



ANNUAL REPORT 2024

DRIVING INDEPENDENCE, CONNECTING COMMUNITY.

At CTN, every ride is more than just transportation—it's a lifeline to healthcare, employment, and independence. Together, we're making mobility possible for those who need it most.

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LETTER FROM CTN'S EXECUTIVE DIRECTOR



Justin Clupper
Executive Director

Dear Friends and Supporters,
Welcome to the CTN Annual Report for Fiscal Year 2024! We are thrilled to share the successes and milestones of the past year, all of which have reinforced our commitment to providing independence to our riders – the most vulnerable members of our community. At CTN, we believe that access to reliable transportation is not just a necessity but a bridge to a more fulfilling life.

This year, we've made significant strides in ensuring that our services reach more people and make a greater impact. Over the past year, CTN provided over 22,000 rides, marking a remarkable 20% increase from the previous year. This achievement is a testament to our dedicated team, volunteers, and supporters who work tirelessly to meet the needs of our community. Each ride represents a step towards independence for our riders, enabling them to access essential services, healthcare, and social activities.

One of the most notable accomplishments this year has been the nearly 30% increase in rides to grocery stores. Ensuring that our riders have access to nutritious food is crucial for their overall well-being, and we are proud to have expanded our services in this vital area. With each trip to the grocery store, we are not just providing transportation but also fostering a sense of self-sufficiency and dignity.

Our commitment to serving our community is unwavering. Every day, we strive to adapt and respond to the evolving needs of our riders. We are continuously exploring new ways to enhance our services and reach even more individuals who rely on us for their daily transportation needs.

As you review this report, we hope you feel as inspired as we do by the stories and achievements highlighted within. Together, we are making a difference in the lives of our neighbors, one ride at a time.

Thank you for your continued support and partnership.

95%

Client satisfaction rate

22,000+

Medical Trips Provided

20%

Medical trip increase

ABOUT US

Community Transportation Network (CTN) is dedicated to ensuring that every individual in our community has access to reliable, safe, and affordable transportation. Since our founding in 2000, we have been committed to bridging the gap for seniors, individuals with disabilities, low-income families, and other vulnerable populations who face transportation barriers. By providing door-to-door service, we empower our riders to access healthcare, employment, education, and essential community services—helping them maintain independence and improve their quality of life. In 2024, CTN continued to expand its reach and impact, thanks to our dedicated team, valued partners, and generous supporters. Our services have grown to meet the increasing demand for accessible transportation, ensuring that no one is left behind due to mobility challenges. Through strategic collaborations and a commitment to innovation, we have enhanced our operations, strengthened our fleet, and improved service efficiency, all while maintaining our core mission of serving those in need.

As we look ahead, CTN remains steadfast in our mission to create a more connected and inclusive community. With the support of our donors, volunteers, and advocates, we are not just providing rides—we are delivering independence, dignity, and opportunity. Thank you for being part of our journey as we drive forward toward a future where transportation is never a barrier.



Mission

CTN eases the burden of transportation so that more people are able to maintain life-sustaining and purposeful connections in the community.

Vision

CTN envisions a community in which all people have the freedom and independence to pursue a fulfilling life.

FINANCIAL HIGHLIGHTS



Revenue

\$2,885,577

Expenses

\$2,671,102

CTN continued its commitment to providing essential transportation services while maintaining financial stability. Despite economic challenges, CTN closed the year with net assets over 3 million dollars, demonstrating strong financial stewardship and sustainability. These resources will allow CTN to continue expanding its impact and ensuring accessible, reliable transportation for those who need it most.

Net Assets

\$3,184,873



Bridging the Transportation Gap in Northeast Indiana

Findings from the Regional Transportation Needs Assessment

In 2023, CTN partnered with regional stakeholders to conduct a comprehensive transportation needs assessment across 11 counties. The findings confirmed a critical need for affordable, reliable transportation, particularly for seniors, individuals with disabilities, and low-income families.

