

Tippecanoe County Coordinated Human Services Transit Plan

Appendix 2: August 28, 2017 Annual Review and Assessment Meeting

**Prepared by the Area Plan Commission of Tippecanoe County
for Lafayette, West Lafayette, Dayton, Battle Ground, Clarks Hill and
Tippecanoe County**

Meeting Minutes

**Area Plan Commission of Tippecanoe County
Coordinated Human Services Transit Plan
Annual Assessment Meeting
August 28, 2017
Tippecanoe Room, Tippecanoe County Office Building**

- I. **Purpose:** Stakeholders met for the annual assessment of the Coordinated Human Services Transit Plan (CHSTP). The CHSTP mission is to reduce and remove obstacles and improve transportation options for disabled, elderly and low-income persons. The Plan recommends holding an annual meeting of stakeholders to: report progress, facilitate the exchange of information, seek solutions and identify new challenges.

II. **Stakeholders Present:**

Brook Striker, Indiana Veterans Home
Kristen Dietz, Angels Senior Home Solutions
Karen Cadle, Wabash Township
Michael Budd, United Way
Amy O'Shea, United Way
Ranti Ladapo, Integrity Care
Sally Fahey, Area Plan Commission
Pam Verbarq, Wabash Center
Yvonne Smith, LARA
Michelle Reynolds, Lafayette Housing Authority
Amy Burnett, CityBus
Phyllis Merrell, Fowler Apartments/Cypress Realty
John Thomas, Area Plan Commission
Doug Poad, Area Plan Commission

III. **Status Report**

Doug Poad welcomed everyone to the annual meeting. He then explained why the meeting was held in August. Originally it was planned to be in the spring but several congressionally mandated reports had to be done at that time. Thus, the meeting was rescheduled to a later date.

Doug stated the meeting is part of the Coordinated Humans Services Plan and it addresses three unique groups: the elderly, those with low-income, and the disabled. These groups have unique transportation issues. While the report is done every five years, an annual meeting is held to discuss improvements, new challenges and to coordinate with others.

Doug then provided a general overview of the Plan and what it included. It was adopted in September 2014. The Plan first summarizes existing services within Tippecanoe County whether they be public or private. It also includes a demographic review. The heart of the

document is a discussion of the challenges and needs of the three groups. Strategies were identified and then sorted by implementation agencies. This annual meeting is the outcome of one of these strategies.

Doug then moved to the next agenda item which included going around the room and having individuals tell the group: 1) what type of transportation services their company/agency provides; 2) do they provide service and/or have they started any new service; and 3) what issues and challenges are being encountered. He then explained that those issues and challenges will be recorded and then discussed later in the meeting. The meeting is also an open forum which in the past has led to some very good discussion. The underlying goal is to identify the challenges and then develop strategies.

A) Doug reviewed the status of work done by APC.

1. The APC adopted a new Metropolitan Plan for 2045 and it looked at various transportation modes including those who walk, ride a bicycle and ride a bus. The plan compares and identifies bus stops that are not connected to the sidewalk system. The plan points out which bus stops do not have any sidewalk connections in areas where there are concentrations of minorities, Hispanics, poverty and employment. This review is called first mile last mile.
2. The Transportation Improvement Program (TIP) is where we allocate federal funds. It includes new road projects, trails and transit projects. A new TIP was recently adopted.
3. The transportation brochure was recognized, and APC is looking to update it later this year.
4. Hold the annual meeting.
5. Continue to work with local developers.
6. Emphasize alternative modes when new road projects are being developed. The Twyckenham project was given as an example.

B) Amy Burnett, stated that Bryce Gibson, Manager of Development at CityBus, put together a presentation but he is sick. She added that the three groups for this Plan served by CityBus.

1. The Access program serves those who have disabilities. Last year the program traveled over 107,000 service miles; logged more than 8,900 service hours and transported just over 28,000 passenger trips.
2. All fixed route services are handicapped accessible. Over 163,000 trips last year were made by those who are elderly or disabled.
3. A new route has been added: #9, Park East. It goes to the IU Hospital and serves the medical offices in the Park East area. This is a main target area. It operates

Monday through Friday from 7:00 a.m. to 6:00 p.m. The Access service area has also been expanded due to the new route.

