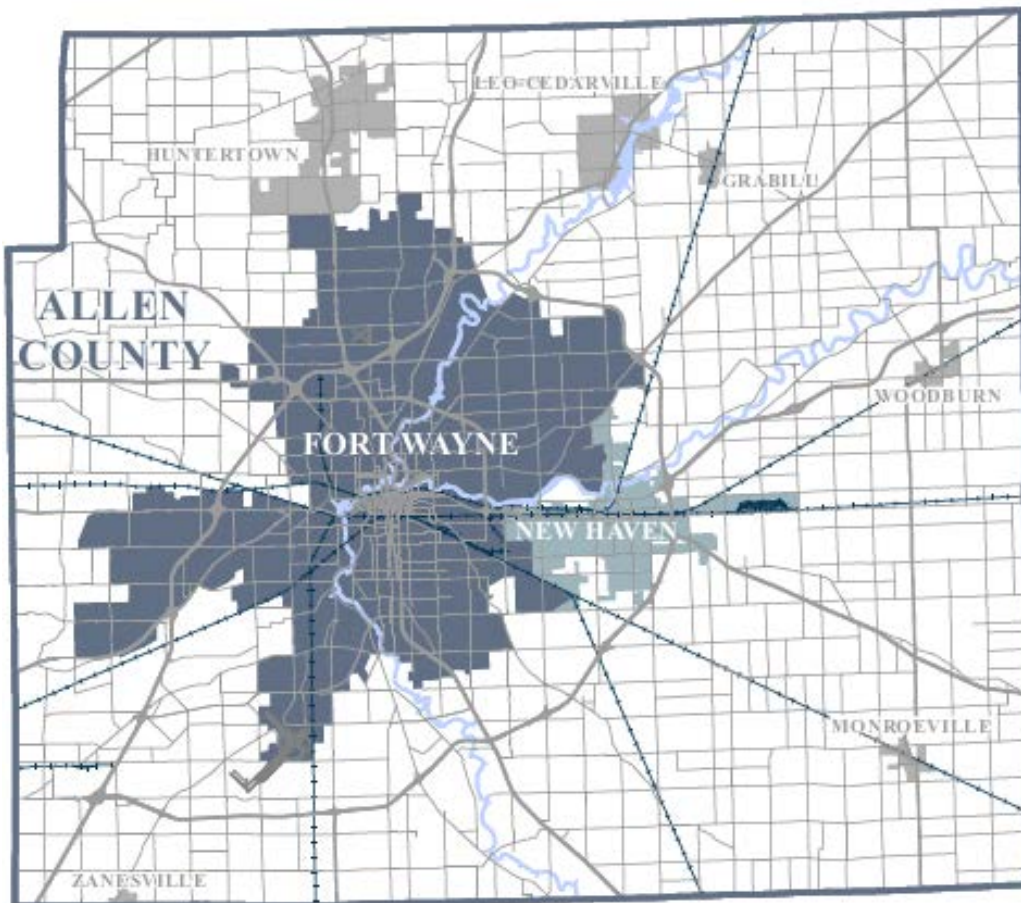


**DRAFT FOR PUBLIC COMMENT**

**COMMENTS ACCEPTED THROUGH JUNE 7, 2024**

2024 - 2028

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



Northeastern Indiana  
Regional Coordinating  
Council  
2024 - 2028

**SUBMIT ALL COMMENTS TO MATT VONDRAN AT**  
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# Coordinated Public Transit - Human Services Transportation Plan for Allen County

***2024 DRAFT FOR PUBLIC COMMENT***

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## Executive Summary

Human mobility is a necessity for everyone. Reliable and consistent transportation allows individuals the opportunity to access the destinations and services they need or desire. Primarily, Allen County is automobile oriented. Many individuals own their own vehicles that allow them to transport themselves and their families. However, there are many individuals who are unable to transport themselves because of age, disability, or economic circumstances. Many of these individuals rely on the transportation services provided by public transit, human service transportation providers, and private transportation providers. Adequate and reliable transportation is crucial to maintaining and growing the livability within Allen County communities. It is also vital for those who wish to age in place, specifically older adults and individuals with disabilities. The reliance on transportation services is evident with the provision of approximately 1,630,000 one-way trips in 2023 by the public and human service transportation providers that operate within Allen County and does not even include trips provided by private providers and area agencies or groups whose statistics are not tracked. Coordination between all providers is needed to provide the most efficient and comprehensive transportation services to individuals with disabilities, older adults, and persons with limited incomes within Allen County.

The Northeastern Indiana Regional Coordinating Council (NIRCC), through the assistance of the Transit Planning Committee (TPC) of the Urban Transportation Advisory Board (UTAB), has updated and prepared the following document, 2024-2028 Coordinated Public Transit-Human Services Transportation Plan for Allen County. This plan identifies the available services, the transportation needs of individuals with disabilities, older adults, and persons with limited incomes, the transportation service gaps, strategies to address those gaps, and projects that meet the identified strategies. The plan is intended to increase and promote coordination between all transportation providers within Allen County to increase the efficiency and comprehensiveness of the transportation services that are provided. The plan was originally prepared in 2007 to meet the requirements of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) requiring transportation providers utilizing funding from the three Federal Transit Administration (FTA) human service transportation programs, including: Section 5310 Elderly Individuals with Disability Program, Section 5316 Job Access Reverse Commute (JARC) Program, and Section 5317 New Freedom Program. An update was prepared in 2012 in accordance to the transportation authorization passed in July of 2012 entitled Moving Ahead for Progress in the 21st Century (MAP -21). MAP-21 affected the Section 5310, Section 5316 and Section 5317 programs. The Section 5310 program became known as “Enhanced Mobility of Seniors and Individuals with Disabilities” and essentially merged the Section 5317 program into the Section 5310 program. The new larger Section 5310 program provided both capital (old 5310) and operational (old 5317) funding. The principles of each program remained the same and all Section 5310 projects selected for funding were still required to be “derived from a locally developed, coordinated public transit-human services transportation plan”, and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” The Section 5316 program was terminated by MAP-21. The 2015 transportation authorization entitled Fixing America’s Surface Transportation (FAST) Act and the current 2021 Infrastructure Investment and Jobs Act (IIJA) have maintained the modifications established by

MAP-21 for the Section 5310 program and still required that all Section 5310 projects selected for funding must be “derived from a locally developed, coordinated public transit-human services transportation plan,” and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” This 2024 update has been prepared in accordance with IIJA. The targeted populations (individuals with disabilities, older adults, and persons with limited incomes) will remain the same. Strategies will be established for the following: Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding and Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities – Operational Funding (Former 5317. Project Selection will be established for the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding and the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Operational Funding per CITILINK’s Section 5310 Program Management Plan (PMP) approved and on file with FTA. CITILINK is the designated recipient of Section 5307 funding.

The transportation providers in Allen County have a strong sense of coordination and work together to provide efficient and unduplicated service. In addition, there is a strong history of cooperative agreements between several of the providers and human service agencies. Representatives from human service agencies and transportation providers attend bi-monthly Transit Planning Committee (TPC) meetings and quarterly Transportation Advisory Committee (TAC) meetings to discuss and coordinate transportation issues within Allen County. Several transportation providers operate within Allen County including; CITILINK, CTN, St. Vincent De Paul “Care Van”, multiple private providers, taxi providers, and ridesharing services such as Uber and Lyft. The services of these providers are identified and detailed in the plan. These providers face many obstacles in providing transportation in Allen County.

The biggest obstacle to providing transportation in Allen County is the lack of funding. Without sufficient funds, the unmet transportation needs of the individuals within Allen County cannot be adequately addressed. Adequate funding is crucial not only to maintain existing service, but also to expand the services being provided. This has a major impact on the public transit and human service providers. Programs are often available that offer funding to cover capital expenses, but not the associated operational costs. In addition, recent inflation has strained the budgets and services of all providers. The providers try to address and facilitate the needs, but often are only able to provide service at a much lower level than is needed. This is intensified by the geographic size and population of Allen County, which adds to the cost and complexity of providing transportation services. There are 657 square miles in Allen County, the largest county in the state. The county population was estimated at 381,839 individuals according to the 2021 American Community Survey (ACS) 5-Year Estimate and is anticipated to continue to grow. According to Census information, between 1990 and 2010, the county’s population increased at an approximate rate of 18%. However, between 2010 and 2021, growth has slowed and leveled off. According to the 2021 ACS 5-year estimate, the county grew an estimated 7.46%, the City of Fort Wayne grew an estimated 3.54% and the City of New Haven grew an estimated 7.26% between 2010 and 2021. Even with the slower growth over the past 10 years, the substantial growth over the last 30 years shows and substantiates the need for increased coordinated and efficient transportation services. In addition, any continued growth will only increase the costs and complexity of providing transportation services.



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

The non-geographic needs include the reasons why transportation is needed and when transportation is needed. Individuals in the targeted populations require transportation to get to medical appointments, work, school, shopping and services, various government and social services, church, and recreational and social activities. The primary reasons for needing transportation in Allen County is for accessing medical appointments or services and to access employment. Information gathered during the planning process revealed that the most important reasons for needing transportation were medical related trips, followed by work, education, shopping, visiting family and friends, church, recreational and social activities, and government and social service trips. The information also revealed when transportation would be needed. The highest demand for transportation was on weekdays between 5 a.m. and 6 p.m. There was also significant demand for Saturday, Sunday, and Holiday service, as well as weekday and weekend service between 6 p.m. and 5 a.m.

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

This plan also develops and prioritizes strategies for each specific program to address the identified service gaps. Strategies for the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding focus on maintaining and increasing

existing service and fleets, coordination and efficiency, and public awareness of the services and programs offered. Strategies for the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities – Operational Funding (Former 5317). Overall strategies focus on identifying new revenue sources to increase operating budgets necessary to expand and maintain service and fleets, as well as keeping costs low and maintaining affordable rates.

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

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

## Introduction and Background

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

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

In 2012, a two-year transportation authorization entitled Moving Ahead for Progress in the 21st Century (MAP -21) was signed into law. The new law affected the Section 5310, Section 5316 and Section 5317 programs. The Section 5310 program became known as “Enhanced Mobility of Seniors and Individuals with Disabilities” and essentially merged the Section 5317 program into the Section 5310 program. The new larger Section 5310 program provided both capital (old 5310) and operational (old 5317) funding. The principles of each program remained the same and all Section 5310 projects selected for funding still must be “derived from a locally developed, coordinated public transit-human services transportation plan,” and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” Under MAP-21, CITILINK became the designated recipient for 5310 funds for the urbanized area and INDOT became the designated recipient for 5310 funds in the rural area. The Section 5316 program was terminated in MAP-21.

The 2015 transportation authorization entitled Fixing America’s Surface Transportation (FAST) Act and the current 2021 Infrastructure Investment and Jobs Act (IIJA) have maintained the modifications established by MAP-21 for the Section 5310 program and still required that all Section 5310 projects selected for funding must be “derived from a locally developed, coordinated public transit-human services transportation plan,” and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.”

The key elements, as described by FTA, of a coordinated plan should include: (1) an assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes; (2) an assessment of available services; (3) strategies to address gaps for target

populations; (4) identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources; and (5) prioritization of implementation strategies.

Eligible activities for Section 5310 funding based on Federal regulations include:

- *Traditional Section 5310:* At least 55% of program funds must be used on capital or “traditional” 5310 projects. Examples include:
  - Buses and vans; wheelchair lifts, ramps, and securement devices; transit-related information technology systems including scheduling/ routing/ on-call systems; and mobility management programs.
  - Acquisition of transportation services under a contract, lease, or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a time period of more than one year. The capital eligibility of acquisition of services as authorized in 49 U.S.C. 5310(b)(4) is limited to the Section 5310 program.
- *Non-Traditional Section 5310:* The remaining 45% of program funds are for other “nontraditional” projects. Under MAP-21, the program was modified to include projects eligible under the former 5317 New Freedom program, described as: Capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, specifically designed to assist individuals with disabilities and seniors. Examples include:
  - Travel training; volunteer driver programs; building an accessible path to a bus stop including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features; improving signage, or way-finding technology; incremental cost of providing same day service or door-to-door service; purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs; and mobility management.

Since the spring of 2006, the Northeastern Indiana Regional Coordinating Council (NIRCC) has taken the lead role, along with its Transit Planning Committee (TPC), in both the initial development and the updates of the Coordinated Public Transit- Human Services Transportation Plan for Allen County. The TPC was chosen to serve as the advisory committee for this plan due to its membership’s expertise and experience with the programs and populations covered by the plan, as well as their strong involvement and coordination with previous transportation and transit related projects. The membership includes representatives of public, private and nonprofit transportation and human services providers, local jurisdictions, and consumers. The TPC membership, as well as other parties consulted for the original plan and this update, is included in Appendix A.

The initial Coordinated Public Transit Human Services Transportation Plan for Allen County (Coordinated Plan) was completed and adopted in 2007 following the requirements established by SAFETEA-LU. An update of the Coordinated Plan, completed in 2012, contained and utilized the same principles established in the original 2007 plan, however it was completed in a way to adapt to the changes of MAP-21. The targeted populations (individuals with disabilities, older adults, and persons with limited incomes) remained the same. Strategies and project selection were established

for the following: Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program – Capital Funding; and Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities – Operational Funding (Former 5317). Given that the FAST Act and now IIJA maintained the modifications established by MAP-21 and did not establish additional requirements, this 2024 update of the Coordinated Plan again contains and utilizes the same principles established in the original 2007 plan and the 2012 and 2017 updates.

Improving mobility of individuals who rely on transit to meet most of their transportation needs is a goal embraced by many agencies within Allen County. This community has an excellent record of examining transportation needs and responding with program development and service enhancement. In 1993, the Urban Transportation Advisory Board (UTAB) of NIRCC established a Transit Planning Committee (TPC) to coordinate and facilitate local public transportation services. Amid serious public scrutiny of public transportation services, the TPC engaged the professional consulting services of ASSOCIATES National Transportation Consulting to conduct a transit needs study and recommend improvements. The 1997 study documented the unmet needs of individuals who lack personal transportation. One conclusion of the study was that a significant amount of the area's mobility needs could be provided with existing services if they were expanded and/or better coordinated.

Approximately one year later (1998), the United Way of Allen County identified transportation as one of four primary barriers for individuals to access necessary services. In the wake of recommendations by the ASSOCIATES and the United Way's Community Assessment, the Community Transportation Network (CTN) was established in 1999 to coordinate and broker transportation for individuals that lacked personal transportation throughout Allen County. Over the years, CTN's role has evolved from broker to transportation provider. Their mission has evolved from providing dependable and efficient transportation so no one is left behind to easing the burden of transportation so that more people are able to maintain life-sustaining and purposeful connections in the community. CTN is now the primary transportation provider outside of CITILINK in Allen County; serving seniors, people with disabilities, low income families, children, youth, and the organizations that serve them. However, the provision of medical trips to seniors and people with disabilities is their primary service. Since their inception, CTN has increased efficiency and cost effectiveness of these services as well as enabling service providers to expand the areas in which they operate. CTN has brokered a stronger and continuing coordination between all of the agencies and providers that serve Allen County. CTN is now working to extend their impact beyond Allen County. In 2023, CTN initiated a Regional Transportation Needs Assessment for the 11 Counties within the Northeast Indiana Region to assess regional transportation needs, establish increased coordination, and identify solutions to address the identified needs. This regional assessment is discussed later in this plan.

A few years after the inception of CTN (2003), the first area-wide JARC plan for the Fort Wayne/Allen County community was completed pursuant to the requirements of the Transportation Equity Act for the 21st Century (TEA-21). The JARC plan provided a regional approach to JARC programs targeted at moving welfare recipients and low-income people to jobs regardless of jurisdictional and/or geographical boundaries. This plan set forth the strategies for the Fort Wayne/Allen County community to improve the ease and efficiency of getting people to work in general, as well as on time.

The following year (2004), CITILINK completed its Transportation Development Plan (TDP). The TDP developed new strategies and incorporated those identified in the JARC plan to improve service and provide a more flexible operating system. The TDP was updated in 2010 and 2020. Since the completion of the initial TDP in 2004 and the update in 2010 and 2020, CITILINK has implemented many of the strategies and improvements identified, which led to steady annual ridership increases prior to the impacts of COVID-19 in early 2020. In addition, the City of Fort Wayne completed the Bus Fort Wayne Plan in 2012 under their “Active Transportation” initiative that also includes the Bike Fort Wayne Plan and the Walk Fort Wayne Plan. The Bus Fort Wayne Plan was a ten-year plan that laid the groundwork for establishing public transit as a preferred transportation choice for the Fort Wayne and Allen County community. Since the completion of the Bus Fort Wayne Plan, several of the plan’s tasks listed in its implementation matrix have been initiated and/or completed.

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

### **Available Funding and Funded Projects**

**Table 1** illustrates the Section 5310 funds available to the Fort Wayne Urbanized Area since the previous update of the Coordinated Plan was adopted in 2017. The Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) and the American Rescue Plan Act (ARPA) included additional Section 5310 funding to support transit agencies and non-profits during the COVID-19 public health emergency. These funds were used by CTN to address losses in other revenues while still providing transportation services during COVID-19.

**Table 1: Available Section 5310 Funding**

<b>5310 Available Funds Since 2018</b>	
<b>Federal Fiscal Year</b>	<b>Total Apportionment</b>
2018	\$274,459
2019	\$284,989
2020	\$296,696
2021	\$302,542
2022	\$435,462
2023	\$440,866
2024	\$436,398



Since the completion of the 2007 Coordinated Plan, multiple funding cycles have been completed for the Section 5310, 5316, and 5317 programs utilizing the strategies and project selection established in the previous plans. Nine (9) funding cycles have been completed for the 5310 Capital Funding program since 2013 when the program began being facilitated locally for the Urbanized Area, providing approximately over 30 vehicles and \$1,446,000 in federal capital funding to purchase accessible transit vehicles for Allen County providers. Eight (8) funding cycles have been completed for the 5317 / 5310 Operational Funding program, providing approximately \$1,500,000 in federal operating funding to CTN over a 14-year period. Three funding cycles have been completed for the 5316 JARC funding, providing approximately \$767,000 in federal operating funding to CITILINK; however, JARC funding has not been awarded or utilized since the end of 2013.

**Table 2** illustrates the projects funded by the Section 5310 program since the previous update of the Coordinated Plan was adopted in 2017. A complete list of projects funded by Section 5310 program since 2013 is available at [www.nircc.com](http://www.nircc.com) and is updated at the completion of each Section 5310 funding cycle.

**Table 2: Section 5310 Funded Projects**

<b>5310 Funded Projects Since 2018</b>		
<b>5310 Capital Funding</b>		
<b>Calendar Year</b>	<b>Agency</b>	<b>Project</b>
2018	CTN	4 Medium Transit Vehicles
2019	CTN	4 Medium Transit Vehicles
2020	CTN	3 Medium Transit Vehicles
2021	CTN	2 Medium Transit Vehicles & 1 Low-Floor Mini-van
<i>5310 Capital Funding Rounds were not held in 2022 and 2023 due to supply chain and inflationary cost issues.</i>		
<b>5310 Operational Funding</b>		
<b>Calendar Year</b>	<b>Agency</b>	<b>Project</b>
2019-2020	CTN	Additional Trips
2021-2022	CTN	Additional Trips
2023-2024	CTN	Additional Trips
<b>5310 COVID Relief Funding - CRRSA &amp; ARPA</b>		
<b>Calendar Year</b>	<b>Agency</b>	<b>Project</b>
2022	CTN	Budget Short-fall Reimbursement

## Plan Outline

The initial 2007 Coordinated Plan and the corresponding 2012 and 2017 updates were developed utilizing several methods. Existing resources and studies available at the time were examined, including previous versions of the Coordinated Plan. Census, employment, and locations of origins and destinations were mapped and examined. Discussions and interviews were conducted with area agencies and providers to collect information relative to their services and clients. A transportation needs survey was also distributed through area agencies, focusing on individuals from the targeted populations. Input and public information sessions were held to allow local officials, agencies, facilities, and the general public an opportunity to provide input on transportation needs, gaps, and strategies presented in the plan, as well as the opportunity to learn about and comment on the contents of the plan. This 2024 update, again, utilizes the contents of the previous Coordinated Plans and examines any new available and relevant resources and studies. Area agencies and providers were consulted to collect updated information through 2023 relative to their services and client needs. A transportation needs survey was also distributed (with promotional / solicitation assistance from area agencies) in 2023, focusing on individuals from the targeted populations. The most recent data and information regarding Census (2021 ACS estimates), employment (2015 employment data), origins, and destinations was gathered, examined, and mapped. Public information sessions were also held to allow the citizens, local officials, agencies, and facilities of Allen County the opportunity to learn about and comment on the contents of the plan. Appendix C contains information regarding these sessions, including attendees and comments. *\*Appendix C has been omitted from public comment draft.*

The Coordinated Plan will have a 5-year update cycle, consistent with the 5-year update cycle of the long-range metropolitan transportation plan for Fort Wayne-New Haven-Allen County Urbanized Area. Please note that previous Coordinated Plans have been updated on the 5-year cycle, however, the current update was delayed due to COVID-19. Upon adoption, the Coordinated Plan will be amended into the current 2045 Transportation Plan for the Fort Wayne-New Haven-Allen County Urbanized Area (2045 Plan).

Allen County demographics utilized and presented in the Coordinated Plan are consistent with those utilized and presented in the 2045 Plan completed and adopted in 2023. This includes the Environmental Justice (EJ) Population areas identified in the 2045 Plan, including individuals age 65 and older, minority population, Hispanic population, individuals below poverty, individuals with a disability, households with no vehicle, and individuals with Limited English Proficiency. The full EJ analysis for the Urbanized Area is included in the 2045 Plan available at [www.nircc.com](http://www.nircc.com).