Key Challenges Identified

- Limited Cross-County Transportation – Many providers cannot transport riders beyond county lines, restricting access to jobs, healthcare, and essential services.
- Lack of Rural Public Transit in Allen County – Unlike other counties, rural Allen County has no public transit options, leaving many residents with few alternatives.
- Service Limitations – Many providers lack weekend, late-night, and same-day ride options, making it difficult for riders to access employment, medical care, and essential errands.
- Capacity Constraints – Staffing and vehicle shortages limit the ability of providers to meet growing demand.

Solutions & Next Steps

The assessment outlined strategic recommendations to address these gaps, including:

- Expanding rural transportation options, especially in Allen County.
- Developing a regional scheduling system to improve coordination between providers.
- Increasing non-emergency medical transportation options to ensure better healthcare access.
- Exploring vehicle-sharing programs to maximize available resources.
- Supporting personal vehicle maintenance assistance to help working individuals remain mobile.

This report reinforces the urgency of collaboration and innovation to ensure equitable transportation solutions for Northeast Indiana. CTN remains committed to bridging these gaps and working with partners to improve mobility for all.

SCAN TO



LEARN MORE

12

PROVIDER
INTERVIEWS

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FOCUS
GROUPS

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PUBLIC
MEETINGS

4200

SURVEYS
COMPLETED

CLIENT SUCCESS STORIES



Matthew

As a parent, I know he is in good hands. CTN always checks and provides that extra support if needed.

Kristen

CTN is nothing short of a life saver for me! I enjoy talking with the drivers and getting to know them and the service you provide has been wonderful!

Helen

My life has improved by CTN Transportation. No more family clearing their calendar to help me. No more hesitating to ask for help.

Mary

CTN is not only reliable and drivers are friendly, professional, and very helpful, but, I can be transported to buy groceries, which I could not do before.

96%

Have a great experience riding with CTN.

51%

Will postpone or go without care because of no ride

70%

Without CTN, others in their lives would be impacted.

81%

Experience isolation without transportation

87%

Feel empowered managing their own rides

98%

Clients feel cared for when riding with CTN

EMPLOYEE SPOTLIGHT

Stephanie Harter

Accounting

Since 2015, Stephanie has been a dedicated leader at CTN, serving as our Accountant. Her commitment to accuracy, transparency, and teamwork has helped strengthen CTN's financial foundation and ensure that every dollar is used wisely to advance our mission of driving community. Stephanie's steady leadership and attention to detail have guided CTN through years of growth and change, and her reliability and heart for our riders make her an invaluable part of our team.



Years of Service

9

Stat

8

Sal Lehman

CTN Driver

Since joining CTN in 2023, Sal has been an incredibly caring and dedicated driver, always putting our clients and team first. She consistently goes above and beyond without being asked, bringing warmth and reliability to every ride. Sal keeps her van spotless, inside and out. She takes great pride in her work and her commitment to our riders.



Favorite Van

#678

Target Achieved

85%

COMMUNITY PARTNERSHIPS



Supporting Cancer Patients Through Transportation: A Critical Need

A unique need, identified as a result of the Covid-19 pandemic, has been a need to support cancer patients. In 2023, CTN launched a partnership with Cancer Services of Northeast Indiana to support 1800 free rides for cancer patients thanks to a covid-related grant from the State of Indiana. Those funds were depleted in April 2024 and we're actively looking for new funding.

Served

**10,463
Riders**

Provided

**70,000
Trips**

Drove

**34
Vehicles**

FINANCIAL STATEMENTS

Income Statements

Revenue was driven by contributions, grants, and service-related income. Expenses were related to program services, operational costs, and community outreach efforts.

Revenue	\$2,885,577
Expenses	\$2,671,102
Net Profit	\$214,475

Total Assets	\$3,955,668
Liabilities	\$770,795
Net Assets	\$3,184,873

Balance Sheet

This demonstrates strong financial stewardship and sustainability, ensuring resources are available to support ongoing operations and future growth.

MAKING SIGNIFICANT IMPACT!

