

Hancock County, Ohio

# Coordinated Public Transit-Human Services Transportation Plan

2017-2022

HHWP Community Action Commission

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## Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Hancock County, Ohio. It was initially developed in 2007 and updated in 2013, 2015, and 2017. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years.

Transportation is a critical component of the communities in Hancock County, Ohio. Transportation provides access to jobs, education, healthcare, human services and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this plan for local stakeholders to work collaboratively to do the following activities:

1. Identify all community resources including:

Hancock County transportation stakeholders have faith in the existing network of transportation providers and support the concept of continuing to work together to improve mobility for older adults, individuals with disabilities, and people with low incomes. Below is a quick summary of the main human service transportation providers within Hancock County:

- HATS/HHWP CAC – public transportation
- Clymer Medical Transport
- Blanchard Valley Industries
- Good Samaritan - Arlington
- Area Agency On Aging 3 – Find A Ride
- Stonebridge Church

2. Identify and prioritize community transportation needs

The following community transportation needs were identified from information obtained from transportation outreach activities, which included a public meeting, focus groups and surveys with transportation providers/human service agencies, employers and the general public:

- Continued cooperation among stakeholders
- More awareness of transportation options for the general public, elected officials and influencers of public opinion
- Need to sustain and expand service, vehicles, and drivers for current transportation providers
- More affordable on-demand transportation options
- Rideshare options

- Explore contract options and/or fixed route transportation
- Centralized location to access information on available community transportation options
- Need for larger wheelchair accessible vans
- Expanded evening and weekend transportation (social, recreational meetings, church, etc.)
- Funding to support transportation services
- Transportation call center

3. Establish a clear plan for achieving shared goals

Many of the goals outlined in this plan coincide with the goals outlined in the previous plan update in 2015, but include updated goals and strategies for achieving progress. As a result of the information obtained in this update, the Hancock, Hardin, Wyandot and Putnam region will work together to achieve the following goals:

- Seek to continue cooperation and communication among transportation stakeholders,
  - Increase knowledge of available transportation options among the general public and influencers of public opinion,
  - Provide operational funding options to support and expand accessible transportation options ,
- and
- Continue to identify and fill gaps in transportation service and unmet needs

Fundamental to the Coordinated Transportation Plan process is the active and meaningful involvement of stakeholders. For projects selected for funding under the Section 5310 program, participation in planning activities must include participation and/or representation of the following, at minimum:

- Seniors;
- Individuals with disabilities;
- People with low incomes;
- Public, private and non-profit transportation providers;
- Human services providers, and;
- The general public.

In order to ensure participation from the above groups, the following stakeholder involvement activities were performed:

- Public and stakeholder input was gathered using community surveys, employer surveys, and transportation provider/human service agency surveys. The surveys were implemented as a web-based application and paper copies were also available. The following number of surveys were returned:

- o 190 Community Surveys
- o 61 Employer Surveys
- o 21 Transportation Provider/Human Service Agency Surveys
  - A public meeting was held on September 25, 2017 at the Family Center, 1800 N. Blanchard Street, Findlay, where community members and transportation stakeholders were invited to attend. Public notice of the meeting was provided in The Courier newspaper. There were 2 in attendance.
  - On July 27, 2017, there was a focus group held at Focus on Friends, 509 W. Trenton Avenue, Findlay. Focus on Friends is a peer led recovery center that offers support and resources for people impacted by mental health and/or addiction issues. There were 10 in attendance.
    - 3 individuals identified they have a disability.
    - 1 individual identified as an older adult.
    - 7 individuals self-identified as low income.

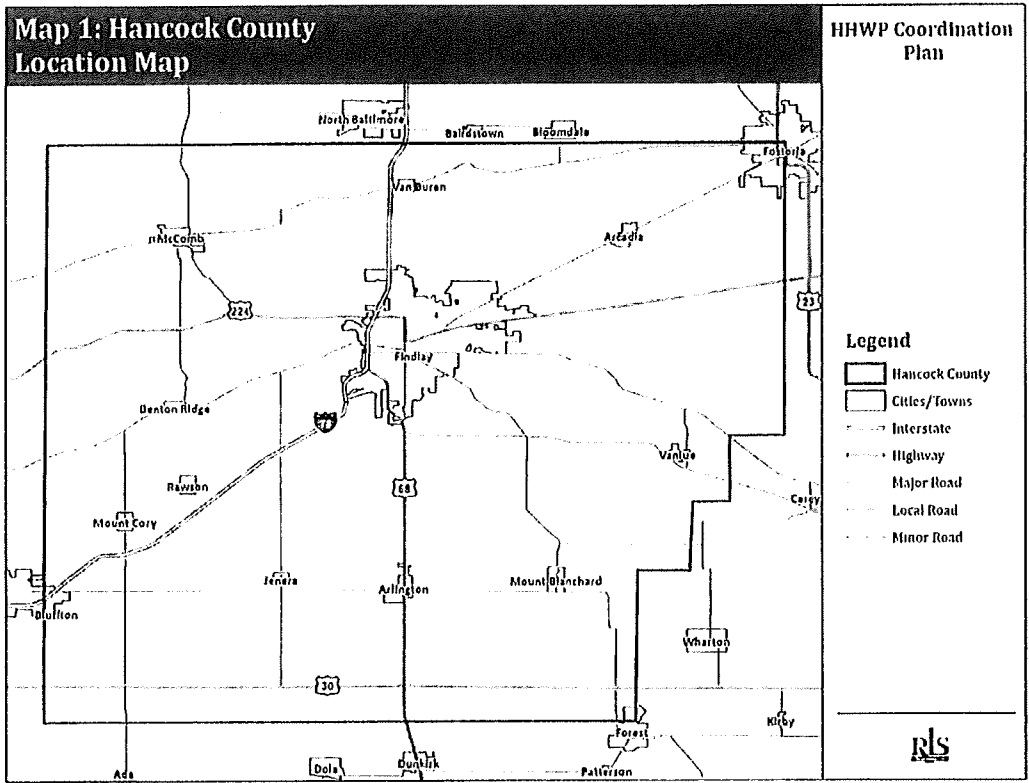
There were Hancock County Transportation Coalition meetings held at the United Way, 245 Stanford Parkway, Findlay on July 25, August 22, September 26, October 24, and November 9, 2017.

This plan was developed and adopted by a planning committee of the Hancock County Transportation Coalition and the public was invited. More information on the committee can be found in Appendix A.

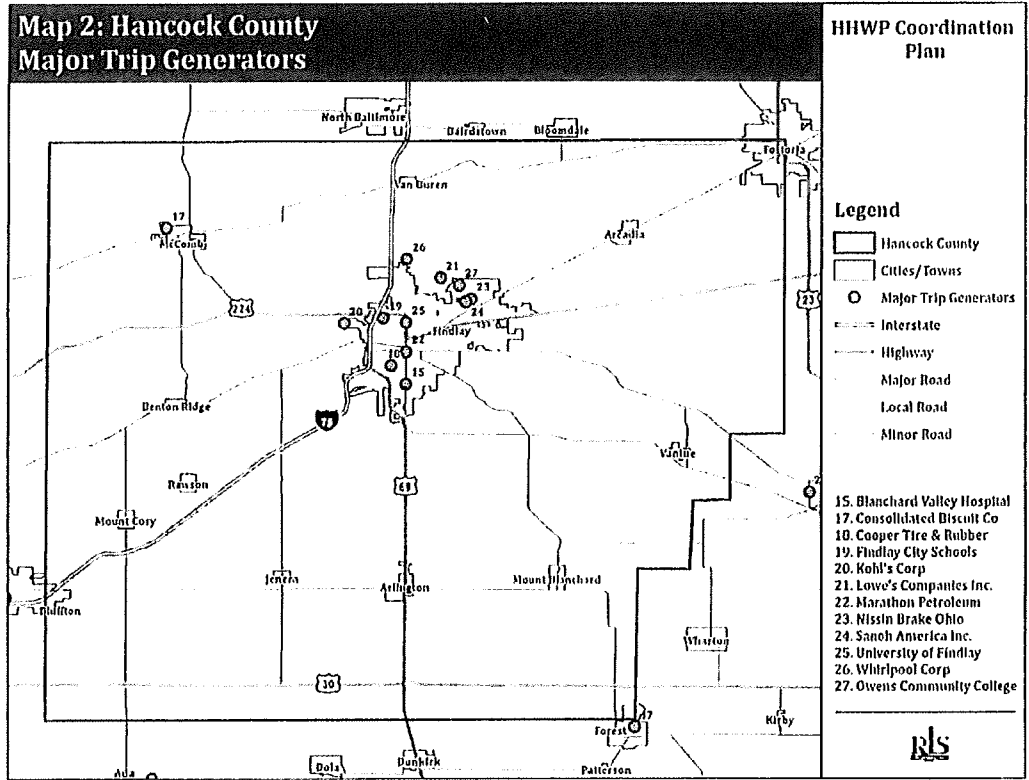
# I. Geographic Area

Hancock County is located in northwest Ohio. The county has a total area of 534 square miles, of which 531 square miles is land. Adjacent counties include: Wood (north); Seneca (northeast); Wyandot (southeast); Hardin (south); Allen (southwest); Putnam (west); and Henry (northwest).

Map 1: Hancock County Location Map



Map 2: Major Trip Generators

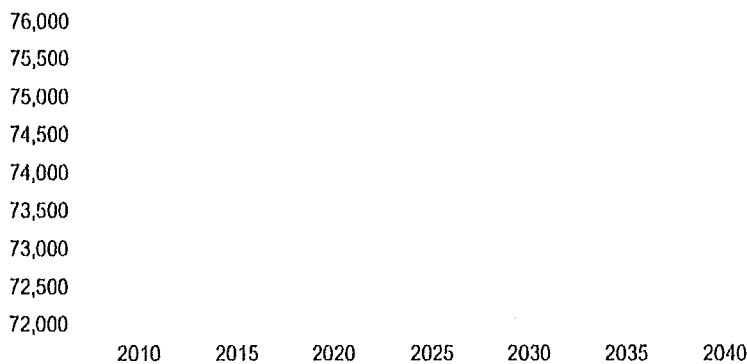


## II. Population Demographics

Population demographics of the planning area are considered when developing coordinated transportation priorities because they help planners to understand potential demand for transportation as well as need. The following charts outline the demographic and Limited English Proficiency (LEP) characteristics of the county.

The population of Hancock County is approximately 75,000 people. The population is projected to peak at approximately 75,500 in 2025 and then decline to 73,500 by 2040.

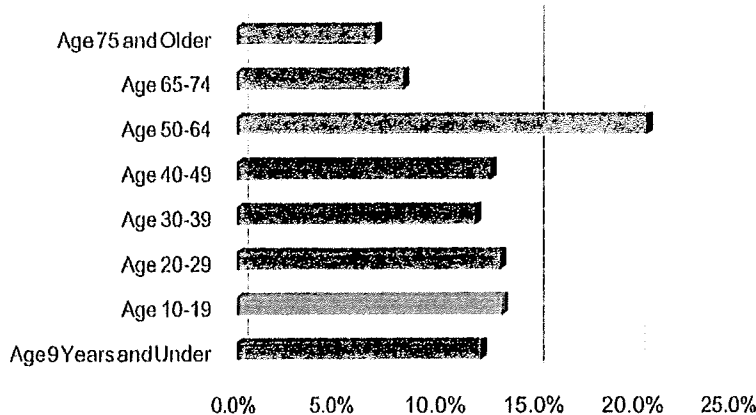
**Chart 1: Total Population Current and Projected for Five Years**



Source: Ohio Development Services Agency, 2013

Approximately 15 percent of the county's population is age 65 or older. Another 20 percent are between ages 50 and 64. Each age cohort age 49 and younger makes up 12 to 15 percent of the population. As the population ages, demand for transportation is likely to increase.

**Chart 2: Total Population by Age Group**

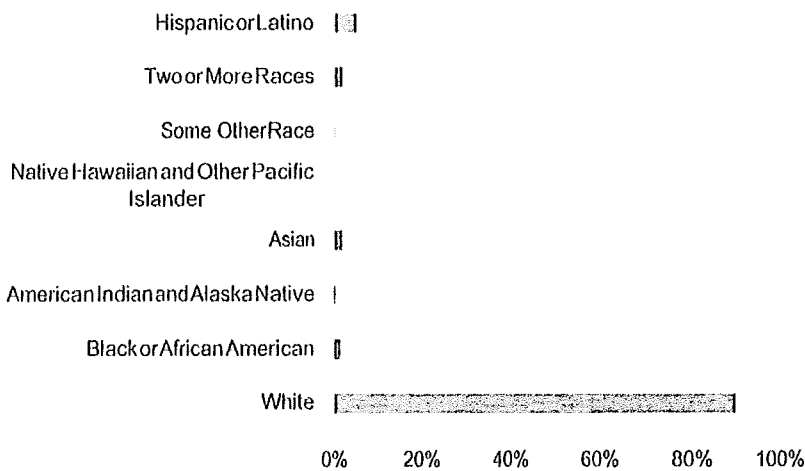


Source: U.S. Census Bureau American Community Survey, 2015



Approximately 90 percent of the County's population is White. Individuals identifying as Hispanic or Latino make up another five (5) percent of the population.

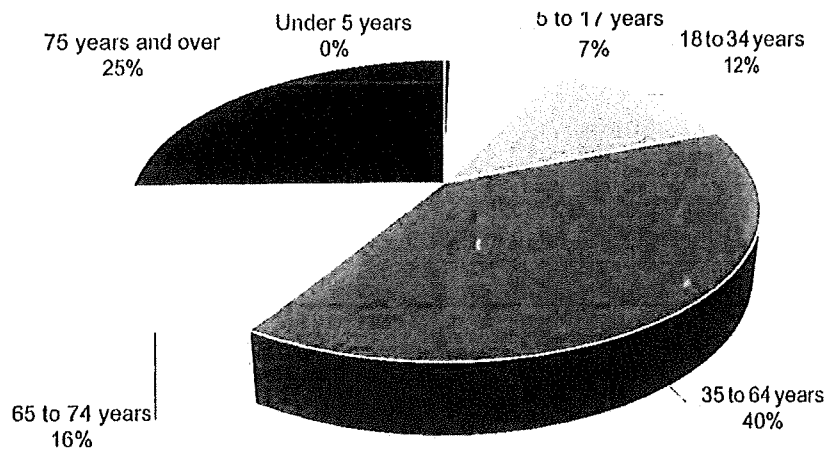
**Chart 3: Total Population by Race**



Source: U.S. Census Bureau American Community Survey, 2015

Approximately 41 percent of the population with disabilities is age 65 or older. Another 40 percent of the County's population with disabilities is between the ages of 35 and 64.

