

Hancock County, Ohio

Coordinated Human Service Public Transportation Plan

HHWP Community Action Commission

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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Hancock County, Ohio. This plan was initially developed in 2007 and updated in 2013, 2015 and 2017 and updated annually thereafter until rewritten in 2021. 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 in the quality of life of the communities in Hancock County. Transportation provides access to jobs, education, health care, 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
 - o Current primary and secondary transportation providers.
 - o Primary stakeholders and decision-makers involved in transportation systems, including human service personnel, government officials and other community leaders who can help steer Hancock County toward impactful change.
 - o Available transportation equipment (Vehicle Inventory), including wheelchair-accessible vehicles.
 - o Available transportation training programs.
 - o Transportation-related technology currently in use.
 - o Current transportation expenses, revenues and funding sources.
 - o Served and underserved populations with an emphasis on Hancock County's transportation gaps and needs.
 - o Demographic and geographic characteristics of the population being served.
2. Identify and Prioritize community transportation needs

The following are Hancock County's top transportation needs and priorities as identified by the Hancock County Transportation Coalition.

Top tier priorities

- o Improve availability of transportation services for second- and third-shift workers; Workplace support for employees who need transportation options.
- o Transportation needs of underserved population (50 to 59-year-olds who do not qualify for other programs) especially access to healthcare and other social services.
- o Create greater awareness of transportation options for the public, elected officials and media.
- o Continue and improve outreach to senior living facilities on available transportation options.
- o Coordination of transportation between agencies.

- o Coordination for inter-county transportation; Continued support for out-of-county transportation options (Columbus, Cleveland, Toledo, etc.).
- o Sustain and expand services, by adding/replacing vehicles, hiring and/or retaining drivers and adding technological upgrades for current transportation providers.
- o Lack of fixed-route transportation.

Second tier priorities

- o More active transportation options and infrastructure (Coordinated with providers, bike racks on vehicles).
- o More outreach/service to outlying areas of the county.
- o Continued and improved cooperation and communication among stakeholders.
- o Additional funding local (public, private) for transportation providers to increase state and federal matching funds.
- o Car maintenance programs for people with low incomes.

Third tier priorities

- o Weekend Saturday evening/Sunday transportation.
- o Additional affordable on-demand transportation & education and outreach options (ride share, vanpools, etc.).
- o Lack of centralized location to access information on available community transportation options (website/call center).
- o Bus shelters for key pick up locations around the county.
- o Transportation aides for elderly and disabled.
- o Continued improvement/coordination/expansion of mobility management program.

3. Establish a clear plan for achieving shared goals

The Hancock County Transportation Coalition in cooperation with transportation providers, human service agencies and the county's mobility manager will work together toward alleviating the unmet transportation needs listed in the coordinated plan, using it as a roadmap for future action.

Primary transportation goals for the county to achieve include:

- o Study the expansion of service hours
- o Complete and implement county active transportation plan.
- o Expanded options for transportation to adjoining counties.
- o Increase knowledge and understanding of local transportation options among the public, stakeholders, public officials and media.
- o Seek to provide additional funding options to support current service from transportation providers and expand service for seniors, disabled and other disadvantaged residents.
- o Continue cooperation among stakeholders to find ways to improve transportation services and options to all Hancock County residents.

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;
- The general public, and;
- Local public officials.

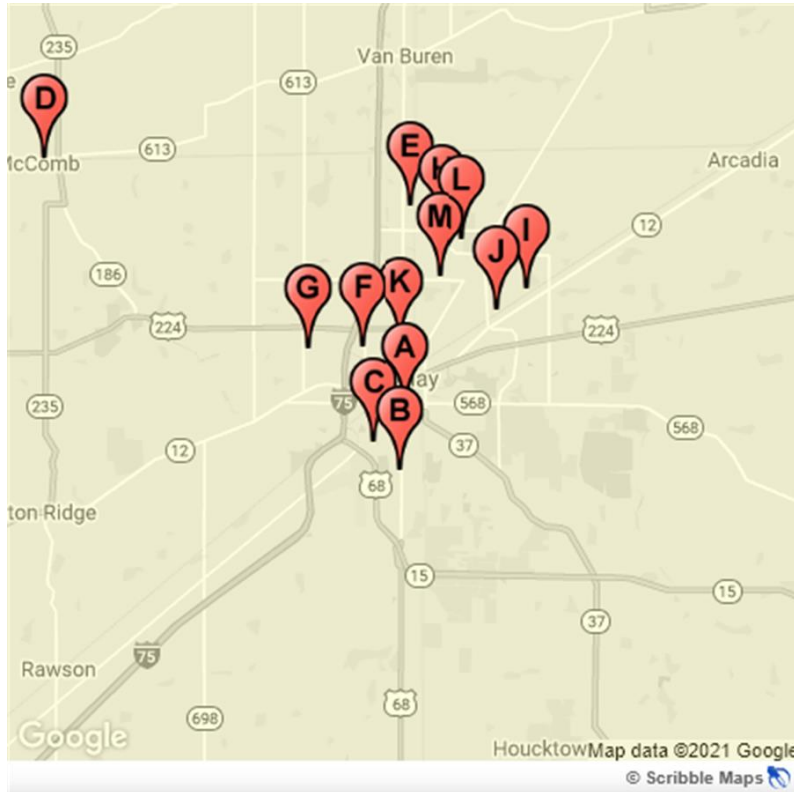
In order to ensure participation from the above groups the following stakeholder involvement activities were performed:

- o Surveys were conducted targeting separate groups each with an interest and stake in improving transportation in the county. Surveys targeting senior citizens, the county's general population, the county's employers and Hancock County's human service and transportation providers were conducted. A total of 280 surveys were returned.
- o Meetings of the Hancock County Transportation Coalition were conducted quarterly between 2017-2020. With monthly meetings held in 2021.
- o Interviews were conducted with key transportation stakeholders in the region.
- o Focus groups were held at senior living facilities, homeless shelters and other human service providers across the county.
- o A public meeting was held at 50 North to discuss the plan and any unmet needs or transportation gaps in the county.

This plan was developed and adopted by the Hancock County Transportation Coalition. More information about the coalition can be found in Appendix A.

Map 2: Major trip generators in the geographic area

Hancock County has 10 employers with nearly 500 or more employees that generate a substantial number of trips per year from both inside and outside of the county. Below is a map with the major trip generators in the county as well as a graph featuring the county’s largest employers.



- Hancock County Major Trip Generators**
- A Marathon Petroleum
 - B Blanchard Valley Health System
 - C Cooper Tire & Rubber
 - D Hearthside Foods
 - E Whirlpool Corporation
 - F Findlay City Schools
 - G Kohl's Distribution
 - H Lowe's Distribution
 - I Nissin Brake Ohio
 - J Sanoh America
 - K University of Findlay
 - L McLane Company
 - M Campbell Soup/DHL

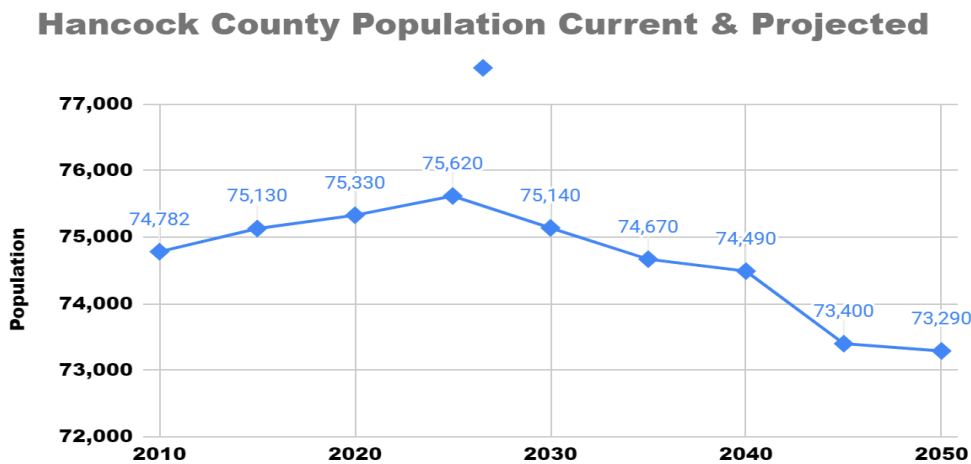
Hancock County's Largest Employers	
Company	Number Employed
Blanchard Valley Health Center	2,600
Whirlpool Corporation	2,400
Marathon Petroleum	2,200
Hearthside Foods	1,900
Cooper Tire & Rubber	1,800
Findlay City Schools	832
Lowe's Distribution	653
University of Findlay	579
Nissin Brake Ohio	536
Hancock County	527
Roki America	447
Source: /City of Findlay	

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 Hancock County.

The current population of the Hancock County is slightly more than 75,000 people. The population is expected to peak at around 75,600 in 2025 and is expected to decline to 73,290 by 2050.

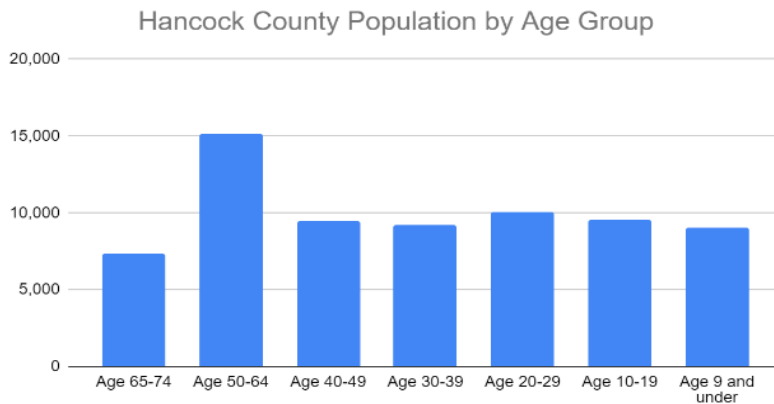
Chart 1: Total Population Current and Projected for Five Years



Source: Ohio Development Services Agency April 2019

Chart 2: Total Population by Age Group

Approximately 18 percent of Hancock County’s population is age 65 or older. Another 20 percent of the population are between the ages of 50 and 64. The rest of the age cohorts in 10-year groupings from age 49 and younger all make up between 12 and 14 percent of the population each. Studies show as a population ages, demand for transportation in a community is likely to increase.



Source: American Community Survey 2019

Chart 3: Total Population by Race

Approximately 89 percent of Hancock County’s population are White individuals. Individuals self-identifying as Hispanic or Latino make up 5.6 percent of the population. A total of 1.9 percent of county residents are Asian and another 1.9 percent self-identified as other in the latest figures provided by the U.S. Census Bureau and Ohio Department of Development in 2019. Approximately 1.7 percent of Hancock County’s population is African American.

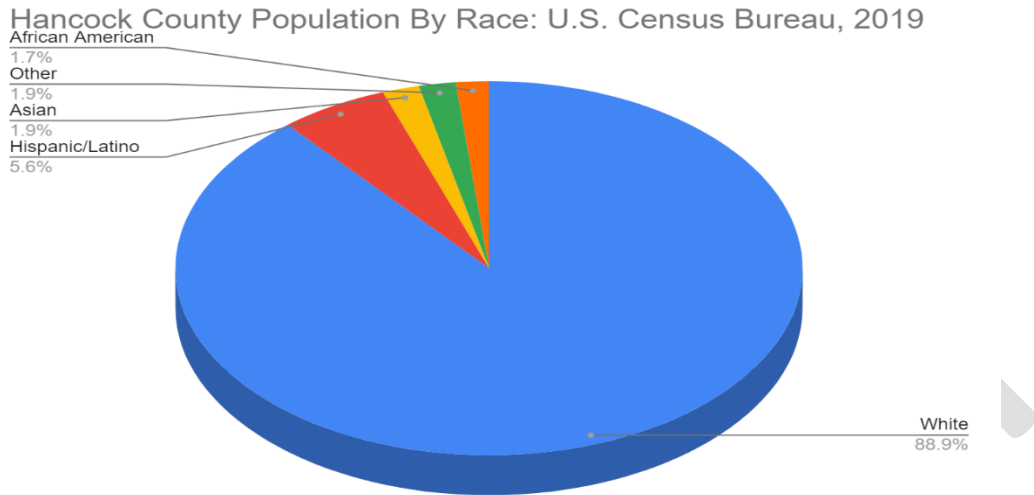


Chart 4: Number and percentage of people with disabilities

There were 8,721 persons with a disability in Hancock County, according to the U.S. Census Bureau’s 2019 American Community Survey. That equates to approximately 11.5 percent of the county’s population. A total of 43.8 percent of the population age 75 and older are disabled with another 21.8 percent of those between the ages of 65-74 having some sort of disability.

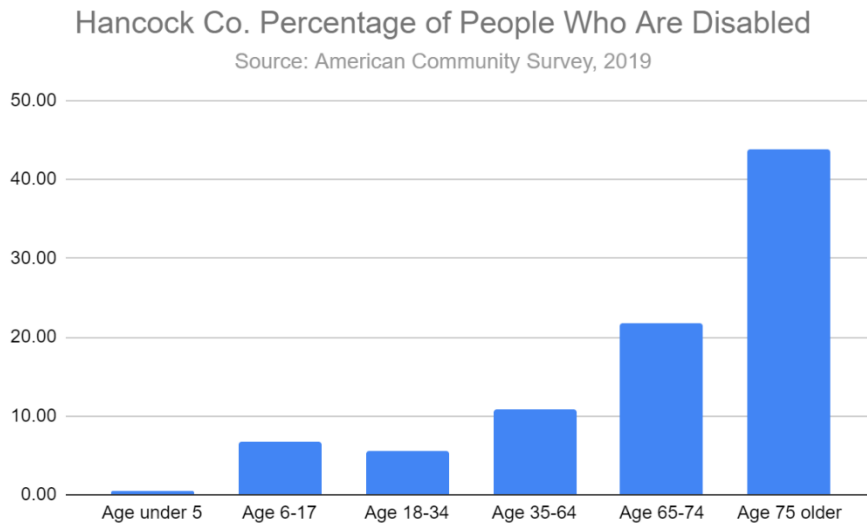


Chart 5: Number and percentage of households with incomes below the federal poverty level

In Hancock County, approximately 13 percent, or a total of 4,175 households have incomes below the federal poverty guidelines.

County	Total Households	Households below poverty	Percent of Households below poverty
Hancock County	32,397	4,175	13.07%
Wyandot County	9,076	1,338	14.74%
Seneca County	21,652	3,321	15.34%
Hardin County	11,495	2,020	17.57%

Source: Ohio Office of Research Ohio County Profiles 2020

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

Approximately 8,500 persons or 11.28 percent of Hancock County's population have incomes below the federal poverty guidelines.

County	Total Population	Population Below Poverty	Percent of Population Below poverty
Hancock County	75,783	8,545	11.28%
Wyandot County	21,772	2,068	9.50%
Seneca County	55,178	7,680	13.92%
Hardin County	31,365	4,880	15.56%

Ohio Office of Research Ohio County Profiles 2020

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

Of the Hancock County's population over the age of 5, approximately 441 people have limited English proficiency. That's 0.62 percent of the county's population.

County	Population 5 And Older	Individuals With Limited English Proficiency	Percent of Population With Limited English Proficiency
Hancock County	71,088	441	0.62%
Wyandot County	20,896	228	1.09%
Seneca County	52,604	179	0.34%
Hardin County	29,591	121	0.41%

U.S. Census Bureau American Community Survey, 2019

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 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 and/or surveys to gather information were conducted with each of the identified stakeholders.

The purpose of interviews 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

The following information is based on tabulations from the survey and interview results. A total of 22 provider organizations provided information about their services.

INTRODUCTION

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

Stakeholders 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:

- o HHWP Community Action Commission (includes HATS Transportation program)
- o Clymer Medical Transport, Inc.
- o Good Samaritan Society - Arlington
- o Hancock County Board of Developmental Disabilities/Blanchard Valley Center
- o KanDu Group
- o The American Cancer Society
- o Comfort Keepers
- o Fox Run Manor
- o Hope House for the Homeless

- o Area Agency on Aging 3
- o 50 North
- o City Mission
- o United Way of Hancock County
- o Kiwanis Village
- o Blanchard House
- o A Renewed Mind
- o Keeping Kids Safe, Inc.
- o Focus Wellness and Recovery Community
- o Hancock County Job & Family Services
- o Family Resource Center
- o Cancer Patient Services
- o Hancock County Veterans Services
- o Children's Mentoring Connection
- o K&P Medical Transportation

HATS Transportation - a program of the 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 served 2,110 public transportation consumers during 2020. HATS provided 54,206 passenger trips in 2020 and the vehicles traveled 360,728 service miles. The fleet consists of 13 ADA accessible buses, 3 ADA accessible Transit vans and 2 ADA accessible minivans. HATS also has 7 non-accessible vehicles, used primarily for Findlay Family YMCA contract trips. Several new vehicles are expected to be added to the fleet before the end of 2021.