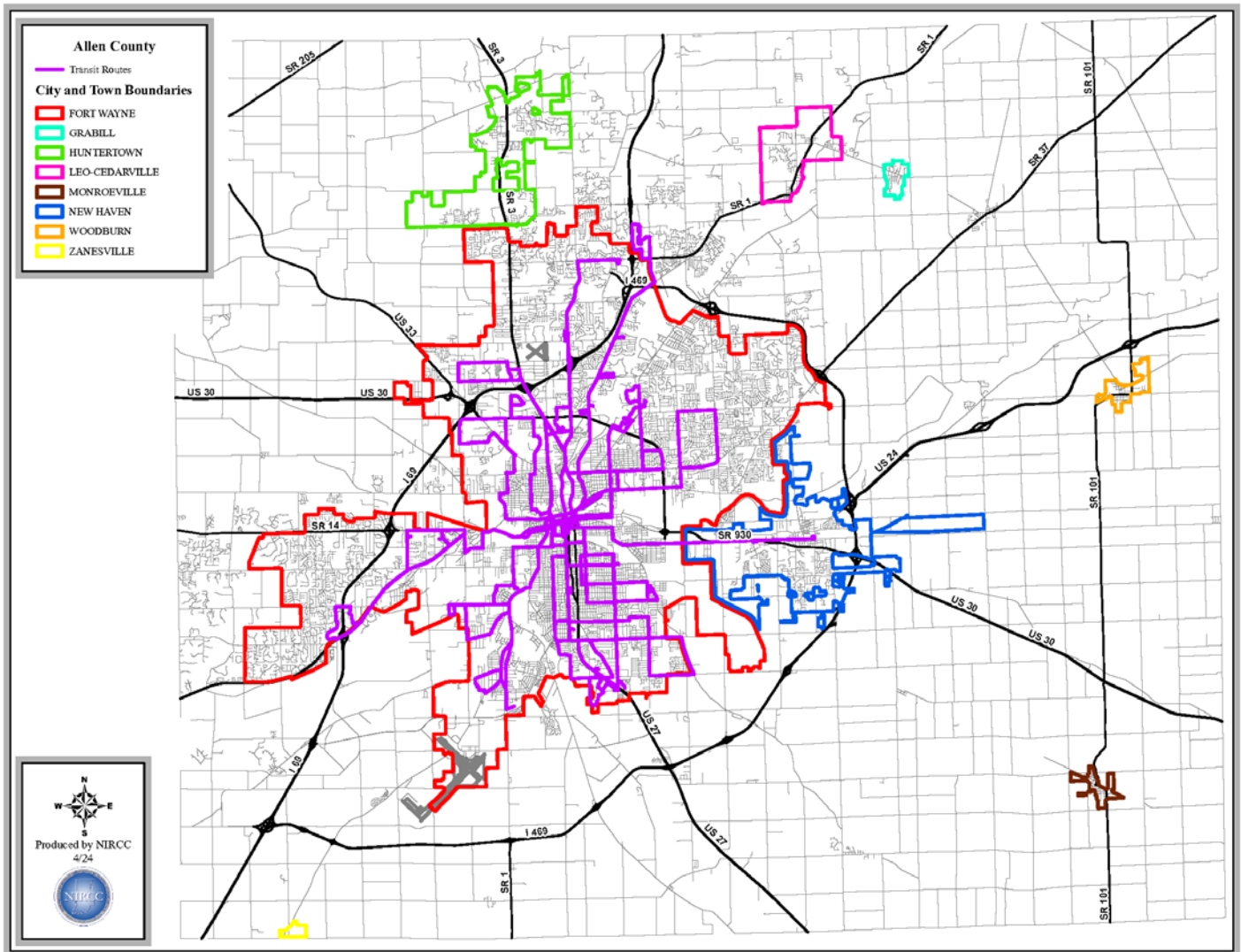
This plan will ultimately identify the transportation service gaps within Allen County and fill those gaps with appropriate projects through the Section 5310 program. The plan is laid out in five distinct steps:

- Step 1:** The first step identifies the providers within Allen County and the service they provide.
- Step 2:** The second step identifies the transportation related needs of individuals with disabilities, older adults, and persons with limited incomes within Allen County.
- Step 3:** The third step identifies the service gaps and redundant service.
- Step 4:** The fourth step identifies and prioritizes strategies.
- Step 5:** The final step selects the projects to be pursued.

## Step 1: Identification of Providers

A wide variety of transportation services are available within Allen County through public, human service, and private transportation providers. The size and population of the county adds to the complexity of providing transportation services. Allen County is the largest county geographically in Indiana, with approximately 657 square miles. Within the county are several incorporated cities and towns, including Fort Wayne, the second largest city in Indiana. **Map 1** illustrates the size and defines the boundaries of the cities and towns of Allen County. The county is also the third largest in population with an estimated 381,839 individuals according to the 2021 American Community Survey (ACS) 5-Year Estimate.

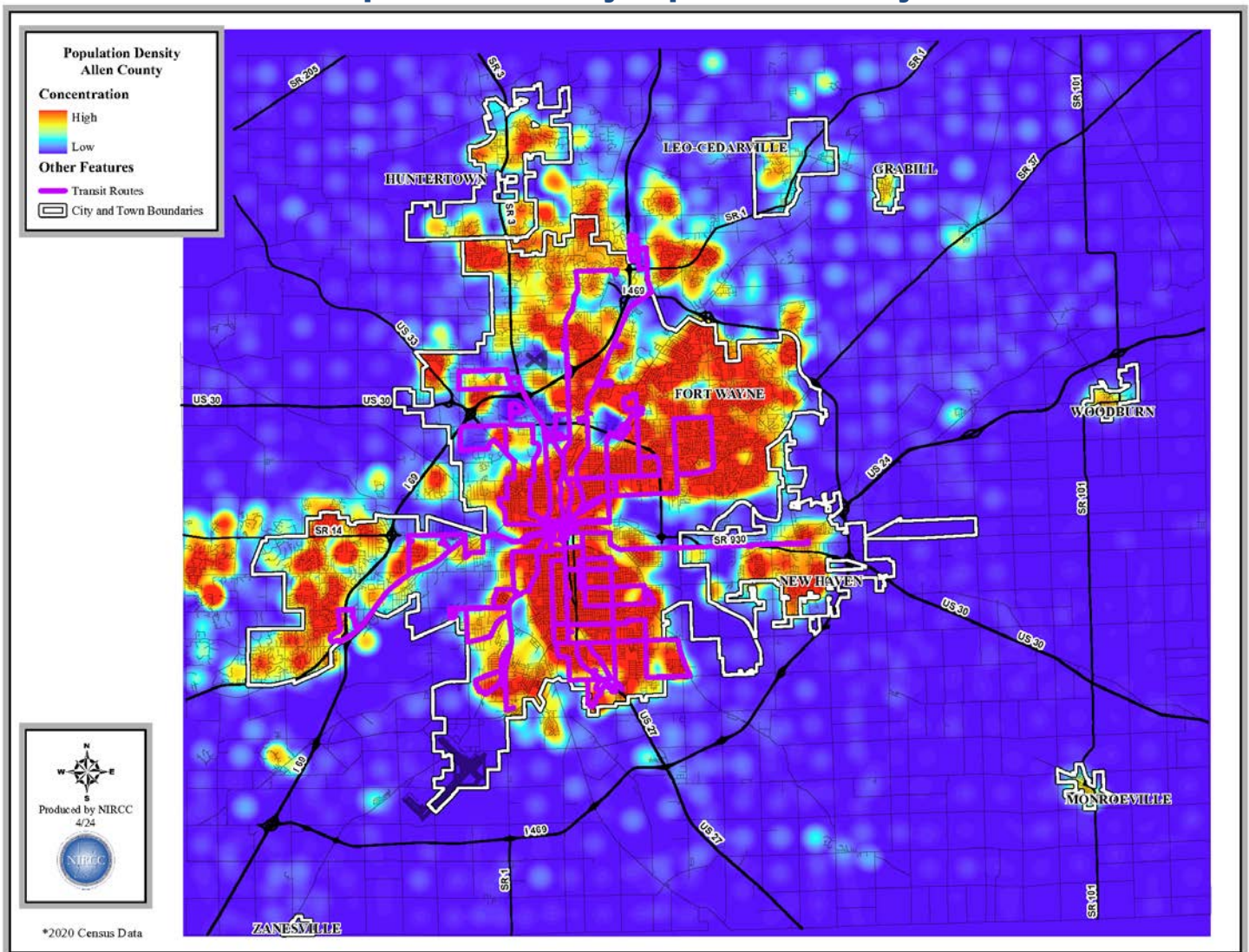
**Map 1: Allen County City and Town Boundaries**





**Map 2** illustrates the distribution of population in Allen County (2021 ACS). The highest concentrations of population lie in the incorporated areas of the county. The county and the communities within it continue to grow, a trend that has been occurring for many years. Allen County grew by 18% between 1990 and 2010; while the City of Fort Wayne and the City of New Haven grew at much higher rates between 1990 and 2010, 46% and 59% respectively, mostly attributed to annexations. However, between 2010 and 2021, growth has slowed and leveled off. According to the 2021 ACS 5-year estimate, the county grew an estimated 7.46%, the City of Fort Wayne grew an estimated 3.54% and the City of New Haven grew an estimated 7.26% between 2010 and 2021. Even with the slower growth over the past 10 years, the substantial growth over the last 30 years shows and substantiates the need for increased coordinated and efficient transportation services.

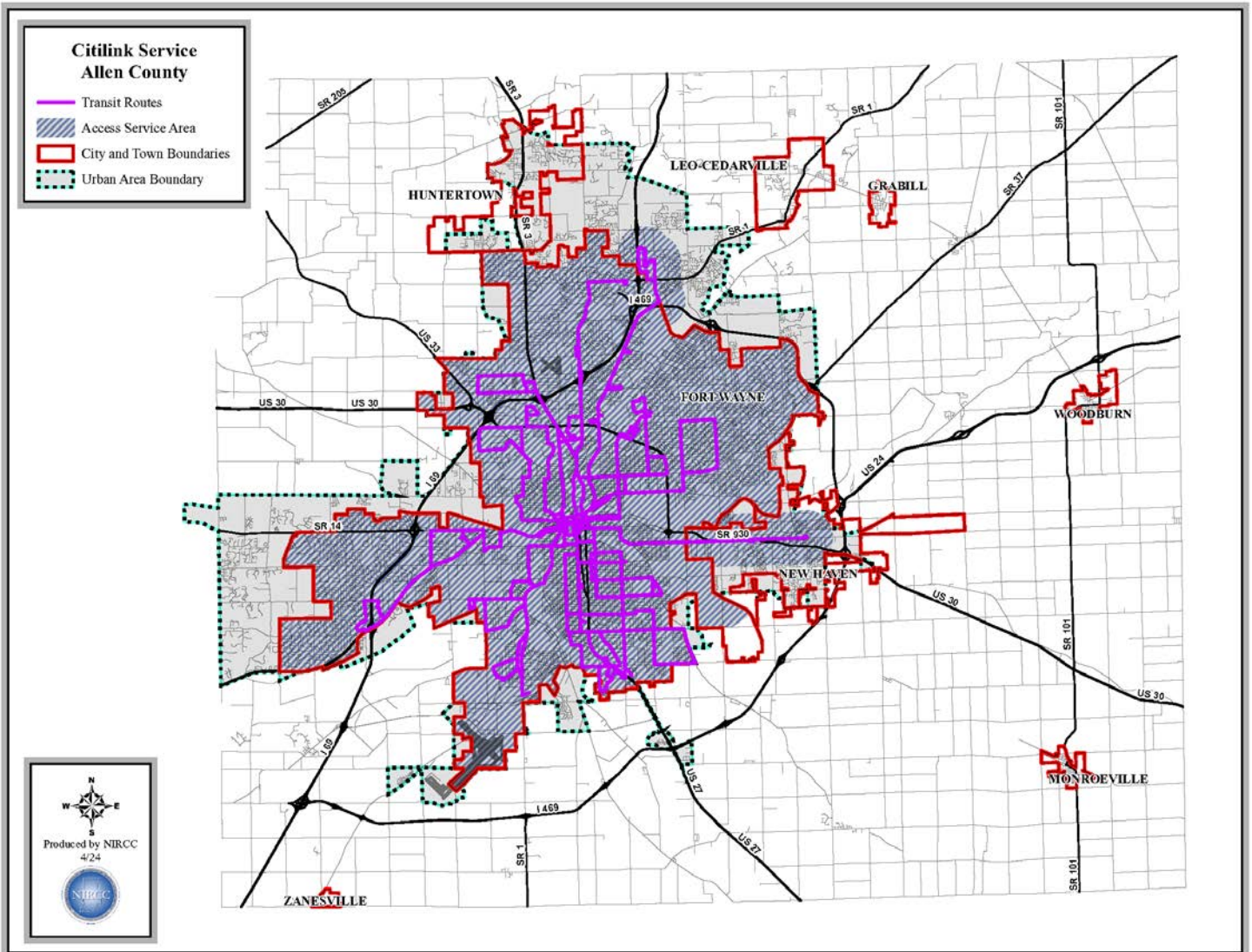
**Map 2: Allen County Population Density**



**CITILINK:**

The primary public transportation provider is the Fort Wayne Public Transportation Corporation, commonly referred to as CITILINK. CITILINK serves the Cities of Fort Wayne and New Haven. Their services provide bus service on thirteen (13) fixed routes, including two (2) point-deviation routes throughout Fort Wayne and New Haven. Buses operate between 5:25 AM and 9:45 PM on weekdays and 7:30 AM and 6:30 PM on Saturdays at 30-minute and 60-minute frequencies (headways), dependent upon the route and time of day. **Map 3** illustrates the CITILINK routes.

**Map 3: CITILINK Service**



CITILINK also provides complementary demand response paratransit service known as ACCESS for the entire corporate limits of the City of Fort Wayne and within a ¾ mile radius of Route 10-New Haven and Route 15-MedLink. This is a significant service for the area. Many public transit providers only



provide this service within a ¼ mile radius of their fixed routes, as required. CITILINK exceeds this requirement by providing paratransit service to a substantial portion of the urban population. This significantly reduces the burden on other specialized transportation providers and ensures a high degree of mobility to area residents. **Map 3** illustrates the Access service area.

CITILINK passenger fares are \$1.25 each way or \$3.00 day pass (\$.60 each way and \$1.50 day pass for seniors & disabled) for fixed route, and \$2.50 for ACCESS service one-way trips. The current combined fleet consists of 62 buses. CITILINK typically operates approximately 40 vehicles daily and employs over 80 full-time drivers. In 2023, fixed-route bus service traveled approximately 6,229,000 miles and provided approximately 1,500,000 one-way trips, and ACCESS service traveled approximately 401,000 miles and provided approximately 62,000 one-way trips.

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

Please note that CITILINK only provides service within their service area described above, which is within the Fort Wayne-New Haven-Allen County Urbanized Area. CITILINK cannot provide service outside of the Urbanized Area. Allen County currently does not have a designated Rural Public Transit provider to provide public transportation outside of the Urbanized Area. Transportation in the rural area is currently provided by human service transportation agencies and private transportation providers (including taxi and ride sharing services). Rural Public Transit service known as COUNTILINK was previously available in rural Allen County as a demand response service from 2009 through 2013, however, due to insufficient funding the service was ended.

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

The Community Transportation Network (CTN) is a nonprofit transportation provider for individuals with specialized transportation needs. The mission of CTN is to ease the burden of transportation so that more people can maintain life-sustaining and purposeful connections in the community. Working with over 85 partner groups/organizations, CTN empowers over 9,700 individuals of all ages and abilities to access their community. CTN provides medical transportation for older adults and individuals with disabilities, work transportation for individuals with disabilities, free grocery rides for older adults and individuals with disabilities within Allen County, and subscription-based rides to the general public and to clients of nonprofit agencies serving children and families with low incomes. Medical and work transportation requires pre-registration and scheduling and is typically provided Monday through Saturday from 7:00 a.m. to 6:00 p.m. Free grocery rides are available once a month on either a specified Saturday or Tuesday for specified locations at specific times, with priority to those whom pre-register. Subscription service is typically offered Monday through Saturday during the day and evening hours as needed. Service is friendly, accommodating (including door-through-door passenger assistance), and affordable thanks to community support. Information and referral services provided by



staff offer a resource for individuals and groups to find the most appropriate transportation alternative. CTN has grown to become a more effective and efficient transportation provider for the nonprofit sector.

CTN currently has a fleet of 41 vehicles consisting of lift equipped transit vehicles, minivans with ramps, and school buses. They typically operate approximately 25 vehicles daily and employ 20 full-time and 15 part-time drivers. In 2023, CTN's fleet provided approximately 68,900 one-way passenger trips, including approximately 35,000 subscription trips, approximately 19,900 medical trips, approximately 13,000 work trips, and approximately 1,000 grocery trips. Outside of the impact of COVID-19 in early 2020 through 2021, CTN routinely sees an increase every year in the miles traveled and trips provided.

CTN was awarded Section 5317 New Freedom funding in 2007, 2009, and 2011 (with a 1-year extension in 2013), and Section 5310 Operational funding in 2014, 2016, 2018, 2020, and 2022 for 2-year projects. Since beginning the initial 2-year project in 2008, CTN has been utilizing Section 5317 New Freedom and Section 5310 Operational funding to provide additional medical trips. Through 2022, the funding from these programs has allowed CTN to provide approximately 45,000 additional trips. CTN intends to provide approximately 13,200 additional trips with this funding during the 2023 - 2024 funding period.

Another nonprofit transit provider that serves Allen County is the St. Vincent De Paul "Care Van". The "Care Van" provides primarily non-emergency medical transportation Monday, Wednesday, and Friday from 8:00 a.m. to 5:00 p.m. They operate one (1) van that is accessible to individuals with disabilities. The service is provided by 10 volunteer drivers with an annual budget of \$11,000.

Also, many of the not-for-profit and private nursing and residential care facilities, as well as agencies serving elderly and disabled populations within Allen County own and operate vehicles to provide transportation to their residents/clients. Some of these facilities and agency clients are located outside the service area of CITILINK, and as a result cannot be accessed by residents/clients who are capable of riding a fixed route bus. In addition, some of the residents/clients require support beyond the means of the services provided by CITILINK, even if it is available. Byron Health Center, Easter Seals ARC of Northeast Indiana, and Pathfinders Services are examples of agencies that own and operate their own vehicles within Allen County. However, their vehicles can only be used to provide transportation to their residents/clients, they cannot be used to provide transportation to non-residents/clients.

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

There are several small private shuttle companies that principally provide medical-related transit service within Allen County. Without exception, private transportation services are expensive and typically out of range for individuals that lack personal transportation. These companies respond to a relatively competitive demand and have limited capacity for expansion. These companies have struggled to survive over the years due to the economy and changes in Medicaid eligibility, funding (cut) and reimbursement (slow process). These issues have caused several to shut down their operations and forced the remaining providers to minimize the number of Medicaid trips they provide. CTN has seen a significant increase in Medicaid reimbursable trip referrals from these providers.

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

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

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

Ride sharing services became available in 2015 in Allen County. As of 2024, both Uber and Lyft were operating in the local market. In order to use these services, an Apple or Android smartphone is necessary. By downloading an app and creating a profile including payment information, an individual can request and pay for a ride through the app. The request still needs to be pre-planned; however, the app provides a map of drivers within the vicinity of your location. According to Uber, the average cost per ride is less than taxi and private car services. Both Uber and Lyft offer requests for Wheelchair Accessible Vehicles (referred to as WAV). However, the number, if any, of dedicated accessible vehicles available through the Uber and Lyft services in the local market is unknown at this time. Additional information regarding the accessibility of ride sharing services can be found at:

- Uber: <https://www.uber.com/us/en/about/accessibility/>
- Lyft: <https://help.lyft.com/hc/en-us/all/articles/360045782413#riders>.

### ***Transportation Resource Guide:***

A Transportation Resource Guide listing available transportation resources in Allen County is available at [www.nircc.com](http://www.nircc.com). The Guide is updated quarterly and provides contact information on the public, not-for-profit, and private transportation resources available; including the providers listed above, as well as a current list of the private and taxi service providers operating in Allen County.

### ***Issues Affecting the Provision Transportation***

#### **COVID-19**

The COVID-19 Pandemic had a significant impact on the transportation services provided within Allen County. CITILINK saw an approximate decrease of 600,000 one-way passenger trips during the peak of the pandemic in 2020 and 2021 compared to pre-pandemic levels. While ridership was still below pre-pandemic levels, as of 2023, approximately 92% of their annual ridership had been recovered. CTN saw an initial decrease of approximately 60,000 one-way passenger trips in 2020 and then a decrease of approximately 40,000 one-way passenger trips in 2021 compared to pre-pandemic levels. As of 2023, CTN was still providing approximately 30,000 fewer trips compared to pre-pandemic levels. The initial decrease in trips was primarily caused by the stay-at-home orders and the corresponding shutdowns during the peak of the pandemic and the pandemics associated social distancing requirements that reduced vehicle capacity. The continued decrease in trips and slow return to pre-pandemic levels is a result of inflation and the corresponding impact on the increased costs associated with providing transportation services. Neither CITILINK nor CTN discontinued service during the pandemic, however there was a reduction in the amount of service and vehicle capacity provided. CITILINK reduced service hours and reduced vehicle capacity by as much as 50% due to social

distancing requirements (for passenger and driver safety). CTN implemented their “Priority Transportation Plan”, which focused on life sustaining trips only, such as those for dialysis, chemo, and radiation. CTN also had to reduce their vehicle capacity from seven (7) to two (2) or three (3) due to social distancing requirements (for passenger and driver safety). It is also important to take into account that transportation service was considered an “essential service” that needed to be provided throughout the pandemic. This was not easy on drivers (or the administrative staffs needed to schedule trips and oversee operations) and led to increased turnover and employee fatigue due to putting the wellbeing of themselves, families, and co-workers at risk every day to provide this service. Case in point, CTN had two (2) drivers who volunteered to drive all COVID positive riders to these life sustaining trips, as well as COVID positive riders needing to access COVID shelters during the peak of the pandemic. In addition, both providers also implemented new cleaning and sanitization policies and procedures, which increased both supply and employee costs. Most of these new policies and procedures are still implemented today, just at reduced levels unless required.

### **Funding**

Adequate funding is crucial not only to maintain existing service, but also to expand the services being provided. The level of service provided by any provider is directly contingent upon funding. Fare revenues cover only a small portion of the overall service provided by public and human service providers. Public transportation is highly subsidized, primarily by local tax revenue, followed by State and Federal transit funding. As stated previously, local property tax reform in the form of tax caps and reductions in State transit funding have negatively impacted CITILINK’s funding stream. Both CITILINK and local governments continue to lobby for increased local, State and Federal funding for transportation. Human Service Transportation is also highly subsidized, primarily by donors, foundations, grants, and private partnerships. As such, public and human service providers have been forced to provide transportation only to the level that the available funding allows. Per discussions with both CITILINK and CTN, both providers have significant concerns regarding having sufficient funding just to maintain the services and service level they currently provide without additional funding. There is fear that current services may need to be cut without additional funding. Also, without additional funding, needed expansion of services will continue to be just a desire, not a feasible option.

### **Inflation**

The funding issue described above is even more crucial given current inflation and its impact on the cost of providing transportation. CITILINK has seen a steady increase in their annual budget and CTN has seen their annual budget double in the last five (5) years. Unfortunately, these budget increases have not resulted in increased service or expansion, it has primarily allowed both providers to maintain existing service. Employment costs have increased, both in pay and benefits. In recent years, even beginning prior to COVID, both CITILINK and CTN have increased pay and provided additional benefits to employees in order to both keep existing employees and also to be competitive to attract and retain new employees. Vehicle costs have increased significantly since 2020 due to increased costs of components, vehicle shortages, and demand for vehicles. The cost to purchase a new transit vehicle has increased by as much as 100% dependent upon the vehicle type. As an example, CTN was able to purchase a lift equipped 12-passenger transit vehicle in 2020 for approximately \$60,000, while they paid approximately \$120,000 for a comparable vehicle in 2023. In addition, the cost to purchase parts

and maintain vehicles, as well as the time frames to not only access the needed parts and then to complete repairs, has significantly increased. Both CITILINK and CTN have confirmed that the costs associated with common parts such as engines, transmissions and tires have essentially doubled. In addition, accessing needed parts, even those as simple as air filters have been delayed due to backlogs and shortages. CITILINK completes most of their maintenance (including major repairs) in house, if and when they can obtain the required components needed for the repairs. However, CTN subs out their maintenance and repair work and has seen the required service time double, specifically for specialized repairs (lifts, transmissions, and body work). Maintenance is even more crucial given vehicle shortages and the delays in acquiring new vehicles. Per FTA standards, a large transit bus utilized by CITILINK has a typical useful life of 14 years with milage targets of 400,000 to 500,000 miles and the smaller transit vehicles utilized by ACCESS and CTN typically have a useful life of 5 years with target mileage of approximately 100,000. However, due to the recent inability to acquire new vehicles (currently a nationwide backlog of approximately 25,000 vehicles), CITILINK is still utilizing large busses that are nearing or at 20 years old and with as much as 700,000 miles, and CTN currently has several vehicles over five (5) years old and 18 vehicles with over 100,000 miles (six with over 150,000 miles).