**Chart 4: Number and percentage of people with disabilities**



Source: U.S. Census Bureau American Community Survey, 2015

In Hancock County, approximately 13 percent (or 3,938) of the households have incomes below poverty. Therefore, Hancock County rates as having the third highest percent of households below poverty in the four-county region.

**Chart 5: Number and percentage of households with incomes below the federal poverty level**

Geography	Total Households	Households Below Poverty; Last 12 Months	Percent of Households Below Poverty
Hancock County	31083	3938	12.7%
Hardin County	11540	1858	16.1%
Putnam County	13049	721	5.5%
Wyandot County	9327	1190	12.8%

Source: U.S. Census Bureau American Community Survey, 2015

Similarly, approximately 14 percent (10,221) of the Hancock County population is below the Federal poverty level. Within the four-county region, Hancock County has the second highest percent and the highest total number of people living below poverty.

**Chart 6: Number and percentage of individuals with incomes below the federal poverty level**

Geography	Total Population	Population Below Poverty	Percent of County Population that is Below Poverty
Hancock County	73,294	10,221	13.90%
Hardin County	29,402	5,491	18.70%
Putnam County	33,880	1,966	5.80%
Wyandot County	22,084	2,601	11.80%

Source: U.S. Census Bureau American Community Survey, 2015

In Hancock County, approximately 460 people or 0.6 percent of the population reported speaking English less than very well. Like the other counties in the region, Spanish or Spanish Creole is the most common language for people who speak English less than very well.

**Chart 7: Percent of population that speak English "Less than very well"**

Geography	County Population Age 5 and Over	Individuals with Limited English Proficiency	Percent of County Population with Limited English Proficiency
Hancock	70,843	460	0.6%
Hardin	29,773	107	0.4%
Putnam	31,839	162	0.5%
Wyandot	21,122	207	1.0%

Source: U.S. Census Bureau American Community Survey, 2015

### III. Assessment of Available Services

Conducting an evaluation of service provider capabilities and analyzing the existing gaps and duplications of services for transportation resources in each community, provides transportation planners with the information needed to implement changes that will improve the network of transportation resources and services in Hancock County and across county lines.

The lead agency identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as being appropriate stakeholders.

Interviews were conducted with each of the identified stakeholders.

The purpose of the interview was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities.

When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort.

### Inventory of Transportation Providers

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

Stakeholders for each county were invited to a county-specific public meeting to discuss community unmet needs and opportunities and were also encouraged to participate in Coordinated Public Transit-Human Services Transportation Provider and Human Service Agency Surveys. The surveys were designed for transportation providers, government and non-profit organizations, and funders. Survey questions were intended to collect information on unmet transportation needs and available service. The survey was implemented as a web-based application and hosted by each county lead designated agencies. A list of organizations that completed a survey, attended a transportation coalition meeting and/or attended the stakeholder public meetings is included below:

- HHWP Community Action Commission (includes HATS Transportation program)
- Clymer Medical Transport, Inc.
- Good Samaritan Society - Arlington
- Hancock County Board of Developmental Disabilities/Blanchard Valley Center
- Blanchard Valley Industries
- The American Cancer Society

- Comfort Keepers
- Fox Run Manor
- Hope House for the Homeless
- Area Agency on Aging 3
- 50 North
- City Mission
- United Way of Hancock County
- Kiwanis Village
- Blanchard House
- A Renewed Mind
- Keeping Kids Safe, Inc.
- Focus on Friends
- Family Resource Center
- Cancer Patient Services
- Century Health
- Children's Mentoring Connection
- StoneBridge Church
- Hancock Public Health
- Hancock County Veterans Services
- Hancock County ADAMHS Board

#### HATS Transportation - a program of HHWP Community Action Commission

Hancock Area Transportation Service (HATS) is a program of the Hancock Hardin Wyandot Putnam Community Action Commission (HHWP CAC), and is a Section 5311 rural public transportation system. HHWP CAC is a private non-profit organization and is the designated grantee for HATS. As such, HHWP CAC is responsible for general oversight, and HATS handles the day-to-day operations. HATS is the only public transportation provider for Hancock County. HATS provides low-cost, demand response, public transportation to anyone within Hancock County and for any purpose. There are no service eligibility requirements for passengers. HATS is funded in part by the Federal Transit Administration, Ohio Department of Transportation, the United Way of Hancock County, contracts, local contributions, fares, and community donations.

HATS recently served 3,066 public transportation consumers. HATS provided 40,170 passenger trips in 2016 and the vehicles traveled 384,053 service miles. The fleet consists of 17 vehicles, of which only two are not wheelchair accessible.

Hours of operation are Monday through Friday, 7:15 a.m. to 9:45 p.m. and Saturdays, 7:15 a.m. to 4:45 p.m. Office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. HATS observes all of HHWP CAC's posted holidays. Upcoming holidays are posted in each vehicle and a list is available upon request.

#### Clymer Medical Transport, Inc.

Clymer Medical Transport is a private, for-profit organization providing medical and non-medical transportation in Allen, Auglaize, Shelby, Mercer, Van Wert, Putnam, Hancock, Hardin, Logan, Darke, Miami, Preble, and Champaign Counties. Transportation provided is door-through-door, demand response service provided on a contractual basis through the Area Agency on Aging 3, Catholic Social Services, and the Care and Coordination Program as well as private pay to anyone in the community. Passengers must meet eligibility requirements before they are referred to this service. There are no eligibility requirement for private pay customers.

In 2016, Clymer Medical Transport provided transportation to 601 clients. The organization provided 13,702 one-way trips and 6,543 round trips. The base rate for a private pay trip is \$89 plus \$2.00/mile after 5 miles. Area Agency on Aging 3, Catholic Social Services, and Care and Coordination Plan all have different rates per their contracts. Clymer Medical Transport operates Monday – Friday from 4:00 AM to 9:00 PM and on Saturday – Sunday from 4:00 AM to 5:00 PM (for dialysis only). Any requests outside of these hours will need to be covered by a driver that volunteers to work those hours.

In 2016, Clymer Medical Transport had \$406,795.87 in expenses. Clymer has 22 vehicles - 8 of which are wheelchair accessible.

#### Good Samaritan Society - Arlington

The Evangelical Lutheran Good Samaritan Society is a private non-profit organization providing services for seniors in Hancock, Hardin, and Allen counties. They provide demand response, free of charge volunteer transportation on an as needed basis to seniors enrolled in their programs which include senior living, adult day programs, hospice care, and many more.

#### Blanchard Valley Industries

Blanchard Valley Industries, a 501(c)3 non-profit organization has served the needs of adults with developmental disabilities for more than 40 years. Beginning in 1969, BVI offered habilitation, vocational, and leisure activities to residents of Hancock County. Its mission is to promote the independence, community integration, and employability of adults who have a developmental disability.

With the addition of Kan Du Studio in 2007, Blanchard Valley Industries expanded focus on integrating adults with developmental disabilities into the community - first through employment and then through volunteer and cultural activities.

BVI is certified by the Ohio Department of Developmental Disabilities.

BVI is accredited in Organizational Employment Services and Community Employment Services by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF International is an independent, non-profit organization that accredits health and human service agencies.

#### Hancock County Veterans Service Commission

The Hancock County Veterans Service Commission is a five member board appointed under the provision of Title 59 of the Ohio Revised Code. Each member represents all Hancock County veterans and their families. They provide assistance with disability compensation, temporary/emergency financial assistance, pension for low income vets, housebound veterans & widows in need of nursing home care, VA health benefits, counseling, Ohio Veterans Home Benefits, survivor benefits, county veteran ID cards, general information, and transportation. The Hancock County Veterans Commission provides rides to the following veteran's medical facilities: Toledo Outpatient Clinic, Ann Arbor VAMC, Lima Outpatient Clinic, Dayton VAMC, Marion Outpatient Clinic, and Columbus VAMC. Rides are provided in the Veterans Commission vehicles by volunteer drivers. The Hancock County Veterans Commission also contracts additional transportation services through HATS transportation at HHWP CAC.

#### The American Cancer Society

The American Cancer Society is a national non-profit agency whose goal is to eradicate cancer someday. Until then, they support those who suffer from cancer through several different programs. The Road to Recovery program utilizes volunteer drivers to take patients to cancer treatment and back home. They provide curb to curb and door to door transportation services on demand. Rides are provided by volunteers, so it is based on availability.

#### Comfort Keepers

Comfort Keepers is a private, for-profit business that provides home health care options so seniors may remain safely in their homes. Their service area is Putnam, Hancock, Wood, Wyandot, Crawford, and Seneca Counties. They provide companionship, homemaking, personal care services, grocery shopping, errands, bathing, dressing, incontinence care, and personal emergency response systems. As part of their business, Comfort Keepers offers rides to people that need to get from their homes to any appointments, grocery shopping, or errands per their cost schedule.

#### Fox Run Manor

Fox Run Manor is an assisted living facility in Findlay. It is a private for-profit organization with 120 clients in the age range of 66 to 85. Fox Run Manor has one wheelchair accessible vehicle for transporting clients to social activities and emergency appointments. For medical transportation needs, Fox Run Manor uses Hanco Ambulance through the Blanchard Valley Health System. Medicare pays the cost of these trips if a stretcher is required; if not, clients must pay for their own ambulance trip.

For Fox Run Manor clients, the most needed transportation is for doctor's appointments and hospital visits. Depending on the needs of the client, curb-to-curb, door-to-door, and door-through-door would be the most beneficial methods of transportation. Daily, only five percent of the clients need transportation. Thirty-five percent of clients only need transportation occasionally. Fox Run primarily utilizes HATS and the local taxi services to transport their residents to and from appointments.

In the future, Fox Run Manor would like to see more availability on weekends, for short notice visits, and for wheelchair passengers. HATS is sometimes booked too far out to be useful for their clients.

#### City Mission

The City Mission is a private non-profit organization providing emergency services for the needy and homeless primarily in Hancock County. The Mission has one non-accessible 15 passenger vehicle;

however, it mostly provides clients with referral information for other transportation providers. The City Mission also provides bicycles and HATS (Hancock Area Transportation Service) tickets to clients. All City Mission services are free of charge, and the facility operates 24 hours a day, 7 days a week.

In 2016, City Mission spent \$150 on transportation (100 HATS tickets) and also received an annual donation of 200 HATS tickets (\$300 value) in December (a total for the year of 300 rides).

#### StoneBridge Church

StoneBridge Church is a religious non-profit organization that provides transportation services only to their church members for weekly services and special related trips. This is a curbside service in which personal care attendants are permitted to ride or individuals may assist when getting into the vehicle. Their vehicles are operated by volunteers from within the church on an as needed basis. In 2016, they provided 264 one way trips to their members and incurred \$3,500 in transportation expenses that were covered through their general budget and tithes and offerings from the congregation.

#### A Renewed Mind

A Renewed Mind is a private, not for profit 501(c)3 behavioral health care organization. They work to deliver personalized, high quality behavioral health services to our community in a compassionate manner. A Renewed Mind has developed a reputation of providing quality services based on commitment to respecting the individual and forming strong therapeutic relationships. A Renewed Mind has staff members that perform on-demand transportation services for their clients only as needed with agency vehicles. They also purchase tickets or tokens for other modes of transportation. Transportation services are paid for through Medicare, TriCare, Medicaid, county board, and self-payment. A Renewed Mind also gives out information and referrals to their clients for transportation needs.

#### Keeping Kids Safe, Inc.

Keeping Kids Safe, Inc. is a private non-profit foster care agency that is licensed by the state of Ohio. Keeping Kids Safe is devoted to providing safe and loving foster homes for children. They are dedicated to modeling and teaching Christian values and morals while empowering children to thrive emotionally, socially, cognitively, and physically. Keeping Kids Safe has staff that provides clients only with curbside, door to door, and door through door services on an as needed basis. This transportation is provided by agency owned vehicles. Group events are covered by a charter service.

#### Family Resource Center

The Family Resource Center is a private non-profit organization that provides specialized behavioral health services to individuals, children and families in multi-cultural communities in order to strengthen family life and promote personal growth. Family Resource Center of Northwest Ohio is licensed by the Ohio Department of Mental Health and Addiction Services (Ohio MHAS) and has received national accreditation by the Council on Accreditation (COA).

This agency serves all patients regardless of ability to pay. FRC accepts Medicaid and insurance. Client pay and subsidies for essential services are offered based on family size and income.

The agency staff provides transportation on a case by case basis for their clients as needed. The Family Resource Center also reimburses friends/family of clients and gives out information about transportation services that are being offered.

#### Century Health

Century Health is a private, non-profit mental health and substance abuse agency. They hold state and national accreditations and offer a wide continuum of services including outpatient & residential services. Century Health helps people achieve emotional wellness and sobriety. They also help families, adults, and children work through and solve problems. They provide on demand, curbside, door-to-door, and door-through-door transportation services and personal escorts for passenger assistance for their clients and also refer them to other transportation services available. Transportation expenses are paid for out of levy and United Way funds.

#### Organizations That Use and/or Refer People to Available Transportation Resources

##### Hope House

Hope House is a private, non-profit organization assisting homeless and impoverished Hancock County residents with secure, safe, and affordable housing.

Some of their staff provides transportation to clients only as needed. Hope House also provides HATS passes on an as-needed basis to its clients. Hope House estimates that 75% of clients need curbside transportation at least occasionally with 45 percent needing daily transportation. Currently, no affordable transportation exists for first shift and late shift workers. The most common destinations for clients are the grocery, doctors' offices, and human service offices. Hope House would like to see regular routes and more hours of transportation offered and is interested in being a porter in co-produced transportation should the opportunity arise. From 2016–September 2017, Hope House spent \$2,130.20 in transportation for clients. Staff used personal vehicles and were reimbursed for mileage.

##### Hancock County Board of Developmental Disabilities

Hancock County Board of Developmental Disabilities is a county agency funded through local levies along with state and federal dollars. BVC supports approximately 630 individuals with developmental disabilities in the community from birth through the end of life. Services provided by the HCBDD include pre-school and school services, Help Me Grow and Early Intervention, and service and support administration (case management) for children and adults with intellectual, physical, and developmental disabilities. They coordinate the services an adult with a disability might receive through a provider such as Blanchard Valley Industries.

