

Coordinated Public Transit-Human Services Transportation Plan  
Lead Agency Adoption Letter

Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) requires that projects selected for funding under Federal Transit Administration (FTA) Section 5310 Elderly Individuals and Individuals with Disabilities are derived from a locally developed and adopted coordinated public transit-human services transportation plan. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation, human service agency providers, and participation by the public.

The MAP-21 planning requirements were satisfied for your region through the facilitation of two regional public and stakeholder meetings to discuss needs and gaps in transportation services, and to prioritize coordinated transportation strategies that would address the identified needs and gaps. Meetings were advertised to the public. Additional outreach was conducted through general public and stakeholder surveys. Following all outreach and planning activities, the draft plan was reviewed by the key stakeholders involved in the planning process and comments were incorporated into the final plan.

Each Coordinated Public Transit-Human Services Transportation Planning Region in Indiana has a designated local lead agency. INDOT Office of Transit has designated **LaGrange County Council on Aging** as the lead agency for your regional plan, due to the agency's role as a leading transportation and /or human service program provider for older adults, individuals with disabilities, people with low incomes, and/or the general public.

As the lead agency, **LaGrange County Council on Aging** is responsible for adopting the Coordinated Public Transit-Human Services Transportation Plan Update. By adopting the plan, the lead agency is not committing to implementation of strategies. Rather, it is adopting the plan and the identified goals and strategies as a guide for future local coordinated transportation efforts.

**LaGrange County Council on Aging** has agreed to adopt the Coordinated Public Transit-Human Services Transportation Plan for Region 10.

CHERYL PERKINS  
Printed Name

  
Signature

EXECUTIVE DIRECTOR  
Title

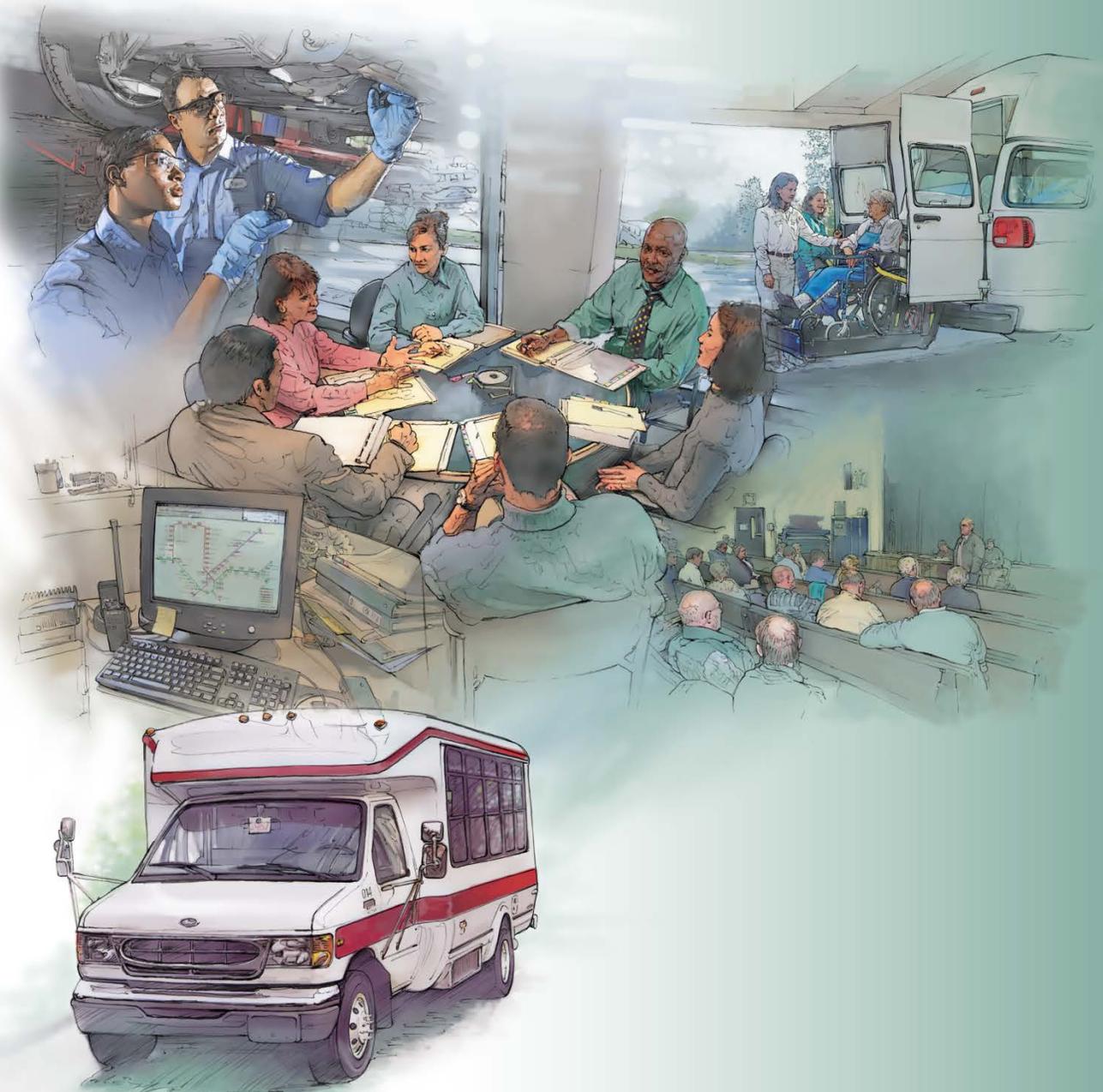
01.16.15  
Date



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

**Final Report**

**November 2014**





## Table of Contents

<b>I. Introduction .....</b>	<b>1</b>
Overview .....	1
Relevant MAP-21 Programs .....	1
Plan Development Methodology .....	2
<b>II. Existing Conditions Economic/Demographic Characteristics of the Study Area.....</b>	<b>3</b>
Population .....	3
Race/National Origin .....	6
Disability Incidence .....	7
Economic Profile .....	7
Industry and Labor Force.....	8
Journey to Work.....	9
County Profiles .....	9
Summary .....	51
<b>III. Inventory of Existing Services and Gaps in Service.....</b>	<b>52</b>
Introduction.....	52
Stakeholder Survey Tabulation and Results .....	52
Arc Opportunities, Inc.....	53
DeKalb County Council on Aging.....	53
Huntington County Council on Aging.....	54
LaGrange County Council on Aging.....	54
Noble County ARC, Inc.....	55
Noble County Council on Aging .....	56
Northeastern Center.....	56
Pathfinder Services, Inc.....	57
Steuben County Council on Aging.....	57
Whitley County Council on Aging .....	58
Vehicles.....	58
Assessment of Progress since the Coordinated Planning Process Initiated .....	58
Summary .....	59
County-by-County Transportation Resources.....	59
<b>IV. Needs Assessment .....</b>	<b>64</b>
Overview .....	64



---

General Public and Stakeholder Meetings.....	64
Results of the General Public Survey.....	66
<b>V. Implementation Plan .....</b>	<b>72</b>
Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies.....	72
Goal #2: Enhance the education of the general public and local officials regarding transportation.....	72
Goal #3: Provide an adequate number of vehicles, particularly wheelchair accessible vehicles, to meet continued and increasing travel demand from individuals with disabilities and maintain the fleet.....	72
Goal #4: Increase service availability.....	72
Goal #5: Provide adequate staff to administer and operate transportation services.....	72
Goal #6: Increase funding streams for transportation. ....	73
Goals and Strategies .....	73
Goal #1: Build upon the communication network of public transportation providers, non-profit agencies, faith-based organizations, and for-profit companies.....	73
Goal #2: Enhance the education of the general public and local officials regarding transportation.....	75
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.....	76
Goal #4: Increase service availability to include additional out-of-county service, early mornings, extended evenings, and weekends. ....	79
Goal #5: Provide an adequate number of staff to administer and operate transportation services across the region.....	80
Goal #6: Increase funding streams for coordinated transportation service.....	82
<b>VI. Potential Grant Applications .....</b>	<b>85</b>

# Introduction

## I. INTRODUCTION

---

### OVERVIEW

The Coordinated Public Transit-Human Services Transportation Plan Update is a follow-on to the 2008 Regional Plan for the counties of DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley. The plan update is funded by the Indiana Department of Transportation, Office of Transit.

The plan is a requirement set forth by the Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) legislation (October, 2012). The planning effort is driven by the MAP-21 requirement that projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan.

### **Relevant MAP-21 Programs**

#### **Enhanced Mobility of Seniors and Individuals with Disabilities**

The Federal Transit Administration (FTA) Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Capital grants under the Section 5310 program must be matched with local dollars at a rate of 80 percent Federal and 20 percent local. Local share may be derived from other federal (non-DOT) transportation sources or the Federal Lands Highways Program under 23 U.S.C. 204.

#### **New Freedom**

The New Freedom program (previously the FTA Section 5317 program) was consolidated into the FTA Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities program. The competitive selection process, which was required under the former New Freedom program is now optional. However, Section 5310 mandates that at least 55 percent of program funds must be spent on the types of capital projects eligible under the former Section 5310 program, including public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for: Public transportation projects that exceed the requirements of the ADA; public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or, alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for capital expenses requires a 20 percent local match.

### **Job Access and Reverse Commute**

Job Access and Reverse Commute (JARC) activities are now eligible under the formula-based Urbanized Area Formula program (Section 5307) and the Rural Area Formula program (Section 5311).

FTA regulations require that a coordinated public transit-human services transportation plan update must include the following elements:

1. An assessment of available services that identifies current transportation providers (e.g., public, private, non-profit and human service based);
2. An assessment of the transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts and gaps in service. (Note: If a community does not intend to seek funding for a particular program (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan);
3. Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
4. Priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities as identified.

### **PLAN DEVELOPMENT METHODOLOGY**

The plan must be developed and adopted through a process that includes participation by older adults, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and the general public. RLS & Associates, Inc. made every effort 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 resources and local/study area transportation needs and gaps in service. This was accomplished by receiving input from the stakeholders noted above through public meetings, telephone calls and completion of a comprehensive survey (see Appendix).

The coordination plan update incorporated the following planning elements:

1. Review of the previous study area coordination plan to develop a basis for further evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;
3. Conduct of a survey of public and human service transportation providers, agencies with clients that need transportation service and the general public, including consumers who need or use transportation services. It must be noted that general public survey results are not statistically

valid, but are intended to provide insight into the opinions of the local community. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;

4. Conduct of two public outreach meetings for stakeholders and the general public for the purpose of soliciting input on transportation needs, service gaps, and goals, objectives and implementation strategies to meet these deficiencies;
5. Inventory of existing transportation services provided by public, private and non-profit agencies;
6. Collection of vehicle utilization information for the purpose of determining where vehicles can be better utilized to meet transportation needs;
7. Conduct of an assessment of transportation needs and gaps in service obtained through meetings and surveys; and
8. Development of an implementation plan including goals, strategies, responsible parties and performance measures.

# Existing Conditions

## **II. EXISTING CONDITIONS**

---

The six county study area discussed in this chapter lies in the northeastern part of Indiana, immediately adjacent to the Indiana-Ohio border and the Indiana-Michigan border. The study area includes the counties of DeKalb (42,218), Huntington (37,144), LaGrange (37,284), Noble (47,547), Steuben (34,116), and Whitley (33,234) Counties in Indiana. Larger cities in the study area include Huntington (17,385); Auburn (12,760); Kendallville (9,943); Columbia City (8,503); and Angola (8,552). Population figures are derived from the US Census Bureau, 2012 American Community Survey 5-Year Estimates. The study area is bordered by the counties of Hillsdale, Branch, and St. Joseph in Michigan to the north; Williams and Defiance in Ohio to the east; Allen, Wells, Blackford, and Grant to the south; and Wabash, Kosciusko, and Elkhart to the west.

Exhibit II.1 on the following page is a highway and location map of the study area. 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.

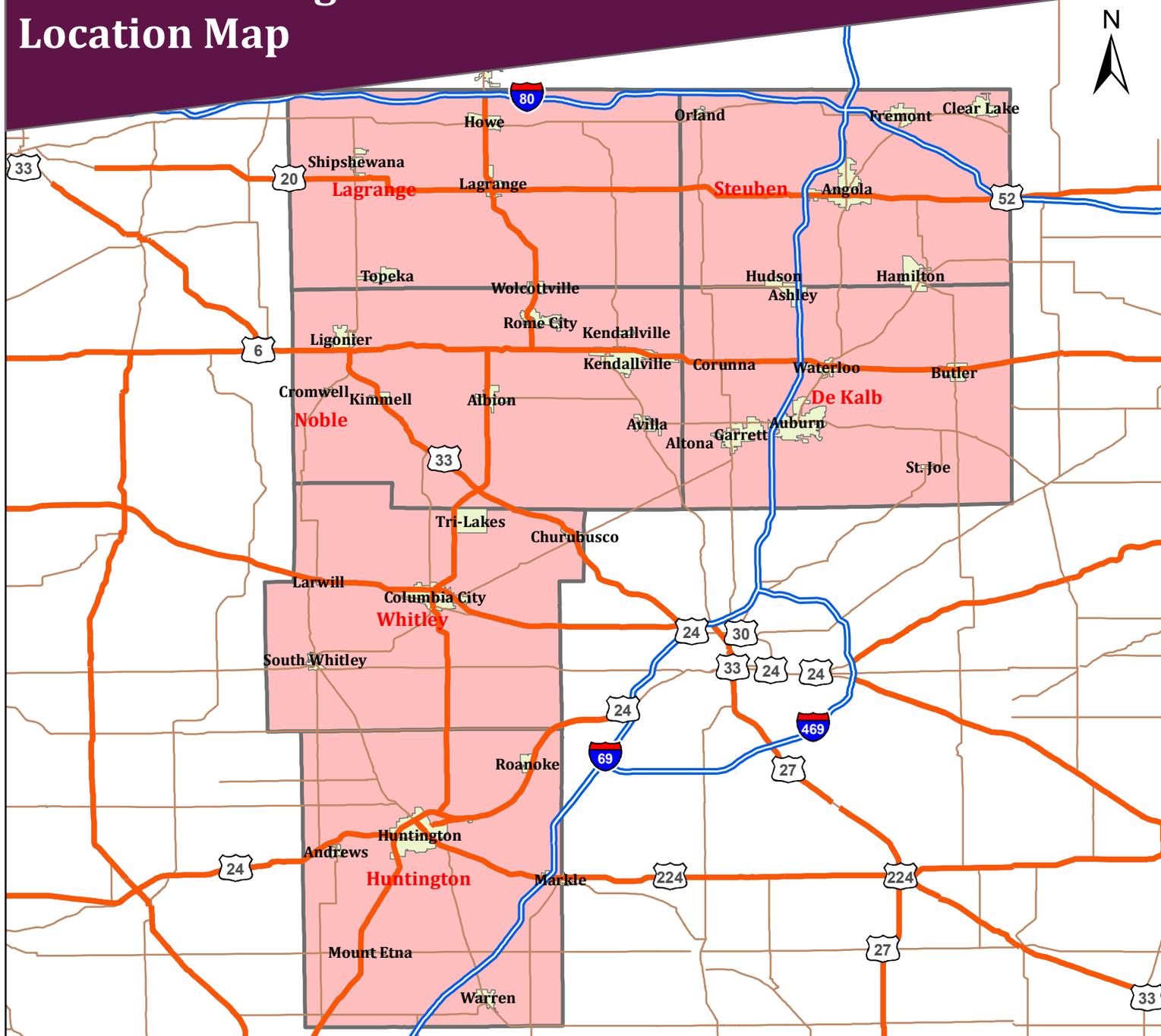
### **ECONOMIC/DEMOGRAPHIC CHARACTERISTICS OF THE STUDY AREA**

#### **Population**

The study area spans approximately 2,216 square miles and has a total population of approximately 231,543. This is an average population density of 104 persons per square mile in the study area. The map in Exhibit II.2 shows the population density for each block group. The block groups of highest and moderately high population density were located in the cities of Huntington, Columbia City, Kendallville, Auburn, and Garrett. The remainder of the block groups in the study area have moderate to very low population density per block group.

In terms of the study area's most populous places in 2012, Huntington ranked first while Auburn was the second largest place. See Exhibit II.3 for the list of the study area's largest cities and towns and their percentage of the study area's total population in 2012.

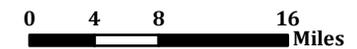
# Exhibit II.1: Region 10 Location Map



## Coordinated Public Transit- Human Service Transportation Plan

### Legend

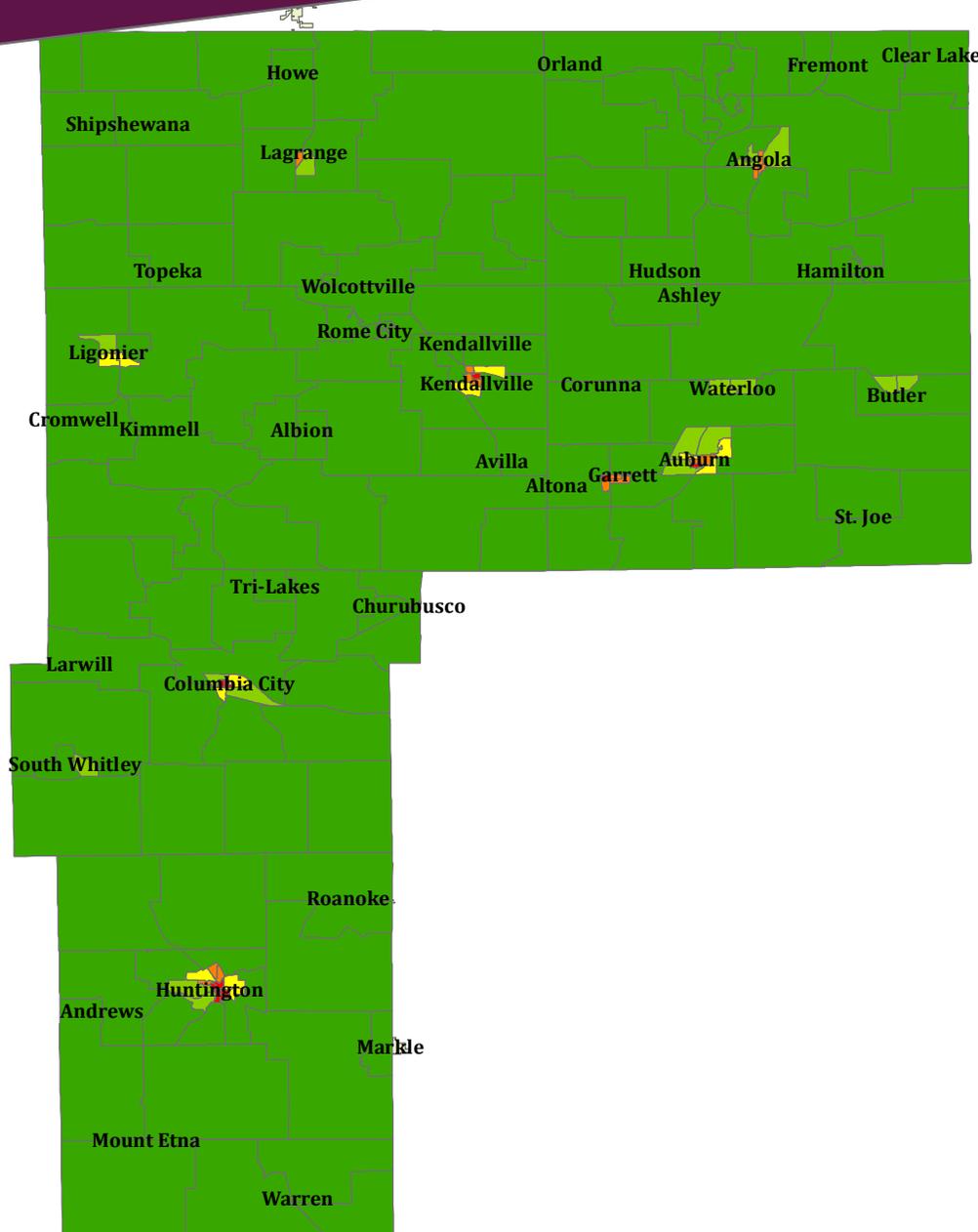
-  Interstate
-  U.S. Highway
-  Major Road
-  Region 10 Cities
-  Region 10



# Exhibit II.2: Region 10 Population Density

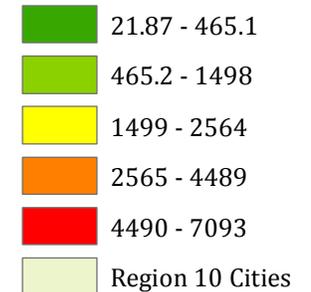


## Coordinated Public Transit- Human Service Transportation Plan



### Legend

#### POP2010 / SQMI



**Exhibit II.3: Population of the Region's Largest Places, 2012**

Place	2012	% of Regions Total Pop.
Huntington	17,385	7.5%
Auburn	12,760	5.5%
Kendallville	9,943	4.3%
Angola	8,552	3.7%
Columbia City	8,503	3.7%

Source: U.S. Census Bureau, 2012 American Community Survey 5-Year Estimates

**Race/National Origin**

The study area population was primarily White/Caucasian (93.5 percent of the study area population). Hispanics or Latinos were approximately four percent of the total population. Black/African Americans were approximately 0.3 percent of the population. People who are of two or more races made up approximately 1.6 percent of the total population.

The total population of the study area was 231,543 in 2012. Of that, 6.5 percent, or 14,958 persons were listed as some racial minority group (which includes Hispanic and Latino). Exhibit II.4 lists the breakdown of the different race categories for the study area's population.

**Exhibit II.4: Race/National Origin Distribution**

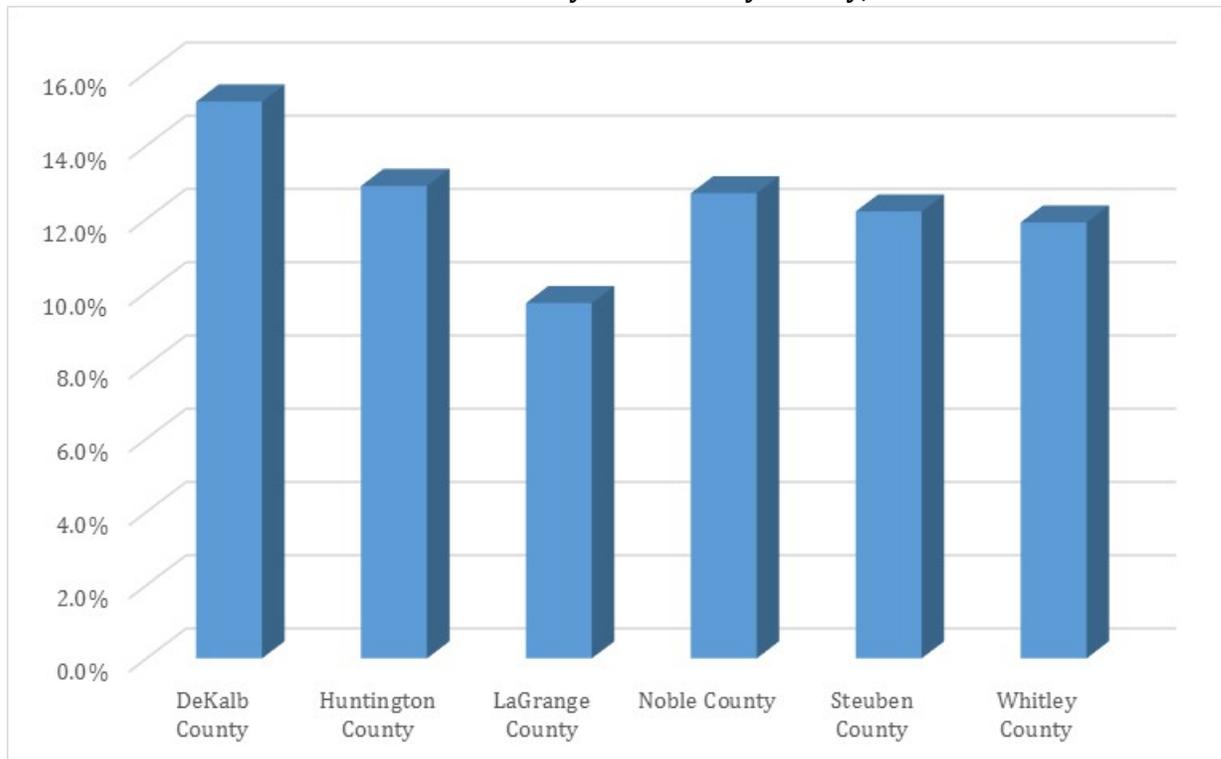
Race	Population	Percent
White	216,585	93.5%
African American	779	0.3%
Native American	356	0.2%
Asian	839	0.4%
Native Hawaiian and Other Pacific Islander	9	0.0%
Some Other Race	90	0.0%
Two or More Races	3,726	1.6%
Hispanic or Latino	9,159	4.0%
Total Minority	14,958	6.5%
Total Population	231,543	100%

Source: U.S. Census Bureau, 2012 American Community Survey 5-Year Estimates

## **Disability Incidence**

Disability incidence data was collected using the 2012 U.S. Census American Community Survey 5-Year Estimates. The following exhibit (Exhibit II.5) shows the percent of the total non-institutionalized population in each county with a disability. In total, 28,637 persons (12.5 percent) reported they have some type of disability. Comparatively, DeKalb County has the highest percentage of the population that reported a disability (15.2 percent). LaGrange County had the lowest percentage with approximately 9.7 percent reporting a disability. When compared to the State of Indiana percentage of disabled population (12.7 percent) and the United States (12 percent), Region 10 had a similar percentage. Disabilities include hearing, vision, cognitive, ambulatory, self-care and independent living difficulties. Not all disabilities represent mobility limitations that would impact the need for transportation resources.

**Exhibit II.5: Disability Incidence by County, 2012**



Source: U.S. Census Bureau, 2012 American Community Survey 5-Year Estimates

## **ECONOMIC PROFILE**

The median household income in the study area was \$47,408. This is slightly higher than the median household income for Indiana of \$48,393. Steuben and Whitley Counties had a median household income higher than the State average. Exhibit II.6 below lists the median household incomes for the each county.

**Exhibit II.6: Median Household Income, 2012**

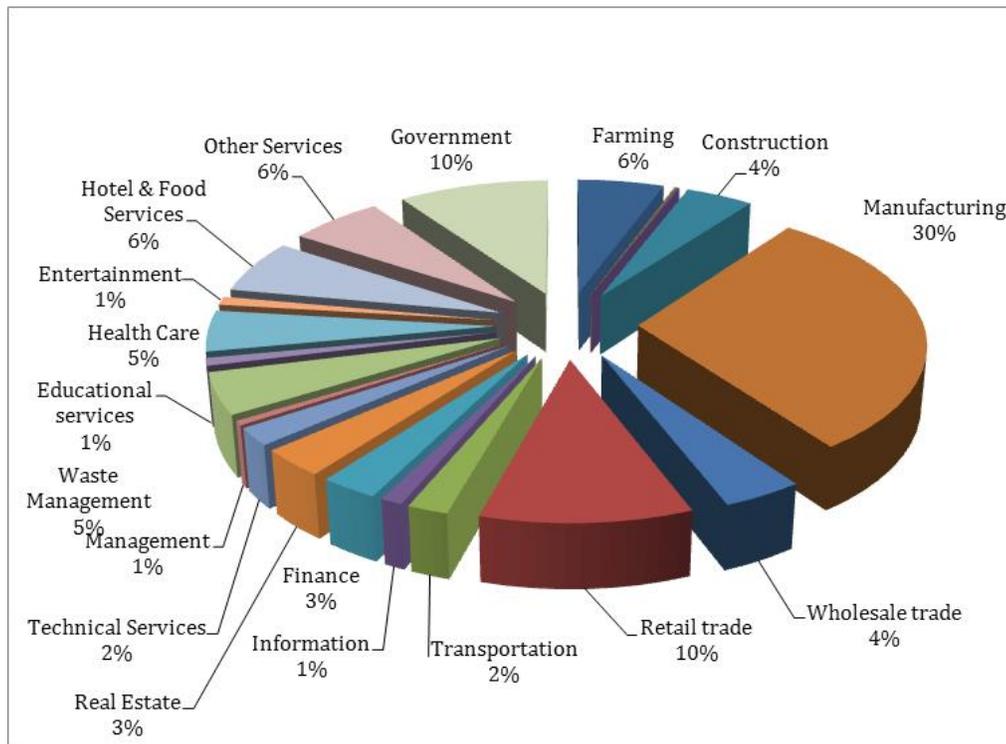
County	Median HH Income
DeKalb County	\$46,065
Huntington County	\$46,538
LaGrange County	\$46,625
Noble County	\$46,360
Steuben County	\$48,291
Whitley County	\$50,568

Source: U.S. Census Bureau, 2012 American Community Survey 5-Year Estimates

**INDUSTRY AND LABOR FORCE**

Manufacturing was the largest industry in the study area with approximately 32,714 employees. Retail trade was the second largest employer with 11,368 employees. Government jobs made up 10 of the labor force. Exhibit II.7 is an illustration of the employment by industry.

**Exhibit II.7: Regional Employment by Industry**



Source: U.S. Bureau of Economic Analysis, 2012

## **Journey to Work**

The mean travel time to work for residents was 22.4 minutes. This is a shorter average commute time as compared to the State of Indiana, which was 23.2 minutes. Exhibit II.8 illustrates the average commute time for each county in the study area, according to the U.S. Census Bureau 2012 American Community Survey 5-Year Estimates.

**Exhibit II.8 Average Commute Time to Work**

<b>County</b>	<b>Mean Commute Time</b>
DeKalb County	21.3 minutes
Huntington County	21 minutes
LaGrange County	22.4 minutes
Noble County	23.5 minutes
Steuben County	21.7 minutes
Whitley County	24.3 minutes

Source: U.S. Census Bureau, 2012 American Community Survey 5-Year Estimates

## **COUNTY PROFILES**

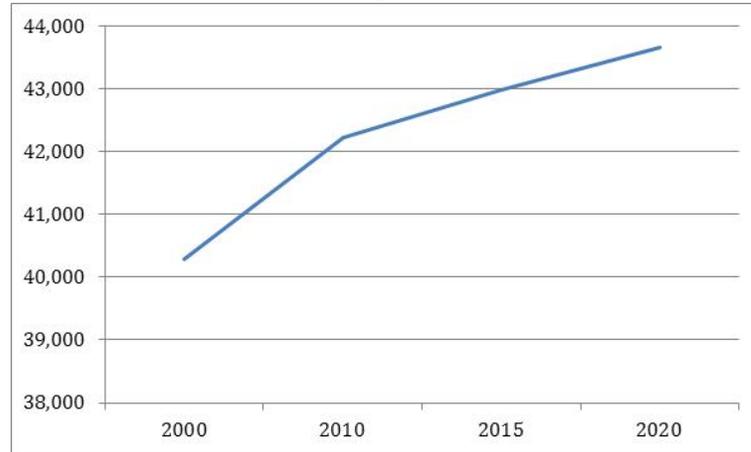
The following paragraphs explain the demographic and economic characteristics of each county. County demographic categories are similar to the regional categories, but are intended to provide a more detailed description of existing conditions as they relate the need for transportation.

### **DEKALB COUNTY**

#### **Population Growth**

The total population of DeKalb County in 2012 was 42,218 persons. The projected population for 2015 is 42,980, an increase of 1.76 percent from 2010. Exhibit II.9 illustrates the historical and projected population trends for DeKalb County through the year 2020.

**Exhibit II.9: Population Trends**



Source: 2000 & 2010 Census Bureau & STATS Indiana

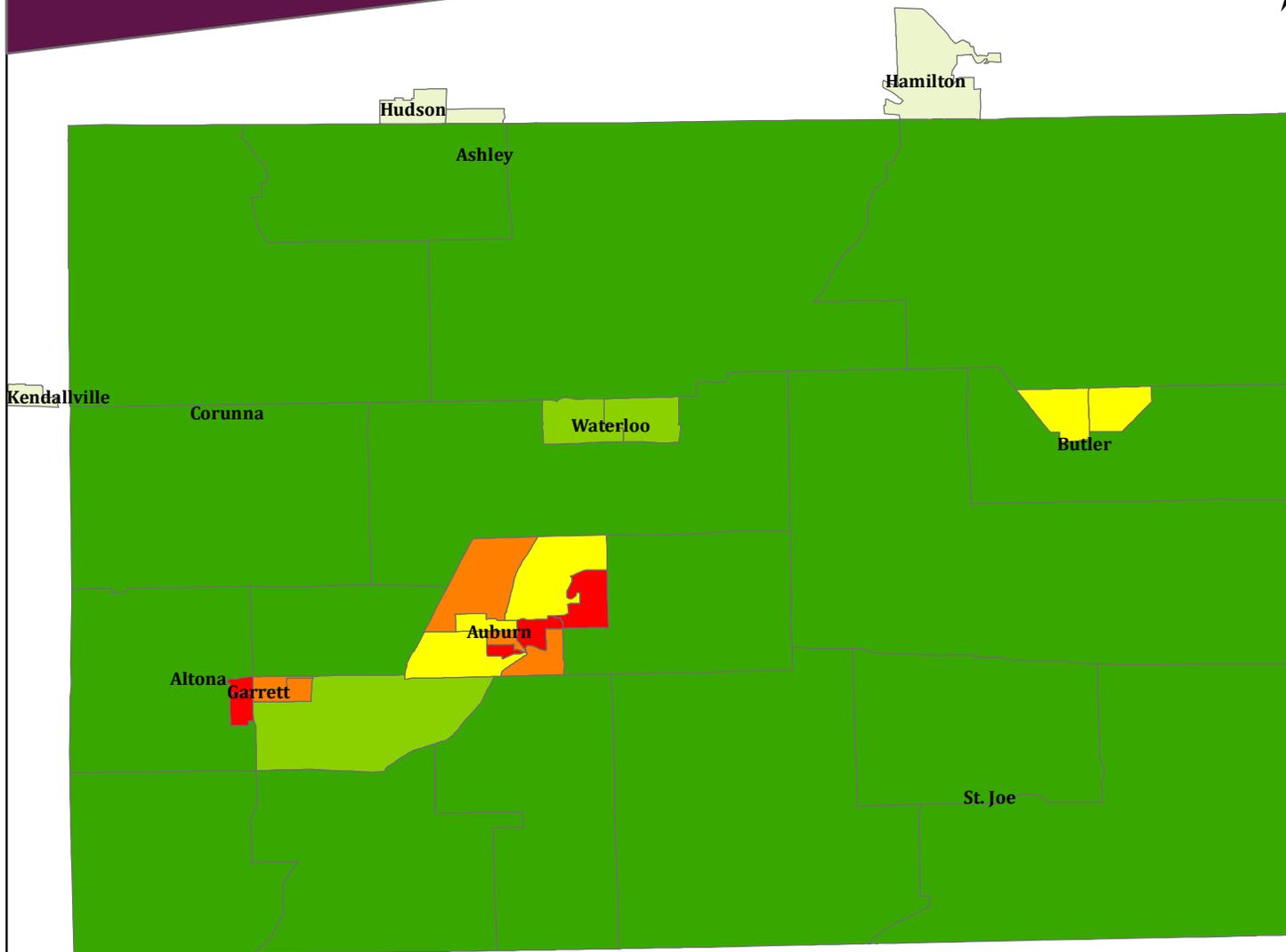
**Age**

Exhibit II.10 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of DeKalb County residents aged 65 and older are in Auburn and Altona. These block groups had older adult densities between 365.1 and 531.4 persons per square mile. Areas with moderately high density of older adults were located in Auburn and Garrett. The remainder of the county has moderate to very low older adult population density.

