

# **Tippecanoe County Coordinated Human Services Transit Plan**

## **Appendix 3: November 14, 2018 Annual Review and Assessment Meeting**

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

## **Meeting Minutes**

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**Area Plan Commission of Tippecanoe County  
Coordinated Human Services Transit Plan  
Annual Assessment Meeting  
November 14, 2018  
Tippecanoe Room, Tippecanoe County Office Building**

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- 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:**

Stan Minnick, Area IV Agency  
Jolene Prather, Riggs Community Health Clinic  
Jerard Benner, Joyful Journey  
Bryce Gibson, CityBus  
Elva James, Area IV Agency  
Janet Schweikher, Wabash Center  
Valerie Oakley, Lafayette Housing Authority  
Rhonda Florian, Lafayette Limo  
Michelle Reynolds, Lafayette Housing Authority  
Aimee Jones, Brightstar Care  
Lisa Decker, Franciscan Health  
Bill Glick, Tippecanoe County Council on Aging  
Catherine Schoenherr, Area Plan Commission  
Doug Poad, Area Plan Commission

III. **Status Report**

Doug Poad started the meeting by introducing himself and shared with the group why the meeting is important to him. His son and father face transportation issues and this meeting addresses transportation issues of the elderly, low-income and disabled.

Everyone around the room introduced themselves and the agency they represent.

Doug apologized to the group for having to reschedule the meeting due to the room being double booked.

Doug provided an overview of the APC and what it does in its capacity as the metropolitan planning organization. He stated the APC looks at transportation issues of the elderly, those with low-income, and the disabled and reviewed the history of the Coordinated Human Services Plan. The Plan documents what services are provided in the county, identifies

challenges and needs of the three groups and recommends strategies to address them. The Plan has been updated and is available on the web. A meeting is held annually to discuss new challenges, on-going challenges, and implementation plans. The meetings also provides connections between groups and organizations. For this meeting the goal is to review what has occurred over the past year regarding transportation, identify on-going and new issues and develop ideas on how to address them.

Doug reviewed the status of work done by the APC.

1. APC staff updated the transportation brochure which includes a variety of transportation providers. They are available in English and Spanish and APC sent out requests to agencies asking how many they wanted in order to facilitate better distribution. They are also available on the APC web page.
2. The mailing/contact list for this meeting is available today.
3. Staff continued to work with local developers.
4. Staff requests bus stop improvements for all local new and reconstruction projects. Klondike Road was given as an example.
5. At INDOT's December meeting APC staff will request that INDOT look at sidewalk project on SR 38 and US 52.

Bryce Gibson, CityBus, put together a handout for the meeting and provided copies to everyone.

1. Data for the past year was shown for services provided to the elderly and disabled communities. Bryce reviewed the fixed route and paratransit ridership and data. Over the past year, Access traveled 104,921 service miles and transported 27,130 trips. For fixed route service, ridership was down by 6%. There were 141,793 ½ fare trips.
2. There were several big projects and one was a new app called mycitybus. It provides real time bus information, trip planning, text/email notifications and it's ADA compliant.
3. The web site was updated and now includes better information about detours and other service interruptions.
4. Additional service hours were added in the evening to several routes. Additional hours for the customer service window at the downtown transfer center were added.
5. This summer CityBus partnered with Food Finders Food bank. They received funding to distribute produce to low-income persons, communities and neighborhoods. They also meet their client and provide travel training.

6. CityBus launched a pilot ride to work pass program with Kriby Risk. Bus passes are provided to their employees.
7. New seating and shelters were added throughout the community.
8. CityBus has a new travel training employee and that service was offered to those in the room. Katie retired and has been replaced with Hallie Robinson. Over the past year the service trained approximately 950 persons.
9. The agency participated in the senior fair, convoy of hope, stand down and the Westminster fair, have monthly visits to Friendship house.
10. They are in the final stages of developing a new strategic plan and adding service over the next five years. This includes looking at extending service to Wabash Avenue and launching an industrial express route along Veterans Memorial providing service to employees there. Also adding service later in the evening for the northern Lafayette routes to better serve the community center, and finally adding additional service in the evening to the core five routes.

It was asked if the new route times for the north end service could be repeated and if the routes were 2A and 2B. Bryce replied that the service times for 2A and 2B during the week day will be extended to 10:00 pm. No additional service will be added during the weekend.

It was asked when will the additional service start. Bryce replied in January.

It was asked how someone can provide information to the strategic plan. Bryce replied the best way is to email him.

It was brought out that the old hospital will be refurbished and converted to low-income apartments. It was asked if there will be any bus stops there. Bryce replied that there are stops already located there.

**Identified Challenge:** Transportation services for volunteers (or chaperone) to meet with clients or friends at their home.

It was asked if there are any resources to connect a person who is in the Friends program with a chaperon. Bryce replied that CityBus can provide travel training, but they do not have any chaperon services. It was then asked of the group if any agency could help. Someone asked if any of the clients are already being serviced in the home by an agency. The response was some are but many clients have a pal or their son or daughter and it is those people that need transportation. Again, it was mentioned that travel training is possible through CityBus.