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 a.m. to 4:30 p.m. Monday through Friday. HATS observes all 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, 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 is no eligibility requirement for private pay customers.

In 2019, Clymer Medical Transport completed over 7,000 trips. The organization provided 436 one-way trips and 6,599 round trips. The base rate for a private pay trip is \$110 plus \$3 per mile after 10 miles. There is an empty mileage fee of \$2 per mile after 10 miles outside of Lima. 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 through Friday from 4 a.m. to 9 p.m. and on

Saturday – Sunday from 4 p.m. to 5 p.m. (for dialysis only). Any requests outside of these hours will need to be covered by a driver that volunteers to work those hours.

In 2019, Clymer Medical Transport had \$431,416.81 in expenses. Clymer has 12 vehicles - 9 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. It operates both a skilled nursing and senior independent living facility in Arlington.

KanDu Group

KanDu, a 501(c) 3 non-profit organization, has served the needs of adults with developmental disabilities for more than 40 years. Beginning in 1969 as Blanchard Valley Industries, the program 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, the organization expanded focus on integrating adults with developmental disabilities into the community, first through employment, and then through volunteer and cultural activities.

It is certified by the Ohio Department of Developmental Disabilities and 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 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 a Veteran Service Organization (AMVETS, DAV, American Legion, VFW, Korean War Vets/Military Order of Purple Heart) but also all Hancock County veterans and their families. It aids with disability compensation, temporary/emergency financial assistance, pension for low-income vets, housebound veterans and widows in need of nursing home care, VA health benefits, Ohio Veterans Home Benefits, state veteran ID cards, general information and transportation. The Hancock County Veterans Commission provides rides to the following veterans medical facilities: Toledo Outpatient Clinic, Ann Arbor VAMC, Lima Outpatient Clinic, Dayton VAMC, Marion Outpatient Clinic and Columbus VAMC and other facilities on a case-by-case basis. Rides are provided in county vehicles by its staff of drivers. The Hancock County Veterans Commission also contracts additional transportation services within Hancock County 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. Until then, they support those who suffer from cancer through several different programs. It's Road to Recovery program provides rides to and from cancer-related medical appointments for patients who otherwise might not be able to get there. Based on eligibility and availability, the program utilizes volunteer drivers to take patients to cancer treatment and back home. They provide curbside and door-to-door transportation services on demand. **Note:** This service is currently on hold due to Covid.

Comfort Keepers

Comfort Keepers is a private, for-profit business that provides home health care options so seniors may remain safely in their homes. Its service area is Putnam, Hancock, Wood, Wyandot, Crawford and Seneca counties. It provides companionship, home making, personal care services, grocery shopping, errands, bathing, dressing, incontinence care and personal emergency response systems. As part of its 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 a skilled nursing 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 to other transportation providers. The City Mission also provides bicycles and HATS tickets to clients. All City Mission services are free of charge and the facility operates 24 hours a day, 7 days a week.

A Renewed Mind

A Renewed Mind, a division of Ohio Guidestone, 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-

curb, 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 mission of Family Resource Center (FRC) is to provide specialized behavioral health services to children, youth, adults, and families in our multicultural communities in order to strengthen family life and promote personal growth. FRC is a private non-profit organization licensed by the Ohio Department of Mental Health and Addiction Services (Ohio MHAS) and has received national accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF).

This organization serves all clients regardless of ability to pay. FRC accepts Medicaid, Medicare and some private insurances. Client-pay and subsidies for essential services are offered based on family size and income.

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

Organizations that use and/or refer people to available transportation resources

Hope House

Hope House is a private, non-profit organization assisting Hancock County residents facing a homeless crisis. With a mission to *provide housing solutions, support, and education to meet the needs of individuals and families facing homelessness in our community.*

Some of the staff provides transportation to clients only as needed. Hope House also provides HATS tickets on an as-needed basis to its clients. Hope House estimates that 75 percent of clients need curb-to-curb transportation at least occasionally with 45 percent needing daily transportation. Currently, no affordable transportation exists for early first shift and late-night shift workers. The most common destinations for clients are the grocery, doctors' offices, and human service agency offices. The average amount Hope House spent in transportation for clients over the last 3 years is \$3,026. Staff member also used personal vehicles and were reimbursed for mileage if securing other means of transportation was unsuccessful. Hope House would like to see regular routes and more hours of transportation offered as well as same-day service options.

Hancock County Board of Developmental Disabilities (Blanchard Valley Center)

Hancock County Board of Developmental Disabilities (Blanchard Valley Center) 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 Kan Du.

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 FIND A RIDE program.

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 perform 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. The United Way is also an active participant of the Hancock County Transportation Coalition.

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 Recovery and Wellness Community

Focus is a recovery community organization offering free support and resources to anyone impacted by mental health, addiction or trauma issues.

Focus provides a warm, welcoming space for people to learn skills, meet new people and engage in their recovery. It connects people to other community resources when they are needed, provide education to the community and organize recovery events. They can support people and families on their journey of recovery from mental health problems, addiction, problem gambling or gambling addiction or trauma issues.

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, counseling services and healing arts programs. Individuals are eligible for all services provided by CPS if they have a cancer diagnosis and live or work in Hancock County. All services are provided free of charge. CPS relies on memorials, bequests, fundraising by friends and grants from the United Way of Hancock County 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 community. The total amount spent on transportation in 2020 was \$10,149.34 and \$17,503.79 in 2019.

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 ages 6 to 14 that are raised primarily by single parents and grandparents. CMC offers community and school-based programs. CMC does not operate transportation but provides referrals to clients.

Hancock County Job & Family Services

The Hancock County Department of Job and Family Services is part of the county government and provides social services, job training, healthcare, nutrition, income assistance, transportation and referral services to Hancock County residents. The Department of Job and Family Services provides demand response, curb-to-curb transportation. Transportation is provided for medical appointments and may be provided Monday through Saturday. Transportation is provided by both agency-owned vehicles and through contracts with other community agencies. Mileage reimbursement is available to clients and their families or friends providing medical transportation for them. Clients receiving transportation services must be on a Medicaid-eligible program. There is no cost to clients. Employment-related transportation services are also available for those who qualify. Transportation services are currently contracted with the HHWP Community Action Commission.

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 22 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: Monday through Friday, 7:15 a.m.-9:45 p.m.; Saturday 7:15 a.m.-4:45 p.m.

Service Area: Hancock County (Other areas with contract)

Eligibility Requirements: None; HATS is open to everyone living in Hancock County

Website: 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

Website: www.comfortkeepers.com/offices/ohio/tiffin

Agency Name: Fox Run Manor

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

Website: 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, 8 a.m.-8 p.m.; Tuesday & Thursday, 8 a.m.-9 p.m.; Friday, 8 a.m.-4 p.m.

Service Area: Hancock County

Eligibility Requirements: 50 years of age and older

Website: www.50north.org

Agency Name: City Mission

Transportation Service Type: information, referral & emergency transportation

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

Website: www.findlaymission.org

Agency Name: United Way of Hancock County

Other Services Provided: Referrals to local transportation services

Contact Information: 419-423-1432

Hours: Monday through Friday, 8 a.m.-4 p.m.

Service Area: Hancock County

Eligibility Requirements: none

Website: 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 through Friday, 9 a.m.-5 p.m.

Service Area: Hancock County

Eligibility Requirements: 60 and older/disability

Website: 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 through Friday, 8 a.m.-5 p.m.

Service Area: Hancock County

Eligibility Requirements: homelessness

Website: www.findlayhopehouse.org

Agency Name: A Renewed Mind

Transportation Service Type: On-demand, clients only, information, referral, purchase passes or tickets

Other Services Provided: counseling

Contact Information: 419-422-7800

Hours: Monday through Thursday, 8 a.m.-7 p.m.; Friday, 8 a.m. – 5 p.m.

Service Area: Hancock and surrounding counties

Eligibility Requirements: none

Website: 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: 567-525-4520

Hours: Monday through Friday, 9 a.m.-5 p.m.

Service Area: Hancock and surrounding counties

Eligibility Requirements: none

Website: www.keepingkidssafeohio.org

Agency Name: Focus Recovery and Wellness Community

Transportation Service Type: information and referral

Other Services Provided: peer support, housing, skill-building activities, recreational/social activities

Contact Information: 419-423-5071 or focus@focusrwc.org

Hours: Monday through Friday, 10 a.m. – 5 p.m.

Service Area: Hancock County

Eligibility Requirements: none

Website: www.focusrwc.org

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: 419-425-5050

Hours: Monday through Friday, 8 a.m. – 6 p.m.

Service Area: Northwest Ohio

Eligibility Requirements: agency clients

Website: www.frcoho.org

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 through Friday, 8 a.m.-4:30 p.m.

Service Area: Hancock County

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

Website: www.cancerpatientservices.org

Agency Name: Children’s Mentoring Connection of Hancock County

Transportation Service Type: information and referral

Other Services Provided: mentoring

Contact Information: 419-424-9752

Hours: Monday through Friday, 9 a.m. – 5 p.m.

Service Area: Hancock County

Eligibility Requirements: youth/adult

Website: www.cmchancock.org

Agency Name: Hancock County Board of Developmental Disabilities

Transportation Service Type: Information and referral

Other Services Provided: Social services, education (preschool & school age), Medicaid and training

Contact Information: 419-422-6387; 24-hour emergency on-call number 419-722-9262

Hours: Monday through Friday, 8 a.m.-4 p.m.

Service Area: Hancock County

Eligibility Requirements: developmental/intellectual disability

Website: 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: Good Samaritan residents only, age 60 and older, disability, income

Website: www.good-sam.com

Agency Name: KanDu Group

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: 419-425-2638

Hours: Monday through Friday, 7 a.m.-5 p.m.

Service Area: Hancock, Wood, Wyandot, Putnam & Hardin counties.

Eligibility Requirements: Age, disability

Website: www.kandugroup.org

Agency Name: Area Agency on Aging 3

Transportation Service Type: Third-party contracting

Other Services Provided: counseling, education and training, social services

Contact Information: 419-371-5942

Hours: Monday through Friday, 8 a.m.-4:30 p.m.

Service Area: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, and Van Wert Counties

Eligibility Requirements: age, disability

Website: www.aaa3.org and www.mytransportation.org

Agency Name: Clymer Medical Transport

Transportation Service Type: demand response, door-to-door, door-through-door per request

Other Services Provided: None, medical transportation only

Contact Information: 419-222-3786

Hours: Monday through Friday, 4 a.m.-9 p.m.; Saturday and Sunday, 4 a.m.-5 p.m. (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

Website: <https://www.facebook.com/clymermed/>

Agency Name: Hancock Veterans Service Commission

Transportation Service Type: demand response

Other Services Provided: Advocacy for veterans and surviving spouses for federal and state benefits, emergency financial assistance, transportation, education, employment services for veterans

Contact Information: 419-424-7036 main office; 419-424-7408 transportation

Hours: Monday through Friday 8:30 a.m.-4:30 p.m.

Service Area: Hancock County

Eligibility Requirements: Veterans who are residents of Hancock County

Website: <http://hancockveterans.com/>

Agency Name: Hancock Job & Family Services

Transportation Service Type: Demand response, door-to-door (if requested), gas voucher reimbursement to friends and family

Other Services Provided: child day care, education and training, housing, information and referral, job training, Medicaid, social services, transportation, food assistance, cash assistance, child support establishment and enforcement.

Contact Information: 419-422-0812

Hours: Monday through Friday, 8 a.m.-4:30 p.m.

Service Area: Hancock County

Eligibility Requirements: Per agency guidelines

Website: <http://www.hancockjfs.org/>

Agency Name: K&P Medical Transport

Transportation Service Type: Demand response

Other Services Provided: Non-emergency medical transportation; non-medical transportation

Contact Information: 419-782-3434

Hours: Monday through Saturday 5 a.m.-9 p.m.; Sunday by request

Service Area: Trips originating in Defiance, Fulton, Williams, Henry, Paulding, Allen, Auglaize, Hancock, Hardin, Putnam, Mercer, Van Wert and Wood counties.

Eligibility Requirements: Contracted service; some private pay with prepayment

Website: <http://kpmtems.com/>

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The table below provides a summary of the characteristics of participating Hancock County 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 - Arlington	Yes	No	Private non-profit	125	None	Yes
KanDu Group	Yes	Yes, Third Party	Private, non-profit	19,788	None	Yes
American Cancer Society	Yes	No	National non-profit	Not available	Not available	Yes
Comfort Keepers	Yes	No	Private for-profit	Not available	Not available	Yes
Fox Run Manor	Yes	Yes, HATS (HHWP CAC)	Private for-profit	Not available	None	Yes
City Mission	No	Yes, HATS (HHWP CAC)	Private non-profit	Not available	Not available	Yes
Clymer Medical Transportation	Yes	No	Private for-profit	13,702	None	Yes
A Renewed Mind	Yes	Yes, third party, HATS (HHWP CAC)	Private non-profit	Not available	None	Yes
Family Resource Center	No	Yes, third party, HATS (HHWP CAC)	Private non-profit	Not available	Not available	Yes
Hope House	No	Yes, HATS (HHWP CAC), information, referral	Private non-profit	Not available	Not available	Yes
Hancock County Board of Disabilities	No	Yes, third party, information, referral	Public Agency	Not available	Not available	Yes
Area Agency on Aging 3	No	Yes, Contract third party	Private non-profit	12,038	None	Yes
50 North	No	Yes, HATS (HHWP CAC)	Private non-profit	Not available	Not available	Yes
United Way of Hancock County	No	No, information, referral	Private non-profit	Not available	Not available	Yes
Blanchard House	No	No, information, referral	Private non-profit	Not available	Not available	Yes

Kiwanis Village	No	No, information, referral	Private non-profit	Not available	Not available	Yes
Keeping Kids Safe	Yes	Yes, third party for group events	Private non-profit	Not available	Not available	Yes
Focus on Friends	No	Yes, HATS (HHWP CAC)	Private non-profit	Not available	Not available	Yes
Cancer Patient Services	No	No, information, referral	Private non-profit	Not available	Not available	n/a
Children's Mentoring Connection	No	No, information, referral	Private non-profit	Not available	Not available	Yes
Hancock Job & Family Services	Yes	Yes, information referral	Public agency	Not available	Not available	Yes
HATS (HHWP CAC)	Yes	No	Private non-profit	54,206	4	No
K&P Medical Transport	Yes	No	Private for-profit	45,000	None	Y
Hancock County Veterans Services	Yes	Yes, contract third party	Public agency	1,048	None	Y

* 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 and on-demand as well as limited fixed-route and other transportation services. A total of 16 of the participating organizations provide services on weekdays. Three operate transportation on Saturdays and one on Sundays. Evening services after 7 p.m. are operated by one organization with no transportation available to the public after 9:30 p.m. on weekdays. The following table depicts the transportation service characteristics by agency.