### **Driver Shortages**

Driver shortages have been an issue for transportation providers, even prior to COVID-19. Without sufficient drivers available to operate a provider's fleet, the level at which the service is provided is compromised and below what is required just to maintain daily operations. As stated above, area providers have had to increase wages and incentives to both attract and maintain qualified drivers. As of 2024, both CITILINK and CTN have sufficient drivers to maintain their existing services, however both are always looking to acquire additional qualified drivers.

### **Medicare and Medicaid Coverage**

Individuals with disabilities and older adults often rely on Medicare and Medicaid programs to assist with payment of required services, including transportation. However, funding cuts, eligibility requirements, and reimbursement issues (both rates and slow processing) have negatively impacted both riders and area transportation providers that utilize these programs. Without this assistance, riders often cannot afford transportation services.

### **School Transportation Cuts**

Area school systems have been forced to make cuts to various programs since 2010 property tax caps took effect that reduced school funding. Funding for school transportation was one of the few areas that could be reduced while still meeting Federal education requirements. All school systems in Allen County have implemented some reduction in school transportation. However, the system impacted the most was Fort Wayne Community Schools when they limited school transportation to areas outside their designated No Transportation Zone (NTZ) beginning with the 2015/2016 school year. This change eliminated school transportation to: elementary students living within 1 mile of their school; middle school students living within 1.5 miles of their school; high school students living within 2 miles of their school; as well as drop off and pick up at day care facilities. School transportation to students with special needs was not reduced within the NTZ as long as the need was documented This required students to either walk to school or find alternative means of transportation that created various

impacts. This required the City of Fort Wayne to evaluate pedestrian infrastructure needs and prioritize projects and improvements within the NTZ to ensure students walking to school had safe and adequate pedestrian facilities to get to school. It also required the re-evaluation or establishment of drop off and pick up procedures at the individual schools to accommodate the increased traffic from parents or providers dropping off or picking up students. The change also impacted the area transportation providers. Students started utilizing CITILINK buses to get to school. CITILINK also received requests for route and/or stop changes to allow students to get to and from school. Non-profit and private transportation providers were also relied upon to assist with transporting students to and from daycare facilities. Many daycare programs do not have transportation resources and relied upon the school system's transportation to transport students to and from their facilities. This change was a significant burden to low-income families with children of various ages that relied upon the school transportation to get their children to and from daycare facilities and various schools within the required drop off times. As of 2024, this change is still in effect, and impacts numerous students annually.

### **Connectivity and ADA Compliance**

Access to the available transportation services is a major issue. There are many areas within Allen County, specifically those along transit routes, which lack sidewalks or safe areas for individuals to access the transportation service that may be available. In addition, some locations contain obstacles that limit access to individuals with mobility issues. In recent years, NIRCC has been working to identify all sidewalk connectivity issues (including gaps or lack of sidewalks), as well as curb ramps and bus stop locations that do not meet the minimum ADA accessibility requirements. NIRCC is currently coordinating with the municipalities within Allen County and CITILINK to address these issues. All planned projects are now being reviewed for ADA compliance as part of the design and development process. The goal is to include these necessary improvements in planned/scheduled road and development projects, as much as possible as funding allows. Improvements that cannot be included in other planned/scheduled projects will be completed as funding allows.

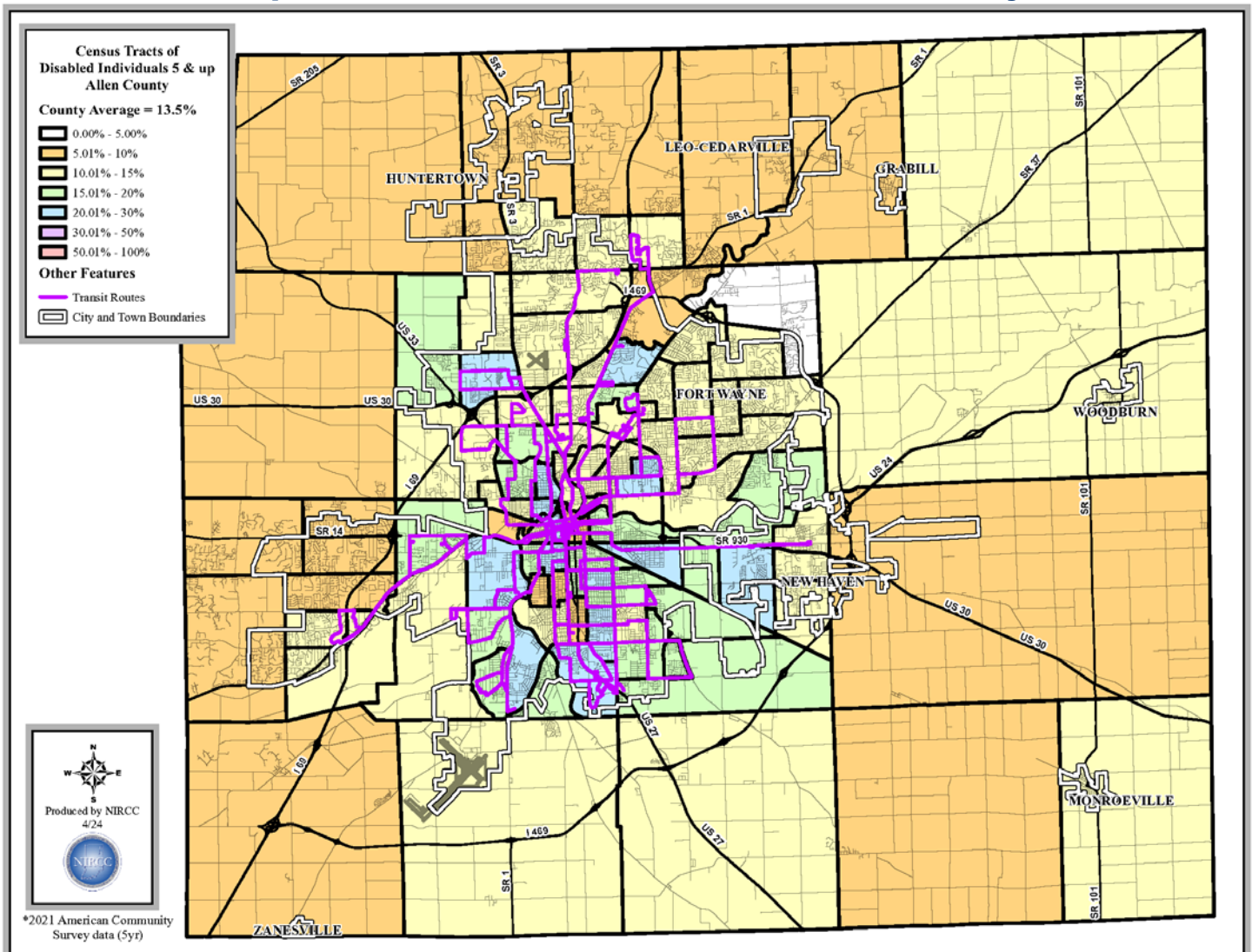


## Step 2: Identification of Transportation Needs

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

### Geographic Distribution

**Map 4: Disabled Individuals 5 & Over in Allen County**





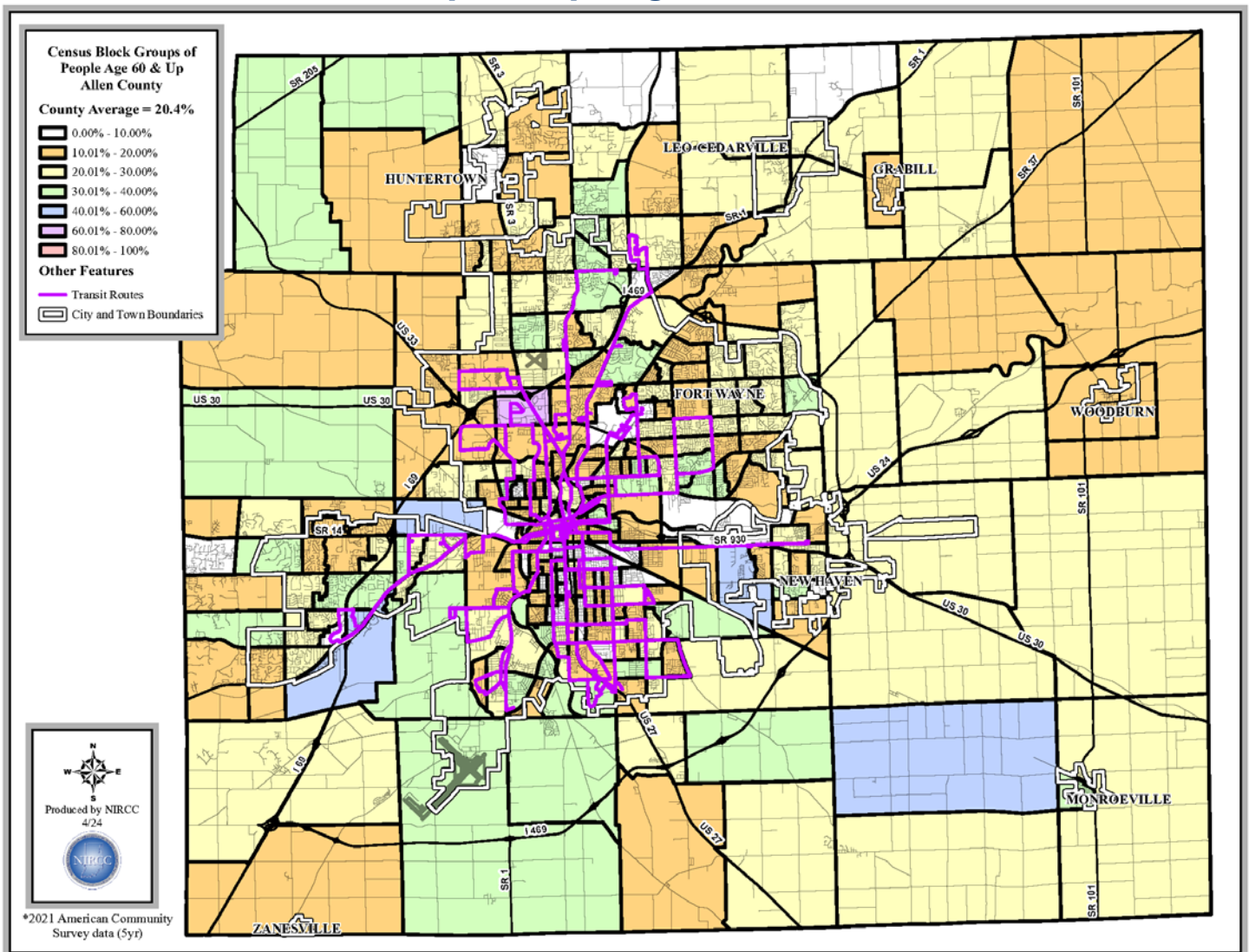
**Distribution of Individuals with disabilities**

According to the 2021 ACS 5-Year Estimate, there are 46,675 individuals in Allen County age 5 and over living with a disability. This is 12.33% of the county’s total population. **Map 4** illustrates the distribution of individuals age 5 and over living with disabilities (2021 ACS). The concentrations of these individuals vary throughout the county, with the heaviest concentrations living within the incorporated or highly populated areas of the county. Within this disabled population an estimated 4,514, or 9.67% of all individuals with disabilities are between the ages of 5 and 17. In general, due to the assumption that a majority are under the age of 16 and cannot drive, individuals in this age group (including those without disabilities) rely mainly on others (family and transportation providers) for their transportation needs.

**Distribution of older adults**

The elderly population in Allen County has seen substantial growth over the years, increasing by more than 58.22% between 2000 and 2021. According to the 2021 ACS 5-Year Estimate, an estimated 77,847 individuals age 60 and over are living in Allen County. This is 20.56% of the county’s total population.

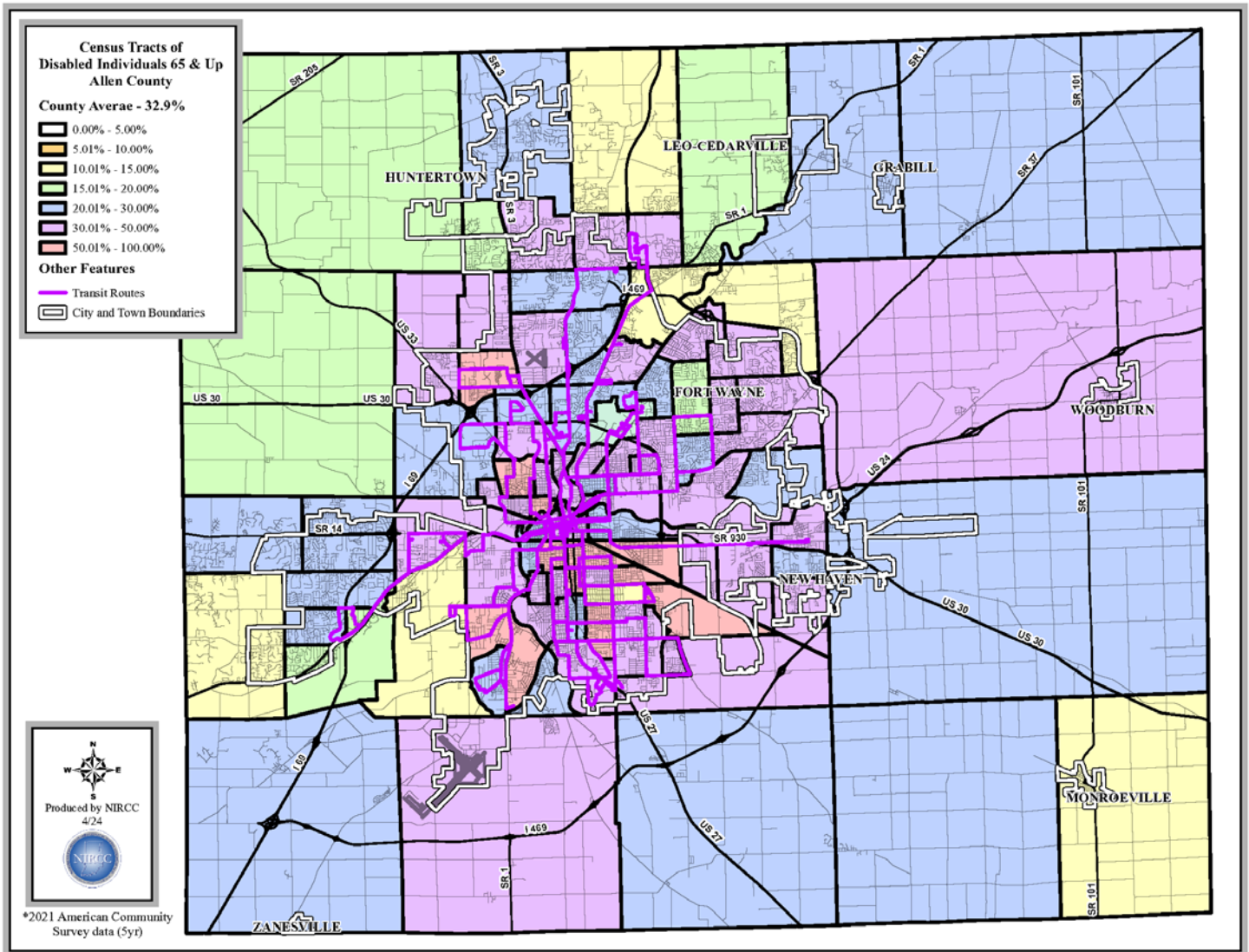
**Map 5: People Age 60 & Over**



**Map 5** illustrates the distribution of individuals age 60 and over. The largest concentrations of elderly in Allen County are in the southwest, north, and northeast areas of Fort Wayne.

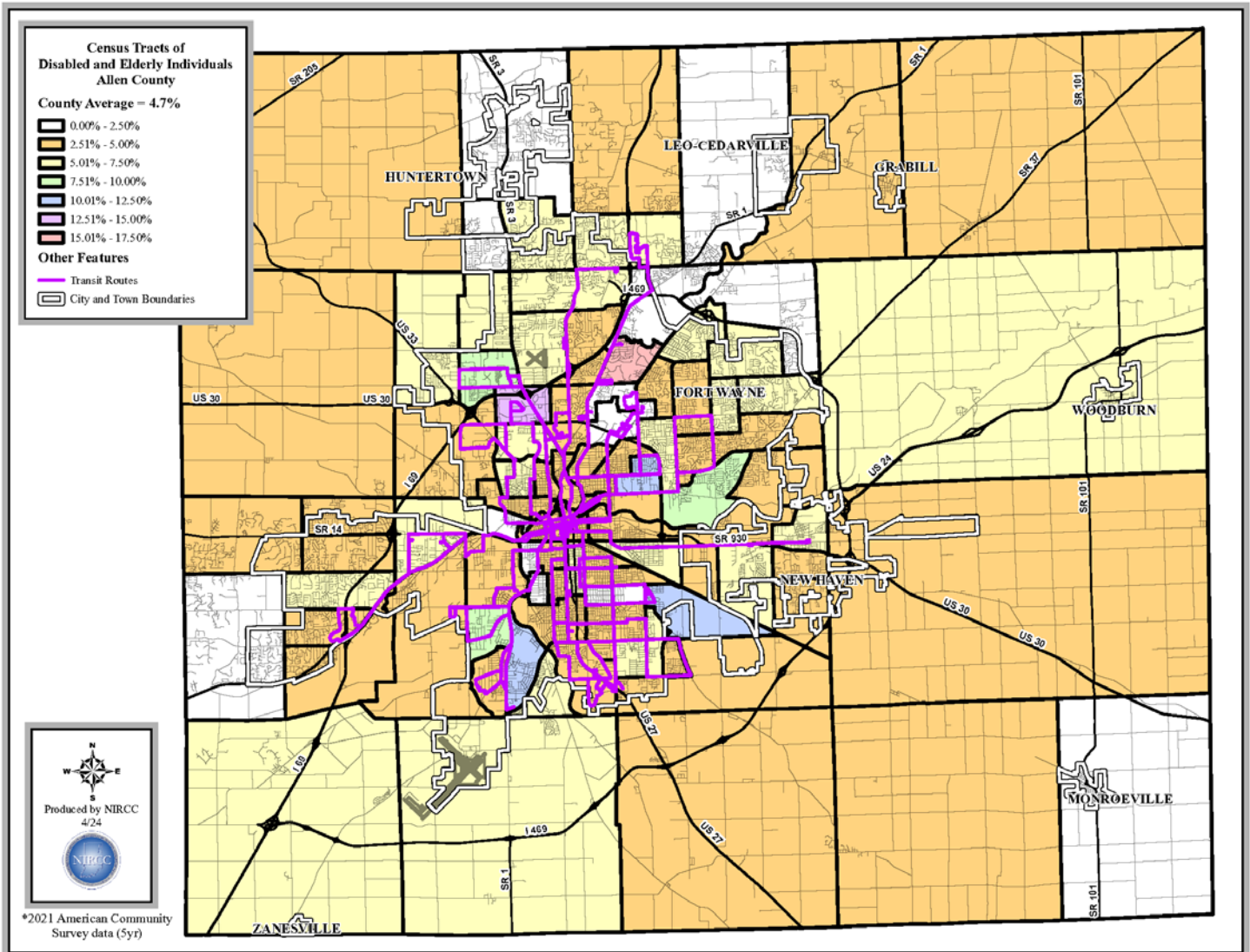
According to the 2021 ACS 5-Year Estimate, 17,155 or 4.53% of the county’s total population are age 65 and over with a disability. The concentrations of these individuals vary throughout the county, with higher concentrations within the incorporated or highly populated areas of the county. **Map 6** illustrates the distribution of individuals age 65 and over with disabilities (2021 ACS).

**Map 6: Disabled Individuals 65 & Over**



The overall distribution of disabled and elderly populations is concentrated heavily within the City of Fort Wayne. This is illustrated in **Map 7**, which displays the distribution of the individuals with disabilities and the elderly combined (2021 ACS).

**Map 7: Disabled and Elderly Individuals**

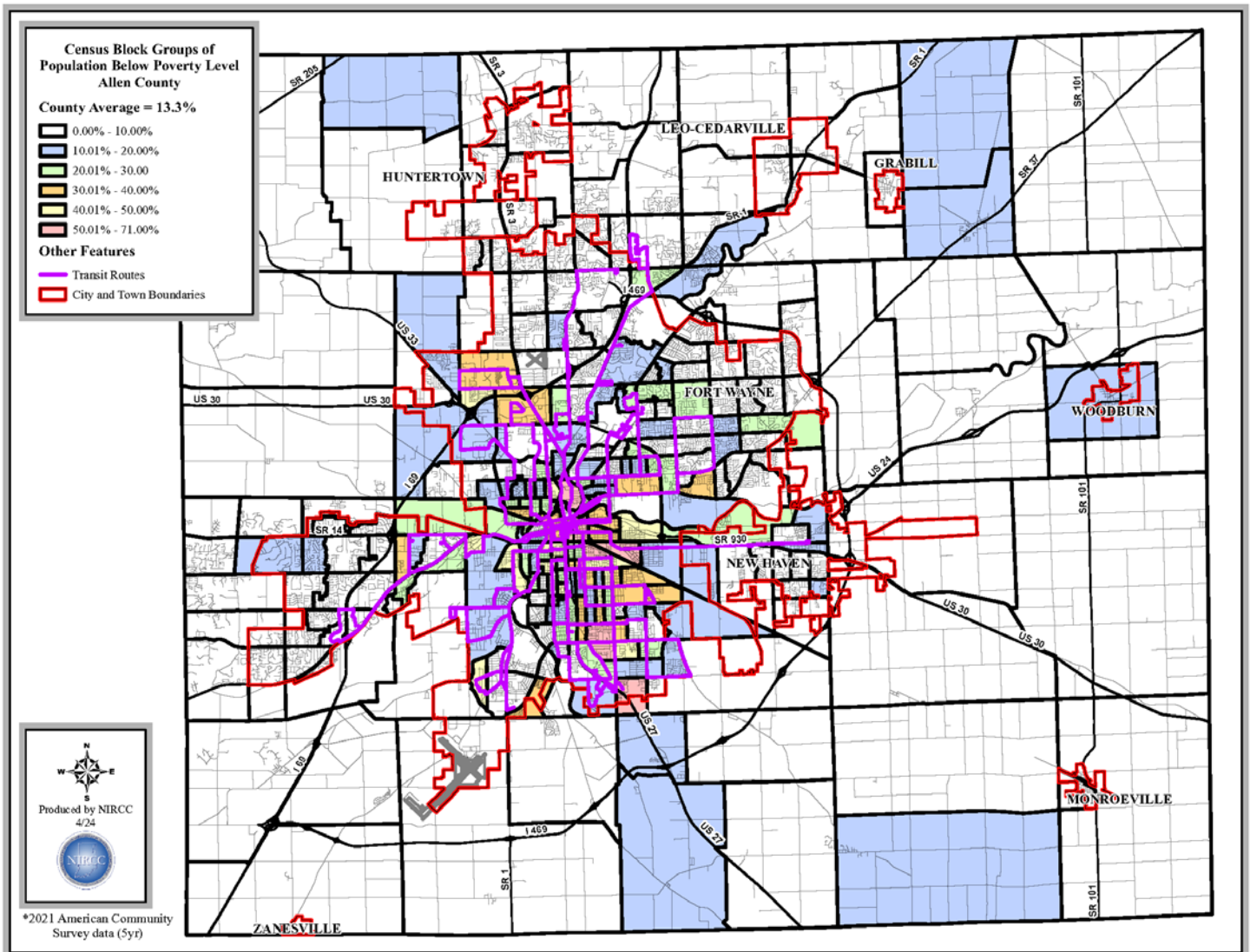


***Distribution of persons with limited incomes***

Welfare recipients and low-income individuals can be found in nearly every part of Allen County and the City of Fort Wayne; however, the areas with disproportionately high numbers of such individuals are located primarily in the south-central and southeastern areas of Fort Wayne. According to the 2021 ACS 5-Year Estimate, 12.34% of Allen County residents live below the poverty level. **Map 8** illustrates the census tracts that fall into this category. This poverty rate is approximately equivalent to the national rate and Indiana’s rate, which are 12.63% and 12.5% respectively (per the 2021 ACS 5-Year Estimate). Despite the lower poverty rate in Allen County, 15.46% of City of Fort Wayne residents live below the poverty level (per the 2021 ACS 5-Year Estimate); a rate that is above both the national and Indiana levels. In fact, 85.94% of Allen County’s poorest residents live in the City of Fort Wayne. Nearly 62.72% of all City residents living at or below poverty are located within 30 census tracts. They are also contiguous to one another and are located in the central and southeastern part of the City. Please note that **Map 8** identifies a tract with high levels of poverty that includes the IPFW / IVY Tech area, this is presumed due to a large student population and student type housing within the tract.

