00

Youth: \$3.00

Elderly/Disabled: Free

Transfers: Free

The out-of-county rate is \$8.00 plus mileage.

### **LaGrange County Council on Aging/LaGrange County Area Transit**

LaGrange County Council on Aging is a private, non-profit organization in LaGrange, Indiana. The organization provides general public (LaGrange County Area Transit) and older adult transportation within a 60-mile radius of LaGrange and in Michigan, Ohio, and Indiana. In addition to transportation, the organization provides nutrition, counseling, employment, information/referral, recreational/social, and home health care services.

Transportation is provided as demand response, door-through-door service. There are no eligibility requirements to receive transportation from the COA. Drivers are permitted to assist passengers with a limited number of packages. Passengers are permitted to travel with their own personal care attendants or escorts.

**Funding Sources:** FTA Sections 5311 and 5310, INDOT Public Mass Transit Fund, Title III-B of the Older Americans Act, and local funds.

**Total Vehicles (Accessible):** 18 (14) vehicles in 2016.

**Annual One-Way Passenger Trips:** 57,033 in 2016.

**Eligibility Requirements:** General Public

**Hours of Operation:** Monday through Friday 5:00 AM to 5:00 PM.

#### **Fare Structure:**

Base:	\$3.00
Youth:	Free
Elderly/Disabled:	Free
Transfer:	Free
Out-of-County:	\$35.00 one-way or \$70.00 round trip
LCAT Rates:	\$6.00, \$9.00, \$11.00

Donations are accepted from \$6.00 to \$12.00 per ride.

### **The ARC Noble County Foundations**

The ARC Noble County Foundations is a private, nonprofit agency that provides job training, employment, rehabilitation services, and recreational activities for eligible consumers in Noble County. Transportation is provided for consumers who are eligible for a Medicaid waiver or State Line Item services.

ARC Noble County coordinates information and referrals, job training, shared back-up vehicles, and joint grant applications with Noble County COA, Noble Transit, Northeastern Mental Health Center, RISE, LaGrange County Opportunity Center, and the DeKalb, Whitley, Huntington, LaGrange, and Steuben County COAs.

**Funding Sources:** Medicaid and FTA Section 5310.

**Total Vehicles (Accessible):** 6(2) vehicles.

**Eligibility:** Eligible agency consumers who have a waiver or Vocational Rehabilitation funding.

**Operating Days and Hours:** Transportation is available as needed for consumers.

**Annual One-Way Passenger Trips:** Approximately 7,800 in 2016.

**Fare Structure:** There is no established fare structure.

**Noble County Council on Aging/Noble Transit System**

Noble County Council on Aging (COA) is a private, nonprofit organization located in Kendallville, serving Noble County. The COA provides transportation, social services, and recreational/social programs. Transportation is provided as demand response. The COA will provide door-through-door or curb-to-curb transportation, as appropriate for the passengers' needs. The COA employs drivers and all drivers are trained through the Indiana RTAP program.

**Funding Sources:** FTA Sections 5311 and 5310, INDOT Public Mass Transit Fund, Title III-B of the Older Americans Act, and local funds.

**Total Vehicles (Accessible):** 20 (18)

**Eligibility:** Transportation is open to the general public through the Noble Transit System program.

**Operating Days and Hours:** Service is provided Monday through Friday 5:00 AM to 5:00 PM.

**Annual One-Way Passenger Trips:** 24,905 trips in 2016.

**Fare Structure:**

Donations are accepted for a suggested amount of \$3.00 from seniors. General public passengers pay a distance based fare for transportation.

1 – 5 Miles:	\$4.00
6 – 10 Miles:	\$7.00
11 – 15 Miles:	\$10.00
16 – 20 Miles:	\$13.00
Over 20 Miles:	\$1.50/mile

**Northeastern Center**

Northeastern Center is a private, nonprofit organization in Kendallville that serves Noble, LaGrange, Steuben, and DeKalb Counties. In addition to transportation for agency consumers, Northeastern Center also provides health care, counseling, day treatment, job training, rehabilitation services, diagnosis/evaluation, job placement, residential facilities, and screening.

Northeastern Center provides demand response and human service agency fixed route transportation. Agency staff operates transportation using personal vehicles, volunteers, and an organized program with vehicles and staff designated specifically for transportation. Driver training is provided by the agency's insurance company.

**Funding Sources:** Agency funds and Federal Transit Administration (FTA) Section 5310.

**Total Vehicles (Accessible):** 23 (3) vehicles.

**Annual One-Way Passenger Trips:** 10,016 in 2016.

**Eligibility Requirements:** Agency consumers only.

**Hours of Operation:** Monday through Friday 7:30 AM to 5:00 PM. Peak hours of operation are 7:00 AM to 9:00 AM and 3:00 PM to 5:00PM.

**Fare Structure:** Transportation is provided at a voluntary fare of \$5.00 per one-way trip for agency consumers.

**Pathfinder Services, Inc.**

Pathfinder Services, Inc. is a private, nonprofit human service agency that provides transportation, day treatment, job training and placement, rehabilitation and residential facilities for Allen, Huntington, Jay, Marshall, Noble, Wabash, and Whitley Counties. Transportation is provided for Pathfinder Services consumers with disabilities. Agency employees and volunteers provide transportation. Reimbursement of mileage or auto expenses are also options for consumer transportation.

**Funding Sources:** Pathfinder Services programs are funded in part by the Social Security Administration Ticket to Work Program (SSA TTW), the Bureau of Developmental Disabilities Services (BDDS), and Indiana Vocational Rehabilitation Services.

**Total Vehicles (Accessible):** 69 (26) vehicles operating in multiple counties. Currently no Pathfinder vehicles operate on a regular basis in Region 10.

**Eligibility Requirements:** Must be registered as a consumer of the agency.

**Hours of Operation:** Monday through Friday 6:30 AM to 4:30 PM.

**Annual One-Way Passenger Trips:** 165,963 in 2016.

**Fare Structure:** Agency consumers are not charged a fare per trip.

**RISE, Inc.** RISE, Inc. is an employment training and rehabilitation center for adolescents and adults with intellectual or physical disabilities. RISE is located in Angola, Indiana. The service area is primarily DeKalb and Steuben Counties, with some clients in Noble County.

**Funding Sources:** Indiana Family and Social Services Administration (FSSA) and the United Ways of Steuben and DeKalb Counties, INDOT Section 5310 Program, and DeKalb and Steuben County government funding.

**Total Vehicles (Accessible):** 8 (4) vehicles.

**Eligibility Requirements:** Must be registered as a consumer of the agency.

**Hours of Operation:** Monday through Friday routes bring consumers from their home to/from the RISE facility in Angola in the morning and afternoon. Other vehicles are available anytime for community integration activities.

**Annual One-Way Passenger Trips:** 165,963 in 2016.

**Fare Structure:** Agency consumers are not charged a fare per trip.

**Steuben County Council on Aging/STAR Transportation**

Steuben County Council on Aging (COA) provides transportation, information and referrals, recreational activities, and homemaker services in Steuben County. Transportation is available to the general public through the STAR program. The STAR program operates as a demand response service with advance reservation requirements. The COA participates in joint training activities, joint dispatching and grant applications, and shares vehicles with other transportation providers in the Region.

**Funding Sources:** Federal Transit Administration Sections 5311 and 5310, Title III-B of the Older Americans Act, and local funds.

**Total Vehicles (Accessible):** 13 (11) vehicles.

**Eligibility:** General public.

**Operating Days and Hours:** Monday through Friday 7:00 AM to 4:30 PM.

**Annual One-Way Passenger Trips:** 15,628 trips in 2016.

**Fare Structure:**

Base:	\$2.00
Youth:	\$1.00
Elderly/Disabled:	Free
Outside City Limits:	\$5.00
Out-of-County:	\$1.25 per mile

### **Whitley County Council on Aging/Whitley County Transit**

Whitley County Council on Aging (COA) is a private, nonprofit organization serving Whitley County with transportation, nutrition, information/referral, and recreational/social programs.

Transportation is provided to the general public through the Whitley County Transit program with agency vehicles as a demand response transportation service. Trips are provided door-to-door or curb-to-curb, as needed by the consumer. The Whitley County Transit service area includes Columbia City, South Whitley, and Churubusco.

**Funding Sources:** Federal Transit Administration (FTA) Sections 5311 and 5310, INDOT Public Mass Transit Fund, local match, and Title III-B of the Older Americans Act.

**Total Vehicles (Accessible):** 14 (13) vehicles.

**Eligibility:** General public.

**Operating Days and Hours:** Monday through Friday 7:00 AM to 6:00 PM.

**Annual One-Way Passenger Trips:** 36,792 trips in 2017.

#### **Fare Structure:**

Base:	\$3.00
Youth:	\$2.00
Elderly:	Donation
Transfer:	None

Donations are accepted.

### **VEHICLE INVENTORY AND USE**

Vehicle inventories were obtained by email from transportation providers who reported a total of 115+ vehicles serving the counties in Region 10. Not included in the total vehicle count is the large fleet of vehicles operated by Pathfinder Services or the vehicles that may be operated by The Bowen Center and ARC Opportunities, Inc. The Pathfinder Services fleet could be used to serve consumers in Region 10, but no vehicles are assigned in the area as of this report. Approximately 79 percent of the vehicles in the Region were accessible for wheelchairs and other mobility devices. All agencies were contacted to provide an updated vehicle inventory. If an agency did not provide an updated inventory, the 2016 INDOT Annual Report was used to derive alternative fleet information. If an agency listed above is not included in the table, the detailed vehicle utilization information was not available for the report. The Vehicle Inventory table is provided at the end of this chapter.