4. This past summer, CityBus conducted a bus stop evaluation. Various items were noted including whether there was a shelter, whether it was handicapped accessible, whether you could get to the curb and whether there was a curb ramp.
5. CityBus provides travel training. This program especially assists the elderly, low-income and the disabled. It also is available to those who are new to the community or have never used transit before. A staff person is available to ride, read maps and help teach how to use the bus. Flash cards are available for those who are blind.
6. This summer (2017), CityBus is providing tours of the town. It gives people some historical background of Purdue's campus and Lafayette and is a great opportunity to learn more about the community. If interested, an agency or organization can be added. The trip takes 30 to 40 minutes.

- C) Ranti Ladapo from Integrity Care stated they provide medical transportation. They started out providing transportation service to both military and non-military personnel but as time went by they could not continue to serve those who are non-military. There are not enough resources to provide service to them.

He stated that transportation for those who are wheelchair bound is not easy to get and is limited, especially going long distances. It can be difficult to schedule a person in the time frame needed. He is glad for CityBus's Access service.

Service is provided for Medicaid trips, supplementing nursing home transportation services and out of town services. They also take private payment from individuals.

Essentially, Integrity Care's clients are all wheelchair bound.

- D) Kristen Dietz from Angels Senior Home Solutions stated they provide similar services. Clients are not necessarily wheelchair bound and can be at any level of ability. Primarily the service is private pay, but VA aid is accepted. Recently Angels was approved to provide service for Medicaid Waivers. Payment through long-term care insurance is also an option.

Angles provides transportation for any type of errands including grocery shopping and medical appointments. Trips are not limited to in-town. For example, they provided transportation to someone who wanted to go to Illinois for a wedding.

- E) Pam Verbarq, Wabash Center stated that the Center did successfully get five more vans through INDOT's grants this year. They have also received approval for additional vehicles for next year.

There has been a significant expansion in service for the after-school program, the day programs and programs that access community resources for the people the Center serves.

Focus on partnerships has been important. CityBus has been doing all the van maintenance work for the Center. Katy and her staff have been very helpful in training clients who are more independent. The Lafayette School Corporation has been providing transportation for the after-school programs.

- F) Yvonne Smith from LARA stated they provide classes from nine in the morning to eight in the evening. While some elderly persons do take classes, their clientele are mostly lower income persons and they are constantly asking for bus tokens or passes since the bus is generally how they get to class. She then asked if LARA can be a provider of bus passes/tokens.
- G) Michelle Reynold, Lafayette Housing Authority, said their clients sometimes wait for hours for a ride. The closest bus stop is near Target and that is too far for the elderly to walk.

The office is moving to a better location and with better accessibility, the old Suntan City location by PayLess which is on Greenbush Avenue.

- H) Brook Striker, Indiana Veterans Home, stated that they have their own transportation service. He added that their residents also use CityBus and Access.

IV. New and Ongoing Issues and Challenges:

A) Bus Pass/Token Availability

Bus Pass Consignment

Amy introduced a program that has just been started and it's a consignment program. LARA uses it. She further explained that previously agencies would purchase the passes upfront. With the consignment program, they only pay for those that are distributed. The passes are not activated until their first use. An agency can request any number and are billed monthly for only those that are used. She gave the group contact information and asked if anyone is interested in the program.

Bus Pass Versus Token

John asked if tokens are more flexible than bus passes.

Michelle stated that for her organization they would be yes. The participant must come in once a year for recertification. They are in and out in one day. If they do get a job they are required to come to the office and report it. They only have two chances to show up for an appointment and if they don't, they will lose their housing. It's important that they get to the office and the office does not make exceptions.

Sallie asked, when the appointments are made every year, is it asked if they need transportation assistance.

Michelle replied that is usually the excuse. There are people that say they cannot get to the office. We have people waiting for a very long time before coming in.

Sallie found it interesting that they have to get to the office to get the bus tokens.

Michelle followed up and stated they can cover the ride home.

Michelle stated a bus pass could be something that could be an incentive in looking for a job or to become self-sufficient.

Sallie stated that employers should consider bus passes for new hires as an incentive.

Bus Pass Distribution

Michelle asked if Work One gives them out.

Amy stated that they are working with Caterpillar and Kirby Risk and both companies are giving them out. A lack of transportation is challenging and having them for their employees is a great benefit. She added that tokens work best especially if it is a matter of getting people to come in for appointments. She stated that LARA has both but doesn't immediately hand out passes because people don't come back. Instead, they get passes when they come back. Local churches also give out passes.