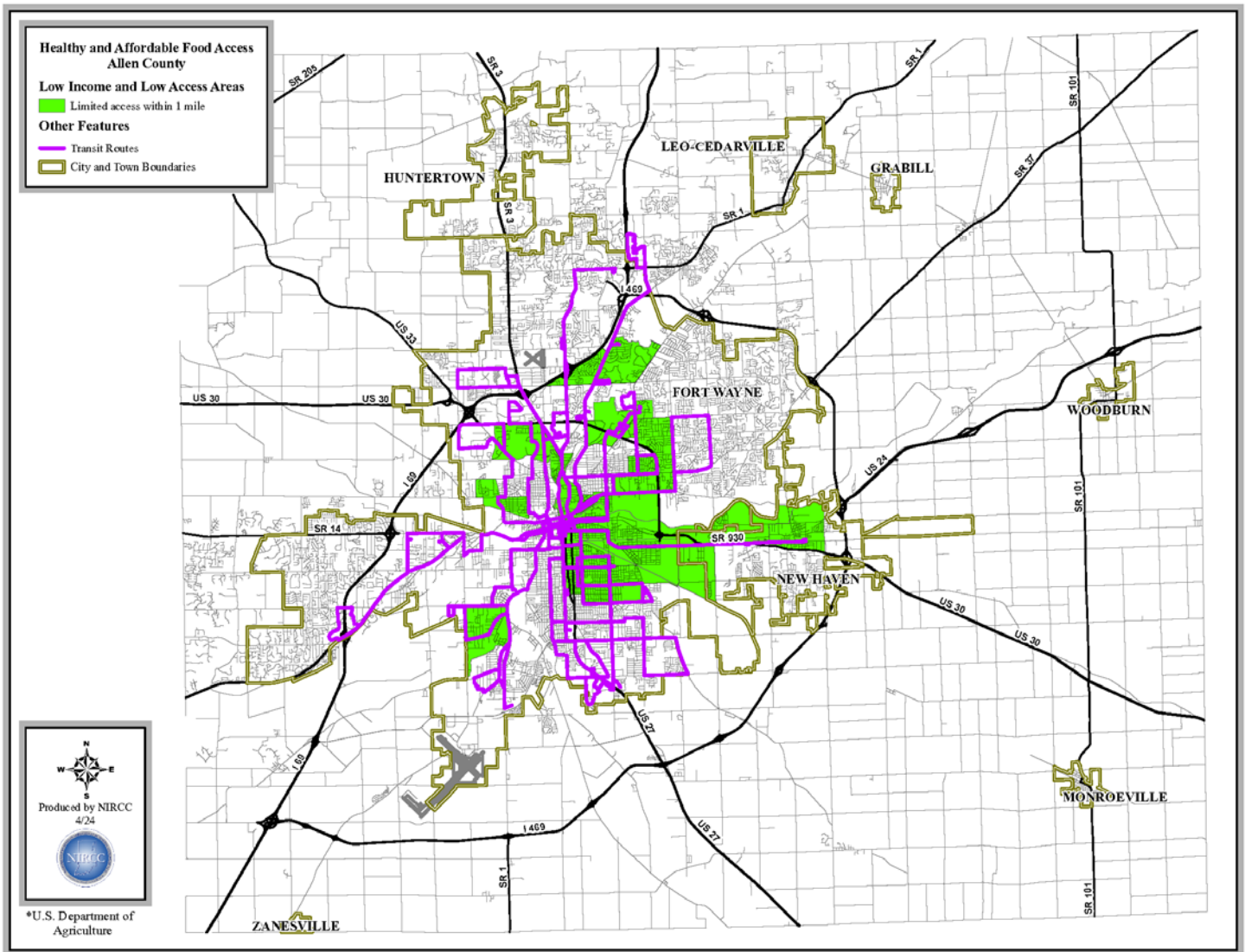


Map 8: Poverty



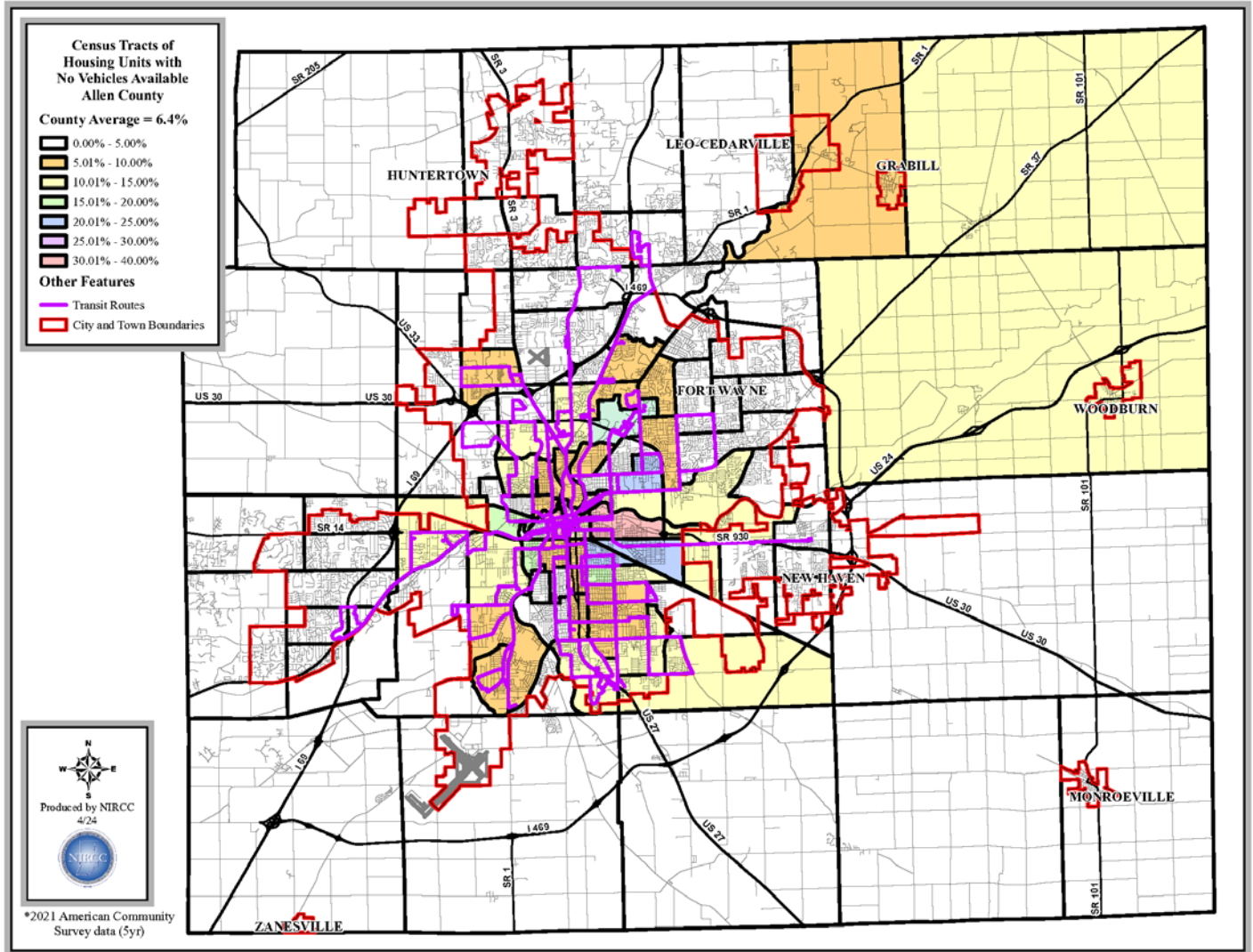
It can be difficult for individuals with disabilities, older adults, and persons with limited incomes to access healthy and affordable food choices without adequate transportation. The U.S. Department of Agriculture has identified areas of low-income and low access to healthy and affordable food (previously referred to as “food deserts”) within Allen County using their Food Access Research Atlas (FARA) tool. **Map 9** illustrates the areas of Allen County where there is low access to healthy and affordable food within 1 mile.

### Map 9: Healthy and Affordable Food Access



In addition, the residents in the areas with higher concentrations of poverty are also less likely to have access to a reliable personal automobile. According to the 2021 ACS 5-Year Estimate, there are 8,058 households within Allen County without vehicles. **Map 10** illustrates the areas of Allen County where 5% or more of the households do not own or lease an automobile.

**Map 10: Households without vehicles**



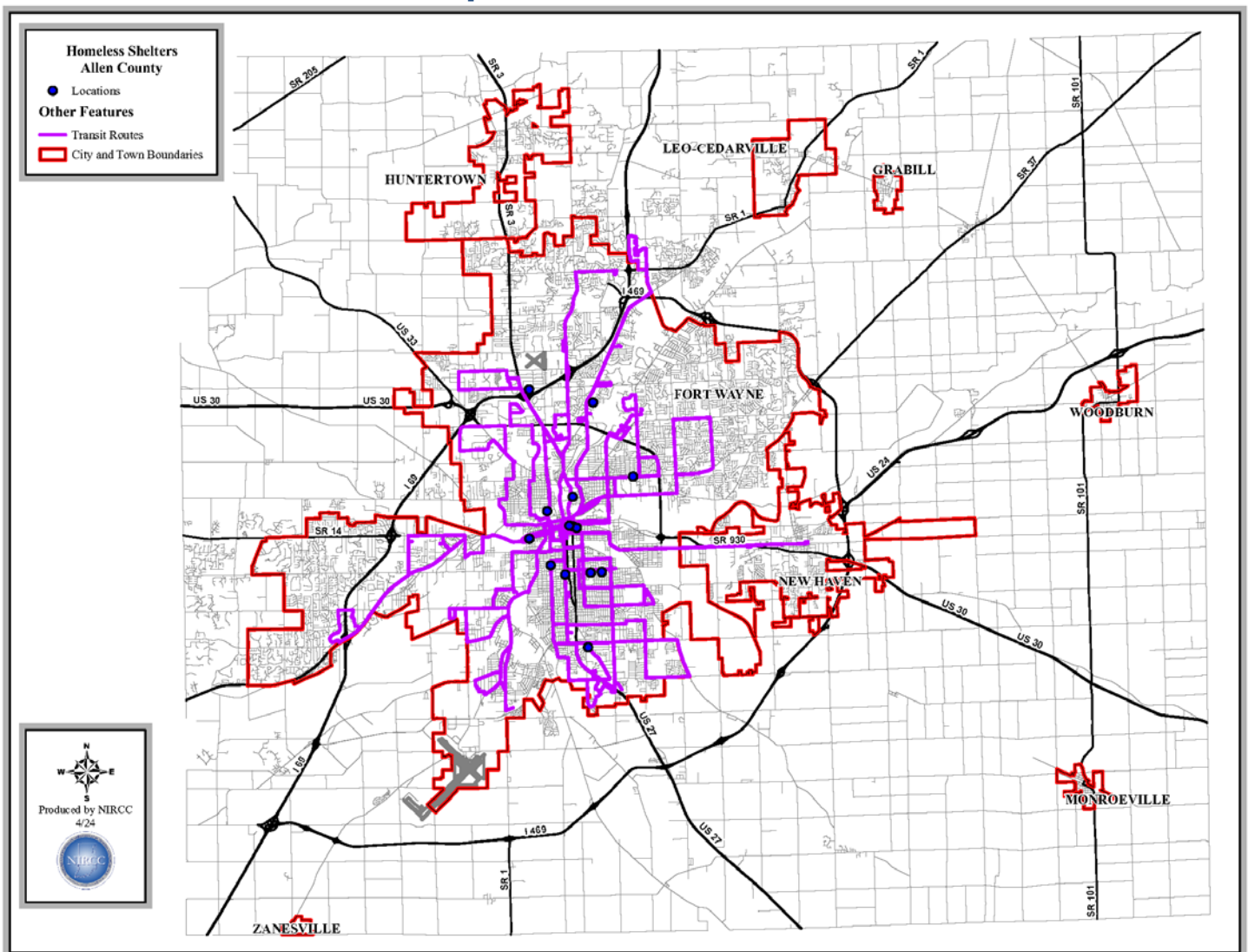
***Veteran and Homeless Populations***

Veteran and homeless populations often lack reliable transportation and depend upon public transportation to access basic needs, housing, education opportunities, medical facilities, and employment. These populations also fall within the disabled and limited income populations. According to the 2021 ACS 5-Year Estimate, an estimated 20,305 veterans are living in Allen County. Allen County has the largest veteran population in the state, which may be attributed to the VA Medical services available in Fort Wayne. Veterans can experience all types of disabilities including physical, musculoskeletal injuries, mental health issues, chemical exposure, diseases, and traumatic brain injuries. Within the veteran population in Allen County, it is estimated that 6,262 or 31.2% have a disability. In addition, it is estimated that 394 or 4.8% of veteran labor force (18-64) are unemployed and 1,104 or 5.5% of veterans live below the poverty level. Poverty and unemployment can lead to homelessness among this group. According to the National Coalition for Homeless Veterans (NCHV), about 13% of homeless adults are veterans. The NCHV notes that there are many factors that influence homelessness in the veteran population including post-traumatic stress disorder (PTSD) and substance abuse but also the extreme shortage of adequate and affordable housing, livable income and access to health care.



Homeless individuals can be found throughout Allen County, however, the largest populations are found within the City of Fort Wayne where services and shelters are available to them. **Map 11** illustrates the locations of the homeless shelters within Allen County. There are approximately 11 homeless shelters in Allen County. The resources available to the homeless in Allen County include emergency shelters, transitional housing, permanent housing, permanent supportive housing, and rapid rehousing housing. Census data does not include information regarding the homeless; however this data is collected on a local level in Allen County by area agencies through annual Point-in-Time (PIT) counts and the Homeless Management Information System. The Fort Wayne Area Planning Council on Homelessness (Planning Council) has been established to: prevent homelessness, reduce the length of homeless episodes, and reduce returns to homelessness. A plan titled “*Everyone Home: Fort Wayne’s Community Plan to Prevent and End Homelessness*” was completed in 2023 through a partnership between the Planning Council and the City of Fort Wayne. The plan contains the most recent information regarding homelessness in the City of Fort Wayne and is available at <https://everyonehomefw.org/wp-content/uploads/2023/03/Everyone-Home-City-of-FW-Strategic-Plan-3-9-23.pdf>.

**Map 11: Homeless Shelters**

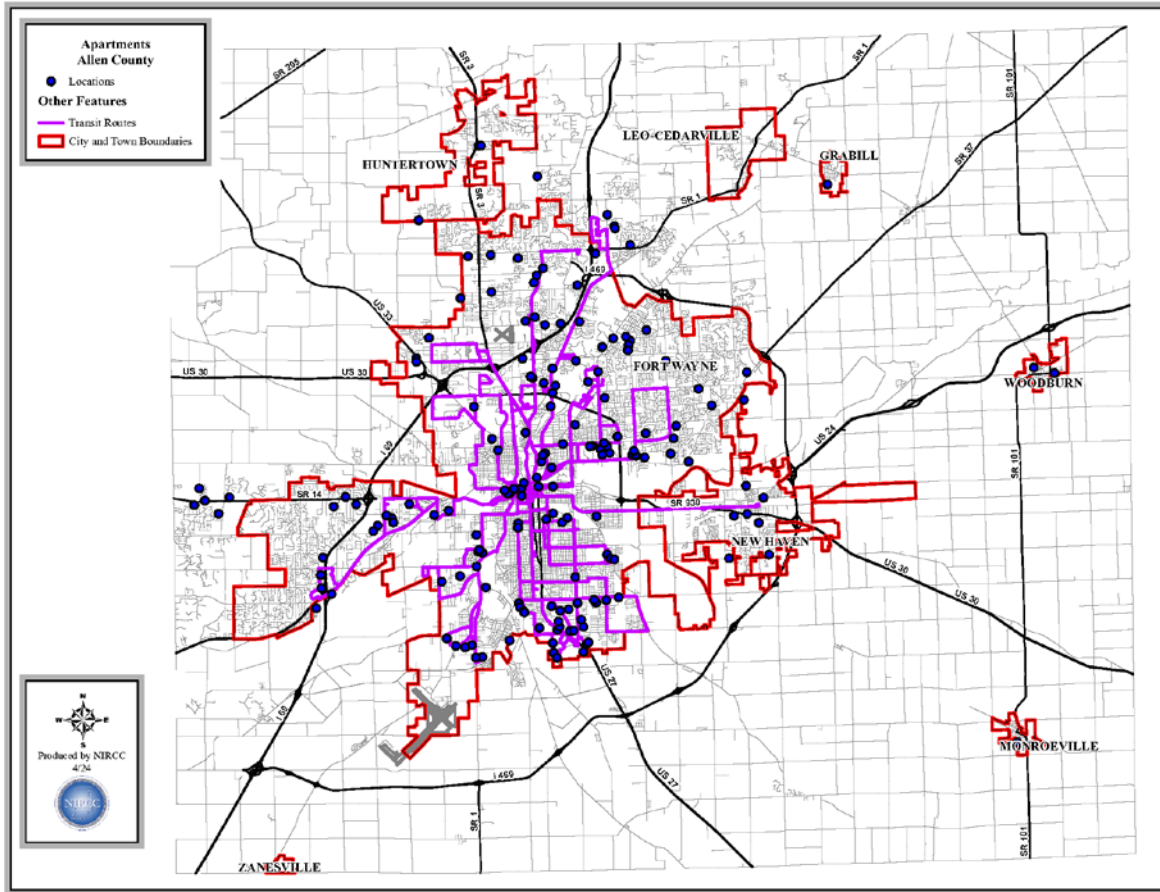


***Distribution of trip origins and destinations***

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

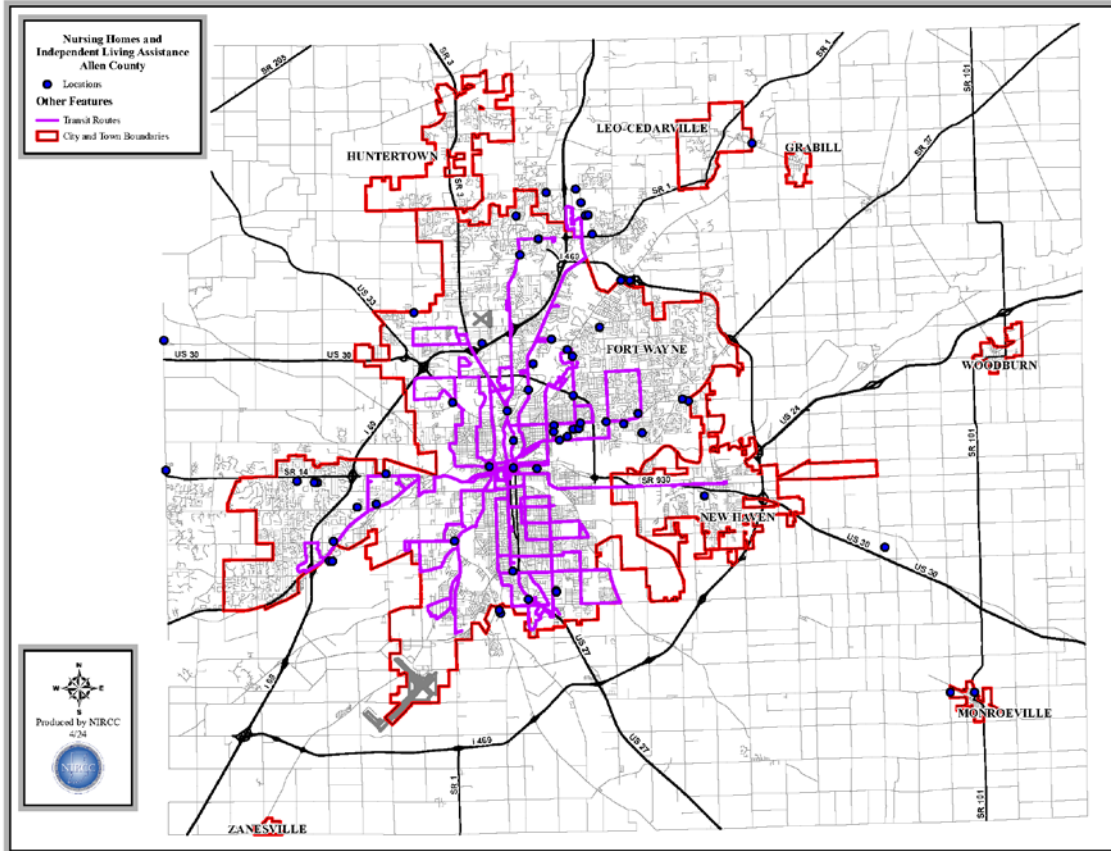
**Maps 12 - 18** illustrate the location and distribution of these common destinations.