All transportation operators operate at least one accessible vehicle. However, given the demand for wheelchair accessible service and the growing aging population and individuals with physical challenges living independently in the community, public transportation provider vehicle fleets should be as a rule, at least 50 percent wheelchair accessible; each of the Region 10 public transportation provider fleets currently exceed that standard and some of the Section 5310 program recipients also meet or exceed the standard of 50 percent wheelchair accessible fleets.

**Exhibit III.1 Vehicle Inventory and Utilization Table**

<b>Veh #</b>	<b>Make</b>	<b>Model</b>	<b>Year</b>	<b>Vin #</b>	<b>Capacity</b>	<b>WC</b>	<b>Days in Service</b>	<b>Service Hours</b>	<b>Mileage</b>	<b>Vehicle Condition</b>	<b>Program</b>	<b>Service Area</b>
<b>DeKalb County Council on Aging/DeKalb Area Rural Transit System (DART)</b>												
1	Ford	Van	2009	1FTDS34LX9DA82665	8	2	Mon.-Fri.	6:00 AM - 6:00 PM	121814	Fair	INDOT Sec. 5310	DeKalb County
1	Ford	Cutaway	2011	1FDEE3FS3BDB05317	8	2	Mon.-Fri.	6:00 AM - 6:00 PM	86125	Fair	INDOT Sec. 5310	DeKalb County
1	Dodge	Minivan	2013	2C4RDGBG4DR780921	6	2	Mon.-Fri.	6:00 AM - 6:00 PM	92575	Poor	INDOT Sec. 5310	DeKalb County
1	Dodge	Minivan	2013	2C4RDGBG2DR787267	6	4	Mon.-Fri.	6:00 AM - 6:00 PM	112954	Fair	Public Transit	DeKalb County
1	Dodge	Minivan	2013	2C4RDGBG4DR787268	6	4	Mon.-Fri.	6:00 AM - 6:00 PM	99999	Fair	INDOT Sec. 5310	DeKalb County
1	Chevy	Cutaway	2014	1GB3G2BG7E1140664	8	2	Mon.-Fri.	6:00 AM - 6:00 PM	67527	Good	INDOT Sec. 5310	DeKalb County
1	Ford	Minivan	2015	2C7WDGBG7FR634408	5	2	Mon.-Fri.	6:00 AM - 6:00 PM	40,879	Good	Public Transit	DeKalb County
1	Ford	Minivan	2015	2C7WDGBG7FR634411	5	2	Mon.-Fri.	6:00 AM - 6:00 PM	42,852	Good	Public Transit	DeKalb County
1	Dodge	Minivan	2015	2C7WDGBG0FR541990	6	2	Mon.-Fri.	6:00 AM - 6:00 PM	52,465	Good	Public Transit	DeKalb County
1	Ford	Cutaway	2015	1FDEE3FS4FDA09623	8	2	Mon.-Fri.	6:00 AM - 6:00 PM	47,556	Good	Public Transit	DeKalb County
1	Ford	Cutaway	2016	1FDEE3FS7GDC55065	8	2	Mon.-Fri.	6:00 AM - 6:00 PM	7,765	Excellent	Public Transit	DeKalb County
1	Ford	Car	2017	3FA6P0G73HR113709	4	0	Mon.-Fri.	6:00 AM - 6:00 PM	9,926	Excellent	INDOT Sec. 5310	DeKalb County
<b>Huntington County Council on Aging/Hunting Area Transportation</b>												
3	Dodge	Minivan	2005	1D4G925R35B137686	6	0	Mon.-Fri.	6:00 AM - 6:00 PM	255,982	Bad	INDOT Sec. 5310	Huntington Co.
3	Ford	Cutaway	2007	1FTSS34L97DA82368	8	2	Mon.-Fri.	6:00 AM - 6:00 PM	255,667	Fair	INDOT Sec. 5310	Huntington Co.
3	Chevy/B	Minivan	2005	1GBDV13E65D130689	4	1	Mon.-Fri.	6:00 AM - 6:00 PM	239,190	Fair	INDOT Sec. 5310	Huntington Co.
3	Dodge	Van	2001	2B6LB31A71K521209	12	0	Mon.-Fri.	6:00 AM - 6:00 PM	109,838	Fair	INDOT Sec. 5310	Huntington Co.

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage	Vehicle Condition	Program	Service Area
3	Chevy/B	Minivan	2008	1GBDV13W48E199300	4	1	Mon.-Fri.	6:00 AM - 6:00 PM	174,058	Good	Public Transit	Huntington Co.
3	Chevy/B	Minivan	2008	1GBDV13W78D211987	4	1	Mon.-Fri.	6:00 AM - 6:00 PM	161,509	Good	Public Transit	Huntington Co.
3	Dodge	Minivan	2010	2D4RNRDE1AR252498	5	1	Mon.-Fri.	6:00 AM - 6:00 PM	150,126	Fair	Public Transit	Huntington Co.
3	Dodge	Minivan	2010	2D4RN4DEXAR252497	5	1	Mon.-Fri.	6:00 AM - 6:00 PM	162,480	Fair	Public Transit	Huntington Co.
3	Dodge	Minivan	2010	2D4RN4DE8AR020196	5	1	Mon.-Fri.	6:00 AM - 6:00 PM	148,751	Fair	Public Transit	Huntington Co.
3	Ford	Bus	2010	1FDEE3FS3ADA55615	8	2	Mon.-Fri.	6:00 AM - 6:00 PM	123,823	Good	Public Transit	Huntington Co.
3	Dodge	Minivan	2013	2C4RDGBG6DR787269	5	1	Mon.-Fri.	6:00 AM - 6:00 PM	75,965	Good	INDOT Sec. 5310	Huntington Co.
3	Dodge	Minivan	2014	2C7WDGBG7ER467711	6	1	Mon.-Fri.	6:00 AM - 6:00 PM	51,347	Good	Public Transit	Huntington Co.
3	Dodge	Minivan	2015	2C7WDGBG7FR634263	5	2	Mon.-Fri.	6:00 AM - 6:00 PM	23,061	Excellent	Public Transit	Huntington Co.
3	Dodge	Minivan	2015	2C7WDGBG1FR541965	6	1	Mon.-Fri.	6:00 AM - 6:00 PM	31,554	Excellent	INDOT Sec. 5310	Huntington Co.
3	Ford	Minivan	2015	1FDEE3FS7DA07039	8	2	Mon.-Fri.	6:00 AM - 6:00 PM	47,439	Excellent	Public Transit	Huntington Co.
3	Ford	Bus	2015	1FDEE3FS2GDC14083	8	2	Mon.-Fri.	6:00 AM - 6:00 PM	13,867	Excellent	Public Transit	Huntington Co.
3	Ford	Car	2017	3FA6POG71HR113711	5	0	Mon.-Fri.	6:00 AM - 6:00 PM	3,624	Excellent	INDOT Sec. 5310	Huntington Co.
3	Chevy/B	Minivan	2008	1GBDV13WX8D211076	6	1	Mon.-Fri.	6:00 AM - 6:00 PM		Fair	INDOT Sec. 5310	Huntington Co.
<b>LaGrange County Council on Aging/LaGrange County Area Transit</b>												
1	Ford	Car	2008	2FAFP71V88X155603	4	0	Mon.-Fri.	5:00 AM - 5:00 PM	117,292	FAIR	Public Transit	LaGrange Co.
1	Dodge	Minivan	2000	1B4GP44L4YB718248	6	0	Mon.-Fri.	5:00 AM - 5:00 PM	392,256	Poor	Public Transit	LaGrange Co.
1	Dodge	Minivan	2005	1D4GP25E05B307824	6	0	Mon.-Fri.	5:00 AM - 5:00 PM	436,897	Poor	INDOT Sec. 5310	LaGrange Co.

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage	Vehicle Condition	Program	Service Area
1	Dodge	Minivan	2017	2C7WDGBG7HR718599	5	1	Mon.-Fri.	5:00 AM - 5:00 PM	9,137	Excellent	Public Transit	LaGrange Co.
1	Dodge	Minivan	2010	2D4RN4DE8AR254345	5	1	Mon.-Fri.	5:00 AM - 5:00 PM	305,039	Poor	Public Transit	LaGrange Co.
1	Ford	Cutaway	2011	1FTDS3EL8BD08877	8	2	Mon.-Fri.	5:00 AM - 5:00 PM	176,243	Good	INDOT Sec. 5310	LaGrange Co.
1	Ford	Cutaway	2013	1FDEE3FS9DDB32766	8	2	Mon.-Fri.	5:00 AM - 5:00 PM	166,144	Good	INDOT Sec. 5310	LaGrange Co.
1	Dodge	Minivan	2014	2C7WD6BG6ER467716	5	1	Mon.-Fri.	5:00 AM - 5:00 PM	106,244	Fair	Public Transit	LaGrange Co.
1	Dodge/B	Minivan	2016	2C7WDGBG7GR313714	3	1	Mon.-Fri.	5:00 AM - 5:00 PM	21,573	Fair	Public Transit	LaGrange Co.
1	Ford	Cutaway	2015	1FDEE3FS3FDA07040	8	2	Mon.-Fri.	5:00 AM - 5:00 PM	91,975	Good	Public Transit	LaGrange Co.
1	Dodge	Minivan	2015	2C7WDGBG1FR614283	5	1	Mon.-Fri.	5:00 AM - 5:00 PM	106,021	Excellent	INDOT Sec. 5310	LaGrange Co.
1	Ford	Car	2013	3FA6P0G72DR149613	4	0	Mon.-Fri.	5:00 AM - 5:00 PM	95,547	Excellent	Public Transit	LaGrange Co.
1	Ford	Car	2013	3FA6P0G74DR205325	4	0	Mon.-Fri.	5:00 AM - 5:00 PM	72,989	Excellent	INDOT Sec. 5310	LaGrange Co.
1	Ford	Cutaway	2015	1FDEE3FS0FDA07044	8	2	Mon.-Fri.	5:00 AM - 5:00 PM	40,957	Excellent	Public Transit	LaGrange Co.
1	Ford	Cutaway	2016	1FDEE3FS3GDC12715	8	2	Mon.-Fri.	5:00 AM - 5:00 PM	41,108	Excellent	Public Transit	LaGrange Co.
1	Dodge	Minivan	2015	2C7WD6BG7FR614269	5	1	Mon.-Fri.	5:00 AM - 5:00 PM	66,520	Excellent	INDOT Sec. 5310	LaGrange Co.
1	Dodge	Minivan	2016	2C7WDGBG3GR235688	5	1	Mon.-Fri.	5:00 AM - 5:00 PM	18,682	Excellent	INDOT Sec. 5310	LaGrange Co.
<b>Noble County Council on Aging/Noble Transit System</b>												
2	Chevy	Minivan	2008	1GBDV13W58D212264	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	257,185	Bad	Public Transit	Noble County
2	Chevy	Minivan	2008	1GBDV13WX8D211627	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	291,045	Bad	INDOT Sec. 5310	Noble County
2	Ford	Van	2009	1FDEE35S19dA57053	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	155,362	Bad	Public Transit	Noble County