##### Area Agency on Aging 3

Area Agency on Aging 3 is a private non-profit organization that provides social services and referral information for older adults, persons with disabilities, and caregivers. The traditional service area is Allen, Auglaize, Hancock, Hardin, Mercer, Putnam and Van Wert Counties but AAA 3 provides partial programming in additional counties. AAA 3 employs a Mobility Manager that works to meet transportation needs in the seven county service area. AAA 3 administers transportation call centers, manages a website listing of transportation options in the region, and provides transportation through



contract to older adults and people with disabilities who have no other transportation options through the FINDARIDE program. AAA3 leases ten vehicles to local transportation providers to increase transportation availability in the region and spends almost a million dollars annually in contracts with transportation companies.

#### 50 North

50 North is a private non-profit agency that provides outreach services through case workers, chore services, mobile meals, and grocery delivery. They also have a large facility that houses a physical fitness gym, The Senior café that serves daily hot meals, and offers several other activities to help enhance individuals well through their senior years to keep them active and vital.

50 North utilizes their vehicles for volunteers to transport groceries and hot meals, perform chore services, and do other outreach services that are available through their facility. They do not transport individuals but purchase passes or transportation on behalf of their clients and act as a referral service for transportation needs.

#### The United Way of Hancock County

United Way of Hancock County is positioned as a community impact leader/partner and steward of community dollars to solve human service issues and drive sustainable positive change through health, education, financial stability and responding to the critical needs with safety net services. While they are not a direct provider of transportation services, they are a major financial supporter of the local public transportation provider - HATS, a program of HHWP Community Action Commission. They also assist by purchasing bus passes and transportation, and provide - through 211 - an information/referral service to Hancock County. The United Way is a vital active part of the Hancock County Transportation Coalition as a convener/facilitator.

#### Kiwanis Village and Blanchard House

Kiwanis Village and Blanchard House are private, for profit housing facilities sponsored by National Church Residences. They provide affordable housing options for disabled individuals and adults 60 and over. They do not provide direct transportation services, but refer their residents to services available in Hancock County. They would like to see more on demand and same day services become available for residents.

#### Focus on Friends

Focus on Friends is a private, non-profit organization providing peer-led support and resources to help people improve their health and wellness, live self-directed lives, and sustain recovery. Focus on Friends has two recovery homes, offers education and training, mental health services, and recreational and social services. Focus on Friends purchases transportation, reimburses family and friends of clients, and offers information referral services about transportation options in the community. In 2016, their transportation expenses were \$2,000 which were covered through city/town government appropriations and fundraising.

#### Cancer Patient Services

Cancer Patient Services is a private, non-profit organization that provides support to patients and families impacted by cancer with a variety of services at no cost. CPS offers financial assistance, nutritional supplements, prescription reimbursements, patient navigation, as well as supportive and complementary therapies. Individuals are eligible for all of the services provided by CPS if they have a cancer diagnosis and live or work in Hancock County. All services are provided free of charge due to grants from the United Way of Hancock County, The Findlay-Hancock County Community Foundation, Susan G. Komen Breast Cancer Fund, and Findlay Service League. Along with grants, CPS also relies on memorials, bequests, fundraisers to provide these much-needed services.

Cancer Patient Services reimburses mileage for patients and family/friends for appointments, pharmacy trips, and hospital trips during cancer treatment. They also refer patients to other transportation services within the communities. The total amount spent on transportation in 2016 was \$30,536.

#### Children's Mentoring Connection

Children's Mentoring Connection is a private non-profit agency that provides a professionally monitored mentoring program for boys and girls - primarily from single parent families. CMC does not operate transportation but provides referrals to clients.

## Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 21 provider organizations provided information about their services.

### List of Transportation Service Providers

**Agency Name:** HHWP Community Action Commission (HATS Transportation)

**Transportation Service Type:** demand response door to door

**Other Services Provided:** Transportation

**Contact Information:** 419-423-7261

**Hours:** M-F; 7:15am-9:45pm; Sat. 7:15am-4:45pm

**Service Area:** Hancock County (Other areas with contract)

**Eligibility Requirements:** N/A

**Web-site:** [www.hhwpcac.org](http://www.hhwpcac.org)

**Agency/Business Name:** Comfort Keepers

**Transportation Service Type:** incidental/in conjunction with in-home care services – primarily medical appointments

**Other Services Provided:** home health care, in home care services

**Contact Information:** 419-443-1044

**Hours:** 24/7

**Service Area:** Rural Northwest Ohio

**Eligibility Requirements:** over 18 patient care

**Web-site:** [www.tiffin-583.com/comfortkeepers.com](http://www.tiffin-583.com/comfortkeepers.com)

**Agency Name:** FoxRunManor  
**Transportation Service Type:** Information & referral  
**Other Services Provided:** housing, job training, Medicaid, mental health, recreational/social, rehabilitation, residential care, social services  
**Contact Information:** 419-424-0832  
**Hours:** 24/7  
**Service Area:** Hancock and surrounding counties  
**Eligibility Requirements:** Must meet level of care  
**Web-site:** [www.foxrunmanor.com](http://www.foxrunmanor.com)

**Agency Name:** 50 North  
**Transportation Service Type:** Information & referral  
**Other Services Provided:** home delivered meals, recreational/social, social services, lunch/chore services, outreach  
**Contact Information:** 419-423-8496  
**Hours:** Monday & Wednesday, 8am-8pm; Tuesday & Thursday, 8am-9pm; Friday, 8am-4pm  
**Service Area:** Hancock County  
**Eligibility Requirements:** 50 and over  
**Web-site:** [www.50north.org](http://www.50north.org)

**Agency Name:** City Mission  
**Transportation Service Type:** information & referral  
**Other Services Provided:** education and training, housing, religious, meal services  
**Contact Information:** 419-423-9151  
**Hours:** 24 hours per day, 365 days per year  
**Service Area:** NW Ohio/specifically Hancock County  
**Eligibility Requirements:** homeless  
**Web-site:** [www.findlaymission.org](http://www.findlaymission.org)

**Agency Name:** StoneBridge Church  
**Transportation Service Type:** demand response door to door, charter services (group transportation for special events)  
**Other Services Provided:** information and referral, religious, transportation, annual community meals, multiple service projects  
**Contact Information:** 419-422-6862  
**Hours:** Monday - Thursday, 9am-3pm; Friday, 9am-noon; Sundays, 8:30am-12:30pm  
**Service Area:** Findlay and surrounding communities  
**Eligibility Requirements:** none  
**Web-site:** [www.stonebridgechurch.org](http://www.stonebridgechurch.org)

**Agency Name:** United Way of Hancock County  
**Transportation Service Type:** purchase tickets, information and referral, reimbursement mileage to employees/friends/family of clients  
**Other Services Provided:** funding and convener for transportation coalition, local fundraising, and outreach services  
**Contact Information:** 419-423-1432

**Hours:** Monday–Friday, 8am-4pm  
**Service Area:** Hancock County  
**Eligibility Requirements:** none  
**Web-site:** [www.uwhancock.org](http://www.uwhancock.org)

**Agency Name:** Blanchard House & Kiwanis Village  
**Transportation Service Type:** information and referral  
**Other Services Provided:** housing  
**Contact Information:** 419-427-8729  
**Hours:** Monday – Friday, 9am-5pm  
**Service Area:** Hancock County  
**Eligibility Requirements:** 60 and older/disability  
**Web-site:** [www.nationalchurchresidences.org](http://www.nationalchurchresidences.org)

**Agency Name:** Hope House  
**Transportation Service Type:** information and referral, purchase tickets for clients  
**Other Services Provided:** housing  
**Contact Information:** 419-427-2848  
**Hours:** Monday – Friday, 8am-5pm  
**Service Area:** Hancock County  
**Eligibility Requirements:** homelessness  
**Web-site:** [www.findlayhopehouse.org](http://www.findlayhopehouse.org)

**Agency Name:** A Renewed Mind  
**Transportation Service Type:** On-demand, clients only, information referral, purchase tokens or tickets  
**Other Services Provided:** Counseling  
**Contact Information:** 419-422-7800  
**Hours:** Monday –Thursday, 8am-7pm; Fridays, 8 am – 5 pm  
**Service Area:** Hancock and surrounding counties  
**Eligibility Requirements:** none  
**Web-site:** [www.arenewedmindservices.org](http://www.arenewedmindservices.org)

**Agency Name:** Keeping Kids Safe Inc.  
**Transportation Service Type:** demand response, door to door (clients only), charter services (group transportation for special events)  
**Other Services Provided:** foster care, adoption, independent living teens  
**Contact Information:** 419-422-7800  
**Hours:** M-F, 9am-5pm  
**Service Area:** Hancock and surrounding counties  
**Eligibility Requirements:** no

**Agency Name:** Focus on Friends  
**Transportation Service Type:** reimbursement to family/friends of clients, purchase tickets, information and referral  
**Other Services Provided:** education and training, housing, mental health, recreational/social

**Contact Information:** 419-423-5071

**Hours:** M-F, 10am – 7pm

**Service Area:** Hancock County

**Eligibility Requirements:** none

**Web-site:** [www.focusonfriends1.com](http://www.focusonfriends1.com)

**Agency Name:** Family Resource Center

**Transportation Service Type:** reimbursement to clients only, information and referral, purchase tickets

**Other Services Provided:** counseling, education and training, mental health, information and referral

**Contact Information:** 419-422-8616

**Hours:** Monday -Friday, 8am-7pm

**Service Area:** Northwest Ohio

**Eligibility Requirements:** income, age, youth

**Web-site:** [www.frcOhio.com](http://www.frcOhio.com)

**Agency Name:** Cancer Patient Services

**Transportation Service Type:** reimbursement of mileage or auto expenses to family/friends of clients, information and referral

**Other Services Provided:** social services, financial support for cancer related medical bills

**Contact Information:** 419-423-0286

**Hours:** Monday - Friday, 8am-4:30pm

**Service Area:** Hancock County

**Eligibility Requirements:** live or work in Hancock County & have a cancer diagnosis

**Web-site:** [www.cancerpatientservices.org](http://www.cancerpatientservices.org)

**Agency Name:** Children's Mentoring Connection

**Transportation Service Type:** reimbursement to friends/family of clients, information and referral

**Other Services Provided:** mentoring

**Contact Information:** 419-424-9752

**Hours:** Monday -Friday, 9am–5pm

**Service Area:** Hancock County

**Eligibility Requirements:** youth/adult

**Web-site:** [www.hancockmentors.org](http://www.hancockmentors.org)

**Agency Name:** Century Health

**Transportation Service Type:** on-demand, demand response, clients only, reimburse family/friends of clients/information and referral

**Other Services Provided:** counseling, education and training, mental health, rehabilitation, residential care, substance abuse counseling

**Contact Information:** 419-424-7148

**Hours:** T, TH, F 8 am - 5 pm; Mon & Wed 11 am-8 pm

**Service Area:** Hancock County

**Eligibility Requirements:** must be Hancock County residents

**Web-site:** [www.centuryhealth.net](http://www.centuryhealth.net)

**Agency Name:** Hancock County Board of Developmental Disabilities  
**Transportation Service Type:** Information and referral; client transportation provided via third party contract  
**Other Services Provided:** social services, Medicaid, education and training  
**Contact Information:** 419-425-8747 **Hours:**  
Monday-Friday, 8am-4pm **Service Area:**  
Hancock County **Eligibility**  
**Requirements:** disability **Web-site:**  
[www.blanchardvalley.org](http://www.blanchardvalley.org)

**Agency Name:** Good Samaritan Society-Arlington  
**Transportation Service Type:** Information and referral; contracted services for patients only  
**Other Services Provided:** rehabilitation, residential care, and social services  
**Contact Information:** 419-365-5115 **Hours:**  
24 hours per day/7 days per week **Service Area:**  
Hancock County  
**Eligibility Requirements:** age 60 and older, disability, income  
**Web-site:** [www.good-sam.com](http://www.good-sam.com)

**Agency Name:** Blanchard Valley Industries  
**Transportation Service Type:** demand response door to door; charter (group transportation for special events);  
contracted third party  
**Other Services Provided:** adult day care, vocational  
**Contact Information:** 419-422-6386  
**Hours:** M-F, 7am-5pm  
**Service Area:** Hancock County  
**Eligibility Requirements:** age, disability  
**Web-site:** [www.blanchardvalleyindustries.org](http://www.blanchardvalleyindustries.org)

**Agency Name:** Area Agency on Aging 3  
**Transportation Service Type:** Information and referral; purchase tickets **Other**  
**Services Provided:** counseling, education and training, social services **Contact**  
**Information:** 419-371-5942  
**Hours:** M-F, 7am – 5:30pm  
**Service Area:** Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, and Van Wert Counties  
**Eligibility Requirements:** age, disability  
**Web-site:** [www.aaa3.org](http://www.aaa3.org) and [www.mytransportation.org](http://www.mytransportation.org)

**Agency Name:** Clymer Medical Transport  
**Transportation Service Type:** demand response door to door, door through door per request  
**Other Services Provided:** n/a  
**Contact Information:** 419-222-3786  
**Hours:** Monday - Friday, 4am-9pm; Saturday and Sunday, 4am-5pm (dialysis only)  
**Service Area:** Allen, Auglaize, Shelby, Mercer, Van wert, Putnam, Hancock, Hardin, Logan, Miami, and Preble  
Counties  
**Eligibility Requirements:** medical transport as requested by consumer  
**Web-site:** none

The table below provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

Table 1: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
Good Samaritan	Yes	Yes, HATS (HHWP CAC)	Private non-profit	n/a	n/a	Y
Blanchard Valley Industries	No	Yes, Third Party	Private, non-profit	n/a	n/a	Y
American Cancer Society	No	No	National non-profit	n/a	n/a	Y
Comfort Keepers	Yes	No	Private for-profit	n/a	n/a	Y
Fox Run Manor	No	Yes, HATS (HHWP CAC)	Private for-profit	n/a	n/a	Y
City Mission	No	Yes, HATS (HHWP CAC)	Private non-profit	n/a	n/a	Y
StoneBridge Church	Yes	No	Religious non-profit	264	n/a	Y
A Renewed Mind	Yes	No	Private non-profit	n/a	n/a	Y
Family Resource Center	Yes	Yes, HATS (HHWP CAC)	Private non-profit	n/a	n/a	Y
Century Health	Yes	Yes, HATS (HHWP CAC)	Private non-profit	n/a	n/a	Y
Hope House	No	Yes, HATS (HHWP CAC)	Private non-profit	n/a	n/a	Y
Hancock County Board of Disabilities	No	Yes, Third Party	County Agency	n/a	n/a	Y
Area Agency on Aging 3	No	Yes, Contract	Private non-profit	n/a	n/a	Y
50 North	No	Yes, HATS (HHWP CAC)	Private non-profit	n/a	n/a	Y
United Way of Hancock County	No	Yes, HATS (HHWP CAC)	Private non-profit	n/a	n/a	Y
Blanchard House	No	No	Private non-profit	n/a	n/a	Y
Kiwanis Village	No	No	Private non-profit	n/a	n/a	Y
Keeping Kids Safe	Yes	No	Private non-profit	n/a	n/a	Y
Focus on Friends	No	Yes, HATS (HHWP CAC)	Private non-profit	n/a	n/a	Y

Cancer Patient Services	No	No	Private non-profit	n/a	n/a	n/a
Children's Mentoring Connection	Yes	No	Private non-profit	n/a	n/a	Y
HATS (HHWP CAC)	Yes	No	Private non-profit	40,170	13	N

\* Answering "Yes" indicates that your agency is closed door. Your agency is considered closed door if you ONLY provide transportation to your facility as a courtesy or if you ONLY serve a particular clientele that are enrolled in your agency programs (i.e. members of a sheltered workshop, or residents in a nursing home). Answering "No" indicates that your agency is open door. This means the service is open to the public or a segment of the general public defined by age, disability, or low income. For example, if an agency provides general transportation for anyone in the community who is over the age of 60, they are considered "open door". For example, an individual who is 60 or over can request transportation to a doctor's appointment or the grocery store regardless of their affiliation with your agency.