**Map 12: Apartments**

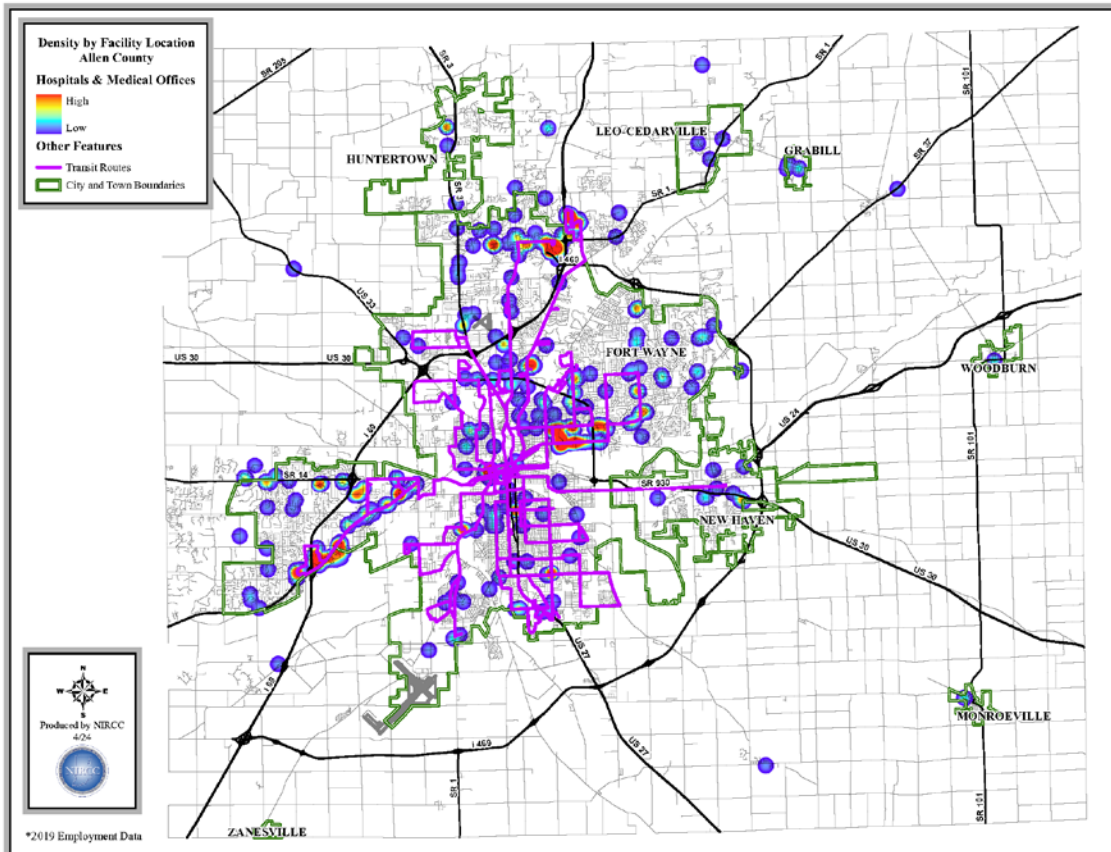


It is very common for the individuals within these populations that require transportation to live in apartment communities, nursing homes, residential care facilities, and assisted living centers. **Map 12** illustrates the locations of apartment communities and **Map 13** illustrates the locations of nursing homes, residential care facilities, and assisted living centers in Allen County.

### Map 13: Nursing Homes & Independent Living Assistance



### Map 14: Hospitals and Medical Offices

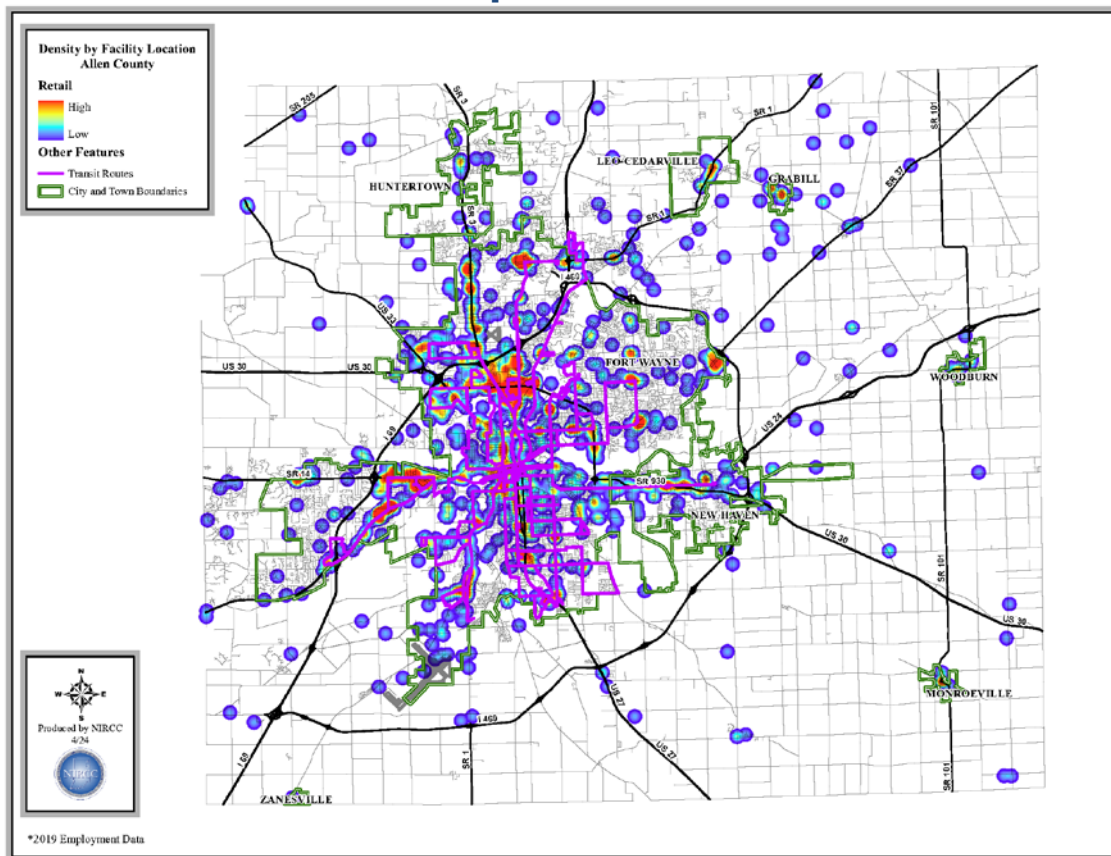




Hospitals and medical facilities (offices, walk-in clinics, dialysis centers, testing facilities, etc.) are a major destination for this population and the overall population for medical purposes and employment opportunities. A common trend, however, is the fact that many of these facilities have relocated and are locating on the outer edges of the City of Fort Wayne, which creates difficulties for individuals with transportation issues to reach the services they need and desire. **Map 14** illustrates the concentrations of the hospitals and medical facilities in Allen County.

Retail locations are also a common destination for shopping and employment opportunities. **Map 15** illustrates the locations of the retail establishments and centers in Allen County.

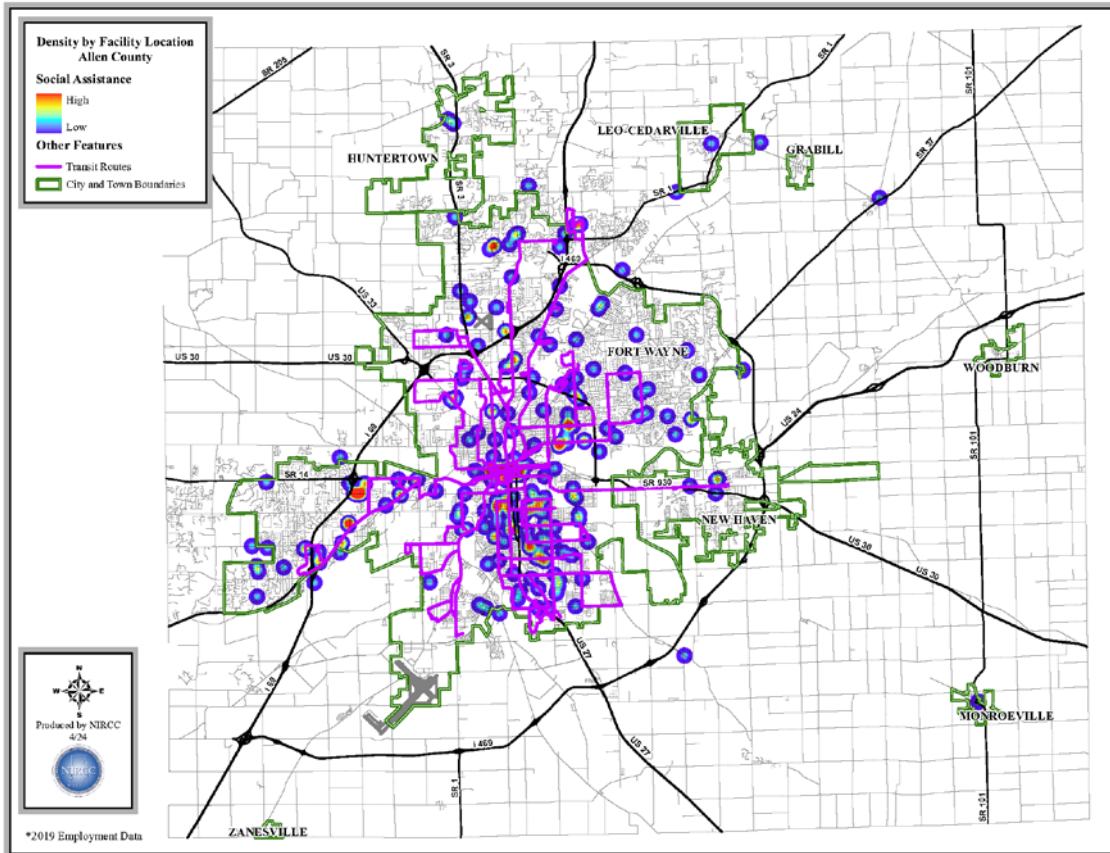
**Map 15: Retail**



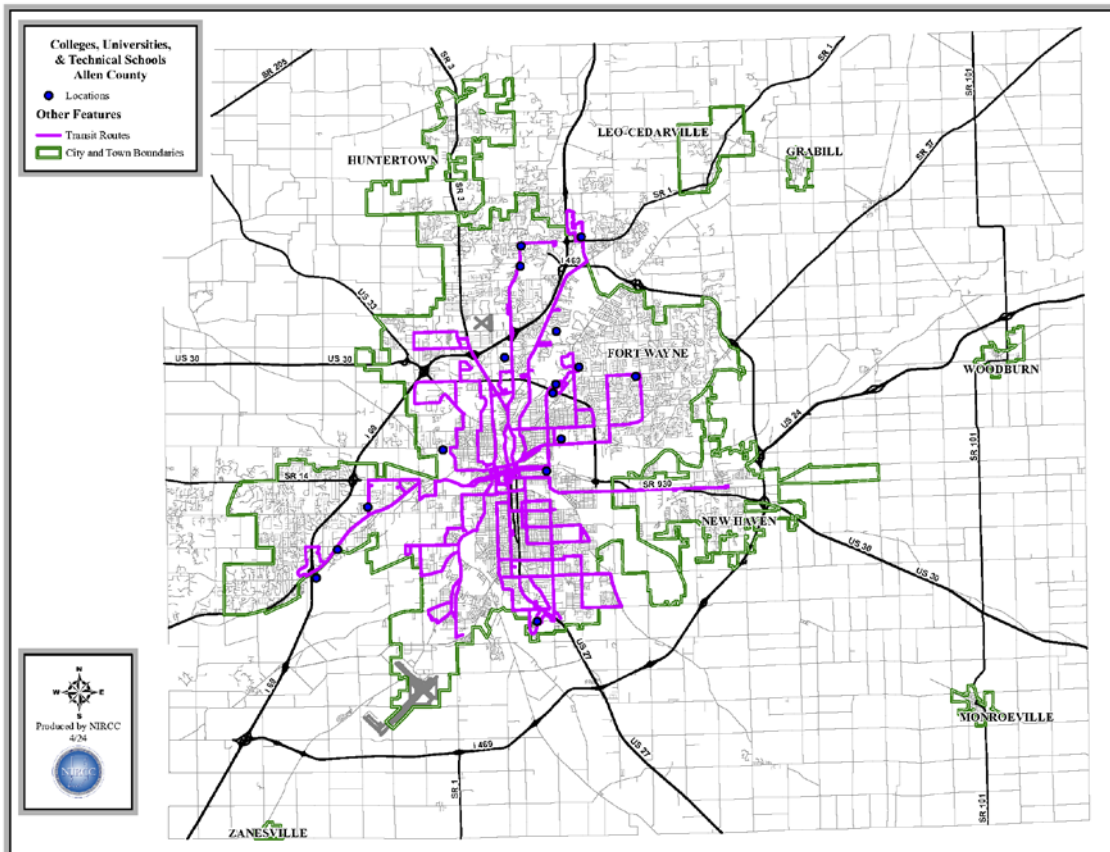
Social assistance providers are also a common destination, including government offices, social and human service agencies, and daycare. **Map 16** illustrates the locations of the social assistance providers in Allen County.

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

Map 16: Social Assistance



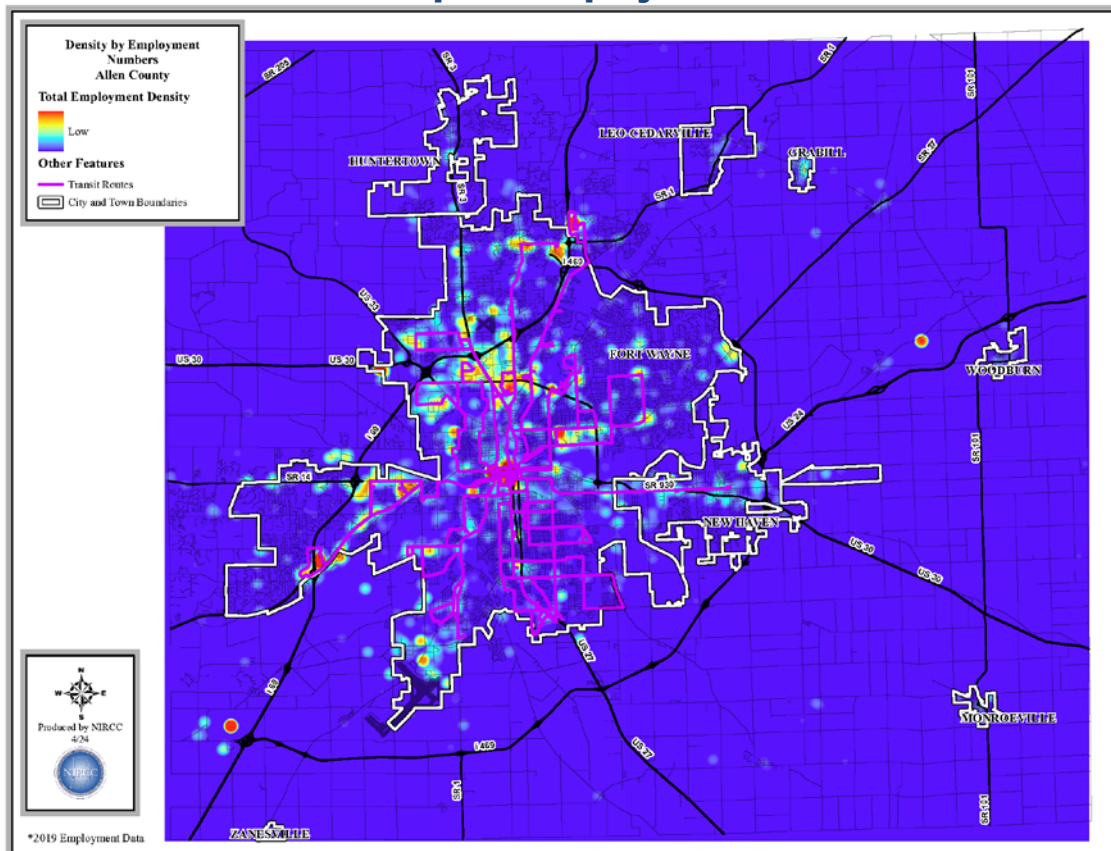
Map 17: Colleges, Universities, and Technical Schools





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

**Map 18: Employment**



**Areas of Development**

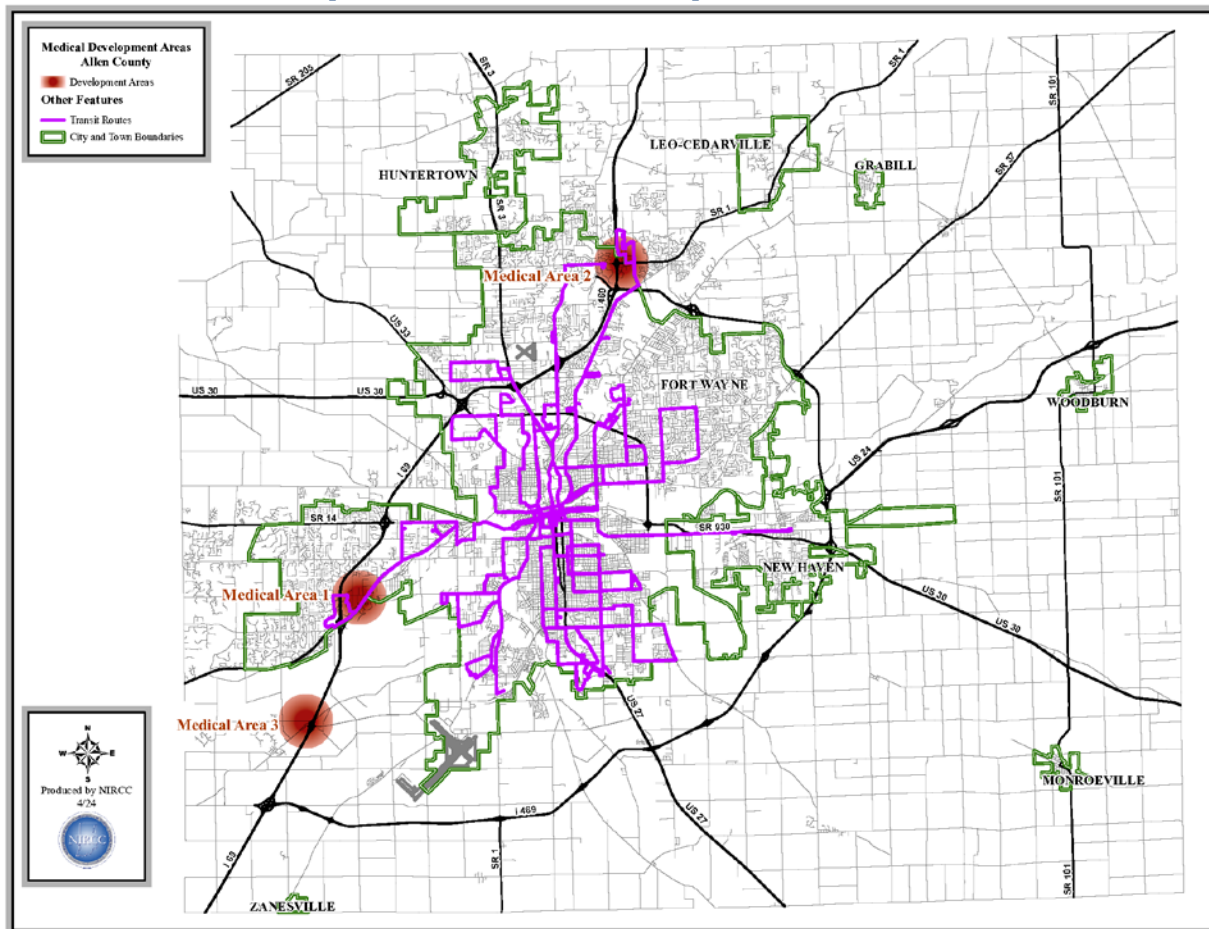
There are several specific areas of medical and economic development within Allen County. These areas are significant due to the services provided and potential job opportunities that are available.

Medical development continues to increase at the periphery of Fort Wayne’s city limits. The primary medical development areas within Allen County are identified below and can be referenced in **Map 19**. Please note that outside of the primary areas listed below and mapped, there are also smaller medical development areas near the Parkview Randalia Campus on State Blvd., the Fort Wayne VA Hospital on Lake Ave. and Lutheran Downtown Hospital on Van Buren St.

**Medical Development Areas**

1. West Jefferson Boulevard at I-69  
*Includes Lutheran Hospital main campus and various medical related facilities*
2. Dupont Road at I-69  
*Includes Dupont Hospital, Parkview Regional Medical Center, and various medical related facilities*
3. Lower Huntington Road at I-69  
*Includes IU Health Facilities – potential future hospital location*

**Map 19: Medical Development Areas**



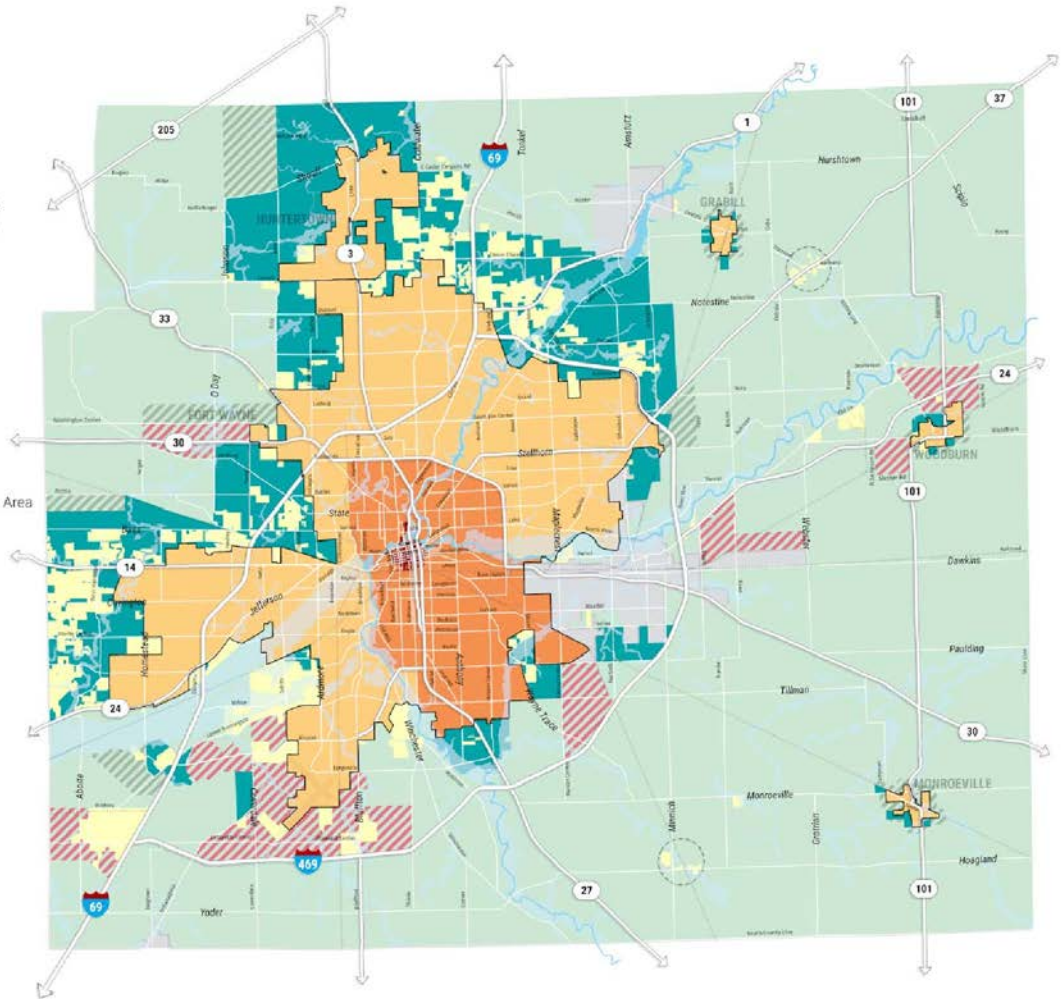
Economic development areas are located throughout the county. The All In Allen Comprehensive Plan completed in 2023 identified several areas containing both existing and potential job opportunities. These areas are illustrated in **Map 20**.

**Map 20: Future Growth and Development – Including Economic Development Areas**

**Future Growth and Development**

The Future Growth and Development map illustrates areas where development should be prioritized to accommodate projected growth. Future amendments to this map should be evaluated on a regular basis (at least biannually).