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage	Vehicle Condition	Program	Service Area
2	Dodge	Minivan	2010	2D4RN4DE3AR252499	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	203,385	Poor	Public Transit	Noble County
2	Dodge	Minivan	2010	2D4RN4DE8AR252501	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	208,511	Poor	Public Transit	Noble County
2	Dodge	Minivan	2010	2D4RN4dE6AR252500	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	186,486	Poor	Public Transit	Noble County
2	Ford	Van	2010	1FDEE3FS7ADA55617	8	2	Mon.-Fri.	5:00 AM to 5:00 PM	148,120	Poor	Public Transit	Noble County
2	Ford	Van	2010	1FDEE3FS9A55618	8	2	Mon.-Fri.	5:00 AM to 5:00 PM	148,084	Poor	Public Transit	Noble County
2	Dodge	Minivan	2013	2C4RDGBD4DR787223	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	113,727	Excellent	Public Transit	Noble County
2	Dodge	Minivan	2013	2C4RDGBG3DR787200	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	103,552	Excellent	Public Transit	Noble County
2	Ford	Van	2013	1FDEE3FF1ddA08474	8	2	Mon.-Fri.	5:00 AM to 5:00 PM	94,492	Excellent	Public Transit	Noble County
2	Ford	Car	2014	3FA6P0G76ER114171	4	0	Mon.-Fri.	5:00 AM to 5:00 PM	84,256	Excellent	INDOT Sec. 5310	Noble County
2	Dodge	Minivan	2014	2C7WDGBD1ER467722	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	72,296	Excellent	Public Transit	Noble County
2	Dodge	Minivan	2015	2C7WDGBG7FR634229	5	2	Mon.-Fri.	5:00 AM to 5:00 PM	34,903	Excellent	Public Transit	Noble County
2	Dodge	Minivan	2015	2C7WDGBG0FR634301	5	1	Mon.-Fri.	5:00 AM to 5:00 PM	60,838	Excellent	INDOT Sec. 5310	Noble County
2	Dodge	Van	2015	1FDEE3FS1FDA09630	8	2	Mon.-Fri.	5:00 AM to 5:00 PM	58,873	Excellent	Public Transit	Noble County
2	Dodge/B	Minivan	2016	2C7WDGBG2GR262333	5	1	Mon.-Fri.	5:00 AM to 5:00 PM	17,715	Excellent	Public Transit	Noble County
2	Ford	Van	2016	1FDEE3FS6GDC16550	8	2	Mon.-Fri.	5:00 AM to 5:00 PM	32,290	Excellent	Public Transit	Noble County
2	Ford	Van	2016	1FDEE3FS8GDC14072	14	0	Mon.-Fri.	5:00 AM to 5:00 PM	1,993	Excellent	Public Transit	Noble County
2	Ford	Car	2017	3FA6P0G7XHR113710	4	1	Mon.-Fri.	5:00 AM to 5:00 PM	15,609	Excellent	INDOT Sec. 5310	Noble County
<b>Northeastern Center</b>												

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage	Vehicle Condition	Program	Service Area
31	Ford	Hi Top Van	2005	1FTSS34L25HB17953	14	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	177,868	Poor	Residential	Noble County
35	Ford	Van	2006	1FBSS31L26DA42904	14	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	113,155	Poor	Training	Noble, LaGrange, Dekalb, Steuben
37	Ford	BOVC	2008	1FD4E45S28DB51619	15	2	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	104,360	Fair	Back-up	Noble County
40	Ford	BOVC	2009	1FD4E45S49DA32724	15	2	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	179,425	Fair	Inpatient	Dekalb County
45	Ford	Van	2009	1FBNE31L19DA23461	11	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	82,322	Good	Residential	Steuben County
42	Ford	BOVC	2010	1FDEE3FS6ADA68908	14	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	69,823	Good	Club House	Noble County
44	Ford	BOVC	2011	1FDEE3FS4BDB05312	14	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	112,014	Good	Residential	Noble County
46	Ford	Van	2012	1FBSS3BL9CDA03167	15	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	47,023	Good	Kids Program	Noble County
50	Ford	BOVC	2013	1FDEE3FS5DDA53062	14	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	65,015	Good	Club House/IOP	Noble County
51	Ford	BOVC	2014	1FDEE3FS0EDA17099	14	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	88,540	Good	Club House route/IOP	Noble & LaGrange Counties
53	Ford	BOVC	2016	1FDEE3FS6GDC09386	14	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	40,257	Good	Club House route/IOP	Noble & Dekalb Counties
54	Ford	BOVC	2016	1FDEE3FS2GDC09384	8	2	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	44,608	Good	Club House route	Noble County

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage	Vehicle Condition	Program	Service Area
56	Ford	BOVC	2016	1FDEE3FS3GDC55063	14	0	Mon.-Fri.	7:00-9:00 AM & 3:00-5:00 PM	14,590	Good	Club House route/IOP	Noble & Steuben Counties
<b>RISE, Inc.</b>												
	Ford	Van	2016	-	12	2	Mon.-Fri.	AM and PM Route	-	Good	Program Services/INDOT Section 5310	Dekalb, Steuben, Noble Counties
	Ford	Van	2016	-	12	2	Mon.-Fri.	AM and PM Route	-	Good	Program Services/INDOT Section 5310	
	Chevy	Uplander	2006	-	8	1	Varies	Varies	-	Fair	Program Services	
	Dodge	Caravan	2012	-	8	0	Varies	Varies	-	Fair	Program Services	
	Ford	Hi Top Van	2005	-	12	1	Varies	Varies	-	Fair to Poor	Program Services	
	Chevy	Impala	2011	-	3	0	Varies	Varies	-	Good	Program Services	
	Ford	Fusion	2013	-	3	0	Varies	Varies	-	Good to Fair	Program Services	
	Ford	Fusion	2015	-	3	0	Varies	Varies	-	Good to Fair	Program Services	
<b>Steuben County Council on Aging/STAR</b>												
1	Chevy	Minivan	2008	1GBDV13W98D211747	6	1	Mon.-Fri.	7:00 AM - 4:30 PM	176,433	Bad	INDOT Sec. 5310	Steuben Co.
1	Chevy	Minivan	2008	1GNDU23W78D204386	6	0	Mon.-Fri.	7:00 AM - 4:30 PM	189,815	Poor	INDOT Sec. 5310	Steuben Co.
1	Ford	Bus	2009	1FDEE35S89DA323697	8	2	Mon.-Fri.	7:00 AM - 4:30 PM	114,353	Fair	INDOT Sec. 5310	Steuben Co.
1	Dodge	Minivan	2010	2D4RN4DE1AR372852	6	1	Mon.-Fri.	7:00 AM - 4:30 PM	134,345	Fair	Public Transit	Steuben Co.
1	Dodge	Minivan	2011	2D4RN4DG4BR770477	6	1	Mon.-Fri.	7:00 AM - 4:30 PM	105,761	Fair	INDOT Sec. 5310	Steuben Co.
1	Dodge	Minivan	2012	2C4RDGB2CR265222	6	1	Mon.-Fri.	7:00 AM - 4:30 PM	105,995	Fair	Public Transit	Steuben Co.