Table 2: Transportation Service Characteristics

HHWP CAC's Hancock Area Transportation (HATS)	Demand response, door-to-door	Monday through Friday, 7:15 a.m.-9:45 p.m., Saturday 7:15 a.m.-4:45 p.m.	Yes	Curb-to-curb, door-to-door, drivers assist with limited number of packages, riders are allowed to bring their own personal assistant	CPR, first aid, blood borne pathogens, health physical, 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	Yes	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
KanDu Group	Demand Response Contract Services	Monday through Friday 7 a.m.-5 p.m.	Yes, non-medical transportation	Door-to-door, curb-to-curb service for clients to work and other activities	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 for cancer patients only Volunteer drivers	Monday through Friday 7:30 a.m.-5 p.m. as needed	No	Curb-to-curb, patient may bring own care attendant	Driving record checks and criminal background checks, sensitivity training, awareness training
Comfort Keepers	Incidental client services and appointments	24/7	No	Door-to-door Agency provides personal care attendants or escorts for passenger	Blood borne pathogens, sensitivity to aging, passenger assistance techniques, driving record checks
Clymer Medical Transport	Demand Response	Monday through Friday 4 a.m.– 9 p.m. Sat & Sun 4 a.m.-5 p.m.	Yes	Door-to-door, door-through-door, assist with limited packages, bring own care attendant	CPR, first aid, blood borne pathogens, physicals, defensive driving, Driving record checks, criminal background checks, drug and alcohol testing

Fox Run Manor	Demand Response Contract Services	24/7	Yes	Door-to-door, agency provides care attendants or escorts for passengers as needed	Testing and training as per nursing home guidelines
City Mission	Limited Demand Response Contract Services	24/7	No	Door-to-door	As per agency guidelines
A Renewed Mind	On-Demand clients only Contract Services	Monday-Thursday 8 a.m.-7 p.m. Friday 8 a.m.-5 p.m.	No	Curb-to-curb, case manager picks up and drops off	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	Reimbursement Contract services	Monday-Friday 8 a.m.-6 p.m.	No	Curb-to-curb	Not available
Hope House	Contract Services for clients	Monday-Friday 8 a.m.-5 p.m.	No	Not available	Not available
Hancock County Board of Developmental Disabilities (Blanchard Valley Center)	Demand Response, Contract Services	Monday-Friday 8 a.m.-4 p.m.	Yes	Curb-to-curb	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	Contract Services	Monday-Friday 8 p.m.-4:30 p.m.	No	Door-to-door, door-through- door, curb-to-curb, may bring own escort	CPR, first aid, blood borne pathogens, physicals, defensive driving, driving record checks, criminal background checks, drug and alcohol testing
50 North	Contract Services	Monday-Thursday 7 a.m.-8 p.m. Friday 7 a.m.-4 p.m. Saturday 7 a.m.-noon	No	Not available	CPR, First aid, Background checks
Keeping Kids Safe	Demand Response Contract Services	Monday-Friday 9 a.m.-5 p.m.	No	Curb-to-curb, door-to-door, door-through-door	CPR, first aid, driving record checks, background checks
Focus on Friends	Demand Response Contract Services	Monday-Friday 10 a.m.-7 p.m.	No	Curb-to-curb, door-to-door	Not available
Children's Mentoring Connection	Demand Response Volunteer	Monday-Friday 9 a.m.-5 p.m.	No	Not available	Not available
Cancer Patient Services	Reimbursement	Monday-Friday 8 a.m.-4:30 p.m.	No	Volunteer	Not available

Hancock County Job & Family Services	Demand response Contract Services Reimbursement	Monday, Wednesday-Friday 8 a.m.-4:30 p.m. Tuesday 8 a.m.-5:30 p.m.	No	Door-to-door, curb-to-curb	Not available
Hancock County Veterans Services	Demand response Contract Services Reimbursement	Monday-Friday 8:30 a.m.-4:30 p.m.	No	Door-through-door, door-to-door, passenger can bring personal care assistant	Not available
K&P Medical Transportation	Demand response	Monday-Saturday 5 a.m.-9 p.m.	Yes	Drivers assist passengers on and off vehicles and to the door of their destination.	AED, CPR, first aid, blood borne pathogens, physicals, defensive driving, driving record checks, criminal background checks, drug and alcohol testing

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Transportation-related expenses and revenues also differ by organization. Levy funds, 5310 funds (vehicles), 5311 funds, donations, Medicaid reimbursement, fares and contract revenue 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 in the county.

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 Transportation	\$1.50 in city; \$2.50 in county; contracted prices for trips outside of Hancock County; Half-price fares for seniors and riders with disabilities	Yes	11 full-time, 22 part-time	3 full-time, 3 part-time	United Way of Hancock County, fares, contract revenue, donations, ODOT, FTA	\$1.4 million
KanDu Group	N/A	N/A	N/A	N/A	N/A	N/A
Hancock JFS	Medicaid eligible	No	1 full time (Same as dispatcher)	1 full time (same as driver)	Federal Medicaid funds	\$80,000
Hancock Veteran Services	Free to veterans going to VA appointments	No	7 part-time	1 part-time transportation manager	County Millage	Not available
Good Samaritan	\$15 round trip	Yes	3 part-time	1 part-time	Fares, third-party revenue collected on behalf of passengers	Not available
Clymer Medical Transport	Yes	No	8 full-time, 14 part-time	1 full-time	AAA3 PASSPORT and Find A Ride, Catholic Social Services (PASSPORT), Fares	\$311,438
K&P Medical Transport	Rates vary by contract	No	20 Full Time Drivers 40 Part Time Drivers	2 Full Time Scheduler/Dispatcher, 2 Part Time Scheduler/Dispatchers	JFS Agencies, Medicaid, Managed	Not available

					Care Plan Medicaid, Nursing Homes	
Area Agency on Aging	No fee	Yes	None	2 full-time	Older Americans Act, United Way, St. Ritas/Mercy Health, American Cancer Society, In-Kind donations, Coleman Professional Services.	\$400,289

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 (1-way in town), \$2 per mile outside of Findlay	Not available	Hancock and surrounding counties
T-H Lift	Daily 6 a.m. until midnight	\$8 (1-way in town) ½ price fares for veterans	Not available	Hancock and surrounding counties
Lyft	24/7	Varies, based on distance, availability	Not available	Nationwide
Uber	24/7	Varies, based on distance, availability	Not available	Nationwide

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

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Hancock County Mobility Management	Monday through Saturday 7 a.m.-5 p.m.	Free	Available to anyone	Hancock County

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 HATS Transportation	CTS Tripmaster	No	CTS Tripmaster/Wave App	Yes
KanDu Group	None	No	None	No
Area Agency on Aging	Assisted Routes	No	None	No
K&T Medical Transport	CTS Tripmaster	Yes	CTS Tripmaster	Yes
Hancock Veteran Service Commission	None	No	None	No

Assessment of Community Support for Transit

Community support for transportation in Hancock County was voiced in stakeholder meetings, surveys and focus groups that were conducted in preparing the Hancock County Coordinated Human Service Transportation Plan. Local county and city/village governments have traditionally looked toward the private sector to run the county's primary local public transit provider, HATS Transportation, through the HHWP Community Action Commission. The primary local funding source for public transit is the United Way of Hancock County, with no public dollars being provided locally. Some of those interviewed were worried about the future of transit in the county if United Way funding were cut. Expansion of services, adding more availability on weekends and during early morning and evening hours, were cited as a key need locally. Accomplishing that key need will require additional local funding.

Safety

Transportation plays a key role in disaster preparedness, response and recovery. That fact was never more evident than during the past year and a half with the Covid-19 pandemic. Local transportation providers teamed with Hancock Public Health to shuttle people without transportation to local vaccination sites around the county. Local transportation providers are involved in the county's emergency management agency plans and can be coordinated to assist in evacuations, transporting emergency responders and assisting in a countywide disaster response.

Also, 24 percent of those surveyed said safety was one of their primary concerns regarding using local transportation options. Among the safety training that Hancock County's transportation providers require of their drivers include:

- o First Aid and CPR Training
- o Training in the use of AEDs
- o Pre-employment background checks
- o Drug and alcohol testing both pre-employment and random testing
- o Driving record checks
- o Criminal background checks
- o Pre-employment physicals
- o Blood borne pathogens training
- o Sensitivity to aging training
- o Passenger assistance techniques

Vehicles

Survey/Interview participants listed a combined total of 63 vehicles. Approximately 70 percent of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 6).

All transportation providers, with the exception of Hancock County Job & Family Services, provide at least one wheelchair accessible vehicle, while some organizations have an entire fleet of wheelchair accessible vehicles. The number of wheelchair accessible vehicles in the county are typically enough to meet current demand. 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
Hancock County Veterans Services Commission											
101	Toyota	Sienna	2014	N/A	4	0	5	N/A	Good	N/A	N/A
201	Toyota	Sienna	2014	N/A	4	0	5	N/A	Good	N/A	N/A
301	Ford	Transit	2018	N/A	7	0	5	N/A	Good	N/A	N/A
401	Chevy	Equinox	2015	N/A	2	0	5	N/A	Good	N/A	N/A
501	Toyota	Sienna	2019	N/A	4	0	5	N/A	Good	N/A	N/A
701	Toyota	Sienna	2020	N/A	2	2	5	N/A	New	N/A	N/A
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
Kan Du Group											
F1	Ford	Transit X2C-XL	2021	1FBAX2C84LXB18675	5	1	5	N/A	Excellent	KanDu	Hancock/Wood

F2	Ford	Transit	2019	1FBZX2YM0JKA00032	10	1	5	N/A	Excellent	KanDu	Hancock
F3	Ford	3DC Cutaway Van E35	2016	1FDEE3FS8GDC18798	12	2	5	N/A	Good	KanDu	Hancock
F4	Ford	Transit	2018	1FBZX2YM6JKA87659	12	1	5	N/A	Excellent	KanDu	Wood
F5	Ford	Transit	2019	1FBAX2CM1KKA94556	14	1	5	N/A	Excellent	KanDu	Hardin
F6	Ford	Transit	2020	1FBAX2CG3LKA25217	15	1	5	N/A	Excellent	KanDu	Hancock
F7	Ford	Transit	2018	1FMZK1ZM2JKB13933	10	1	5	N/A	Excellent	KanDu	Hancock
F8	Ford	Transit	2019	1FDVU4XM9KKB12566	7	1	5	N/A	Excellent	KanDu	Hancock Wyandot
F11	Ford	Eldorado Bus	2012	1FDFE4FS8CDB30256	12	2	5	N/A	Good	KanDu	Hancock
F12	Ford	Econoline Van	2012	1FTDS3EL2CDA67535	10	1	5	N/A	Fair	KanDu	Hancock Hardin
F13	Ford	Econoline Van	2012	1FTDS3EL0CDA67534	10	1	5	N/A	Fair	KanDu	Hancock Wyandot
F15	Goshen	Coach Impulse Bus	2017	1FDEE3FS1HDC19115	12	2	5	N/A	Good	KanDu	Hancock Putnam
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
HATS Transportation											
10	Dodge	Caravan	2010	2D4RN4DE3AR282554	5	0	6	7:15 to 21:45	Fair	Transportation	Hancock
11	Dodge	Caravan	2010	2D4RN4DE4AR296723	5	0	6	7:15 to 21:45	Fair	Transportation	Hancock
12	Dodge	Caravan	2012	2C4RDGBG5CR220291	4	0	6	7:15 to 21:45	Fair	Transportation	Hancock
14	Ford	Freestar	2006	2FMZA51696BA30668	6	0	6	7:15 to 21:45	Fair	Transportation	Hancock
45	Ford	E-350	2011	1FDEE3FL1BDA83570	4	2	6	7:15 to 21:45	Fair	Transportation	Hancock
46	Ford	E-350	2011	1FDEE3FL3BDA83571	4	2	6	7:15 to 21:45	Fair	Transportation	Hancock
47	GMC	Light Transit	2013	1FDEE3FL8EDA23547	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock

49	GMC	Light Transit	2013	1FDEE3FLXEDA23548	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock
50	GMC	Light Transit	2013	1FDEE3FL1EDA23549	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock
51	GMC	Light Transit	2014	1FDEE3FL3EDA72090	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock
52	GMC	Light Transit	2014	1FDEE3FL5EDA72091	6	3	6	7:15 to 21:45	Fair	Transportation	Hancock
53	Ford	Light Transit	2016	1FDEE3FLOGDC30839	8	2	6	7:15 to 21:45	Fair	Transportation	Hancock
54	Ford	Light Transit	2016	1FDEE3FL7GDC30840	8	2	6	7:15 to 21:45	Fair	Transportation	Hancock
55	Ford	Light Transit	2016	1FDEE3FS0GDC57210	8	2	6	7:15 to 21:45	Good	Transportation	Hancock
56	Ford	Light Transit	2016	1FDEE3FS2GDC57211	8	2	6	7:15 to 21:45	Good	Transportation	Hancock
57	Ford	Transit Van	2017	1FTYR2CM1HKB54462	6	2	6	7:15 to 21:45	Good	Transportation	Hancock
58	Ford	E-350	2017	1FDEE3FS8HDC70854	8	2	6	7:15 to 21:45	Good	Transportation	Hancock
59	Ford	E-350	2017	1FDEE3FSXHDC70855	8	2	6	7:15 to 21:45	Good	Transportation	Hancock
60	Ford	Transit Van	2018	1FTYR2CM8JKB37390	6	2	6	7:15 to 21:45	Excellent	Transportation	Hancock
61	Ford	Transit Van	2018	1FTYR2CM6JKB35430	6	2	6	7:15 to 21:45	Good	Transportation	Hancock
62	Dodge	Caravan	2019	2C4RDGBG1KR555529	5	1	6	7:15 to 21:45	Excellent	Transportation	Hancock
63	Dodge	Caravan	2019	2C4RDGBG3KR571750	5	1	6	7:15 to 21:45	Excellent	Transportation	Hancock
42	Ford	E-350	2009	1FDEE35LX9DA77682	6	2	5	7:15 to 21:45	Fair	Wyandot Rides	Wyandot
64	Dodge	Caravan	2019	2C4RDGBG3KR571747	5	1	5	7:15 to 21:45	Excellent	Wyandot Rides	Wyandot
65	Dodge	Caravan	2019	2C4RDGBG4KR571742	5	1	5	7:00 to 17:00	Excellent	Wyandot Rides	Wyandot
66	Ford	Transit	2019	1FTYR2CM6KKB39513	6	2	5	7:00 to 17:00	Excellent	Wyandot Rides	Wyandot
67	Ford	Transit	2019	1FTYR2CM8KKB39514	6	2	5	7:00 to 17:00	Excellent	Wyandot Rides	Wyandot

1	GMC	G3500	2002	1GDHG31RX212225290	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock
2	GMC	Savana 3500	2002	1GDHG31R621223679	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock
3	GMC	Savana 3500	2002	1GDHG31R021225069	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock
4	Chevrolet	Express 3500	2006	1GBHG31V731210533	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock
5	Chevrolet	Express 3500	2007	1GBHG31V271224647	14	0	6	7:15a to 21:45	Fair	Transportation	Hancock
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
Hancock JFS											
1	Dodge	Caravan	2018	2C4RDGBG9JR303235	4	0	5	40	Good	Net Transport	Hancock County
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
Clymer Medical Transport											
102	Toyota	Sienna	2014	5TDKK3DC4ES427274	3	1	6	All	Good		Lima
106	Toyota	Sienna	2016	5TDXK3DC9GS764273	3	1	6	All	Good		Lima
108	Toyota	Sienna	2014	5TDYK3DC2ES444715	3	1	6	All	Good		Lima
116	Toyota	Sienna	2012	5TDYK3DC4CS229589	3	1	6	All	Good		Lima
119	Toyota	Sienna	2013	5TDKK3DC5DS304260	3	1	6	All	Good		Lima
120	Toyota	Sienna	2014	5TDYK3DC2ES452040	3	1	6	All	Good		Lima
121	Toyota	Sienna	2013	5TDKK3DC4DS405094	3	1	6	All	Good		Lima
122	Toyota	Sienna	2015	5TDZK3DC3FS682224	3	1	6	All	Good		Lima
125	Toyota	Sienna	2014	5TDYK3DC2ES509448	3	1	6	All	Good		Lima

123	Honda	Accord	2014	1HGCR2F30EA056992	3	0	6	All	Good		Lima
124	Honda	Accord	2014	1HGCR2F38EA246832	3	0	6	All	Good		Lima
112	Honda	Accord	2015	1HGCR2F74FA267584	3	0	6	All	Good		Lima

Summary of Existing Resources

An overall look at existing transportation resources and an inventory of current services allows better insight into opportunities to coordinate services and the transportation gaps that exist in Hancock County. Hancock County has a limited number of public and private transportation providers.

Multiple providers provide services only to their clients who qualify under certain criteria or are associated with the organization and its services. Other providers are open to the public and available with no requirements. The summary of existing resources illustrates gaps in services in Hancock County including, limited availability of public and accessible services on the weekends and during the early morning and late evening hours during the week and a lack of affordable intercounty transportation services.

Hancock Area Transportation Service provides demand response public transportation with a fleet of completely wheelchair accessible vehicles, primarily between the hours of 7:30 a.m. and 9:30 p.m. during weekdays. HATS also runs a limited Saturday schedule, typically, with three vehicles between 7:30 a.m. and 4:30 p.m.

Two local cab companies, USA Cab and T-H Lift, provide services to residents during the day and during hours when HATS is not in operation. Those services, though, tend not to be cost-effective for low-income residents. Neither also have wheelchair accessible vehicles.

Sunday service, aside from cab companies, is virtually non-existent in Hancock County. Local churches provide some transportation services on a volunteer basis on Sunday to get their congregations to church services, Sunday school, etc. Those services, though, vary by church and are run on an informal basis.

Individuals in Findlay have the greatest number of transportation options available to them, as well as the option to walk or ride bikes to conduct their daily business. Access to transportation in the county's outlying villages and rural areas, especially on weekends, can be a challenge for those residents to get to medical appointments and get the goods and services they need, which are typically located in Findlay.

IV. Assessment of Transportation Needs and Gaps

To better understand Hancock County's transportation needs, the planning committee examined research and data, as well as solicited input from the community 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 public.

As the lead agency in developing Hancock County's coordinated plan, the HHWP Community Action Commission brought together a variety of stakeholders in Hancock County 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 stakeholder and the public is available upon request.