- Priority Investment Area
- Urban Infill Areas
- Downtown
- Unincorporated Development
- Rural and Agricultural Area
- Targeted Growth Area
- Potential Economic Development Growth Area
- Potential Adjacent Growth Area
- Census Designated Places
- Floodplain (FEMA)



ALL IN ALLEN COMPREHENSIVE PLAN

LAND USE & DEVELOPMENT

**Non-Geographic Needs**

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

The identification of the transportation needs for the targeted populations was accomplished in several ways. Existing resources and studies were consulted, such as the *CITILINK 2030 Transit Development Plan (TDP)* completed in 2020, the *Everyone Home: Fort Wayne’s Community Plan to Prevent and End Homelessness* completed in 2023, and the *Northeast Indiana Regional Transportation Needs Assessment* completed in 2024. Discussions were held with area providers and area agencies and advocacy groups were consulted through a questionnaire. In addition, a transportation needs survey was also conducted in 2023, focusing on individuals from the targeted populations. A total of 169 surveys were completed and returned. The transportation needs survey documentation, including methodology, promotion/solicitation, response summary, the survey, and the survey results have been included in Appendix B.

The documentation and research identified that the primary reasons for needing transportation in Allen County is for accessing medical appointments or services and to access employment. This holds true for all three of the targeted populations. According to the area human service transportation providers, medical related trips are requested most often. According to employment related agencies and advocates, reliable and adequate transportation is crucial to a person attaining and maintaining employment, accessing education, as well as accessing housing. However, the other trip types are still crucial and important to individuals who lack personal transportation. The highest demand for transportation in Allen County occurs weekdays from 5 a.m. until 6 p.m., however transportation on weekends and service between 6 p.m. and 5 a.m. is still a priority need. Someone will always need transportation on any given day at any given time.

**Table 3: Transportation Needs and Demand Matrix**

<b>Needs</b>	<b>Demand</b>		
<b><i>Why is Transportation Needed</i></b>	<b><i>High</i></b>	<b><i>Moderate</i></b>	<b><i>Lower</i></b>
Medical Appointments / Services	X		
Employment/Job Training	X		
Education		X	
Shopping		X	
Visit Family and Friends		X	
Church		X	
Recreational/Social Activities			X
Government/Social Services			X
<b><i>Days of Week Transportation is Needed</i></b>	<b><i>High</i></b>	<b><i>Moderate</i></b>	<b><i>Lower</i></b>
Weekdays	X		
Saturdays		X	
Sundays		X	
Holidays			X
<b><i>Times of Day Transportation is Needed</i></b>	<b><i>High</i></b>	<b><i>Moderate</i></b>	<b><i>Lower</i></b>
5 a.m. -12 p.m.	X		
12 p.m. - 6 p.m.	X		
6 p.m. -10 p.m.		X	
10 p.m. -12 a.m.		X	
12 a.m. -7 a.m.		X	



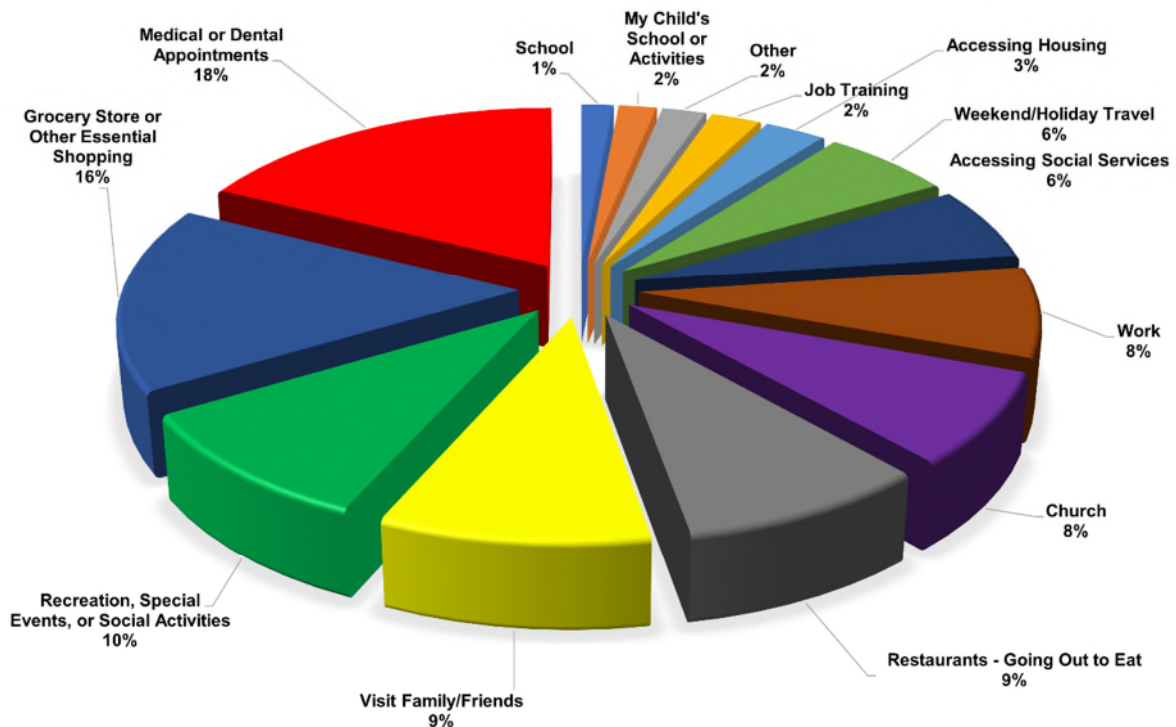
**Table 3** provides a transportation needs matrix for the targeted populations in Allen County. The matrix lists the typical needs and illustrates the demand for what transportation is typically needed for and when it is needed based upon the information collected for the 2024 Coordinated Plan. The matrix illustrates demand in three categories: higher; moderate; and lower. However, please note that each population may value a specific reason, day or time with a higher priority. That being said, even if something is listed as a “lower” demand on the matrix, it still is an important need.

It is also important to consider the factors that affect the demand for what and when transportation is needed. The destination and purpose of the trip is a significant indicator as to when transportation may be needed. **Table 4** illustrates the factors that affect various trip purposes.

**Table 4: Factors Affecting Transportation Trips**

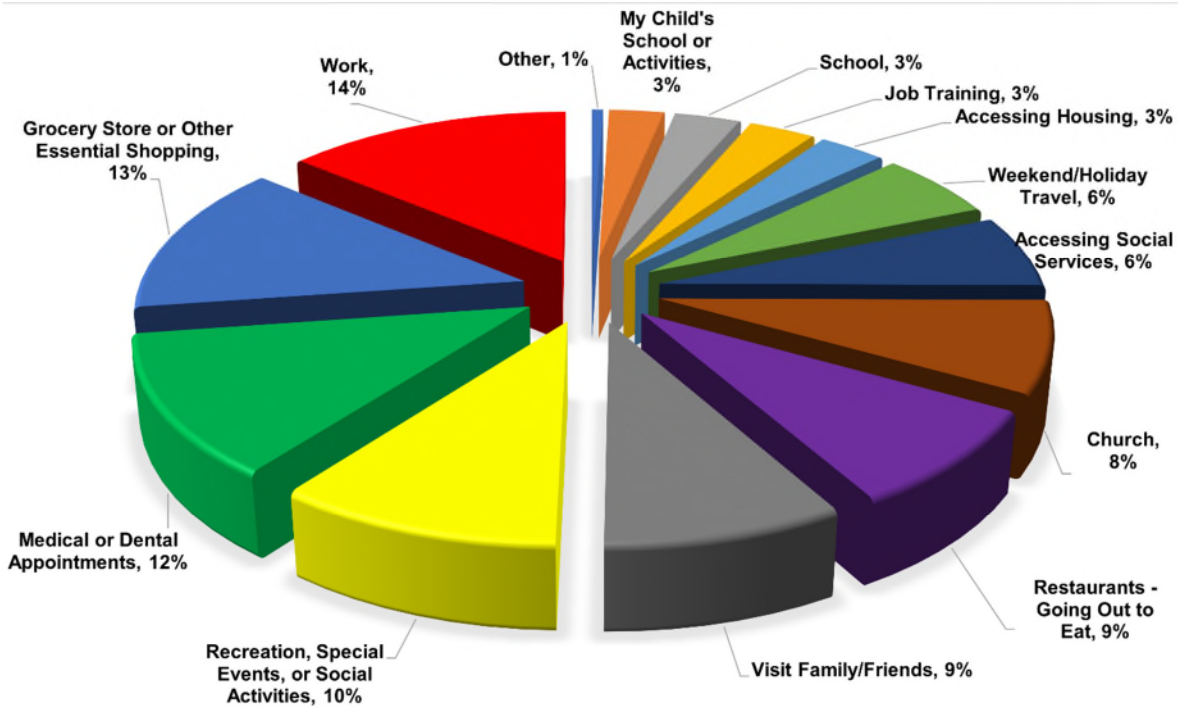
Trip Purpose	Weekdays	Saturday	Sunday
Medical Appointments and Services	6 a.m. to 6 p.m., exceptions are dialysis, after hour hospital discharges, and walk-in clinics	Hours vary	Hours vary
Employment	Days, hours, and shifts of operation dependent on the industry		
Education	7 days a week at varying times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

**Chart 1: Reasons Transportation is Needed – all responders**

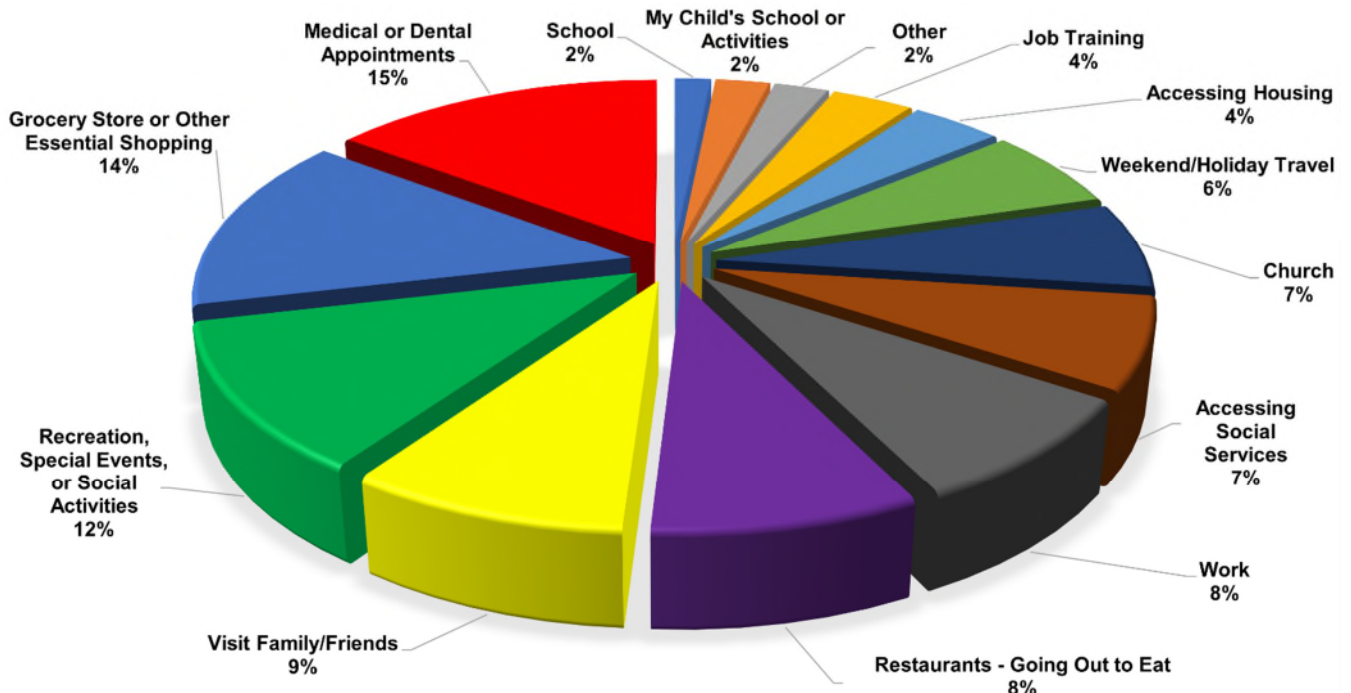


The survey indicated the most important reasons responders needed transportation. **Chart 1** illustrates the breakdown of the overall responses, while **Charts 1a, 1b, and 1c** provide the responses per age breakdown. The “Other” category included responses for therapy sessions and for recreational or social activities. Please note that the overall results rank work trips 6<sup>th</sup>, this is due to over 50% of the responders being over age 65 and either not working or retired. Work trips were ranked 1<sup>st</sup> by responders in the 18-39 age group.

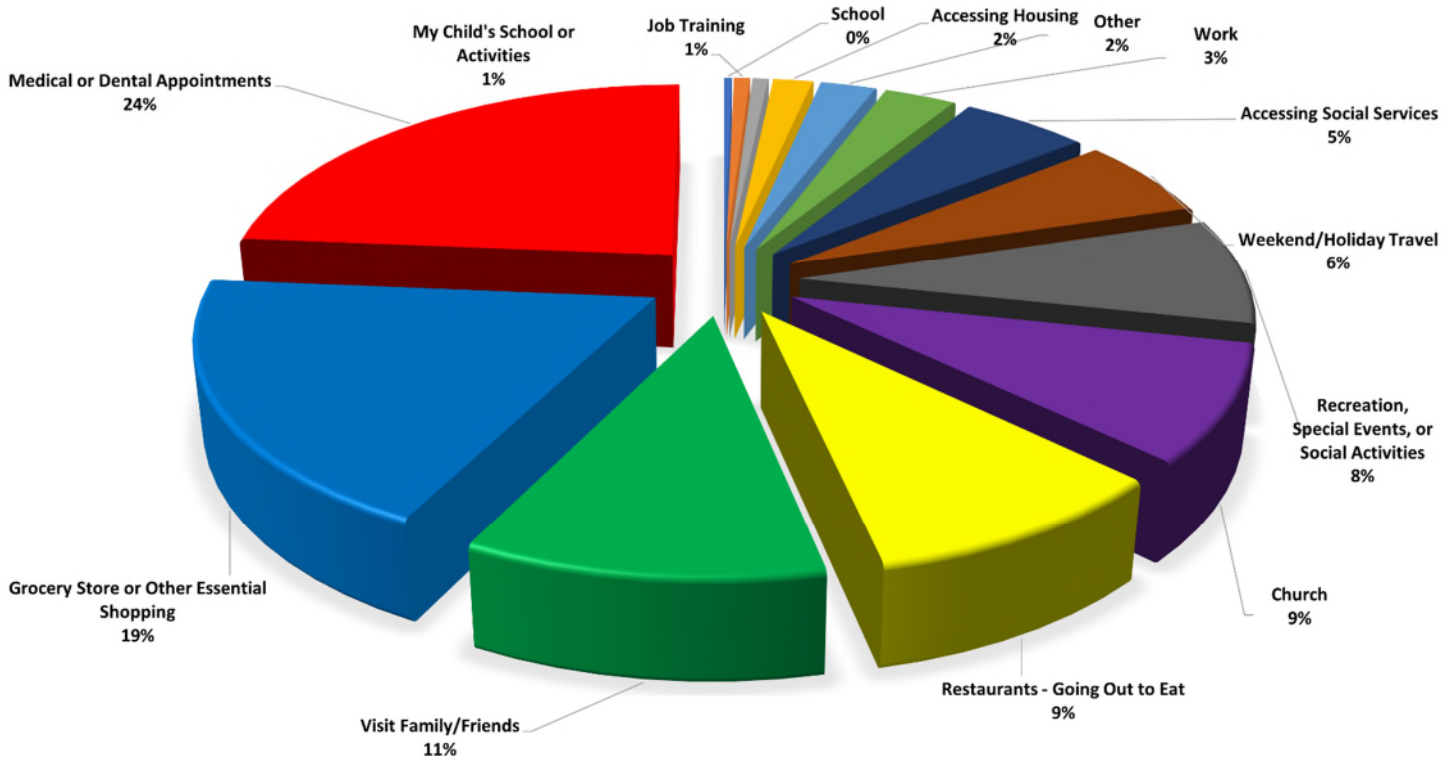
**Chart 1a: Reasons Transportation is Needed – responders age 18-39**



**Chart 1b: Reasons Transportation is Needed – responders age 40-64**

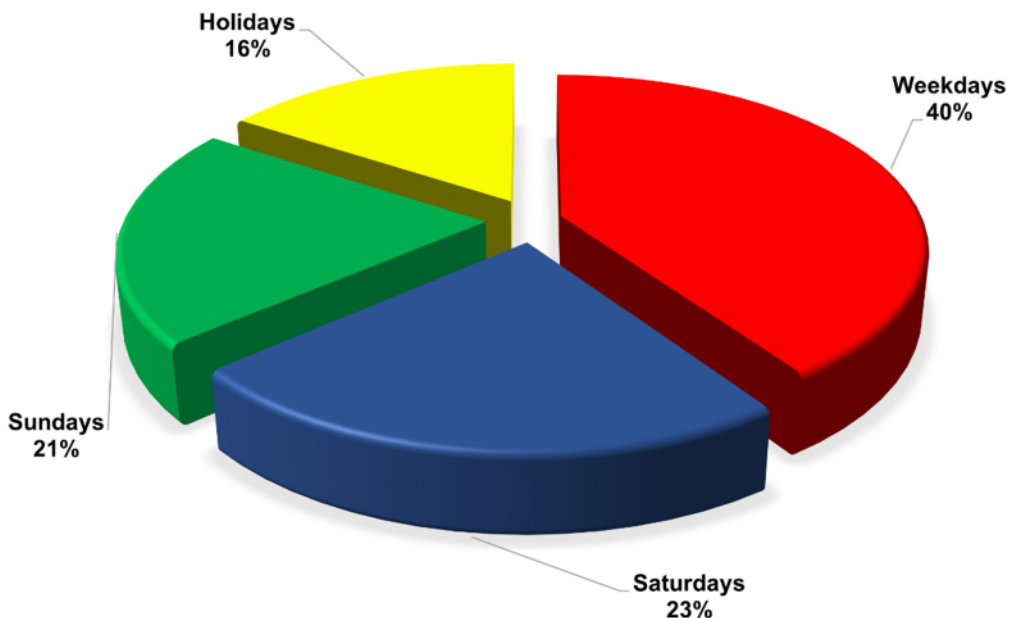


**Chart 1c: Reasons Transportation is Needed – responders age 65 and over**

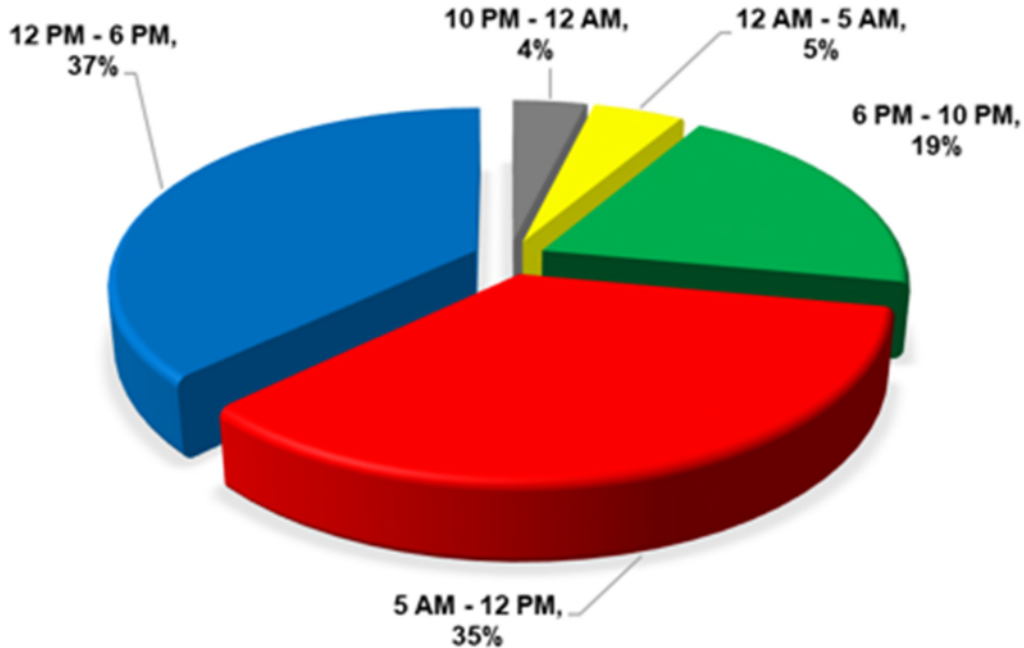


The survey also indicated which days of the week and what times of the day the responders needed transportation. Weekdays received the most responses, followed by Sundays, Saturdays, and then Holidays for the days of the week. This was consistent for all responders and age groups. The responders to the survey responded that the hours of the day that they needed transportation most were 5 a.m. to 12 p.m., followed closely by 12 p.m. to 6 p.m., then 6 p.m. to 10 p.m., 10 p.m. to 12 a.m., and then 12 a.m. to 5 a.m. **Charts 2 and 3** illustrate the breakdown of the responses.

**Chart 2: Days of Week Transportation is Needed – all responders**



**Chart 3: Times of Day Transportation is Needed – all responders**



As noted above, discussions were held with area transportation providers and area agencies and advocacy groups serving the targeted populations were consulted through a transportation needs questionnaire. The information received from the consulting parties was consistent with the results of the transportation needs survey. In general, the primary reasons for transportation are for medical purposes and work, followed by job training, school, shopping, social services, visiting family and friends, church, and recreation. The days on which transportation is most needed are weekdays, followed by weekends and holidays. The times at which transportation is most needed are 5 a.m. to 12 p.m., followed by 12 p.m. to 6 p.m., then 6 p.m. to 10 p.m., 10 p.m. to 12 a.m., and then 12 a.m. to 5 a.m. However, as noted above, each population may value a specific reason, day or time with a higher priority. According to the consulting parties, in general, transportation is needed 7 days a week, at all hours of the day, to various locations throughout the County. The consulting parties also identified limited service areas, limited schedules, and limited provider options as the primary barriers to accessing transportation. Reoccurring themes from the consulting parties included:

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



*CITILINK's 2030 TDP* completed in 2020 (available at <https://fwcitolink.com/resources-plans/>) included community input gathered through surveys, interviews, and meetings. Regarding potential improvements to CITILINK services, the following were noted most often:

- Serve new destinations/areas of the community.
- Operate earlier and/or later in the day.
- Provide Service on Sunday.
- Provide more frequent service on weekdays and on Saturdays.
- Longer operating hours.

The *Everyone Home Plan* completed in 2023 (available at <https://everyonehomefw.org/wp-content/uploads/2023/03/Everyone-Home-City-of-FW-Strategic-Plan-3-9-23.pdf>) identified the lack of transportation as a key challenge for people trying to end their homelessness. Individuals in this population need transportation to access employment, services, and shelter. Key transportation needs and issues identified included:

- Transportation outside of current service schedules.
  - Earlier and later service on weekdays and Saturdays to access 2<sup>nd</sup> and 3<sup>rd</sup> shifts or weekend employment opportunities.
- Transportation outside of current service area.
  - To access employment, services, shelters, or housing opportunities currently not accessible via public transit.
- Taxi and Ridesharing services are typically cost prohibitive for this population.