Veh #	Make	Model	Year	Vin #	Capacity	WC	Days in Service	Service Hours	Mileage	Vehicle Condition	Program	Service Area
1	Ford	Bus	2010	1FDEE3FS5ADA55616	8	2	Mon.-Fri.	7:00 AM - 4:30 PM	85,165	Good	Public Transit	Steuben Co.
1	Dodge	Minivan	2013	2C4RDGBG7DR787197	6	1	Mon.-Fri.	7:00 AM - 4:30 PM	49,261	Good	INDOT Sec. 5310	Steuben Co.
1	Dodge	Minivan	2015	2C7WDGBGFR634246	6	1	Mon.-Fri.	7:00 AM - 4:30 PM	7,508	Good	Public Transit	Steuben Co.
1	Ford	Car	2015	1FA6POG72F5130906	4	0	Mon.-Fri.	7:00 AM - 4:30 PM	11,941	Good	INDOT Sec. 5310	Steuben Co.
1	Braun-Dodge	Minivan	2016	2C7WDGBG7GGR31370	6	1	Mon.-Fri.	7:00 AM - 4:30 PM	4,963	Excellent	Public Transit	Steuben Co.
1	FORD	Bus	2016	1FDEE3FSOGDC14082	8	2	Mon.-Fri.	7:00 AM - 4:30 PM	6,356	Excellent	Public Transit	Steuben Co.
1	Braun-Dodge	Minivan	2016	2C7WDGBG9GR313729	6	1	Mon.-Fri.	7:00 AM - 4:30 PM	2,195	Excellent	INDOT Sec. 5310	Steuben Co.
<b>Whitley County Council on Aging/Whitley County Transit</b>												
1	Ford	Cutaway	2009	1FDEE35S69DA32696	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	201259	Fair	INDOT Sec. 5310	Whitley Co.
1	Chevy	Minivan	2007	1GBDV131X7D175442	4	2	Mon.-Fri.	7:00 AM - 6:00 PM	178014	Fair	INDOT Sec. 5310	Whitley Co.
1	Ford	Cutaway	2010	1FDEE3FSXADA55613	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	222297	Fair	Public Transit	Whitley Co.
1	Ford	Cutaway	2010	1FDEE3FS1ADA55614	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	220,945	Fair	Public Transit	Whitley Co.
1	Chevy	Minivan	2008	1GBDV13W38D210030	6	1	Mon.-Fri.	7:00 AM - 6:00 PM	133,225	Fair	INDOT Sec. 5310	Whitley Co.
1	Ford	Cutaway	2008	1FD3E35S28DB47883	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	101,844	Fair	INDOT Sec. 5310	Whitley Co.
1	Dodge	Minivan	2011	2D4RN4DG1BR770467	4	1	Mon.-Fri.	7:00 AM - 6:00 PM	118,110	Good	INDOT Sec. 5310	Whitley Co.
1	Ford	Cutaway	2013	1FDEE3FS3DDA53061	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	126,160	Fair	INDOT Sec. 5310	Whitley Co.
1	Ford	Cutaway	2013	1FDEE3FS5DDA08476	10	2	Mon.-Fri.	7:00 AM - 6:00 PM	121,083	Good	Public Transit	Whitley Co.
1	Dodge	Minivan	2014	2C7WDGBG8ER467734	4	1	Mon.-Fri.	7:00 AM - 6:00 PM	51,708	Good	Public Transit	Whitley Co.

<b>Veh #</b>	<b>Make</b>	<b>Model</b>	<b>Year</b>	<b>Vin #</b>	<b>Capacity</b>	<b>WC</b>	<b>Days in Service</b>	<b>Service Hours</b>	<b>Mileage</b>	<b>Vehicle Condition</b>	<b>Program</b>	<b>Service Area</b>
1	Ford	Cutaway	2014	1FDEE3FS9EDA17098	14	0	Mon.-Fri.	7:00 AM - 6:00 PM	31,784	Good	INDOT Sec. 5310	Whitley Co.
1	Ford	Cutaway	2016	1FDEE3FSXGDC12713	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	33606	Excellent	Public Transit	Whitley Co.
1	Ford	Cutaway	2016	1FDEE3FS1GDC12714	8	2	Mon.-Fri.	7:00 AM - 6:00 PM	37963	Excellent	Public Transit	Whitley Co.
1	Ford	Cutaway	2016	1FD FE4FS8GDC55070	12	2	Mon.-Fri.	7:00 AM - 6:00 PM	9180	Excellent	INDOT Sec. 5310	Whitley Co.

Not included in the Table: \*ARC Opportunities, Inc.; Bowen Center; The ARC Noble County Foundations and Pathfinder Services; Back-up vehicle for RISE, Inc.

## IV. NEEDS ASSESSMENT

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### OVERVIEW

RLS & Associates, Inc. contacted local human service agencies, faith-based organizations, employers, and all transportation providers serving each county in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. Meeting invitations were mailed to all identified organizations, those that participated in the 2014 Coordinated Public Transit Human Services Transportation Plan, and agencies that applied for Section 5310 grants from INDOT since 2014. Provided in the Appendix is documentation of outreach efforts included in this project to date and the level of participation from each organization. The following paragraphs outline results from the local general public and stakeholder coordinated transportation meetings.

### GENERAL PUBLIC AND STAKEHOLDER MEETINGS

A local meeting was conducted at a location accessible to Region 10 stakeholders and facilitated by RLS & Associates, Inc. to discuss the gaps in service for and unmet transportation needs of older adults, individuals with disabilities, people with low incomes, and the general public, and establish goals for filling those gaps and meeting those needs. The schedule for the meetings is provided in the following table:

<b>Date</b>	October 25, 2016
<b>Location</b>	Noble County Library Central, Cole Rm. Albion, IN.
<b>Time</b>	10:00 AM to 12:00 PM

Invitations to the meeting were distributed via the U.S. Postal Service to more than 63 individuals or organizations that represent transportation providers, older adults, individuals with disabilities, and/or people with low incomes. The general public was invited and notified of the meeting through a variety of public announcements through the following websites and newspapers:

- ◆ DeKalb Star
- ◆ News Sun
- ◆ Post and Mail
- ◆ Huntington-Herald Press

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix. Organizations that were represented at the meetings are listed below:

- ◆ The Arc Noble County Foundations
- ◆ Community Member (General Public)
- ◆ Council on Aging Elkhart
- ◆ DeKalb County Council on Aging

- ◆ Department of Children's Services
- ◆ Huntington County Council on Aging
- ◆ Indiana Department of Transportation, Office of Transit
- ◆ LaGrange Council on Aging
- ◆ Noble County Council on Aging
- ◆ Northeastern Center
- ◆ Pathfinder Services
- ◆ RISE, Inc.
- ◆ Steuben County Council on Aging
- ◆ Steuben Northeastern Center
- ◆ Whitley County Council on Aging

During the meeting, the facilitator presented highlights of historical coordinated transportation in the Region and discussed the activities from the 2013-2014 Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area. Many participants in the meetings were involved in the 2013-2014 planning process.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the 2013-2014 plan and to identify any gaps that were no longer valid and any new needs/gaps which the facilitator deleted/added from a flip chart list. The focus of the discussions was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also impact mobility options for the general public. After the changes to the needs/gaps list were completed, each participant was asked to rank the needs/gaps, using colored dots representing a high, medium or low priority or that the remaining gap/need should be deleted.

Prior to the public and stakeholder meeting, public surveys were distributed to public libraries in each county. Surveys were available for approximately one month. The purpose of the survey was to gather additional input about transportation from the general public and those individuals who may or may not be clients of the participating agencies. In addition to printed surveys at the libraries, the public survey was also available online, and advertised in newspaper advertisements.

Stakeholder participants were asked to take both paper copies and the link for the electronic survey to help further promote participation of the public in the survey process.

The following list provides the identified unmet transportation needs and gaps in services that were identified during the meeting or public survey process. Coordinated transportation stakeholders will consider these unmet needs and gaps in service when developing transportation strategies and grant applications. In most cases, needs (except where noted) appeared consistently for each county.

### Exhibit IV.1: Unmet Mobility Needs and Gaps in Service

2013-2014 Need/Gap	2016-2017 Need/Gap	2016-2017 Priority Level	Goal
Non-Emergency medical transportation, especially across county lines, to Indianapolis, and out-of-state	Affordable transportation options out of the local area need to be more affordable for those who are not on Medicaid. Fares have increased for adults needing non-Medicaid eligible trips in Angola/Steuben County.	High	#1, #4
Limited transit staffing, administration, and driver pools	Shortage in workforce/drivers for the wages that can be paid.	High	#1, #5
Medical related trips are needed	Need to improve coordination with Medicaid trips between local providers and service providers coming from out of the area. NEMT must become more reliable.	High	#1, #4
Evening and weekend service	After school transportation for youth and children with disabilities. Weekend transportation is also needed.	High to Medium	#1, #4
Funding	Additional funding is needed in order for programs to expand transportation services to meet needs.	High to Medium	#1, #2, #3, #5, #6
Accessing employment, education, training, shopping, social/recreational, and childcare	Increasing capacity so that vehicles are available for employment, education, training, and childcare trip purposes.	Medium	#1, #4
Capacity issues – Vehicles, especially wheelchair accessible vehicles are at max capacity	Not enough wheelchair accessible capacity and ambulatory capacity to serve all of the demand.	Medium	#1, #3
Transportation for older adults, individuals with disabilities, children, and people with low incomes	Need an option for vehicles that do not look like a bus for disabled people or older adults in an effort to overcome the image that transit is not for everyone.	Low	#1, #4
Increased service for the Amish community	Service to the Amish community.	Low	#1, #4
Transportation for Veterans	Coordinate with Veteran's Administration in Ft. Wayne VA and Indianapolis VA.	Low	#1, #4
Community education about service	Need an option for vehicles that do not look like a bus for disabled people or older adults in an effort to overcome the image that transit is not for everyone.	Low	#1, #2
Escort or attendants to accompany passengers		Not listed as in 2016	#4
Same-day scheduling		Not listed in 2016	#4

## **PROGRESS SINCE THE 2013-2014 COORDINATED PLAN**

Over the past four years the transportation providers in Region 10 have made some progress in implementing the goals and strategies contained in the 2013-2014 Coordinated Public Transit - Human Services Transportation Plan. For example, the stakeholders and general public no longer feel that access to same-day trips or escorts/aides on vehicles are a high priority.