The participating organizations provide a wide range of transportation including ADA paratransit, demand response, on-demand, and human service agency fixed routes. One of the participating organizations provides services on weekdays. One operates transportation on Saturdays and none on Sundays. Evening services after 5:00 p.m. are operated by one organization. The following table depicts the transportation service characteristics by agency.

Table 2: Transportation Service Characteristics

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
HHWP CAC's Hancock Area Transportation (HATS)	Demand response, door to door	M-F, 7:15am-9:45pm, Sat 7:15am – 4:45pm	Y	curb to curb, door to door, door through door, drivers assist with limited amount of packages, riders are allowed to bring their own personal assistant	CPR, first aid, blood borne pathogens, health physical, defensive driving, sensitivity to aging, driving record checks, background checks, drug & alcohol pre-employment, random, and post-accident testing
Good Samaritan	Demand Response Contract Services	24/7	Y	Agency provides personal care attendants or escorts, or passengers are permitted to bring their own	CPR, health physical, driving record checks, background checks, drug and alcohol pre-employment testing, drug and alcohol random testing
Blanchard Valley Industries	Demand Response Contract Services	Monday-Friday 7:00AM-5:00PM	Y- NMT	Door to Door, curb to curb	CPR, first aid, bloodborne pathogens, health physical, driving record checks, background checks, drug and alcohol pre-employment testing, drug and alcohol post-accident testing
American Cancer Society	Demand Response Volunteer	Monday-Saturday 7:00AM-7:00PM	N	Curb to curb, patient may bring own care attendant Door to Door	Driving record checks and criminal background checks
Comfort Keepers	Incidental client services	24/7	N	Agency provides personal care attendants or escorts for passenger	Blood borne pathogens, sensitivity to aging, passenger assistance techniques, driving record checks
Clymer's Medical Transport	Demand Response	Monday-Friday 4:00AM-9:00PM Sat & Sun	Y	Door through Door, assist with limited packages, bring own care attendant	CPR, first aid, blood borne pathogens, physicals, defensive driving, DRIVE, Driving record

			4:00AM-5:00PM				checks, criminal background checks, drug and alcohol testing
Fox Run Manor	Demand Response Contract Services		24/7	Y		Door to door, agency provides care attendants or escorts for passengers	Testing as per nursing home guidelines
City Mission	Demand Response Contract Services		24/7	N		Door to Door	As per agency guidelines
StoneBridge Church	Demand Response Volunteer		Sundays only	N		Curb to curb, passenger can bring personal care attendants or escort, driver will assist passengers with mobility needs on a limited basis	Driving record checks
A Renewed Mind	On-Demand		Monday-Thursday 8:00AM-7:00PM Friday 8:00AM-5:00PM	N		Curb to curb, case manager picks up and delivers	First aid, blood borne pathogens, health physical, driving record checks, background checks, drug and alcohol pre-employment testing, drug and alcohol post-accident testing
Family Resource Center	Demand Response Contract Services Reimbursement		Monday-Friday 8:00AM-7:00PM	N		Curb to curb	As per agency
Century Health	Demand Response On-Demand Reimbursement		Mon & Wed 11:00AM - 8:00PM Tues, Thur, Friday 8:00AM-5:00PM	N		Curb to curb, door to door, door through door, agency provides personal care attendants or escorts	CPR, first aid, blood borne pathogens, health physical, driving record checks, background checks, drug and alcohol pre-employment testing, drug and alcohol post-accident testing
Hope House	Demand Response, Contract Services		Monday-Friday 8:00AM-5:00PM	N		N/A	N/A
Hancock County Board of Disabilities	Demand Response, Contract Services		Monday-Friday 8:00AM-4:00PM	Y		N/A	CPR, Blood borne pathogens, driving record checks, background checks, drug and alcohol pre-employment testing, drug and alcohol post-accident training, in house training and ODE training
Area Agency on Aging 3	Contact Services		Monday-Friday 7:00AM-5:	N		Door to door, door through door, curb to curb, may bring own escort	CPR, first aid, blood borne pathogens, physicals, defensive driving, DRIVE, driving record checks, criminal background checks, drug and alcohol testing

50 North United Way of Hancock County	Contract Services	Mon & Wed 8:00AM-8:00PM Tues & Thurs 8:00AM-9:00PM Friday 8:00AM- 4:00PM, Saturday 8:00AM-12:00PN Monday-Friday 8:00AM-5:00PM	N	N/A	CPR, First aid, Background checks
Keeping Kids Safe	Contract Services Demand Response Contract Services	Monday-Friday 8:00AM-5:00PM Monday-Friday 9:00AM-5:00PM	N	N/A	N/A
Focus on Friends Children's Mentoring Connection	Demand Response Contract Services Demand Response Volunteer	Monday-Friday 10:00AM-7:00PM Monday-Friday 9:00AM-5:00PM	N	Curb to curb, door to door, through door	CPR, first aid, driving record checks, background checks
Cancer Patient Services	Reimbursement	Monday-Friday 8:00AM-4:30PM	N	N/A	N/A
				Volunteer	N/A

Transportation-related expenses and revenues also differ by organization. Grants from FTA, fares collected, revenues collected from third parties, grants from local United Way, and 5311 funds from ODOT are common revenue sources for transportation operators in Hancock County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table 3: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/ Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
HHWP CAC – HATS	\$1.50 local, \$2.50 in county, as contracted outside of county, 1/2 price for seniors and people with disabilities	N	6-full time 34-part time	4-full time 2-part time	FTA, United Way of Hancock County, fares, donations, and ODOT	\$1,034,432
Good Samaritan	\$15.00 RT	No	9 part time	1 full time	Fares, third party revenue collected on behalf of passengers	N/A
Fox Run Manor	None	No	6 full time	1 full time	N/A	N/A
50 North	None	Yes	N/A	N/A	Fares, Grants, Charitable Foundations	\$400,000 Find A Ride; \$500,000 Passport
City Mission	None	No	4 part time, 2 volunteer	None	N/A	\$150
Cancer Patient Services	None	No	Volunteers	None	N/A	\$30,536
Focus on Friends	None	Yes	Volunteers	None	City, govt. funds, fundraisers	\$2,000
Clymer Medical	\$89.00 base rate for RT plus \$2.00 per mile after 5 miles. Charge of \$1.00 per empty mile to clients over 10 miles outside of Lima, Ohio One-way base	No	10 full time 14 part time	1 full time 4 part time	Fares, revenues collected from third party on behalf of passengers	\$406,795.87

	rate \$45.00					
StoneBridge Church	None	Yes	N/A	N/A	General budget tithes and offerings from congregation	\$3,500
Hope House	None	No	N/A	N/A	General budget, levies, united way	\$2,130.20

The following table provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more.

Table 4: Alternative/ Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
USA Cab	24/7	\$10 (1way in town) \$2 per mile outside limits	n/a	Hancock and surrounding counties
Trinity Express	24/7	\$8 (1way in town) \$2 per mile outside limits	n/a	Hancock and surrounding counties
Accurate Cab	24/7	\$10 (1way in town) \$2 per mile outside limits	n/a	Hancock and surrounding counties
Gohio commute	Online	free	Rideshare	Ohio

The following table provides basic information about local travel training program options.

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
NONE				

The following table illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles.

Table 6: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
HHWP CAC - HATS	Route Match	Y	Route Match	No
Area Agency on Aging 3	Assisted Routes	N	n/a	No

## Assessment of Community Support for Transit

Over the last several years, the Hancock County Transportation Coalition has brought together community stakeholders to work together to network and to better understand and improve transportation options within the community. The cooperation and communication amongst area stakeholders is a vital piece for improving mobility and addressing unmet transportation needs within the county. The committee works to bring awareness about transportation services and gaps within the county. The Hancock County Transportation Coalition continues to meet every month to work together in meeting the transportation needs of the county. Recent widespread community conversations facilitated by the United Way of Hancock County have indicated that expansion of transportation is an ongoing need. The Hancock County Commissioners are supportive of the public transit provider - Hancock Area Transportation Services (HATS), a program of HHWP Community Action Commission.

## Safety

Transportation plays a key role in disaster preparedness, response, and recovery. Several Hancock County transportation providers take part in the county's Multi-Area Resource Collaborative (MARC) meetings and are able to assist in times of disaster/evacuation. Examples of how local transportation coalition members aid with local emergency management may include, but are not limited to, assisting in evacuations, transporting emergency responders, storing emergency vehicles at facilities, serving on disaster preparedness committee, and serving as disaster shelters, etc. HATS, in particular, is well-suited to assist countywide with a response.

In addition, safe and reliable transportation is a high priority for all Hancock County providers. In order to ensure safety, the majority of Hancock County transportation providers have the following minimum requirements for driving and training, which include:

- First Aid and CPR
- Pre-Employment Background Checks
- DRIVE Training
- Drug and Alcohol Testing Pre-Employment & Random Testing
- Driving Record Checks
- Criminal Background Checks
- Physicals
- Blood Borne Pathogens Training
- Post-Accident Testing
- Sensitivity to Aging
- Passenger Assistance Techniques

## Vehicles

Survey/Interview participants listed a combined total of 19 vehicles. Approximately 89% of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 7).

All of the transportation providers provide at least [0] wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. At this time, all wheelchair accessible vehicles are used for public transportation and contracted trips. HATS will receive 3 new vehicles in 2017 which are all wheelchair accessible. This is sufficient to meet current demand. Over the course of time, as the population ages and vehicles need replaced, HATS - along with other Hancock County providers - will need to continue to grow their fleet of wheelchair accessible vehicles to meet increasing demands. As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.



Table 7: Vehicle Utilization Table

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
<b>Hancock Area Transportation Service (HATS-HHWP CAC)</b>											
10	Dodge	MMV	2010	2D4RN4DE3AR282554	5	1	Monday - Saturday	M-F 7:15a-9:45p Sat 7:15a-4:30p	Good	HATS	HANCOCK
11	Dodge	MMV	2010	2D4RN4DE4AR296723	5	1	Monday - Saturday	M-F 7:15a-9:45p	Good	HATS	HANCOCK
12	DODG E	SMV	2012	2C4RDGGB65CR220291	5	1	Monday - Saturday	Sat 7:15a-4:30p	Good	HATS	HANCOCK
14	FORD	SMV	2006	2FMZA51696BA30668	5	0	Monday - Saturday	M-F 7:15a-9:45p	Good	HATS	HANCOCK
17	NISSA N	SMV	2009	5N1BV28U49N100756	5	0	Monday - Saturday	Sat 7:15a-4:30p	Good	HATS	HANCOCK
41 W/C	FORD	LTN-8-2	2009	1FDEE36L69DA77677	8	2	Monday - Saturday	M-F 7:15a-9:45p	Good	HATS	HANCOCK
43 W/C	FORD	LTN-8-2	2010	1FDEE3FL5ADA55625	8	2	Monday - Saturday	Sat 7:15a-4:30p	Good	HATS	HANCOCK
45 W/C	FORD	LTN-8-2	2011	1FDEE3FL38DA83571	8	2	Monday - Saturday	M-F 7:15a-9:45p	Good	HATS	HANCOCK
46 W/C	FORD	LTN-8-2	2011	1FDEE3FL18DA83570	8	2	Monday - Saturday	Sat 7:15a-4:30p	Good	HATS	HANCOCK
47 W/C	FORD	LTN-6-3	2013	1FDEE3FL8EDA23647	6	3	Monday - Saturday	M-F 7:15a-9:45p	Good	HATS	HANCOCK
48 W/C	FORD	LTN-6-3	2013	1FDEE3FL6EDA23546	6	3	Monday - Saturday	Sat 7:15a-4:30p	Good	HATS	HANCOCK
49 W/C	FORD	LTN-6-3	2013	1FDEE3FLXEDA23548	6	3	Monday - Saturday	M-F 7:15a-9:45p	Good	HATS	HANCOCK
50 W/C	FORD	LTN-6-3	2013	1FDEE3FL1EDA23549	6	3	Monday - Saturday	Sat 7:15a-4:30p	Excellent	HATS	HANCOCK
51 W/C	FORD	LTN-6-3	2014	1FDEE3FL3EDA72090	6	3	Monday - Saturday	M-F 7:15a-9:45p	Excellent	HATS	HANCOCK
52 W/C	FORD	LTN-6-3	2014	1FDEE3FL5EDA72091	6	3	Monday - Saturday	Sat 7:15a-4:30p	Excellent	HATS	HANCOCK
53 W/C	FORD	LTN-8-2	2015	1FDEE3FLOGDC30839	8	2	Monday - Saturday	M-F 7:15a-9:45p	Excellent	HATS	HANCOCK
54 W/C	FORD	LTN-8-2	2015	1FDEE3FL7GDC30840	8	2	Monday - Saturday	Sat 7:15a-4:30p	Excellent	HATS	HANCOCK
55 W/C	FORD	LTN-8-2	2016	1FDEE3FS0GDC57210	8	2	Monday - Saturday	M-F 7:15a-9:45p	Excellent	HATS	HANCOCK
56 W/C	FORD	LTN-8-2	2016	1FDEE3FS2GDC57211	8	2	Monday - Saturday	Sat 7:15a-4:30p	Excellent	HATS	HANCOCK



## Summary of Existing Resources

Local stakeholders who are a part of the Hancock County Transportation Coalition continue to meet on a monthly basis to build partnerships and work on the goals and strategies outlined in the Coordinated Transportation Plan. Public transportation is offered in Hancock County via HATS. Additional transportation is also available for the elderly and disabled populations as well as low-income populations for certain specified purposes - if an individual qualifies for a program or under one of the funding sources. The majority of human service transportation is available Monday through Friday from 8:00 am to 4:30 pm. Transportation options in the evening and on Saturdays are available primarily by HATS. Aside from some church transportation, rides on Sundays are almost non-existent. Some churches also have members who volunteer to help congregation members with some of their transportation needs. However, this is on an informal basis and varies widely from church to church.