The *Northeast Indiana Regional Transportation Needs Assessment* completed in 2024 (available at – *link will be provided following June 2024 adoption*) assessed the transportation needs for the 11 County region within Northeast Indiana, including Allen County. The common challenges for existing transportation services in the region identified in the assessment and applicable to Allen County included:

- Lack of transportation between counties.
- Service days/hours.
  - No weekend or early/late service times.
- Same-day service is not available (Outside of CITILINK).
- Transportation providers have capacity constraints and cannot increase service levels.
- Lack of employment transportation, particularly for second and third-shift workers.
- Driver/vehicle shortages.
  - As well as high vehicle maintenance expenses.
- Difficulty reaching very rural areas.
- Transportation for hospital discharges.
- Accessibility of roads/sidewalks.
  - Could use a mobility device or walk to certain places if appropriate sidewalk/road access was available.
- Door through door service is a necessity for some riders but not all transportation providers have the capacity to provide that level of service.

The Needs Assessments also established 10 recommendations to assist in addressing the transportation needs within the Region. The following are recommendations applicable to the transportation needs in Allen County:

- Implement Rural Public Transportation in the Rural Areas of Allen County with CTN as the proposed provider.
  - The provision of Rural Public Transportation in Allen County, due to a significant portion of the County being inside the Urbanized Area and served by CITILINK, will be a complex endeavor. A thorough assessment will need to be completed to determine the feasibility of operating Rural Public Transportation in Allen County prior to moving forward with implementation. If pursued, caution will need to be taken during planning, development and implementation to ensure that the “Urban Public Transit” provided by CITILINK and “Rural Public Transit” provided by CTN can co-exist in Allen County by complimenting and assisting each other rather than competing against each other. This will require significant coordination between CTN, CITILINK, NIRCC, INDOT, and local government.
- Regional Scheduling/Dispatching Software Initiative.
  - Not only will this provide efficient scheduling for some providers that may not currently exist, it will also provide coordination opportunities and allow potential opportunities to providers to assist other providers address unmet requests when providing trips outside their county, as capacity and regulations allow.
- Design a Regional Transportation Network.
  - This would provide optimal coordination and efficiency between all providers within the region.
- Establish a Regional Information Campaign to Promote Local and Regional Transportation Services and Initiatives.
  - All providers and Counties have their information compiled in some manner independently. Having all of this information in a similar format and in a central location would be a significant benefit to both the providers and the riders in the region.

## Step 3: Identification of Service Gaps, Redundant Service and Priority Issues

### Gaps in Service

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

### Hours of Operation

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

- CITILINK does not provide service between 9:45 p.m. and 5:25 a.m. weekdays.
- Human Service providers typically do not provide service between 6 p.m. and 7 a.m. weekdays.
  - CTN will provide extended hours for subscription service based on demand.
- Private providers typically do not provide service between 8 p.m. and 5 a.m. weekdays.
- Impacts employment opportunities for 2nd and 3rd shifts.
  - 2nd shift employees can get to work, but not home.
  - 3rd shift employees cannot get to work but can get home from work.
- Exception is taxi service and ridesharing service.
  - Typically operate 24 hours day, 7 days a week.
  - Minimal accessible vehicles available.
  - Fares significantly higher than CITILINK.

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

- CITILINK only provides service between 7:30 a.m. and 6:30 p.m. on Saturdays.
- Human Service providers typically only provide service between 7 a.m. and 6 p.m. on Saturdays for medical trips only.
  - CTN will provide extended hours for subscription service based on demand.
- Private providers only provide service between 5 a.m. and 8 p.m. on Saturdays for medical trips only.
- Impacts employment opportunities on Saturdays.
  - Affects any employment opportunity where transportation would be needed either to or from after 6:30 p.m.
- Exception is taxi service and ridesharing service .
  - Typically operate 24 hours day, 7 days a week.

- Minimal accessible vehicles available.
- Fares significantly higher than CITILINK.

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

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

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

### **Service Areas**

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

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

- CITILINK fixed route only provides service along its routes within the City of Fort Wayne and the City of New Haven, fixed route service does not serve the entire City of Fort Wayne or the City of New Haven.
  - Routes are designed to provide cost effective transit service to many destinations within the City of Fort Wayne and the City of New Haven.
    - Many potential destinations still outside current routes.
    - Continued low density development in fringe areas.
    - Retail and commercial development, medical development, and employment centers continue to develop beyond the reach of their current service area.
  - CITILINK operates on a "pulse" system, all busses pulse out of the downtown transit station at 30 or 60 minute frequencies, dependent on route.



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

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

- ACCESS provides service to the entire City of Fort Wayne and within a  $\frac{3}{4}$  mile radius of Route 10 within the City of New Haven. ACCESS does not serve areas outside of the City of Fort Wayne or the  $\frac{3}{4}$  mile radius of Route 10.
- Allen County does not have a Rural Public Transit system.

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

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

### **Service Availability**

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

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

In addition to the hours of operation and the service area, the frequency of service also creates difficulties for individuals trying to reach employment and appointments. CITILINK operates on 30 and 60 minute frequencies. All CITILINK routes operate on 60 minute headways except for routes 7 and 8,

which operate on 30 minute headways all day and Route 4 which operates on 30 minute headways from 8a.m. to 5p.m.

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

- See **Map 1**

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

- Allen County does not have a Rural Public Transit system.
- Human service and private providers serve entire county, however these services are all demand response.
  - Trip can only be provided when and if it is requested.
  - Trip can only be provided if resources are available.

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

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

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

Access to the available transportation services is a major issue. There are many areas within Allen County, specifically those along transit routes, which lack sidewalks or safe areas for individuals to access the transportation service that may be available. In addition, some locations contain obstacles or do not meet minimum ADA requirements that limit access to individuals with mobility issues.

## **Trip Coordination**

### ***Multiple Destinations***

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

- Excessive Wait and Travel Time

People often need to coordinate trips to multiple destinations such as childcare, grocery, and work. Fixed-route transit service may be an effective way for riders to get to a single destination within the CITILINK service area, but when the trips get too complicated, the service loses its effectiveness. A simple trip often becomes very time consuming to the individual using the service.

## **Consumer Information**

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

### ***Scheduling Information***

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

Individuals that lack personal transportation and the agencies assisting them suffer from insufficient transportation provider information. Websites, apps, and social media provide more access to available transportation services than ever before in history. CITILINK, CTN, and other providers

operating in Allen County all maintain information regarding their services, distributing that information in various ways to the community and their customers. In addition, as discussed previously, NIRCC produces and distributes a Transportation Resource Guide identifying area providers, including contact. However, many agencies and individuals are unaware of the transportation services that exist in Allen County. As medical and employment centers continue to develop in areas further from the targeted populations that rely on alternatives to personal transportation to get to services and employment opportunities, the need to access information about multiple service providers is increasingly important.

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

### **Redundant Service**

The transportation providers in Allen County have a strong sense of coordination and work together to provide efficient and unduplicated service. Even though the transportation providers typically operate in the same service areas and serve similar population groups containing common clients, they diversify by trip purpose and coordinate to eliminate duplication of services. In addition, there is a strong history of cooperative agreements between several of the providers and human service agencies. Representatives from human service agencies and transportation providers attend bi-monthly Transit Planning Committee (TPC) meetings and quarterly Transportation Advisory Committee (TAC) meetings to discuss and coordinate transportation issues within Allen County. In addition to the TPC and TAC, CTN has increased the efficiency and coordination of transportation services within Allen County. CITILINK and CTN have partnered on multiple occasions over the years and continue to coordinate in an effort to provide the most comprehensive, appropriate, and efficient transportation services to the Allen County community.

### **Priority Issues to Address**

The following priority issues related to the provision of transportation service within Allen County have been developed based upon the needs and gaps identified within this plan.

- Issue 1:* Maintain existing service**
- Issue 2:* Expand service hours, frequency, and days of service**
- Issue 3:* Expand service areas**
- Issue 4:* Improve connectivity and ADA accessibility County-wide**
- Issue 5:* Additional funding for transportation services**
- Issue 6:* Continued and improved coordination between providers**
- Issue 7:* Additional and improved service information**

## Step 4: Identification and Prioritization of Strategies

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

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

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

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

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

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

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



## Step 5: Project Selection

CITILINK is the designated recipient of Section 5310 Funding for the Fort Wayne-New Haven-Allen County Urbanize Area. CITILINK will be responsible for the Urbanized Area's Section 5310 Capital and Operational project selection process and will enter into contracts with eligible awardees (subrecipients). The project selection process will follow the requirements established in CITILINK's Section 5310 Program Management Plan (PMP) approved and on file with the FTA regional office. All Section 5310 projects deemed eligible and selected for funding must address at a minimum one (1) of the strategies identified in the Coordinated Plan for the specific program or project type applied for. Following CITILINK review and approval, all projects will receive finalized approval from the Urban Transportation Advisory Board (UTAB) of the Northeastern Indiana Regional Coordinating Council (NIRCC) and will be included in the Transportation Improvement Program (TIP). As the designated recipient, CITILINK will process the selected and approved project(s) for Federal Transit Authority (FTA) approval on behalf of the awardees (subrecipients) and will administer all awarded Section 5310 funds consistent with the approved PMP.

## Appendix A: Consulted Parties

*Name: Representation - Involvement*

Justin Clupper: Community Transportation Network – TPC Member/TAC Participant/Provider Discussion

John Metzinger: Citilink – TPC Member/TAC Participant/Provider Discussion

Kathy Baer: Turnstone – TPC Member/TAC Participant/Agency Survey

Becky Weimerskirch – Age Friendly Advisory Council – TPC Member

Russ Garriott: City of Fort Wayne Planning and Policy – TPC Member

Nathan Hooley: City of New Haven Planning – TPC Member

Beth Krudop: Aging & In-Home Services of NE Indiana – TPC Member/TAC Participant/Agency Survey

Luke Labas – The League – TPC Member

Jacob Rose: Allen County Department of Planning Services – TPC Member

Joni Schmalzried: AWS Foundation – TPC Member/TAC Participant

Briana Phillips: Amalgamated Transit Union / Citilink – TPC Member

Jennifer Bennet: INDOT Public Transit Section – TPC Member/TAC Participant

Diane Miller: Pathfinders Services – TPC Attendee/TAC Participant/Agency Survey

Latasha Thomson: Citilink – TPC Attendee/Provider Discussion

Casey Claypool: Citilink – TPC Attendee/Provider Discussion

Anne Hall: Community Transportation Network – TPC Attendee/TAC Participant/Provider Discussion

Kate Wiggins: Aging & In-Home Services of NE Indiana – TPC Attendee/TAC Participant

Brenda Niccum – The League – TPC Attendee

Pat O'Brian: Royal Excursions – TPC Attendee

Brittany Mclaughlin: Easter Seals ARC – TPC Attendee/Agency Survey

Emily Entley: City of New Haven Planning – TPC Attendee

Pone Vongphachanh: City of New Haven Economic Development – TPC Attendee

Francine Leibhauser: The Literacy Alliance – Agency Survey

Abigail Weigand: Just Neighbors – Agency Survey

Lindsey Lortie: Blue Jacket – Agency Survey

Carla Kilgore: YWCA NEI – Agency Survey

Amanda Seaman: Cass Housing – Agency Survey

John Guingrich: The League – Agency Survey

## **Appendix B: Survey Materials**

### **Documentation of 2023 Transportation Needs Survey**

- Methodology, Promotion/Solicitation, and Response Summary

### **Transportation Needs Survey**

### **Survey Results Summary**

# Documentation of 2023 Transportation Needs Survey Methodology, Promotion/Solicitation, and Response Summary

- Surveys were available via Survey Monkey and hard copy upon request
  - Surveys in both Spanish and Burmese were available
- Surveys were collected from May 5, 2023 through July 31, 2023
- Notice of Survey was issued on May 5, 2023 via a press release, email to area agencies, media, social media, agency solicitations, and community events – see documentation below.
- A total of 169 surveys were completed
  - 131 via Survey Monkey
  - 38 via hard copy
  - 0 Spanish or Burmese surveys were completed

## Press Release

From: Matt Vondran  
Sent: Friday, May 5, 2023 8:45 AM  
Subject: NOTICE OF ALLEN COUNTY TRANSPORTATION NEEDS SURVEY FOR INDIVIDUALS WITH DISABILITIES, OLDER ADULTS, AND PERSONS WITH LIMITED INCOMES

For Immediate Release - May 5, 2023

**NOTICE OF ALLEN COUNTY TRANSPORTATION NEEDS SURVEY  
FOR  
INDIVIDUALS WITH DISABILITIES, OLDER ADULTS, AND PERSONS WITH LIMITED INCOMES**

SURVEY AVAILABLE AT

<https://www.surveymonkey.com/allencountytransportationneedsurvey>

&



The Northeastern Indiana Regional Coordinating Council (NIRCC) is currently conducting a survey to determine the transportation needs of individuals with disabilities, older adults, and persons with limited incomes within Allen County. This survey is available via Survey Monkey at <https://www.surveymonkey.com/allencountytransportationneedsurvey>. NIRCC is requesting that individuals with disabilities, older adults, and persons with limited incomes within Allen County complete this survey.

The survey results will be used by NIRCC to complete the 2023 Coordinated Public Transit – Human Services Transportation Plan for Allen County. This plan will identify the following: available transportation services; the transportation needs of individuals with disabilities, older adults, and persons with limited incomes; the transportation service gaps; strategies to address those gaps; and projects that meet the identified strategies. The Plan is anticipated to be completed in December 2023.

The survey will be available and open through June 2, 2023. Individuals wishing to complete a handwritten survey outside of Survey Monkey can request a pdf or hardcopy survey, including Spanish and Burmese versions, by calling or emailing Matt Vondran at the number or email address provided below.

For more information and to request a pdf or hardcopy survey, please contact Matt Vondran with the Northeastern Indiana Regional Coordinating Council (NIRCC) by calling 260-449-7903 or emailing [Matt.Vondran@co.allen.in.us](mailto:Matt.Vondran@co.allen.in.us)

## Email to Area Agencies

From: Matt Vondran  
Sent: Friday, May 5, 2023 8:44 AM  
Subject: NOTICE OF ALLEN COUNTY TRANSPORTATION NEEDS SURVEY FOR INDIVIDUALS WITH DISABILITIES, OLDER ADULTS, AND PERSONS WITH LIMITED INCOMES

**NOTICE OF ALLEN COUNTY TRANSPORTATION NEEDS SURVEY  
FOR  
INDIVIDUALS WITH DISABILITIES, OLDER ADULTS, AND PERSONS WITH LIMITED INCOMES**

SURVEY AVAILABLE AT

<https://www.surveymonkey.com/allencountytransportationneedsurvey>

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May 5, 2023

To Whom It May Concern,

The Northeastern Indiana Regional Coordinating Council (NIRCC), is in the process of completing the 2023 Coordinated Public Transit – Human Services Transportation Plan for Allen County. The plan will identify the following: available transportation services; the transportation needs of individuals with disabilities, older adults, and persons with limited incomes; the transportation service gaps; strategies to address those gaps; and projects that meet the identified strategies. The Plan is anticipated to be completed in December 2023.

As part of the Plan, NIRCC is currently conducting a survey to determine the transportation needs of individuals with disabilities, older adults, and persons with limited incomes within Allen County. This survey is available via Survey Monkey at <https://www.surveymonkey.com/allencountytransportationneedsurvey>. Since your organization serves or advocates for individuals within the Plan's targeted populations (individuals with disabilities, older adults, and persons with limited incomes) within Allen County, NIRCC is requesting your organization's assistance in promoting the availability of this survey to the individuals you serve or advocate for by utilizing the notice with the survey link and QR code above and/or the attached poster or flier. Please feel free to post and distribute this information on your website, at your facilities, or via email. Any assistance promoting this survey is appreciated.

The survey will be available and open through June 2, 2023. Individuals wishing to complete a survey outside of Survey Monkey can request a pdf or hardcopy survey to complete by hand, including Spanish and Burmese versions, by calling or emailing Matt Vondran at the number or email address provided below.

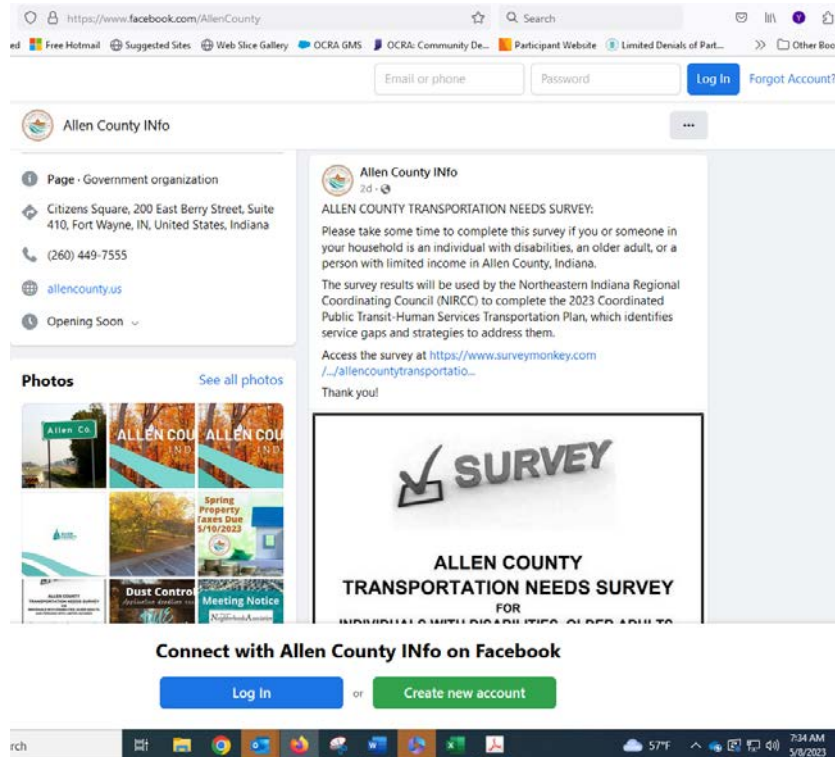
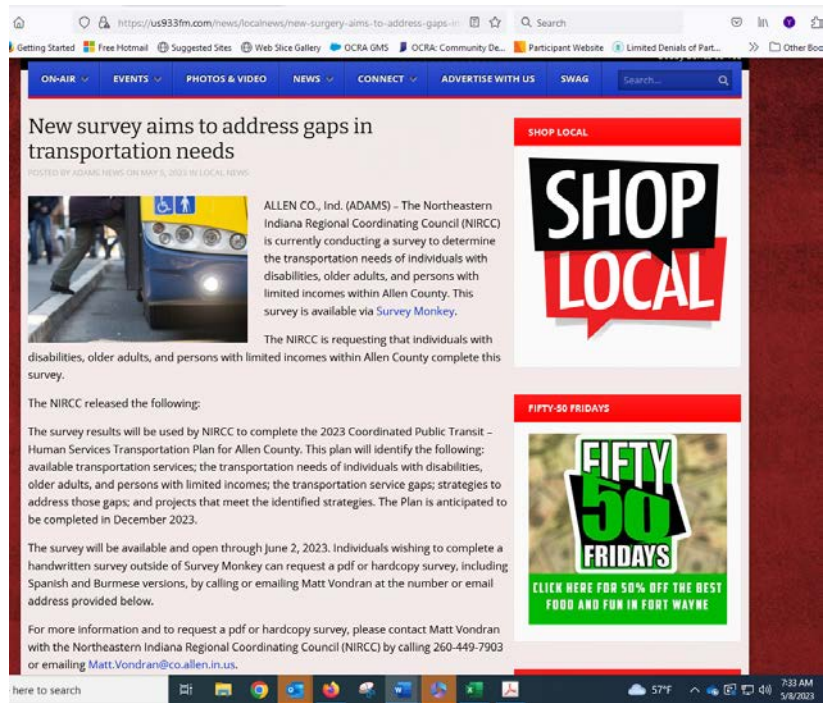
For more information and to request a pdf or hardcopy survey, please contact Matt Vondran with the Northeastern Indiana Regional Coordinating Council (NIRCC) by calling 260-449-7903 or emailing [Matt.Vondran@co.allen.in.us](mailto:Matt.Vondran@co.allen.in.us)

Sincerely,

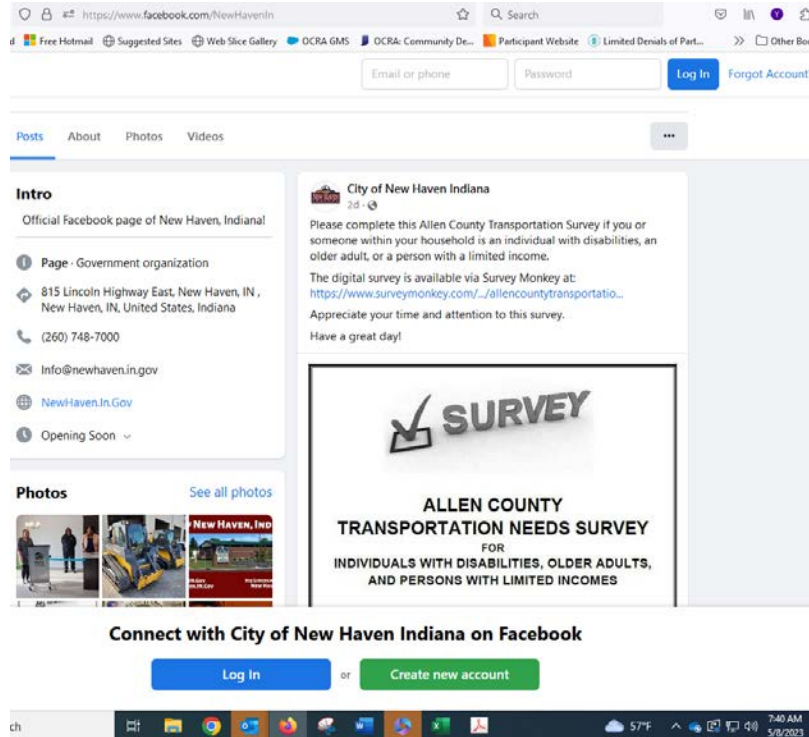
**Matt Vondran**  
Grant Administrator  
Northeastern Indiana Regional Coordinating Council  
200 East Berry Street - Suite 230  
Fort Wayne, IN 46802  
From Office: 260-449-7909 | [www.nircc.org](http://www.nircc.org)  
Desk: 260-449-7903 | [matt.vondran@co.allen.in.us](mailto:matt.vondran@co.allen.in.us)



Media / Social Media Coverage



# DRAFT FOR PUBLIC COMMENT



## Solicitation by Aging and In-Home Services – Post Card

The postcard features the logo for 'AGING & IN-HOME SERVICES OF NORTHEAST INDIANA' at the top left. The main text is on a blue background and reads:

Take the survey online by visiting:  
<https://www.surveymonkey.com/r/allencountytransportationneedssurvey>  
or scan the QR code below:

A QR code is displayed in the center. Below the QR code, a small disclaimer states: 'AHS is not affiliated with this survey in any way other than for assistance in distribution for greater reach and higher response.'

The bottom section of the postcard has a white background with a blue and green curved border on the right side. It contains the following text:

### ALLEN COUNTY TRANSPORTATION NEEDS SURVEY

Please complete this survey if you or someone within your household is an individual with disabilities, an older adult, or a person with a limited income.

Paper surveys available. Contact Matt Vondran with the Northeastern Indiana Regional Coordinating Council (NIRCC) at:

- 260-449-7903
- [Matt.Vondran@co.allen.in.us](mailto:Matt.Vondran@co.allen.in.us)

*Flier Distributed at Community Events*



**ALLEN COUNTY  
TRANSPORTATION NEEDS SURVEY  
FOR  
INDIVIDUALS WITH DISABILITIES, OLDER ADULTS,  
AND PERSONS WITH LIMITED INCOMES**

Please complete this survey if you or someone within your household is an individual with disabilities, an older adult, or a person with a limited income.