It is important that transportation providers and human service agencies continue to commit themselves to support the coordination initiatives included in this updated Plan. In their dedication to continuing progress in the coordinated transportation effort, local stakeholders will continue with the following successful efforts, at minimum:

- ◆ Distribute the new adopted Coordinated Plan to their agency stakeholders and all elected officials within their jurisdictions.
- ◆ Continue to expand public speaking engagements to improve awareness of existing services and the gaps and unmet needs that exist in each county.
- ◆ As an additional outreach measure, RTAC participants will update and share information about their transportation services with the community stakeholders, local officials, and the general public.
- ◆ All transportation providers will submit informational articles on public and/or coordinated transportation successes to agency newsletters. Providers will also encourage riders to write positive letters to the editor regarding their transportation experiences.

## **CONTINUING CHALLENGES TO COORDINATED TRANSPORTATION**

There are numerous challenges to the coordination of human service agency and public transportation in any community or region. Some of the unmet transportation needs listed in Exhibit IV.1 are unmet either because implementing strategies that will address them are difficult or because funding to support the activity is not available. While these needs remain top priority, some may take more time to implement because of the steps and changes that must precede them. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are steps that will improve the likelihood of implementing a priority improvement.

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

## RESULTS OF THE GENERAL PUBLIC SURVEY

The following charts outline the public survey results received from individuals living in the Region. Surveys were available on-line, on public transit vehicles, at various non-profits, and distributed by volunteers through organizations that serve older adults and individuals with disabilities. The on-line and paper versions of the survey were also advertised in local newspapers. The survey period was November 2016 through May 2017.

The following survey summary includes the information gained from 341 surveys from the general public. Each chart is based on the number of responses received for individual questions. If an individual skipped a question or did not provide an eligible answer, the distribution of responses for that particular question is based on fewer than 341 surveys. The survey results are not statistically valid, but do offer insight into the unmet transportation needs and gaps in services for the general public in each county. The distribution of survey results is listed below:

- ◆ DeKalb County: 100 Surveys
- ◆ Huntington County: 45 Surveys
- ◆ LaGrange County: 120 Surveys
- ◆ Noble County: 43 Surveys
- ◆ Steuben County: 9 Surveys
- ◆ Whitley County: 24 Surveys

Survey respondents were asked to report all the transportation they or their family have used in the past 12 months. Choices ranged from bicycles and walking to using public or agency services. As indicated in Exhibit IV.2, approximately 62 percent indicated that they used a personal vehicle or rode with a friend/family member. Approximately 52 percent of respondents indicated that they used demand response public or agency-sponsored transportation services. Approximately 12 percent of respondents used a public transportation system or human service agency in a neighboring county. Twelve percent indicated fixed route public transit use. And, 30 percent bicycle or walk as a mode of transportation. Exhibit IV.2 outlines the variety of transportation modes used in this Region.

**Exhibit VI.2: Modes of Transportation Used in the Past 12 Months**

Mode of Transportation Used	Response Percent	Response Count
Personal vehicle or ride with a friend/family member	62.09%	208
Demand response public or agency/program-sponsored transportation services (requires an advance reservation and the vehicle comes to your house for pick-up and drop-off)	51.64%	173
Bicycle or Walk (other than for exercise)	30.45%	102
Fixed route public transit (with bus stops and time schedule)	12.54%	42
Public transportation systems or human service/senior agencies in neighboring counties	12.24%	41

Mode of Transportation Used	Response Percent	Response Count
Carpool or vanpool	11.04%	37
Agency-provided transportation (such as COA, AAA or Rehabilitation Center Services)	10.75%	36
Flexible public transit routes (vehicles operate on a fixed route and time schedule but can make deviations off the route)	8.66%	29
Other (please specify)	7.16%	24
Private taxi, Uber, Lyft (or similar)	7.46%	25
Ambulette Service (non-emergency medical transportation provided by a medical transportation company)	3.88%	13
Faith-based organization (such as a church bus or van to go to services or activities)	5.97%	20
Volunteer transportation	5.97%	20
Car share (Car 2 Go)	5.37%	18
Private inter-city bus (such as Greyhound or Megabus)	3.28%	11
Amtrak (to/from an origin or destination in Indiana)	3.28%	11

Survey responses listed in Exhibit IV.2 indicate that respondents are not all currently using public or agency transportation services in the Region. Exhibit IV.3, below, outlines the reasons why some of the respondents are not using public or agency-sponsored transportation. This answer indicates the gaps in the existing network of services that may be causing people to use different transportation options. According to the results, the primary reason for not using transportation services is having the option and preference to drive (55.22 percent). The second most common reason is having a friend or family drive him or her (24.38 percent). Other reasons include the public vehicle not available at times or days when needed (14.43 percent); not available where respondents live (6.97 percent); or, unaffordable (5.97 percent). Others indicate they use public transportation, or do not use it because it does not go where they need to go, they do not know how to use it, it takes too much time compared to other options, or it is not wheelchair accessible. Respondents that answered “other” indicate they either currently use public transportation, bike, or do not know how to use public transportation.

#### **Exhibit IV.3: Reasons for Not Using Public or Agency-Sponsored Transportation Services**

Answer Options	Response Percent	Response Count
I have my own car and prefer to drive	55.22%	111
My friend or family drive me where I need to go	24.38%	49
It is not available at the times or days when I need it	14.43%	29
Other (please specify)	9.45%	19
It is not available where I live	6.97%	14
It is unaffordable	5.97%	12
It does not go where I need to go	4.98%	10

Answer Options	Response Percent	Response Count
I don't know how to use it	3.48%	7
It takes too much time compared to my other options	1.99%	4
The vehicles are not wheelchair accessible	1.00%	2
<b>Answered Question</b>		<b>201</b>
<b>Skipped Question</b>		<b>146</b>

Next, respondents were asked, "If transportation were easy to use and available, which reason would cause you to use it?" As indicated in Exhibit IV.4 the majority of people would use it if there were not another transportation option available to them (68.09 percent), and half (50 percent) would use transportation options if they saved money. All potential reasons offered are listed below.

#### Exhibit IV.4: Reasons to Use Public or Agency-Sponsored Transportation Services

Answer Options	Response Percent	Response Count
If I do not have another transportation option	68.09%	192
If it would save money (ex. save on gas or car maintenance)	50.0%	141
If it is provided with wheelchair accessible vehicles	18.44%	52
If it is better for the environment	17.38%	49
I would not use public transportation under any circumstance	4.96%	14
Other (please specify)		8
<b>Answered Question</b>		<b>282</b>
<b>Skipped Question</b>		<b>65</b>

When asked what changes could be made to the local transportation options to make using them more appealing, the most common responses included operating on Saturdays (45.80 percent), ending service later at night (30.25 percent), no shared rides with other passengers (28.57 percent), operating on Sundays (67 percent), and having the option to ride to other parts of the State (24.37 percent).

#### Exhibit IV.5: Changes to Make Transportation Options More Appealing

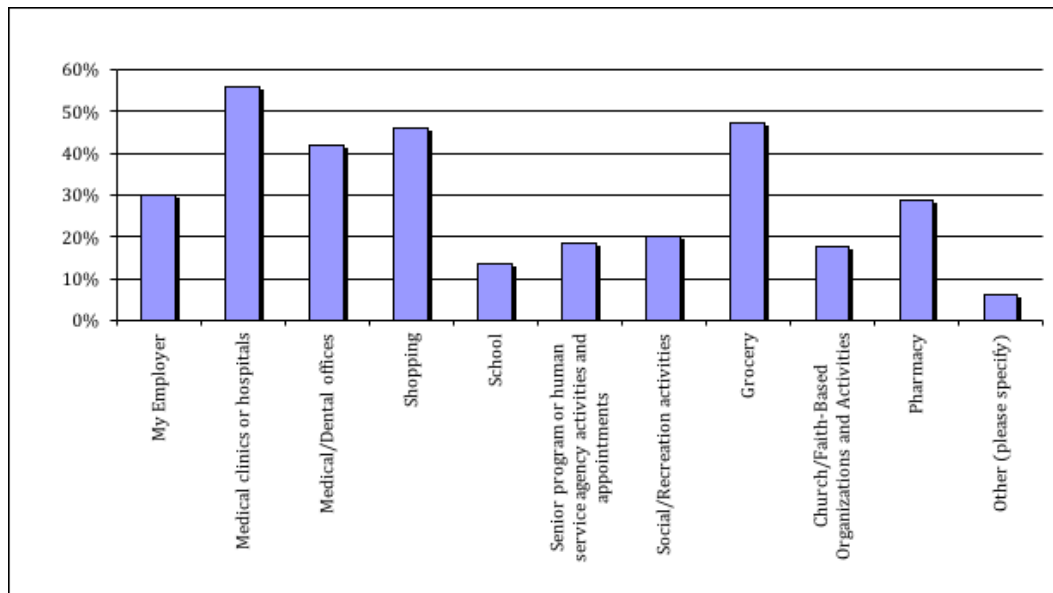
Answer Options	Response Percent	Response Count
Operate on Saturdays	45.80%	109
End later at night	30.25%	72
Pick me up at my house and take me directly to where I am going/no shared rides with others	28.57%	68
Operate on Sundays	28.15%	67
If I could ride to other parts of the state (such as Indianapolis or other cities and towns)	24.37%	58
Lower the cost to ride	23.95%	57

Answer Options	Response Percent	Response Count
More reliable/On-Time for picking me up/dropping me off	13.87%	33
Other (please specify)	9.66%	23
Start earlier in the morning	8.82%	21
Wheelchair accessible vehicles	8.82%	21
Operate on a fixed route and schedule with bus stops	5.46%	13
Smaller vehicles	4.62%	11
Larger vehicles	3.78%	9
<b>Answered Question</b>		<b>238</b>
<b>Skipped Question</b>		<b>109</b>

When asked if they would use a fixed route bus service if it were available, 48.63% of respondents said yes.