**Identified Challenge:** Funding Resources

Bryce was asked if he has seen any continuing or new issues and challenges. Bryce replied that funding continues to be a challenge. State funding has stagnated.

Doug stated when comparing similar systems in other states, those systems receive more funding than what Indiana provides. Bryce asked if those attending could speak to their State reps and ask for more transit funding.

Bill Glick stated that funding for transportation was an issue at the senior center when the Caravan service was available. The surrounding counties are now providing significantly more trips and are more heavily weighted in providing transportation services rather than being senior centers. It's disproportionately lower in Tippecanoe County because we have too many elderly people driving that shouldn't be. We recognize this but can do very little about it. Funding to provide more transportation assistance is needed.

It was asked if Bill could tell the group more about the agency and the services provided. Bill replied that the Center has moved from the Jenks Rest building to the new North End Community Center. There is now a bus stop at the Center. He further stated that the Center provides the same services and now has expand evening services. They continue to provide meals on wheels and deliver meals. The Senior Center still does home repair service, but it is only for major home repairs. They do provide a very limited transportation reimbursement program. Bill explained the service and stated it is underutilized.

Doug stated that the move solved the bus stop location that has been an issue for years. It was noted that the stop has a shelter.

#### Identified Challenge: Elderly Drivers

Doug asked Bill if he has seen any new issues and Bill replied that the population is aging, and more folks continue to drive that should not.

#### Identified Challenge: Sidewalks in the area (around SR 38/Creasy Lane).

Elva James stated that Area IV Development is the housing wing of Area IV and the agency will be building apartments on SR 38 at Winston Drive near the YMCA and IVY Tech. The apartments will be affordable and target the working poor to help break the poverty cycle.

Elva stated transportation and childcare are barriers. No transportation is available for 2<sup>nd</sup> and 3<sup>rd</sup> shift workers and Area VI is developing a transportation plan for the apartment complex. They have looked at various means and maybe using Enterprise for an onsite car share. The apartments will have a bike share program. The site will need a bus stop and sidewalks to it.

The nearest fixed route is SR 38 and Creasy Lane.

Identified Challenge: a) Snow removal on sidewalks and trails, and  
b) Sidewalk maintenance or lack thereof.

It was asked if CityBus looks at the availability of sidewalks and street lighting when looking at expanded service. Bryce stated that they did a comprehensive bus stop inventory last year and they coordinated with APC regarding new road projects.

It was asked is there separate funding to build sidewalks. The Lafayette Housing Authority has funding available for sidewalks and street lights. The application process for funding is in January.

It was stated that the elderly cannot physically clean their sidewalk and does not have the financial means to have someone clean them.

It was stated that the sidewalk on the north side of Cumberland does not get cleaned (serviced) but the southside one does. They do not know why. It does not help when the snow is plowed from the street onto the sidewalk.

Doug stated this has been an on-going issue.

It was asked if someone will service the sidewalk along Klondike after it is widened.

It was stated the existing sidewalks are not serviced and grass is growing through them.

Lafayette Limo has four vehicles that are handicapped accessible. All that is needed is a call and request.

Doug stated that in both cities they do have equipment that cleans the trails. He mentioned that the issue has been discussed and West Lafayette will probably clean them

Identified Challenge: Access bus service in county.

It was stated that it would be good if the Access bus could connect with people living in the rural parts of the county.

It was asked how many Access buses are there. Bryce replied there are six buses and only five are used. The sixth bus is used as a spare.

It was stated that five is not many for Tippecanoe County. Bryce replied that service is only provided to those in the service district plus a mile or so further out.

It was stated there is need for service for the entire county. It was asked how do those persons living outside of the district get to a doctor's appointment. It was asked if the Access service area expands when the City expands its boundary. Bryce replied that when the fixed route service is expanded, the Access service area also expands. The boundary is  $\frac{3}{4}$  of a mile from the fixed route service and also mirrors the fixed route time schedule.

CityBus service in the county is limited by state statute and funding.

**Identified Challenge:** Transportation to employment (2<sup>nd</sup> and 3<sup>rd</sup> shifts), day care, and grocery shopping.

It was stated there are transportation challenges for employees who work 2<sup>nd</sup> and 3<sup>rd</sup> shifts. Is this on the list?

It was reported that transit service has been expanded on South Street and it runs through midnight.

It was asked if there are any areas for 2<sup>nd</sup> or 3<sup>rd</sup> shifts that bus service should look at.

It was stated that SIA should be looked at.

Bryce mentioned the Industrial Express route and partnering with Wabash National. Wabash National is paying for part of the operating cost and it only operates at shift change. It provides service directly to Wabash National and goes on their property.

Bryce stated they had a meeting with hiring agencies and SIA was not represented.

It was asked if Kirby Risk is served. Bryce stated that service is provided to all properties. On McCarty Lane service is provided to the front door during their shift changes.

**Identified Challenge:** a) Wait times for the bus,  
b) Door to door service.

It was stated that clients sometimes have lengthy wait times for the bus. Some complaints are “the bus comes but I can’t get to it or I try to get to the bus but the bus leaves.” This is more frequent with Access service. The client may need help shutting the door or need help getting to the bus. It’s hard to get from the door to the bus. Bryce responded that there is a new app called MyCityBus and it is free. It gives real time bus locations and information and it was launched in August of 2018. Bryce added that under certain circumstance there can be accommodations.