# Exhibit II.10: DeKalb County Population Density Age 65 and Over



## Coordinated Public Transit-Human Service Transportation Plan



### Legend

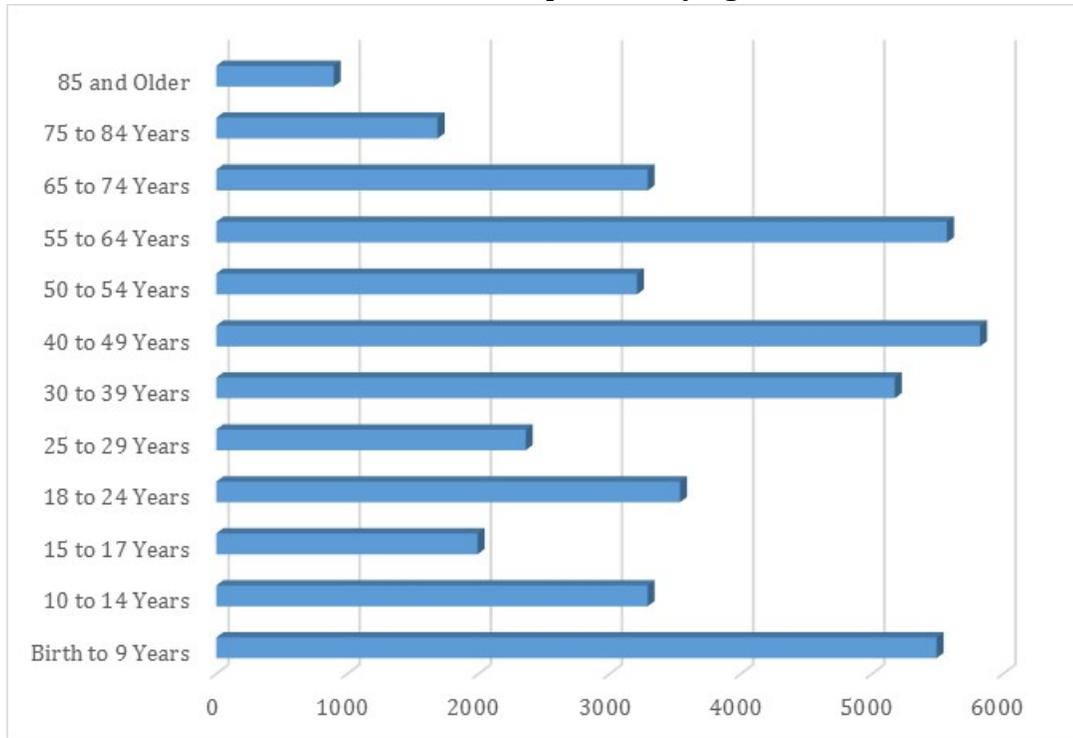
#### 65Plus / SQMI

- 4.067 - 22.70
- 22.71 - 65.14
- 65.15 - 189.7
- 189.8 - 365.0
- 365.1 - 531.4
- Region 10 Cities



The largest age cohort for DeKalb County was between the ages of 40 and 49 years; the second largest age group was from 55 to age 64. The distribution indicates that the county has a large aging population balanced with a youth and young adult population.

**Exhibit II.11: Population by Age**



Source: U.S. Census Bureau 2013 American Community Survey 3-Year Estimates

**Economic Profile**

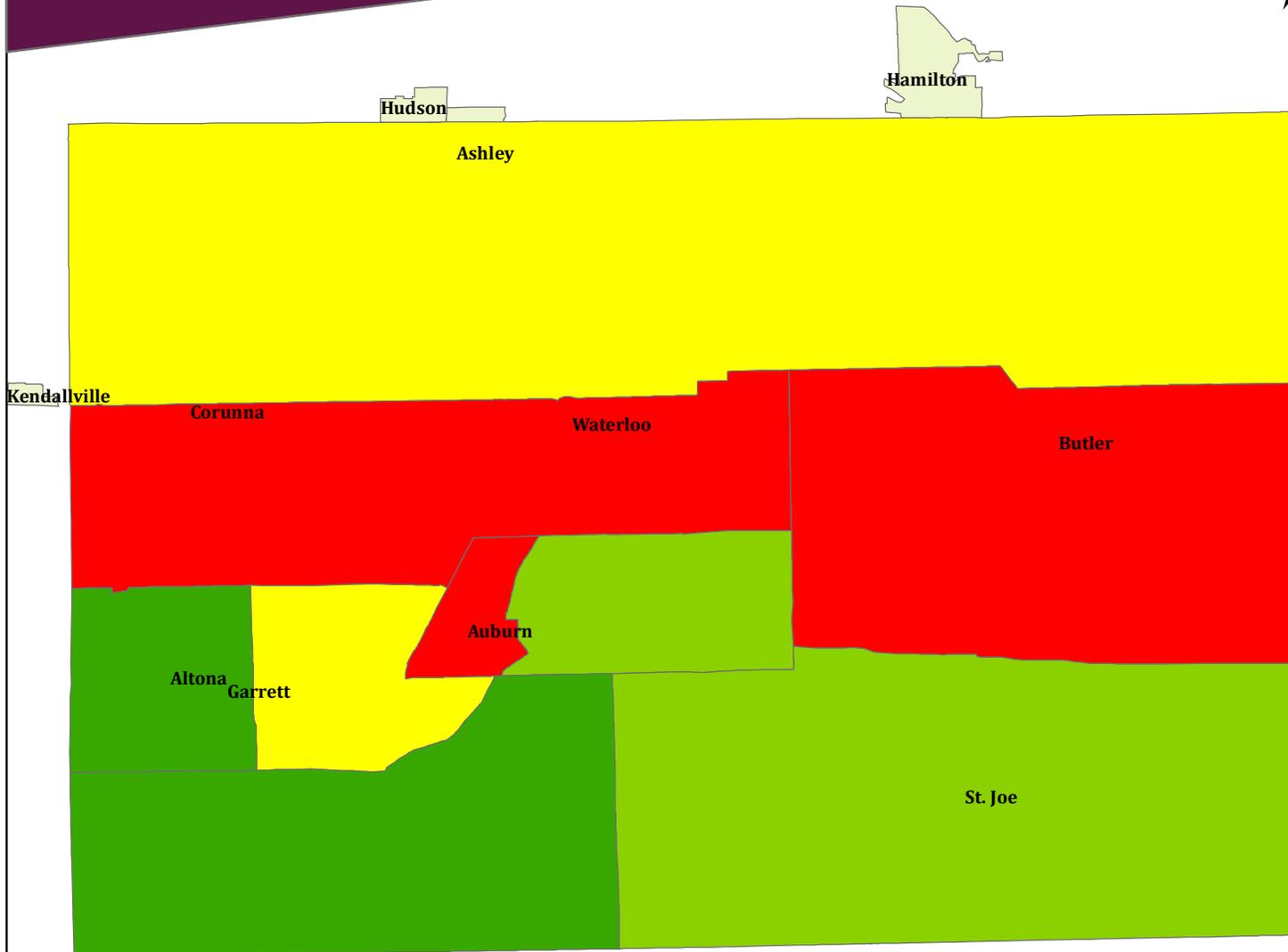
**Employment and Income**

There were 41,607 total people in DeKalb County for whom poverty status is determined. Exhibit II.12 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. Areas having a very high density of people below the poverty level were found in the central portion of DeKalb County around Auburn, Corunna, Waterloo, and Butler. All of these areas had poverty rates higher than 14.1 percent which is higher than the State of Indiana’s average. The remainder of the county had moderate to very low densities of persons below the poverty level.

# Exhibit II.12: DeKalb County Percent Population Below Poverty



## Coordinated Public Transit-Human Service Transportation Plan



### Legend

#### Region Tracts

- 4.404% - 4.844%
- 4.845% - 7.517%
- 7.518% - 9.519%
- 9.52% - 14.1%
- 14.101% - 17.875%
- Region 10 Cities



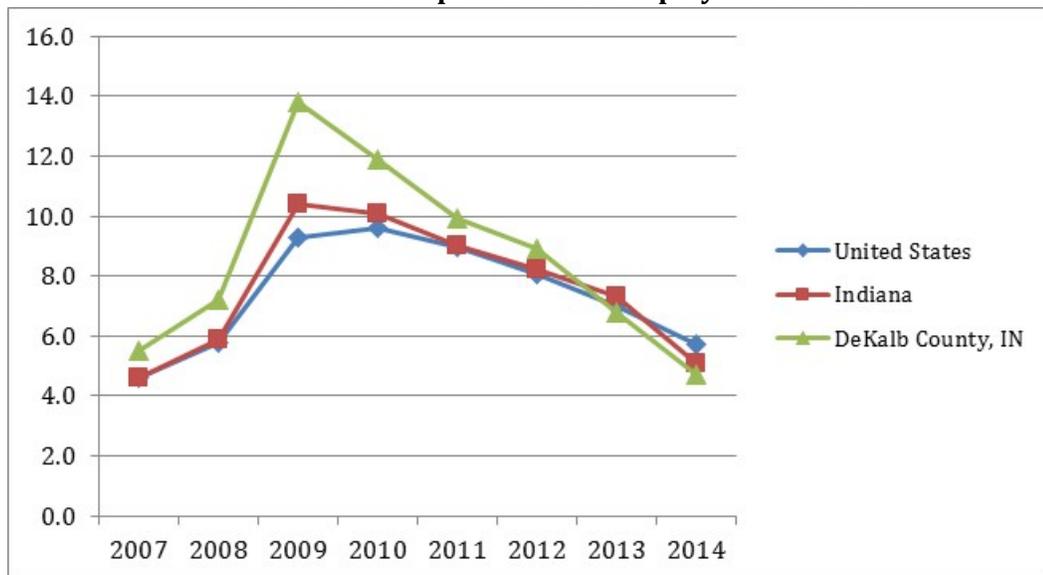
### **Zero Vehicle Households**

There were 16,140 total households in DeKalb County. Exhibit II.13 illustrates the percentage of households with zero vehicles available by Census Tract. The tract in Altona had the highest densities of households with zero vehicles available. This tract had zero vehicle household percentages between 6.47 and 10.30 percent. The tracts in eastern and central DeKalb County had moderately high densities of zero vehicle households. The remainder of the county had moderate to very low densities of zero vehicle households.

### **Industry and Labor Force**

The 2014 DeKalb County labor force consisted of 20,840 individuals. The county's unemployment rate reached a high in 2009 of 13.8 percent. This was significantly higher than that of the United States (9.3) and the State of Indiana (10.4). From 2010 to 2014, the unemployment rate for DeKalb County has consistently fallen in at rates similar to the national and state unemployment averages. Exhibit II.14 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit II.14: Comparison of Unemployment Rates**

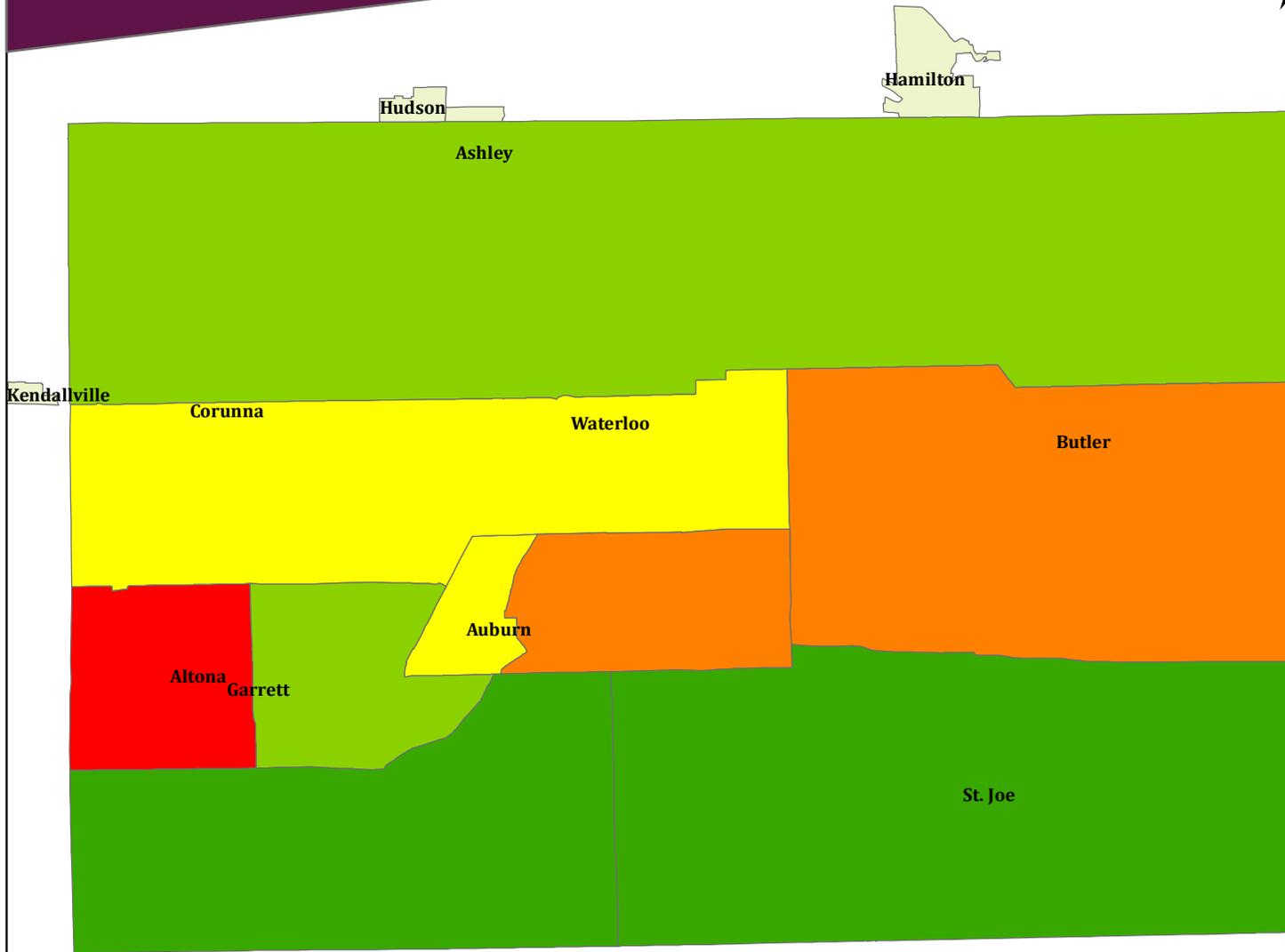


Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.13: DeKalb County Percent Zero Vehicle Households



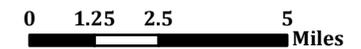
## Coordinated Public Transit-Human Service Transportation Plan



### Legend

#### Region Tracts

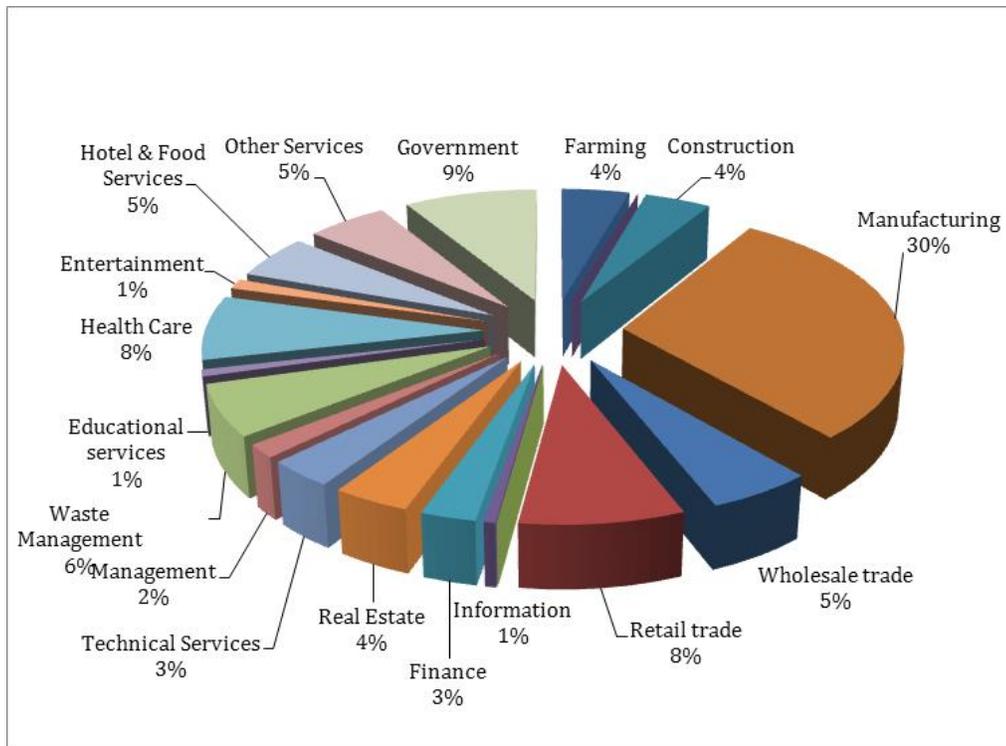
- 0.877% - 1.125%
- 1.126% - 2.51%
- 2.511% - 3.425%
- 3.426% - 6.47%
- 6.471% - 10.304%
- Region 10 Cities



### **Employment by Industry**

Manufacturing was the largest industry in DeKalb County with approximately 7,257 employees. Government jobs was the second largest employer group (2,154 employees) and retail trade the third largest. Health Care jobs also made up eight percent of the employed population. Exhibit II.15 is an illustration of the employment by industry.

**Exhibit II.15: Employment by Industry**



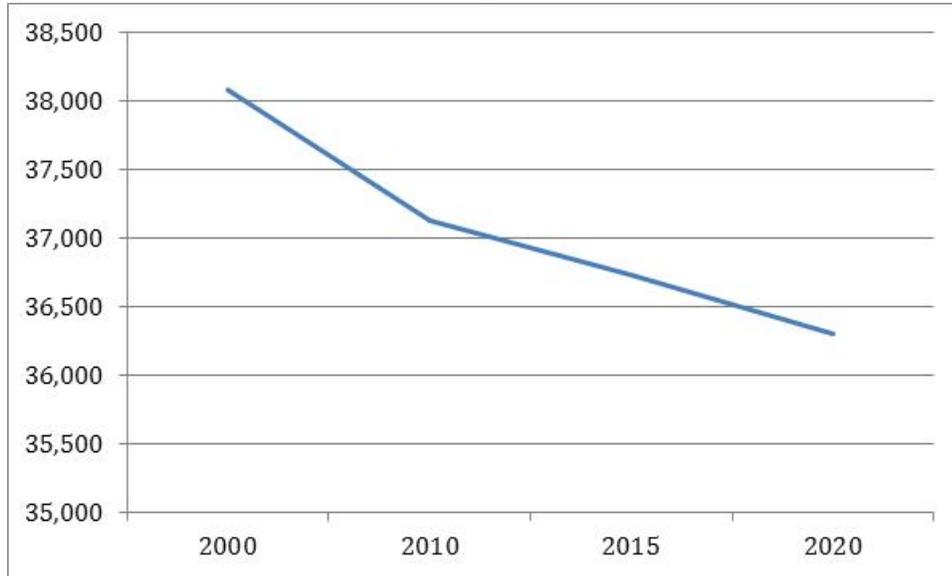
Source: U.S. Bureau of Economic Analysis, 2012

## **HUNTINGTON COUNTY**

### **Population Growth**

The total population of Huntington County in 2012 was 37,144 persons. The Indiana Business Research Center is projecting a slight decrease in population of 0.61 percent in 2015 and another 0.87 percent decrease in 2020. Exhibit II.16 illustrates the historical and projected population trends for Huntington County through the year 2020.

**Exhibit II.16: Population Trends**



Source: 2000 & 2010 Census Bureau & STATS Indiana

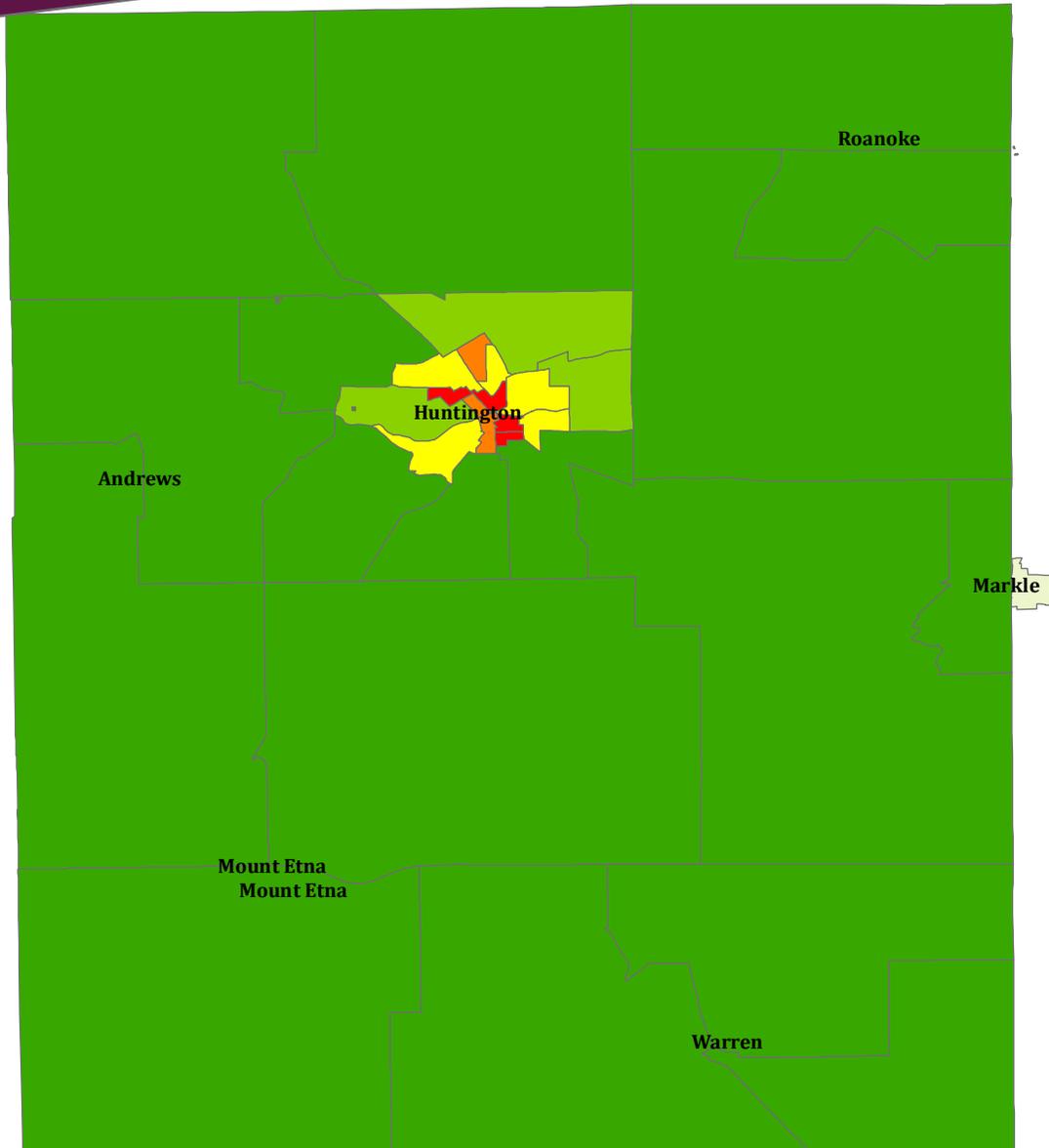
**Age**

Exhibit II.17 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density of Huntington County residents aged 65 and older is in the City of Huntington. The remainder of the County has low to very low older adult population density.

# Exhibit II.17: Huntington County Population Density Age 65 and Over



## Coordinated Public Transit-Human Service Transportation Plan



### Legend

#### 65Plus / SQMI

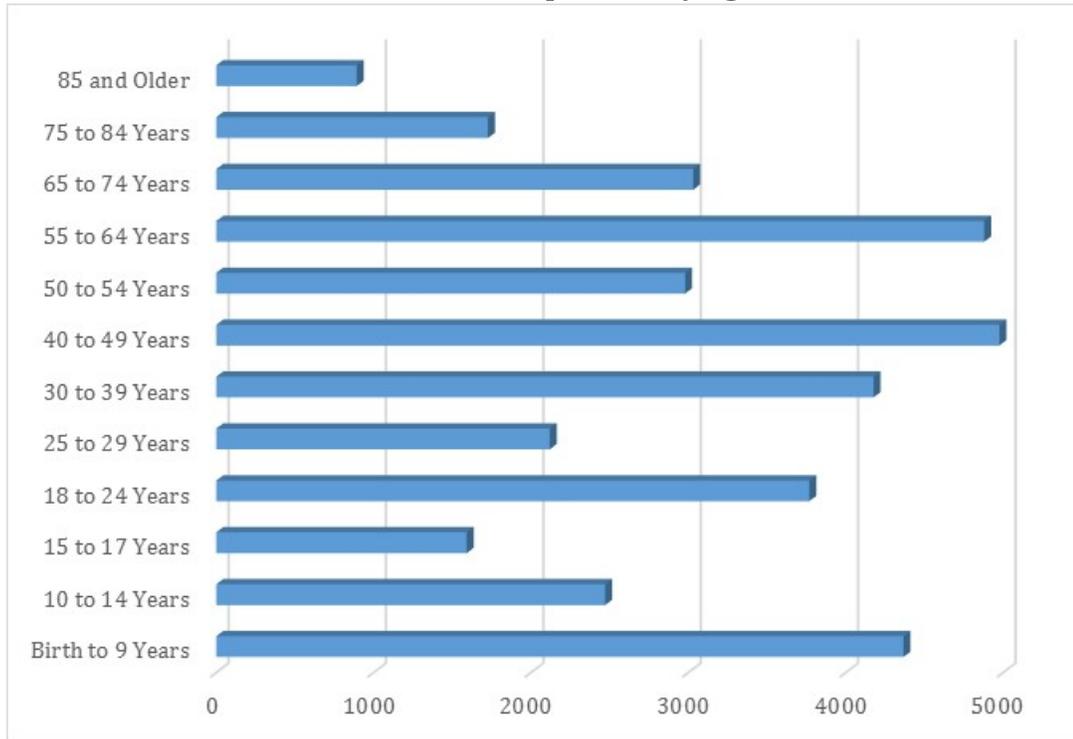
- 2.555 - 46.36
- 46.37 - 145.1
- 145.2 - 341.0
- 341.1 - 500.0
- 500.1 - 760.0
- Region 10 Cities

0 1.25 2.5 5 Miles



The largest age cohort for Huntington County was between the ages of 40 and 49. The second largest group was between ages 55 and 64. The third largest age group was birth to 9 years old (12 percent), while 15 percent was age 65 or older. The distribution indicates that the county has a strong population of individuals of working ages.

**Exhibit II.18: Population by Age**



Source: U.S. Census Bureau, 2013 American Community Survey 3-Year Estimates

**Economic Profile**

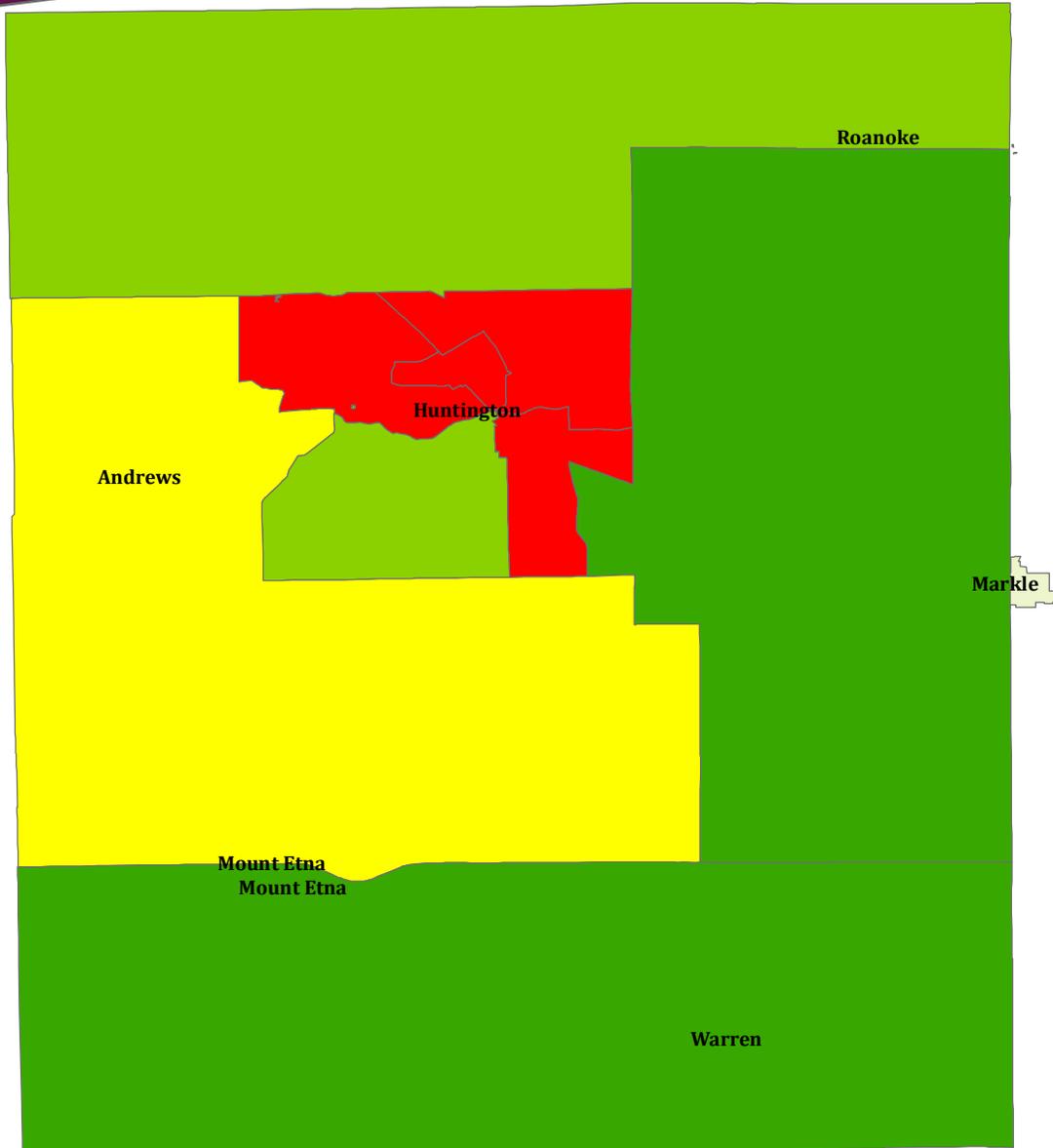
**Employment and Income**

The U.S. Census Bureau reported that there were 35,864 total people in Huntington County for whom poverty status is determined. Exhibit II.19 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. The Census Tracts around the City of Huntington had the highest density of people below the poverty level. These tracts had a poverty rate higher than that of the State of Indiana. The remainder of the county tracts had moderate to very low densities of persons below the poverty level.

# Exhibit II.19: Huntington County Percent Population Below Poverty



## Coordinated Public Transit-Human Service Transportation Plan



### Legend

#### Region Tracts

- 3.585% - 4.784%
- 4.785% - 7.744%
- 7.745% - 12.553%
- 12.554% - 14.1%
- 14.101% - 17.911%
- Region 10 Cities

0 1.25 2.5 5 Miles



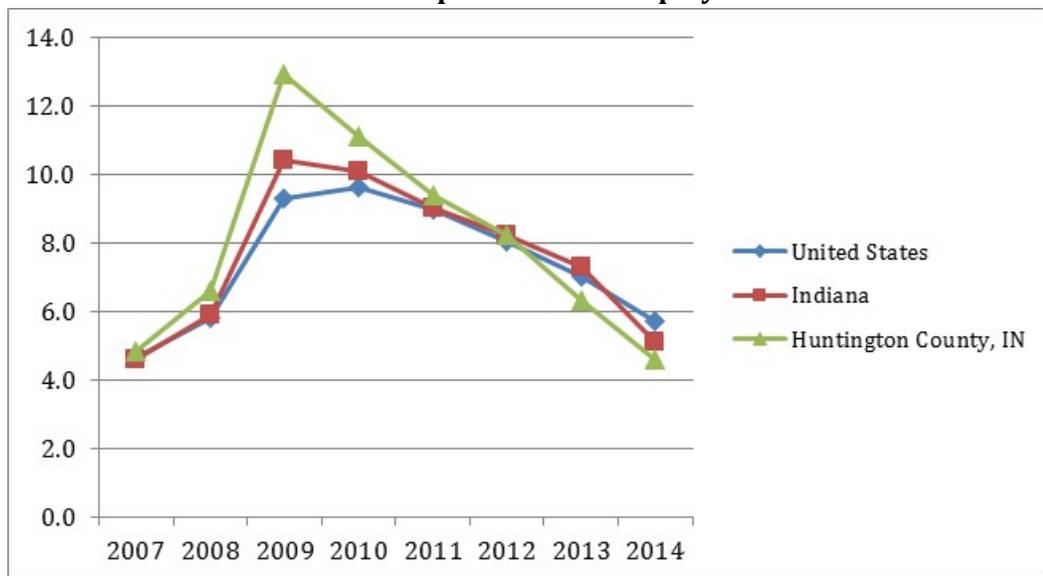
### Zero Vehicle Households

The U.S. Census Bureau reported that there were 14,237 total households in Huntington County. Exhibit II.20 illustrates the percentage of households with zero vehicles available by Census Tract. The tract around the City of Huntington had the highest percentage of households with zero vehicles available. This area had zero vehicle rates above 2.29 percent. The remaining tracts in Huntington County had low rates of zero vehicle households as compared to the other counties in the study area.