1. Public transportation in the form of Hancock Area Transportation Services (HATS)
2. Listings on [www.mytransportation.org](http://www.mytransportation.org) and 2-1-1 referral services.
3. Surveys of public, transportation/human service providers, and employers.
4. Vehicles available for the general public that are older, disabled and/or low income individuals.
5. Bi-annual regional transportation meetings with Hancock, Hardin, Wyandot and Putnam Counties.
6. Monthly meetings of the Hancock County Transportation Coalition.
7. Several cab companies and for-profit businesses addressing transportation needs.

## IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the Hancock County area needs, the planning committee examined research and data, as well as solicited input from the community in an effort to gather information about needs and gaps in transportation services.

The demographic and socio-economic conditions of the study area are discussed in the Demographics Chapter of this plan. The following overview is an evaluation of the gaps in service based upon geographic data as well as from the perspective of the targeted populations, transportation providers, and the general public.

As the lead agency on the coordinated plan in Hancock County, the HHWP Community Action Commission brought together a variety of stakeholders in the area in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholders and the general public is available upon request.

The following methods were used to assess transportation needs and gaps:

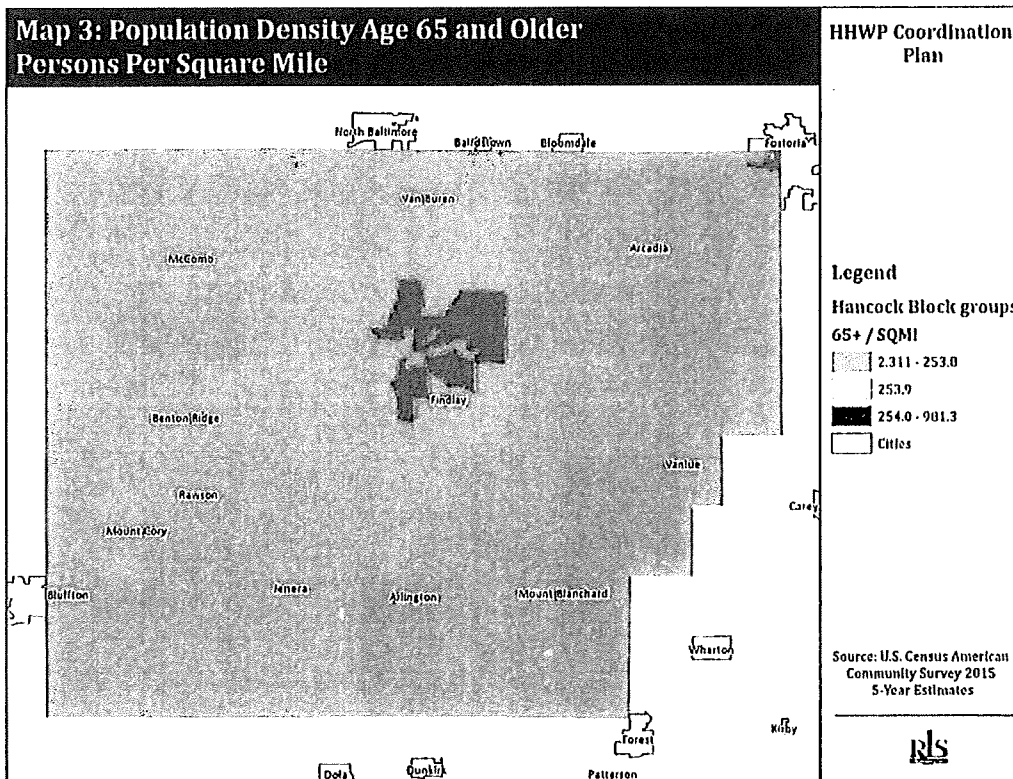
- Assessment of data and demographics
- Review of Hancock County's previous coordinated transportation plan
- Assessment of current transportation providers and stakeholders
- Surveys of the general public, employers and transportation providers/human service organizations.
- Public meeting input on transportation needs, service gaps, goals and objectives and strategy implementation.
- Input from focus groups.
- Collection of vehicle utilization information

## Local Demographic and Socio-Economic Data

Data for each target population group were aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data is valuable because a comparison of where the highest and lowest densities individuals who are most likely to need transportation live. This information can then be compared to the locations of (1) major trip generators, and (2) available transportation services.

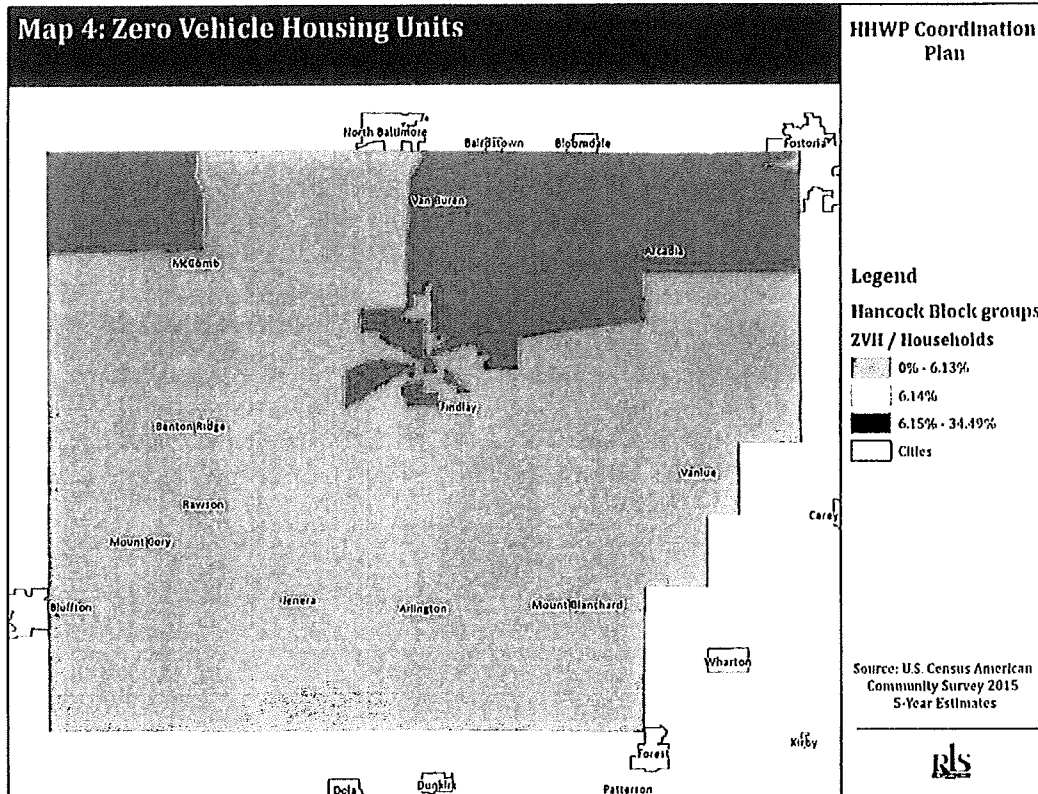
The following Map 3 illustrates the areas where the number of older adults (age 65 and older) is at or above the Hancock County average. The block groups shaded in red have densities higher than the county's average.

Map 3: Map of Population Density of Individuals Age 65 and Older



The exhibit below indicates the areas where the number of zero vehicle households is above the Hancock County average. The absence of a vehicle in the household is often an indication of the need for transportation services. Block groups shaded in red have densities higher than the county's average.

Map 4: Map of Density of Zero Vehicle Households

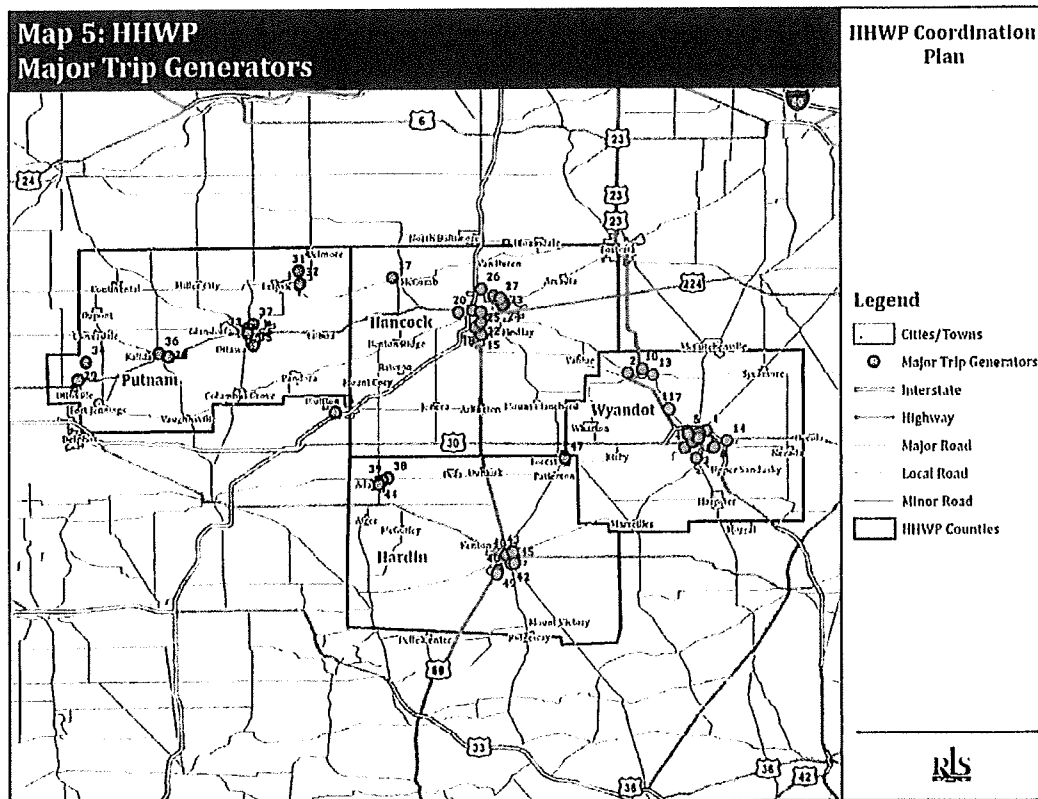


The next exhibit illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle. Major trip generators include the following.

Major Trip Generators				
ID	Company	Industry	Address	City
0	The Andersons	Agricultural	9841 County Hwy. 49	Upper Sandusky
1	Bridgestone APM Company	Manufacturing	245 Commerce Way	Upper Sandusky
2	Continental Structural Plastics Inc.	Manufacturing	2915 County Hwy. 96	Carey
3	Custom Glass Solutions by Guardian	Manufacturing	12688 State Route 67	Upper Sandusky
4	Diubak Glass Company	Recycling	11567 Co. Hwy. 110	Upper Sandusky
5	Engineered Wire Products	Manufacturing	1200 N Warpole St.	Upper Sandusky

Major Trip Generators				
6	Ithaca Gun Company	Manufacturing	420 N Warpole St.	Upper Sandusky
7	Kalmbach Feeds Inc.	Agricultural	7148 State Route 199	Upper Sandusky
8	Liqui-Box Corp.	Manufacturing	519 Raybestos Dr.	Upper Sandusky
9	Kasai North American Inc (M-Tek)	Manufacturing	1111 N Warpole St.	Upper Sandusky
10	The National Lime & Stone Company	Mining	532 N Patterson St.	Carey
11	Schmidt Machine Company	Agricultural	7013 State Route 199	Upper Sandusky
12	Uni-Grip Inc.	Manufacturing	9823 State Route 53	Upper Sandusky
13	Vaughn Industries	Construction	1201 E Findlay St.	Carey
14	Wal-Mart	Retail	1855 E Wyandot Ave.	Upper Sandusky
15	Blanchard Valley Hospital	Medical	1900 South Main Street	Findlay
16	Bluffton Hospital	Medical	139 Garau Street	Bluffton
17	Consolidated Biscuit Co/Hearthside Food	Manufacturing	312 Rader Rd	McComb
18	Cooper Tire & Rubber Co	Manufacturing	701 Lima Ave	Findlay
19	Findlay High School	School	1200 Broad Ave	Findlay
20	Kohl's Corp	Retail	7855 Co Rd 140	Findlay
21	Lowe's Companies Inc	Retail	12700 Co Rd 212	Findlay
22	Marathon Petroleum Co LLC	Trade	539 S Main St	Findlay
23	Nissin Brake Ohio	Manufacturing	1901 Industrial Dr	Findlay
24	Sanoh America Inc	Manufacturing	1849 Industrial Dr	Findlay
25	University of Findlay	School	1000 N Main St	Findlay
26	Whirlpool Corp	Manufacturing	4325 N Main St	Findlay
27	Owens Community College	School	3200 Bright Rd	Findlay
28	Kalida Manufacturing Inc	Manufacturing	801 Ottawa St	Kalida
29	Midway Products/Progressive Stamping	Manufacturing	200 Progressive Dr	Ottoville
30	Ottawa-Glandorf Local Schools	School	630 Glendale Ave	Ottawa
31	Mars Inc./Iams Co	Manufacturing	3700 OH-65	Leipsic
32	Pro-Tec Coating Co Inc	Manufacturing	5500 Protec Pkwy	Leipsic
33	Putnam County Government	Govt	245 E Main St	Ottawa
34	Schnipke Engraving Co Inc	Manufacturing	14233 Rd 24	Cloverdale
35	Silgan Plastics Corp	Manufacturing	690 Woodland Dr	Ottawa
36	Unverferth Manufacturing Co Inc	Manufacturing	601 Broad St	Kalida
37	Wal-Mart Stores Inc	Retail	1720 N Perry St	Ottawa
38	Ada Technologies	Manufacturing	805 E North Ave	Ada
39	Amer Grp plc/Wilson Sporting Goods	Manufacturing	217 Liberty St	Ada
40	Hardin County Government	Govt	111 W Franklin St	Kenton
41	Hardin Memorial Hospital	Medical	921 E Franklin St	Kenton
42	International Paper Co	Manufacturing	1300 S Main St	Kenton
43	Kenton City Schools	School	200 Harding Ave	Kenton
44	Ohio Northern University	School	525 S Main St	Ada
45	Reliance Steel&Alum/Precision Strip Inc	Manufacturing	190 Bales Rd	Kenton

Major Trip Generators				
46	Sumitomo Bakelite/Durez Corp	Manufacturing	13717 US-68	Kenton
47	Triumph Group Inc	Manufacturing	200 Railroad St	Forest
48	Wyandot Memorial Hospital	Medical	885 N Sandusky Ave	Upper Sandusky
49	International Paper Co	Manufacturing	13823 N Vision Dr	Kenton



Map 5: Map of Major Trip Generators

### Analysis of Demographic Data

The population of Hancock County is aging and the total population is projected to increase through the year 2020. As the population ages and increases, it is likely to put higher demand on existing transportation resources. Furthermore, the advanced age of individuals who report having a disability is also an indication that public and human service agency transportation provided with vehicles accessible by mobility devices will continue to be a significant need.