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

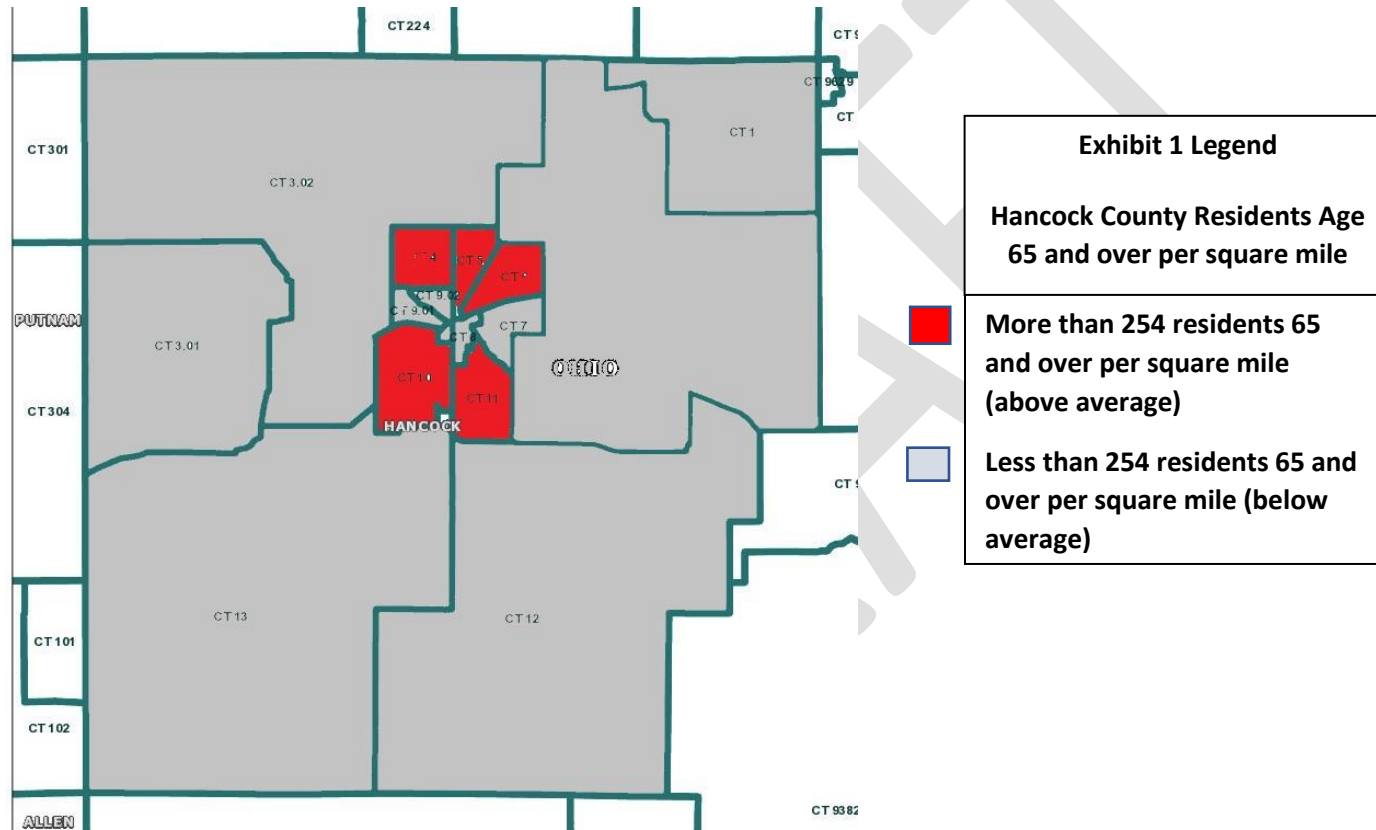
- Assessment of data and demographics.
- A review of Hancock County's previous coordinated transportation plan.
- Assessment of current transportation providers and stakeholders.
- Surveys of county residents, employers and transportation and human service providers.
- Interviews with those in the community who could help create impactful change.
- Input from focus groups, with an emphasis on senior citizens and the needs of those who are disabled.
- Public meetings with input on transportation needs, gaps in service, goals and objectives and strategies to accomplish those goals.

Demographic and Socio-Economic Data

Data for each target population group were aggregated by Census Tracts 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 major trip generators and available transportation services.

The following Exhibit 1 illustrates the areas where the number of older adults (age 65 and older) is at or above the Hancock County average. The average number of older adults per square mile in the county is approximately 254 residents. Those areas below shaded in red have a population with a higher concentration than average of older adults.

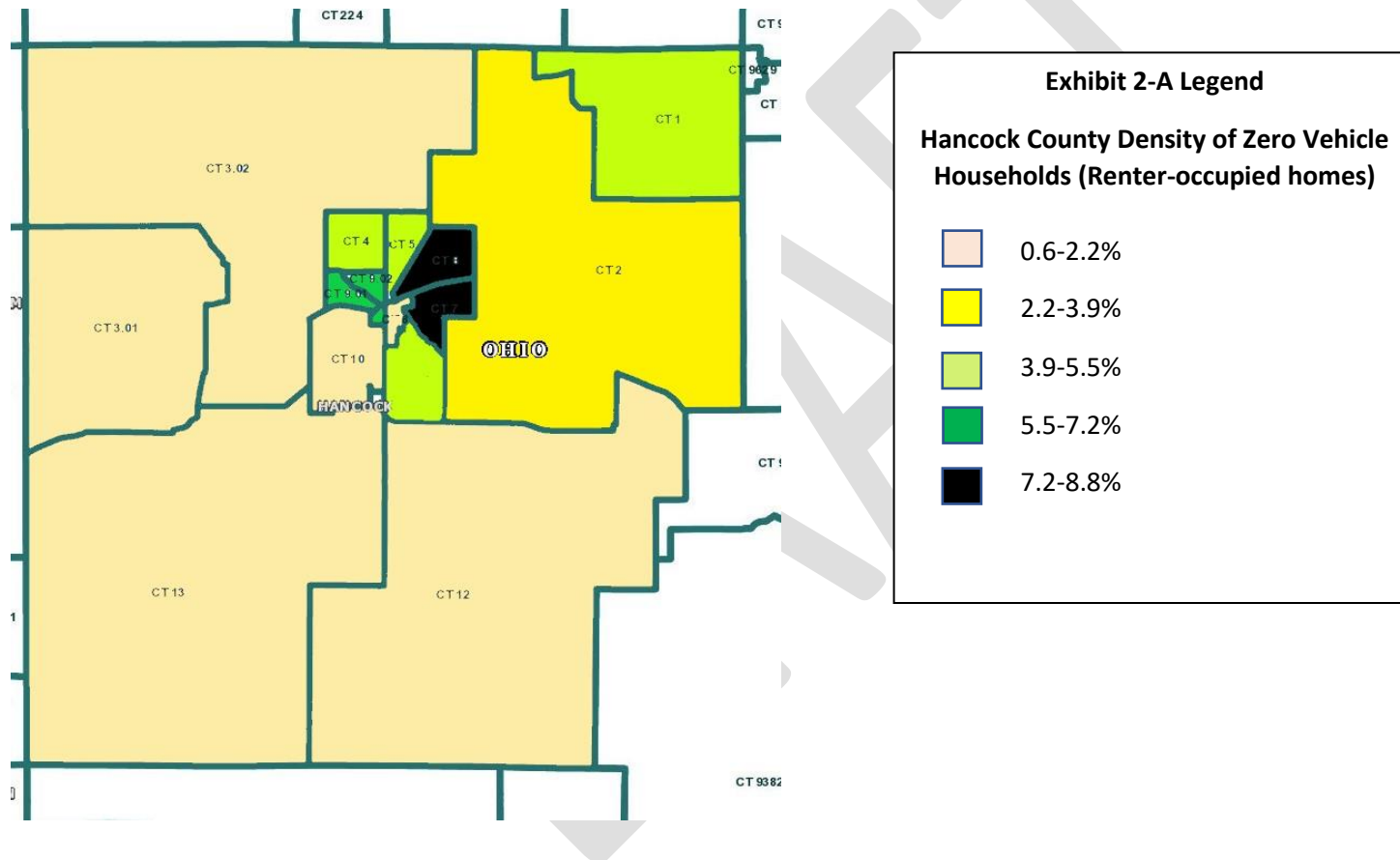
Exhibit 1: Map of Population Density of Individuals Age 65 and Older



The exhibits below indicate the areas where the number of zero vehicle households is above the Hancock County's average. The absence of a vehicle in the household is often an indication of the need for transportation services. Exhibit 2-A features the density of zero vehicle households among renter-occupied homes. Exhibit 2-B features the density of zero vehicle households among owner-occupied homes.

Exhibit 2-A: Map of Density of Zero Vehicle Households

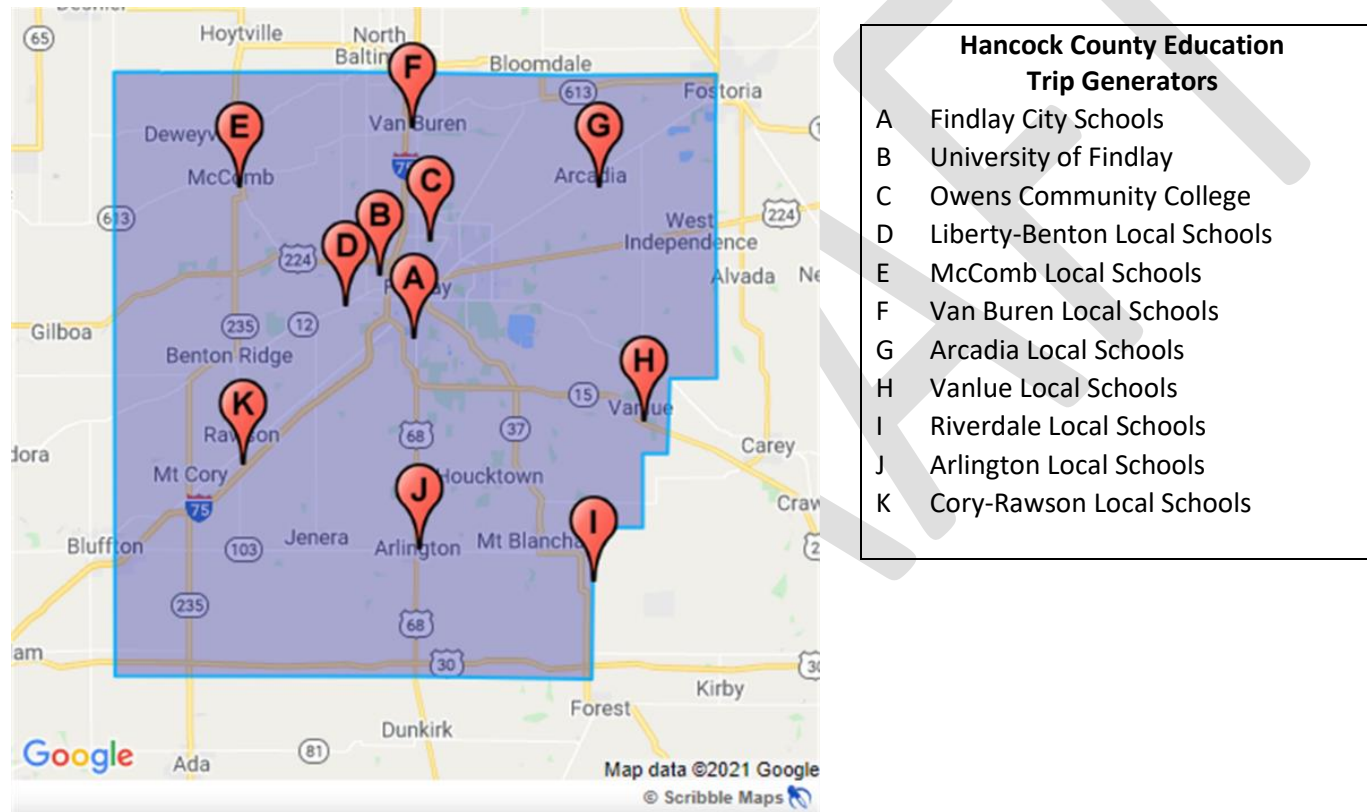
Percentage of zero-vehicle households (renter-occupied homes)



The following maps illustrate the location of the top destinations for existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle. As indicated in the map, most Hancock County trip generators are located in and around Findlay.

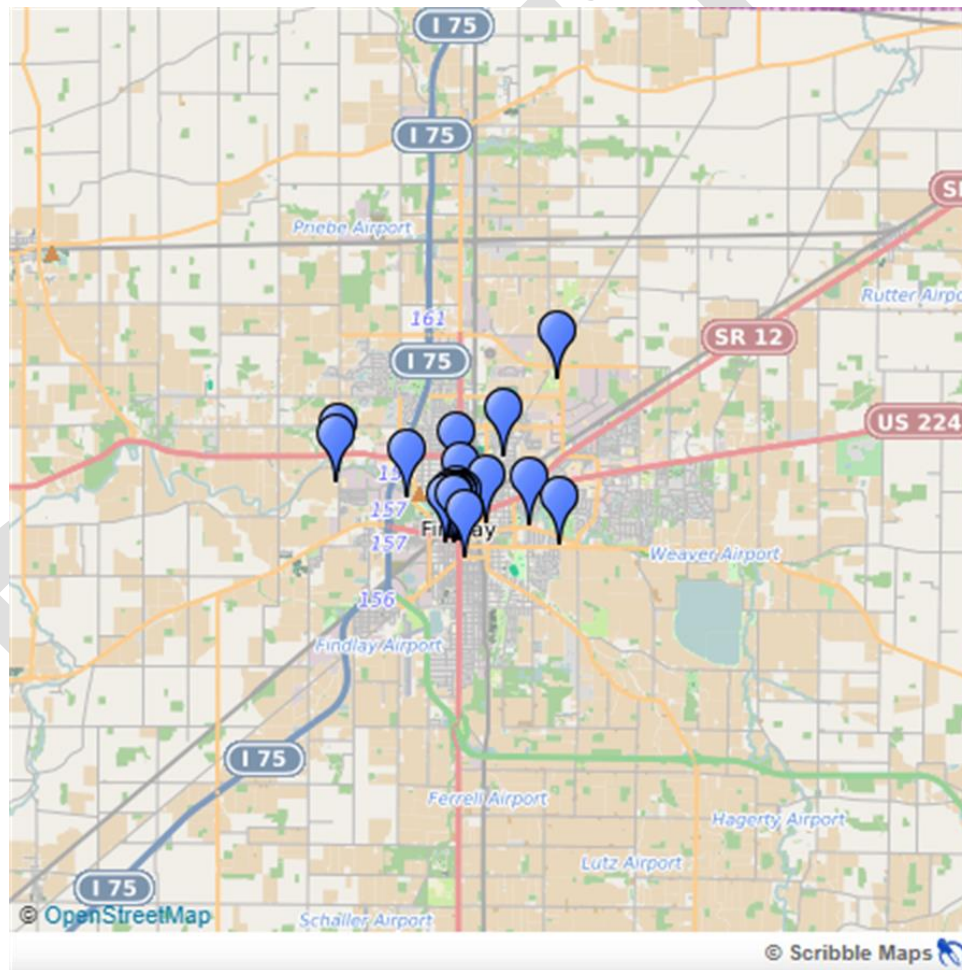
Map 5.1: Map of Major Trip Generators (Education)

Transportation to and from schools by students and employees are major trip generators in Hancock County. The county has nine public school districts as well as the University of Findlay and Owens Community College. Below are the locations of schools throughout the county.



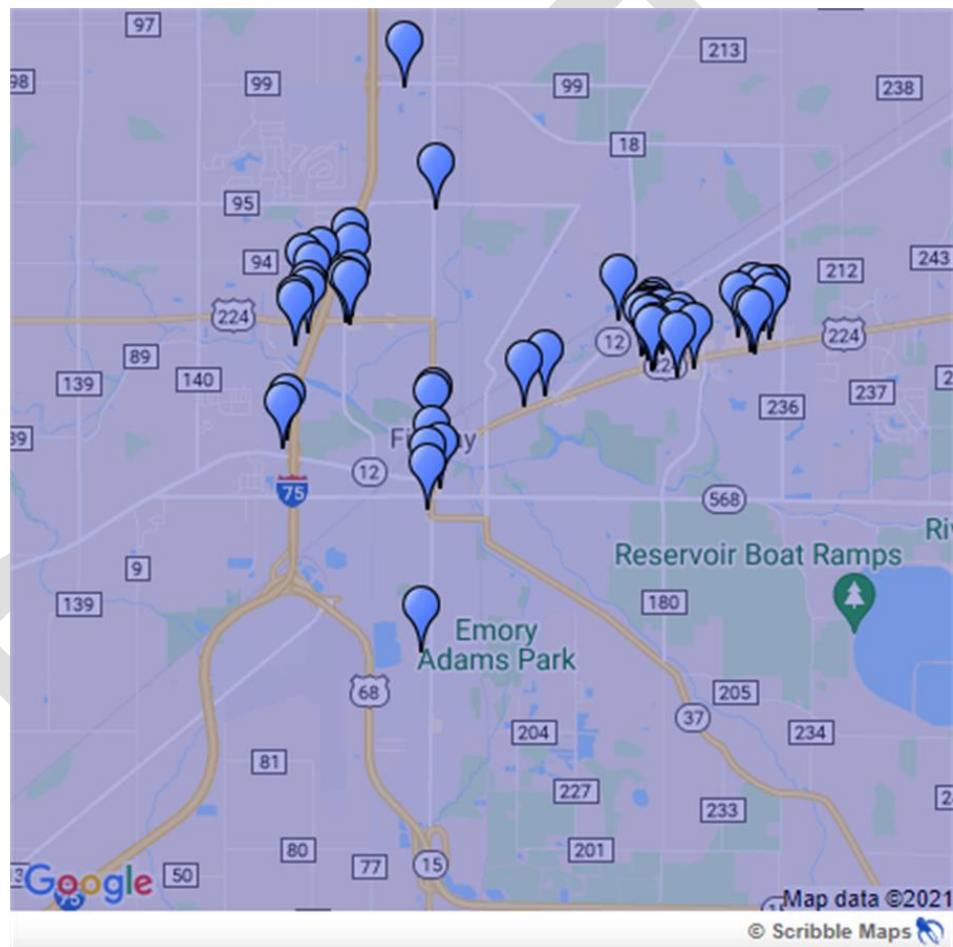
Map 5.2: Map of Major Trip Generators (Government)

Business conducted by government agencies like the City of Findlay, Hancock County, the U.S. Postal Service, Ohio Bureau of Motor Vehicles and other agencies also account for a significant number of trips during weekday hours. Most government agencies/services are located in downtown Findlay at the city's municipal building and county courthouse. Other county offices, as well as the offices for the Ohio Bureau of Motor Vehicles are on the western edge of the city along Hancock County Road 140. Below are the locations of key government offices in the county.