### Industry and Labor Force

The 2014 Huntington County labor force consisted of 19,539 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2009 of 12.9 percent. From 2007 to 2012, the unemployment rate for Huntington County has consistently remained higher than the national and state unemployment averages. Since 2012, the unemployment rate for Huntington County has dipped below the national and state rates. Exhibit II.21 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit II.21: Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.20: Huntington County Percent Zero Vehicle Households

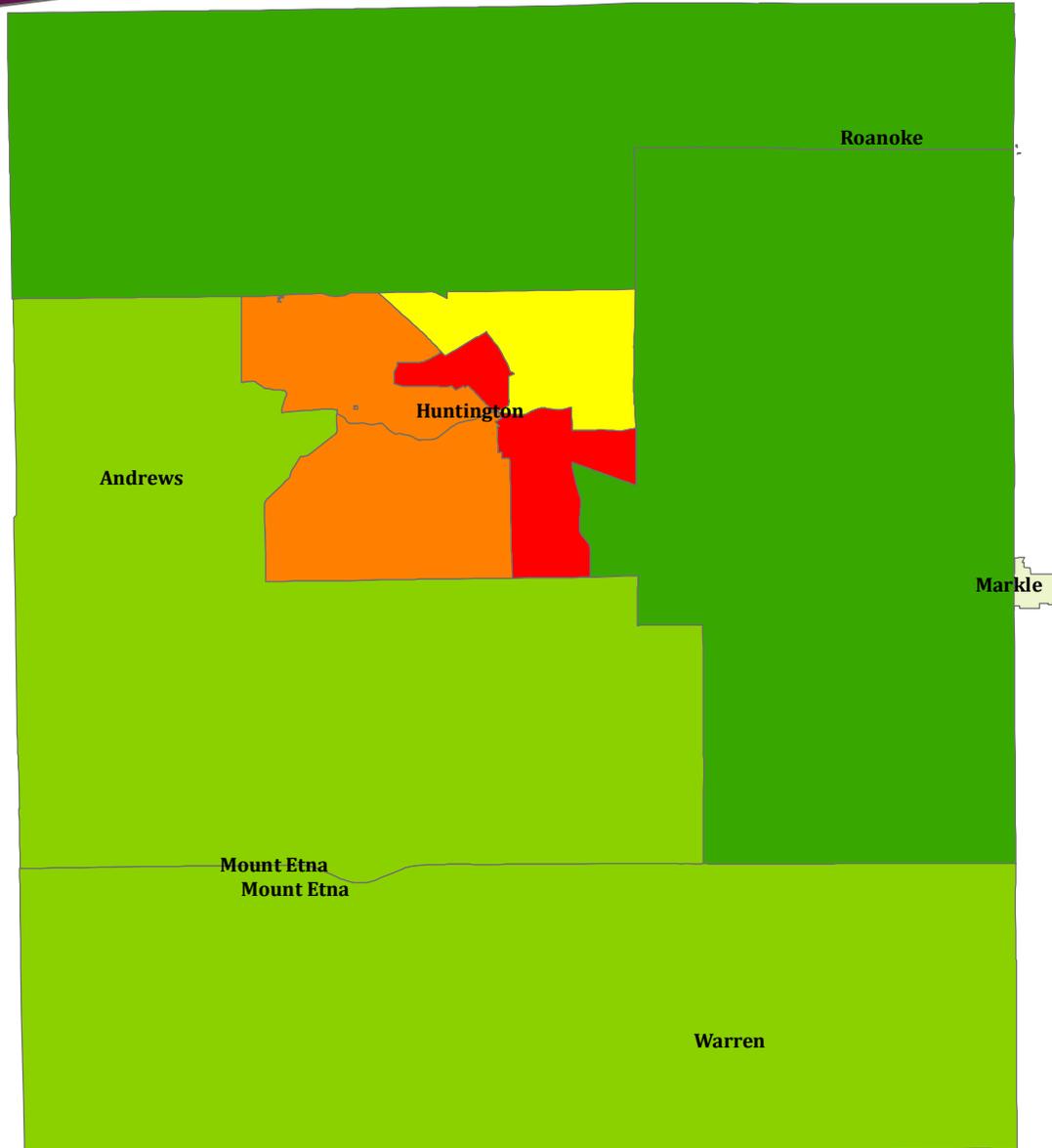


## Coordinated Public Transit-Human Service Transportation Plan

### Legend

#### Region Tracts

- 0.171% - 1.027%
- 1.028% - 2.292%
- 2.293% - 4.276%
- 4.277% - 6.362%
- 6.363% - 9.139%
- Region 10 Cities



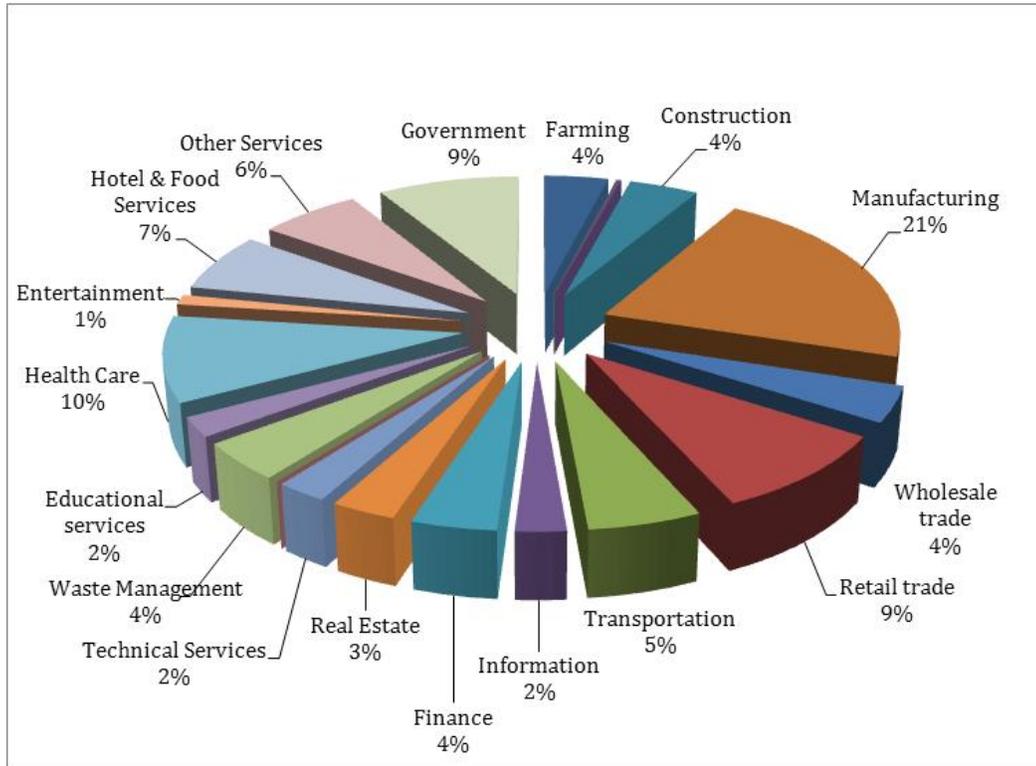
0 1.25 2.5 5 Miles



### Employment by Industry

Manufacturing jobs were the largest industry in Huntington County with 21 percent of employees employed. Retail trade jobs were the second largest employer group (9 percent) and government jobs was the third largest (9 percent). Exhibit II.22 is an illustration of the employment by industry.

**Exhibit II.22: Employment by Industry**



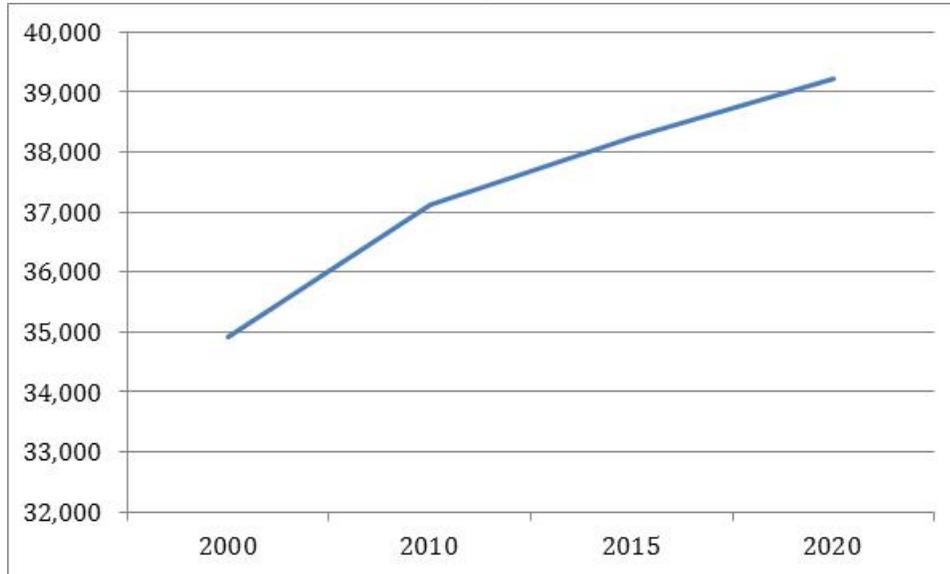
Source: U.S. Bureau of Economic Analysis, 2012

## **LAGRANGE COUNTY**

### Population Growth

The total population of LaGrange County in 2012 was 37,284 persons. The population for 2015 is projected to increase 2.94 percent from 2010 and increase another 2.51 percent in 2020. Exhibit II.23 illustrates the historical and projected population trends for LaGrange County through the year 2020.

**Exhibit II.23: Population Trends**



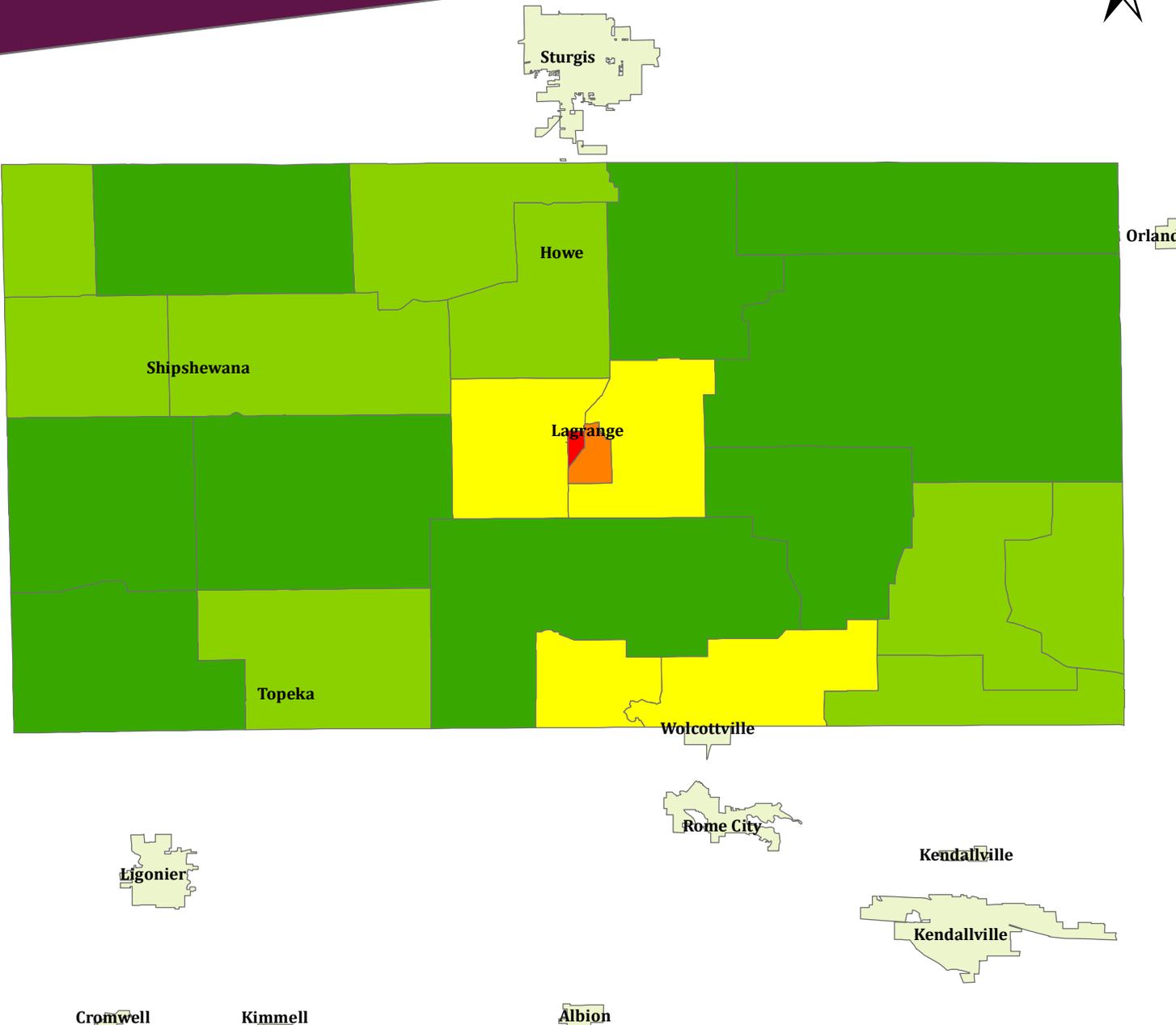
Source: 2000 & 2010 Census Bureau & STATS Indiana

**Age**

Exhibit II.24 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in LaGrange County are in the City of LaGrange. Areas of moderate density of older adults were found around the City of LaGrange and southern LaGrange County near the Town of Wolcottville. The remainder of the County has low to very low older adult population density.

# Exhibit II.24: Lagrange County Population Density Age 65 and Over

## Coordinated Public Transit-Human Service Transportation Plan



### Legend

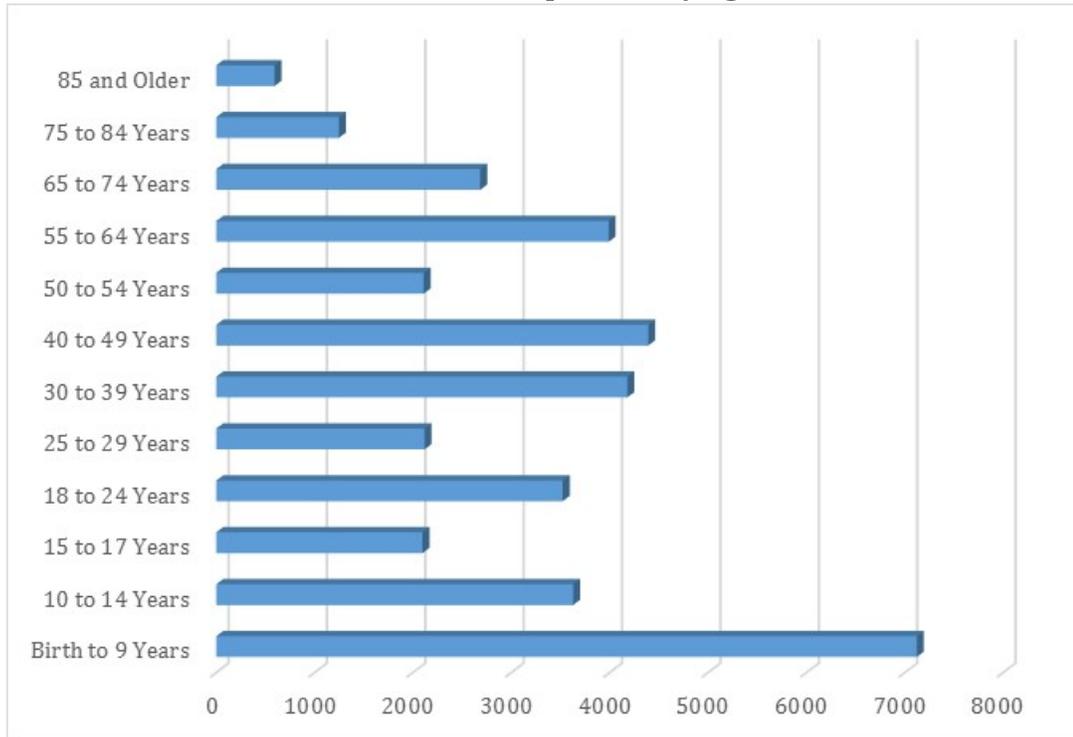
#### 65Plus / SQMI

- 4.026 - 8.349
- 8.350 - 15.39
- 15.40 - 34.76
- 34.77 - 194.8
- 194.9 - 471.4
- Region 10 Cities



The largest age cohort for LaGrange County was between the ages of birth and 9 years (19 percent). Approximately 12 percent of the population is between the ages of 40 and 49 with an additional 12 percent being age 65 or older. The distribution indicates that the county has a strong population of individuals of working age parents.

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



Source: U.S. Census Bureau, 2013 American Community Survey 3-Year Estimates

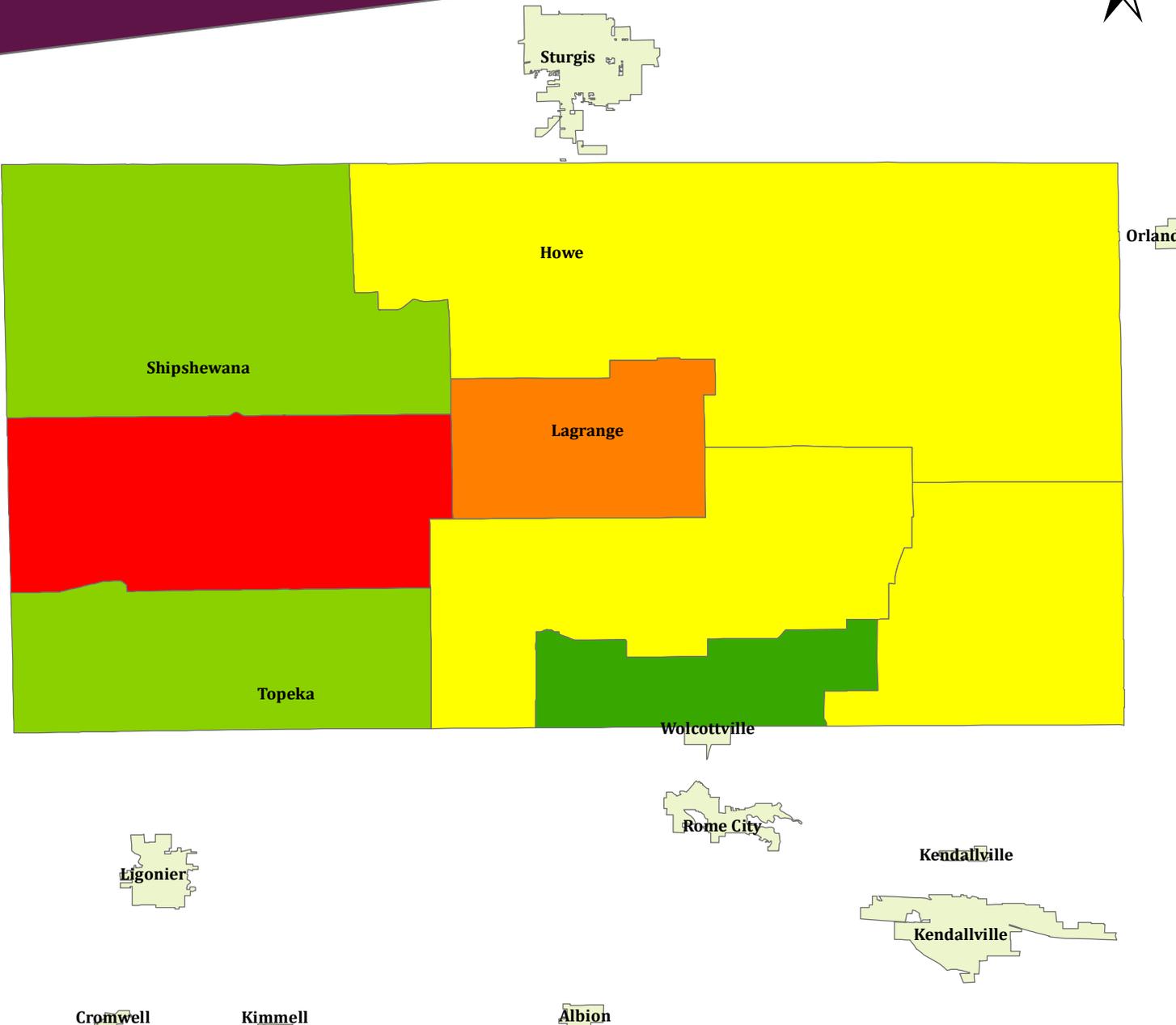
**Economic Profile**

**Employment and Income**

The U.S. Census Bureau reported that there were 36,645 total people in LaGrange County for whom poverty status is determined. Exhibit II.26 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. Areas having the highest density of people below the poverty level in LaGrange County were found west of the City of LaGrange. Other areas that had higher than the state average of people below the poverty level were highlighted in orange and yellow. These tracts were located around the City of LaGrange and encompassed the entire eastern portion of LaGrange County. The remaining parts of the county had low to very low densities of people below the poverty level.

# Exhibit II.26: Lagrange County Percent Population Below Poverty

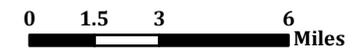
## Coordinated Public Transit-Human Service Transportation Plan



### Legend

#### Region Tracts

- 4.816%
- 4.817% - 14.1%
- 14.101% - 15.999%
- 16% - 18.528%
- 18.529% - 25.384%
- Region 10 Cities



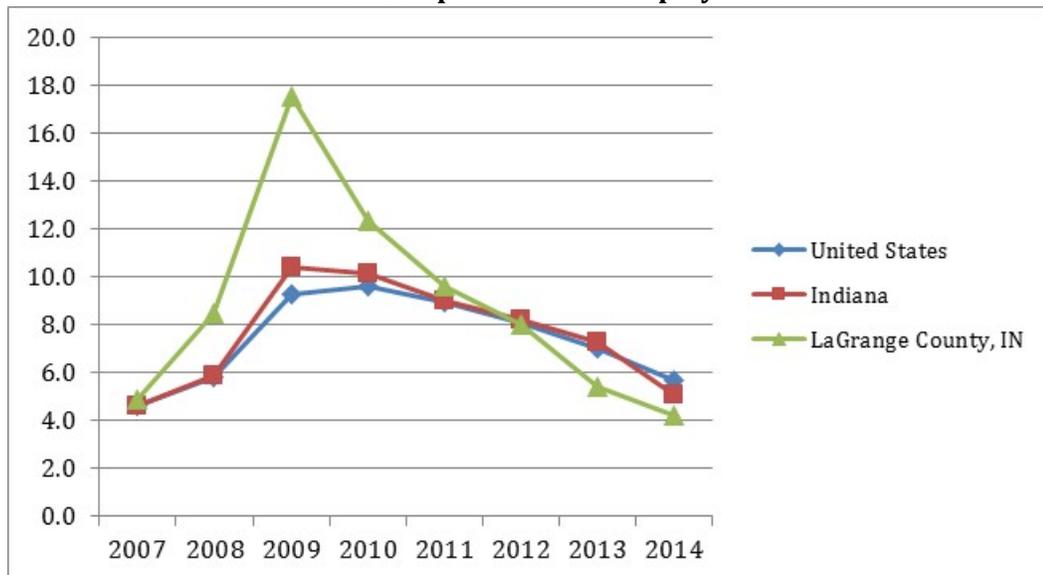
### **Zero Vehicle Households**

The U.S. Census Bureau reported that there were 12,081 total households in LaGrange County. Exhibit II.27 illustrates the percentage of households with zero vehicles available by Census Tract. The census tract to the west of the City of LaGrange had the highest percentage of households with zero vehicles available in LaGrange County. These areas had zero vehicle rates higher than 46.96 percent. Areas in southern and western LaGrange County had moderately high densities of zero vehicle households. The remaining areas of LaGrange County had moderate to very low levels of zero vehicle households.

### **Industry and Labor Force**

The 2014 LaGrange County labor force consisted of approximately 16,999 individuals according to the U. S. Bureau of Labor Statistics and STATS Indiana. The county's unemployment rate reached a high in 2009 of 17.5 percent. This was the second highest unemployment rate in the State of Indiana in 2009 (Elkhart County was the highest at 18 percent). Similar to the United States and the State of Indiana, LaGrange County's unemployment rate sharply increased from 2007 to 2009 and now has begun to decrease significantly. Exhibit II.28 illustrates a comparison of the unemployment rates in the county, state, and nation.

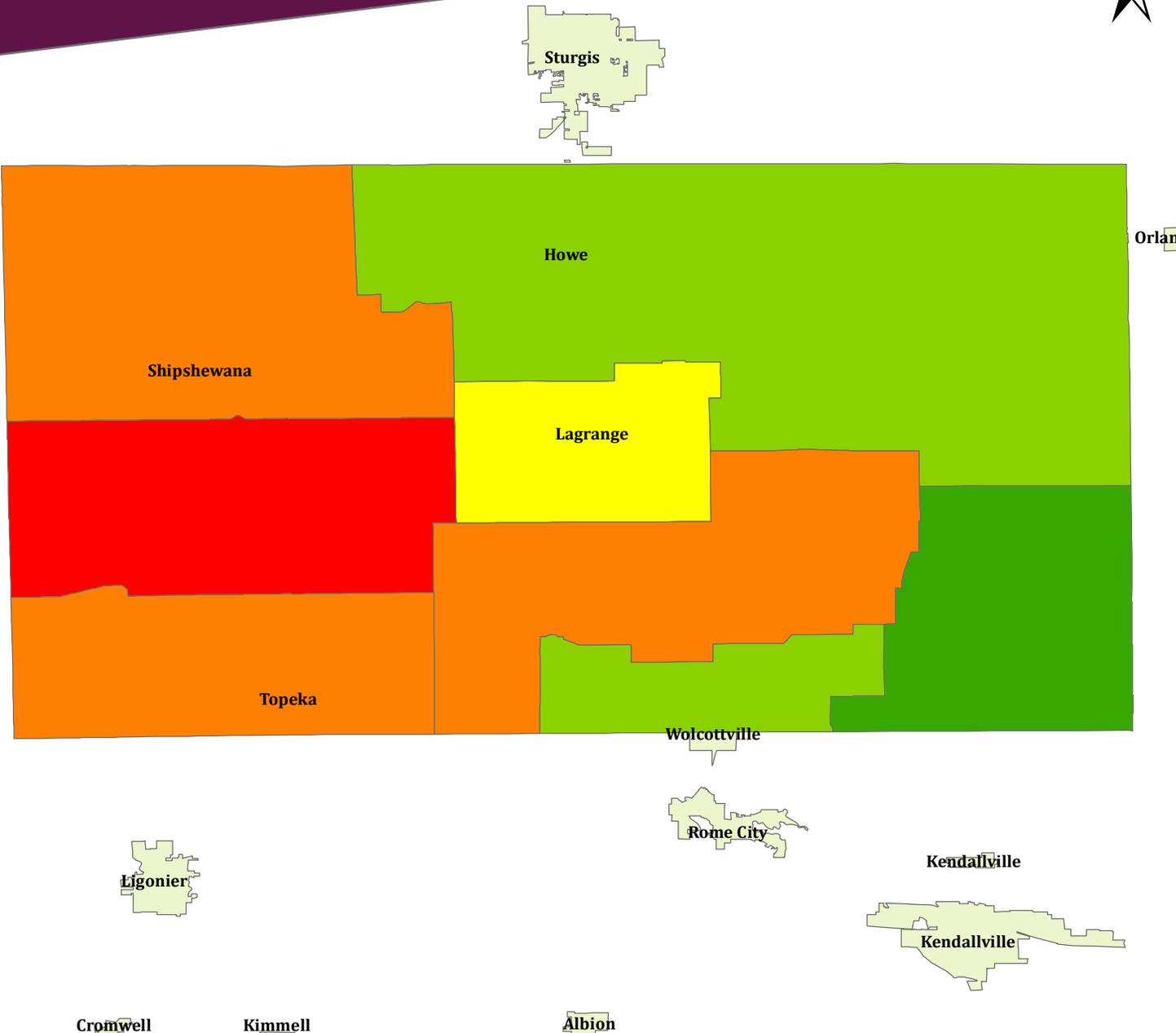
**Exhibit II.28: Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.27: Lagrange County Percent Zero Vehicle Households

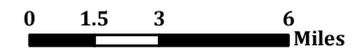
## Coordinated Public Transit-Human Service Transportation Plan



### Legend

#### Region Tracts

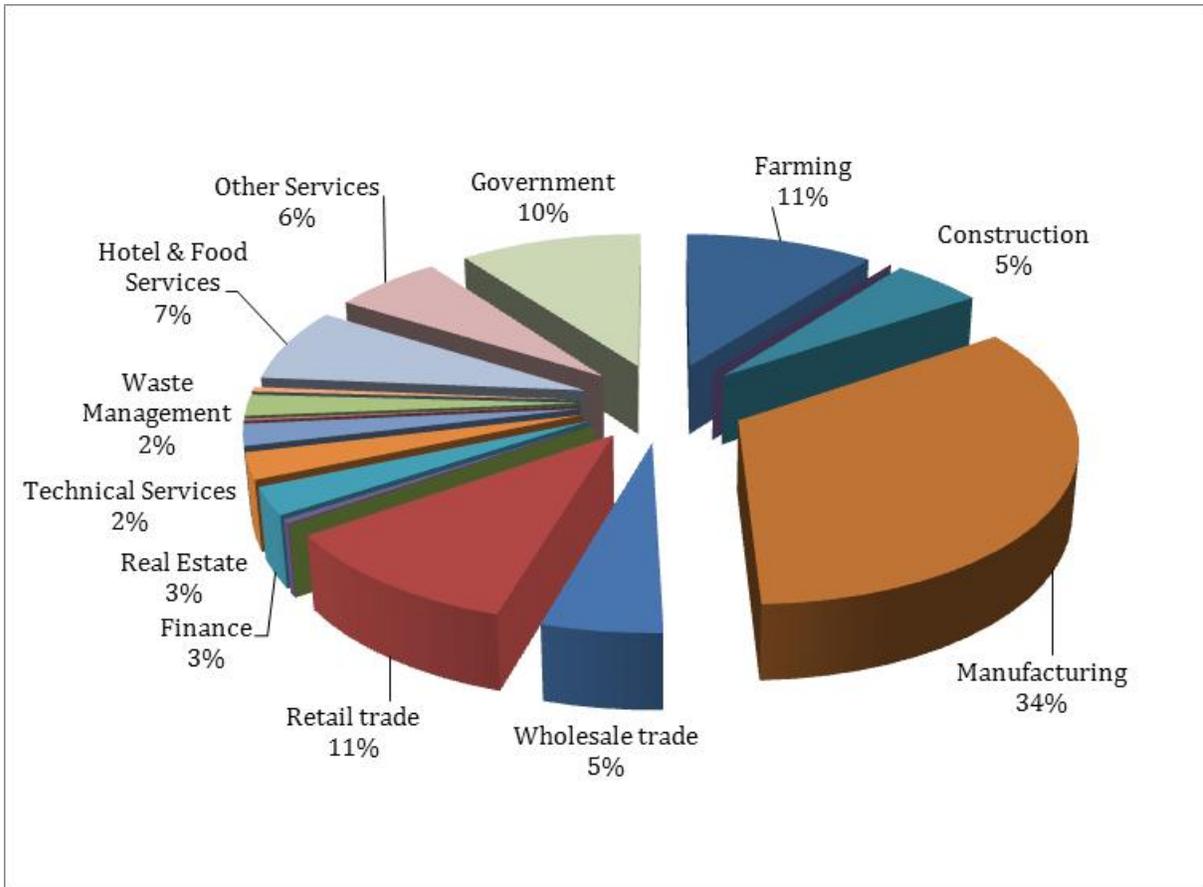
- 3.347%
- 3.348% - 7.662%
- 7.663% - 10.263%
- 10.264% - 46.956%
- 46.957% - 67.661%
- Region 10 Cities



### Employment by Industry

Manufacturing jobs were the largest industry in LaGrange County with approximately 4,847 employees. Retail trade was the second largest employer groups (1,549 employees) and the government was the third largest (1,453). Exhibit II.29 is an illustration of the employment by industry.

**Exhibit II.29: Employment by Industry**



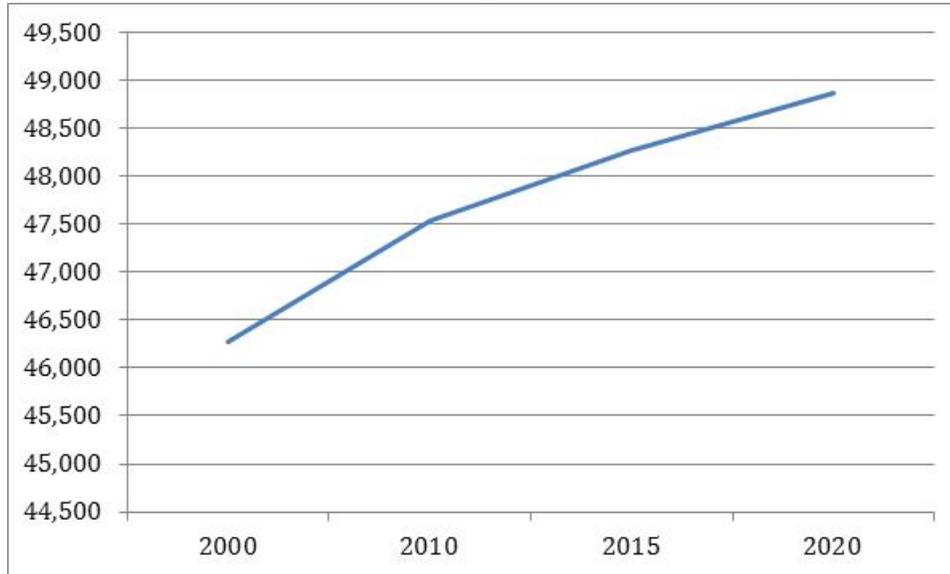
Source: U.S. Bureau of Economic Analysis, 2012

## **NOBLE COUNTY**

### Population Growth

The total population of Noble County in 2012 was 47,547 persons. The population for 2015 is projected to increase by 1.51 percent from 2010 and increase another 1.24 percent in 2020. Exhibit II.30 illustrates the historical and projected population trends for Noble County through the year 2020.