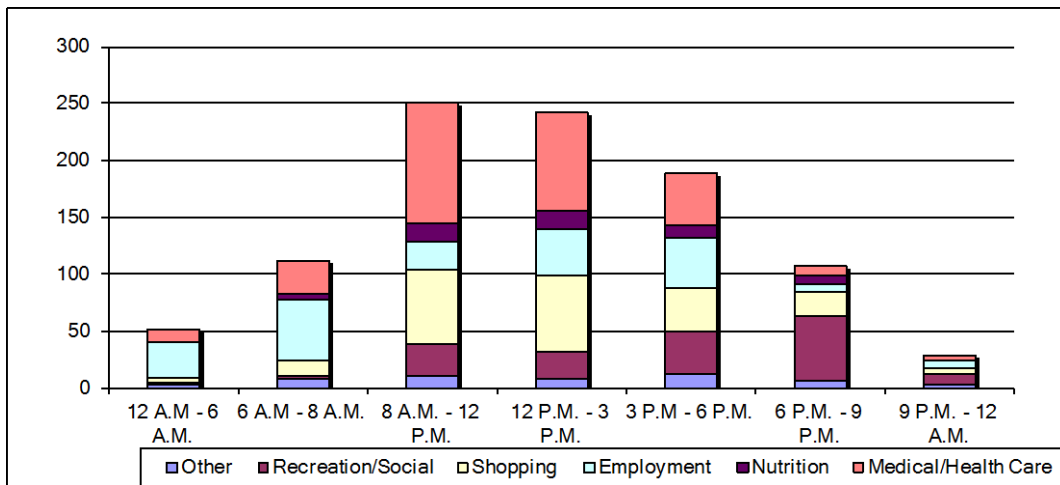
The most commonly visited destinations when transportation is available to the survey respondent are medical clinics or hospitals (55.9 percent); grocery (47.1 percent); shopping (45.8 percent); and medical/dental offices (41.8 percent). Exhibit IV.6 provides the distribution of responses.

**Exhibit IV.6: Most Common Trip Purposes when Transportation is Available**



Transportation demand by time of day is a tool used to understand when the most vehicles and drivers are likely needed. Exhibit IV.7 indicates that the highest demand is between 8:00 AM and 3:00 PM and the most common trip purpose during those hours is medical and health care. The remainder of the peak period is 3:00 PM through 6:00 PM when medical and health care remain the most common trip purpose and employment and shopping trip purposes increase in number. Demand for all trip purposes is lower earlier and later in the day.

**Exhibit IV.7: Time of Day when Trips are Needed, by Purpose**



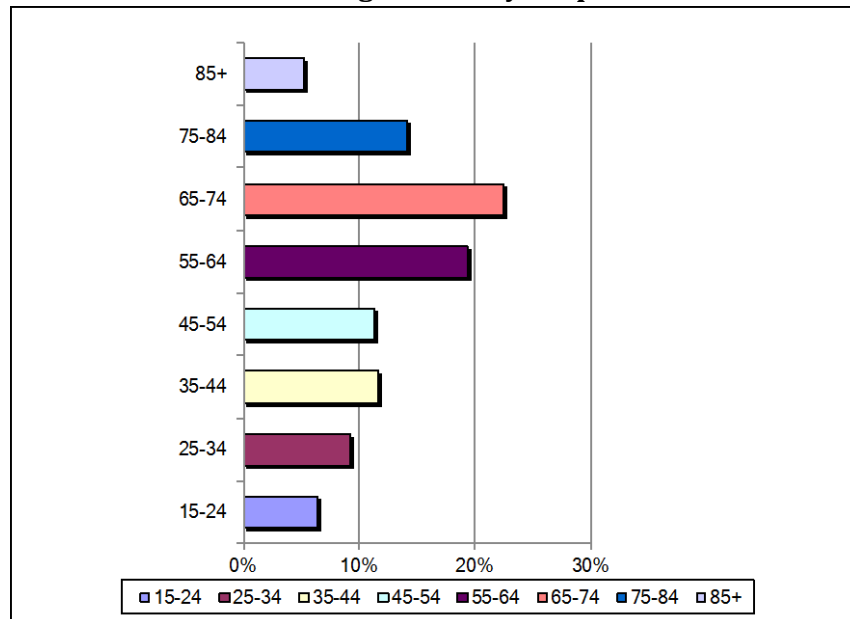
The majority of survey respondents do not have available transportation to destinations outside their county of residence when they need it (65.73 percent). Trip requests to out-of-county destinations were most commonly to Fort Wayne.

### **Demographic and Socio-Economic Data**

Nearly 87 percent of survey respondents indicate English as their first language.

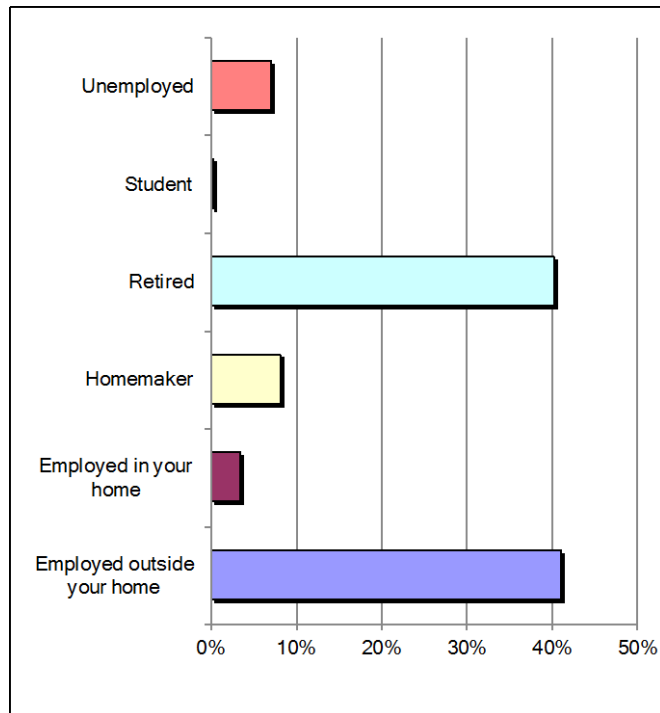
The age distribution of survey respondents is outlined in Exhibit IV. 8, below. Forty-two (42) percent of respondents were ages 65 or older. Twenty-six (26) percent of respondents reported having a disability that requires them to use a cane, walker, wheelchair, and/or another device.

**Exhibit IV.8: Age of Survey Respondents**



Approximately 40.9 percent of survey respondents were employed outside the home, while 40.2 percent were retired. Seven (7) percent were unemployed. The remaining respondents were homemakers, students, or employed and working at home.

**Exhibit IV.9: Employment Status**



## V. IMPLEMENTATION PLAN

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The coordinated transportation goals are prioritized based on the feedback received from stakeholders. The stakeholders resolved that the key to successful coordination is to enhance the understanding of the general public and local officials regarding the availability and benefits of coordinated transportation. Stakeholders indicated the need to enhance their coordination efforts and work together to meet the demand and fill the service gaps for public and human service transportation across the Region.

The participating stakeholders meeting held on October 25, 2016 included a review of the goals that were established during the 2013-2014 plan process. While the discussion achieved consensus on retaining the existing six goals, the process identified a number of new implementation strategies, which reflected changes in the tools and approaches to meeting the selected goals. As a result, strategies for addressing all original goals were amended. The following goals were proposed for the 2016-2017 Plan:

**Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies.**

The purpose of Goal #1 is to continue enhancing coordinated transportation services to address unmet needs and reduce duplication of transportation services in each county.

**Goal #2: Enhance the education of the general public and local officials regarding transportation.**

Local stakeholders are focused on preparing materials and providing outreach opportunities throughout each county so that more people are aware of the availability and benefits of public and coordinated human service agency transportation.

**Goal #3: Provide an adequate number of vehicles, particularly wheelchair accessible vehicles, to meet the continued increase in travel demand from seniors and persons with disabilities; and maintain the fleets.**

Goal #3 focuses on the vehicle replacement schedule as well as coordinated applications for capital funding. In addition, strategies include vehicle sharing and seeking to purchase vehicles that are more fuel-efficient.

**Goal #4: Increase service availability.**

Goal #4 focuses on strategies that will result in additional availability for trips that cross county lines, early morning trips, extended evening services, and weekend transportation.

**Goal #5: Provide adequate staff to administer and operate transportation services.**

Strategies under Goal #5 focus on examining the job descriptions and qualifications of existing staff to determine if there are opportunities for sharing staff and or re-assigning staff to different duties.

**Goal #6: Increase funding streams for transportation.**

Local stakeholders understand that to accomplish other goals, they must increase funding levels and diversify funding streams and improve local support to sustain and support expansion of coordinated transportation service.

**GOALS AND STRATEGIES**

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

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

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

**HIGH PRIORITY UNMET NEEDS: (1) IMPROVE COORDINATION OF MEDICAID TRIPS WITH LOCAL PROVIDERS; (2) PROVIDE AFFORDABLE TRANSPORTATION OPTIONS TO DESTINATIONS OUT OF THE LOCAL AREA; (3) PROVIDE MORE WEEKEND AND EVENING TRANSPORTATION OPTIONS.**

**Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies.**

**Strategy 1.1:** Maintain the coordination of transportation providers from each county through regular Transportation Advisory Committee (TAC) meetings.