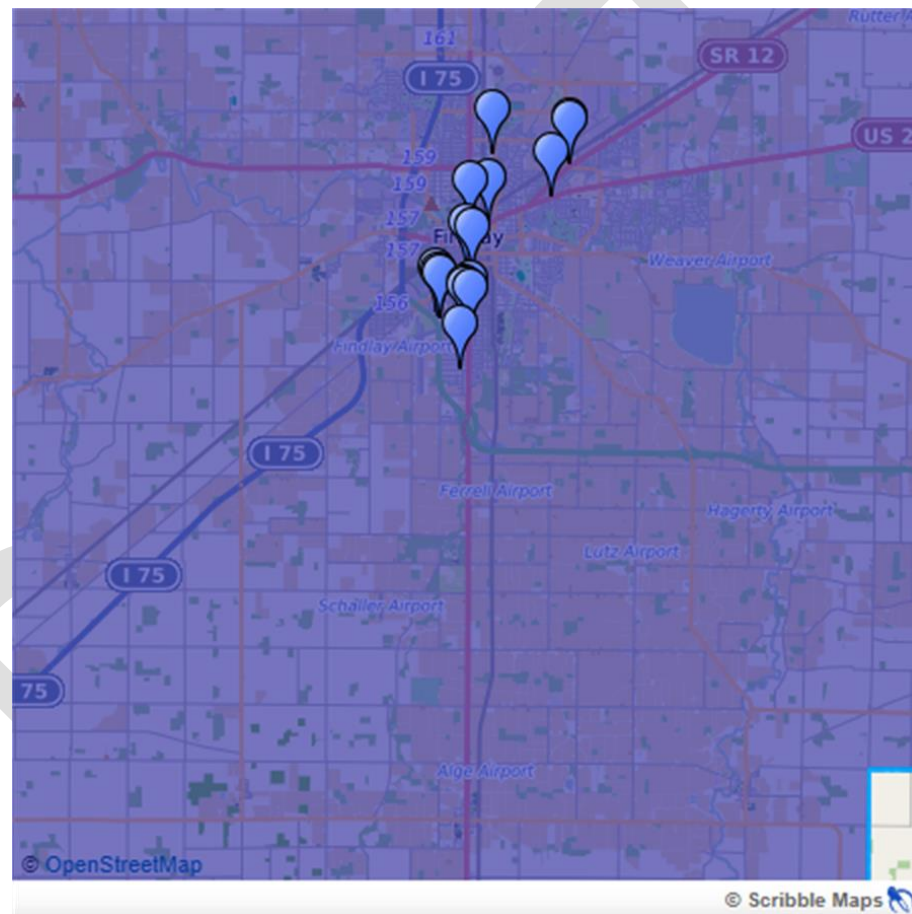
Map 5.3: Map of Major Trip Generators (Retail)

Retail operations, grocery and department stores, restaurants and other specialty stores where residents go to acquire goods and services for their daily needs are also key trip generators. Most Hancock County retail establishments are primarily located in Findlay. Retail is largely concentrated in three parts of the city --- on the eastside around Tiffin Avenue, along the I-75 corridor and in downtown. Below are the areas of the county where key retail travel occurs.



Map 5.4: Map of Major Trip Generators (Medical)

Medical facilities are also key trip generators. They can include hospitals, doctor's offices, clinics, dialysis centers, dentists and physical therapy centers. Many of Hancock County's medical facilities are primarily located in Findlay. The county's medical facilities are grouped in the south end of Findlay, around Blanchard Valley Hospital as well as in the northeast part of Findlay off Tiffin Avenue. Below, are where the key medical trip generators are located.



Analysis of Demographic Data

The analysis of Hancock County's demographics data shows an aging population with a relatively stable population base in the future. The numbers also show an increasing population of elderly and individuals with disabilities in the county. Among the challenges in the future may be a need for additional services within Hancock County's rural areas. Transportation services are available to the county's rural residents but are harder to come by than for residents in Findlay. Other challenges include after-hours, weekend and holiday transportation when public transportation is unavailable. Most of the county's primary trip generators are in Findlay, where the majority of the county's residents live.

General Public and Stakeholder Meetings/Focus Groups

HHWP Community Action Commission hosted and facilitated five local meetings and focus groups at Findlay Senior Homes, Findlay Senior Towers, Good Samaritan Assisted Living, 50 North and the City Mission to discuss the unmet transportation needs and gaps in mobility and transportation. Sixty-eight people participated in the meetings. Of those, 45 self-identified as older adults and 17 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 meetings, the HHWP Community Action Commission mobility manager presented highlights of historical coordinated transportation in 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 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 a dozen mobility issues to achieve, preserve, avoid or eliminate through coordination during the meetings. 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 focus groups, stakeholder interviews and survey results.

In addition, participants in the meetings were given flyers detailing their best transportation options in Hancock County and the phone number of the mobility manager to call with questions and concerns in the future.

Surveys

Three public opinion surveys were conducted in July through mid-September 2021 to collect data from the general public, senior citizens and residents with disabilities about transportation needs in Hancock County. The surveys were available through an online link, a QR code and in paper format widely circulated on social media and news media outlets. Flyers were posted around the county at social service agencies and local public libraries.

There were 162 surveys returned by the public from a community transportation needs survey and a senior transportation needs survey conducted by the Hancock County Mobility Manager from July through mid-September 2021: 23 percent of individuals identified as disabled while 53 percent of persons who took the survey said they were senior citizens. There were other specialized surveys conducted that were sent to county employers and social service agencies.

Exhibits on following pages summarize key components of the survey.

Exhibit 3.1 Geography of Survey Respondents

A total of 129 of the 162 survey respondents were from Findlay. The remainder came from other Hancock County villages.

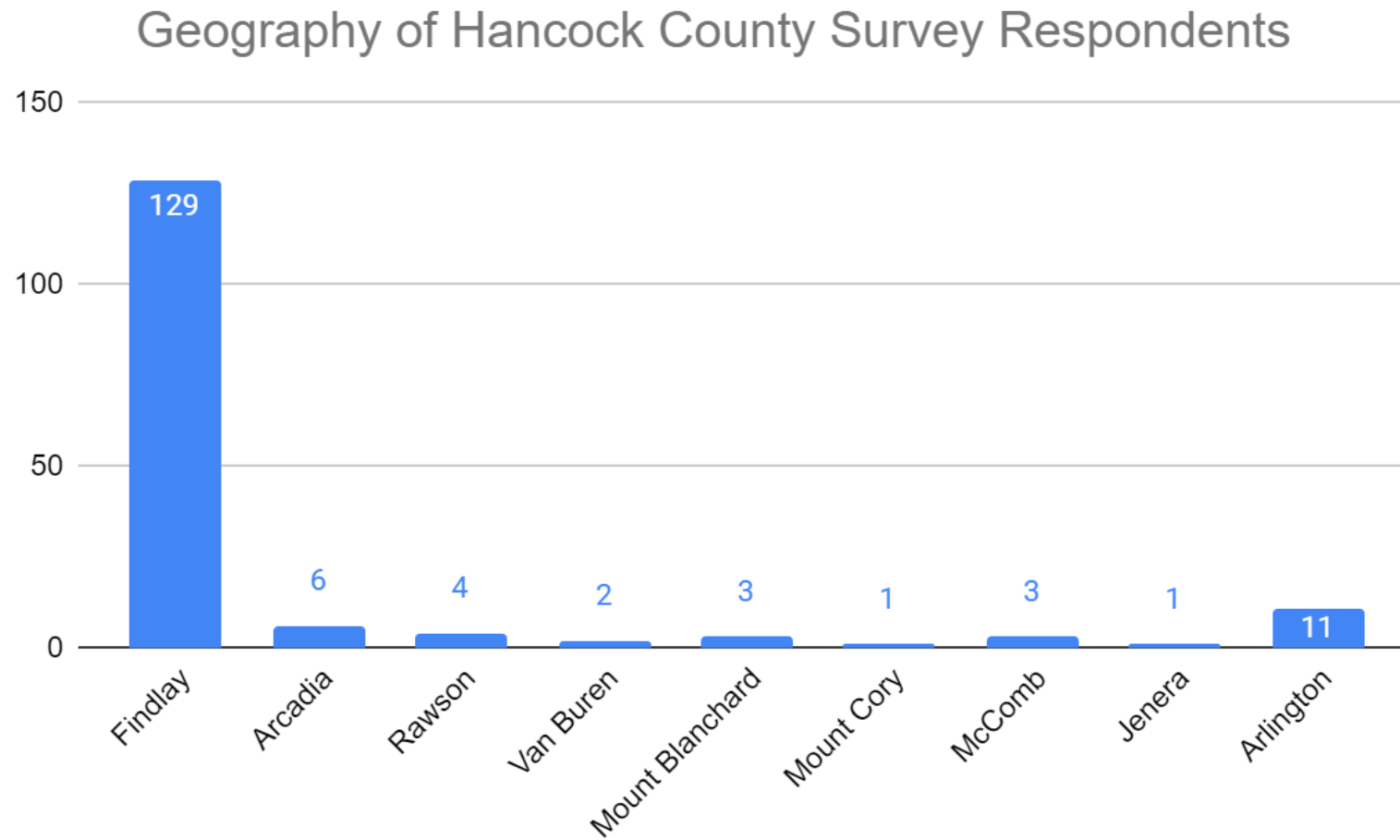


Exhibit 3.2: Trips by Mode of Transportation

The majority of survey respondents use their personal vehicles to get where they need to go. Riding with family and friends (33 percent) and public transportation (20 percent) also rated highly in the survey.

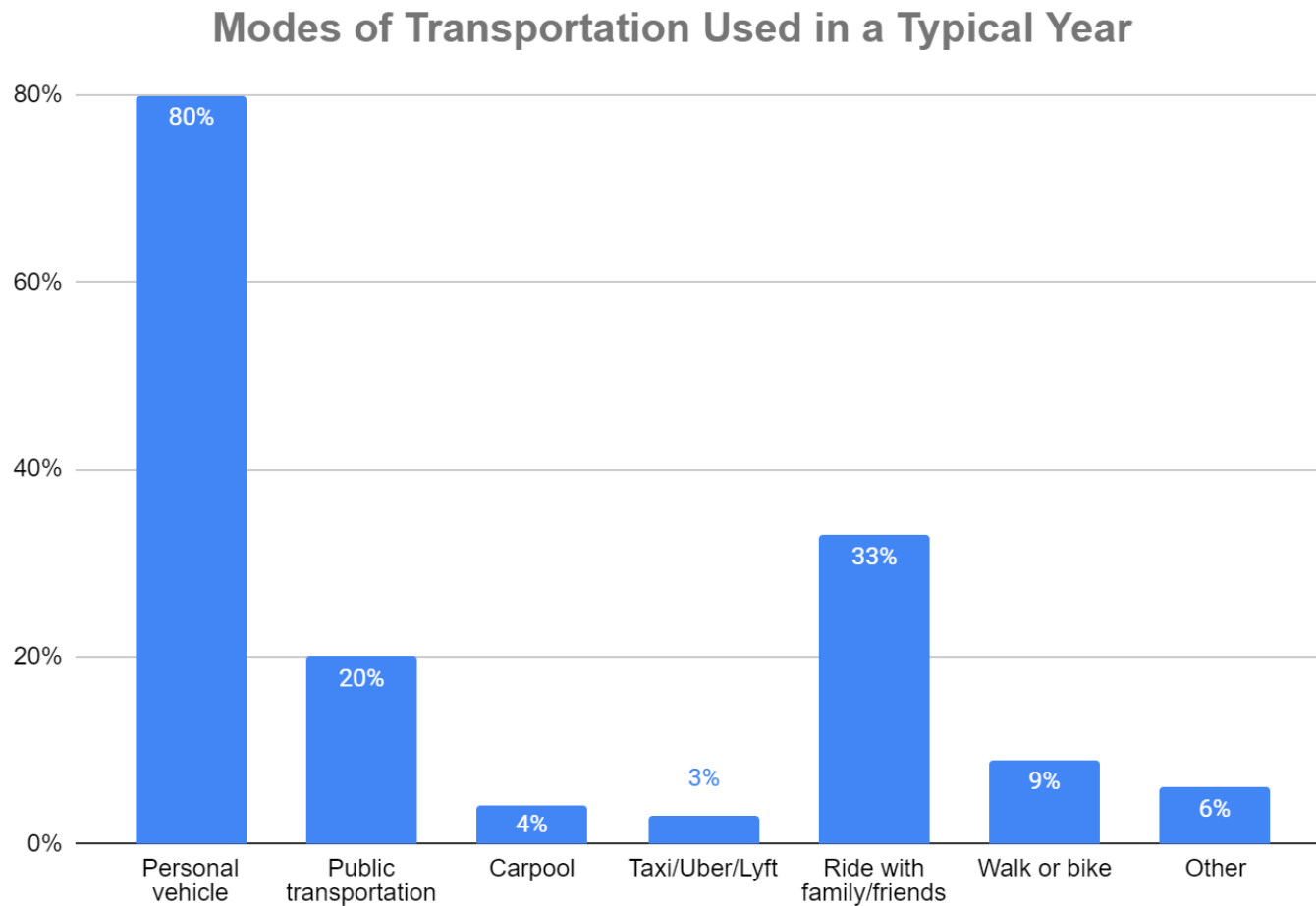


Exhibit 3.3: Trips Needed by Destination

Grocery and retail shopping and restaurants were the top trip destinations according to respondents at 46 percent. Medical appointments, banking and trips to the post office/banks are also high on the list.