## General Public and Stakeholder Meetings/Focus Groups

HHWP Community Action Commission hosted and facilitated two local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. Ten people participated in the meetings. Of those, one self-identified as older adult and three self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

During the meeting, the HHWP Community Action Commission presented highlights of historical coordinated transportation in the Hancock County, and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the previous plan/or update and identify any gaps that were no longer valid and any new needs/gaps, which the facilitator deleted/added to/from a list. The focus of the discussion was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also impact mobility options for the general public.

After the changes to the needs/gaps list were completed and new needs/gaps were added, each participant was asked to rank the needs/gaps using colored dots representing a high, medium, or low priority or that the remaining gap/need should be deleted.

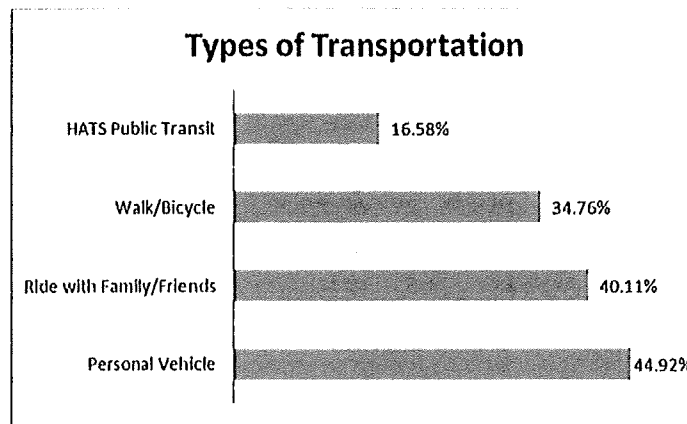
Participants discussed more than four mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meeting. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

## Surveys

This survey summary includes the information gained from the following surveys that were performed. A total of 190 surveys from the general public: 37% of individuals with disabilities completed the survey; 23% of older adults completed the survey.

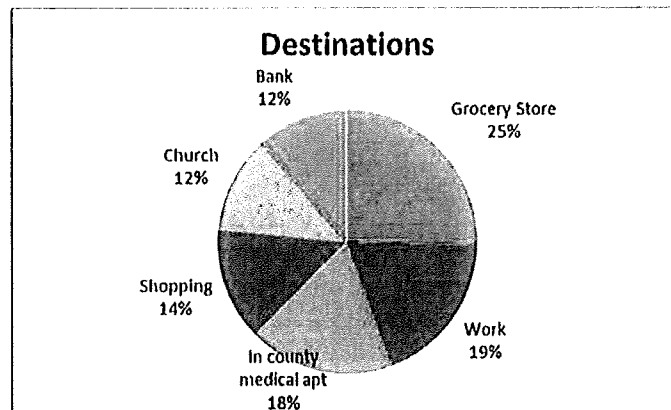
### TRIPS BY MODE

The survey asked respondents which modes of transportation they used in the past 12 months. Almost 48% of respondents have a personal vehicle or ride with friends or family, while 39% bicycle or walk, and 16% ride public transportation - i.e. HATS. Respondents indicated that the current public transportation provider, HATS, needs to expand their services to be able to serve more people.



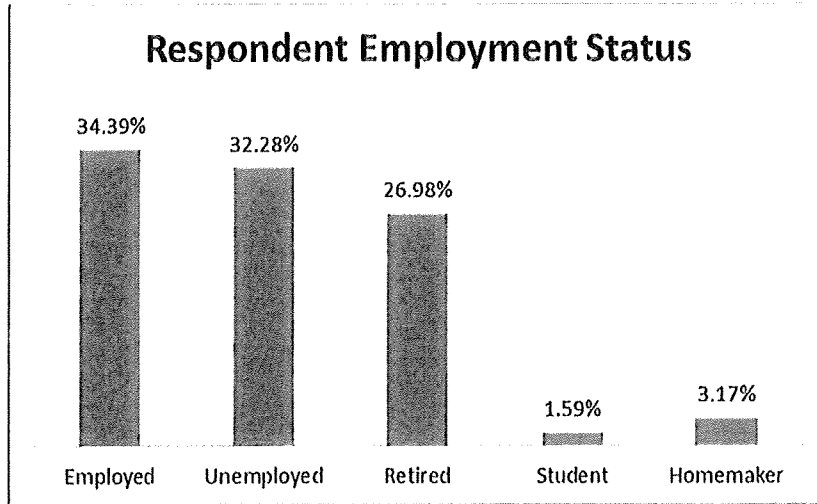
### TRIP NEEDS BY DESTINATION

The survey asked respondents about their most commonly visited general destinations and their most commonly visited community-specific locations. The "Trip Needs by Destination" chart can be found at the end of the transportation plan. As seen in the chart, the most common destination was to the grocery store. In-county medical appointments, visiting family and friends, and work were the next most common general trip destinations according to all survey respondents.



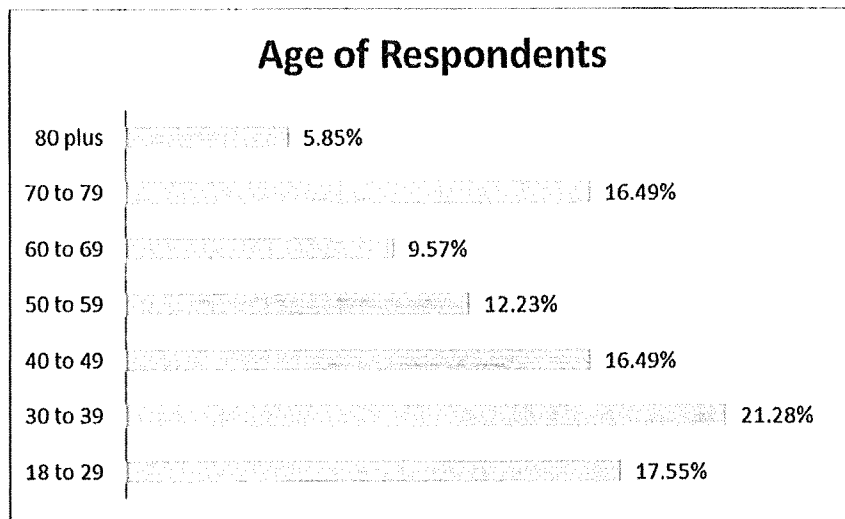
## EMPLOYMENT STATUS

A little over 38% of the survey respondents are employed, while almost 35% are unemployed and 18.52% are retired. The "Employment Statistics" chart can be found at the end of the transportation plan.



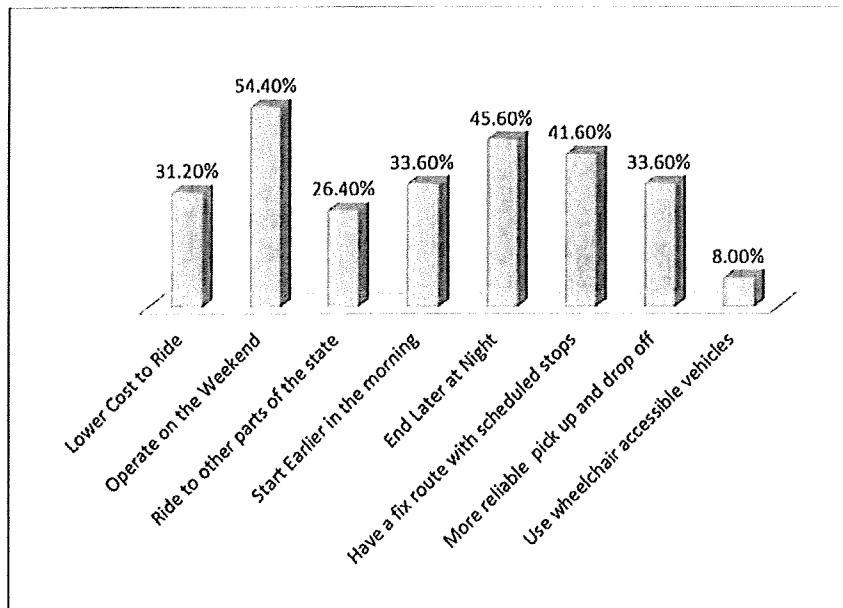
## AGE

A little over 24% of survey respondents were between the ages of 30-39, while just over 12% were 50 to 59. The "Age of Respondents" chart can be found at the end of the transportation plan.



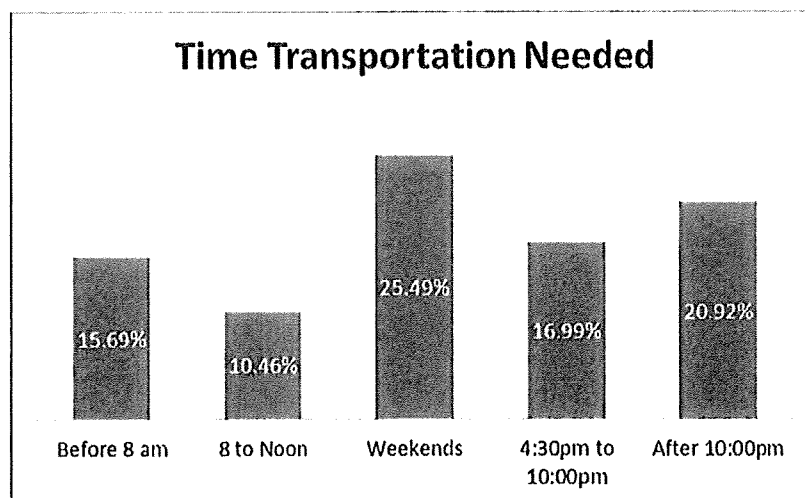
## CHANGES TO MAKE LOCAL TRANSPORTATION MORE APPEALING

In Hancock County, popular requests included starting public transportation services earlier in the morning and ending later to accommodate 1<sup>st</sup> and 3<sup>rd</sup> shifts at local manufacturers, offering more rides (i.e. in the evenings, on Saturdays, and all day on Sunday) and having some sort of fixed-route transit system.



## TIME OF DAY MOST NEEDED

Almost 18% desire rides before 8:00 AM, while 28% would like to get rides on the weekends. The "Time of Day Transportation Most Needed" chart is at the end of the transportation plan.



## Challenges to Coordinated Transportation

In addition to identifying needs, the planning committee gathered information from stakeholders and used their own professional experience to identify challenges to providing coordinated transportation services. These challenges include the following:

1. Finding additional funding for a fixed route system or other expansions that may or may not be widely used. There is limited funding available.
  2. There is limited on-demand service available. On-demand could decrease wait for pick up.
  3. The transportation available does not coincide with work shifts that some individuals are working. Findlay/Hancock County has a lot of industrial business and restaurants with varying start and end times.
  4. The only transportation available on Saturday is from 7:15am - 5:00pm after that on Saturday for social functions, purchasing groceries, shopping, visiting family, or working. Also Sunday service would be nice for people that attend the local churches.
- Don't want to lose personal touch/extra help driver's provide
  - Finding drivers – Big responsibility; Drivers are not emergency responders or paramedics
  - Increasing aging population
  - Oversized wheelchairs
  - Patients discharged from hospital at all hours
  - Finding additional funding to expand. Resources are limited.
  - Winter weather – icy and snow covered sidewalks and driveways
  - Awareness – Public often doesn't know what's available until the crisis happens
  - Driver's health and safety

## Summary of Unmet Mobility Needs

The following table describes the unmet transportation needs that were identified and the method used to identify and prioritize each need. Needs are listed in order of their rank in highest to lowest priority.

**Table 8: Prioritized Unmet Mobility Needs**

Rank	Unmet Need Description	Method Used to Identify and Rank Need
<i>Goal #1</i>	Hancock, Hardin, Wyandot and Putnam County Region will encourage cooperation and communication among stakeholders to meet transportation needs.	Highest priority for immediate and ongoing implementation.
<i>Goal #2</i>	Hancock, Hardin, Wyandot and Putnam County Region will work to increase knowledge of available transportation options among general public as well as influencers of local public opinion.	High
<i>Goal #3</i>	Hancock, Hardin, Wyandot and Putnam County Region will work to provide operational funding options and to support and expand accessible transportation options.	Moderate
<i>Goal #4</i>	Hancock, Hardin, Wyandot and Putnam County Region will work to identify and fill gaps in service and unmet needs.	Medium High

## V. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for the Hancock County area should address the service gaps and user needs identified in this plan, if they are to be effective. As described, the gaps and unmet needs were based on information obtained from geographic analysis, the attendees participating in the meetings, and responses to the public survey.

Based on information gathered throughout the planning process, the HHWP Community Action Commission, as the lead agency, along with other community stakeholders developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be

accomplished. Nonetheless, these strategies have been tailored to four [4] of the identified primary gaps and needs.

Below is an outline describing the prioritized strategies to address each of the identified unmet transportation needs and gaps in service.

### Goal #1:

The Hancock, Hardin, Wyandot and Putnam County region will encourage cooperation and communication among stakeholders to meet transportation needs.

Need Addressed: It is imperative for transportation providers, stakeholders, and those in need of transportation to develop working relationships, to understand transportation needs, and to collaboratively work to meet those needs.