**Exhibit II.30: Population Trends**



Source: 2000 & 2010 Census Bureau & STATS Indiana

**Age**

Exhibit II.31 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Noble County are in Kendallville. These areas had older adult densities higher than 235.1 persons per square mile. Areas of moderately high density of older adults are in Kendallville and Ligonier. The remainder of the county has moderate to very low older adult population density.

# Exhibit II.31: Noble County Population Density Age 65 and Over

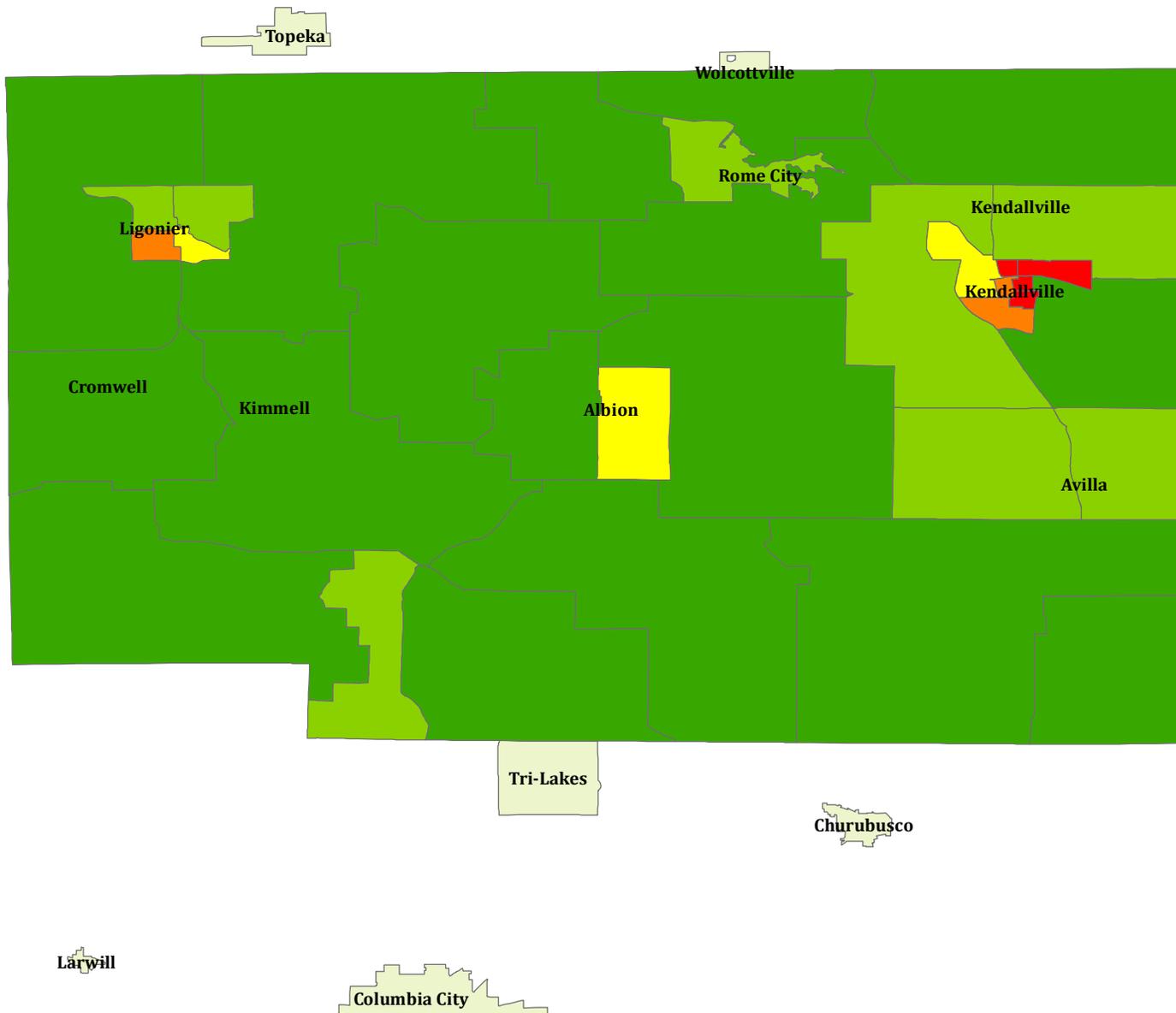


## Coordinated Public Transit-Human Service Transportation Plan

### Legend

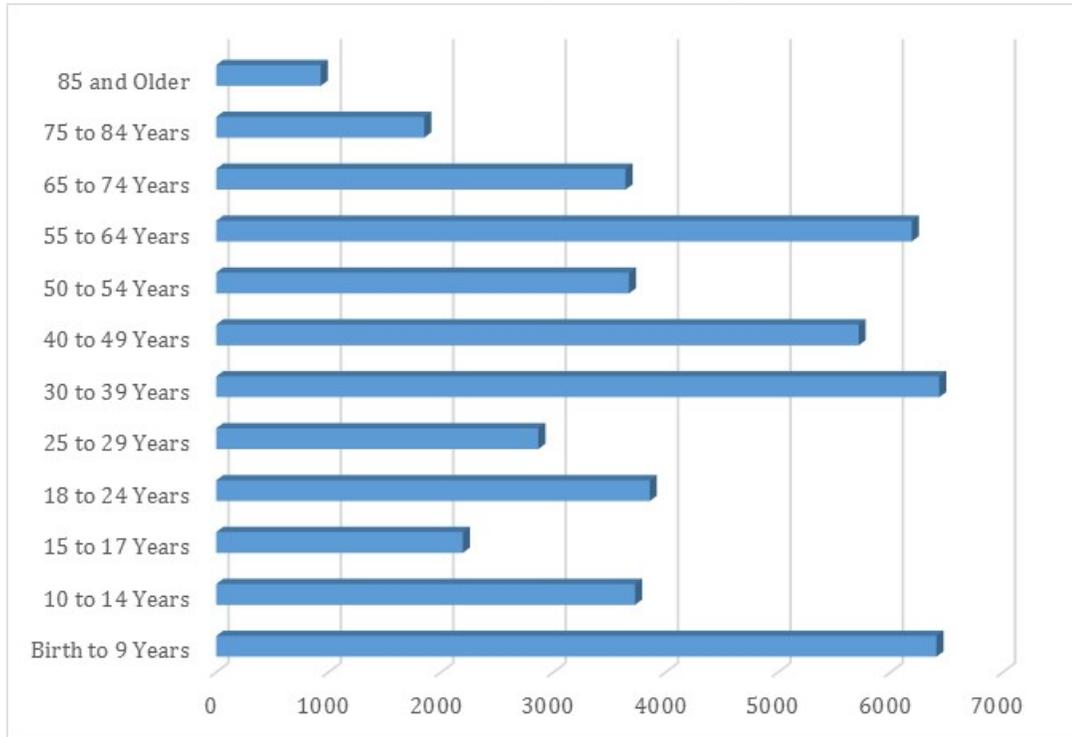
#### 65Plus / SQMI

- 5.413 - 18.93
- 18.94 - 39.10
- 39.11 - 95.08
- 95.09 - 235.0
- 235.1 - 506.3
- Region 10 Cities



The largest age cohort for Noble County was between the ages of 30 and 39 (14 percent). Approximately 13 percent of the population is between the ages of 55 and 64 with an additional 13 percent being from birth to 9 years. Approximately 34 percent of the population is age 24 or younger. The distribution indicates that the county has a strong population of individuals of working ages.

**Exhibit II.32: Population by Age**



Source: U.S. Census Bureau, 2013 American Community Survey 3-Year Estimates

**Economic Profile**

**Employment and Income**

The U.S. Census Bureau reported that there were approximately 46,523 total people in Noble County for whom poverty status is determined. Exhibit II.33 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. The tract with the highest percentage of people below the poverty level was in Ligonier. All of the tracts shaded in red and orange had a poverty rate higher than the State average. The remaining tracts had poverty rates below the State average.

# Exhibit II.33: Noble County Percent Population Below Poverty

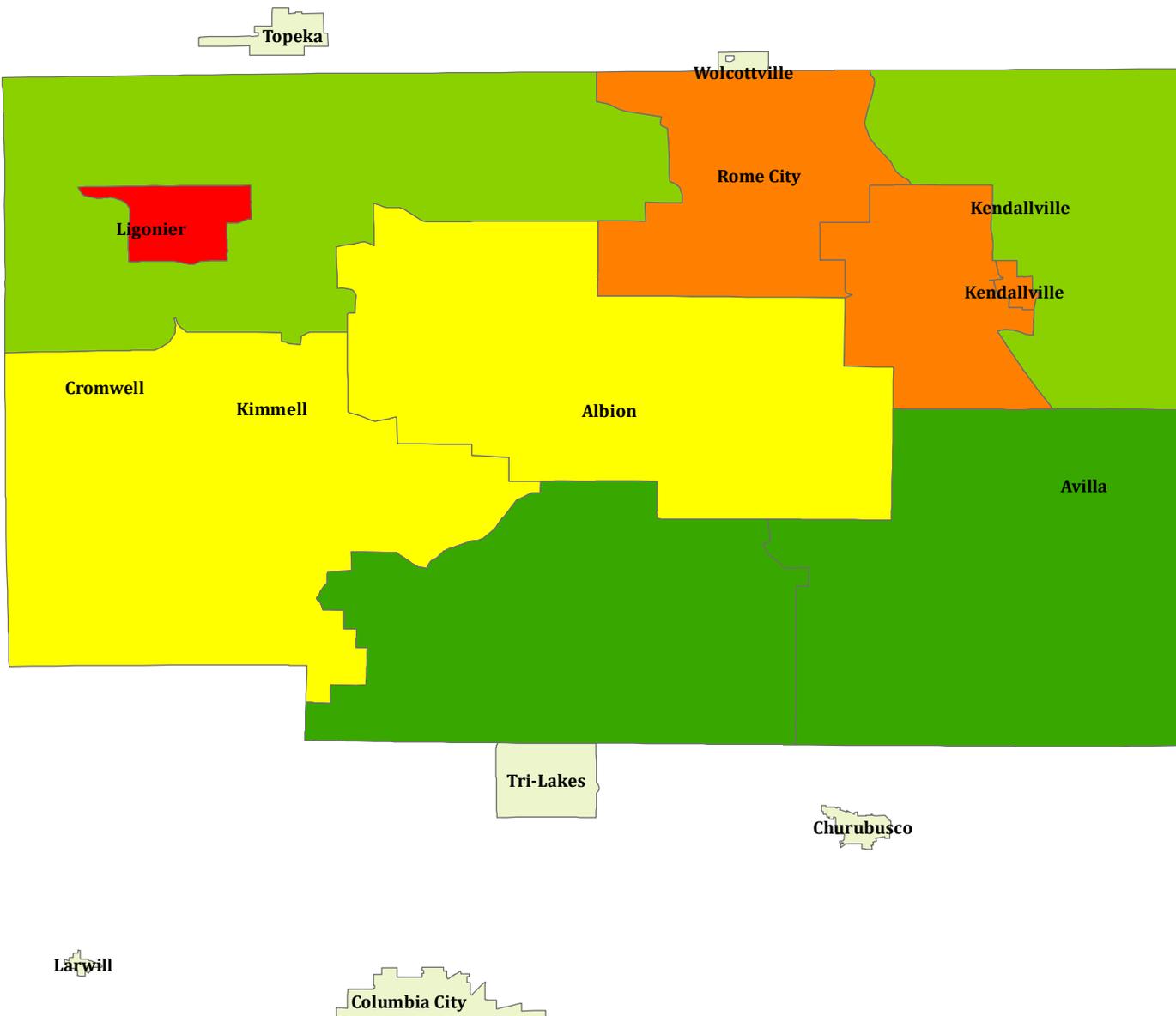


## Coordinated Public Transit-Human Service Transportation Plan

### Legend

#### Region Tracts

- 1.782% - 4.271%
- 4.272% - 9.435%
- 9.436% - 14.1%
- 14.101% - 17.23%
- 17.231% - 24.18%
- Region 10 Cities



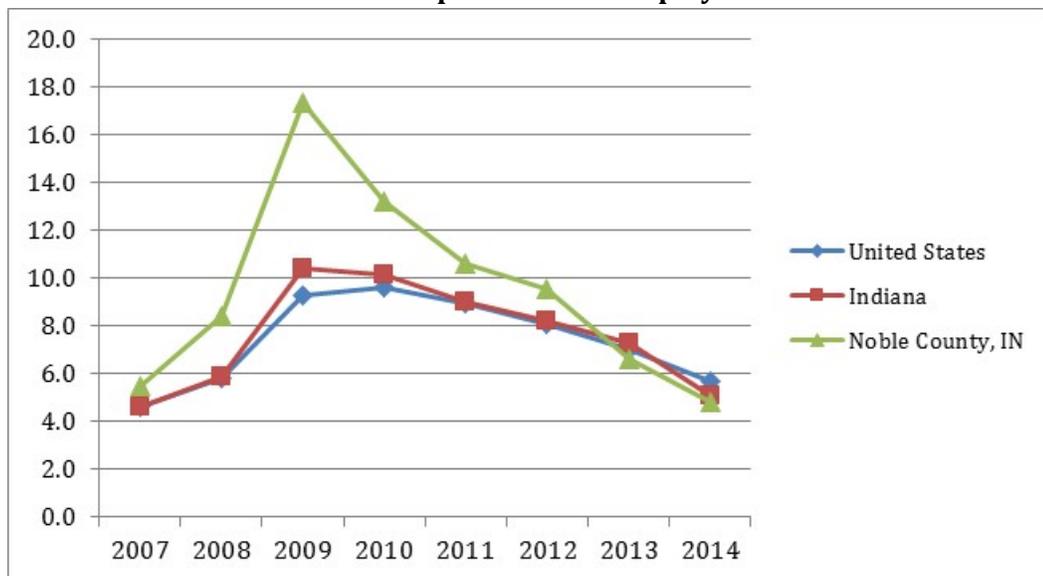
### **Zero Vehicle Households**

The U.S. Census Bureau reported that there were approximately 17,723 total households in Noble County. Exhibit II.34 illustrates the percentage of households with zero vehicles available by Census Tract. The tract in the northwest corner of Noble County had the highest densities of households with zero vehicles available. These areas had zero vehicle rates above 12.01 percent. The census tracts that make up Ligonier and Kendallville had moderately high rates of zero vehicle households. The remaining Census tracts had moderate to very low densities of zero vehicle households.

### **Industry and Labor Force**

The 2014 Noble County labor force consisted of approximately 22,234 individuals. The county's unemployment rate reached a high in 2009 of 17.3 percent. From 2007 to 2012 the unemployment rate has been higher than the State of Indiana and United States. Since 2012, the unemployment rate in Noble County has dipped below the national and state averages. Exhibit II.35 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit II.35: Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.34: Noble County Percent Zero Vehicle Households

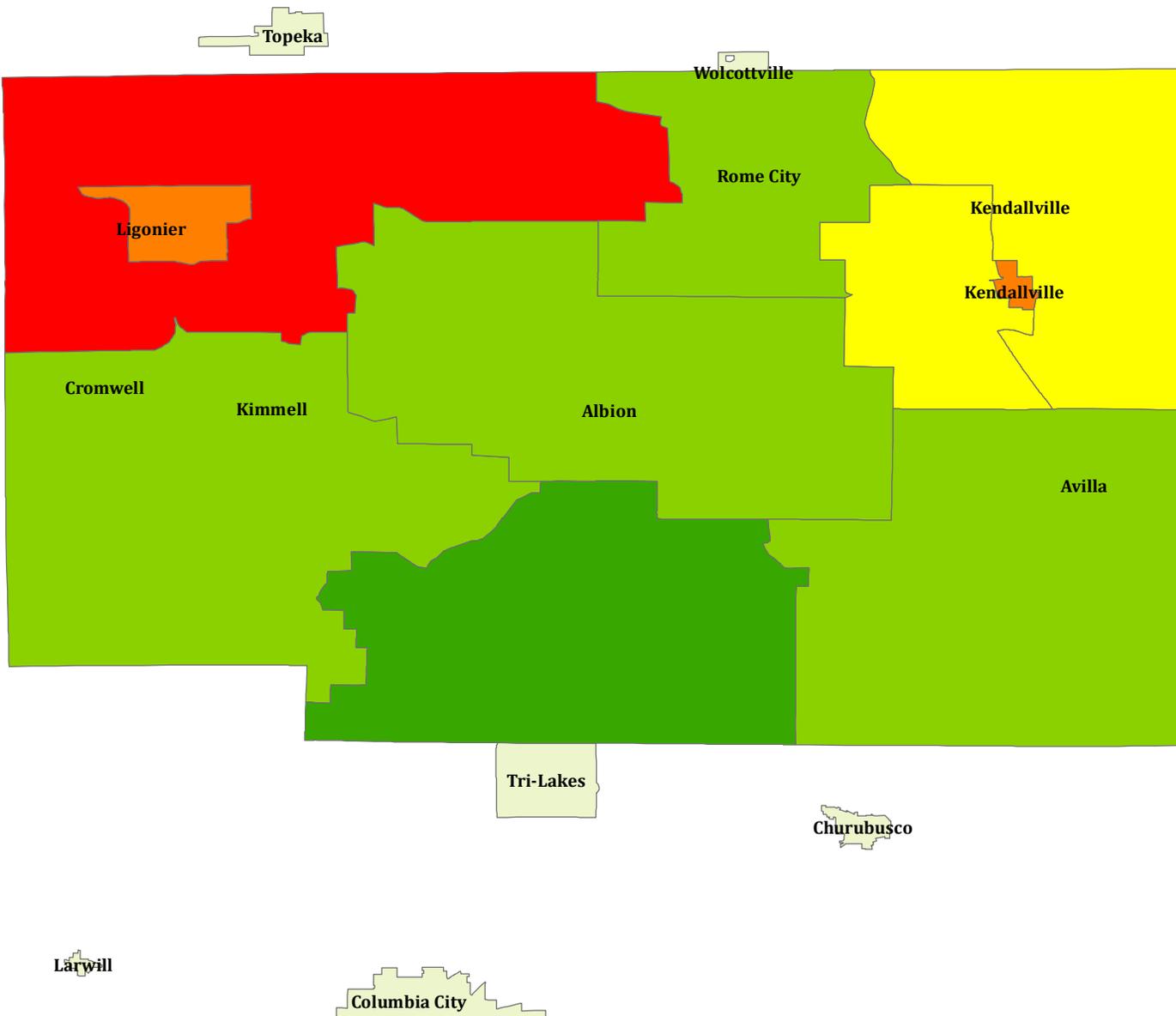


## Coordinated Public Transit-Human Service Transportation Plan

### Legend

#### Region Tracts

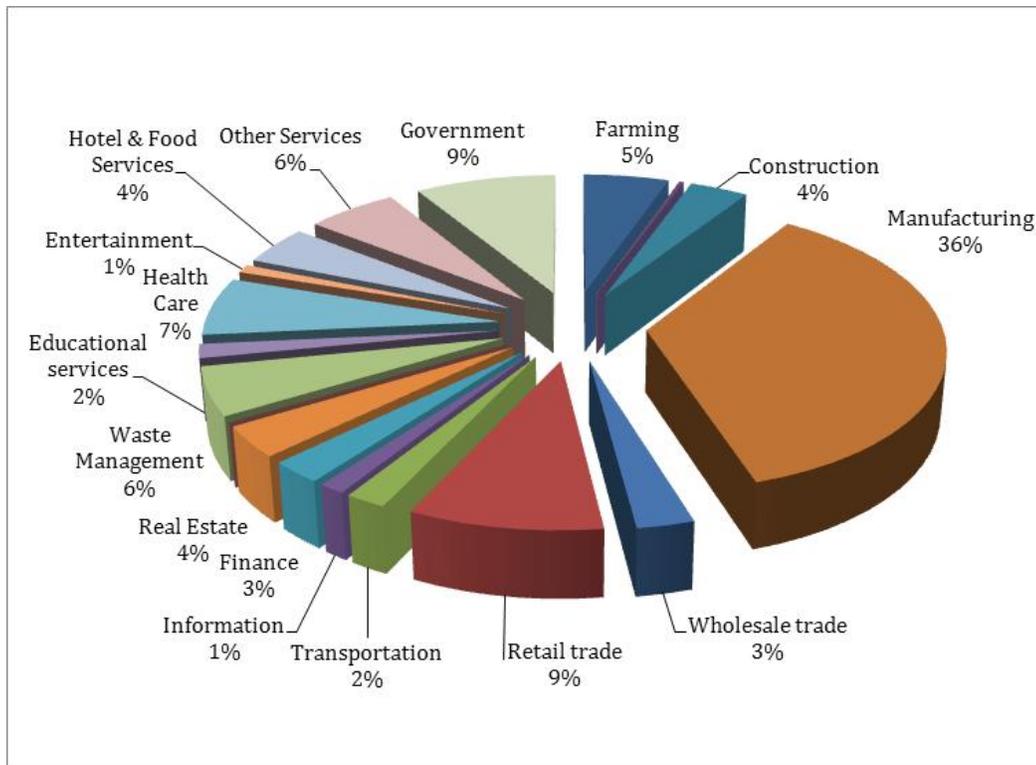
- 0%
- 0.001% - 2.526%
- 2.527% - 7.427%
- 7.428% - 12.012%
- 12.013% - 16.689%
- Region 10 Cities



### **Employment by Industry**

Manufacturing jobs were the largest employer in Noble County with approximately 8,371 employees. Retail trade was the second largest employer group with 2,143 employees. The government was the third largest employer with 2,051 employees. Exhibit II.36 is an illustration of the employment by industry.

**Exhibit II.36: Employment by Industry**



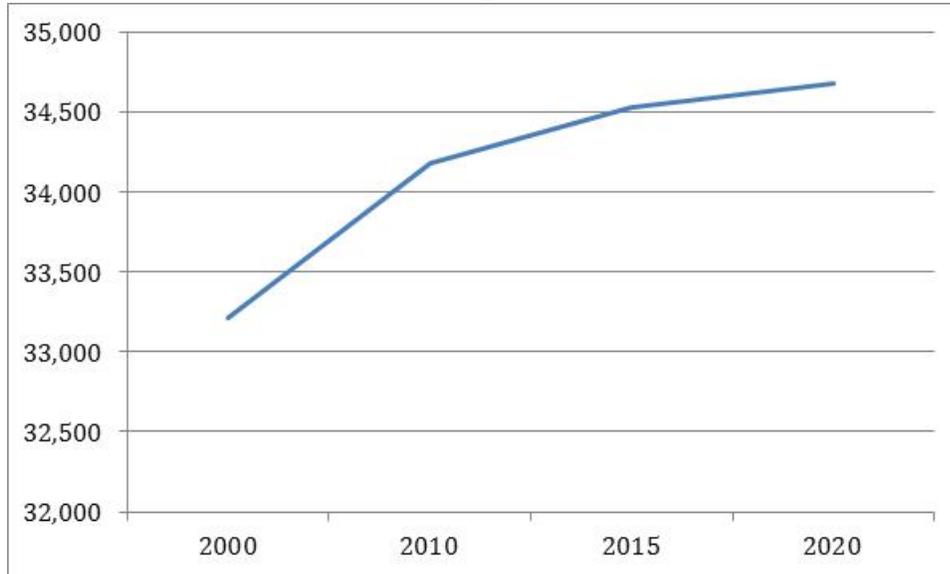
Source: U.S. Bureau of Economic Analysis, 2012

## **STEBEN COUNTY**

### **Population Growth**

The total population of Steuben County in 2012 was 34,116 persons. The Indiana Business Research Center is projecting a slight increase in population for Steuben County. The population for 2015 is projected to increase by 1.01 percent from 2010 and increase another 0.42 percent in 2020. Exhibit II.37 illustrates the historical and projected population trends for Steuben County through the year 2020.

**Exhibit II.37: Population Trends**



Source: 2000 & 2010 Census Bureau & STATS Indiana

**Age**

Exhibit II.38 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Steuben County are in Angola. The only other areas with a moderate density of older adults were in Hamilton and northwest of Angola. The remainder of the county has low to very low older adult population density.

# Exhibit II.38: Steuben County Population Density Age 65 and Over

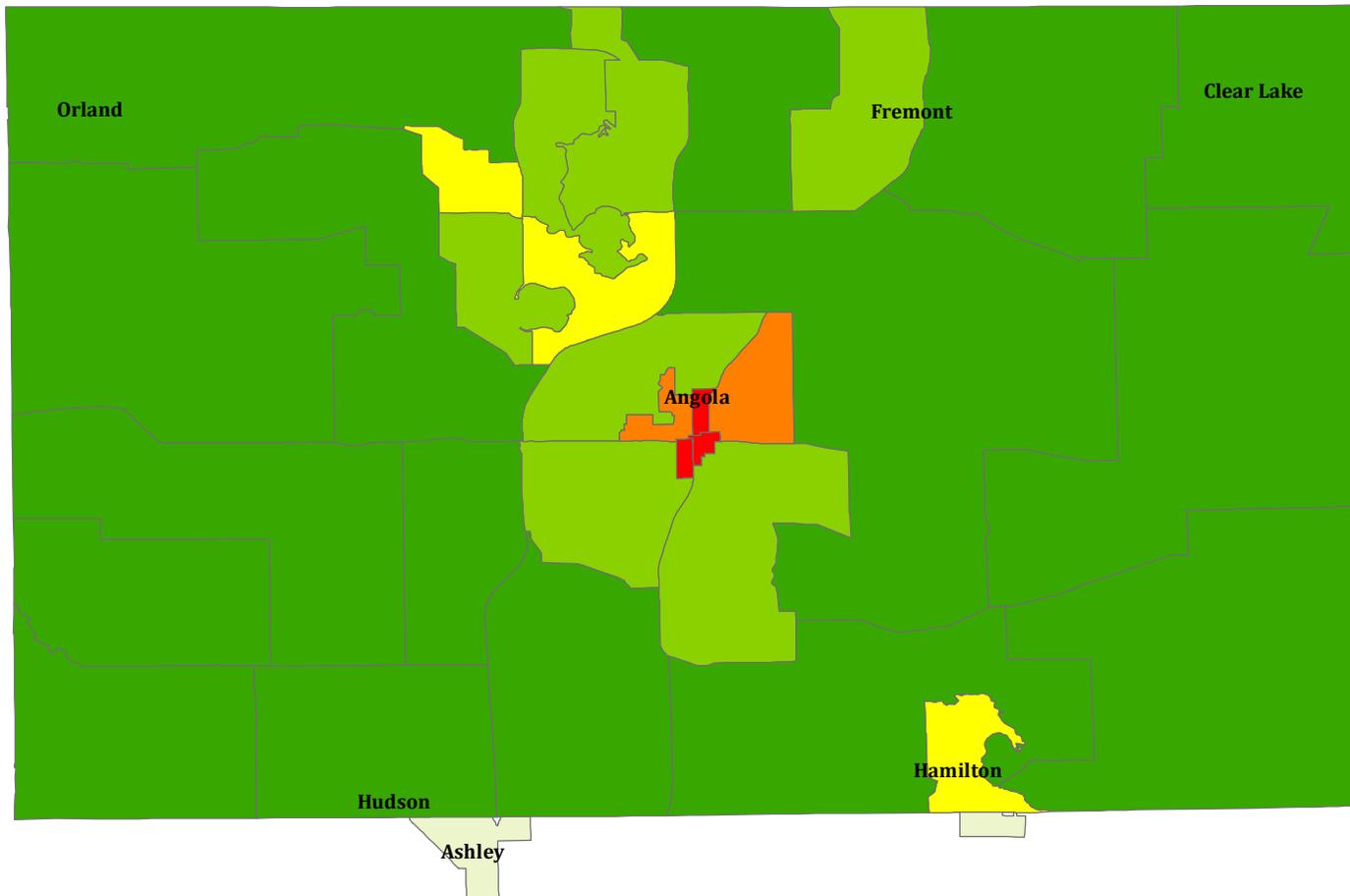


## Coordinated Public Transit-Human Service Transportation Plan

### Legend

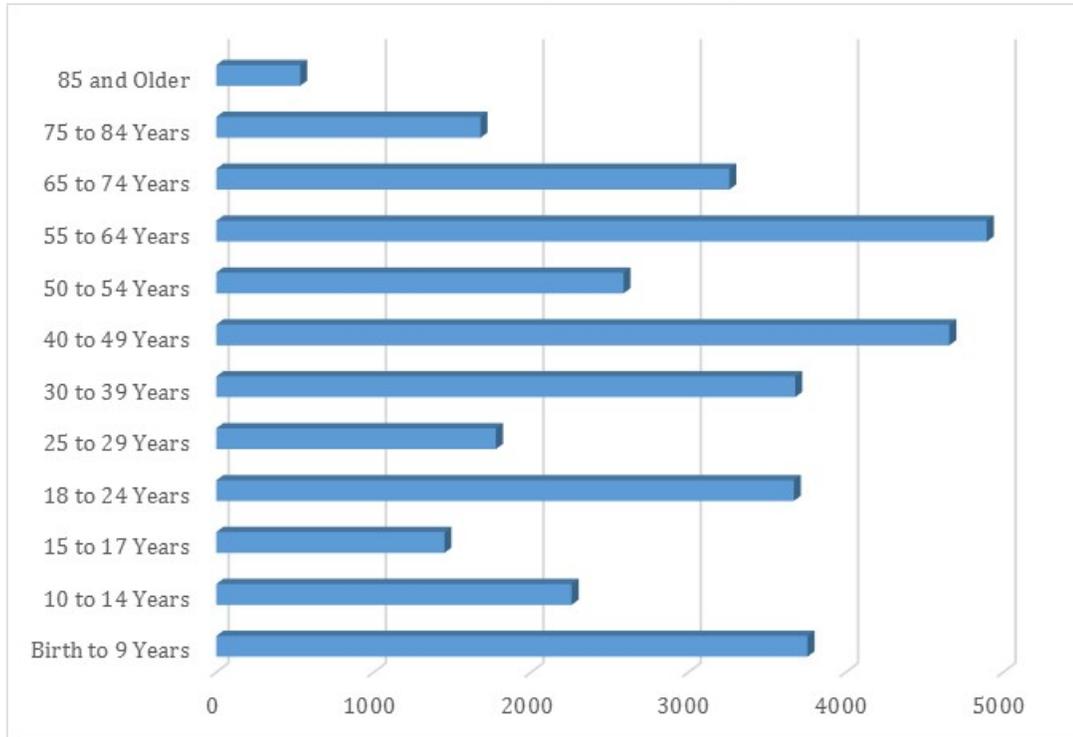
#### 65Plus / SQMI

- 2.689 - 18.82
- 18.83 - 48.07
- 48.08 - 85.56
- 85.57 - 171.7
- 171.8 - 478.3
- Region 10 Cities



The largest age cohort for Steuben County was between the ages of 55 and 64 (14 percent). Approximately 14 percent of the population is between the ages of 40 and 49 with an additional 16 percent being age 65 or older. Approximately 33 percent of the population is age 24 or younger. The distribution indicates that the county has a strong population of individuals of working age heading towards retirement.

**Exhibit II.39: Population by Age**



Source: U.S. Census Bureau, 2013 American Community Survey 3-Year Estimates

**Economic Profile**

**Employment and Income**

The U.S. Census Bureau reported that there were approximately 32,646 total people in Steuben County for whom poverty status is determined. Exhibit II.40 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. The tracts in southern Angola and southwest Steuben County had densities of people below the poverty level between 14.1 and 14.89 percent. This percentage is above the State of Indiana’s average. The tracts highlighted in orange represent poverty levels between 9.49 and 14.1 percent. The remainder of the study area had moderate to low densities of persons below the poverty level.