**Priority Level:** High

**Counties Included:** All Counties.

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> Minimal expense for travel. No additional costs for staff time spent at meetings.	
<u>Potential Grant Funding Sources:</u> N/A	

**Responsible Parties:** Public transportation providers and human service agencies from each county participate in the Regional TAC. The TAC should develop subcommittees with leadership to focus on individual challenges and goals for improved coordination. For example, a subcommittee could focus on identification of fully allocated costs for each agency.

**Performance Measures:**

- ◆ TAC accomplishments.
- ◆ Additional coordination activities achieved between TAC committee agencies.
- ◆ Cost savings, or providing more trips for the same expense through coordination.

**Strategy 1.2:** Distribute an informational brochure that provides general contact information for the transportation service providers.

**Priority Level:** Medium

**Counties Included:** All Counties.

<u>Implementation Time Frame:</u> Mid-Term (13-24 months)	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> Expenses associated with printing the brochure or developing and maintaining the website could range from \$500 to \$1,500.	
<u>Potential Grant Funding Sources:</u> Mobility management activities are eligible for funding under Job Access and Reverse Commute (JARC) activities within the Section 5311 (rural) grant programs. Local match is required. Local match may be derived from a combination of local and non-U.S. DOT Federal funds.	

**Responsible Parties:** Public transportation providers and human service agencies from each county.

**Performance Measures:**

- ◆ Brochure and website are prepared.
- ◆ Number of brochures distributed.
- ◆ Number of new passengers.
- ◆ New gaps in service are identified and addressed through input from potential customers.

**Goal #2: Enhance the education of the general public and local officials regarding transportation.**

**Strategy 2.1:** Increase outreach efforts to identify available transportation services and information on how to utilize existing transportation services.

**Priority Level:** Medium

**Counties Included:** All Counties.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> No additional costs, but existing staff will need to incorporate the responsibility into current job duties.	
<u>Potential Grant Funding Sources:</u> N/A	

**Responsible Parties:** All members of the TAC will focus on improving their inventory of available resources so they can make appropriate referrals and coordination efforts. This Coordinated Transportation Plan Update is an initial starting point. However, there may be faith-based organizations and other operators that did not participate in the planning effort but who would be strong partners in a coordinated effort.

**Performance Measures:**

- ◆ Number of transportation providers identified in the inventory that were previously unknown.
- ◆ Number of new coordinated transportation agreements.
- ◆ Number of coordinated trips provided/referrals made to other agencies.
- ◆ Updated needs assessment to see if transportation gaps and unmet needs have been reduced through a more complete inventory of resources and information-sharing process.

**Strategy 2.2:** Conduct presentations on public and coordinated transportation at meetings for local elected officials. Develop a PowerPoint presentation to be used that includes ridership figures, trip purposes, service description and testimonials/comments from riders. Improving awareness of transportation needs is a great way to gather support, which could in-turn lead to additional funding opportunities or resources.

**Priority Level:** Medium to Low

**Counties Included:** All Counties.

Implementation Time Frame:

Ongoing

Staffing Implications:

No additional staff required.

Implementation Budget:

No additional funding needed, but staff time will be required to create the presentation(s) and attend local meetings.

Potential Grant Funding Sources:

N/A

**Responsible Parties:** Public transportation providers and human service agencies from each county.

**Performance Measures:**

- ◆ Number of presentations made to local elected officials.
- ◆ Increased level of awareness and support for transportation from local elected officials.

**Goal #3: Provide an adequate number of vehicles, particularly wheelchair accessible vehicles, to meet the continued increase in travel demand from seniors and persons with disabilities; and maintain the fleets.**

**Strategy 3.1:** Providers will continue to work with the regional Transportation Advisory Committee (TAC) to develop a vehicle replacement and expansion schedule for each public and human service transportation in the study area. Transportation providers that share a common service area should consider a combined vehicle expansion schedule to reduce duplication of resources.

**Priority Level:** High to Medium

**Counties Included:** All Counties.

Implementation Time Frame:

Near-Term (1-12 months)

Staffing Implications:

No additional staff required.

Implementation Budget:

No additional budget to develop the schedule.

Potential Grant Funding Sources:

N/A

**Responsible Parties:** Public transportation providers and human service agencies from each county will develop the schedules and share with one another.

**Performance Measures:**

- ◆ Development of plans and schedules for each provider/agency.
- ◆ Reduced duplication of resources and maximized use of local matching funds to purchase vehicles in each county (because agencies can stagger purchase of expansion vehicles and share the local funds).
- ◆ Improved customer service and safety because vehicles are in better working condition.
- ◆ Reduced maintenance costs because vehicles can be replaced at appropriate times.
- ◆ Diversified availability of local matching funds for transportation providers by coordinating vehicle purchases across multiple agencies for multiple years.

**Strategy 3.2:** Use a coordinated approach for submitting Sections 5310 and 5311 capital applications to INDOT to meet vehicle replacement/expansion needs.

**Priority Level:** High to Medium

**Counties Included:** All Counties.

Implementation Time Frame:

Ongoing

Staffing Implications:

No additional staff required.

Implementation Budget:

No additional budget required. However, the strategy could lead to a need for additional local funding for participating agencies.

Potential Grant Funding Sources:

Local and National foundations, programs, and partners. Sections 5310 and 5311 programs require local match. Local match of 20% is required for capital applications and may be derived from local funds as well as any non-U.S. DOT Federal funding source.

**Responsible Parties:** Public transportation providers and human service agencies from each county will develop schedules for when vehicle purchases will be made for replacement and expansion vehicles and share the schedule with one another. By viewing schedules, partner agencies may realize opportunities to stagger purchases or make joint purchases and reduce unnecessary duplication.

**Performance Measures:**

- ◆ Reduced duplication of resources and maximized use of local matching funds for transportation operations and/or capital through coordinated applications or joint applications.
- ◆ Improved customer service.
- ◆ Improved utilization of local dollars that leads to additional local funding.

- ◆ Diversified availability of local matching funds for transportation providers by coordinating vehicle purchases across multiple agencies for multiple years.

**Strategy 3.3:** Obtain fuel-efficient vehicles whenever possible, to address cost and environmental impact concerns.

**Priority Level:** High to Medium

**Counties Included:** All Counties.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None
<u>Implementation Budget:</u> Cost of purchased fuel	
<u>Potential Grant Funding Sources:</u> Section 5311 and Section 5310, or local agency budgets. A 20% local match is required for capital dollars under the Sections 5310 or 5311 Programs. Local match may be derived from any non-U.S. DOT Federal funding program, foundations, local government, non-profits, businesses, contracts, and other local resources.	

**Responsible Parties:** Public and human service agency transportation providers.

**Performance Measures:**

- ◆ Fuel-efficient vehicles discussed with INDOT.
- ◆ Number of fuel-efficient vehicles purchased in each county.
- ◆ Amount of reduced fuel costs realized.

**Strategy 3.4:** To overcome the image that transit is not for everyone, coordinate with private providers and/or obtain vehicles that do not look like a bus for people with disabilities or seniors. Offering a different style of vehicle appropriate for serving commuters, youth, veterans, or other populations may help to market local public transit as a model that is suited to the community.

**Priority Level:** Low

**Counties Included:** All Counties.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None
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Implementation Budget:  
Cost of contracting with private providers and/or purchasing vehicles

Potential Grant Funding Sources: Section 5311 and Section 5310, or local agency budgets. A 20% local match is required for capital dollars under the Section 5310 or 5311 Programs. Local match may be derived from any non-U.S. DOT Federal funding program, foundations, local government, non-profits, businesses, contracts, and other local resources.

**Responsible Parties:** Public and private transportation providers.

**Performance Measures:**

- ◆ The number of new service structure and/or vehicles planned for operation.
- ◆ Funding to support the new service structure and/or vehicles is secured.
- ◆ A public information campaign is initiated to promote new services.
- ◆ Customer satisfaction ratings are high, based on survey feedback.
- ◆ The percentage of increased ridership for each transportation provider.

**Goal #4: Increase service availability to include additional out-of-county service, early mornings, extended evenings, and weekends.**

**Strategy 4.1:** Evaluate coordination and connection of services throughout the provider network. Use evaluation results to plan for improvements to reduce gaps in services. This level of evaluation goes beyond the scope of the coordinated transportation plan and involves a thorough review of the daily schedules and trip denials (or trip requests outside of the service area) of each transportation provider. It must involve communication with the Medicaid broker to make that broker aware of the services available from local transportation providers.

**Priority Level:** High

**Counties Included:** All Counties.

Implementation Time Frame:

Long-Term (2 to 4 Years)

Staffing Implications:

Dedicated time from existing staff at each transportation provider agency and a lead individual to coordinate the information into a report.

Implementation Budget:

Utilize existing budgets and staff.

Potential Grant Funding Sources: Section 5311 Program, or human service agency budgets (depending upon the program that is participating). Local match of 50% for operating or 20% for capital is required.

**Responsible Parties:** Public and human service agency transportation providers, and any identified private transportation providers.

**Performance Measures:**

- ◆ Assessment of existing connections (or potential connections) between agencies for transfer points.
- ◆ Opportunities for individual trip sharing/connections/transfers are evaluated by the providers.
- ◆ Number of trip denials is decreased.
- ◆ Number of trip connections implemented per year.

**Strategy 4.2:** Transportation providers will meet with the Department of Youth Services to discuss potential transportation opportunities that are appropriate for coordination or contracted services with either public or private, non-profit transportation providers. At the time of this report, the Department of Youth Services was contracting with private non-profit transportation providers for their afterschool programs (4 PM to 9 PM). Drivers with specialized training are needed for these trips.