Timeline for Implementation: 2017-2022

1.1 Strategy: Each county lead agency will maintain a transportation coalition of transportation stakeholders.

Action Step: County coalitions meet regularly, and local partners continue use and maintain online communication network to allow members to share information and respond to questions in an effective manner.

Parties Responsible for Leading Implementation: HHWP Community Action Commission

Parties Responsible for Supporting Implementation: Hancock County Transportation

Coalition Resources Needed: meeting rooms, mileage to meetings, materials, staff time, copying costs  
Potential Cost Range: No additional direct costs. Indirect costs to travel to meetings.

Potential Funding Sources: ODOT 5310 Operational Funding Grant.

Performance Measures/Targets:

1. Number of transportation meetings held in Hancock County per year.
2. Number of stakeholders that attend transportation meetings.
3. Number of written agreements between county agencies.
4. Number of members a part of online communication network.
5. Number of new actions taken to achieve goals.

1.2 Strategy: Each county coalition will have Mobility Manager representation to serve as a liaison and transportation expert.

Timeline for Implementation: 2017-2022 ongoing

Action Step: Mobility manager representative(s) will maintain an active presence in coalition meetings.

Parties Responsible for Implementation: HHWP Community Action Commission

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition and Mobility Manager

Resources Needed: Mobility Manager's salary and travel expenses to get to coalition meetings

Cost Range: Mobility Manager's salary plus travel expenses.

Funding Sources: ODOT 5310 Operational Funding Grant and/or specific Mobility Management grant

Performance Measures/Targets:

1. Number of coordination projects introduced by Mobility Manager/Lead Agency
2. Mobility Manager/Lead Agency's level of introducing key people who can meet needs
3. Number of people helped with the Mobility Manager's expertise.

1.3 Strategy: County coalitions will come together in a regional forum to share updates and address regional transportation concerns.

Timeline for Implementation: 2017-2022, ongoing

Action Step: Regional transportation coalition will meet biannually to share updates and address regional transportation concerns.

Parties Responsible for Leading Implementation: HHWP Community Action Commission in coordination with Lead agencies for region: Wyandot County Board of DD, Hardin County Council on Aging, and Putnam County Council on Aging

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition

Resources Needed: Meeting space, mileage to meetings, meeting materials, staff time for meetings/preparation

Potential Cost Range: No additional direct costs. Indirect costs to travel to meetings.

Potential Funding Sources: ODOT 5310 Operational Funding Grant.

Performance Measures/Targets:

1. Number of regional meetings held each year.
2. Compilation/review updates from each of the four counties at the biannual regional transportation meetings.
3. Measure of outcome from ideas coming from the biannual regional transportation meetings.
4. Number of new coalition members.

Goal #2

The Hancock, Hardin, Wyandot and Putnam County Region will work to increase knowledge of available transportation options among the general public as well as influencers of local public opinion.



**Need Addressed:** Community members and public officials gain a better awareness of transportation options and efforts that exist.

**2.1 Strategy:** A centralized place will be maintained for individuals to access information on available community transportation options.

**Timeline for Implementation 2017-2022, ongoing**

**Action Step:** A call center will be maintained for individuals to access information.

**Parties Responsible for Leading Implementation:** All community agencies who provide transportation, whether directly or indirectly, and Mobility Manager.

**Parties Responsible for Supporting Implementation:** Hancock County Transportation Coalition

**Resources Needed:** Materials to share the transportation information with the public and appropriate city, county, and other government offices.

**Cost Range:** Time spent coordinating this in Hancock County will be charged as is appropriate within each agency.

**Funding Sources:** ODOT 5310 Operational Funding Grant, Levy, Local Contracts

**Performance Measures/Targets:**

1. Number of calls to center and/or visits with Mobility Manager.
2. Number of people who have accessed the transportation resource website to find transportation options.
3. Number of people that have contacted Hancock transportation agencies for services.

**2.2 Strategy:** An awareness campaign to promote transportation options will be created. Press releases, social media posts, brochures, ads, flyers, etc. will be created. The creation of a marketing committee will be considered.

**Timeline for Implementation:** 2017-2022, ongoing

**Action Step:** Written and/or web-based resource guides of transportation options will be maintained that identify all transit providers, eligibility requirements, service areas, service hours and cost.

**Parties Responsible for Leading Implementation:** Hancock County Transportation providers; Mobility Manager.

**Parties Responsible for Supporting the Implementation:** Transportation coalition committee members

**Resources needed:** The Mobility Manager with HHWP Community Action Commission will be responsible for coordinating and sharing the information with the appropriate city, county, other government offices, and the general public. The transit providers will be responsible for providing detailed information about their transportation service.

**Cost Range:** No additional direct expenses. Indirect expenses include time spent sharing information and mileage.

Funding Sources: ODOT 5310

Performance Measures/Targets:

1. Number and types of marketing strategies developed.
2. Number of social media posts.
3. Number of public/private meetings in which presentations about transportation information is on the agenda.

2.3 Strategy: Develop and maintain transportation reports with information on transportation provided.

Timeline for Implementation: 2017-2022, ongoing

Action Step: Review and compare common metrics that can be shared with the public, local officials, and community leaders.

Parties Responsible for Leading Implementation: HHWP Community Action Commission/Mobility Manager.

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition

Resources Needed: Mobility Manager time for collecting, preparing and distributing statistical reports

Potential Cost: Salary and associated costs for Mobility Manager and supervisor

Potential Funding Sources: ODOT 5310 Funding

Performance Measures:

1. A standard reporting template for transportation providers is developed.
2. Number of statistical reports distributed in the community.
3. Number of local officials that are advocates for Hancock County transportation.
4. Local funding provided in support of Hancock County transportation is secured.

Goal #3

Hancock, Hardin, Wyandot and Putnam County will each work to provide operational funding options and to support and expand accessible transportation options.

Need addressed: The region seeks to overcome transportation disparities.

Strategy 3.1: Local partners will work together to obtain and maintain appropriate fleet of vehicles.

Timeline for Implementation: 2017-2022, ongoing

Action Step: Agencies acquire wheel chair/handicap accessible vehicles and provide preventative maintenance on all vehicles.

Parties Responsible for Leading: All transportation providers that provide transportation for individuals with disabilities and older adults in Hancock County.

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition

Resources needed:

1. Maintenance of vehicles
2. Purchase of new additional or replacement vehicles
3. Local match funds for Federal or State grants secured

Cost Range: Expenses for purchase of new additional and/or replace vehicles.

Funding Sources:

1. ODOT 5310 grant (with 20% local match required) for new additional or replacement vehicles.
2. Local matches such as: foundations, donations, contracted transportation local grants, local tax levies, or other grant programs such as the Older Americans Act.

Performance measures:

1. Vehicle replacement plans are developed by transportation providers and updated annually.
2. Replacement vehicles are purchased in a timely manner and local match is secured.
3. Passengers receive safe transportation with accessible vehicles.

Strategy 3.2: Local partners will work together to sustain and maintain transportation services.

Timeline for Implementation: 2017-2022 ongoing

Action Step: Work with all transportation disparities.

Parties Responsible for Leading Implementation: All public, private, and human service agency transportation providers in Hancock County.

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition

Resources Needed. Capital expenses associated with vehicle purchases and operating expenses associated with providing transportation.

Cost Range: Capital and operating transportation expenses.

Funding Sources: ODOT Section 5310, grants for capital, van maintenance, and operating expenses.

Performance Measures:

1. Number of individuals served.
2. Number of trips taken.
3. Number of vehicles providing transportation services in Hancock County.

Strategy 3.3: Partners work together to expand transportation services.

Timeline for Implementation: 2017-2022, ongoing

Action Step:

1. Explore feasibility of expanding current public transportation and other provider services.
2. Explore and seek additional funding to support and or expand public, fixed route, contract services, and or added human service agency transportation.
3. Explore ride share options such as Gohio Commute which will be advertised throughout the region as commuting, biking, and transportation option.
4. Explore more on demand, affordable service.

Parties Responsible for Implementation: HHWP CAC, Hancock County transportation providers, Mobility Manager

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition

Resources Needed: Determined by specific programs.

Cost Range: Cost of studies

Funding Sources: Existing and future funding from federal, state, and local sources

Performance Measures:

1. Number of consumers transported.
2. Agreements with programs signed.
3. Transportation options increased for Hancock County.

Strategy 3.4: Local coordination partners will work together to build community investment in public and private transportation services.

Timeline for Implementation: 2017-2022, ongoing

Action Step:

1. Continue to meet with human service organizations and businesses that understand the transportation needs within each community.
2. Seek additional funding to support and/or expand public transportation/HATS, contract services, and or other human service agency transportation

Parties Responsible for Leading implementation: HHWP Community Action Commission and Mobility Manager and other area providers

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition

Resources Needed:

1. Survey on the public opinion of public transportation services
2. Survey on local government officials opinion of public transportation

3. Obtaining additional means of supporting public transportation, contract services and human service agency transportation

Cost Range: No added direct costs for researching option.

Potential Funding Sources: No direct costs while planning option. 5310 for Mobility Manager staff time researching

Performance Measures:

1. Increase in local funding partners
2. Survey data
3. Improved efficiency and satisfaction with transportation services.

#### Goal #4

The Hancock, Hardin, Wyandot and Putnam County region will work to identify and fill gaps in transportation service and unmet needs.

Need Addressed: The region will recognize opportunities for transportation service enhancement.

Strategy 4.1: Utilize Mobility Management to identify the gaps in service and develop solutions.

Timeline for Implementation: 2017-2022, ongoing

Action Step: Continue to meet and build relationships with employers, human service organizations, and transportation utilizers, and conduct transportation consumer and/or provider surveys as directed by transportation coalition.

Parties Responsible for Leading Implementation: HHWP CAC, Hancock County Transportation Coalition, & Mobility Manager

Parties Responsible for Supporting Implementation: Hancock County transportation providers, officials and public.

Resources Needed:

1. Mobility Management.
2. Surveys for employer, human service organizations and users of transportation services.
3. Meeting places.

Cost Range: Expenses for mobility management

Funding Source: ODOT 5310 Mobility Management Grant

Measures: Increase the number of gaps and unmet needs being addressed

Increase in number of people receiving transportation

Self-sufficiency of local residents preserved/improved due to transportation

Quality of life of passengers is enhanced

Strategy 4.2: Support transportation options for life enhancing activities (e.g. medical appointments, church, errands, social/recreational, work).

Timeline for Implementation: 2017-2022, ongoing

Action Step: Promote ride share and other non-traditional transportation options.

Parties Responsible for Leading Implementation: Hancock County Transportation Coalition

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition, local officials, employers, and public

Resources Needed:

1. Ride share drivers
2. Access to Gohio commute
3. Material to inform public
4. Vehicles
5. Funding

Cost Range: Cost for marketing Gohio Commute.

Funding Sources: Existing federal, state, and local funding options such as 5310

Performance Measures:

1. Number of people assisted with transportation services.
2. Opinion of riders related to enhanced quality of life.
3. Reports from employers.

Strategy 4.3: Support transportation for people with disabilities, older adults, and low income individuals.

Timeline for implementation: 2017-2022, ongoing

Action Step:

1. Support parking and infrastructure that enhances accessibility.
2. Explore more on demand, affordable service.
3. Continue to use programs and services that attempt to fill transportation gaps.

Parties Responsible for Leading Implementation: HHWP Community Action Commission and Mobility Manager

**Parties Responsible for Supporting Implementation:** Hancock County government officials and Hancock County transportation providers

**Resources Needed:** Plans for parking and infrastructures; More vehicles and funding options for service providers

**Cost Range:** More vehicles and funding for services

**Funding Sources:** ODOT 5310, vehicle funding, local funds/grants

**Performance Measures:**

1. Increase in local funding in support of transportation services for people with disabilities, older adults and low-income individuals
2. Self-sufficiency of local residents is preserved/improved due to transportation options
3. Quality of life is enhanced for eligible passengers.
4. Number of people helped with transportation services
5. Gaps and unmet needs are addressed

## VI. Plan Adoption

The plan development process must include older adults, individuals with disabilities, members of the general public, and representatives from public, private and non-profit transportation and human services providers. This is separate from the plan adoption process.

1. June 22, 2017 Regional Transportation Coalition meeting with Hancock, Hardin, Wyandot and Putnam Counties at United Way of Hancock County.
2. July 28, 2017 Regional Transportation Lead Agency Meeting with Hancock, Hardin, Wyandot, and Putnam Counties at HHWP CAC office.
3. August 15, 2017 Meeting with Hancock County Commissioners.
4. August 29, 2017 Mobility Manager performed 3-hour outreach with older adults at 50 North in Findlay. Surveys were obtained.
5. July 27, 2017 Transportation focus group at Focus on Friends in Findlay, Ohio.
6. September 7, 2017 Regional Lead Agency meeting with Hancock, Hardin, Wyandot, and Putnam Counties at HHWP CAC office.
7. September 25, 2017 at 2 p.m. Public meeting held at the Family Center, Findlay, Ohio. Notice was provided to "The Courier" newspaper in Findlay/Hancock County.
8. September 26, 2017 Regional Transportation Coalition meeting with Hancock, Hardin, Wyandot and Putnam Counties at United Way of Hancock County.
9. November 9, 2017 Hancock County Coalition & Regional Transportation Coalition meeting with Hancock, Hardin, Wyandot and Putnam Counties at the Family Center, Findlay, Ohio.



