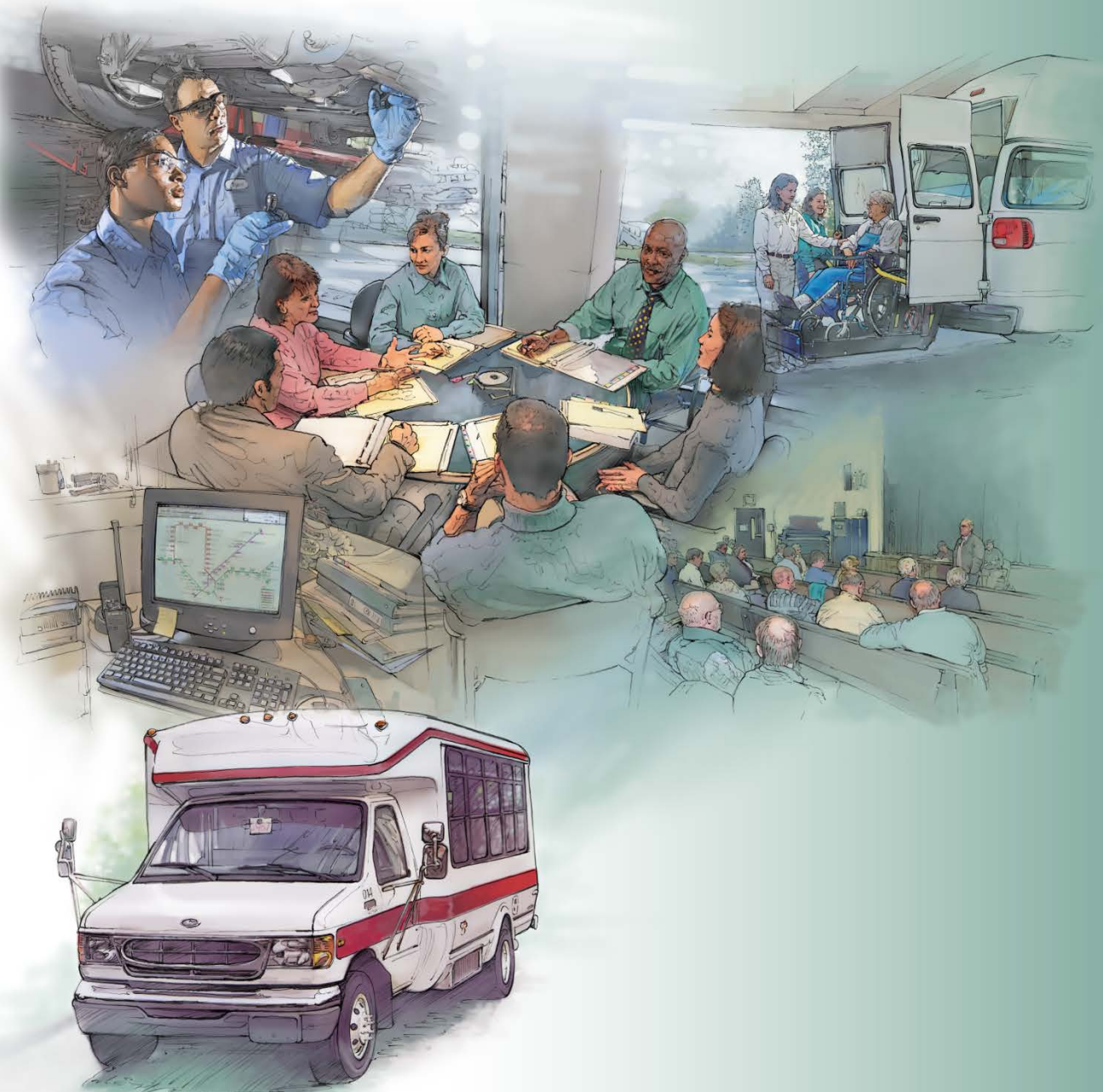




**Coordinated Public Transit-Human Services  
Transportation Plan  
Hancock County, Ohio**

**2016 - 2017**



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# Introduction

## I. INTRODUCTION, METHODOLOGY, AND PURPOSE

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### INTRODUCTION

This document is the update to the 2007 Coordinated Public Transit-Human Services Transportation Plan for Hancock County. This document includes the following:

- ◆ Demographic and socio-economic analysis of Hancock County.
- ◆ Analysis of major trip generators in Hancock County.
- ◆ Identification and assessment of public, private and non-profit entities that, as of the date of this report, provide transportation services to persons with disabilities, older adults, people with low incomes, and the general public.
- ◆ Summaries of surveys conducted with the identified transportation providers and other key stakeholders.
- ◆ Identification and assessment of transportation needs and gaps in service for persons with disabilities, older adults, and persons with low incomes, and gaps in service. The assessment of needs and gaps is a result of U.S. Census demographic research combined with multiple outreach efforts including stakeholder interviews, public meetings, and a survey of the general public.
- ◆ Coordinated transportation goals and recommendations for the local stakeholders.

### METHODOLOGY

The observations cited in this document were gathered using surveys with stakeholders, an extensive public and rider survey, one public meeting, and two stakeholder meetings. Further information was collected through analysis of U.S. Census 2010 data, the Ohio Development Services Agency's County Profiles, and the American Community Survey, 2008-2012 research.

During initial stakeholder meetings, it was decided that the HHWP Community Action Commission will be the lead agency in both the preparation and implementation of this plan.

### PURPOSE

This plan is a requirement set forth by the Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) legislation (October, 2012). The plan purpose is, in large part, driven by MAP-21 requirements for the Federal Transit Administration's Section 5310 Program. MAP-21 requires that projects selected for funding for this program must be included in a locally developed, coordinated public transit-human services transportation plan.

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Prior to MAP-21 there were three designated funding programs under the Federal Transit Administration (FTA) that were impacted by this plan: New Freedom Program (Section 5317), Job Access and Reverse Commute (Section 5316), and Specialized Transportation for Seniors and Individuals with Disabilities (Section 5310). With MAP-21, the New Freedom program was consolidated into the Section 5310 program. According to the FTA, the competitive selection process, which was required under the former New Freedom program is now optional. At least 55 percent of program funds must be spent on the types of capital projects eligible under the former Section 5310 program. This includes public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for public transportation projects that exceed the requirements of the ADA; public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for capital expenses requires a 20 percent local match.

Job Access and Reverse Commute (JARC) activities are now eligible under the formula-based Urbanized Area Formula program (Section 5307) and the Rural Area Formula program (Section 5311).

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# Demographics

## II. INVENTORY AND ANALYSIS OF EXISTING CONDITIONS

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Hancock County has a total area of 531 square miles and is located in the north-west portion of Ohio, bordered by Wood County to the north; Seneca and Wyandot Counties to the east; Hardin County to the south; and Putnam and Allen Counties to the west.

Exhibit II.1 illustrates the major cities and highways in Hancock County. The county is served by the following major highways: Interstate 75; U.S. Routes 68, 30, and 224; and Ohio Routes 15, 37, 568, 12, 235, 103, 698, 18, and 613.