\$185,000 - \$200,000

AWS Foundation

English, Bonter, Mitchell Foundation

\$50,000 - \$100,000

Allen County Department of Health

Indiana Department of Health

Carson and Rosemary Noecker Family Foundation

The Journal Gazette Foundation

\$25,000 - \$49,000

Community Foundation of Greater Fort Wayne

St. Joseph Community Health Foundation

Anonymous Foundation

Paul Yergens & Virginia Rogers Foundation

Parkview Health

Custom Engineering & Fabrication, Inc

Ian & Mimi Rolland Foundation

Edward M. and Mary McCrea Wilson Foundation

Bob and Michelle Hatfield

Burgette Foundation

The James Foundation

Jeremy and Melissa Hostetler



\$5,000 - \$20,000

3Rivers Federal Credit Union

Olive B. Cole Foundation, Inc

The Donald F. Wood & Darlene M. Richardson Foundation

PNC Foundation

DaVita Fort Wayne

Lincoln Financial Foundation, Inc

PHP Foundation

Michael and Gianna Casini

Dr. Dan and Courtney Roth

AARP Inc

James R. Shields Private Foundation

M. E. Raker Foundation

Prophet Sisters Foundation

The Ox Agency

First Merchants Bank

Magee-O'Connor Foundation, Inc

Mary Cross Tippmann Foundation

Rick and Kim Reneker

Truck Maintenance Inc

Don and Rae Cates

Community Foundation of Wabash County

Community Foundation of Whitley County

Felderman Design | Build

Innovative Engineering Services, Inc

Kosciusko County Community Foundation, Inc

Todd Opacinch and Janet Leezer

The Waterfield Foundation

West Bend Mutual Independent Agents' Fund

GOING THE EXTRA MILE

\$4,999 - \$1,000

Steve Arnold
Barry and Karen Berggoetz
Mike and Kim Bley
Ann Bobilya
Bona Vita Architecture
Shawn Circle
Council On Senior Services
Kevin and Angie Fix
Fort Wayne Metals
Fort Wayne Rotary Foundation, Inc
Foxworthy Wealth Advisors
Michael and Angie GeRue
Goodwill Industries of NEIN
Sam and Molly Graves
Rego Graves Charitable Fund
Kristine Graves
Health Insurance Inc
Jared and Tesa Helge
Hoosier Spirit Fund
Howard P. Arnold Foundation
Koester's Body & Frame

Life Adult Day Academy
LSIsource, LLC
Michael and Rebecca Mushett
NIPSCO
PHP
John Powell and Kathy Callen
Power Up Action Park
Renaissance Executive Forums
ResCare Community Living
Rothberg Law Firm
Tom and Laura Salzer
Tracy and Gretchen Shellabarger
STAR Financial Bank
Strahm Building Solutions
Matthew and Cammy Sutter
Team For Hire, LLC
Mark and Colleen Terrell
Tonn and Blank
Douglas and Debra Treesh
Edith Vanhouten
Roy Wilson Jr.

PACE CAR CLUB

This dedicated group of monthly donors is driving our mission forward!

Pat Cary
Justin and Jessica Clupper
Michael Deam
Gregory and Lynn Douple

Cindy Frederick
Jason and Theresa Haner
David and Pam Hart
Matt and Stephanie Harter
Joe and Tammy Hyndman

David and Holly Leininger
Dave and Gail McKinnon
Paul M. Miller
Dave and Jill Zahm

MOVING OUR MISSION

\$999 - Below

Ben and Mandy Baker
Michael Barranda
Amy Bell
Kurt and Cynthia Beuchel
Austin Bley
Annie Bobay
Adam and Amber Bouthot
David Bowman
Carl and Carrie Bradtmueller
Alek Breault
Allen and Rachel Brouwer
Emily Burnworth
Tomra Cardin
Mellinda Carnahan
Keiara Carr
Lisa Chelf
Holly Christianson
Chris and Terri Clupper
Nelson and Mary Coats
Brittany Coffee
Dick and Debbie Conklin
Stacy Covella Brown
Chantal Crabtree
Marita Crawfis
Janet Crawford
Bob and Patti Crosby
Crosby Real Estate Investments
Gary and Becky Dexheimer
Alan and Susan Diefenbach
Jenny DisPennett
Shannon DisPennett
Alex Downard
Shannon Downey
Tracy Downey
Antione Drakeford
James Duguid
Mathew Duguid
Jenny Duguid
TONN & BLANK
Todd and Darla Eigenschink
Ann Escosa Griffin
Dave Fisher