# Exhibit II.40: Steuben County Percent Population Below Poverty



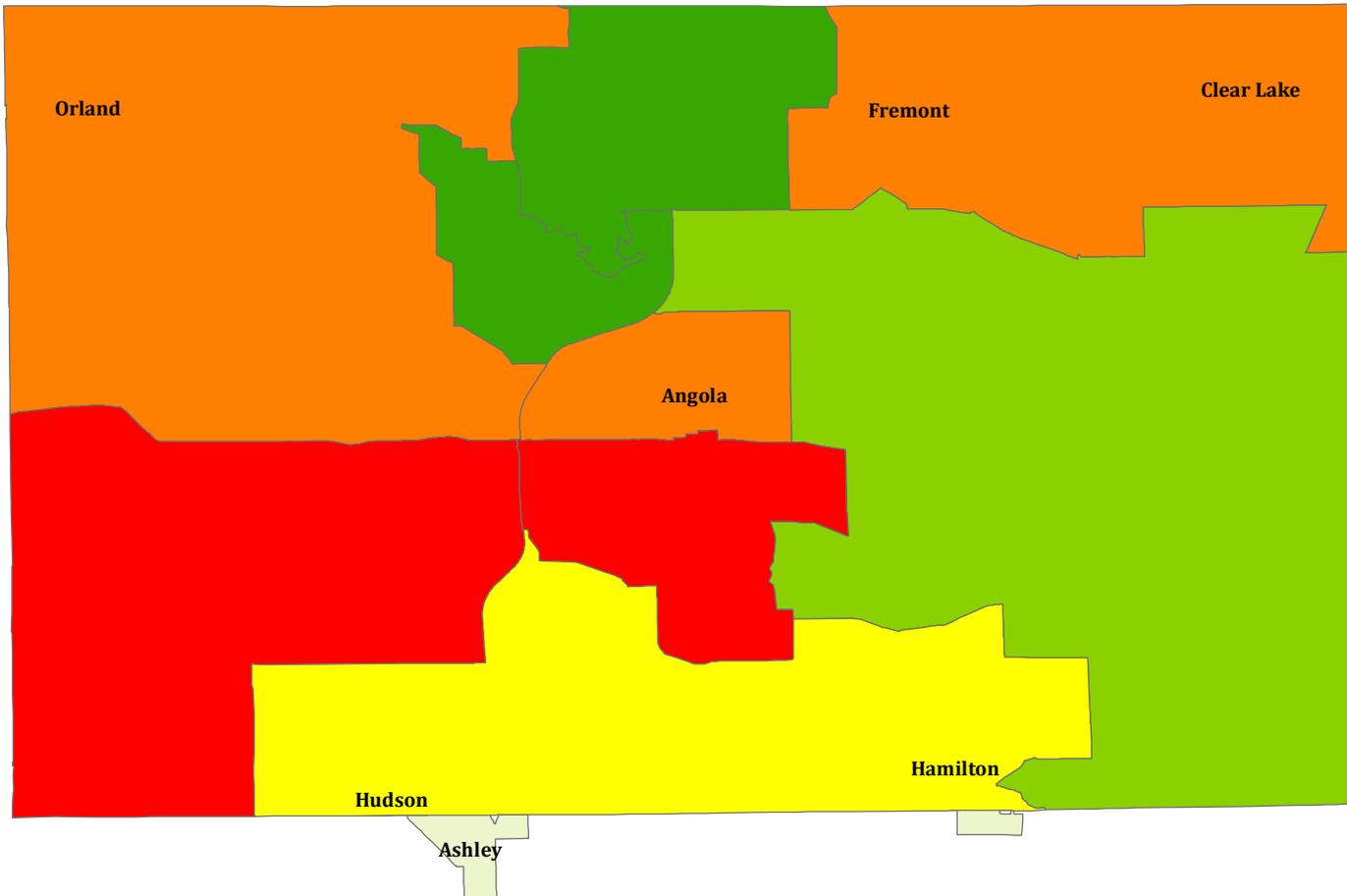
## Coordinated Public Transit-Human Service Transportation Plan

### Legend

#### Region Tracts

-  3.33% - 3.481%
-  3.482% - 9.254%
-  9.255% - 9.492%
-  9.493% - 14.1%
-  14.101% - 14.887%
-  Region 10 Cities

0 1.25 2.5 5 Miles



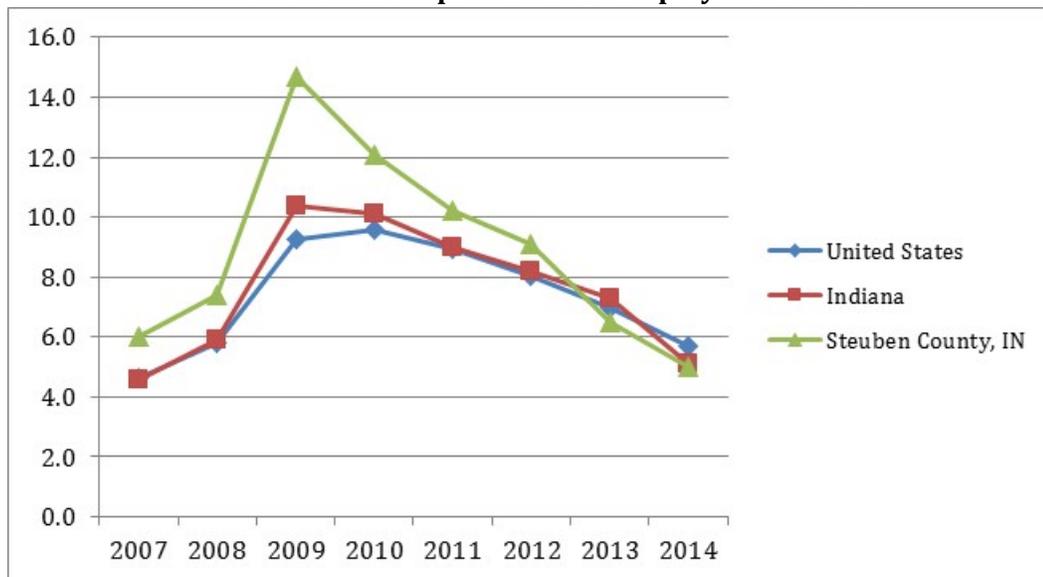
### Zero Vehicle Households

There were approximately 13,943 total households in Steuben County. Exhibit II.41 illustrates the percentage of households with zero vehicles available by Census Tract. The tract around the City of Angola had the highest density of households with zero vehicles available (3.25 – 6.36 percent). The remaining portions of the county had low to very low densities of zero vehicle households as compared to the other counties in the study area.

### Industry and Labor Force

The 2014 Steuben County labor force consisted of approximately 17,156 individuals. The county's unemployment rate reached a high in 2009 of 14.7 percent. From 2009 to 2014, Steuben County's unemployment rate has steadily declined to a rate similar to the State of Indiana and the United States. Exhibit II.42 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit II.42: Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.41: Steuben County Percent Zero Vehicle Households

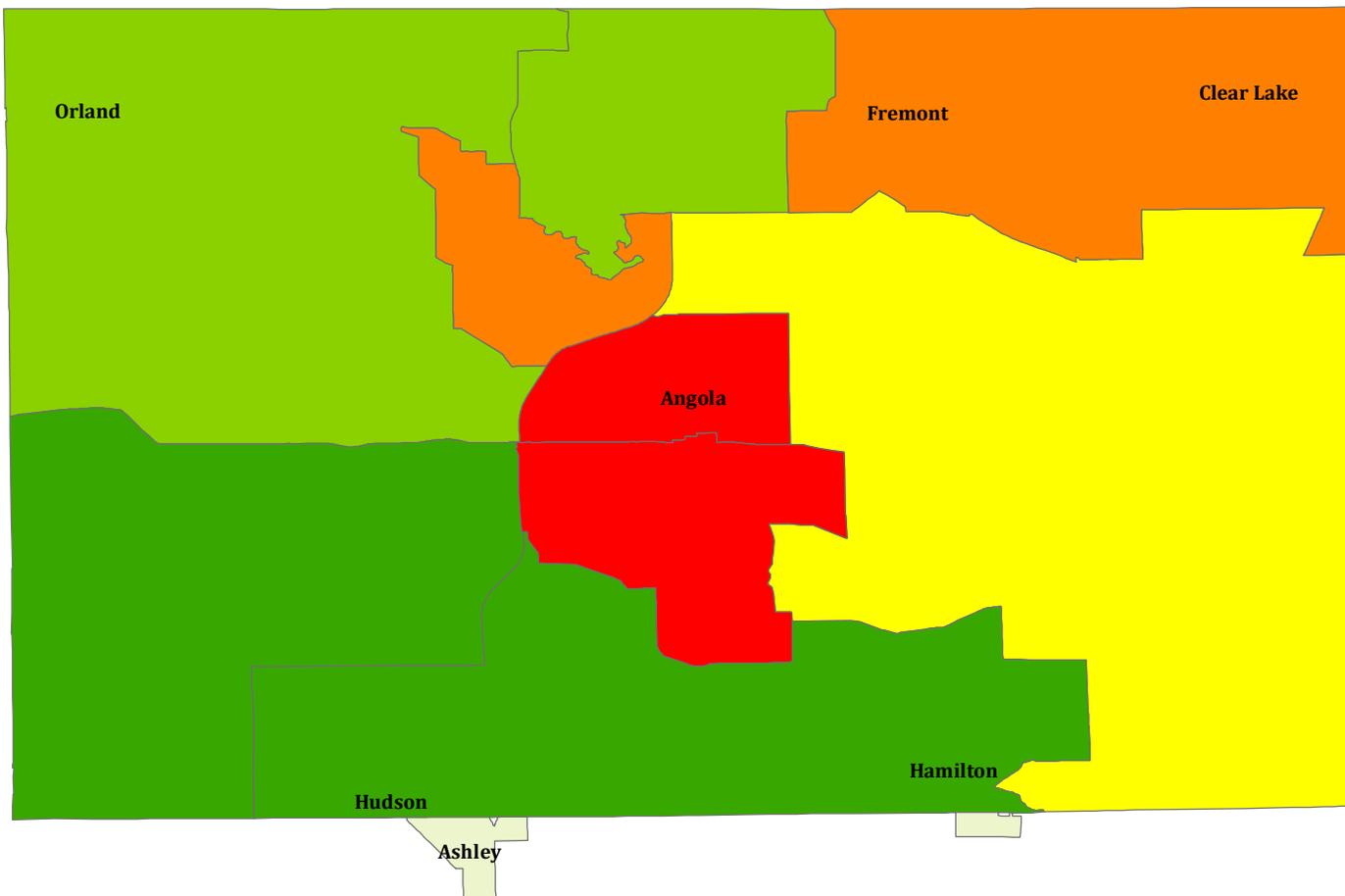


## Coordinated Public Transit-Human Service Transportation Plan

### Legend

#### Region Tracts

-  1.527% - 1.946%
-  1.947% - 2.962%
-  2.963% - 3.114%
-  3.115% - 3.25%
-  3.251% - 6.357%
-  Region 10 Cities



Kendallville

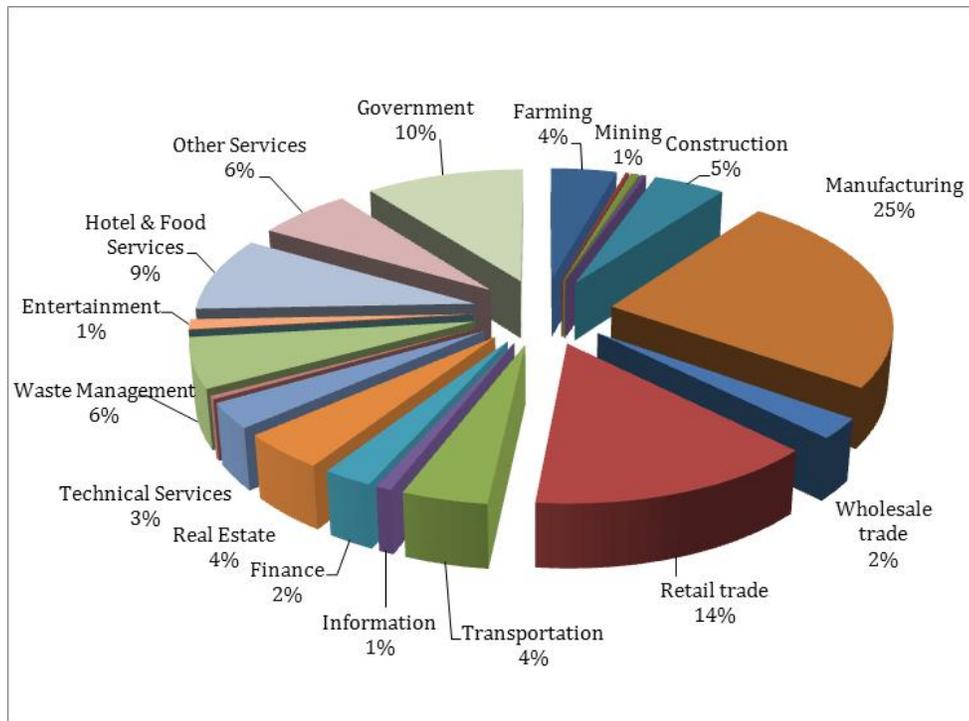
Waterloo



## **Employment by Industry**

Manufacturing was the largest employer in Steuben County with 25 percent of the employed population. Retail trade jobs were the second largest employer group with 14 percent of the employed population. In addition, government jobs employed about 10 percent of the population. Exhibit II.43 is an illustration of the employment by industry.

**Exhibit II.43: Employment by Industry**



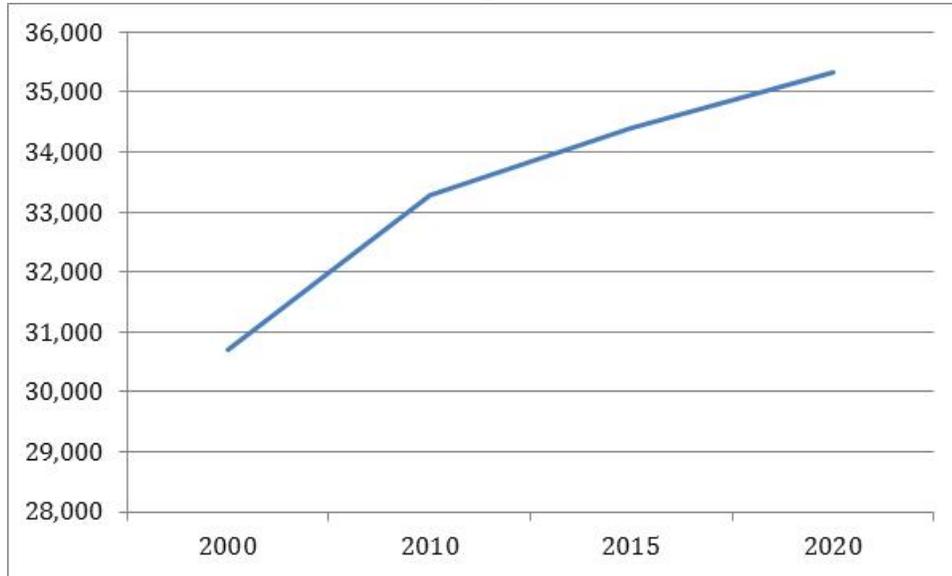
Source: U.S. Bureau of Economic Analysis, 2012

## **WHITLEY COUNTY**

### **Population Growth**

The total population of Whitley County in 2012 was 33,234 persons. The population for 2015 is projected to increase by 3.20 percent from 2010 and increase another 2.66 percent in 2020. Exhibit II.44 illustrates the historical and projected population trends for Whitley County through the year 2020.

**Exhibit II.44: Population Trends**



Source: 2000 & 2010 Census Bureau & STATS Indiana

**Age**

Exhibit II.45 illustrates the density of persons aged 65 and older by Census block group. The block groups with the highest density in Whitley County are in Columbia City. The only other area with a moderately high density of older adults was in South Whitley. The remainder of the County has moderate to very low older adult population density.

# Exhibit II.45: Whitley County Population Density Age 65 and Over



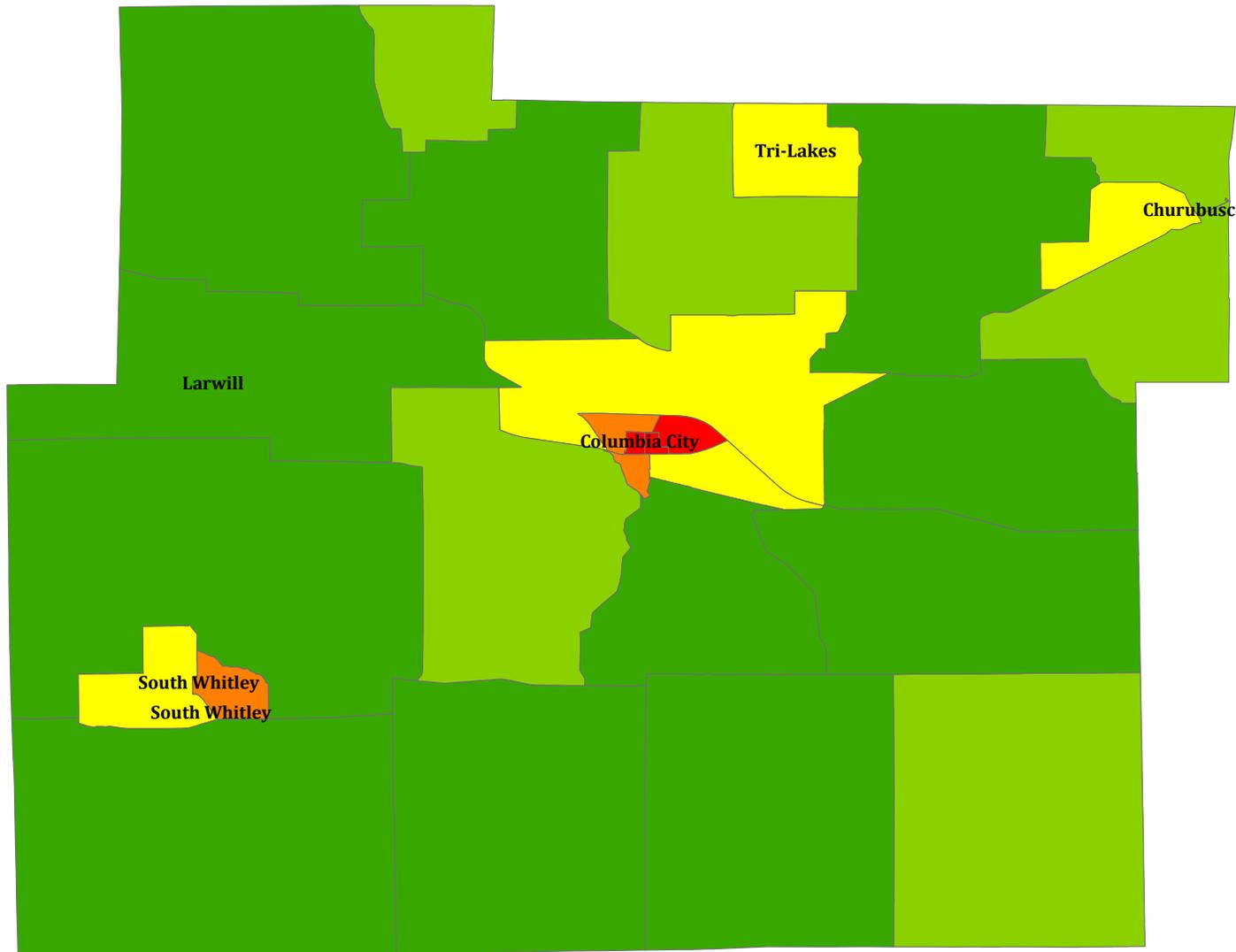
## Coordinated Public Transit-Human Service Transportation Plan

### Legend

#### 65Plus / SQMI

-  3.375 - 11.44
-  11.45 - 26.28
-  26.29 - 58.89
-  58.90 - 194.4
-  194.5 - 469.2
-  Region 10 Cities

0 1.25 2.5 5 Miles

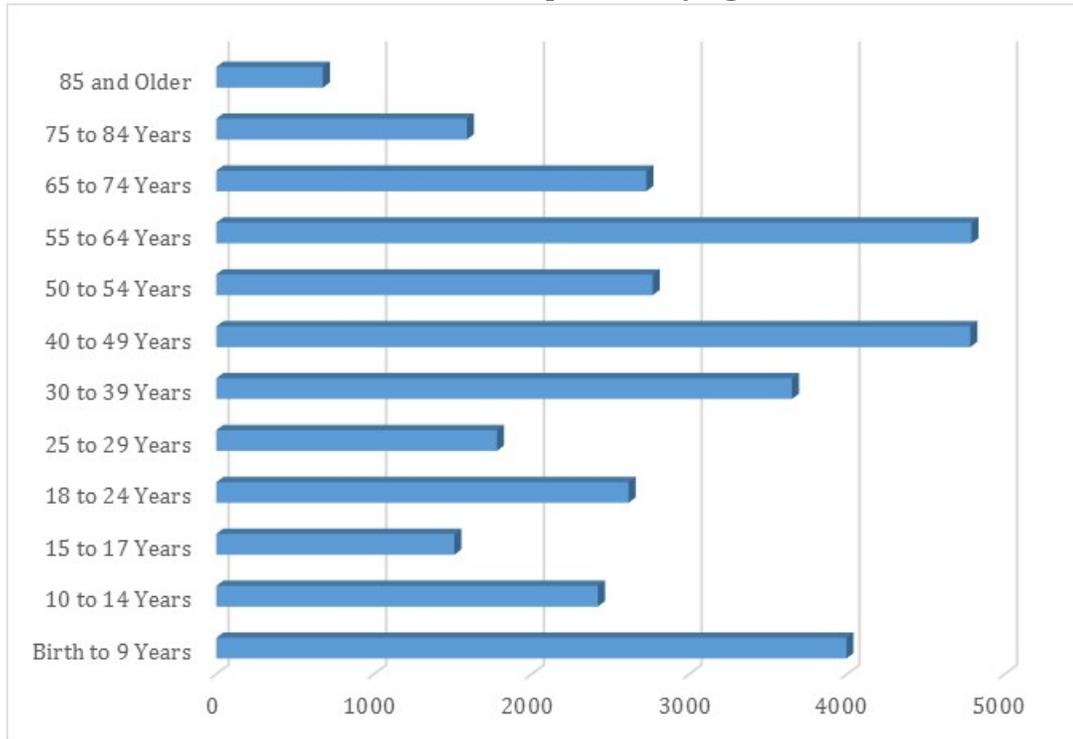


Roanoke



The largest age cohort for Whitley County was between the ages of 55 and 64 (14 percent). Approximately 14 percent of the population is between the ages of 40 and 49 with an additional 15 percent being age 65 or older. Approximately 32 percent of the population is age 24 or younger. The distribution indicates that the county has a strong population of individuals of working ages.

**Exhibit II.46: Population by Age**



Source: U.S. Census Bureau, 2013 American Community Survey 3-Year Estimates

**Economic Profile**

**Employment and Income**

The U.S. Census Bureau reported that there were approximately 32,495 total people in Whitley County for whom poverty status is determined. Exhibit II.47 illustrates the percentage of people below the poverty level as compared to total population by Census Tract. The tracts in Columbia City had densities of people below the poverty level between 9.15 and 12.86 percent. This rate is lower than the State of Indiana’s average. The remainder of the study area had poverty rates below 9.15 percent.

# Exhibit II.47: Whitley County Percent Population Below Poverty



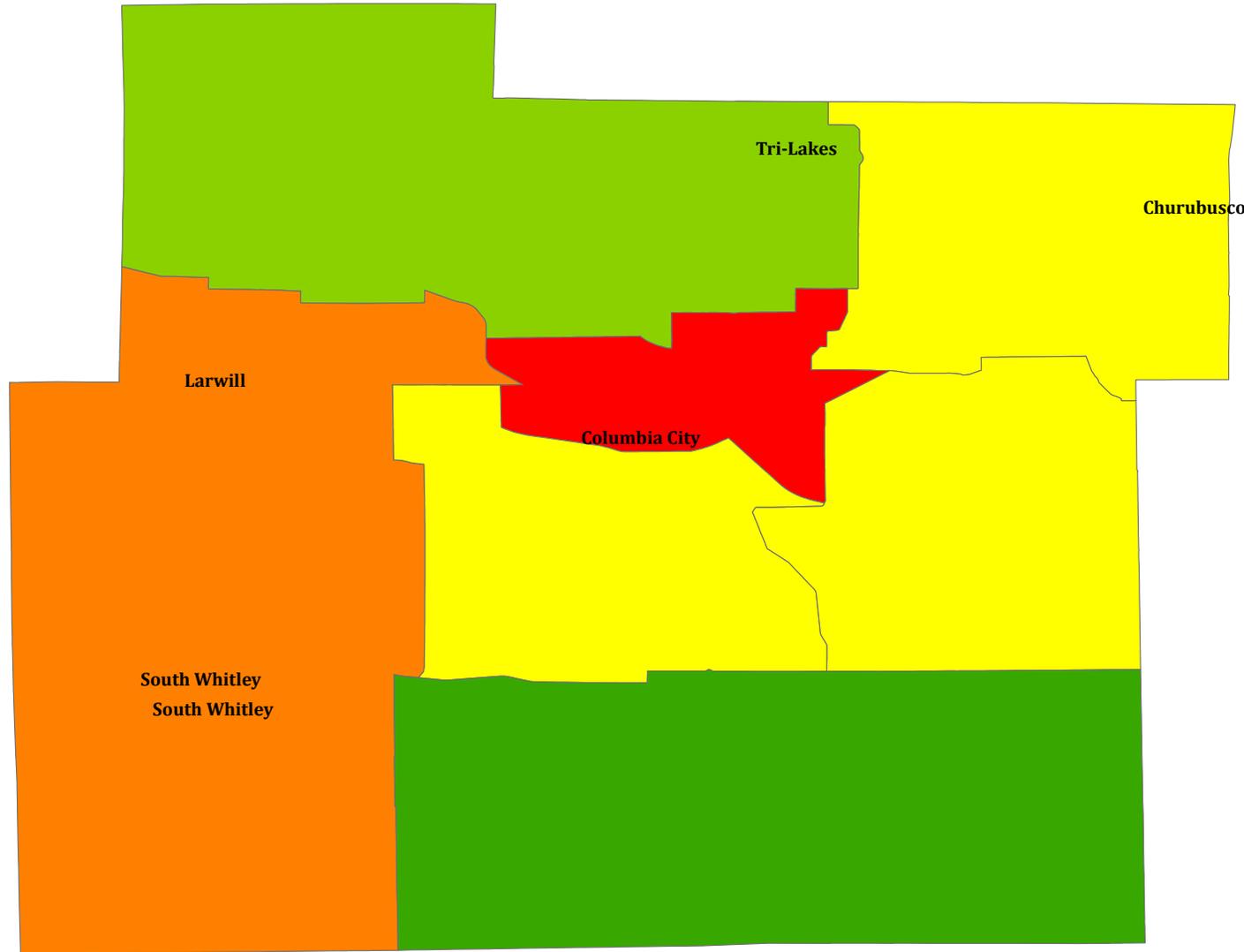
## Coordinated Public Transit- Human Service Transportation Plan

### Legend

#### Region Tracts

-  1.097%
-  1.098% - 3.622%
-  3.623% - 7.659%
-  7.66% - 9.149%
-  9.15% - 12.856%
-  Region 10 Cities

0 1.25 2.5 5 Miles



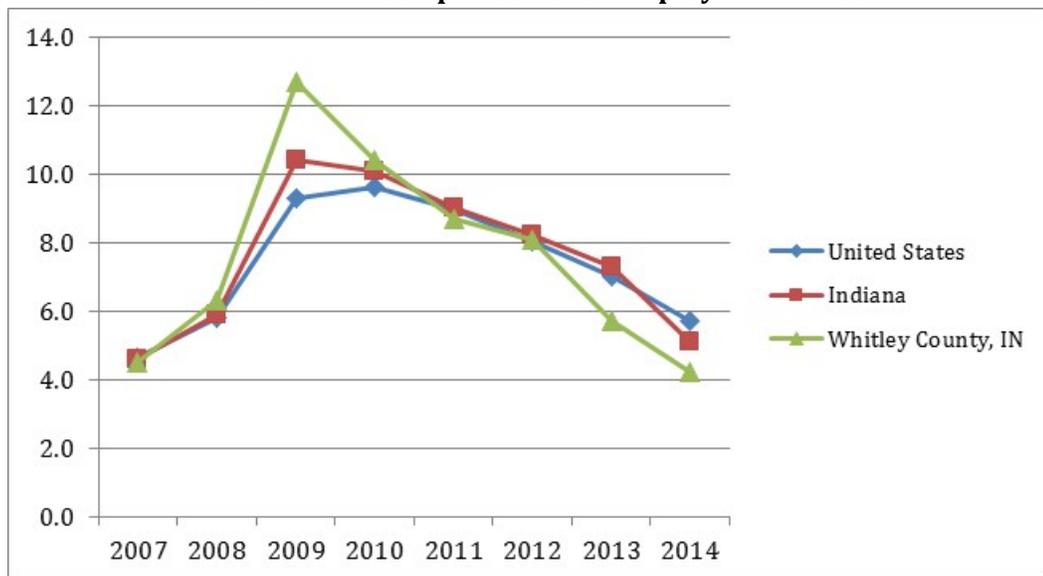
### Zero Vehicle Households

The U.S. Census Bureau reported that there were approximately 13,159 total households in Whitley County. Exhibit II.48 illustrates the percentage of households with zero vehicles available by Census Tract. The tract in the southern section of Columbia City had the highest density of households with zero vehicles available (4.07 – 5.05 percent). The other tracts that encompass Columbia City, Larwill, and South Whitley had the second highest percentage of zero vehicle households. These areas had zero vehicle rates between 2.81 percent and 4.07 percent. The remaining portions of the county had moderate to very low densities of zero vehicle households.

### Industry and Labor Force

The 2014 Whitley County labor force consisted of 17,591 individuals. The county's unemployment rate reached a high in 2009 of 12.7 percent. From 2008 to 2019, Whitley County's unemployment rate has been slightly higher than that of the State of Indiana and the United States. Since 2010 the unemployment rate for Whitley County has been lower than the state and national averages. Exhibit II.49 illustrates a comparison of the unemployment rates in the county, state, and nation.

**Exhibit II.49: Comparison of Unemployment Rates**



Source: STATS Indiana using Bureau of Labor Statistics

# Exhibit II.48: Whitley County Percent Zero Vehicle Households



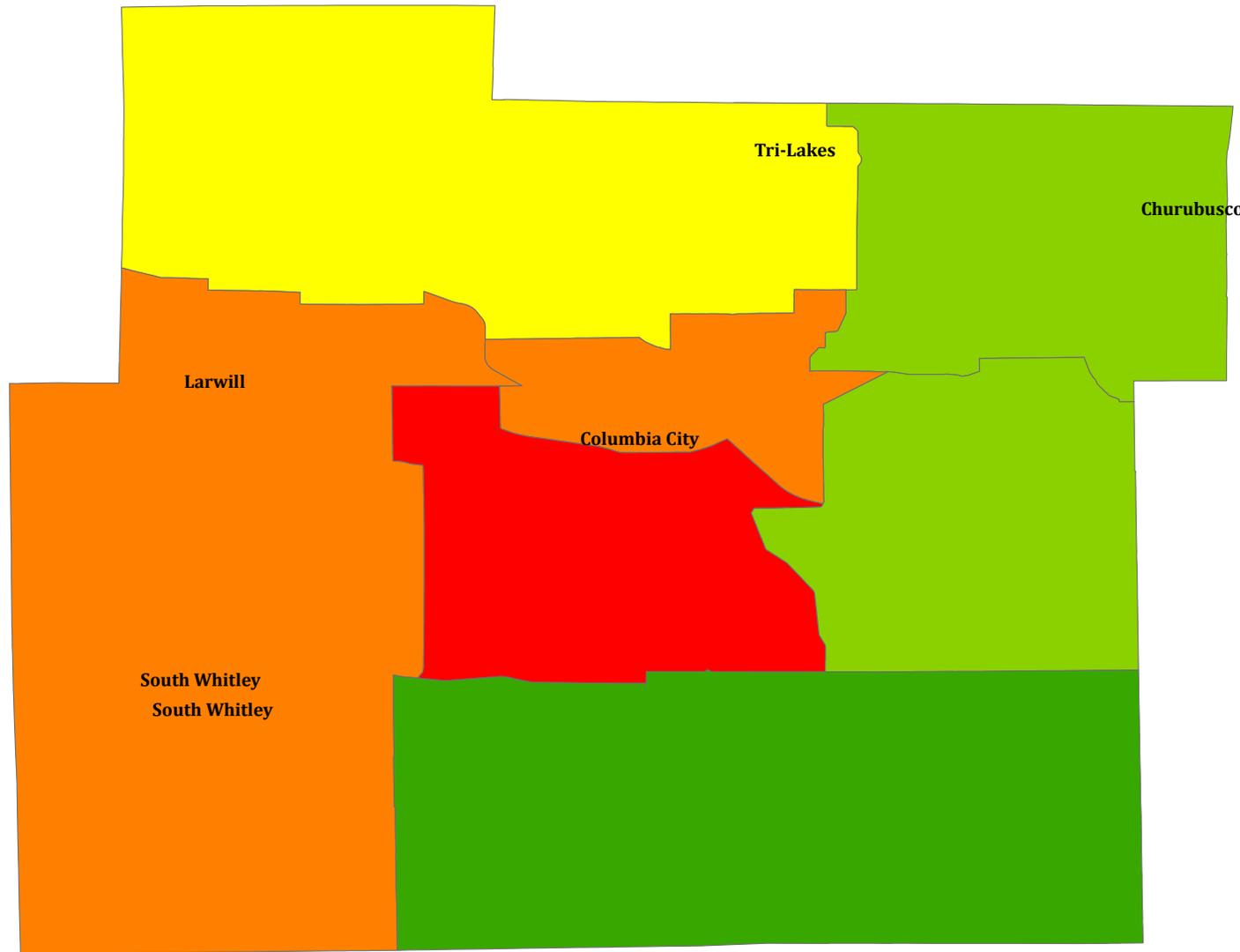
## Coordinated Public Transit-Human Service Transportation Plan

### Legend

#### Region Tracts

-  0.787%
-  0.788% - 1.657%
-  1.658% - 2.805%
-  2.806% - 4.072%
-  4.073% - 5.048%
-  Region 10 Cities

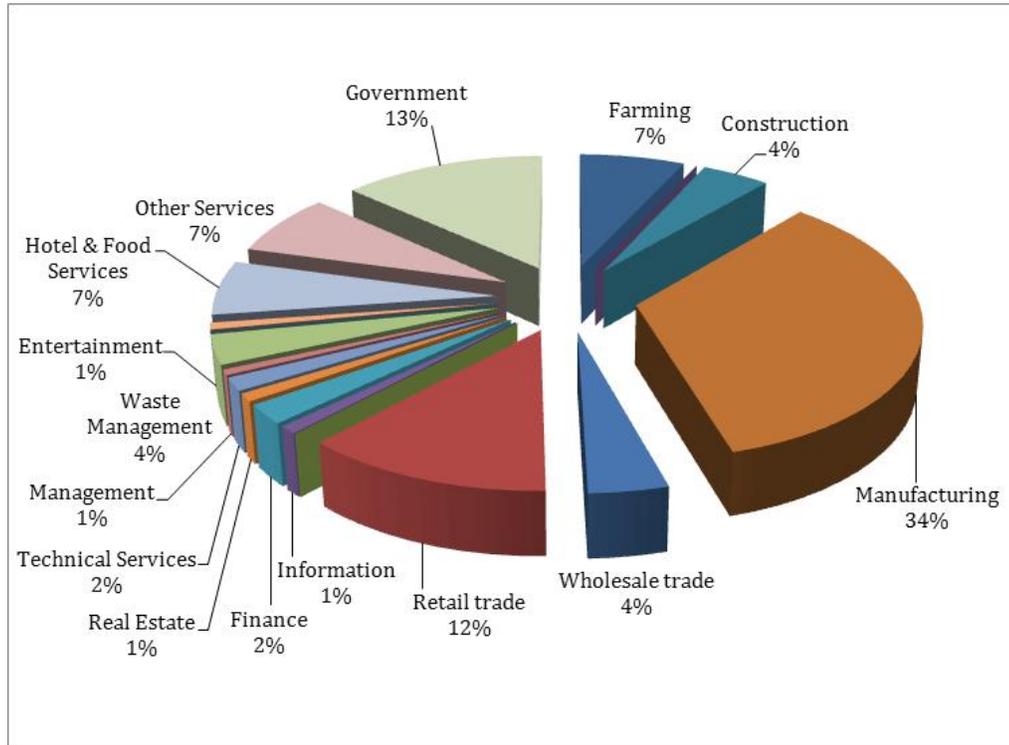
0 1.25 2.5 5 Miles



## **Employment by Industry**

Manufacturing was the largest employer in Whitley County with approximately 4,113 employees. Government jobs was the second largest employer group with 1,600 employees. In addition, retail trade employed about 12 percent of the population.