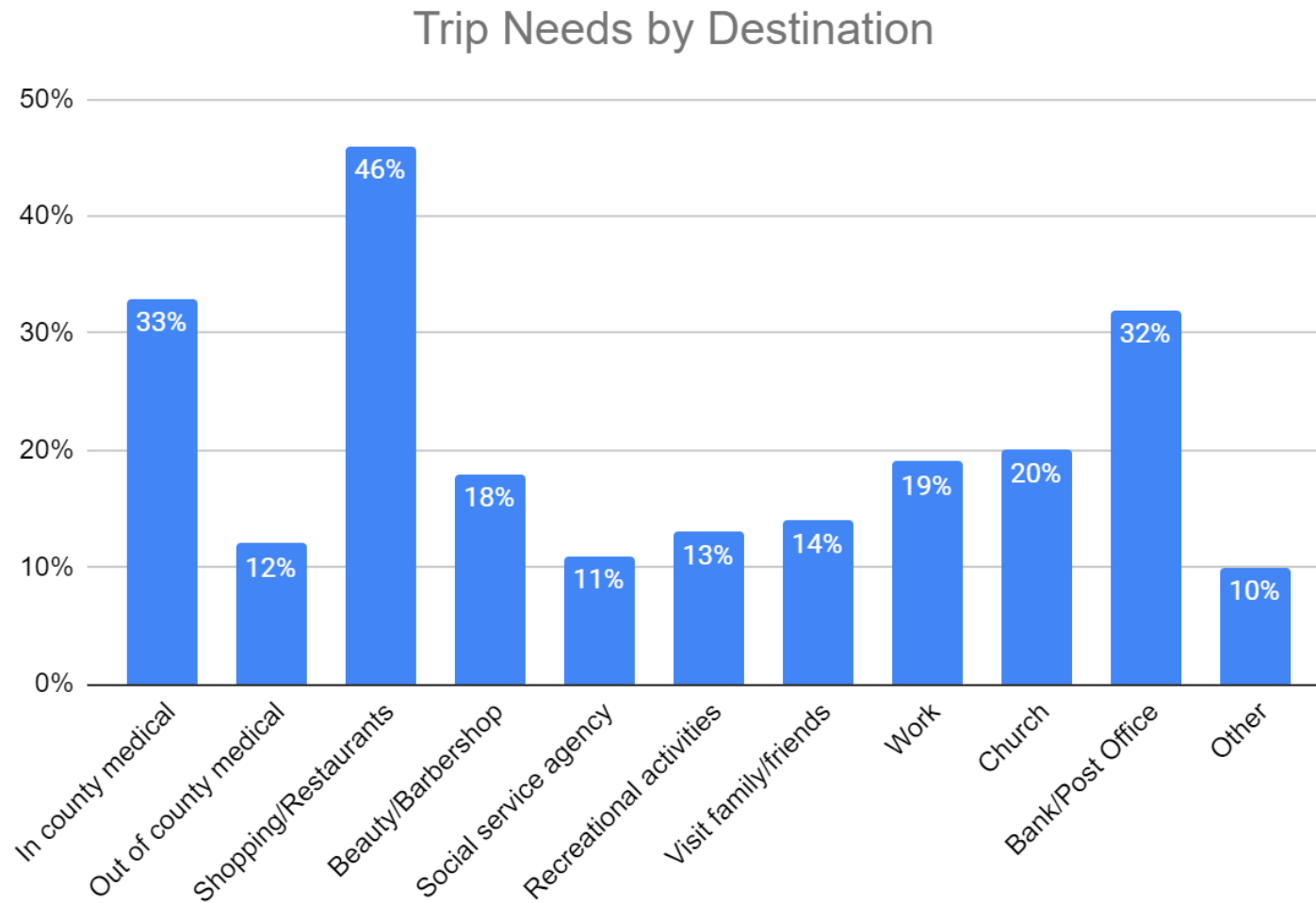


Exhibit 3.4: Survey respondents' employment status

As far as employment status goes, 65 percent of respondents said they were employed outside of their homes. There were 28 percent of respondents who said that they were retired.

Respondent Employment Status

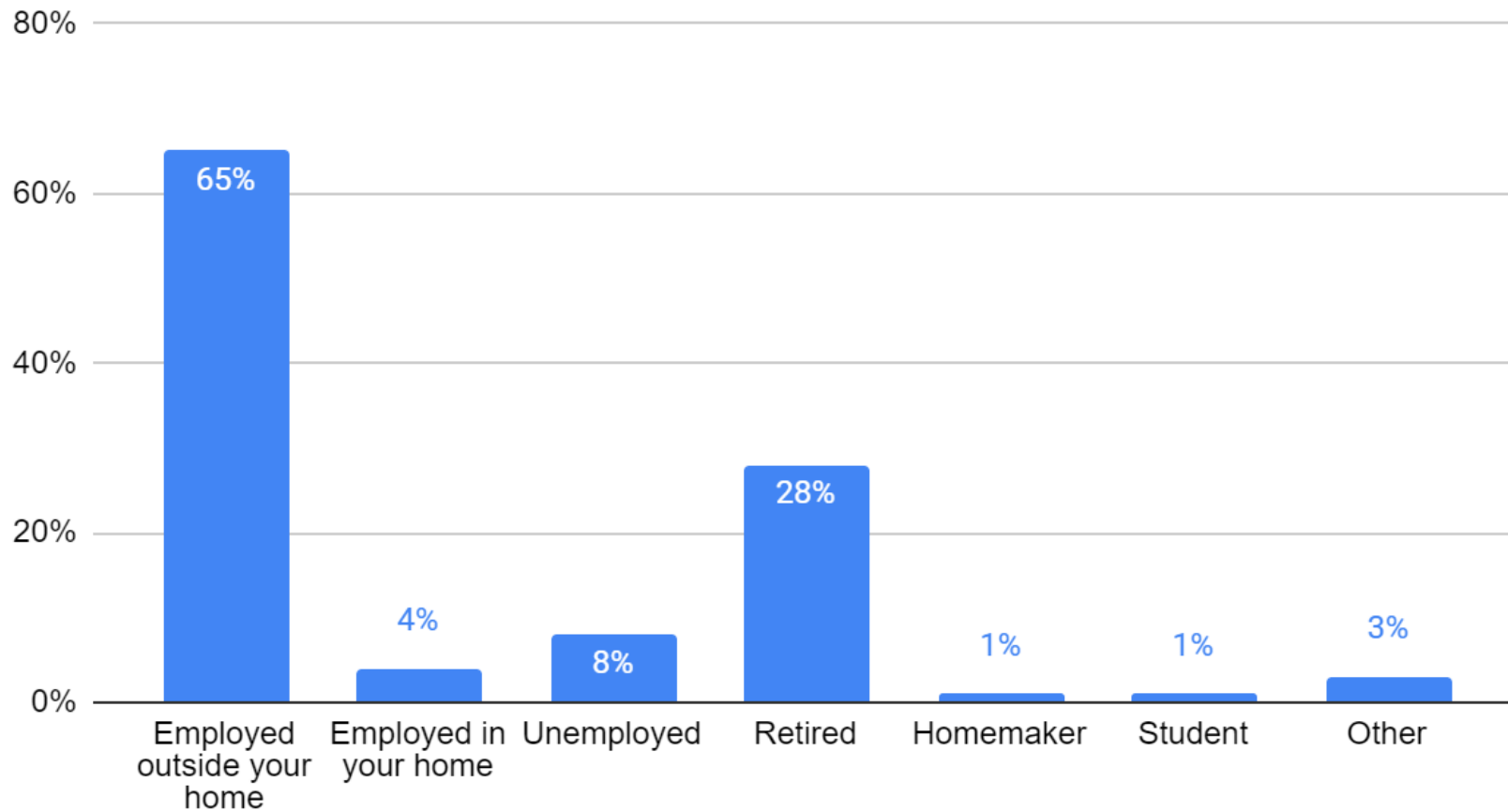


Exhibit 3.5: Age of survey respondents

About 1/3 of the respondents to the survey in Hancock County were age 65 and older. Another 30 percent of those surveyed were between the ages of 55 and 65.

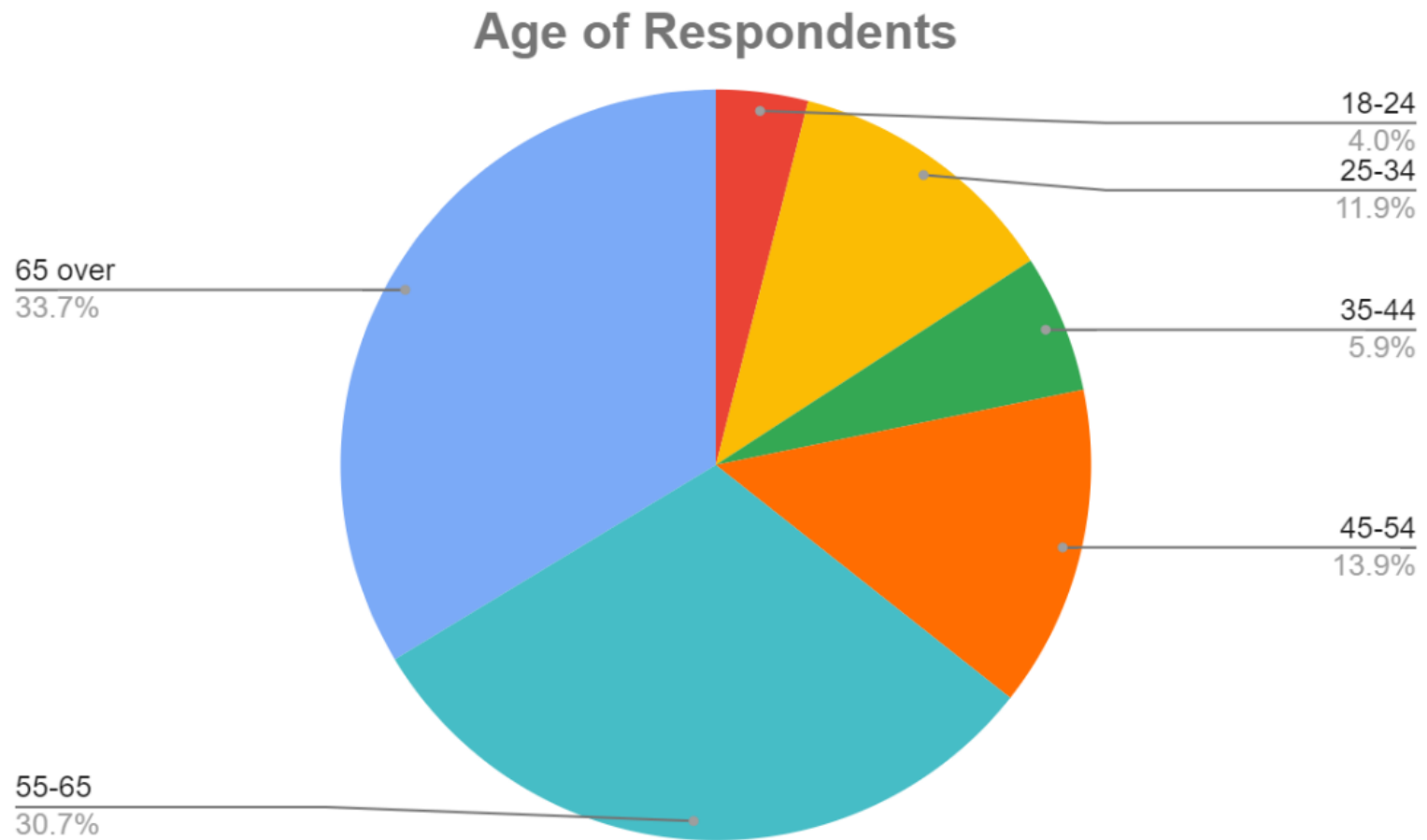


Exhibit 3.6: Days transportation is most needed

Mondays and Wednesdays were the days of the week transportation was most needed. Followed by Tuesdays and Fridays.

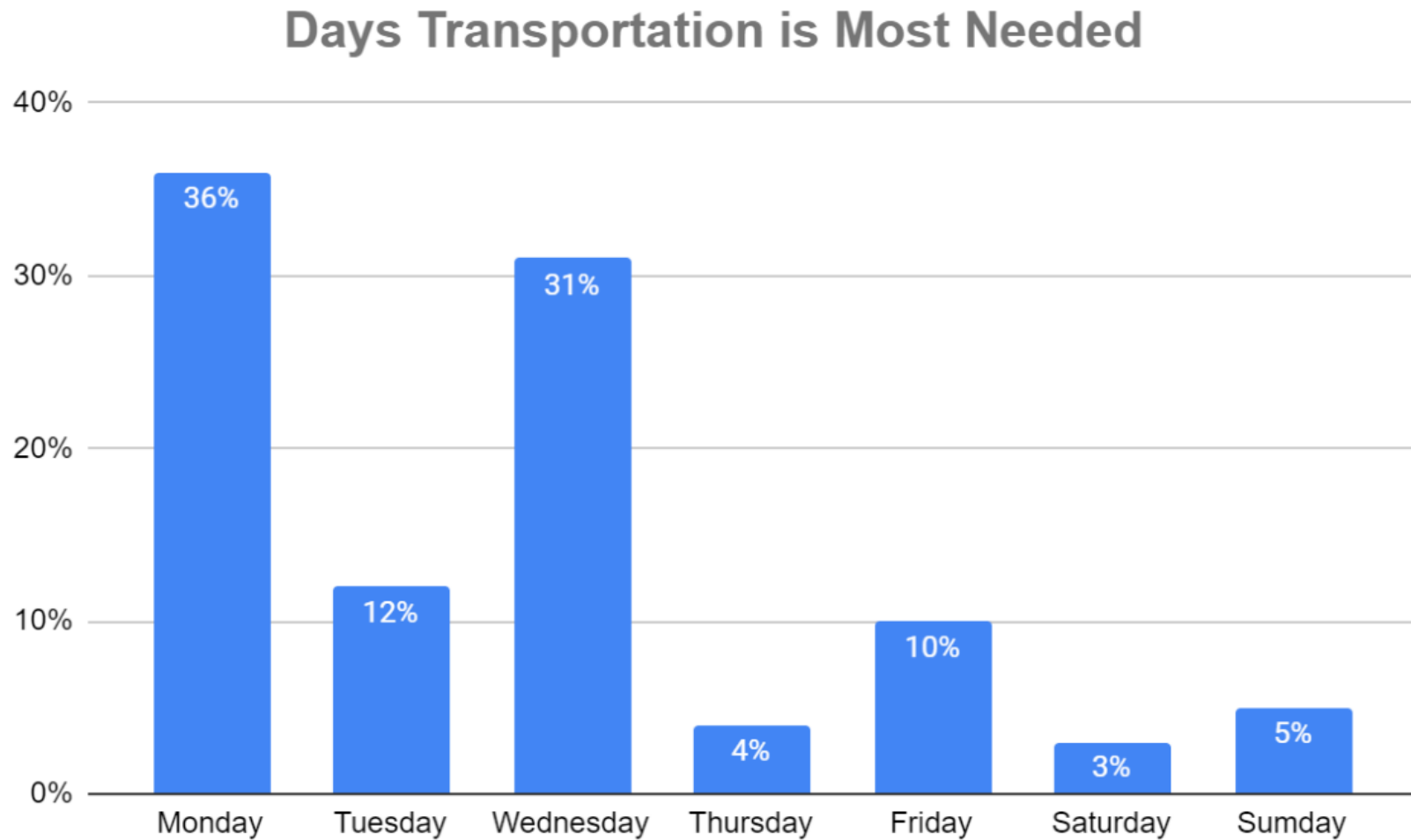


Exhibit 3.7: Time transportation is most needed

Daytime hours are when survey respondents said they needed transportation most. Nearly a third of respondents said they needed transportation between 7 a.m. and noon or noon and 4 p.m. A significant number of residents need transportation before 7 a.m. and between the hours of 8-10 p.m. when public transportation is unavailable or extremely limited.

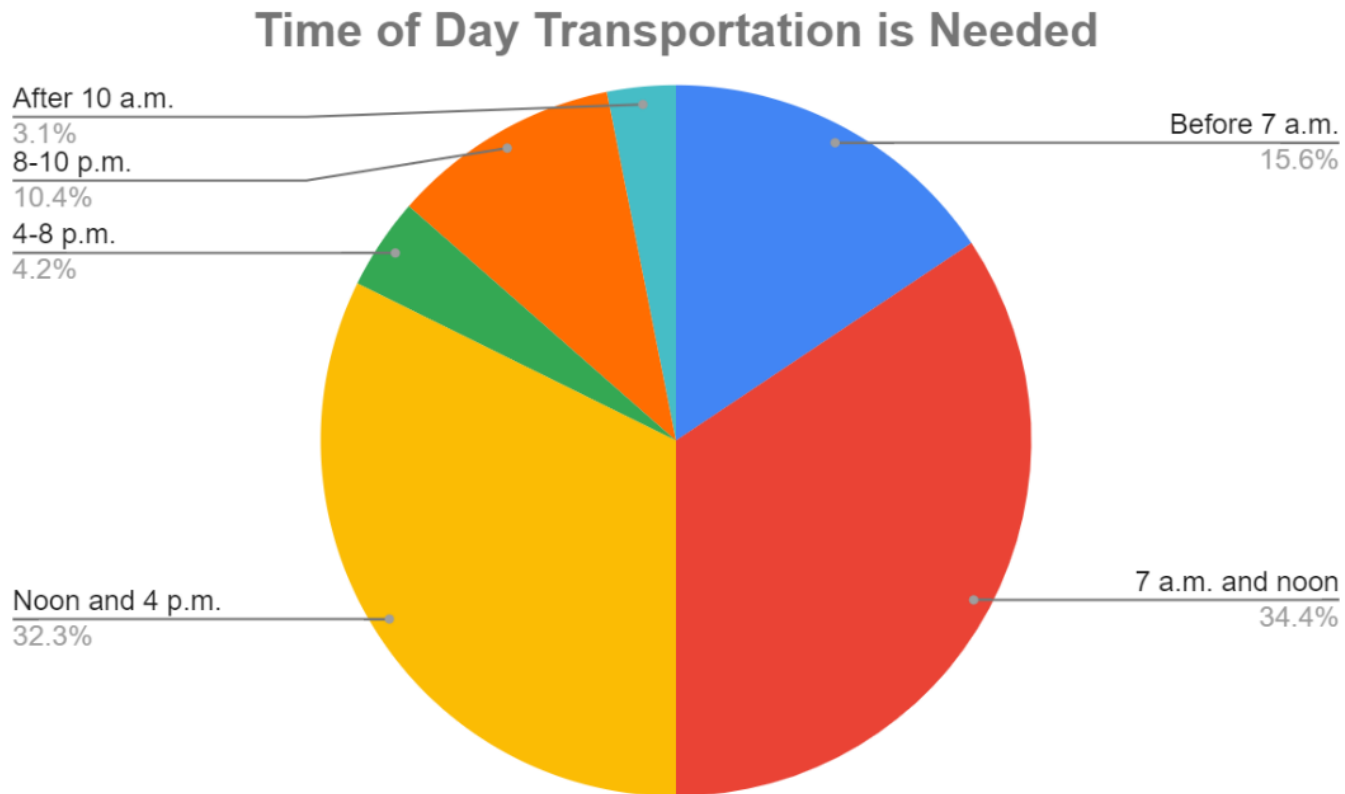


Exhibit 3.8: A lack of transportation in the past year

More than half of the respondents said they haven't had any issues with transportation in the past year. Another 31 percent of folks responded that they had problems getting where they wanted to go between 1-5 times in the past 12 months.