B) Bus Pass/Token Funding

Discounted Passes

It was asked if CityBus passes are discounted.

Amy told the group what the cost of the passes are and further explained the cost for the elderly and disabled. One example given was the day pass and it costs \$2.00. It can be used as many times during the day, but pass may not be the best option for the elderly or disabled. She added that CityBus staff can look at specific needs and help find what works best.

Passes for the Elderly

It was asked what the age is to be considered elderly.

Amy responded that it is 65. She went on to say that the person needs to show proof of age and you can get an id at CityBus for \$2.00 for verification if needed. Anyone can buy the pass for an elderly person but the person using it still needs to show proof of age.

Funding through United Way

It was asked if funds from the United Way are available to buy bus passes.

Michael stated that they have not thought about it, but they could be. For the United Way, it would be most likely have to go through an agency and it would be something we would look at.

Michelle stated they are looking for funding to purchase them.

Funding through Federal Transit Administration Funds

It was asked if there are two parts to the grant that goes to CityBus and if they are 5307 and 5310 funds. Additionally, it was asked if CityBus gets all the funding.

Doug explained that 5307 funds goes specifically to transit systems like CityBus. Section 5310 funds were originally used to purchase small vans and then they were made available to others like CityBus to purchase vans. There was an option that those funds could be used for operations but INDOT has elected to not allow it.

It was asked if the County gets those funds annually.

Doug responded that CityBus receives 5307 funds annually, but 5310 funds must be applied for every year. Doug then provided some examples of 5310 projects.

It was asked if those funds are for the handicapped and disabled and can those funds be used for the Access program.

Amy replied that CityBus develops a program of projects and they go out five years. Getting 5310 funds helps with the travel training program. They will be used to purchase a paratransit van. Most of the money CityBus uses is 5307 and only a small portion is 5310.

Ranti asked if CityBus and Wabash Center received government assistance since they are non-profits.

Doug explained how federal funds are distributed and who receives them.

John asked if local communities could apply for them and if a not-for-profit consortium like the United Way could apply to the State for funds to buy tokens. He then asked if those were 5310 funds.

Doug stated that he will look into it.

Karen asked if 5310 funds are grant funds that organizations like the Trustee could apply for. She added that even just a couple hundred dollars a year would be amazing.

Doug replied that he would contact INDOT and find out.

Funding through Other Organizations

Sallie suggested hooking up with some of the local service clubs. She said that the local club she belongs to, Altrusa International, buys bus tokens for LARA students. Maybe these clubs could partner and purchase passes or tokens.

C) Hours Transit is Available

Michael stated last summer United Way held a community conversation and discussion of transportation was part of it. One of the primary challenges were the hours transit service operates. An example given is that service ends, but a work shift ends after that. Addressing that would be a CityBus and employer conversation.

D) Employers Outside Transit Area

Michael stated the second challenge from the community conversation is that there are employers located just outside of the transit service area.

Michael asked if CityBus currently serves SIA. He then added that there is another employer that is located outside of Tippecanoe County and the employees have a difficult time getting there. Currently a church provides transportation for them and they provide multiple trips per day.

Sallie stated that employers need to step up. Quality employees are the biggest problem Indiana has. Employers need to step up and provide transportation from surrounding counties.

She added that we finally convinced the state legislature that transportation is important to the states' economy. At this time though they only see the value of roads. Legislators are going to need to be convinced that transit has an economic importance too. It's an important economic benefit and we need to have that discussion.

Michael added that it would be interesting to get companies together who are in the outlining areas and see if they can come together and help. If there are several that are close to each other maybe they can co-op together.

Amy stated that if anyone knows of companies who are in that situation they should call CityBus. She further added that there probably will not be an immediate response, but the development staff will look at it. If only a slight variation is needed to a route, a rerouting could be implemented quickly. Several examples were provided including CAT Logistics and Kirby Risk. Providing any additional service comes down to what the additional cost would be. Suggestions are important, and they could be looked at when the strategic plan is updated.

E) Better Data

Michelle asked John about the voucher location data that was requested. She then added that the ACS data is old, and the census tract boundaries have changed. It was asked if the new boundaries are used when developing the one-year plan. She asked if routes are adjusted based on the data?