It was stated that the app is not helpful to the elderly population because they do not have access to a computer or do not use them.

Bryce stated that CityBus now has automated calls that alert riders five to ten minutes before the Access bus arrives. If there are issues, they can call the Access dispatcher.

It was asked if it was just for a smart phone. Bryce replied that it’s a phone call. The mobile app is for fixed route services.

It was asked what the designated time is an Access bus is supposed to wait. Bryce responded the time is five minutes and it can be adjusted.

## Additional Discussion:

Area IV will be retrofitting the old nursing home near Otterbein to become affordable housing. The Agency is not sure how the people are going to get anywhere since Klondike is the closest route and it's 12 miles away. We are hoping to work with Wabash Center but may have to tap the services in Benton County.

Stan Minnick reviewed the transportation programs at Area IV. One, Hope Transit, services Otterbein and Benton County. It's for non-emergency medical transportation for the elderly, disabled and Medicaid eligible persons. There are two vehicles and one is underutilized. That vehicle may be stationed at the retrofitted nursing home.

The other service is through the rural public transit program Section 5311. The program serves seven rural communities, basically Laurime Township, Clarks Hill, Stockwell, and Romney. They will transport anybody for any reason and it is all done by volunteers. The scheduler is a volunteer. Last year there were 325 trips, and most are for shopping and medical. Several passengers are wheelchair bound and are transported in a 1995 lift equipped van. It will be replaced with a 2019 van.

Elva mentioned that the Agency receives a ramp-up grant. The funds are used to build handicapped ramps at homes. So far, they have built 11 or 12 over the past six to eight months, and it's a \$20,000 grant. The program is available to homeowners.

It was asked if they could do mobile homes and the response was not at this time.

Janet Schweikher from the Wabash Center reviewed transportation services the Center has. The Center has 43 vehicles and 33 of them are used to transportation persons they serve. 22 are used for their residential homes (serves 80 individuals). 11 vehicles support the various day, after school and community living programs. 10 vehicles are used for the Greenbush Industry, Wabash National, cleaning services, and meal delivery. At this time CityBus does all the fleet maintenance and there are two bus stops at the Center. They do not provide public transportation.

Wabash Center has purchased a building from IU Heath that will service as a grants house program and will probably be open in April. The Center is working with CityBus to coordinate the needs.

The Center applied for three low-floor minivans through a 5310 grant and those will arrive in the spring of 2019.

The Center does not have any Medicaid transportation issues since they send in their own billings.

Bill asked if the criteria for using the Access bus can be distributed. He further stated that he hears clients tell him that they cannot get the Access and they don't know why. The response was the application is available on-line and it has all of the criteria. Bill asked what is the criteria? When do we not accept somebody?

Bryce responded that's it up to the doctor, which is part of the application process.

Is Access service limited to one trip a day?

Bryce said they can schedule as many as needed per day and it's \$2.00 per trip. They must schedule each trip individually. The vast majority of trips are reoccurring, going to and from work or grocery shopping.

Doug asked if there is a list of what is the criteria that can be handed out. Bryce suggested to look at the application on-line. Bill reaffirmed yes. (Follow Up with Bill). CityBus strives to have the doctor determine eligibility and persons can get temporary eligibility. The determination is if the person - if you cannot access fixed route – is near Access.

Bryce stated that CityBus auctions off buses that are past useful life (Access Vans) and they go for very little.

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

Tippecanoe Room, Tippecanoe County Office Building

20 North 3<sup>rd</sup> Street, Lafayette, IN

November 14, 2018

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
  - Tippecanoe County Council on Aging
  - Area IV Agency on Aging
  - Wabash Center
  - 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

November 14, 2018

Name	Agency/Company	Phone	Email
Stan Minnick	Area IV Agency	765-447-7683	sminnick@areaivagency.org
Jolene Prather	Riggs CHC	765-742-1567	jprather@riggshealth.com
GERARD BENNER	JOYFUL JOURNEY	765-463-3890	GERARD@JOYFULJOURNEYWL.ORG
Bryce Gibson	City Bus	765-423-2666	bryce@gocitybus.com
Elva James	Area IV	765-447-7683	e.james@areaiv.org
Janet Schweikher	Webash Center	765-412-2862	jschweikher@webashcenter.com
Valerie Oakley	Lafayette Housing Authority	765-771-1309	voakley@ha.lafayette.in.gov
Khonda Florian	Lafayette Limb	765-497-3828	nathan@lafayettelimb.com
Michelle Reynolds	Lafayette Housing Authority	765-771-1300	mreynolds@LHA.lafayette.in.gov
Aimee Jones	BrightStar Care	765-464-4733	aimee.jones@brightstarcare.com
Lisa Decker	Franciscan	765-502-4770	lisa.decker@Franciscanalliance.org
BILL GLICK	TIPPECANOE COUNTY COUNCIL ON AGING	765-447-2311	billg@jenksrest.com