Chris and Rachel Fitch
Joe Foster
John and Sarah Foxworthy
Joe Franklin
Precision Die Technologies
John Freiburger
Maureen Fulk
Marcia Futter
Teri Garrelts
Chris Garrison
Jana Gepfert
Michael and Angie GeRue
Victoria Gipson
Matt and Anna Graves
Tim and Jennie Green
Nikki Grilliot
Ben Gritzmaker
Jim and Gwen Grohoski
Melissa Grossman
Pamela Groves
John and Anita Guingrich
PJ and Christine Hardy
Bill and Sharon Harris
Ryan and Joni Hart
Gabrielle Harter
AJ Mahathy and Maja Hasic
Nick Hatfield
Travis Hayman
Ziembo Heather
Jared Herndon
Jeanine Herold
Jeff and Tanya Hetler
Sydney Hoddy
Anthony Iovino
JROTC - Concordia Lutheran High School
Jacquelyn Kauffman
William Kautz
Jeremy Kimpel
Jordan Knieper
James and Jan Koday
Chip Koltash and Norm Appleby
Matthew Konow

MOVING OUR MISSION

\$999 - Below

Christian and Jen Koop	Tom and Laura Salzer
Edward and Beth Koryzno	Jacob Schau
Jeff and Alice Krull	Pete and Melissa Schenkel
Jarod Leeson	Shawna Schmidt
Chad and Cassy Love	Shelley Schwab
Greg MacDonald	Paul Sevier
Danielle Main	Dean Shaffer
Doug Mallers	Ryan Shephard
Jacquelyn Mann	Rena Shown
Kashina Mapeka	Kelli Sidey
Doug and Diane Martin	Patrick Sidey
Summer Martin	Susan Silver
Bill McDonough	Sipe Family Fund
Kathryn Meyers	Adam Solarczyk
Cory and Brooke Miller	Amanda Spiteri
Erika Moore	Casey and Taylor Spurgeon
Kevin and Kathy Morse	Matt Stein
Cynthia Murray	Josh and Hannah Stork
New Car Dealers Association	Becky Swing
Tyson and Jaela Nichleson	Matt and Erin Tappy
Tom and Helen Nill	Jeff Tappy
Andy and Kathy O'Shaughnessy	Ted and Becky Weimerskirch
Lisa Otis	Jodi Trabert
Jon and Julie Painter	David Tracey
Jon and Emliy Palmer	Tim and Robin Tribbett
Martin Pastura	Unitarian Universalist Congregation
Diana Patterson	Lucas and Laura Vachon
Dena Pickens	Jody Vining
Tim Piekarski	Kathryn Voirol
Jacquelyn Pietz	Andrew W. Wartenbe
Storm Powell	Barb Wachtman and Tom Skillman
Mike Prosser	Patrick Waggoner
Matthew and Amanda Purkey	Bob and Irene Walters
Kroger	Jamie Watson
Denise Redman	Alexis Weimer
Olivia Reed	Cecile Weir
Janet Roberts	Dane Wilkins
Randy and Carol Roberts	Claire Wilson
Jon Rocholl and Alyssa Ivanson	Robin Witte
Samantha Rodwell	Randy and Julie Wolf
Susan Ross	Jill and Dave Zahm
Ben and Katie Rousel	Mike and Heather Ziembo
Troy and Dianne Rybicki	Dakota Zwick

CONTACT US



Phone

260-420-3280

Email

Support@RideCTN.org

Address

**5601 Industrial Road
Fort Wayne, IN 46825**

Website

www.RideCTN.org