John replied that the data is used to get a better handle as to where the centers of poverty are located. They are not incorporated in a formal way at this time.

Census data does show where the elderly and disabled are concentrated but the Census tracts have changed and some of them significantly. Tract 111 was given as an example.

Michelle suggested Food Finders as a good data source.

Doug stated that getting poverty data for the last plan was challenging.

Michelle stated that in the CHSTP report, purchase demographic data was listed. She asked if that was still on the table.

Sallie stated that we received data from INDOT through InfoUSA. INDOT purchased it for all fourteen MPOs. It's not at the kind of detail that we use to get from the Census long form and we will probably never get that detailed data again.

Michelle asked if Purdue could be an opportunity as a program to do a service project and help gather data.

John stated that APC will continue to take the data that is provided and combine it with data from other local source information and then refine where the needs are.

Michelle stated that HUD is pushing for fair housing and they have provided them a lot of mapping tools to identify concentrated areas of poverty, race and ethnicity. All of them are available and it's not restricted. She added that she will email a link to the data.

Sallie offered to the group that if they need any mapping assistance she would be happy to provide it.

F) Transportation Resource Brochure

Brochure Update

Doug stated that it is his goal to update it by the end of the year. He asked if everyone can look at it and then let him know if any of the information needs to be changed.

Phyllis stated that she has never seen one.

It was stated that the Four Star taxi company is gone.

Doug added that there is a new taxi company.

Brochure Distribution

Doug explained how the brochure was initially distributed and asked for ideas on how to distribute the new ones.

Suggestions provided include:

- Send to known low-income housing,
- Area VI and Family Services,

- Lafayette Urban Ministries,
- Places like Food Finders,
- Local Churches; and
- 211

John mentioned that the new brochure distribution will include the Fowler House.

Phyllis asked if, when it does come out can they come down to APC and pick some up.

Sallie replied that they can absolutely do that.

Brochure Translation

Sallie stated that the brochure was just recently translated to Spanish and they are available in the office or on the website. There is also some thought to translate it to Chinese.

John asked the group if they see the need for it to be translated to Spanish or to another language.

Michelle responded they see the need for it to be in Spanish.

Pam replied that they do not see the need for Spanish but there is a large Hispanic community in West Lafayette. She added that there is a large Chinese church on 250 and a Korean church on 26 and these populations are increasing at least in the West Lafayette outlying area.

Sallie stated that she thinks there is probably an association with Purdue, but she does not know for sure.

G) Service to Rural Cities and Towns and Rural Areas within the Region

Transit Service in Rural Areas

John asked if INDOT has some type of rural transit program.

Doug explained the program.

Sallie then stated that it would be up to Area IV to develop more of them. It is important to engage them in this conversation.

Michelle pointed out that the services Area IV provides are listed on page ten in the report and they do couple of different things.

Ranti stated their service is not restricted just to medical appointments and they are happy to provide service to other events. It's nice to see and hear their clients good attitude and gratitude after being transported. The trouble they have is picking up people who live far away in Fowler and Delphi. They cannot pay for it and Medicaid cannot pay for it, so at this time they cannot extend service that far.

Doug asked if there is a specific town or is it just those persons living in the rural area.

Ranti replied that those towns were examples, but it is the rural areas that are difficult to service.

Doug reiterated that this issue has been identified in the past.

Sallie asked what we know of the regional agency capacity to do that.

Doug replied that the Senior Center still provides services but the person who needs a ride must find a driver. The Senior Center pays the driver and there are no restrictions as to the type of trips. Their Car-A-Van service is no longer available.

Doug added that transportation service is available in Lauramie Township and there is a van service that comes to the Lafayette area. This is handled through Area IV.

Sallie asked if there are any other Area IV services that may be coming from Delphi or Fowler.

Doug responded that he did not think so.

Sallie asked Karen what issues they hear about in Wabash Township.

Karen stated there are issues with transportation because individuals have no money. The Township does keep a few bus tokens for job interviews or for trips to Lafayette housing. She added that the township looks out for its tax payers, but they also have to maintain four cemeteries and two fire stations.

Sallie asked if needs are mostly for the low-income or is it also for the elderly and handicapped.