**Exhibit II.50: Employment by Industry**



Source: U.S. Bureau of Economic Analysis, 2012

## **SUMMARY**

Region 10 has had a slight increase in population of 3.47 percent between 2000 and 2010, and the population is expected to increase by 2.76 percent through the year 2020. The study area's age distribution indicates that Region 10 has an older population with a higher percentage of persons age 65 and older (14.2 percent) as compared to the State (13 percent) and a similar percentage of the population under the age of 24 (34.8 percent) as compared to the State in 2012/2013 (35 percent).

The labor force in the study area consisted of approximately 114,359 individuals in 2014. The average unemployment rate in September 2014 was 4.6 percent, a rate slightly lower than the State's September 2014 unemployment rate of 5.1 percent. The study area's unemployment rate was consistently higher the national and state rates from 2007 to 2009 then dipped below the national and state rates since 2010.

# Existing Services

## III. INVENTORY OF EXISTING SERVICES AND GAPS IN SERVICE

---

### INTRODUCTION

Evaluation of service provider capabilities and analysis of the existing gaps and duplications that exist in the structure of transportation resources throughout each county provides local transportation planners with the necessary foundation for implementing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers to participate in the coordination planning efforts.

Local stakeholders were encouraged to participate in the Coordinated Public Transit-Human Services Transportation Stakeholder Survey and Inventory. The survey was designed for transportation providers, government and non-profit organizations, and funders. Survey questions were intended to update the information obtained during the 2008 Coordinated Public Transit Human Services Transportation Plan. The survey was implemented as a web-based application and follow-up phone calls were conducted to clarify the information provided. Transportation stakeholders from all counties were invited to participate in the inventory survey. Invitations were distributed by mail to known stakeholders representing older adults, individuals with disabilities, and people with low incomes. The opportunity to complete a survey also was announced in local newspapers and several websites, including the Indiana RTAP website, to provide opportunity for participation from public and private organizations as well as the general public. The survey was available in paper format, on-line, and was also made available through email communications. A copy of the survey is provided in the Appendix.

Finally, all stakeholder organizations that were represented at the local public meetings (discussed in the next chapter) were invited to participate in one-on-one reviews of the information provided in the surveys. The purpose of the reviews was to offer stakeholders the opportunity to discuss with the consulting team the specific transportation needs and priorities for their respective communities.

As necessary, information reported in the 2008 Coordinated Public Transit Human Services Transportation Plan was used to supplement and provide a foundation for the public information gathered during this coordination planning effort.

### STAKEHOLDER SURVEY TABULATION AND RESULTS

The survey posting automatically compiled the survey responses into a Microsoft Excel™ database for ease of review and accuracy of tabulations. A list of organizations that either completed a survey or participated in a one-on-one interview is included below:

- ◆ Arc Opportunities, Inc.
- ◆ DeKalb County Council on Aging
- ◆ Huntington County Council on Aging

- ◆ LaGrange County Council on Aging
- ◆ Noble County ARC, Inc.
- ◆ Noble County Council on Aging
- ◆ Northeastern Center
- ◆ Pathfinder Services, Inc.
- ◆ Steuben County Council on Aging
- ◆ Whitley County Council on Aging

**Arc Opportunities, Inc.**

Arc Opportunities is a private, nonprofit human service agency that provides 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. Eligibility is limited to individuals with developmental disabilities.

Arc Opportunities provides curb-to-curb transportation. The fleet includes five vehicles.

**Hours of Operation:**

Vehicles operate between 7:00 AM and 9:00 AM and 3:30 PM to 5:30 PM, Monday through Friday.

**Fare Structure:**

There is no fare structure. Fees are included in client fees.

**DeKalb County Council on Aging.**

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.

The COA provides general public and older adult door-to-door, demand response transportation for using a fleet of 11 vehicles. Nine of the vehicles are used during peak service hours.

Driver training is provided by Indiana RTAP, Midwest, DeKalb County Sheriff Department, and DeKalb County Health Department.

The COA believes that the coordinated transportation effort in DeKalb County needs action in order to be a success. Currently, not enough action is taken by stakeholders to achieve the transportation goals stated in the 2008 plan.

Hours of Operation:

Transportation is available Monday through Friday between 6:00 AM and 6:00 PM. There is no weekend transportation.

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 (suggested donation)

**Age 60+:**

Donations are accepted but not required.

**Huntington County Council on Aging**

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 18 vehicles. Fifteen of the vehicles are used during peak service hours.

Hours of Operation:

Transportation is available Monday through Friday between 6:00 AM and 6:00 PM. Reservations are accepted one day in advance. There is no weekend transportation.

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 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 also 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.

The agency uses agency-owned vehicles and staff designated specifically for transportation. The fleet includes a total of 13 vehicles; ten vehicles are used during peak hours of operation. Drivers are trained through Indiana RTAP, the LaGrange County Sheriff Department, and Parkview LaGrange.

The COA believes that coordinated transportation planning needs action from community leaders in order to achieve positive momentum.

Hours of Operation:

Transportation is available weekdays between 5:00 AM and 5:00 PM. There is no transportation on weekends.

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.

**Noble County ARC, Inc.**

Noble County ARC 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.

Noble County ARC 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 councils on aging in DeKalb, Whitley, Huntington, LaGrange, and Steuben Counties.

Hours of Operation:

Transportation is available as needed for consumers.

Fare Structure:

There is no established fare structure.

## **Noble County Council on Aging**

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 to curb-to-curb transportation, as appropriate for the passengers' needs. Transportation is open to the general public through the Noble Transit System program.

The COA employs drivers and all drivers are trained through the Indiana RTAP program.

The COA/Noble Transit System operates a fleet of 18 vehicles. Eleven vehicles are used during peak hours of service.

### **Hours of Operation:**

Transportation is available Monday through Friday between 5:00 AM and 5:00 PM. There is no transportation on weekends.

### **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

Representatives from the COA indicated that leaders and organizations have reviewed the unmet transportation needs but have not taken action to implement coordinated transportation services.

## **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. Transportation is operated by agency staff using personal vehicles, volunteers, and an organized program with vehicles and staff designated specifically for transportation. Driver training is provided CARF and the insurance company.

Hours of Operation:

Transportation is available Monday through Friday between 7:30 AM and 2:30 PM. There is no transportation on weekends.

Fare Structure:

Transportation is provided at a fare of \$5.00 per one-way trip for agency consumers.

**Pathfinder Services, Inc.**

Pathfinder Services 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 as well as volunteers provide transportation. Reimbursement of mileage or auto expenses are also options for consumer transportation.

Hours of Operation:

Transportation is available Monday through Friday between 6:30 AM and 4:30 PM. There is no transportation on weekends. Passengers may make reservations the day before travel, however, last minute accommodations will be accepted occasionally.

Fare Structure:

There is no fare structure for passengers. Transportation operating revenues are derived from a number of programs and appropriations.

**Steuben County Council on Aging**

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. In 2013, STAR added a shopping run between a senior complex and local shopping areas.

The COA participates in joint training activities, joint dispatching and grant applications, and shares vehicles with other transportation providers in the region.

Hours of Operation:

Transportation is provided between 7:00 AM and 4:30 PM on weekdays. No transportation is provided on weekends.

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 Council on Aging (COA) is located in Columbus, Indiana. The 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-through-door or curb-to-curb, as needed by the consumer. The Whitley County Transit service area includes Columbia City, South Whitley, and Churubusco in Whitley County.

The fleet includes 11 vehicles; 8 vehicles are operated during peak hours of service.

Drivers participate in defensive driving and passenger assistance training provided by Indiana RTAP.

#### **Hours of Operation:**

Transportation is available Monday through Friday between 7:00 AM and 6:00 PM. There is no transportation on weekends.

#### **Fare Structure:**

Base: \$2.00  
Youth: \$1.00  
Elderly/Disabled: None  
Transfer: None

Donations are accepted.

### **Vehicles**

All agencies were invited to provide an updated vehicle inventory list for this plan update. The vehicle inventory is provided in Exhibit III.2. The inventory is based on a combination of stakeholder input and review of the 2013 INDOT Annual Report.

All the transportation providers operate at least one wheelchair accessible vehicle. However, the number of accessible vehicles may be insufficient to meet the needs of individuals with disabilities and older adults.

### **Assessment of Progress since the Coordinated Planning Process Initiated**

Unmet transportation needs and gaps in services appear to be consistent with what was reported in the 2007 Plan with some successes in improving coordination through the regional transportation advisory committee (TAC). Also, Steuben County COA implemented a new run to help address the

unmet transportation needs for older adults to access shopping centers and stores. Transportation providers in the area are in tune to the unmet transportation needs, and they are working together to address those needs in the most efficient and effective manner.

## **SUMMARY**

In order to understand the existing coordination activities throughout this study area, multiple methods for contacting the community and stakeholders were deployed. Responses to outreach activities were utilized to provide a representative sample of the existing level of transportation and inter-agency coordination or cooperation. The findings offer valuable support for the coordinated transportation strategies that will be implemented by transportation providers. The local public transportation providers are primarily based out of human service agencies/senior centers. Primarily, the public transportation providers serve individual counties. This structure is, in part, due to the rural nature of the study area. However, opportunities for out-of-county service are provided by each transportation provider, as are free transfers for individuals wanting to transfer from one agency vehicle to another.

## **COUNTY-BY-COUNTY TRANSPORTATION RESOURCES**

The following paragraphs offer detailed information about the participating organizations that provide or purchase public, private and human service agency transportation services. Information pertaining to each agency and organization was updated from the 2008 Coordinated Plan through one-on-one interviews and referencing the 2013 INDOT Public Transit Annual Report.

**Exhibit III.1: Existing Transportation Services**

<u>Organization/Agency Name</u>	<u>Consumer Eligibility</u>	<u>Eligible Trip Purpose</u>	<u>Wheelchair Accessible Vehicles</u>	<u>DeKalb</u>	<u>Huntington</u>	<u>LaGrange</u>	<u>Noble</u>	<u>Steuben</u>	<u>Whitley</u>
Arc Opportunities, Inc.	Agency Consumers	Based on Consumer Needs	Yes			X	X		
DeKalb County COA/DART	General Public	Any	Yes	X					
Huntington County COA/HAT	General Public	Any	Yes		X				
LaGrange County COA/LCAT	General Public	Any	Yes			X			
Noble County ARC, Inc.	Agency Consumers	Based on Consumer Need	Yes				X		
Noble County COA/ NTS	General Public	Any	Yes				X		
Northeastern Center	Agency Consumers	Based on Consumer Need	Yes	X		X	X	X	
Pathfinder Services, Inc.	Agency Consumers	Based on Consumer Need	Yes		X		X		X
Steuben County COA/STAR	General Public	Any	Yes					X	
Whitley County COA/ WCT	General Public	Any	Yes						X

System	Year	Type	Manufacturer	# of Installed Seats	Wheelchair Capacity	Lift Ramp
Pathfinder Services	1999	Sedan	Mercury			No
Pathfinder Services	1990	Garbage Trk.				No
Pathfinder Services	1991	Truck	Ford			No
Pathfinder Services	1992	Garbage Trk.	Chevrolet			No
Pathfinder Services	1992	Dump Truck	Ford			
Pathfinder Services	1994	Van	Dodge			Yes
Pathfinder Services	1994	Garbage	Mack			No
Pathfinder Services	1995	E-350	Ford			No
Pathfinder Services	1995	E-350	Ford			No
Pathfinder Services	1996	Van	Ford			Yes
Pathfinder Services	1996	Escort	Ford			No
Pathfinder Services	1997	Sedan	Ford			No
Pathfinder Services	1997	Van	Ford			
Pathfinder Services	1997	E-350	Ford			No
Pathfinder Services	1997	Ranger	Ford			No
Pathfinder Services	1998	E-450	Ford			
Pathfinder Services	1998	E-250	Ford			
Pathfinder Services	1998	Escort	Ford			No
Pathfinder Services	1998		Ford			No
Pathfinder Services	1999	E-350	Ford			
Pathfinder Services	1999	C6500	GMC			No
Pathfinder Services	1999	E-350	Ford			
Pathfinder Services	1999	4X4	Ford			No
Pathfinder Services	1999	Windstar	Ford			No
Pathfinder Services	2000	E-250	Ford			No
Pathfinder Services	2000	Sedan	Ford			No
Pathfinder Services	2000	Sedan	Ford			No
Pathfinder Services	2000	Van	Ford			
Pathfinder Services	2000	Bus	Chevy			
Pathfinder Services	2000	Van	Ford			
Pathfinder Services	2000	Caravan	Dodge			
Pathfinder Services	2001	Sedan	Ford			No
Pathfinder Services	2001	Van	Ford			
Pathfinder Services	2001	Van	Ford			
Pathfinder Services	2001	Van	Ford			Yes
Pathfinder Services	2001	Taurus	Ford			No
Pathfinder Services	2002	F-350 dump Trk.	Ford			No
Pathfinder Services	2002	Taurus	Ford			No
Pathfinder Services	2002	Sedan	Saturn			
Pathfinder Services	2003	Van	Ford			
Pathfinder Services	2003	Sedan	Dodge			No
Pathfinder Services	2003	Bus	Ford			
Pathfinder Services	2003	Accord	Honda			No
Pathfinder Services	2003		International			
Pathfinder Services	2004	Sedan	Ford			No
Pathfinder Services	2004	Transit	GM			
Pathfinder Services	2004	Transit	Ford			
Pathfinder Services	2005	Sedan	Ford			No
Pathfinder Services	2005	Bus	Ford			
Pathfinder Services	2005	Transit	Ford			
Pathfinder Services	2005	Transit				
Pathfinder Services	2005	Transit				
Pathfinder Services	2005	E-450	Ford			
Pathfinder Services	2005	Van	Ford			
Pathfinder Services	2005	Van	Ford			

System	Year	Type	Manufacturer	# of Installed Seats	Wheelchair Capacity	Lift Ramp
Pathfinder Services	2006	Taurus	Ford			No
Pathfinder Services	2006	Minivan	Dodge			
Pathfinder Services	2006	Minivan	Dodge			
Pathfinder Services	2006	Sedan	Ford			
Pathfinder Services	2006	450	Ford			No
Pathfinder Services	2006	Caravan	Dodge			
Pathfinder Services	2006	E-450	Ford			
Pathfinder Services	2006	Transit	Ford			
Pathfinder Services	2006	Caravan	Dodge			
Pathfinder Services	2006	Van	Ford			
Pathfinder Services	2007	E-350	Ford			
DART	2006	VN	FORD	8	7	Y
DART	2007	MV	CHEVROLET	3	4	Y
DART	2008	CU	FORD	8	10	Y
DART	2008	MV	CHEVROLET	5	4	Y
DART	2009	VN	FORD	8	7	Y
DART	2010	MV	DODGE	5	4	Y
DART	2011	AO	BUICK	4	4	N
DART	2011	CU	FORD	13	13	N
DART	2013	MV	DODGE	5	4	Y
DART	2013	MV	DODGE	5	4	Y
DART	2013	MV	DODGE	5	4	Y
Huntington County	1998	AO	MERCURY	4	0	N
Huntington County	2000	CU	DODGE	11	2	Y
Huntington County	2001	CU	DODGE	13	0	N
Huntington County	2003	MV	DODGE	6	0	N
Huntington County	2003	AO	BUICK	4	0	N
Huntington County	2005	MV	DODGE	6	0	N
Huntington County	2005	MV	CHEVY/BRAUN	4	1	Y
Huntington County	2005	MV	CHEVY/BRAUN	6	1	Y
Huntington County	2007	MV	CHEVY/BRAUN	4	1	Y
Huntington County	2007	CU	FORD	8	2	Y
Huntington County	2008	MV	CHEVY/BRAUN	4	1	y
Huntington County	2008	MV	CHEVY/BRAUN	4	1	Y
Huntington County	2008	MV	CHEVY/BRAUN	6	1	Y
Huntington County	2010	MV	DODGE	5	1	Y
Huntington County	2010	MV	DODGE	5	1	Y
Huntington County	2010	MV	DODGE	5	1	Y
Huntington County	2010	BU	FORD	8	2	Y
Huntington County	2013	MV	DODGE	5	1	Y
LCAT	2013	CU	FORD	8	2	Y
LCAT	2005	MV	DODGE	6	0	N
LCAT	2000	MV	DODGE	6	0	N
LCAT	2011	CU	FORD	8	2	Y
LCAT	2007	MV	DODGE	6	0	N
LCAT	2008	CU	FORD	8	2	Y
LCAT	2008	MV	CHEVY	5	1	Y
LCAT	2010	MV	DODGE	5	1	Y
LCAT	2010	MV	DODGE	5	1	Y
LCAT	2010	MV	DODGE	5	1	Y
LCAT	2013	AO	FORD	4	0	N
LCAT	2013	AO	FORD	4	0	N
LCAT	2013	MV	DODGE	5	1	Y
Noble Transit	2002	MV	DODGE	7	0	N
Noble Transit	2014	AO	FORD	5	0	N

System	Year	Type	Manufacturer	# of Installed Seats	Wheelchair Capacity	Lift Ramp
Noble Transit	2013	MV	DODGE	4	1	Y
Noble Transit	2010	MV	DODGE	4	1	Y
Noble Transit	2010	MV	FORD	4	1	Y
Noble Transit	2013	MV	DODGE	4	1	Y
Noble Transit	2006	MV	CHEVY	4	1	Y
Noble Transit	2010	MV	DODGE	4	1	Y
Noble Transit	2003	VN	DODGE	13	0	N
Noble Transit	2009	VN	FORD	8	2	Y
Noble Transit	2013	VN	FORD	8	2	Y
Noble Transit	2010	VN	FORD	8	2	Y
Noble Transit	2010	VN	FORD	8	2	Y
Noble Transit	2003	VN	DODGE	9	2	Y
Noble Transit	2008	MV	CHEVY	4	1	Y
Noble Transit	2008	MV	CHEVY	4	1	Y
Noble Transit	2008	MV	CHEVY	4	1	Y
Noble Transit	2002	VN	DODGE	9	2	Y
Steuben Co./STAR #5	2009	BU	FORD	8	2	Y
Steuben Co./STAR #6	2010	BU	FORD	8	2	Y
Steuben Co./STAR #9	2008	MV	Chevy	6	0	Y
Steuben Co./STAR #10	2009	MV	Chevy	6	0	N
Steuben Co./STAR #11	2010	MV	Dodge	6	1	Y
Steuben Co./STAR #12	2012	MV	Dodge	6	1	Y
Steuben Co./STAR #13	2003	MV	Dodge	6	0	N
Steuben Co./STAR #14	2011	MV	Dodge	6	1	Y
Steuben Co./STAR #15	2003	CU	Dodge	12	0	Y
Steuben Co./STAR #16	2004	AO	Chrysler	4	0	N
Steuben Co./STAR #17	2004	AO	Pontiac	4	0	N
Steuben Co./STAR #18	2013	MV	Dodge	6	1	Y
WHITLEY COUNTY COA	2006	VN	FORD	11	2	Y
WHITLEY COUNTY COA	2007	MV	CHEVY	4	2	Y
WHITLEY COUNTY COA	2008	VN	FORD	8	2	Y
WHITLEY COUNTY COA	2008	MV	CHEVY	6	1	Y
WHITLEY COUNTY COA	2009	VN	FORD	8	2	Y
WHITLEY COUNTY COA	2010	VN	FORD	8	2	Y
WHITLEY COUNTY COA	2010	VN	FORD	8	2	Y
WHITLEY COUNTY COA	2011	MV	DODGE	4	2	Y
WHITLEY COUNTY COA	2013	VN	FORD	10	2	Y
WHITLEY COUNTY COA	2013	VN	FORD	8	2	Y
WHITLEY COUNTY COA	2014	VN	FORD	14	0	N

# Needs

## IV. NEEDS ASSESSMENT

### 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 2008 Coordinated Public Transit Human Services Transportation Plan, and agencies that applied for Section 5310 grants from INDOT. Documentation of outreach efforts included in this project to date and the level of participation from each organization is provided in the Appendix. The following paragraphs outline results from the local general public and stakeholder coordinated transportation meetings.

### GENERAL PUBLIC AND STAKEHOLDER MEETINGS

The Kendallville Public Library hosted, and RLS & Associates, Inc. facilitated, two local public meetings to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public. The schedule for the meetings is provided in the following tables:

<b>Date &amp; Time</b>	<b>April 10, 2013 9:30 AM - 11:30 AM</b>	<b>June 6, 2013 9:30 AM - 11:30 AM</b>
<b>Place</b>	Kendallville Public Library	Kendallville Public Library
<b>Address</b>	221 S. Park Ave. Kendallville, IN 46755	221 S. Park Ave. Kendallville, IN 46755

Invitations to the meeting were distributed via the U.S. Postal Service to 75 organizations or individuals 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:

- ◆ Indianapolis STAR Legal Ad
- ◆ DeKalb Star
- ◆ Avilla Nooz
- ◆ News Sun
- ◆ Post and Mail
- ◆ Herald Press

A list of all organizations invited to the meeting and their attendance/non-attendance status is provided in the Appendix.

During the first meeting, the facilitator presented highlights of historical coordinated transportation in the region as well as the activities and results from the 2008 Coordinated

Public Transit Human Services Transportation Plan. Many of the participants in the meetings were involved in the 2008 planning process. Following the presentation, attendees were asked to identify the unmet transportation and mobility needs of the individual counties, and gaps in service. The focus of the discussions was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also affect the general public.

Coordinated transportation stakeholders will consider these unmet needs and gaps in service when developing transportation strategies and grant applications.

### **Unmet Transportation Needs Identified in Region 10**

- ◆ Accessing employment
- ◆ Accessing education and training
- ◆ Accessing childcare
- ◆ Medical related trips
- ◆ Evening and weekend service
- ◆ Social and recreation service
- ◆ Access to shopping
- ◆ Transportation for older adults, individuals with disabilities, children, and people with low incomes
- ◆ Increased service for the Amish community
- ◆ Veterans transportation
- ◆ Non-Emergency medical transportation, especially across county lines, to Indianapolis, and out-of-state
- ◆ Capacity issues
  - Vehicles, especially wheelchair accessible vehicles are at max capacity
- ◆ Escort or attendants to accompany passengers
- ◆ Same-day scheduling
- ◆ Community education about service
- ◆ Funding
- ◆ Limited transit staffing, administration, and driver pools

### **Challenges to Coordinated Transportation**

- ◆ Fear of losing control over certain aspects of their transportation services is preventing some agencies from coordinating
- ◆ Lack of knowledge about how to coordinate and its benefits
- ◆ Providers are not aware of their fully allocated cost for providing transportation, and, therefore, do not fully understand the potential fiscal benefits

There are numerous challenges to the initial coordination of human service agency and public transportation in any community and region. Some of the unmet transportation needs listed in Exhibit IV.1 are unmet because of the level of difficulty to implement strategies that will address them or funding to support the activity is not available. While these needs remain top, some may take more time to implement because of the necessary steps and changes that must precede

them. Additionally, some of the unmet transportation needs may be addressed before the top priority needs simply because they are easily addressed and/or they are a step that will improve the likelihood of implementing a priority improvement.

While there are challenges to implementing coordination among various transportation providers, services, and funding sources, it is important to note that transportation coordination is being successfully implemented throughout the country and in Indiana. Therefore, issues such as conflicting or restrictive State and Federal guidelines for the use of funding and vehicles, insurance and liability, and unique needs presented by the different populations served, to name a few, should challenge, but not stop, a coordination effort. There are many resources available to assist communities as they work together to coordinate transportation. Contact the Indiana Department of Transportation, Public Transit Section (INDOT) (<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 study area. Surveys were available on-line, at various non-profits, and public libraries.

The following survey summary includes the information gained from 293 surveys from the general public. Each chart is based on the number of responses received for individual questions. If an individual skipped a question or did not provide an eligible answer, the distribution of responses for that particular question will be based on fewer than 40 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: 46 Surveys
- ◆ Huntington County: 78 Surveys
- ◆ LaGrange County: 102 Surveys
- ◆ Noble County: 11 Surveys
- ◆ Steuben County: 35 Surveys
- ◆ Whitley County: 21 Surveys

Regional survey results follow. Results from the individual counties are provided following the regional results.

### **Time of Day When Transportation is Needed**

Respondents were asked what time of day they need transportation on a regular basis. Responses to multiple categories were accepted, therefore the total results equal more than 100 percent. Results indicate that the unmet need is more common between 5:00 AM and 8:30 AM for DeKalb, LaGrange and Steuben Counties. The need for transportation between 8:30 AM and 5:00 PM is also frequent in all counties except Whitley. The need for transportation after 8:00 PM was most commonly cited in LaGrange County.

**Exhibit IV.1: Time of Day when Transportation is needed on a Regular Basis by County**

What time do you need transportation on a regular basis?				
County	5:00 AM-8:30 AM	8:30 AM - 5:00 PM	5:00 PM- 8:00 PM	8:00 PM-10:00 PM
DeKalb	16.7%	13.3%	0.0%	3.3%
Huntington	15.9%	18.2%	11.4%	6.8%
LaGrange	26.1%	9.1%	23.9%	4.5%
Noble	10.0%	10.0%	0.0%	10.0%
Steuben	21.7%	13.0%	8.7%	4.3%
Whitley	5.0%	0.0%	5.0%	5.0%

**Common Trip Purposes**

The most common trip purposes for which transportation is needed on a regular basis was consistently medical appointments and shopping, in all counties. In Whitley County, 90 percent of respondents need transportation for medical appointments on a regular basis. In other counties, the same trip purpose ranged from 43 to 68 percent of respondents. The third most common trip purpose needed was to visit family and friends. It is noted that the majority of survey respondents in all counties were older adults.

**Exhibit IV.2: Trip Purposes for Which You Need Transportation on a Regular Basis by County**

What are the trip purposes for which you need transportation on a regular basis?							
County	Training/Education	Kids to Childcare/School	Shopping	Doctors/Dentist/Other Medical	Visiting Family/Friends	Recreational Activities	Weekend & Holiday Travel
DeKalb	6.7%	3.3%	33.3%	66.7%	10.0%	10.0%	10.0%
Huntington	6.8%	6.8%	40.9%	68.2%	15.9%	15.9%	9.1%
LaGrange	2.3%	11.4%	18.2%	43.2%	14.8%	5.7%	5.7%
Noble	60.0%	10.0%	40.0%	60.0%	10.0%	40.0%	10.0%
Steuben	8.7%	4.3%	73.9%	47.8%	34.8%	34.8%	26.1%
Whitley	0.0%	0.0%	60.0%	90.0%	25.0%	35.0%	20.0%

**Geographic Access to Transportation**

Survey respondents were asked if their transportation options are limited because of where they live. The minority of survey respondents in all counties responded affirmatively to the question, indicating that they have access to transportation where they live. As illustrated in exhibit IV.4, access to transportation is most likely to mean access to a personal vehicle.

**Exhibit IV.3: Transportation Options Limited Because of Where Respondents Live, by County**

Is your transportation limited because of where you live?	
County	Yes
DeKalb	14.3%
Huntington	19.0%
LaGrange	15.6%
Noble	25.0%
Steuben	13.3%
Whitley	12.5%

**Mode of Transportation**

Survey respondents were asked how they usually get places. In all counties except Noble and Whitley, the most common response was “personal car/vehicle.” Family and friends or agency/senior center ranked second or third in all participating counties. In Noble County, most survey respondents used public transportation, agency/senior center transportation, or rode a bicycle/walked. In Whitley County, the most common mode of transportation among survey respondents was family and friends.

**Exhibit IV.4: Most Common Mode of Transportation by County**

How do you usually get places?								
County	Personal car/ Vehicle	Bicycle/ Walk	Family/ Friends	Vanpool/ Carpool	Public Transportation	Agency/ Senior Center	Taxi	Other
DeKalb	65.9%	13.6%	29.5%	0.0%	13.6%	18.2%	0.0%	6.8%
Huntington	60.0%	20.0%	29.3%	1.3%	13.3%	9.3%	1.3%	2.7%
LaGrange	26.7%	38.6%	26.7%	3.0%	30.7%	5.9%	17.8%	41.6%
Noble	10.0%	50.0%	40.0%	0.0%	60.0%	50.0%	0.0%	0.0%
Steuben	67.6%	5.9%	11.8%	0.0%	20.6%	8.8%	0.0%	0.0%
Whitley	25.0%	15.0%	55.0%	10.0%	30.0%	35.0%	0.0%	5.0%

**Ratings for Passenger or Public Transportation**

Survey respondents were asked to rate how accurately the following statement applies to them: “I have a car, but I would use/continue to use public transportation to do the following, if available.” The ratings were on a scale of 1 to 4 with “1” being the highest rating. In all participating counties, the ratings were moderately favorable to using public transportation to get to work. Overall, Noble and Whitley Counties had the most favorable ratings toward using public transportation. DeKalb County tended to have the least favorable ratings toward using public transportation, compared to the other counties in the study area.

**Exhibit IV. 5: I have a Car, but I would Use/Continue to Use Public Transportation to do the Following by County**

I have a car, but I would use/continue to use public transportation to do the following, if available:				
County	Get to work.	Get to medical appointments.	Get to shopping, social events, entertainment.	Get to service provider appointments.
DeKalb	2.1	2.3	2.7	2.4
Huntington	2.2	2.1	2.3	2.1
LaGrange	2.2	1.9	2.1	2.2
Noble	1.5	1.3	1.3	1.3
Steuben	2.3	2.3	2.1	2.4
Whitley	1.0	1.3	1.5	1.3

Survey respondents were asked to rate their current transportation on a scale of 1 to 4, with 1 being the highest/strongest rating. The following exhibit illustrates the distribution of responses by topic and county. In all participating counties, survey respondents indicated that their current transportation does a good job of getting them where they need to go and is equipped to accommodate disability or accessibility needs.

**Exhibit IV.6: Rating the Transportation Used by Survey Respondents by County**

The transportation I use:							
County	Does a good job of getting me where I need to go.	Makes me wish there was something better.	Limits where I can work.	Is difficult for me to afford.	Makes it easy to do errands.	Is difficult for me to board.	Is not equipped to accommodate my disability accessibility needs.
DeKalb	1.2	3.0	3.1	2.8	1.5	3.4	3.4
Huntington	1.3	3.0	2.7	2.7	1.8	3.6	3.3
LaGrange	1.4	3.0	3.2	3.3	2.1	3.6	3.5
Noble	1.2	2.4	2.2	2.3	1.6	2.9	2.5
Steuben	1.3	3.2	3.3	3.2	1.3	3.6	3.6
Whitley	1.0	3.2	1.0	2.4	1.6	3.6	3.5

Survey respondents were asked what characteristic of public transportation service would encourage them to use it regularly. Rating of “1” is the highest possible score, rating of “4” is the lowest. The responses varied by county and no single reason stands out as an indication for a reason not to use public transportation. In DeKalb and Noble Counties, individuals indicated not feeling safe on vehicles. In Noble County, individuals also indicated that they would use public buses more often if they knew what was available.

### Exhibit IV. 7: Transportation Service That Would Encourage People to Ride by County

I would use public buses regularly if:									
County	I knew what was available.	There were bus routes where I lived.	Wait time for pick-up was shorter.	Bus arrival time was more reliable.	It was easier for me to schedule.	I felt safe.	Someone taught me to use the bus.	Buses were easier to board.	Language was not a problem.
DeKalb	1.9	1.8	2.1	2.2	2.2	1.6	2.3	2.6	2.4
Huntington	2.4	2.3	2.9	2.6	2.5	2.8	3.0	3.3	2.6
LaGrange	2.4	2.5	2.6	2.7	2.4	2.4	2.7	3.0	2.2
Noble	1.3	1.5	1.8	1.8	2.4	1.8	2.6	1.5	1.8
Steuben	2.4	2.4	2.5	2.4	2.5	2.2	3.1	2.7	2.6
Whitley	2.5	2.3	3.0	3.3	2.3	1.4	2.7	3.0	1.8

### Survey Respondent Demographics and Socio-Economic Conditions

The following exhibit outlines the age and gender demographics of individuals who participated in the public survey. While the survey was available at public libraries, individuals under age 19 were not strongly represented in the survey results.

### Exhibit IV.8: Age and Gender of Survey Respondents

County	Demographics - Age					Gender	
	Under 19	20-34	35-54	55-64	65 and Over	Male	Female
DeKalb	0.0%	9.3%	11.6%	16.3%	62.8%	35.7%	64.3%
Huntington	0.0%	22.2%	36.1%	15.3%	26.4%	22.9%	77.1%
LaGrange	8.1%	32.3%	14.1%	13.1%	32.3%	32.6%	67.4%
Noble	0.0%	36.4%	54.5%	9.1%	0.0%	40.0%	60.0%
Steuben	0.0%	8.8%	38.2%	26.5%	26.5%	25.8%	74.2%
Whitley	0.0%	0.0%	15.0%	15.0%	70.0%	17.6%	82.4%

Survey respondents were invited to list their total annual household income. Household income is an indication of a need for public transportation as well as a potential need for services from local human service agency programs.

### Exhibit IV.9: Annual Household Income, by County

County	Total Annual Household Income				
	\$0-9,999	\$10,000- \$19,999	\$20,000- \$29,999	\$30,000- \$44,999	\$45,000
DeKalb	16.2%	16.2%	29.7%	18.9%	18.9%
Huntington	30.0%	35.0%	18.3%	13.3%	3.3%
LaGrange	18.4%	25.0%	14.5%	19.7%	22.4%
Noble	37.5%	12.5%	25.0%	12.5%	12.5%
Steuben	9.4%	15.6%	12.5%	18.8%	43.8%
Whitley	37.5%	31.3%	25.0%	0.0%	6.3%

Survey respondents were asked a few questions to describe their proficiency with the English Language. In all other cases, all or nearly all of survey respondents indicated that English is their first language. A small percentage of the survey respondents from Noble and Whitley Counties

indicated a need for transportation information to be translated into a language other than English.