**Priority Level:** High

**Counties Included:** All Counties.

Implementation Time Frame:

Short-Term

Staffing Implications:

Additional driver hours and potentially an aide(s) to ride on the vehicles.

Implementation Budget:

A budget must be negotiated through a formal contracting process between DYS and the transportation operator.

Potential Grant Funding Sources: Human service agency budgets (depending upon the funding source for the DYS afterschool program).

**Responsible Parties:** Public and human service agency transportation providers, and any private transportation providers who are identified.

**Performance Measures:**

- ◆ Department of Youth Services submits a request for Bids to provide services and receives responses from eligible providers.
- ◆ Department of Youth Services establishes a contract with the provider that meets its needs and potentially reduces the total transportation budget from the previous year.
- ◆ Department of Youth Services consumers and families report satisfaction with the new transportation provider.
- ◆ Opportunities are explored to open the service for the afterschool children to the public.

**Strategy 4.3:** Conduct a Needs Assessment and demand analysis to determine the level of service expansions needed to meet the projected demand for evening and weekend transportation. The study must include a transit demand estimate as well as a cost/benefit analysis. A commonly used model for transit demand estimates in rural areas is provided in TCRP Report 161: Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation: Final Workbook. The TCRP report is available for free download at:  
<http://www.trb.org/Publications/Blurbs/168758.aspx>.

**Priority Level:** High

**Counties Included:** All Counties.

Implementation Time Frame:

Long-Term

Staffing Implications:

Additional staff time to conduct the Needs Assessment.

Implementation Budget:

A Needs Assessment for a single county could range between \$10,000 and \$25,000.

Potential Grant Funding Sources: Contact INDOT and/or local supporters to discuss potential funding opportunities.

**Responsible Parties:** All local transportation stakeholders.

**Performance Measures:**

- ◆ Needs Assessment is conducted.
- ◆ Transit service expansions are planned based on the results of the Needs Assessment.
- ◆ Service expansions are funded and implemented to address the demand for evening transportation services.

**Goal #5: Provide an adequate number of staff and services to administer and operate transportation services across the region.**

**Strategy 5.1:** Participating agencies will evaluate their staff to determine if additional personnel are needed to effectively manage and operate the existing transportation services. Also, evaluate the potential to share qualified drivers in an effort to cover expansions in service hours into evenings.

**Priority Level:** High

**Counties Included:** All Counties.

Implementation Time Frame:

Near-Term (1-12 months)

Staffing Implications:

May result in re-assignment of staff responsibilities.

Implementation Budget:

No costs to implement. Additional training for staff will be needed if re-assignment of duties occurs.

Potential Grant Funding Sources: N/A

**Responsible Parties:** All local transportation stakeholders.

**Performance Measures:**

- ◆ Number of staff and job descriptions evaluated and adjusted.
- ◆ Administrative efficiencies and productivity increases.
- ◆ Staff job satisfaction increases.
- ◆ Employee performance improves.

**Strategy 5.2:** Coordinate training programs and work with Indiana RTAP to ensure drivers are properly trained to assist clients with all types of disabilities and not just individuals with wheelchairs.

**Priority Level:** High

**Counties Included:** All Counties.

**Implementation Time Frame:**

Ongoing

**Staffing Implications:**

Additional staff time for training will be required.

**Implementation Budget:**

Possibility for minimal training expenses. Expenses can be shared among the organizations that share training courses.

**Potential Grant Funding Sources:** N/A

**Responsible Parties:** All local transportation stakeholders.

**Performance Measures:**

- ◆ Number of staff trained.
- ◆ Customer feedback about driver skill improves.

**Goal #6: Increase funding streams for coordinated transportation service.**

**Strategy 6.1:** Develop collaborative grant applications to INDOT and non-Department of Transportation funding agencies.

**Priority Level:** High to Medium

**Counties Included:** All Counties.

**Implementation Time Frame:**

Near-Term (1-12 months)

**Staffing Implications:**

Additional staff time to coordinate the application process.

**Implementation Budget:**

No costs to implement. Additional revenue from coordinated applications is likely.

**Potential Grant Funding Sources:** N/A

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**Responsible Parties:** All local transportation stakeholders.

**Performance Measures:**

- ◆ Number of collaborative grant opportunities identified and pursued.
- ◆ Number of collaborative grants awarded.
- ◆ Number of service improvements that result from collaborative efforts.

**Strategy 6.2:** Seek funding from non-traditional and national funding programs and resources. Work with Regional or local representatives from state agencies such as Family and Social Services Administration (FSSA) to identify potential programs that support transportation.

**Priority Level:** High

**Counties Included:** DeKalb, Noble, Steuben, LaGrange, and Whitley Counties.

**Implementation Time Frame:**

Ongoing

**Staffing Implications:**

Additional staff time to find funding opportunities.

**Implementation Budget:**

No costs to implement.

**Potential Grant Funding Sources:** N/A

**Responsible Parties:** All local transportation stakeholders.

**Performance Measures:**

- ◆ Number of new funding resources identified and solicited.
- ◆ Additional funding for transportation is secured.
- ◆ Transportation services are expanded to match the additional revenue.

## **VI. POTENTIAL GRANT APPLICATIONS**

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The following table outlines the strategies and objectives designated to achieve the locally identified transportation goals that are intended to meet local, unmet transportation needs, reduce duplication, and improve coordination of human service agency and transportation provider resources. The table includes all strategies and designates those strategies currently eligible for implementation with the assistance of a grant from the Transportation for Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) and the Formula Grants for Rural Areas (Section 5311) for rural public transportation providers. Page numbers are provided in Exhibit VI.1 for quick reference to detailed information for each objective.

All Section 5310 grant funds will be available through a competitive process. Please also note that each grant application for Section 5310 and Section 5311 will be considered individually to determine if the proposed activities to be supported by the grant adequately meet the requirements of the intended funding program. Grant applications for strategies that do not meet the intended requirements of the FAST Act will not be awarded, regardless of the designated eligibility in this report.

The implementation timeframe for each strategy ranges from the date of this report through 2020. It is noted that a coordinated transportation working group (such as the Regional Transportation Advisory Committee (TAC)) should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed and new transportation partners are identified.

### Exhibit VI.1: Implementation Key

<b>Goal 1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies.</b>			
<b><u>Page Number</u></b>	<b><u>Strategy Identification Number</u></b>	<b><u>Objective/Strategy Description</u></b>	<b><u>Priority</u></b>
63	1.1	Maintain the coordination of transportation providers from each county through regular Transportation Advisory Committee (TAC) meetings.	High
64	1.2	Distribute the informational brochure that provides general contact information for the transportation service providers	Medium
<b>Goal 2: Enhance the education of the general public and local officials regarding transportation.</b>			
<b><u>Page Number</u></b>	<b><u>Strategy Identification Number</u></b>	<b><u>Objective/Strategy Description</u></b>	<b><u>Priority</u></b>
65	2.1	Increase outreach efforts to identify available transportation services and information on how to utilize existing transportation services.	Medium
65	2.2	Conduct presentations on public and coordinated transportation at meetings for local elected officials.	Medium to Low
<b>Goal 3: Provide an adequate number of vehicles, particularly wheelchair accessible vehicles, to meet the continued increase in travel demand from seniors and persons with disabilities and maintain the fleets.</b>			
<b><u>Page Number</u></b>	<b><u>Strategy Identification Number</u></b>	<b><u>Objective/Strategy Description</u></b>	<b><u>Priority</u></b>
66	3.1	Continue to work with the TAC to develop a vehicle replacement and expansion schedule for each transportation provider.	High to Medium
67	3.2	Use a coordinated approach for submitting Sections 5310 and 5311 capital applications to INDOT to meet vehicle replacement and expansion needs.	High to Medium
68	3.3	Obtain fuel-efficient vehicles whenever possible, to address cost and environmental concerns.	High to Medium
68	3.4	To overcome the image that transit is not for everyone, coordinate with private providers and/or obtain a different style of vehicle for serving commuters, youth, veterans, and other populations.	Low

Continued on next page.

<b>Goal 4: Increase service availability to include additional out-of-county service, early mornings, extended evenings, and weekends.</b>			
<b><u>Page Number</u></b>	<b><u>Strategy Identification Number</u></b>	<b><u>Objective/Strategy Description</u></b>	<b><u>Priority</u></b>
69	4.1	Evaluate coordination and connection of services throughout the provider network.	High
70	4.2	Transportation providers will meet with the Department of Youth Services to discuss transportation opportunities that are appropriate for coordinated or contracted services.	High
71	4.3	Conduct a Needs Assessment and demand analysis to determine the level of service expansions needed to meet the projected demand for evening and weekend transportation.	High
<b>Goal #5: Provide an adequate number of staff and services to administer and operate transportation services across the region.</b>			
<b><u>Page Number</u></b>	<b><u>Strategy Identification Number</u></b>	<b><u>Objective/Strategy Description</u></b>	<b><u>Priority</u></b>
72	5.1	Evaluate staff to determine if additional personnel are needed to effectively manage and operate the existing services. Evaluate potential to share qualified drivers in an effort to cover expansions.	High
73	5.2	Coordinate training programs and work with Indiana RTAP to ensure drivers are properly trained to assist clients with all types of disabilities and not just individuals in wheelchairs.	High
<b>Goal #6: Increase funding streams for coordinated transportation services.</b>			
73	6.1	Develop collaborative grant applications to INDOT and non-Department of Transportation funding agencies.	High to Medium
74	6.2	Seek funding from non-traditional and national funding programs and resources.	High