Karen followed up and stated that they do help some low-income elderly but most of the requests are from those with disabilities and those who cannot find a job. She added that she cannot speak about other townships. The City of Lafayette runs the cemeteries and fire stations and Fairfield Townships focus is on assistance. Wabash Township doesn't experience the volume as Fairfield Township does, but we also must pay to maintain the cemeteries and operate the fire stations.

H) Sidewalks

West side of West Lafayette

Karen asked about the Klondike Road project and asked if bus shelters were going to be installed especially at the Point West Mobile Home Park. She added that there are lots of people and children waiting at the stop especially during the summer time. There are a lot of people using the bus along Klondike Road. She asked if a sidewalk was going to be built.

Doug stated that a sidewalk will be built on one side and a trail on the other. He added that it will be the same on Lindberg (sidewalk & trail) and this will connect to the West Lafayette sidewalk/trail system.

Karen mention that she has noticed an increase in housing between Klondike and 400 and that there are a lot of people walking to bus stops on Klondike Road.

John asked if she is seeing a need for sidewalks along 250N.

Karen replied yes and between Klondike and 250N.

Amy listed the new developments and that Klondike Road has always been narrow. Pedestrians can walk in the grass, but for bike riders it's very dangerous.

Sallie stated that the County is finished with the right-of-way purchasing and the last big chunk was with the school corporation. The project is on a December letting and they should start construction in the next construction season. It will be an urban design with four travel lanes and a sidewalk and trail. She added that the design of Lindberg Road will be the same.

Amy asked if there will be a sidewalk connection to the Klondike library.

Doug responded that there will be.

John stated that it will not be done as part of the Klondike project but as a separate county project.

Sallie stated that the next project to be started is Morehouse Road and it will be from 52 to roughly near Hadley Lake. It will also have a sidewalk on one side and a trail on the other. It is a CityBus route and there are a lot of people who walk along the road under very bad circumstances.

Sidewalk Requirements

Sallie stated that one change made to the long-range transportation plan five years ago was that any local jurisdiction who received federal money from our allocation is required to add pedestrian and bicycle facilities to reconstruction projects. At this point forward, unless it is way far out, all federally aided projects are required to have these facilities and, where appropriate, safe transit stops.

Michael asked if it was just for federally funded projects.

Sallie responded in the affirmative and added that APC encourages those projects that LPAs fund themselves do the same thing. It's clear that all the elected officials and engineers understand the need for those kinds of facilities.

Sidewalk Projects Addressing Safety Issues

Sallie stated that we have an allocation of safety money, which if we provide the necessary proof, we can use for pedestrian and bike facilities.

Doug gave several examples of safety projects including Concord and CR 430S, McCutcheon High School, and Harrison High School.

Michael stated that his son was a student at Battle Ground Middle School and they had to pick him up at the High School and transport him across the street. There is no sidewalk or safe way to cross the street.

Sallie added that the middle and elementary schools were included in the Harrison study.

Michael stated the county roads are challenging for biking.

Sidewalks in West Lafayette

Ranti asked if there will be sidewalks built along Soldiers Home Road.

Sallie stated that there will be a Soldiers Home Road project which will include sidewalks and it is out several years.

Doug added that there are a lot of projects coming up like Morehouse, Yeager and those will be built with an urban design.

I) Tree Trimming

Sallie mentioned that tree trimming was an issue in the past and then asked the group if this is a continuing issue.

There were no responses.

Tippecanoe County
Coordinated Human Service Transit Plan
Annual Review and Assessment Meeting

Tippecanoe Room, Tippecanoe County Office Building

20 North 3rd Street, Lafayette, IN

August 28, 2017

9:00 a.m.

Meeting Agenda

- 1) *Welcome and Introductions*
- 2) *Brief Review of the Plan, its strategies and project priorities and the purpose of the annual meeting.*
- 3) *Progress Reports*
 - Area Plan
 - CityBus
 - Wabash Center *(tentative)*
 - Lafayette Adult Resource Academy
 - Tippecanoe County Council on Aging *(tentative)*
 - Others
- 4) *Transportation Brochure Update*
- 5) *New and Ongoing Issues and Challenges – Open Discussion*
- 6) *Proposals for Meeting the Issues & Challenges – Open Discussion*

Meeting Attendance

Meeting Sign-In Sheet

Tippecanoe County Coordinated Human Services Transit Plan Annual Review and Assessment Meeting

August 28, 2017

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