**Exhibit IV.10: Limited English Proficiency**

	Is English Your First Language?	Do You Need Access to Transportation Information in a Language Other than English?
County	Yes	Yes
DeKalb	97.1%	0.0%
Huntington	98.6%	0.0%
LaGrange	50.0%	0.0%
Noble	100.0%	9.1%
Steuben	97.0%	0.0%
Whitley	100.0%	5.3%

# Implementation

## V. IMPLEMENTATION PLAN

---

The second coordinated public and stakeholder meeting was well attended with representation from human service organizations and the general public. The group was provided with results of the community and agency surveys and a list of potential coordinated transportation goals and strategies that were created based on input from surveys, interviews, and input during the previous local meeting.

**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 continued and increasing travel demand from individuals with disabilities and maintain the fleet.**

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 in order 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 will be implemented upon the available resources during the implementation time period.

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

**Strategy 1.1:** Distribute the locally-adopted Coordinated Public Transit-Human Services Transportation Plan to stakeholders in each county and to any elected official who works with or represents older adult facilities, faith-based organizations, human service agencies, medical facilities, non-profits, for-profit agencies, and major employers that serve older adults, people with disabilities, and individuals with low incomes.

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

<u>Implementation Time Frame:</u> Near Term (1-24 months)	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> Email if possible. Or, minimal expense for printing and postage.	
<u>Potential Grant Funding Sources:</u> Federal Transit Administration Section 5311 or local grants.	

**Responsible Parties:** All Section 5311 or 5310 grant recipients in the region will be responsible for adopting the plan and the initial distribution of it. All participating stakeholders will be

responsible for sharing the plan or links to the plan with their consumers and other stakeholders.

**Performance Measures:**

- ◆ Number of documents distributed (electronically or mail) to community stakeholders in each county.
- ◆ Updated mailing list is established and saved for future plan updates.
- ◆ Number of new organizations added to the mailing list from each county.

**Strategy 1.2:** Maintain the coordination of transportation providers from each county through regular Transportation Advisory Committee (TAC) meetings.

**Counties Included:** DeKalb, Noble, Steuben, LaGrange, and Whitley 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 to attend meetings.	
<u>Potential Grant Funding Sources:</u> NA	

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

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

Implementation Time Frame:

Mid-Term (13-24 months)

Staffing Implications:

No additional staff required.

Implementation Budget:

Expenses associated with printing the brochure or developing and maintaining the website could range from \$500 to \$1,500.

Potential Grant Funding Sources:

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.

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

Implementation Time Frame:

Ongoing

Staffing Implications:

No additional staff required.

Implementation Budget:

No additional costs but existing staff will need to incorporate the responsibility into current job duties.

Potential Grant Funding Sources: NA

**Responsible Parties:** All members of the TAC will focus on improving their inventory of available resources so that 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 who 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.

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

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> No additional staff required.
<u>Implementation Budget:</u> No additional funding needed. But staff time will be required to create the presentation(s) and attend local meetings.	
<u>Potential Grant Funding Sources:</u> NA	

**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:** 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.

**Counties Included:** DeKalb, Noble, Steuben, LaGrange, and Whitley 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.
- ◆ Diversify availability of local matching funds for transportation providers by coordinating vehicle purchases across multiple agencies for multiple years.

**Strategy 3.2:** Utilize a coordinated approach to submitting Section 5310/5311 capital applications to INDOT to meet vehicle replacement/expansion needs.

**Counties Included:** DeKalb, Noble, Steuben, LaGrange, and Whitley 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. Section 5310 and 5311 programs require local match. Local match of 20% is required for capital applications. Local match 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 the schedules stating when they plan to purchase replacement and

expansion vehicles and share 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 leads to additional local funding.
- ◆ Diversify availability of local matching funds for transportation providers by coordinating vehicle purchases across multiple agencies for multiple years.

**Strategy 3.3:** Evaluate the feasibility of vehicle sharing among area providers as schedules permit to increase transportation options and save on capital costs.

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

Implementation Time Frame:

Near-Term (1-12 months)

Staffing Implications:

NA

Implementation Budget:

Price of vehicles and equipment.

Potential Grant Funding Sources: Section 5311 (rural) for public transportation providers; Section 5310 for human service agencies and public transportation providers (Local match required). 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 transportation providers.

**Performance Measures:**

- ◆ Number of vehicle sharing arrangements.
- ◆ Reduced capital costs per agency.

**Strategy 3.4:** Obtain vehicles that are as fuel-efficient as possible, to address cost and environmental impact concerns.

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

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

**Strategy 4.1:** Evaluate the need to implement an affordable on-demand, Vanpool, or Taxi Voucher Program (where taxi service exists) in each County for individuals with low incomes who need to stop at childcare facilities in transit to/from employment.

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

<u>Implementation Time Frame:</u> Long-Term (2 to 4 Years)	<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 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 transportation providers.



**Performance Measures:**

- ◆ Opportunities for vanpool or on-demand services are evaluated.
- ◆ Applications for funding to support on-demand services or vanpools are submitted and local match is secured.
- ◆ Number of passenger trips provided through the new mode of service.

**Strategy 4.2:** 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.

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

<p><u>Implementation Time Frame:</u> Long-Term (2 to 4 Years)</p>	<p><u>Staffing Implications:</u> Dedicated time from existing staff at each transportation provider agency and a lead individual to coordinate the information into a report.</p>
<p><u>Implementation Budget:</u> Utilize existing budgets and staff.</p>	
<p><u>Potential Grant Funding Sources:</u> Section 5311 Programs, or human service agency budgets (depending upon the program that is participating).</p>	

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

**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.

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

**Strategy 5.1:** Evaluate staffs to determine if additional personnel are needed to effectively manage and operate the transportation services.

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

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> May result in re-assignment of staff responsibilities.
<u>Implementation Budget:</u> No costs to implement. Additional training for staff will be needed if re-assignment of duties occurs.	
<u>Potential Grant Funding Sources:</u> N/A	

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

**Performance Measures:**

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

**Strategy 6.2:** Coordinate training programs and work with Indiana RTAP to ensure that drivers are properly trained to assist clients with all types of disabilities and not just individuals with wheelchairs.

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

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Additional staff time for training will be required.
<u>Implementation Budget:</u> Possibility for minimal training expenses. Expenses can be shared among the organizations that share training courses.	
<u>Potential Grant Funding Sources:</u> N/A	

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

**Performance Measures:**

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

**Strategy 5.3:** Consider the utilization of volunteers to extend services and meet systems' respective staffing needs. Note that umbrella insurance is available to address liability concerns.

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

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> Volunteers could be used instead of hiring additional staff.
<u>Implementation Budget:</u> Cost of insurance to cover new volunteer drivers.	
<u>Potential Grant Funding Sources:</u> Section 5311 for public transportation providers (50% local match required). Local match may be derived from any non-U.S. DOT Federal funding program, state and local programs, or businesses.	

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

**Performance Measures:**

- ◆ Number of volunteers hired.
- ◆ Number of additional trips provided during extended hours of operation.
- ◆ Customer satisfaction.

**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.

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

<u>Implementation Time Frame:</u> Near-Term (1-12 months)	<u>Staffing Implications:</u> Additional staff time to coordinate the application process.
<u>Implementation Budget:</u> No costs to implement. Additional revenue from coordinated applications is likely.	
<u>Potential Grant Funding Sources:</u> N/A	

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

**Performance Measures:**

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

**Strategy 6.2:** Provide on-going, regional community education and awareness activities about unmet transportation needs, gaps in services, and challenges of providing transportation.

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

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Additional staff time to promote awareness.
<u>Implementation Budget:</u> No costs to implement.	
<u>Potential Grant Funding Sources:</u> N/A	

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

**Performance Measures:**

- ◆ Number of times the topic of transportation challenges appears on local meeting agendas.
- ◆ Additional funding received from local and regional contributions.
- ◆ Increase in the number of supporters of transportation services.

**Strategy 6.3:** Seek funding from non-traditional and national funding programs and resources.

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

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Additional staff time to find funding opportunities.
<u>Implementation Budget:</u> No costs to implement.	
<u>Potential Grant Funding Sources:</u> 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.

# Conditions

## VI. POTENTIAL GRANT APPLICATIONS

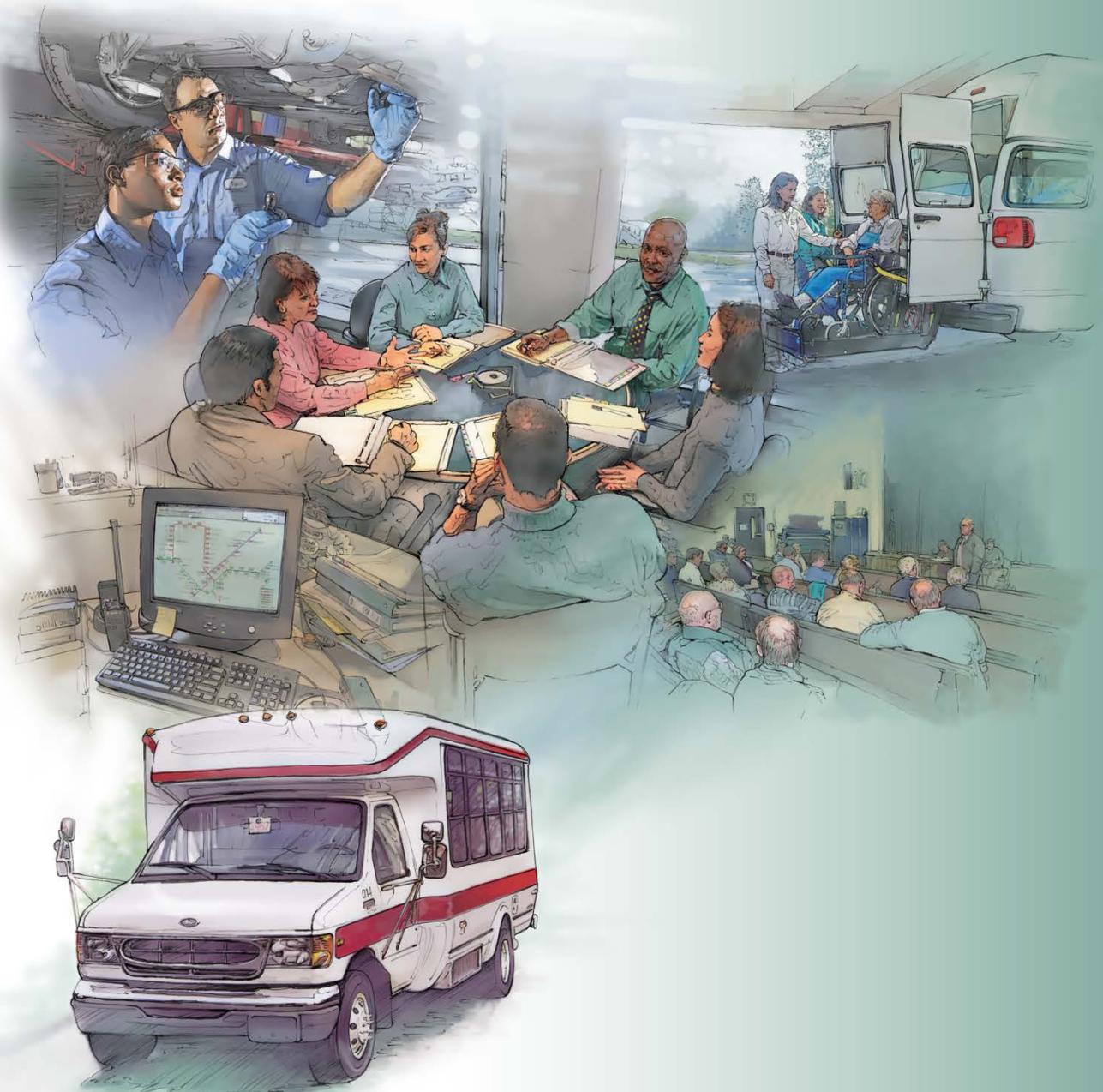
---

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 Federal MAP-21 grant program 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 2017. It is noted that a coordinated transportation working group (such as a regional transportation advisory committee) should update this plan on an annual basis and as new coordinated transportation strategies and objectives are developed.



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



# Table of Contents

INDOT Region 10 Check Sheet .....	A-1
Newspaper Announcements	
Meeting 1: 4/10/13 .....	A-3
Meeting 2: 6/5/13.....	A-5
INDOT Region 10 Mailing List.....	A-6
Meeting Invitations	
Meeting 1.....	A-8
Meeting 2.....	A-10
Presentations	
Meeting 1.....	A-12
Meeting 2.....	A-19
Sign-in Sheets .....	A-29
Public Survey Posting .....	A-31
Public Survey Instrument .....	A-32

## INDOT REGION 10 CHECK SHEET

### Focus Group

#### *Stakeholder and General Public Meetings*

Date: Meeting 1: 04/10/13 Meeting 2: 06/5/13

Locations: Kendallville Public Library, Kendallville, IN; Noble County Council on Aging, Kendallville, IN

#### *Invitations Distributed*

U.S. Mail: Meeting 1: 03/25/13 Meeting 2: 05/16/13

Email: 03/25/13 and 05/16/13

Web Posting:

Newspaper Notice: Indy Star, DeKalb Star, Avilla Nooz, News Sun, Post and Mail, Herald Press

Radio/TV PSAs:

Other:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Events were open to all individuals, including hearing impaired.

Information was provided in alternative formats, upon request.

Interpreters provided, upon request.

Number of Attendees (by location & date): Meeting 1: 10 (04/10/13); Meeting 2: 10 (06/5/13)

Invitation letter and mailing list attached.

Copies of flyers, brochures, etc.

Copy of Public Notice from each newspaper in which it appeared

Copy of email invitation and mailing list attached.

Attendee List attached.

Copy of web posting (if available)

Focus Group Summary Included in Report

### Surveys

Date(s) Surveys Were Distributed: March – August 2013

U.S. Mail

Web Posting: Survey Monkey

E-mail Upon request

Other (please specify): Public Libraries

Newspaper Notice:

Radio/TV PSAs:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Number of Surveys Distributed:

Number of Surveys Returned: 293

Listing of Survey Recipients attached

**Other Outreach Efforts**

- Flyers or Brochures
- Senior Centers
- Community Centers
- City/County Offices
- Other: Telephone interviews with key stakeholders

Teleconferences – Consultants called organizations to request follow-up information. Organizations that did not participate, but major transportation providers, were contacted by telephone to verify that they received the invitation/meeting notice.

Miscellaneous Meetings, Conferences, etc.:

If other activities include meetings, conferences, etc., please indicate the following information for each event:

The Indiana Department of Transportation is conducting a regional coordinated public transit-human services transportation plan update meeting for DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley Counties. The public meeting will be held on **April 10, 2013 from 9:30 a.m. to 11:30 p.m.** at the **Kendallville Public Library, 221 S. Park Ave, Kendallville, IN 46755**. The agenda includes the content of the current plan, unmet transportation needs, existing coordination efforts, and the process for developing an action plan for 2013-2017. **This public meeting will provide a unique opportunity for the public to share transit needs and vision for their community. Transportation providers, human service agencies, and other advocates will also want to attend to discuss this important topic.**

Agencies who receive or intend to receive funding under MAP-21 Section 5310 and Section 5311 programs must participate in coordination planning and development.

Please RSVP by April 9, 2013 to Megan Lawson, Indiana Rural Transit Assistance Program at 800-709-9981 or [mlawson@indianartap.com](mailto:mlawson@indianartap.com).

The Kendallville Public Library is an accessible facility. If you require any additional assistance, please contact Megan Lawson, at 800-709-9981 or [mlawson@indianartap.com](mailto:mlawson@indianartap.com).

Interested parties unable to attend may send their comments to Zach Kincade at: [zkincade@rlsandassoc.com](mailto:zkincade@rlsandassoc.com) or to RLS & Associates, Inc. 3131 S. Dixie Hwy. Suite 545 Dayton, OH. 45439.

LEGAL AD PREPAY  
MARION COUNTY, INDIANA

To: INDIANAPOLIS NEWSPAPERS  
307 N PENNSYLVANIA ST - PO BOX 145  
INDIANAPOLIS, IN 46206-0145

PUBLISHER'S CLAIM

LINE COUNT

Display Matter - (Must not exceed two actual lines, neither of which shall total more than four solid lines of the type in which the body of the advertisement is set). - number of equivalent lines	_____
Head - Number of lines	_____
Body - Number of lines	_____
Tail - Number of lines	_____
Total number of lines in notice	_____

COMPUTATION OF CHARGES

<u>44.0</u> lines <u>2.0</u> columns wide equals <u>88.0</u> equivalent lines at <u>.487</u> cents per line	\$ <u>42.86</u>
Additional charge for notices containing rule and figure work (50 per cent of above amount)	_____
Charges for extra proofs of publication (\$1.00 for each proof in excess of two)	<u>.00</u>
<b>TOTAL AMOUNT OF CLAIM</b>	<b>\$ <u>42.86</u></b>

DATA FOR COMPUTING COST

Width of single column <u>5.8</u> ems	Size of type <u>7</u>
Number of insertions <u>1.0</u>	

Pursuant to the provisions and penalties of IC 5-11-10-1, I hereby certify that the foregoing account is just and correct, that the amount claimed is legally due, after allowing all just credits, and that no part of the same has been paid.

I also certify that the printed matter attached hereto is a true copy, of the same column width and type size, which was duly published in said paper 1 times. The dates of publication being between the dates of:

**03/25/2013 and 03/25/2013**

Additionally, the statement checked below is true and correct:

- Newspaper does not have a Web site.
- Newspaper has a Web site and this public notice was posted on the same day as it was published in the newspaper
- Newspaper has a Web site, but due to a technical problem or error, public notice was posted on \_\_\_\_\_
- Newspaper has a Web site but refuses to post the public notice.

*Henry Dodson*

DATE: 03/25/2013

Title: Clerk

## NEWSPAPER ANNOUNCEMENT MEETING 2

The Indiana Department of Transportation is conducting a regional coordinated public transit-human services transportation plan update meeting for DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley Counties. The public meeting will be held on **June 5, 2013 from 10:00 a.m. to 12:00 p.m.** at the **Noble County Council on Aging, 111 Cedar Street, Kendallville, IN 46755**. The agenda includes review of the meeting that took place on April 10<sup>th</sup> and focuses on developing an implementation plan for transportation strategies to address the identified needs. **This public meeting will provide a unique opportunity for the public to share transit needs and vision for their community. Transportation providers, human service agencies, and other advocates will also want to attend to discuss this important topic.**

The public is encouraged to attend. Agencies who receive or intend to receive funding under FTA Section 5310 and Section 5311 programs must participate in coordination planning and development.

Please RSVP by June 4, 2013 to Megan Lawson, Indiana Rural Transit Assistance Program at 812-372-3794 or [mlawson@indianartap.com](mailto:mlawson@indianartap.com).

The Noble County Council on Aging is an accessible facility. If you require any additional assistance, please contact Megan Lawson, at 800-709-9981 or [mlawson@indianartap.com](mailto:mlawson@indianartap.com).

Interested parties unable to attend may send their comments to Zach Kincade at: [zkincade@rlsandassoc.com](mailto:zkincade@rlsandassoc.com) or to RLS & Associates, Inc. 3131 S. Dixie Hwy. Suite 545 Dayton, OH. 45439.

Organization	Contact Person	Address Line 1	Address Line 2	City	State	Zipcode
Adams County COA	Sharon Tester	313 W. Jefferson, Rm. 120		Decatur	IN	46733
Allen County COA	Jenny Showalter	2927 Lake Avenue		Fort Wayne	IN	46805
Alternative Lifestyles	Floyd Prisock	0095 N 250 W Box 1		LaGrange	IN	46761
ARC of LaGrange County	Kirk Stoltzfus, Program Director	0235 W. 300 N.		Howe	IN	46746
CANI Head Start	Mary Lee Freeze	227 E. Washington Blvd	P.O. Box 10570	Fort Wayne	IN	46853
City of Angola, City Hall	Honorable Mayor Richard Hickman	210 N. Public Square		Angola	IN	46703
City of Auburn	Honorable Mayor Norman E. Yoder	210 East Ninth St.		Auburn	IN	46706
City of Columbian City	Honorable Mayor Ryan Daniel	112 S. Chauncey St.		Columbia City	IN	46725
City of Huntington	Honorable Mayor Brooks Fetters	300 Cherry St.		Huntington	IN	46750
Community & Family Services, Inc.	Andrew Glentzer, Executive Director	521 S. Wayne Street	P. O. Box 1087	Portland	IN	47371
Community Living, Inc.	Joni Hawkins	2060 N 175 W		Angola	IN	46703
Dekalb Co Estrn Comm Sch Dist	Dr. Jeffrey Stephens	300 East Washington		Butler	IN	46721
DeKalb Co. Office DFR	Mary Southern, Director	934 W. 15th St.		Auburn	IN	46706
DeKalb County Commissioner's Office	Donald Grogg	100 S. Main St, 2nd Floor Courthouse		Auburn	IN	46706
Dekalb County Council on Aging	Meg Zenk	1800 E 7th St.		Auburn	IN	46706
DeKalb County Highway Department	Eric Patton	306 East Ensley		Auburn	IN	46706
Dubois-Pike-Warrick Economic Opportunity Committee, Inc. (TRICAP)	Joyce Fleck	607 Third Ave	P.O. Box 729	Jasper	IN	47547
Four County Area Vocational Cooperative	Tim Holcomb	1607 East Dowling St		Kendallville	IN	46755
Fremont Community School Head Start	Susan Swager	P.O. Box 703		Fremont	IN	46737
Fremont Community Schools	Loraine Vaughn	110 West Toledo St.		Fremont	IN	46737
Hamilton Community Schools	John Dutton	901 South Wayne St.		Hamilton	IN	46747
Hickory Creek at Huntington	Joe McPhearson	1425 Grant St.		Huntington	IN	46750
Huntington Co. Comm. School Corp.	Doug Waldvogel	1360 Warren Rd		Huntington	IN	46750
Huntington Co. Council on Aging	Holly Saunders	354 North Jefferson		Huntington	IN	46750
Huntington County Chamber of Commerce	Steve Kimmel	305 Warren St		Huntington	IN	46750
Huntington County Commissioners	Leon Hurlburt	201 N. Jefferson St.	Rm. 301	Huntington	IN	46750
Huntington Head Start	Beth Wickham	1255 Engle St.		Huntington	IN	46750
Huntington Office of Community Development	Mark Mussman	201 N. Jefferson St	Rm. 204	Huntington	IN	46750
IMPACT Program	Whitley County Consolidated Schools	107 N. Walnut St., Suite A		Columbia City	IN	46725
J.J.R. Mobilty, Inc	Charles Dean	4717 Speedway Drive	Suite B	Fort Wayne	IN	46802
LaFontaine Center	Lynn Gamble	208 W. State St.		Huntington	IN	46750
LaGrange Co. Office DFR	Jan Lung, Director	836 N. Detroit St.		LaGrange	IN	46761
LaGrange County Commissioner's Office		114 W Michigan Street		LaGrange	IN	46761
LaGrange County Council on Aging	Cheri Perkins	P.O. Box 107		LaGrange	IN	46761
LaGrange County Highway Department	Jeffrey Brill	300 E Factory Street		LaGrange	IN	46761
League for the Blind and Disabled	David Nelson, President	5821 South Anthony Blvd.		Fort Wayne	IN	46816
M.S.D. Steuben County	Scott Poor	350 S. John McBride Ave		Angola	IN	46703
Millers Mary Mannor	Steve Baker	640 W. Ellsworth		Columbia City	IN	46725
Noble Co. Office DFR	Sarah Kleinknight, Director	107 Weber Rd.		Albion	IN	46701
Noble County ARC, Inc.	Lonnie Waltenberger	506 S. Orange St		Albion	IN	46701
Noble County Commissioners' Office	Gary Leatherman	101 N. Orange St.		Albion	IN	46701
Noble County Council on Aging	Gregg Parker	111 Cedar Street		Kendallville	IN	46755
Noble County Highway Department	Mark Goodrich	1118 E. Main Street		Albion	IN	46701
Northeastern Center	Dave Himmelhaver	220 South Main Street, P.O. Box 817		Kendallville	IN	46755
Northeastern Indiana Regional Coordinating Council	Dan Avery, Executive Director	Rm. 630 City-County Bldg	Rm. 630	Fort Wayne	IN	46802
Norwood Nursing Center	Dan Crooke	3720 N. Norwood Rd.		Huntington	IN	46750
Oak Brook Village	Shane McVoy	850 Ash St.		Huntington	IN	46750
Oak Pointe	Kay McAtee	413 North Wolf Rd.		Columbia City	IN	46725
Passages, Inc.	Tim O'Neill	301 W. Van Buren Street	Suite 201	Columbia City	IN	46725
Pathfinder Service Inc	Chris Kauffman	P.O. Box 1001		Huntington	IN	46750
Prairie Heights Comm. Sch. Cor	Vicki Walker	0305 South 1150 East		LaGrange	IN	46761
R.I.S.E., Inc.	Denise Payton	1600 Wohlert		Angola	IN	46703
Renaissance Village	Deb Mills	6050 South 800 East Stage 92		Ft. Wayne	IN	46818

Organization	Contact Person	Address Line 1	Address Line 2	City	State	Zipcode
Southwestern Indiana Mental Health Center		415 Mulberry St		Evansville	IN	47620
Steuben Co. Office DFR	Director	202 E Harcourt Rd		Angola	IN	46703
Steuben County Commissioners' Office	Ronald Smith	317 S. Wayne St, Ste. 3L		Angola	IN	46703
Steuben County Council on Aging	Sharon Stroh	317 S Wayne, Suite 1B		Angola	IN	46703
Steuben County Highway Department	Ken Penick	1900 N 200 W		Angola	IN	46703
The Howe School	ATTN: George Douglass	P.O. Box 240		Howe	IN	46746
The Oaks	Tina Stanberry	413 North Wolf Rd		Columbia City	IN	46725
Town of Andrews	John Harshbarger	66 N. Main St.		Andrews	IN	46702
Town of Markle	Jeff Humbarger	155 W. Sparks St		Markle	IN	46770
Town of Warren	Marilyn Morrison	132 N. Wayne St.		Warren	IN	46792
Tri-CAP Head Start	Donna Sturgeon	499 W. State Rd 62		Boonville	IN	47601
Trine University		1 University Ave.		Angola	IN	46703
TSU Howe		5755 N. State Rd. 9		Howe	IN	46746
TSU North		498 E. Harcourt Rd		Angola	IN	46703
United Methodist Memorial Home	Jill Huston	801 Huntington Ave	P.O. Box 326	Warren	IN	46792
Westview School Corporation	Jim Hostetler	1545 S. 600 W		Topeka	IN	46571
Whitley Co. Consolidated Schls	Keith Kohut	600 North Whitley St.		Columbia City	IN	46725
Whitley Co. Office DFR	Steve Weaver, Director	115 S. Line St.		Columbia City	IN	46725
Whitley County Commissioner's Office	Don Amber, Chairman	220 W Van Buren Street		Columbia City	IN	46725
Whitley County Council on Aging	Jackie Hake	710 Opportunity Drive		Columbia City	IN	46725
Whitley County Family YMCA	Erica Miller	950 E. Van Buren St		Columbia City	IN	46725
Whitley County Highway Department	Michael Barton	801 S. Line Street		Columbia City	IN	46725

## **PUBLIC MEETING: PLEASE ATTEND**

INDOT-Transit invites you to participate in the 2013 Coordinated Public Transit-Human Services Transportation Plan Update for DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley Counties.

**Why:** To develop a list of unmet transportation needs and gaps in services for each county and community. Also, to discuss coordinated strategies to address the identified needs.

**When:** April 10, 2013 from 9:30 a.m. to 11:30 a.m. EST

**Where:** Kendallville Public Library, 221 S. Park Ave. Kendallville, IN 46755

**Who Should Attend?** Any public, private, faith-based, non-profit, or for-profit organization that serves or represents individuals with disabilities, older adults, or people with low incomes should attend. Also, any organization intending to apply for funding through the Federal Transit Administration's Section 5310 (and New Freedom) Program or Section 5311 Rural Public Transit Funding (and Job Access Reverse Commute) must attend. The general public is also encouraged to attend.

**RSVP by April 8<sup>th</sup> to Megan at [mlawson@indianartap.com](mailto:mlawson@indianartap.com) or 1-800-709-9981**

**A-8**

# **Public Transit-Human Services Transportation Plan Update**

## **PUBLIC MEETING**

**APRIL 10, 2013**

**Kendallville Public Library  
221 S. Park Ave.  
Kendallville, IN 46755  
9:30 a.m. to 11:30 a.m. EST**

Recognizing that coordinating transportation services is essential for our Seniors, Citizens with Disabilities, Individuals and Families living below the Poverty Level, and the General Public to access employment, education, health services, and community programs. The Indiana Department of Transportation and Rural Transportation Providers in your community are soliciting your input for the development of the updated Regional Public Transit –Human Services Transportation Plan.

PLEASE Come and provide your input and insights on unmet transportation needs, gaps in transportation services, and recommended strategies to improve transportation and mobility options in and around DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley Counties.

Applicants for Section 5310 (Elderly Persons and Persons with Disabilities) and Section 5311 (Rural Public Transportation) must participate in the planning effort.

RSVP by April 9, 2013 to Megan Lawson at 1-800-709-9981 or [mlawson@indianartap.com](mailto:mlawson@indianartap.com). The meeting facilities are accessible.

## **PUBLIC MEETING: PLEASE ATTEND**

You are invited to participate in the 2013 Coordinated Public Transit-Human Services Transportation Plan Update for DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley Counties.

**Why:** To select and prioritize a list of coordinated transportation strategies for older adults, individuals with disabilities, people with low incomes, and the general public. Projects are to be implemented by local organizations during the next 4 years with local dollars and funding through Federal Transit Administration's Sections 5310, and 5311. This is the follow-up meeting to the meeting on April 10<sup>th</sup>.

**When: June 5, 2013 from 10:00 a.m. to 12:00 p.m.**

**Where: Noble County Council on Aging, 111 Cedar St, Kendallville, IN 46755**

**Who Should Attend?** The general public is encouraged to attend. Any public, private, faith-based, non-profit, or for-profit organization that serves or represents individuals with disabilities, older adults, or people with low incomes should attend. Also, any organization intending to apply for funding through the Federal Transit Administration's Section 5310 (and New Freedom) Program or Section 5311 Rural Public Transit Funding (and Job Access Reverse Commute) must attend.

**RSVP by June 4th to Megan at [mlawson@indianartap.com](mailto:mlawson@indianartap.com) or 1-800-709-9961**

# **Public Transit-Human Services Transportation Plan Update**

## **PUBLIC MEETING**

**June 5, 2013**

**Noble County Council on Aging  
111 Cedar Street  
Kendallville, IN 46755  
10 a.m. to 12 a.m. EST**

Recognizing that coordinating transportation services is essential for our Seniors, Citizens with Disabilities, Individuals and Families living below the Poverty Level, and the General Public to access employment, education, health services, and community programs. The Indiana Department of Transportation and Rural Transportation Providers in your community are soliciting your input for the development of the updated Regional Public Transit –Human Services Transportation Plan.

PLEASE Come and provide your input and insights on unmet transportation needs, gaps in transportation services, and recommended strategies to improve transportation and mobility options in and around DeKalb, Huntington, LaGrange, Noble, Steuben, and Whitley Counties. This public meeting will provide input to determine transportation goals and priorities for your community.

Applicants for Section 5310 (Elderly Persons and Persons with Disabilities) and Section 5311 (Rural Public Transportation) must participate in the planning effort.

The meeting facilities are accessible.

# Presentation Meeting 1



Moving Public Transportation  
Into the Future

## Coordinated Public Transit- Human Services Transportation Plan Update

Region 10 Public Meeting  
April 10, 2013

Presented by: RIS & Associates, Inc.

www.risandassoc.com



## Meeting Objectives

1. Review MAP-21 Highlights
2. Coordination Plan Purpose
3. Update Existing Resources
4. Update Unmet Transportation Needs
5. Review Current Priorities and Challenges
6. Update Priorities, Goals, and Strategies
7. Next Steps

www.risandassoc.com

## MAP-21 and Coordination Planning Requirements

3

## History of Coordination Plans

Why Were Plans Developed?

- ◆ Human Services Transportation Coordination Provisions Aim to Improve Transportation Services for People with Disabilities, Older Adults, and Individuals with Lower Incomes by Ensuring that Communities Coordinate Transportation Resources Provided through Multiple Federal Programs.

## History of Coordination Plans

- ◆ Requirements of the Plan Are a Result of:
  - 2003 General Accounting Office Report Identifying:
    - 62 Different Federal Funding Programs
    - 8 Different Federal Funding Agencies
    - Little or No Coordination & Duplication of Programs
  - SAFETEA-LU was Signed into Law on August 10, 2005, and Expired on September 30, 2009.
  - Congress Renewed Its Funding Formulas, Until Replacing SAFETEA-LU in 2012 with MAP-21.

## MAP-21

- ◆ Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21).
- ◆ Signed Into Law on July 6, 2012
- ◆ Effective as of October 1, 2012
- ◆ Authorizes Programs for Two Years, Through September 30, 2014

# Presentation Meeting 1

## MAP-21

- ◆ Authorized Funding FY 2013: \$10.578 Billion
  - Bus and Bus Facilities Formula Grants
  - Rural Formula Grants
  - Growing States and High Density States Formula
  - National Transit Institute
  - National Transit Database
  - Enhanced Mobility of Seniors and Individuals with Disabilities
  - Planning
  - Administrative Expenses
  - Research, TCRP, Bus Testing
  - Technical Assistance/Human Resources
  - TOD Pilot

## Hilights of Program Changes (Source FTA)

New	Repealed	Consolidated	Modified
<ul style="list-style-type: none"> <li>• Safety Authority (5329)</li> <li>• State of Good Repair Grants (5337)</li> <li>• Asset Management (5326)</li> <li>• Bus and Bus Facilities Formula Grants (5339)</li> <li>• Public Transportation Emergency Relief (5324)</li> <li>• TOD Planning Pilot Grants (20005(b) of MAP-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Clean Fuels Grants (5308)</li> <li>• Job Access and Reverse Commute (5316) [JARC]</li> <li>• New Freedom Program (5317)</li> <li>• Paul S. Sarbanes Transit in the Parks (5320)</li> <li>• Alternatives Analysis (5339)</li> <li>• Over-the-Road Bus (Sec. 3038 – TEA-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Urbanized Area Formula Grants (5307) [JARC]</li> <li>• Enhanced Mobility of Seniors and Individuals with Disabilities (5310) [New Freedom]</li> <li>• Rural Area Formula Grants (5311) [JARC]</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed Guideway Capital Investment Grants (5309)</li> <li>• Metropolitan and Statewide Planning (5303 &amp; 5304)</li> <li>• Research, Development, Demonstration, and Deployment (5312)</li> <li>• Technical Assistance and Standards (5314)</li> <li>• Human Resources and Training (5322)</li> </ul>

## MAP-21 Provisions

- ◆ Consolidates Certain Transit Programs
  - Incorporates Section 5316/JARC-Eligible Activities into Section 5311 or 5307.
  - Consolidates Section 5310 and 5317/New Freedom Program Eligibilities into a Single Formula Program.