How often has a lack of transportation affected you in the past year?

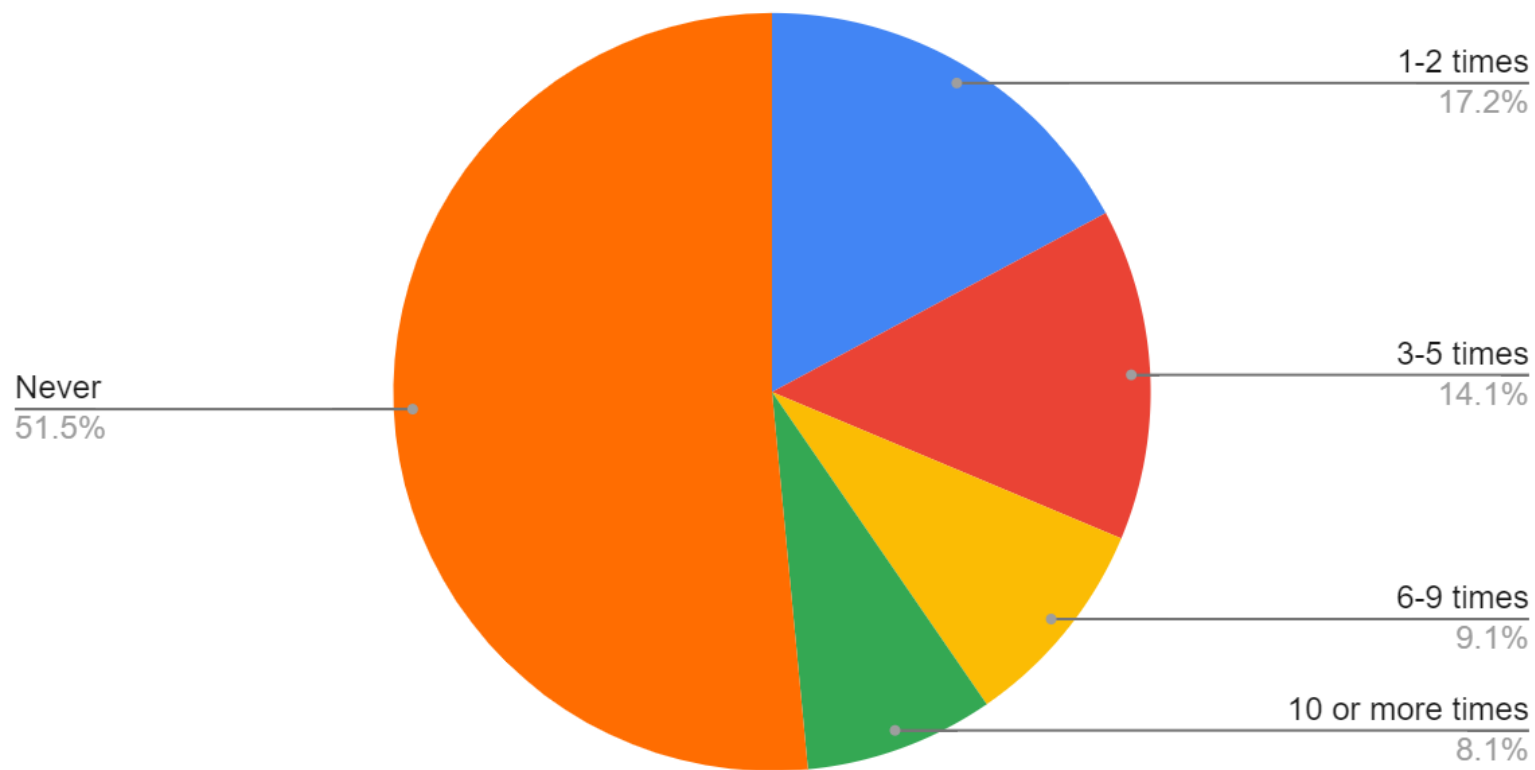


Exhibit 3.9: What can make local transportation options more appealing?

The answers on what would make local transportation options more appealing was evenly split with seven of the eight options listed garnering between 31 and 38 percent response rate.

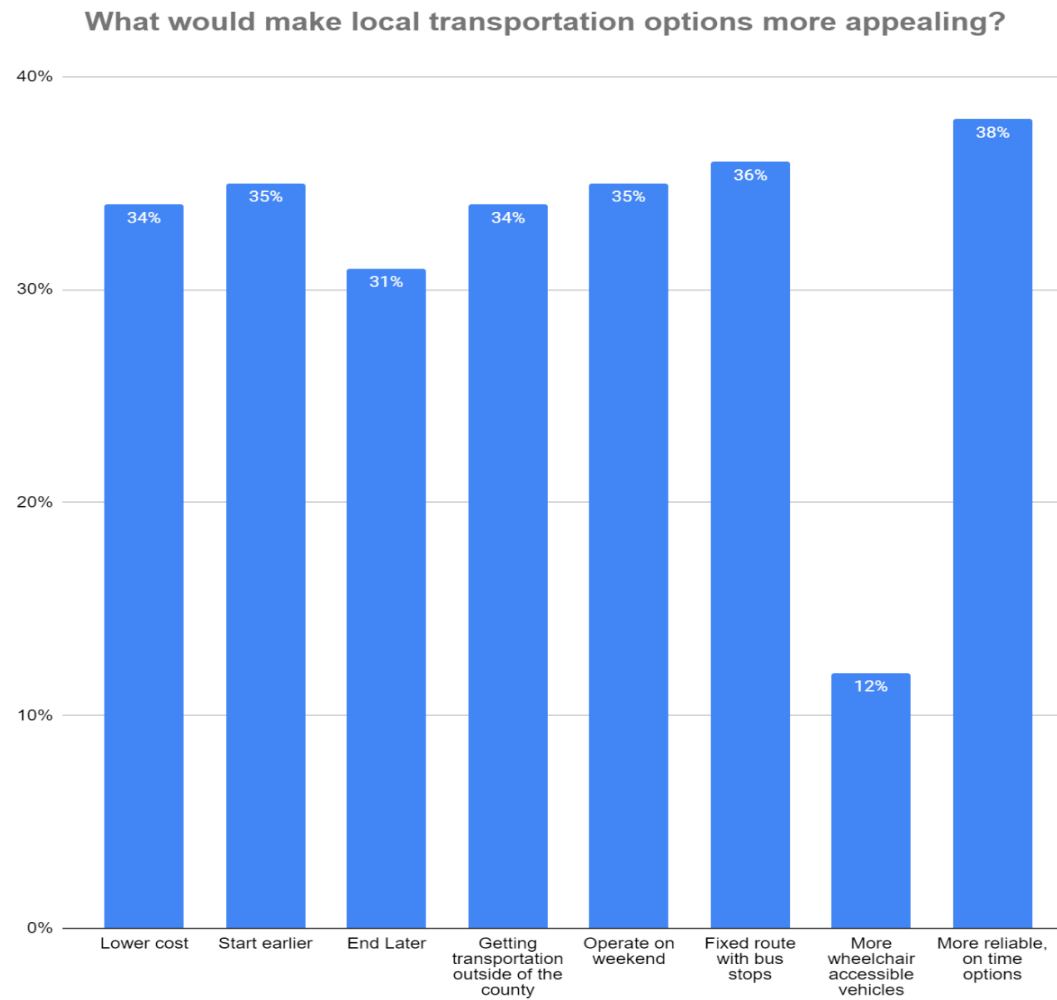


Exhibit 3.10: What would you like to see to improve transportation in your community?

Among those surveyed, respondents listed more available transportation options as the top way to improve transportation in the community at 45 percent. Bike and pedestrian friendly streets garnered 20 percent of the votes with cheaper transportation options (19 percent) and more rideshare programs (16 percent) close behind.

What would you like to see to improve transportation in your community?

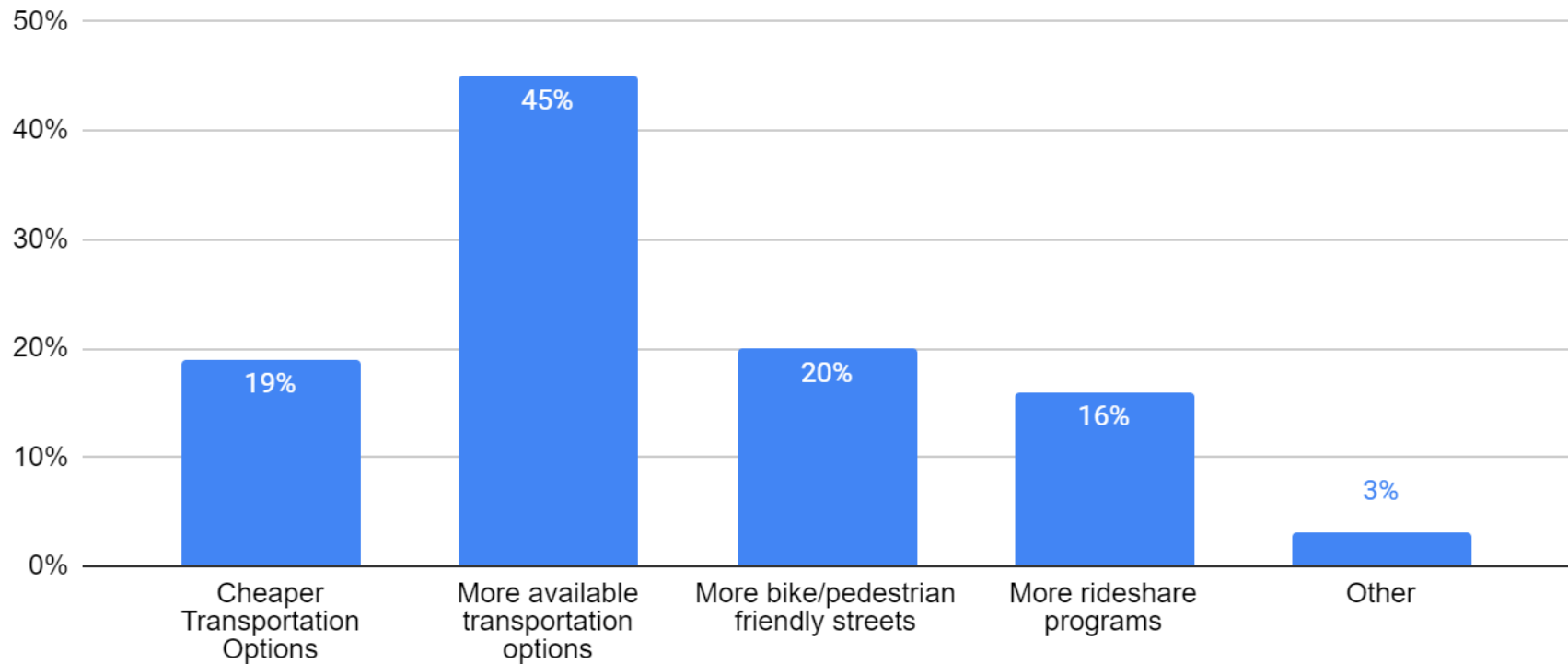
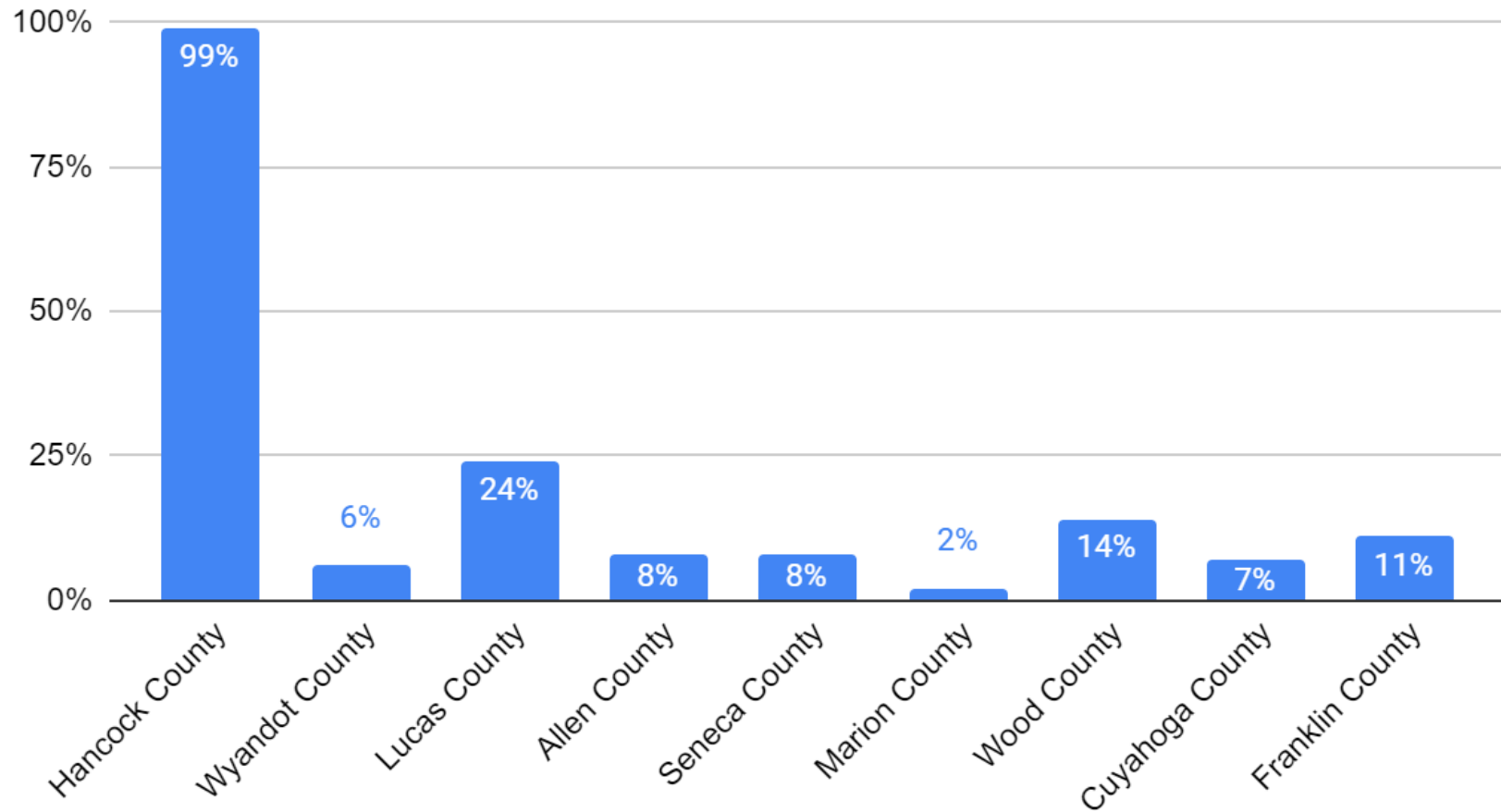


Exhibit 3.11: What areas do you need transportation to?

Aside from Hancock County, Lucas County (24 percent), Wood County (14 percent) and Franklin County (11 percent) were the top out-of-county destinations sought by respondents. Most of those rides were primarily for medical appointments.

What areas do you need transportation to?



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:

- o Current shortage of drivers/aging transportation staffs.
- o Lack of availability for same-day, next-day transportation.
- o Lack of marketing/communication of available transportation services.
- o Transportation limited primarily to weekdays.
- o Time/costs involved to transport riders within the county outside of Findlay.
- o Securing more funding to support the county's current coordination efforts.
- o Lack of coordination between regional transportation providers.
- o Lack of transportation for employment for second- and third-shift workers.
- o Limited access to public transportation due to poor sidewalks, front porch, door and/or steps in need of repair for safe egress for disabled passengers.
- o Organizational buy-in for coordination, sharing of costs, etc.
- o Lack of afterhours/weekend transportation options.
- o Lack of funds and personnel to increase number of buses and /or times of operation.
- o Desire for weekend service and extended hour of operation during the week.
- o Ability to travel further distances.
- o Ability to secure services with little or no advanced reservation required.
- o Coordinated trainings for drivers.