The digital survey is available via Survey Monkey at:

<https://www.surveymonkey.com/r/allencountytransportationneedssurvey>



A paper survey is available by contacting Matt Vondran with the Northeastern Indiana Regional Coordinating Council (NIRCC) at:

PH: 260-449-7903

Email: [Matt.Vondran@co.allen.in.us](mailto:Matt.Vondran@co.allen.in.us)

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# **Transportation Needs Survey**



## 2023 Allen County Transportation Needs Survey

The purpose of this survey is to determine the transportation needs of individuals with disabilities, older adults, and persons with limited incomes in Allen County.

*Your responses will remain anonymous and only included in a total of all surveys.*

1. Zipcode: \_\_\_\_\_
2. Do you live outside of Allen County?  
 Yes  No
3. Do you have a valid driver's license and the legal ability to drive?  
 Yes  No
4. Do you have access to a dependable vehicle?  
 Yes  No
5. Are there places you need to get to, but cannot due to lack of transportation?  
 Yes  No
6. If yes to 5, how many times does this happen per week?  
 1  2  3  4  5 or more  
 N/A – Does not happen
7. Do you, or someone in your household, have a disability which requires using a mobility assistance device such as a cane, walker, or wheelchair?  
 Yes  No
8. If yes to 7, please list device or devices currently utilized.  


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9. What are your most important reasons for needing transportation? (Select all that apply)
 

<input type="checkbox"/> Work	<input type="checkbox"/> Accessing Social Services
<input type="checkbox"/> School	<input type="checkbox"/> My child's school or activities
<input type="checkbox"/> Job training	<input type="checkbox"/> Church
<input type="checkbox"/> Accessing housing	<input type="checkbox"/> Visit family or friends
<input type="checkbox"/> Medical or Dental appointments	<input type="checkbox"/> Recreation, special events, or social activities
<input type="checkbox"/> Restaurants – going out to eat	<input type="checkbox"/> Weekend/holiday travel
<input type="checkbox"/> Grocery store or other essential shopping	<input type="checkbox"/> Other: _____
10. What days of the week do you typically need transportation? (Select all that apply)  
  Saturdays  Sundays  Holidays

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**11. What times of the day do you typically need transportation? (Select top 3 that apply)**

- 12 a.m. – 5 a.m.                       5 a.m. – 12 p.m.                       12 p.m. – 6 p.m.  
 6 p.m. – 10 p.m.                       10 p.m. – 12 a.m.

**12. Which of the following do you utilize for transportation? (Select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> Personal Vehicle                       | <input type="checkbox"/> Private Van Service  |
| <input type="checkbox"/> Family / Friends                       | <input type="checkbox"/> Taxi   |
| <input type="checkbox"/> Bicycle / Walking                      | <input type="checkbox"/> Ridesharing Services (such as Uber and Lyft) or carpooling |
| <input type="checkbox"/> Citilink Bus (Fixed Route)             | <input type="checkbox"/> Other: _____   |
| <input type="checkbox"/> Citilink Access                        |   |
| <input type="checkbox"/> CTN – Community Transportation Network |   |

**13. What is your employment status?**

- |   |  |
|---|--|
| <input type="checkbox"/> Employed full time         | <input type="checkbox"/> Retired, but still work part time |
| <input type="checkbox"/> Employed part time         | <input type="checkbox"/> I do not work                     |
| <input type="checkbox"/> Retired fully, do not work |  |

**14. Do you work from home?**

- Yes     No

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

- Yes     No     N/A – I do not work or I work from home

**16. Where do you work?**

- |  |  |
|--|--|
| <input type="checkbox"/> In Fort Wayne                                       | <input type="checkbox"/> Outside of Allen County: _____          |
| <input type="checkbox"/> In New Haven  | <input type="checkbox"/> N/A – I do not work or I work from home |
| <input type="checkbox"/> In Allen County outside of Fort Wayne and New Haven |  |

**17. The Primary Transportation I use:**

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	N/A
Does a good job getting me where I need to go.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makes me wish there was a better option.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limits where I can work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is difficult for me to afford.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makes it easy to run errands.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is difficult for me to physically access.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would be easier to access if sidewalks and curb ramps were available or upgraded near me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**18. I would use a Citilink Bus and/or Access (Public Transit) services regularly/more often if:**

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	N/A
I knew what services were available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was a Fixed bus route or Access service where I lived.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was a Fixed bus route or Access service to my destination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fixed bus route service was more frequent with shorter wait times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fixed bus route service had shorter ride times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Fixed bus route service felt safer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Passenger amenities (bus huts, seating etc.) were more comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Late night/early morning Fixed bus route service was available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There were more handicap accessible seats on the Fixed route service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was an accessible route (sidewalk, curb ramp, pedestrian crossing, etc.) to and from bus stops.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easier to schedule an Access trip.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**19. Identify barriers which impact your access to transportation in general. (Select up to 5)**

- |  |  |
|--|--|
| <input type="checkbox"/> Cost  | <input type="checkbox"/> Limited service areas       |
| <input type="checkbox"/> Limited provider options  | <input type="checkbox"/> Limited schedules           |
| <input type="checkbox"/> Scheduling process / availability                                     |  |
| <input type="checkbox"/> Eligibility requirements (provider certification, insurance/waiver)   |  |
| <input type="checkbox"/> Poor access such as sidewalks, curb ramps, pedestrian crossings, etc. |  |
| <input type="checkbox"/> Non accessible bus stops  | <input type="checkbox"/> Lack of service information |
| <input type="checkbox"/> Safety concerns – lighting, location, etc.                            |  |
| <input type="checkbox"/> Other: _____  | <input type="checkbox"/> I have no barriers          |

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20. What is your age group?

Under 18

18 to 24

25 to 39

40 to 64

65 to 79

80 and over

21. Number of people in your household? \_\_\_\_\_

22. Number of people in your household under 18? \_\_\_\_\_

23. Total annual household income?

Less than \$12,000

\$12,000 to \$24,999

\$25,000 to \$49,999

More than \$50,000

Not sure

Prefer not to say

24. Is English your first language?

Yes

No

25. Do you need transportation service information in a language other than English?

Yes

No

If yes, please specify which language(s): \_\_\_\_\_

**Thank You for Completing Our Survey!**

Completed surveys can be returned via email to [Matt.Vondran@co.allen.in.us](mailto:Matt.Vondran@co.allen.in.us) or by regular mail to: NIRCC, Attn: Matt Vondran, 200 East Berry St, Ste 230, Fort Wayne, IN 46802

This survey can also be completed on Survey Monkey following the link or QR code below:

<https://www.surveymonkey.com/r/allencountytransportationneedsurvey>



Survey results will be used to complete the 2023 Coordinated Public Transit – Human Services Transportation Plan for Allen County that is anticipated to be completed in December 2023

For more information, please contact Matt Vondran with the Northeastern Indiana Regional Coordinating Council (NIRCC) at:  
PH: 260-449-7903 & Email: [Matt.Vondran@co.allen.in.us](mailto:Matt.Vondran@co.allen.in.us)

# **Survey Results Summary**



# 2023 Transportation Needs Survey Results - Survey Period: 5/5/23 - 7/31/23

Question #	Question	Response	Response %	Response #	# Answered	# Skipped
1	Zip code	See Map	N/A	N/A	166	3
2	Do you live outside of Allen County?	Yes No	8.43% 91.57% Total	14 152 166	166	3
3	Do you have a valid driver's license and the legal ability to drive?	Yes No	54.82% 45.18% Total	91 75 166	166	3
4	Do you have access to a dependable vehicle?	Yes No	48.17% 51.83% Total	79 85 164	164	5
5	Are there places you need to get to, but cannot due to lack of transportation?	Yes No	56.97% 43.03% Total	94 71 165	165	4
6	If yes to question 5, how many times does this problem occur perweek?	1 2 3 4 5 or more N/A - Does not Happen	14.60% 18.98% 17.52% 5.84% 10.95% 32.12% Total	20 26 24 8 15 44 137	137	32
7	Do you, or someone in you household, have a disability that requires using a mobility assistance device such as a cane, walker, or wheelchair?	Yes No	59.04% 40.96% Total	98 68 166	166	3
8	If yes to question 7, please list the device or devices currently utilized	<i>Answers given</i> Cane (37), walker (46), wheelchair (44) & misc. (6) <i>Misc. = crutches, strollers, service animals, non-verbal devices and braces</i>			100	69
9	What are your most important reasons for needed transportation? (Select all that apply)	Work School Job Training Accessing Housing Medical or Dental Appointments Grocery Store or Other Essential Shopping Restaurants - Going Out to Eat Accessing Social Services My Child's School or Activities Church Visit Family/Friends Recreation, Special Events, or Social Activities Weekend/Holiday Travel Other  <i>Responses to Other</i> Attend Adult Day Program Mason Bank, bills, barber, personal needs etc. foodbanks volunteer to avoid driving myself day programs Volunteer/church connection, sporting events volunteer work other exercise at the YMCA	35.40% 6.83% 10.56% 13.04% 80.75% 72.67% 40.37% 28.57% 8.07% 36.02% 43.48% 44.72% 27.95% 9.32% Total	57 11 17 21 130 117 65 46 13 58 70 72 45 15 737	161	8

169 Total Surveys Completed

131 Survey Monkey  
38 Hard Copy

Rank	%= # response/total responses
7	7.73%
14	1.49%
11	2.31%
10	2.85%
1	17.64%
2	15.88%
5	8.82%
8	6.24%
13	1.76%
6	7.87%
4	9.50%
3	9.77%
9	6.11%
12	2.04%

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	going to a different city to see a medical specialist
	going to strip bars
	not needed

--

--

10	What days of the week do you typically need transportation? (Select all that apply)	Weekdays
		Saturdays
		Sundays
		Holidays

%= # response/total surveys answered	
92.76%	141
53.29%	81
47.37%	72
36.18%	55
Total	349

152	17
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Rank	1	40.40%
	2	23.21%
	3	20.63%
	4	15.76%

11	What time of the day do you typically need transportation? (Select to 3)	12 AM - 5 AM
		5 AM - 12 PM
		12 PM - 6 PM
		6 PM - 10 PM
		10 PM - 12 AM

%= # response/total surveys answered	
4.71%	16
35.00%	119
37.06%	126
19.41%	66
3.82%	13
Total	340

158	11
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Rank	4	4.71%
	2	35.00%
	1	37.06%
	3	19.41%
	5	3.82%

12	Which of the following do you utilize for transportation? (Select 3 which apply)	Personal Vehicle	
		Family/Friends	
		Bicycle/Walking	
		Citilink (Fixed Route)	
		Citilink Access	
		CTN - Community Transportation Network	
		Private Van Service	
		Taxi	
		Ridesharing	
		Other	
		<i>Responses to Other</i>	
		medicaid	
		medicaid	
		united healthcare	
		volunteers	
		HP Van/bus	
		Medicare Advantage taxis	
		Insurance company's transportation	
		Skills coach services	
		Southeastern Transportation, Compassionate Health, medicaid	
		Southeastern Transportation medicaid	
		passenger rail (Waterloo) medicaid	
		Southeast Transit personal vehicle	
		community bus medicaid	
		private guardian	
		united healthcare	
		staff transportation	
		staff transportation	
		staff transportation	
		personal vehicle	

%= # response/total surveys answered	
47.85%	78
52.76%	86
12.88%	21
17.79%	29
20.86%	34
12.27%	20
4.91%	8
6.75%	11
11.04%	18
14.72%	24
Total	329

163	6
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Rank	2	23.71%
	1	26.14%
	6	6.38%
	4	8.81%
	3	10.33%
	7	6.08%
	10	2.43%
	9	3.34%
	8	5.47%
	5	7.29%

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13	What is your current employment status?	Employed Full Time	15.15%	25	165	4				
		Employed Part Time	15.76%	26						
		Retired Fully, Do not work	28.48%	47						
		Retired, But Employed Part Time	6.67%	11						
		I do not work	33.33%	55						
		Other	0.61%	1						
		Total		165						
		<i>Responses to Other</i>								
		Looking for employment								
14	Do you work from home?	Yes	6.75%	11	163	6				
		No	93.25%	152						
		Total		163						
15	Does a lack of transportation limit your employment opportunities?	Yes	25.45%	42	165	4				
		No	28.48%	47						
		N/A - I do not work or I work from home	46.06%	76						
		Total		165						
16	Where do you work?	In Fort Wayne	35.06%	54	154	15				
		In New Haven	1.30%	2						
		In Allen County, Outside of Fort Wayne and New Haven	0.65%	1						
		N/A - I do not work or I work from home	57.14%	88						
		Other	5.84%	9						
		Total		154						
				<i>Responses to Other</i>						
				I work from home more often than not.						
				Warsaw, IN						
				Cannot Work						
				Retired and Disabled						
				Aboite Township						
				I volunteer in Fort Wayne						
				Looking for work within Citilink Access Service						

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Question #	Question	Response												Total	Weighted Average	# Answered	# Skipped
		Strongly agree		Somewhat agree		Transportation meets my needs		Somewhat disagree		Strongly disagree		N/A					
17	The transportation I use:	%	#	%	#	%	#	%	#	%	#	%	#				
	Does a good job of getting me where I need to go.	37.65%	61	17.28%	28	15.43%	25	14.81%	10	6.17%	24	8.64%	14	162	2.28	165	4
	Makes me wish there was a better option.	37.74%	60	18.24%	29	12.58%	20	3.14%	10	6.29%	5	22.01%	35	159	2		
	Limits where I can work.	22.73%	35	11.69%	18	6.49%	10	1.30%	12	7.79%	2	50.00%	77	154	2.19		
	Is difficult for me to afford.	22.93%	36	18.47%	29	13.38%	21	5.10%	23	14.65%	8	25.48%	40	157	2.6		
	Makes it easy to run errands.	20.00%	31	13.55%	21	11.61%	18	14.84%	34	21.94%	23	18.06%	28	155	3.06		
	Is difficult for me to physically see.	15.92%	25	16.56%	26	16.56%	26	7.64%	30	19.11%	12	24.20%	38	157	2.97		
	Would be easier to access if sidewalks and curb ramps were available or upgraded.	21.88%	35	16.25%	26	15.63%	25	2.50%	14	8.75%	14	35.00%	56	160	2.38		
18	I would use a Citilink Bus and/or Access (Public Transit) services regularly/more often if:	Strongly agree		Somewhat agree		I use public transit with no concern		Somewhat disagree		Strongly disagree		N/A		Total	Weighted Average		
	I knew what services were available.	28.39%	44	22.58%	24	5.16%	8	7.74%	12	5.16%	8	30.97%	48	155	2.11	163	6
	There was a Fixed bus route or Access service where I lived.	26.11%	41	18.47%	29	8.92%	14	7.64%	12	2.55%	4	36.31%	57	157	2.09		
	There was a Fixed bus route or Access service to my destination.	27.50%	44	25%	40	7.50%	12	6.25%	10	3.75%	6	30.00%	48	160	2.05		
	Fixed bus route service was more frequent with a shorter wait time.	31.45%	50	21.38%	34	5.66%	9	5.66%	9	3.77%	6	32.08%	51	159	1.95		
	Fixed bus route service had shorter wait times.	24.84%	39	22.29%	35	8.92%	14	4.46%	7	3.82%	6	35.67%	56	157	2.07		
	Using Fixed bus route service felt safer.	22.44%	35	20.51%	32	8.33%	13	7.69%	12	3.21%	5	37.82%	59	156	2.18		
	Passenger amenities (bus huts, seating, etc.) were more comfortable.	24.36%	38	17.95%	28	7.69%	12	4.49%	7	7.05%	11	38.46%	60	156	2.22		
	Late night/early morning Fixed bus route service was available.	22.44%	35	18.59%	29	6.41%	10	5.13%	8	7.69%	12	39.74%	52	156	2.29		
	There were more handicap accessible seats on the Fixed bus route.	22.15%	35	18.35%	29	3.80%	6	3.16%	5	3.80%	6	48.73%	77	158	1.99		
	There was an accessible route (sidewalk, curb ramp, etc) to and from bus stops	32.91%	52	20.25%	32	3.16%	5	2.53%	4	4.43%	7	36.71%	58	158	1.82		
	It was easier to schedule an Access trip.	29.49%	46	19.23%	30	6.41%	10	3.85%	6	3.85%	8	37.18%	58	156	1.94		

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			%= # response/total surveys answered		Rank		%= # response/total responses				
<b>19</b>	<b>Identify the barriers that impact your access to transportation in general. (Select up to 5)</b>	Cost	47.80%	76	159	10	1	14.29%			
		Limited Provider Options	38.99%	62			3	11.65%			
		Limited Service Areas	40.25%	64			2	12.03%			
		Limited Schedules	38.36%	61			4	11.47%			
		Scheduling Process/Availability	33.96%	54			5	10.15%			
		Eligibility requirements (provider certification, insurance/waiver, etc.)	13.84%	22			11	4.14%			
		Poor access such as sidewalks, curb ramps, pedestrian crossings, etc.	26.42%	42			6	7.89%			
		Not all bus stops are accessible	17.61%	28			10	5.26%			
		Safety concerns - lighting, location, etc	23.90%	38			8	7.14%			
		Lack of service information	24.53%	39			7	7.33%			
		I have no barriers	20.13%	32			9	6.02%			
		Other	8.81%	14			12	2.63%			
		Total	532								
		<i>Responses to Other</i>									
		My health problems are the main concern.									
		Disability makes public transit impossible									
		Jackson									
		No public transit in my county that's affordable									
		no non verbal options for scheduling and information									
		too many canceled rides with southeastern									
Clients are in nursing homes or need to to place where bus doesn't go											
Safety is an issue for those with poor vision											
too few handicap parking											
citilink access meets all needs											
<b>20</b>	<b>What is your age group?</b>	Under 18	0.60%	1	167	2					
		18 - 24	3.59%	6							
		25 - 39	16.77%	28							
		40 - 64	30.54%	51			Under 64	86			
		65 - 79	39.52%	66			Over 65	81			
		80 and over	8.98%	15							
		Total	167								
<b>21</b>	<b>How many people in your household?</b>	1	42.07%	69	164	5					
		2	29.88%	49							
		3	13.41%	22							
		4	8.54%	14							
		5	2.44%	4							
		6	1.83%	3							
		7	0.61%	1							
		8	1.22%	2							
		Total	164								
<b>22</b>	<b>How many people over 18?</b>	0	25.31%	41	162	7					
		1	25.31%	41							
		2	28.40%	46							
		3	14.20%	23							
		4	4.94%	8							
		5	1.23%	2							
		6	0.00%	0							
		7	0.00%	0							
		8	0.62%	1							
Total	162										
<b>23</b>	<b>How much is your annual household income?</b>	Less than \$11,999	24.70%	41	166	3					
		\$12,000 - \$24,999	19.88%	33							
		\$25,000 - \$49,999	18.07%	30							
		More than \$50,000	12.05%	20							
		Not Sure	9.64%	16							
		Prefer not to say	15.66%	26							
Total	166										



**DRAFT FOR PUBLIC COMMENT**

24	Is English your first language?	Yes
		No
25	Do you need transportation service information in a language other than English?	Yes
		No
		<i>Languages listed: Spanish, Burmese, &amp; English</i>

98.79%	163
1.21%	2
Total	165

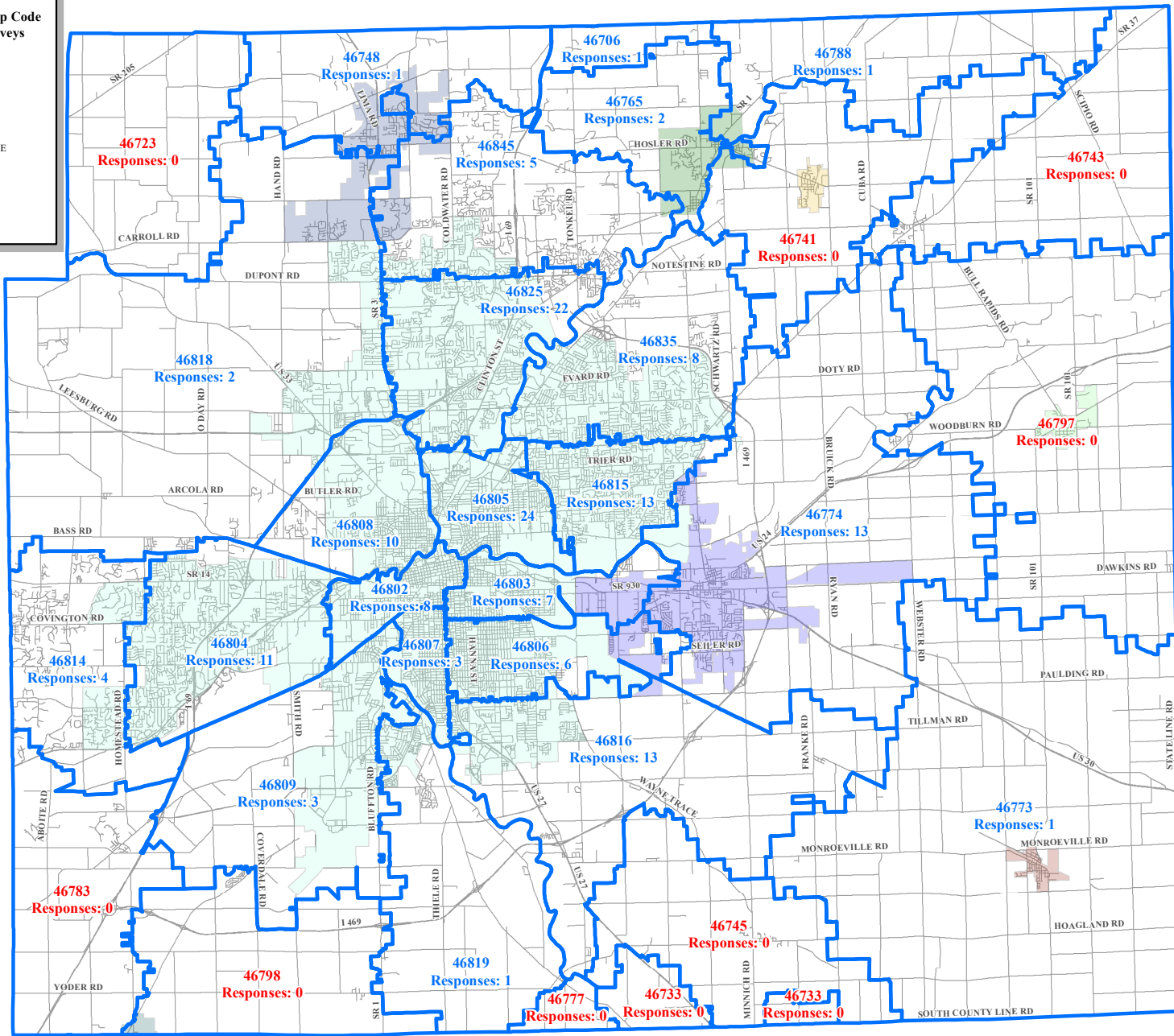
165	4
167	2

Survey Responses Per Zip Code  
Online and Paper Surveys

- Zip Codes
- Streets
- FORT WAYNE
- GRABILL
- HUNTERTOWN
- LEO-CEDARVILLE
- MONROEVILLE
- NEW HAVEN
- WOODBURN
- ZANESVILLE



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*Omitted for Public Comment Draft – will be included in Final Draft*

**Appendix C: Public Involvement Documentation**

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

**Public Information Sessions Press Release**

**Public Information Sessions Newspaper Brief**

**Attendees and Comments:**

- **Public Information Sessions**