## Appendix A: List of Planning Committee Participants

The planning committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the planning committee is available upon request by contacting

### Agency Representation

Name	Agency
Erin Rodabaugh Gallegos, Director of Development	HHWP Community Action Commission
Pam Zimmerly, Mobility Manager	HHWP Community Action Commission
Laurie Collins, Director HATS Transportation	HHWP Community Action Commission
Josh Anderson, Executive Director	HHWP Community Action Commission
Erica Petrie/Becca Sheidler, Mobility Manager	Area on Agency on Aging 3
John Dell, Director of Transportation	Findlay City Schools
Kristen Bensman, Volunteer Coordinator	Focus on Friends
Rick VanMooy, ESC Coordinator	Hancock Educational Service Center
Trienna Miller, Family Stability Administrator	Hancock County Job & Family Services
Beverly Phillips, Community Services Director	United Way of Hancock County
John Platt, Retired, Volunteer	United Way of Hancock County
Amber Wolfrom, Deputy Director	Hancock County ADAMHS Board
Kyle Frias, Assistant Director	Hancock County Veterans Services
Sherri Fleegle, Employment Specialist	Blanchard Valley Industries
Debbie Back, SSA Specialist	Hancock County Board of DD
Kim Switzer, Probation Officer	Hancock County Courts
Cindy Obermyer, Case Manager - Shelter	Hope House
Brandon Montague, Community Relations	City Mission
Noah Stuby, Director of Administration	Hancock Public Health
Jose Arreguin, Community Representative	Hancock County Community

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, HHWP Community Action Commission and other planning committee members also conducted a wide variety of activities designed to increase involvement of community stakeholders in identifying community resources, addressing community needs, and setting goals and priorities. More information about the efforts that occurred is available upon request. To request additional information please contact:

Erin Rodabaugh Gallegos, MAP, CVA

Director of Development

HHWP Community Action Commission

419-423-3755

[erodabaughgallegos@hhwpcac.com](mailto:erodabaughgallegos@hhwpcac.com)

## Appendix B: List of Annual Reviews and Plan Amendments

It is required that this plan be reviewed by the planning committee annually. For more information on when the next annual review will occur, how to be involved in the annual review process or to request information on how to make changes or corrections to this plan between annual reviews, please contact:

Erin Rodabaugh Gallegos, MAP, CVA

Director of Development

Hancock Hardin Wyandot Putnam Community Action Commission (HHWP CAC)

419-423-3755

[erodabaughgallegos@hhwpcac.com](mailto:erodabaughgallegos@hhwpcac.com)

### Annual Review

Hancock County's original Coordinated Transportation Plan was originally developed in 2008 and was updated in 2015 and 2017. Annual reviews took place at the end of 2016 and on October 16, 2018. At that time, there were no changes made to the coordinated plan.

The Hancock County Coordinated Transportation plan was reviewed and updated on October 7, 2019.

### Amendment

There have been no amendments made to Hancock County's Coordinated Transportation Plan.

## Appendix C: Definitions

There are several terms used throughout the plan that may be unique to transportation providers or human service agencies. The terms are defined here for reference.

**Coordination** – Collaborative efforts toward understanding and meeting the mobility needs in the most appropriate, cost effective, and responsive manner.

**FAST Act** – Congress established the funding for Federal Transit Administration programs through authorizing legislation that amends Chapter 53 of Title 49 of the U.S. Code. On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020.

**Gaps in Service** – A break in the continuity of available transportation resources such as a break between hours of operation or a break between two or more geographic areas.

**Lead Agency** – The organization responsible for facilitating outreach; composing a plan that meets the requirements of current Federal and State legislation; maintaining documentation from the planning process and making it available upon request; and leading stakeholders through annual reviews, amendments, and updates of the plan. The Lead Agency also is responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.

**Planning Committee** – (indicate if the planning committee has another formal name) The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

**Ridership** – The total number of passengers who boarded transportation vehicles are counted each time they board a vehicle.

**Section 5310 Program** – Enhanced Mobility of Seniors & Individuals with Disabilities (49 U.S.C. 5310) provides Federal formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

**Section 5311 Program** – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000 where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Sub recipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

**Section 5307 Program** – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

**Transportation** – Transportation is broadly defined to include traditional transit, human service agency services, on-demand (taxi-like) services, bicycle and pedestrian programs and amenities.

**Unmet Transportation Needs – Transportation that is wanted or desired but is not currently available.**

## Appendix D: List of Employers

The following employers in Hancock County responded to the transportation survey which was administered online.

The Bourbon Affair  
Black Heritage Library & Multicultural Center  
Snyder, Alge, Welch  
Coffee Amici  
Garner Trucking, Inc.  
Cavins Kitchens  
Best One Tire Service  
Magnesium Elektron  
St Andrew's UM  
Ottawa Oil/Eastside Party Mart  
Findlay Pallet, Inc.  
United Way  
Music Together Findlay  
1987  
Western & Southern Life  
Hancock County ADAMHS  
Spherion  
Kohl's Distribution Center  
A-1 Auto Center  
Hope House  
MLS Systems  
AAA Findlay  
Century 21 Koehler & Associates  
HHWP Community Action Commission  
Aler Stallings Law Firm  
Hancock County JFS  
Rowmark  
Boy Scouts of America  
Freudenberg-NOK  
Boost Mobile  
Coffee Amici  
Family Resource Center  
Eyes on Main  
Pride Transportation Co, Inc.  
Hancock ESC

Hancock County Coordinated Transportation Coalition  
RESOLUTION

A RESOLUTION SUPPORTING THE HANCOCK COUNTY COORDINATED PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION PLAN 2018-2022 TO BE SUBMITTED TO THE STATE OF OHIO DEPARTMENT OF  
TRANSPORTATION.

WHEREAS, people with specialized transportation needs have rights to mobility. Older adults, individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services which are provided by public and private transportation systems and human service agency programs are essential for travel to work and medical appointments, to run essential errands, or simply to take advantage of social or cultural opportunities; and

WHEREAS, under the FAST Act, projects funded by Federal Transit Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program must be included in a locally developed, coordinated public transit-human services transportation plan; and

WHEREAS, the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program provides operating and capital assistance funding to provide transit and purchase of services to private nonprofit agencies, and to qualifying local public bodies that provide specialized transportation services to elderly persons and to people with disabilities; and

WHEREAS, a local committee with participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public met on June 22, 2017, July 28, 2017, September 26, 2017, November 9<sup>th</sup>, 2017.

WHEREAS, the local committee reviewed and recommended through consensus the Hancock County Coordinated Public Transit-Human Services Transportation Plan 2018-2022 to be submitted to the State of Ohio Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED BY THE Hancock County Transportation Coalition  
That this resolution takes effect immediately upon its adoption.

ADOPTED BY THE Hancock County Transportation Coalition THIS 9<sup>th</sup> day of November, 2017 AS  
EVIDENCED BY THE AUTHORIZING SIGNATURES BELOW:

Erin Rodabaugh Gallegos

Erin Rodabaugh Gallegos, Director of Development  
HHWP Community Action Commission

11-9-17  
Date

Pamela Zimmerly

Pamela Zimmerly, Mobility Manager, WYandot & Hancock  
HHWP Community Action Commission

11-9-17  
Date

Becca Sheidler

Becca Sheidler, Mobility Manager  
Area Agency on Aging 3

11-9-17  
Date

Joshua Anderson

Joshua Anderson, Executive Director  
HHWP Community Action Commission

11/9/17  
Date

Laurie Collins

Laurie Collins, HATS Transportation Director  
HHWP Community Action Commission

11/09/2017  
Date

John Dell

John Dell, Transportation Coordinator  
Findlay City Schools

11-9-17  
Date

Kristen Bensman

Kristen Bensman, Volunteer  
Community Representative

11-9-17  
Date

Richard VanMooy

Richard VanMooy, Coordinator  
Hancock County Educational Service Center

11-14-17  
Date

Amber Wolfrom

Amber Wolfrom, Deputy Director  
Hancock County ADAMHS Board

11-9-17  
Date

Tammie Mattis

Tammie Mattis, Outreach/Guardianship Director  
50 North

11-9-2017  
Date

Trena Miller

Trena Miller, Family Stability Coordinator  
Hancock County Job and Family Services

11/13/17  
Date







## **Hancock County Coordinated Transportation Plan Annual Review 2019**

At its meeting on October 7, 2019 the Hancock County Coordinated Transportation Coalition reviewed the current Coordinated Public Transit-Human Services Transportation Plan in its entirety and approved the following minor changes:

### **Executive Summary, p. 1**

1. Blanchard Valley Industries is now Kan Du Group.

### **Inventory of Transportation Providers, p. 9 & p.11**

1. Change Blanchard Valley Industries to Kan Du Group.
2. Change Blanchard Valley Industries to Kan Du Group and length of existence to 50 years.

### **Organizations that Use or Refer People to Available Transportation Resources, p. 15**

1. Change Focus on Friends to FOCUS

### **List of Transportation Service Providers, pgs. 19, 21**

1. Change Agency name to FOCUS and website to [www.focusrwc.org](http://www.focusrwc.org)
2. Change Blanchard Valley Industries to Kan Du Group – Service Type: Department of Developmental Disabilities Services, charter/group for special events, contracted third party. Service Area Expanded to Include: Hancock, Hardin, Putnam, Wood, and Wyandot Counties; Contact Information: 419-425-2638, [www.kandugroup.org](http://www.kandugroup.org)

### **Table 2, pg. 24**

1. Blanchard Valley Industries is now Kan Du Group.

### **Table 4, pg. 28**

1. Delete Accurate Cab. Company is no longer in service.
2. Add WAZE: Online 24/7, free, Rideshare service, Ohio/US

### **Table 6, pg. 29**

1. The name of HATS' scheduling software is now CTS. Routematch is the new dispatching software.

### **Vehicle Utilization Table**

1. Add Kan Du Group – Add Vehicle #F1, VIN 1FD3E35S98DB35103, 2008 Ford Starcraft, 13, 2, 9-5, Good, Hancock
2. Add Vehicle #F2, VIN 1FBZX2YMOJK100032, 2019 Ford Transit, 15, 0, 9-5, Excellent, Hancock; Add Vehicle # F3, VIN 1FDEE3FS8GD18798, 2016 Ford Cutaway Van E35, 13, 2, Good, Hancock; Add Vehicle #F9, VIN 1FDEE3FS8HDC16745, 2017 Goshen Impulse, 13, 2, Good, Wyandot; Add Vehicle # F10, VIN 1FDXE4FL5CDA78145, 2012 Ford Turtletop, 15, 1, Good, Hancock; Add Vehicle #F11, 1FD4E4FS8CDB30256, 2012 Ford, Eldorado, 13, 2, Good, Hancock; Add Vehicle #12, 1FTDS3EL2CDA67535, 2012 Ford Ecoline, Van E, 11, 1, Fair, Hancock & Hardin; Add Vehicle #13, 1FTDS3EL0CDA67534, 2012 Ford Ecoline Van E, 11, 1, Fair, Hancock; Add Vehicle #14, 1FDEE3FS1ADA79055, 2010 Goshen, 13, 2, Good, Wyandot; Add Vehicle #F15, 1FDEE3FS1HDC19115, 2017 Goshen Impulse, 13, 2, Good, Hancock & Wood

### **Summary of Existing Resources, p. 34**

Delete "and referral 211 services". 211 service doesn't exist in Hancock County any longer.

### **Appendix A: List of Planning Committee Participants**

Remove Laurie Collins, Debbie Back, Sherri Fleegle, & Beverly Phillips.  
Replace Kim Switzer with Melanie Fox

Replace Erica Petrie with Beca Scheidler  
Replace Jose Arreguin with Tim Brugeman  
Replace Brandon Montague with Ruthie Tong  
Replace Amber Wolfrom with Jennifer Swartzlander.  
Replace Kristen Bensman with Ben Hippensteel.  
Replace Cindy Obermyer with Jaime Lehtoma.  
Replace Noah Stuby with Shannon Chamberlain.  
Add Julie Baker from Owens Community College.  
Add Lizzy Hile from Hancock Regional Planning Commission  
Add Cory Ritter from GSW Manufacturing



## **Hancock County Coordinated Transportation Plan Annual Review 2020**

At its meeting on October 7, 2020, the Hancock County Coordinated Transportation Coalition reviewed the current Coordinated Public Transit-Human Services Transportation Plan in its entirety and approved the following minor changes:

### **Table 7: Vehicle Utilization Table, pgs.32-33**

#### **Hancock Area Transportation Service (HATS) - HHWP CAC**

Remove:

#17, VIN FN1B28U49N100756, 2009 Nissan, 5, 0, Good, Hancock  
Minivan 1, VIN 5FNRL5H44CB013455, 2012 Honda Odyssey, 8, 0, Good, Hancock  
Bus 1, VIN 1FDWE35SX3HB94951, 2003 Ford, 14, 4, Poor, Hancock

Add:

#57, VIN 1FTYR2CM1HKB54462, 2017 Ford Transit Van, 6, 2, Good, Hancock  
#58, VIN 1FDEE3FS8HDC70854, 2017 Ford E350, 8, 2, Good, Hancock  
#59, VIN 1FDEE3FSXHDC70855, 2017 Ford E350, 8, 2, Good, Hancock  
#60, VIN 1FTYR2CM8JKB37390, 2018, Ford Transit Van, 6, 2, Good, Hancock  
#61, VIN 1FTYR2CM6JKB35430, 2018, Ford Transit Van, 6, 2, Good, Hancock  
#62, VIN 2C4RDGBG1KR555529, 2019 Dodge Caravan, 5, 1, Excellent, Hancock  
#63, VIN 2C4RDGBG3KR571750, 2019 Dodge Caravan, 5, 1, Excellent, Hancock  
#68, VIN 1GDHG31RX212225290, 2002 GMC G3500, 14, 0, Fair, Hancock  
#69, VIN 1GDHG31R621223679, 2002 GMC Savanna 3500, 14, 0, Fair, Hancock  
#70, VIN 1GDHG31R021225069, 2002 GMC Savanna 3500, 14, 0, Fair, Hancock  
#71, VIN 1GBHG31V731210533, 2006 Chevrolet Express, 14, 0, Fair, Hancock  
#72, VIN 1GBHG31V271224647, 2007 Chevrolet Express, 14, 0, Fair, Hancock

From 2019 Review/Update, Remove:

#F2, VIN 1FB2XZYMOJK100032, 2019 Ford Transit, 15, 0, Excellent, Hancock  
#F3, VIN 1FDEE3FS8GD18798, 2016 Ford Cutaway Van, 13, 2, Good, Hancock  
#F9, VIN 1FDEE3FS8HDC16745, 2017 Goshen Impulse, 13, 2, Good, Wyandot  
#F10, VIN 1FDXE4FL5CDA78145, 2012 Ford Turtletop, 15, 1, Good, Hancock  
#F11, VIN 1FDFE4FS8CDB30256, 2012 Ford Eldorado, 13, 2, Good, Hancock  
#F12, VIN 1FTDS3EL2CDA67535, 2012 Ford Ecoline van, 11, 1, Fair, Hancock & Hardin  
#F13, VIN 1FTDS3ELOCDA67534, 2012 Ford Ecoline van, 11, 1, Fair, Hancock  
#F14, VIN 1FDEE3FS1ADA79055, 2010 Goshen, 13, 2, Good, Wyandot  
#F15, VIN 1FDEE3FS1HDC19115, 2017 Goshen Impulse, 13, 2, Good, Hancock & Wood

#### **Appendix A: List of Planning Committee Participants**

Remove Ben Hippensteel and Jaime Lehtoma