Summary of Unmet Mobility Needs

The following table describes the identified 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.

Exhibit 4: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Evening and early morning transportation availability for second- and third-shift workers	Surveys, focus groups, interviews with stakeholders
2	Greater awareness of transportation options by the community	Focus groups, surveys
3	Sustain current service and examine possible expansion of service during weekends, especially Sunday when transportation is unavailable	Surveys, focus groups
4	Additional local funding	Transportation coalition, focus groups
5	Regional coordination with adjoining counties to make cross county transportation more efficient, cost-effective	Transportation coalition, surveys, focus groups
6	Transportation needs of 50-59 year olds who don't qualify for other transportation programs	Surveys, transportation coalition, interviews with stakeholders
7	Fixed-route transportation with scheduled stops	Transportation coalition, surveys, focus groups
8	Additional drivers/coordinated driver training	Transportation coalition, interviews with stakeholders
9	Implementation of active transportation plan	Surveys, transportation coalition, interviews with stakeholders
10	More outreach, better service to outlying parts of the county	Surveys, transportation coalition, focus groups

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Hancock County 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 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 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: Expand availability of affordable transportation on nights and weekends

Needs being addressed: Senior citizens, disabled would achieve expanded mobility options and second- and third-shift workers currently have limited affordable transportation options to get to and from work.

Strategy 1.1: *Research and implement an expansion of service hours to start at 6 a.m. and end at midnight to connect residents with expanded employment opportunities.*

Timeline for Implementation: Present to Jan. 2023

Action Steps:

- o Examine the options of car/van pooling or rideshare options for Hancock County's second- and third-shift workers.
- o Explore tax break options for employers for transportation.
- o Continued outreach and support for extension of service hours.
- o Identify how much funding would be needed for service expansion.
- o Locate funding opportunities and partnerships.

- o Work with Hancock Alliance, local employers and staffing agencies to assess service needs/ways to assist employees with transportation issues.

- o Use data and community to create a pilot program.

Parties Responsible for Leading Implementation: HATS Transportation; Hancock County Mobility Managers.

Parties Responsible for Supporting Implementation: Hancock County Alliance; Local employers; employment agencies, ODOT, FTA.

Resources Needed: Local funding, additional staff, staff time, technology, marketing.

Potential Cost Range: Dependent on level of expanded services.

Potential Funding Sources: Contract revenue; local fare reimbursements; employer reimbursement; municipal, county and state funds; federal programs; transportation tax levy.

Performance Measures/Targets

- o Establish at least one rideshare program at a local employer.

- o Conduct surveys/interviews to determine demand.

- o Completed plan for pilot project to apply for funding sources.

- o Successful expansion of services.

Strategy 1.2: *Reach out to local for-profit transportation providers and taxi services to market and advertise any services they offer that increases after-hours transportation availability.*

Timeline for Implementation: Present to Jan. 2023.

Action Steps:

- o Talk with local taxi companies and other for-profit providers to assist them in informing the public of the after-hours services they can provide.

Parties Responsible for Leading Implementation: Hancock County Mobility Manager.

Parties Responsible for Supporting Implementation: Hancock Transportation Coalition; employers, employees, general public who may use those services.

Resources Needed: Local funding, marketing.

Potential Cost Range: \$2,000-\$3,000.

Potential Funding Sources: Customer fares, employer assistance, local grants.

Performance Measures/Targets

- o Increased for-profit ridership.
- o Greater awareness of local transportation options.
- o Fewer residents with after-hours transportation issues.

GOAL #2: Increase funding for local public and coordinated transportation

Needs being addressed: Sustaining Hancock County’s current transportation services now and into the future with the possibility of expansion to better serve all county residents and help alleviate unmet needs and gaps in service.

Strategy 1.1: *Continued and increased local support by encouraging organizations that require transportation to contract with HATS and other transportation providers when possible. Human service agencies and other organization could realize cost savings by purchasing services rather than providing them themselves.*

Timeline for Implementation: Continuous and ongoing.

Action Steps:

- o Create relationships with area human service agencies in letting them know what services can be offered, the possible cost and availability of those transportation services.
- o Provide agencies with a cost breakdown to complete an analysis to determine potential savings.
- o Work with community partners to coordinate efforts to best serve clients’ needs.

Parties Responsible for Leading Implementation: Mobility manager; Hancock Transportation Coalition; HATS.

Resources Needed: Staff time.

Potential Cost Range: Minimal.

Potential Funding Sources: None.

Performance Measures/Targets

- o Number of clients getting needed transportation services.
- o Local matching funds generated by contractual agreements.
- o Number of new agencies approving contracts.

Strategy 1.2: *Continued and increased local, state and federal support for transportation.*

Timeline for Implementation: January 2022.

Action Steps:

- o Establish rapport with local and government and state legislative officials to explore the possibility of increased funding from the city and county for transportation services for the community.
- o Explore all options for state and federal transportation funding sources.
- o Locate and apply for grant funding from local, regional and statewide groups and organization to help to increase the local share of transportation match funds for all the county's transportation providers.
- o Examine the possibility of local support for a tax levy dedicated to local transportation improvements.

Parties Responsible for Leading Implementation: Hancock County Mobility Manager, HHWP Community Action Commission, transportation providers, human service agencies, other community organizations, government agencies.

Parties Responsible for Supporting Implementation: Hancock Transportation Coalition.

Resources Needed: Staff time, grant writing services.

Potential Cost Range: Could vary with effort, resources that are currently available.

Potential Funding Sources: Section 5311, 5310 funding, grants, private donations, state, county or local appropriation of funds, non-DOT funds from federal programs.

Performance Measures/Targets

- o Increased funding from local sources.
- o Grant applications for local, state, federal and private sources.
- o Pool of local and county funding dedicated to local transportation.

GOAL #3: Better meet the needs of Hancock County’s rural residents outside of Findlay.

Needs being addressed: Outreach on transportation options and how to best utilize the transportation services that are available to rural areas of Hancock County.

Strategy 1.1: Assess the transportation needs of residents in the county’s villages and townships.

Timeline for Implementation: Continuing and ongoing

Action Steps:

- o Meet with Hancock County’s village mayors and councils as well as township trustees as often as possible to continue to identify transportation needs and gaps in their communities.
- o Network with community groups, senior living facilities and faith-based organizations to help educate members and clients on transportation options available in Hancock County.
- o Connect with human service providers and medical providers to determine how many clients/patients live outside of Findlay.
- o Town hall meetings in rural communities to discuss options and inform residents about the mobility management program.

Parties Responsible for Leading Implementation: Mobility manager.

Parties Responsible for Supporting Implementation: Hancock County Village and township public officials, community groups, churches, social service and medical providers.

Resources Needed: Staff time.

Potential Cost Range: Mobility manager’s salary.

Potential Funding Sources: 5310 Mobility Manager grant.

Performance Measures/Targets

- o Number of meetings with village and township officials.

- o Increase in number of trips taken by Hancock County rural residents.
- o Number of residents served/contacted by mobility manager outside of Findlay.

Strategy 1.2: Explore the possibility of scheduled service to Hancock County villages.

Timeline for Implementation: Sometime in 2023.

Action Steps:

- o Determine ridership potential for weekly schedule service to Hancock County's villages through surveys/focus groups.
- o Work with HATS to determine cost of weekly schedule service to Hancock County villages.
- o Coordinate with human service/medical providers and top retail destinations to determine feasibility of appointments matching trip days and times from Hancock County villages.

Parties Responsible for Leading Implementation: Mobility Manager, HATS.

Parties Responsible for Supporting Implementation: human service/medical providers, Hancock County rural residents.

Resources Needed: Possible additional HATS staff, vehicles; marketing materials.

Potential Cost Range: Dependent on service provided.

Potential Funding Sources: Fares, contracts with medical/human service providers, local grants, ODOT, FTA funding.

Performance Measures/Targets

- o Surveys/focus groups/interviews with village residents completed.
- o Budget completed detailing cost for schedule service to county.
- o Weekly service schedule to villages begins.
- o Increased use of transportation services by Hancock County rural residents.

GOAL #4: Improve and enhance marketing for all transportation services and providers to create awareness of transportation options.

Needs being addressed: The lack of knowledge by the public and some social service agencies hampers access to shopping, medical appointments and education and social activities for those who do not know what transportation options are available to them.

Strategy 1.1: *The Hancock County Mobility Manager will create new a new general brochure listing transportation options for Hancock County residents as well as targeted publications for seniors, disabled, low income and veteran populations.*

Timeline for Implementation: January 2022

Action Steps:

- o Gather complete and accurate information from all transportation providers.
- o Create general and specialized Hancock County brochures.
- o Circulate brochures through all avenues in all areas of Hancock County including human service agencies, government offices, libraries, area employers, etc.

Parties Responsible for Leading Implementation: Hancock County Mobility Manager.

Parties Responsible for Supporting Implementation: Human service agencies, local transportation providers.

Resources Needed: Staff time, printing costs, software.

Potential Cost Range: Less than \$1,000.

Potential Funding Sources: Mobility management funds, grants, donations.

Performance Measures/Targets

- o Number of brochures created and distributed.
- o Focus groups/surveys to ascertain if the community is more knowledgeable about local transportation options.
- o Number of outlets where brochures are available.

Strategy 1.2: *Enhance the marketing of current transportation providers.*

Timeline for Implementation: Next 12 months.

Action Steps:

- o Meet at least twice a year with all the county's transportation providers both non-profit and for-profit services to determine best practices in marketing of their services to Hancock County residents.
- o Monthly Mobility Newsletter to spotlight transportation providers' drivers, special services and other positive attributes about the organization.
- o Solicit and write stories/video from transportation users, particularly seniors and those with disabilities, detailing how important transportation services are in their daily lives. Find other transportation-related info for human interest features. Pitch those stories to local/state/national media outlets quarterly.
- o Post provider information and updates to web and social media channels, with posts shared by providers themselves and their partners.

Parties Responsible for Leading Implementation: Mobility manager.

Parties Responsible for Supporting Implementation: Transportation providers.

Resources Needed: Staff time.

Potential Cost Range: Mobility manager salary.

Potential Funding Sources: 5310 grant.

Performance Measures/Targets

- o Regular meetings with transportation providers.
- o Number/frequency of newsletters.
- o Number of social media posts/shared and liked posts/web analytics of posts.

Strategy 1.3: *Increase Hancock County transportation information available on the internet and other outreach activities.*

Timeline for Implementation: In the next 12 months.

Action Steps:

- o Develop a comprehensive mobility management website linking to local transportation providers, top available transportation options, travel training and additional transportation resources.
- o Increase use of social media (Facebook, Instagram, Twitter) as an outreach tool.
- o Increased attendance and participation in community events/job fairs by Hancock County Mobility Manager.

Parties Responsible for Leading Implementation: Mobility manager.

Resources Needed: Staff time, software, web-hosting services.

Potential Cost Range: Less than \$1,000.

Potential Funding Sources: Mobility manager 5310 program.

Performance Measures/Targets

- o Dedicated Hancock County website planned and created.
- o Number of Facebook posts, creation of Instagram and Twitter accounts.
- o Number of community events/job fairs attended by Hancock County Mobility Manager.

GOAL #5: Exploration of transportation pilot projects.

Needs being addressed: Possible test run for future service-routes in Findlay to senior living facilities, social service agencies, shopping districts, employment sites in the Tall Timbers area and distribution facilities.

Strategy 1.1: *Research opportunities to develop a local pilot program (ride share, service routes) utilizing available resources to enhance transportation options for Hancock County to address unmet transportation needs and gaps, improving access to medical care, employment and social services for underserved populations.*

Timeline for Implementation: Now through March 2023.

Action Steps:

- o Research pilot projects that have made an impact in other similarly sized communities.
- o Develop a list of between three and five projects that could satisfy Hancock County's unmet needs and transportation gaps.
- o Develop a budget and find funding for agreed upon pilot projects.

o Implement one or more pilot project and assess the results at the end of the pilot project time period.

Parties Responsible for Leading Implementation: Mobility manager, local transportation providers.

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition.

Resources Needed: Local funding, staff time, marketing, vehicles, technology.

Potential Cost Range: Dependent upon pilot project scope.

Potential Funding Sources: ODOT 5310, 5311 programs, private sector/employers, local community organizations, additional local, state and federal funds.

Performance Measures/Targets

o Identify possible pilot projects.

o Find funding and implement pilot project.

o Measure pilot project's effectiveness through predetermined metrics and goals.

GOAL #6: Continue the process of pursuing an active transportation plan for Hancock County.

Needs being addressed: Improving transportation infrastructure for residents who choose or are forced to choose because of a current lack of transportation, to walk or bike to destinations to fulfill their daily needs.

Strategy 1.1: Work with Hancock Public Health, City of Findlay, Hancock Park District and other stakeholders on Hancock County's Active Transportation Plan.

Timeline for Implementation: Ongoing.

Action Steps:

o Work with Hancock County cities, village and county officials in creating a draft of a countywide active transportation plan.

o Create active transportation team.

o Assist with submission of grant funding through various sources including, but not limited to, private foundations, community block grants and community revitalization grants.

o Set up community meetings/focus groups for outreach and advocacy to gain the support of the community in the development and implementation of an active transportation plan.

Parties Responsible for Leading Implementation: Mobility Manager, Hancock Public Health, Hancock Park District, City of Findlay, Hancock County, Hancock Regional Planning, Hancock Transportation Coalition.

Parties Responsible for Supporting Implementation: ODOT, Ohio Department of Health.

Resources Needed: Funding, staff time, publications and printing, capital needs.

Potential Cost Range: Dependent on scope of project.

Potential Funding Sources: National and community foundations, ODOT, Ohio Department of Natural Resources, Ohio Department of Health, local and federal grants, private donations.

Performance Measures/Targets

- o Draft of active transportation plan.
- o Completed active transportation plan.
- o Funding awarded to project.
- o Implementation of active transportation plan.

GOAL #7: Establish a volunteer network of drivers to assist non-traditional transportation needs to help with Hancock County's transportation gaps and unmet needs.

Needs being addressed: Supporting the transportation needs for residents that need transportation outside of traditional service hours particularly those who cannot afford those after-hours transportation options.

Strategy 1.1: *Develop a volunteer driver program.*

Timeline for Implementation: Jan. 2023.

Action Steps:

- o Research volunteer driver programs in Ohio and surrounding states.
- o Find a host agency for the volunteer driver program.

- o Establish guidelines, policies, goals and best practices for volunteer driving program.
- o Research liability issues/insurance needed for a local volunteer driving program.
- o Survey local churches, human service and other agencies for a pool of volunteer drivers.

Parties Responsible for Leading Implementation: Hancock County Mobility Manager.

Parties Responsible for Supporting Implementation: Hancock County Transportation Coalition.

Resources Needed: Staff time, funding, drivers, vehicles.

Potential Cost Range:

Potential Funding Sources: 5310 program; federal, state and local grants.

Performance Measures/Targets

- o Create plan for local volunteer driving program.
- o Secure funding/insurance for program.
- o Recruit and train a minimum of three drivers.
- o Vehicles purchased for program.
- o Number of trips provided by volunteer driver program.

VI. Plan Adoption

The plan development/update process included older adults, individuals with disabilities, members of the general public and representatives from public, private and non-profit transportation and human services providers. The process included Hancock County Transportation Coalition meetings, stakeholder meetings, public surveys and focus groups. Once the draft was completed it was made available for public comment online and with paper copies advertised in local media outlets and online via social media. After the public comment period, a public meeting was held on Nov. 8, 2021 when the plan was signed and adopted by the Hancock County Transportation Coalition and Hancock County Commissioners before being submitted to Ohio Department of Transportation.

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 Hancock County Mobility Manager Jamie Baker at 419-619-3936 or via email at jbaker@hhwpcac.com

Agency Representation

Name	Agency
Jamie Baker	HHWP CAC
Scott Lammers	HHWP CAC
Triena Miller	Hancock JFS
Randall Galbraith	Hancock JFS
Abby Accord	Hope House
Ashley Ritz	Hope House
John Platt	United Way
Taylor Coote	United Way
Jennifer Swartzlander	ADAMHS Board
Kelly Sparks	KanDu Group
Jessica Halsey	Hancock Public Health
Karim Baroudi	Hancock Public Health
Kimberly Bash	Hancock County Community Foundation
Julie Baker	Owens Community College
Kim Hiett	50 North
Lisa Hablitzel	50 North
Eva Saldana	Associated Charities
Ruthie Tong	Findlay City Mission
Kyle Frias	Hancock County Veteran Services
Rob Martin	City of Findlay
Jeremy Kalb	City of Findlay

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, the 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:

Jamie Baker, Mobility Manager

HHWP Community Action Commission

419-423-3755, ext. 777

jbaker@hhwpcac.com

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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:

Jamie Baker, Mobility Manager

HHWP Community Action Commission

419-423-3755, ext. 777

jbaker@hhwpcac.com

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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 2021.

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. Subrecipients 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.

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