## Section 5310 Program Overview

- ◆ Since 1975
- ◆ Funds Awarded to Private Nonprofit Organizations Where Existing Transportation Services Were Insufficient, Inadequate, or Inappropriate
- ◆ **Program Goal:** To Improve Mobility for Older Adults and Individuals with Disabilities

## Section 5310 Program Overview

- ◆ **Eligible Expenses in Indiana:** Capital Expenses to Support the Provision of Transportation to Meet Special Needs of Older Adults and Individuals with Disabilities
- ◆ **Matching Requirements:**
  - 80% Federal Participation
  - 20% Local Match (from any non-U.S. Department of Transportation Federal source... local source... State source)

## Section 5316 Program Overview

- ◆ Established as Part of TEA-21
- ◆ MAP-21 Consolidated It Into the 5311 Formula Allocation
- ◆ Designated to Address the Unique Transportation Challenges Faced by People with Low-Incomes Who Were Seeking to Get and Keep Jobs.
- ◆ Addresses the Disconnect Between the Jobs and the Job Seekers

# Presentation Meeting 1

## Section 5316 Program Overview

- ◆ **Eligible Purposes:** Capital, Planning, and Operating Expenses That Support the Development and Maintenance of Transportation Services Designed to Transport Individuals with Low-Incomes To and From Jobs and Job-Related Activities

13

## Section 5316 Program Overview

- ◆ **Matching Requirements:**
  - Capital: 80% Federal/20% Local Match
  - Operating: 50% of Net Cost of Service

14

## Section 5317 Program Overview

- ◆ Established as Part of SAFETEA-LU
- ◆ MAP-21 Consolidated it Into the Section 5311 Formula Program
- ◆ Designed to Support New Public Transportation Services and Public Transportation Alternatives Beyond Those Required by the Americans with Disabilities Act (ADA)

15

## Section 5317 Program Overview

- ◆ **Goal:** To Provide Additional Tools to Overcome Existing Barriers Facing Americans with Disabilities Seeking Integration Into the Work Force and Full Participation in Society

16

## Section 5317 Program Overview

- ◆ **Matching Requirements:**
  - Capital: 80% Federal/20% Local Match
  - Operating: 50% of Net Cost of Service

17

## MAP-21 Provisions

- ◆ Ongoing Provisions
  - Local Share may be Derived from Other Non-DOT Transportation Sources.
  - Recipients Must Certify that Projects Selected are Included in Locally Developed, Coordinated Public Transit-Human Services Transportation Plan.

# Presentation Meeting 1

## MAP-21 and Coordinated Plans

- ◆ The Elimination of Discretionary Programs Underscores the Need for Grantees to Carefully Prioritize the Needs of Their Systems and Align their Plans with New Streams for Formula Assistance Under MAP-21

## UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

20

## Unmet Transportation Needs 2009

- ◆ Accessing employment.
- ◆ Medical related trips
- ◆ Access to financial institutions.
- ◆ Evening and weekend service
- ◆ Access to shopping
- ◆ Transportation for seniors, disabled individuals, children, low income individuals

21

## Unmet Transportation Needs 2009

- ◆ Individuals in transitional homes or rehab
- ◆ Community corrections transportation
- ◆ Amish community
- ◆ Veterans
- ◆ NEMT transportation

22

## Existing Resources 2009

- Arc Opportunities, Inc.
- DeKalb County Council on Aging (COA)
- Huntington County Council on Aging (COA)
- LaGrange County Council on Aging (COA)
- Noble County ARC, Inc.

23

## Existing Resources 2009

- Pathfinder Services Inc.:
  - Also included in the Fulton, Cass, Miami, Wabash, Howard, Tipton counties report.
- RISE, Inc.
- Steuben County Council on Aging (COA)
- Whitley County Council on Aging (COA)

24

# Presentation Meeting 1

## Existing Resources 2009

CTAA Coordination Plan Survey Respondents: United

- Way of Noble County
- First Presbyterian Church of Kendallville
- Kendallville Housing Authority
- Whitley County Council on Aging
- Steuben County Council on Aging
- Noble County Council on Aging
- DeKalb County Council on Aging

25

## Goals and Strategies 2009

- ◆ **GOAL #1: TO HAVE AN ACTIVE LEADERSHIP STRUCTURE FOR A REGIONAL COORDINATION EFFORT**
- ◆ **GOAL #2: REDUCE UNNECESSARY DUPLICATIONS OF SERVICE AND OPERATING PROCEDURES**
- ◆ **GOAL #3: EDUCATE AND INFORM CONSUMERS AND THE GENERAL PUBLIC ABOUT THE AVAILABILITY OF PUBLIC TRANSPORTATION.**

26

## Goals and Strategies 2009

- ◆ **GOAL #4: COORDINATE PURCHASES AND PROCEDURES FOR SUPPORT SERVICES FOR TRANSPORTATION**
- ◆ **GOAL #5: INCREASE EFFICIENCY AND EFFECTIVENESS OF TRANSPORTATION PROVIDED BY ALL ORGANIZATIONS THAT OPERATE OR PURCHASE TRANSPORTATION FOR CONSUMERS AND/OR THE GENERAL PUBLIC.**

27

## Goals and Strategies Updated

- ◆ **GOAL #6: INCREASE THE VOLUME OF AFFORDABLE TRANSPORTATION TO SUPPORT EMPLOYMENT TRIPS FOR PEOPLE WITH LOW INCOMES, OLDER ADULTS, AND PEOPLE WITH DISABILITIES**
- ◆ **GOAL #7: INCREASE THE AVAILABLE TRANSPORTATION OPTIONS FOR OLDER ADULTS, INDIVIDUALS WITH DISABILITIES, AND PEOPLE WITH LOW INCOMES**

28

## Goals and Strategies 2009

- ◆ **GOAL #8: CONSUMER FRIENDLY SERVICE THAT IMPROVES THE HEALTH AND WELLBEING OF OLDER ADULTS, INDIVIDUALS WITH DISABILITIES, AND PEOPLE WITH LOW INCOMES**

29

## NEXT STEPS

30

# Presentation Meeting 1

## Update Inventory and Needs Assessment

- ◆ RLS Interviews Transportation Providers
- ◆ Organizations that Use or Purchase Transportation Have an Opportunity to Complete a Survey
- ◆ Distribute Public Needs Assessment Surveys:
  - Local Libraries
  - On-line with Announcements on Vehicles and Posted at Agencies

## Public Meeting #2

- ◆ RLS Distributes Invitations
- ◆ Regional POC Arranges Meeting Facility
- ◆ Stakeholders Discuss Proposed Strategies and Priorities and Refine the List
  - The Refined Priorities will go into the Final Plan

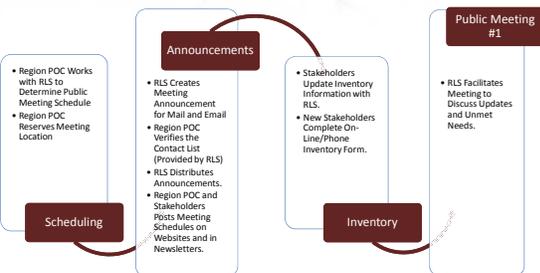
## Draft Final Report

- ◆ Stakeholders Review the Draft Plan (3 weeks) and Submit Comments to RLS by Phone or Email

## Final Plan

- ◆ RLS Emails Final Plan to Regional POC and Stakeholders for One Last Review (about 1 week)
- ◆ Local POCs Adopt the Final Plan and Submit Adoption Signature Page to INDOT

## Planning Process-Flow Part 1



## Planning Process-Flow Part 2



# Presentation Meeting 1

## Participation Reminder

- ◆ Participation in Meetings and Interviews is Required for Funding Eligibility –
  - Applications for Funding Must be Part of the Coordinated Transportation Plan.

# Presentation Meeting 2

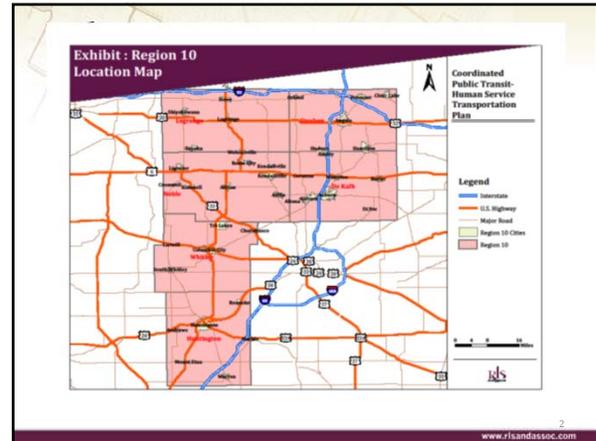
 **Moving Public Transportation  
Into the Future**

## Coordinated Public Transit- Human Services Transportation Plan Update

Region 10 Public Meeting  
June 5, 2013

Presented by: RLS & Associates, Inc.

www.rlsandassoc.com



 **Meeting Objectives**

**Planning Process Overview**

- **Discuss Unmet Transportation Needs, Gaps, and Duplications**

**Prioritize Goals**

- **Select or Prioritize Strategies**

www.rlsandassoc.com

## MAP-21 and Coordination Planning Requirements

www.rlsandassoc.com

## History of Coordination Plans

Why Were Plans Developed?

- ♦ Human Services Transportation Coordination Provisions Aim to Improve Transportation Services for People with Disabilities, Older Adults, and Individuals with Lower Incomes by Ensuring that Communities Coordinate Transportation Resources Provided through Multiple Federal Programs.

www.rlsandassoc.com

## History of Coordination Plans

- ♦ Requirements of the Plan Are a Result of:
  - 2003 General Accounting Office Report Identifying:
    - 62 Different Federal Funding Programs
    - 8 Different Federal Funding Agencies
    - Little or No Coordination & Duplication of Programs
  - SAFETEA-LU was Signed into Law on August 10, 2005, and Expired on September 30, 2009.
  - Congress Renewed Its Funding Formulas, Until Replacing SAFETEA-LU in 2012 with MAP-21.

www.rlsandassoc.com

## Presentation Meeting 2

### MAP-21

- ◆ Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21).
- ◆ Signed Into Law on July 6, 2012
- ◆ Effective as of October 1, 2012
- ◆ Authorizes Programs for Two Years, Through September 30, 2014

### Highlights of Program Changes (Source FTA)

New	Repealed	Consolidated	Modified
<ul style="list-style-type: none"> <li>• Safety Authority (5329)</li> <li>• State of Good Repair Grants (5337)</li> <li>• Asset Management (5326)</li> <li>• Bus and Bus Facilities Formula Grants (5339)</li> <li>• Public Transportation Emergency Relief (5324)</li> <li>• TOD Planning Pilot Grants (20005(b) of MAP-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Clean Fuels Grants (5308)</li> <li>• Job Access and Reverse Commute (5316) [JARC]</li> <li>• New Freedom Program (5317)</li> <li>• Paul S. Sarbanes Transit in the Parks (5320)</li> <li>• Alternatives Analysis (5339)</li> <li>• Over-the-Road Bus (Sec. 3038 – TEA-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Urbanized Area Formula Grants (5307) [JARC]</li> <li>• Enhanced Mobility of Seniors and Individuals with Disabilities (5310) [New Freedom]</li> <li>• Rural Area Formula Grants (5311) [JARC]</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed Guideway Capital Investment Grants (5309)</li> <li>• Metropolitan and Statewide Planning (5303 &amp; 5304)</li> <li>• Research, Development, Demonstration, and Deployment (5312)</li> <li>• Technical Assistance and Standards (5314)</li> <li>• Human Resources and Training (5322)</li> </ul>

### Section 5310 Program Overview

- ◆ Since 1975
- ◆ Funds Awarded to Private Nonprofit Organizations Where Existing Transportation Services Were Insufficient, Inadequate, or Inappropriate
- ◆ **Program Goal:** To Improve Mobility for Older Adults and Individuals with Disabilities

### Section 5310 Program Overview

- ◆ **Eligible Expenses in Indiana:** Capital Expenses to Support the Provision of Transportation to Meet Special Needs of Older Adults and Individuals with Disabilities
- ◆ **Matching Requirements:**
  - 80% Federal Participation
  - 20% Local Match (from any non-U.S. Department of Transportation Federal source... local source... State source)

### Section 5316 Program Overview

- ◆ Established as Part of TEA-21
- ◆ MAP-21 Consolidated It Into the 5311 Formula Allocation
- ◆ Designated to Address the Unique Transportation Challenges Faced by People with Low-Incomes Who Were Seeking to Get and Keep Jobs.
- ◆ Addresses the Disconnect Between the Jobs and the Job Seekers

### Section 5316 Program Overview

- ◆ **Eligible Purposes:** Capital, Planning, and Operating Expenses That Support the Development and Maintenance of Transportation Services Designed to Transport Individuals with Low-Incomes To and From Jobs and Job-Related Activities

## Presentation Meeting 2

### Section 5316 Program Overview

- ◆ **Matching Requirements:**
  - Capital: 80% Federal/20% Local Match
  - Operating: 50% of Net Cost of Service

13

### Section 5317 Program Overview

- ◆ Established as Part of SAFETEA-LU
- ◆ MAP-21 Consolidated it Into the Section 5311 Formula Program
- ◆ Designed to Support New Public Transportation Services and Public Transportation Alternatives Beyond Those Required by the Americans with Disabilities Act (ADA)

14

### Section 5317 Program Overview

- ◆ **Goal:** To Provide Additional Tools to Overcome Existing Barriers Facing Americans with Disabilities Seeking Integration Into the Work Force and Full Participation in Society

15

### Section 5317 Program Overview

- ◆ **Matching Requirements:**
  - Capital: 80% Federal/20% Local Match
  - Operating: 50% of Net Cost of Service

16

### MAP-21 Provisions

- ◆ Ongoing Provisions
  - Local Share may be Derived from Other Non-DOT Transportation Sources.
  - Recipients Must Certify that Projects Selected are Included in Locally Developed, Coordinated Public Transit-Human Services Transportation Plan.

### CURRENT RESOURCES AND UNMET NEEDS

18

# Presentation Meeting 2

## Existing Resources

- Arc Opportunities, Inc.
- DeKalb County Council on Aging (COA)
- Huntington County Council on Aging (COA)
- LaGrange County Council on Aging (COA)
- Noble County ARC, Inc.

19

## Existing Resources

- Pathfinder Services Inc.
- Steuben County Council on Aging (COA)
- Whitley County Council on Aging (COA)

20

## Unmet Transportation Needs

In addition to the public meeting that was held on April 10, 2013 a community survey was conducted to determine unmet needs in Region 10.

21

## Unmet Needs

### Transportation Needs - Getting To and From Work Time Range

Transportation Need	Percentage
Getting to/from work between 6:00 AM and 9:00 AM	27%
Getting to/from work between 9:00 AM and 12:00 PM	21%
Getting to/from work between 12:00 PM and 3:00 PM	14%
Getting to/from work after 3:00 PM	8%
Getting to/from work before 6:00 AM	3%
Work from home	2%

22

## Unmet Needs

### Employment Status

Employment Status	Percentage
Employed	71%
Retired	17%
Not Employed	12%
Work from home	4%

23

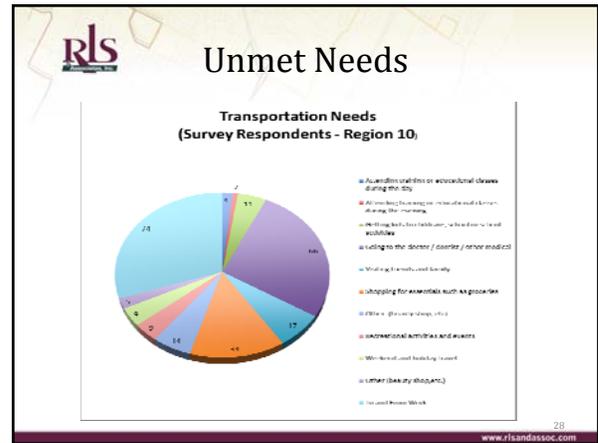
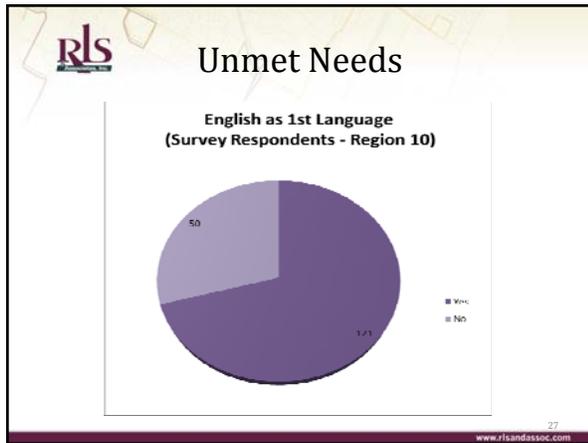
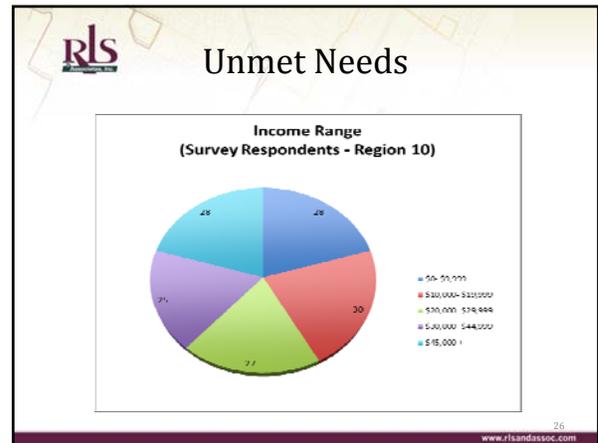
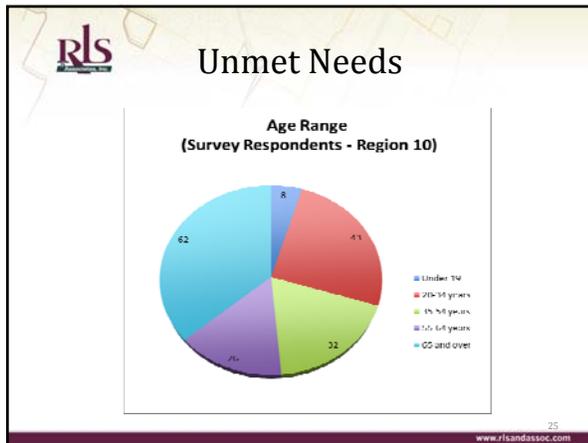
## Unmet Needs

### Do you have a disability that requires you to use a mobility assistance device such as a cane, walker, or wheelchair?

Age Group	Yes	No
Under 14	7	14
15-24 years	10	27
25-34 years	10	20
35-44 years	8	18
45-54 years	8	18
55-64 years	12	18
65 and over	30	26

24

# Presentation Meeting 2



- Unmet Needs**
- ◆ Accessing employment.
  - ◆ Accessing education and training \*
  - ◆ Accessing childcare
  - ◆ Medical related trips
  - ◆ Evening and weekend service
  - ◆ Social and recreation service
  - ◆ Access to shopping
- www.rlsandassoc.com 29

- Unmet Needs**
- ◆ Transportation for seniors, disabled individuals, children, low income individuals
  - ◆ Increased service for Amish community\*
  - ◆ Veterans Transportation\*
  - ◆ NEMT transportation, especially across county lines, Indianapolis, and out of state\*
  - ◆ Capacity Issues\*
    - Vehicles, especially handicapped equipped
    - Service
- www.rlsandassoc.com 30

## Presentation Meeting 2

 **Unmet Needs**

- ◆ Escort or attendants to accompany passengers\*
- ◆ Same day scheduling\*
- ◆ Community education about service\*
- ◆ Funding\*
- ◆ Limited transit staffing, administrative and driver pool\*

31  
www.rlsandassoc.com

**Challenges to Coordination**

- Fear of losing control over certain aspects of their service
- Lack of knowledge
- Fully Allocated Costs
- Agency participation
- Economic climate
- Primarily rural – low populated area
- History of agencies providing client transportation independently

**Goals and Strategies**

33

**Implementation Timeframes**

- ◆ **Near-term** – Activities to be Achieved within 1 to 12 Months.
- ◆ **Long-term** – Activities to be Achieved within 2 to 4 Years.
- ◆ **Mid-term** – Activities to be Achieved within 13 to 24 Months.
- ◆ **Ongoing** – Activities Implemented Earlier or Will Be Soon that Require Continued Action.



34

**2013 Goals and Strategies**

- ◆ **Goal #1:** Build Upon the Communication Network of Public Transportation Providers, Non-Profit Agencies, Faith-Based Organizations, and For-Profit Companies to Continue Coordinated Transportation Services to Address Unmet Needs and Reduce Duplication of Services in Each County and Throughout the Region.

35

**2013 Goals and Strategies**

- ◆ **Goal #1:**
  - Strategy 1.1:** Distribute the Adopted Coordinated Public Transit-Human Services Transportation Plan
  - Strategy 1.2:** Maintain the Coordination of Transportation Providers from Each County within the Region Through TAC Meetings
  - Strategy 1.3:** Distribute Informational Brochure that Provides General Contact Information for the Transportation Service Providers

36

## Presentation Meeting 2

### 2013 Goals and Strategies

♦ **Goal #2:**

Enhance the education of the general public and local officials regarding the availability and benefits of public and coordinated human service transportation.



37

### 2013 Goals and Strategies

♦ **Goal #2:**

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

**Strategy 2.2:** Conduct presentations on public and coordinated transportation for elected officials



38

### 2013 Goals and Strategies

♦ **Goal #3**

Provide adequate number of vehicles, particularly wheelchair – accessible vehicles, to meet the continued increase in travel demand from seniors and persons with disabilities and maintain fleet.

[www.rlsandassoc.com](http://www.rlsandassoc.com)

39

### 2013 Goals and Strategies

♦ **Goal #3:**

**Strategy 3.1:** Develop a vehicle replacement schedule for each public and human service transportation provider in the Region

**Strategy 3.2:** Utilize a coordinated approach to submitting Section 5310/5311 capital applications to INDOT to meet vehicle replacement/expansion needs



40

### 2013 Goals and Strategies

♦ **Goal #3:**

**Strategy 3.3:** Evaluate the feasibility of vehicle sharing among area providers as schedules permit

**Strategy 3.4:** Obtain vehicles as fuel-efficient as possible to address cost and environmental concerns



41

### 2013 Goals and Strategies

♦ **Goal #4:**

Increase service availability to include additional out of county service, early morning, extended evening, and weekend service.

42

## Presentation Meeting 2

### 2013 Goals and Strategies

- ♦ **Goal #4:**

**Strategy 4.1:** Evaluate the Need to Implement an Affordable On-Demand or Vanpool Program or a Taxi Voucher Program (where Taxi Service Exists) in each County of the Region for Individuals with Low Incomes Who Need to Stop at a Childcare Facility in Transit to/from Employment.

**Strategy 4.2:** Evaluate Coordination and Connection of Services Throughout Provider Network.

43

### 2013 Goals and Strategies

- ♦ **Goal #5:**

Provide adequate staff to administer and operate the Region's transportation services.



44

### 2013 Goals and Strategies

- ♦ **Goal #5:**

**Strategy 5.1:** Evaluate staffs to determine if additional personnel are needed to effectively manage and operate the transportation services

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



45

### 2013 Goals and Strategies

- ♦ **Goal #5:**

**Strategy 5.3:** Consider the utilization of volunteers to extend services and meet system's respective staffing needs. Note that umbrella insurance is available to address liability concerns.



46

### 2013 Goals and Strategies

- ♦ **Goal #6:**

Increase funding streams for Coordinated Transportation Service.



47

### 2013 Goals and Strategies

- ♦ **Goal #6:**

**Strategy 6.1:** Develop collaborative grant applications to DOT and Non DOT funding agencies.

**Strategy 6.2:** Provide on-going community education and awareness of unmet transportation needs on a regional level.

**Strategy 6.3:** Seek out funding from non traditional and national sources.



48

### Service Planning Considerations for Coordination Goal Implementation

49

### RLS Implementation Strategy

- ◆ A common element of achieving a goal is an organized and effective plan, which serves as the backbone for the goal

50

www.rlsandassoc.com



### Service Planning Considerations

- ◆ Service Planning Is
  - Is used for minor service modifications up to the development of short and long range transit development plans

51

www.rlsandassoc.com



### Service Planning Considerations

- ◆ Service Planning Is
  - A necessary and effective tool for reviewing and evaluating existing service, adding service, cutting service, restructuring service, system start up, fare changes, and other service modifications
  - A critical element to determining the overall impact the change will have on the transit providers and the community

52

www.rlsandassoc.com



### Service Planning Considerations

- ◆ Service Planning
  - Forces you to develop a step by step action plan
  - Forces you to clearly state your assumptions of impact and expectations;
    - makes actions defensible through supporting data and documentation

53

www.rlsandassoc.com



### Before Strategy Implementation

- ◆ Determine how implementation will address the identified need
- ◆ Contact INDOT to ensure proposed strategy meets program and regulation criteria
- ◆ Ensure buy in from transit providers and the community
- ◆ Determine the cost of implementation
- ◆ Obtain public input

54

www.rlsandassoc.com

## Presentation Meeting 2

### Next Steps

#### Refine the Implementation Plan

- Review and Comment on Draft Plan

#### Adopt the Final Plan

- Begin Implementation of Strategies

### Rating Implementation

#### SUGGESTED STRATEGIES

- Nominate Responsible Parties for Each Strategy.
- Prioritize Implementation of Strategies.

### Next Steps

#### Refine the Implementation Plan

- Review and Comment on Draft Plan

#### Adopt the Final Plan

- Begin Implementation of Strategies

### Next Steps

58

### Draft Final Report

- ◆ Stakeholders Review the Draft Plan (3 weeks) and Submit Comments to RLS by Phone or Email

### Final Plan

- ◆ RLS Emails Final Plan to Regional POC and Stakeholders for One Last Review (about 1 week)
- ◆ Local POCs Adopt the Final Plan and Submit Adoption Signature Page to INDOT

Sign-In Sheet

Region 10 2013 Coordinated Public Transit-Human Services Transportation Plan Update  
 April 10 at 9:30 A.M.- 11:30A.M.

Name	Organization	Address	E-mail	Phone Number
Meg Zenic	DeKalb COA	Address: <u>1800 E. 7th</u> City: <u>Auburn</u> Zip: <u>46706</u>	mzenic@ dccoa .net	760 925 3311
CHERI PERKINS	LAGRANGE COA	Address: <u>PO BOX 107</u> City: <u>LAGRANGE</u> Zip: <u>46761</u>	cperkins @lagrange coa.org	260 463 4161
Lonnie Waltenberger	The Arc Noble Co.	Address: <u>504 S. Orange</u> City: <u>Albion</u> Zip: <u>46761</u>	noblearc@listel. com	260 634 2155
Gregg Parker	Noble COA	Address: <u>111 Cedar St.</u> City: <u>Kendallville</u> Zip: <u>46755</u>	gparker@ parkergmail.com	260-347- 4226
Kirk Stoltzfus	Arc of LaGrange County	Address: <u>0235 W. 300 N.</u> City: <u>Howe, IN.</u> Zip: <u>46746</u>	kstoltzfus@ arcopportunities.org	260-463 2653

Sign-In Sheet

Region 10 2013 Coordinated Public Transit-Human Services Transportation Plan Update  
 April 10 at 9:30 A.M. - 11:30A.M.

Name	Organization	Address	E-mail	Phone Number
LARRY CARR	PATHFINDER SERVICES	Address: <u>2824 THEATER AVE</u> City: <u>HUNTINGTON</u> Zip: <u>46750</u>	LCARR@ PATHFINDER SERVICES .ORG	260 356-0500
Dave Himmelhaver	Northeastern Center	Address: <u>P.O. Box 817</u> City: <u>Kendallville IN</u> Zip: <u>46755</u>	dhimmelhaver@ nec.org	260-347-2453
JACKIE HAKE	Whitley County Council on Aging	Address: <u>710 OPPORTUNITY</u> City: <u>Columbia City</u> Zip: <u>46725</u>	JACKIE@WCCOA. BIZ	260 248 8944
Holly Saunders	Huntington County Council on Aging	Address: <u>354 N. Jefferson</u> City: <u>Huntington</u> Zip: <u>46750</u>	holly.saunders @ huntington. in.us	260-356- 3004
Sharon Stroh	Stauben COA	Address: <u>317 S. Wayne, Suite 1B</u> City: <u>Angola</u> Zip: <u>46703</u>	SStroh@ Staubenco.org	260- 645-9854

# **Community Transportation Public Survey**

Please take a moment to complete the transportation needs assessment survey for your community.

Information provided in the survey will be used to update transit goals and objectives in the 2013

Coordinated Public Transit- Human Services

Transportation Plan. The survey is available online at:

**<https://www.surveymonkey.com/s/indotpublic>**

**or by calling (937)299-5007**

Thank you very much for your participation!

# INDOT General Public Survey

## Transportation Survey

The purpose of this survey is to improve transportation. Please do not provide any personal information that might identify you. Thank you!

Please complete this survey and drop in the box provided or you may complete it online at [www.surveymonkey.com/s/indotpublic](http://www.surveymonkey.com/s/indotpublic)

### 1. Where are you completing this survey? (Please provide the name of the county):

### 2. Do you need transportation on a regular basis for any of the following? Check all that apply.

- |   |   |
|---|---|
| <input type="checkbox"/> Getting to/from work between 5:00AM-7:30AM                   | <input type="checkbox"/> Getting kids to childcare, school or school activities |
| <input type="checkbox"/> Getting to/from work between 7:30AM-8:30AM                   | <input type="checkbox"/> Going to the doctor / dentist / other medical          |
| <input type="checkbox"/> Getting to/from work after 8:30 AM & before 5:00PM           | <input type="checkbox"/> Visiting friends and family                            |
| <input type="checkbox"/> Getting to/from work between 5:00 PM-8:00PM                  | <input type="checkbox"/> Shopping for essentials such as groceries              |
| <input type="checkbox"/> Getting to/from work between 8:00 PM-10:00PM                 | <input type="checkbox"/> Other: (beauty shop, etc)                              |
| <input type="checkbox"/> Getting to/from work after 10:00PM                           | <input type="checkbox"/> Recreational activities and events                     |
| <input type="checkbox"/> Attending training or educational classes during the day     | <input type="checkbox"/> Weekend and holiday travel                             |
| <input type="checkbox"/> Attending training or educational classes during the evening |   |
| <input type="checkbox"/> Other (beauty shop, etc.)                                    |   |

### 3. How do you usually get places?

- |   |  |                               |
|---|--|-------------------------------|
| <input type="checkbox"/> Personal car/vehicle   | <input type="checkbox"/> Vanpool / Carpool     | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Bicycle/walking        | <input type="checkbox"/> Public Transportation |                               |
| <input type="checkbox"/> Family/Friends         | <input type="checkbox"/> Agency/Senior Center  |                               |
| <input type="checkbox"/> Other (please specify) |  |                               |

### 4. Are you currently employed?

- Yes                       Not Employed                       Retired                       Work from home

### 5. Do you have a disability that requires you to use a mobility assistance device such as a cane, walker, or wheelchair?

- Yes     No

# INDOT General Public Survey

**6. Is your transportation to work limited because of where you live?**

Yes

No

**7. Which town do you live in (or nearest to)?**

**8. Which town do you work in (or nearest to) if applicable?**

**9. What town is your childcare provider in if you have one?**

**10. What town is your primary medical provider in (if any)?**

# INDOT General Public Survey

Please rate how you agree with the following statements.

## 11. The transportation I use:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	N/A
Does a good job of getting me where I need to go.	<input type="radio"/>				
Makes me wish there was something better.	<input type="radio"/>				
Limits where I can work.	<input type="radio"/>				
Is difficult for me to afford.	<input type="radio"/>				
Makes it easy to do errands.	<input type="radio"/>				
Is difficult for me to board.	<input type="radio"/>				
Is not equipped to accommodate my disability accessibility needs	<input type="radio"/>				

## 12. I would use public buses regularly if:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	N/A
I knew what was available.	<input type="radio"/>				
There were bus routes where I lived.	<input type="radio"/>				
Wait time for pick-up was shorter.	<input type="radio"/>				
Bus arrival time was more reliable.	<input type="radio"/>				
It was easier for me to schedule a trip.	<input type="radio"/>				
I felt safe/secure on public buses and at bus stops.	<input type="radio"/>				
Someone taught me how to use the bus.	<input type="radio"/>				
Buses were easier for me to board.	<input type="radio"/>				
Language was not a problem.	<input type="radio"/>				

## 13. I have a car, but I would use/continue to use public transportation to do the following if available:

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	N/A
Get to work.	<input type="radio"/>				
Get to medical appointments.	<input type="radio"/>				
Get to Shopping, social events, entertainment.	<input type="radio"/>				
Get to service provider appointments.	<input type="radio"/>				

# INDOT General Public Survey

## Demographic Information

### 14. Your age?

- Under 19                       35-54 years                       65 and over  
 20-34 years                       55-64 years

### 15. Your gender?

- Male                                       Female

### 16. Number of persons in your household under the age of 18?

### 17. Total annual household income?

- \$0- \$9,999                       \$20,000- \$29,999                       \$45,000+  
 \$10,000- \$19,999                       30,000- \$44,999

### 18. Is English your first language?

- Yes                                       No

### 19. Do you need access to transportation information in a language other than English?

- Yes                                       No

If yes, please specify what language(s).

### 20. Comments/ suggestions:

This survey can be deposited into the survey box provided or mailed to RL&S Associates, Inc. 3131 South Dixie Hwy., Suite 545 Dayton, Oh. 45439.