### POPULATION

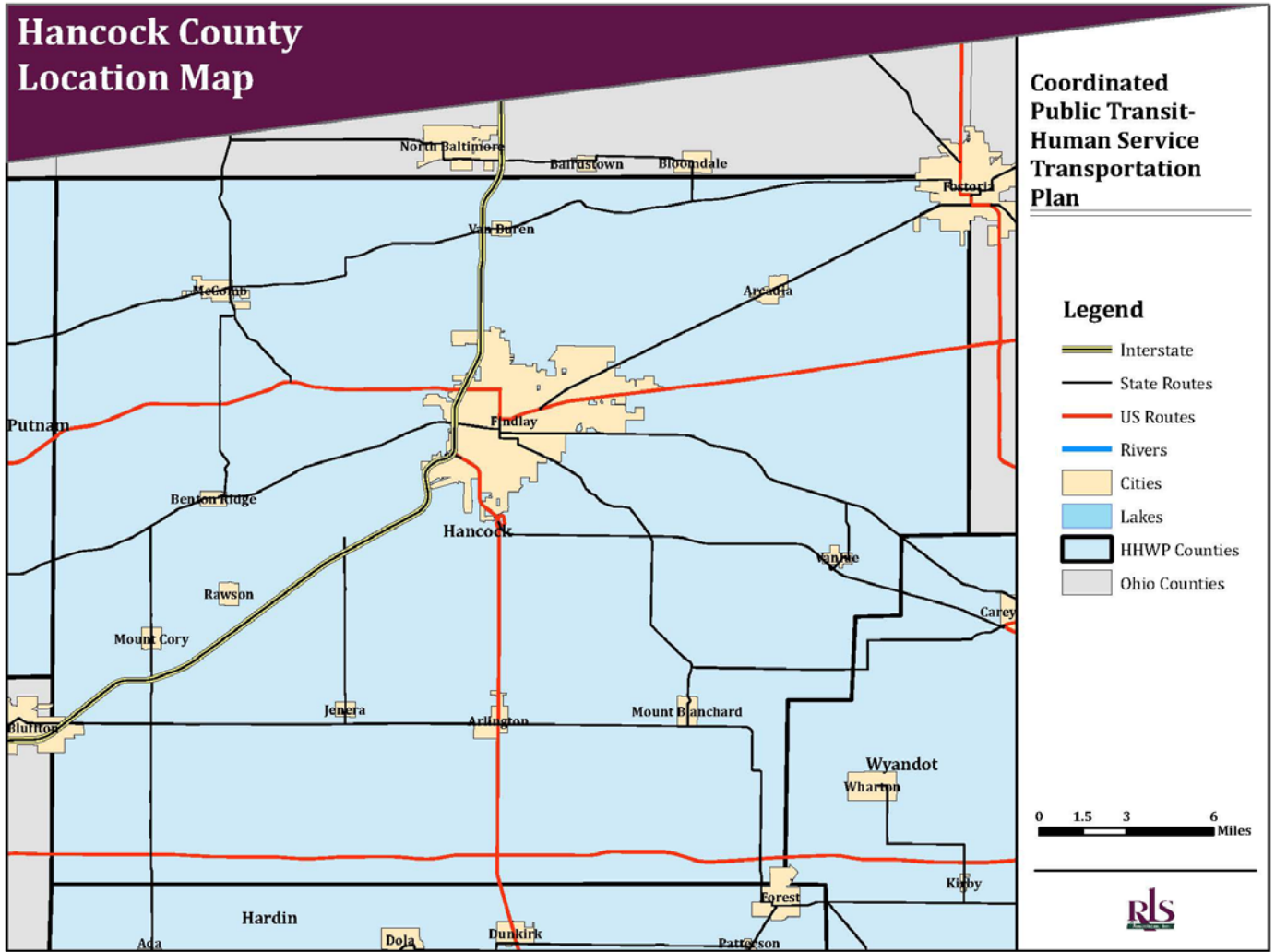
According to the U.S. Census American Community Survey (ACS) 5-Year Estimates 2008-2012, the population of Hancock County in 2012 was 75,043, an increase of 3,748 or 5.26 percent from the Census 2000 population. The county seat and largest city is Findlay with a population of 41,301 according to the ACS. Fostoria and Bluffton are the next largest places in the county (Exhibit II.2). Only portions of Fostoria and Bluffton are located in Hancock County.

**Exhibit II.2: Hancock County Cities & Villages**

Largest Places	2012 ACS
Findlay	41,301
Fostoria	13,104
Bluffton	3,950
McComb	1,561
Arlington	1,452
Arcadia	643
Mt. Blanchard	638

Source: U.S. Census American Community Survey 5-Year Estimates  
2008-2012

**Exhibit II.1: Hancock County, OH Location Map**



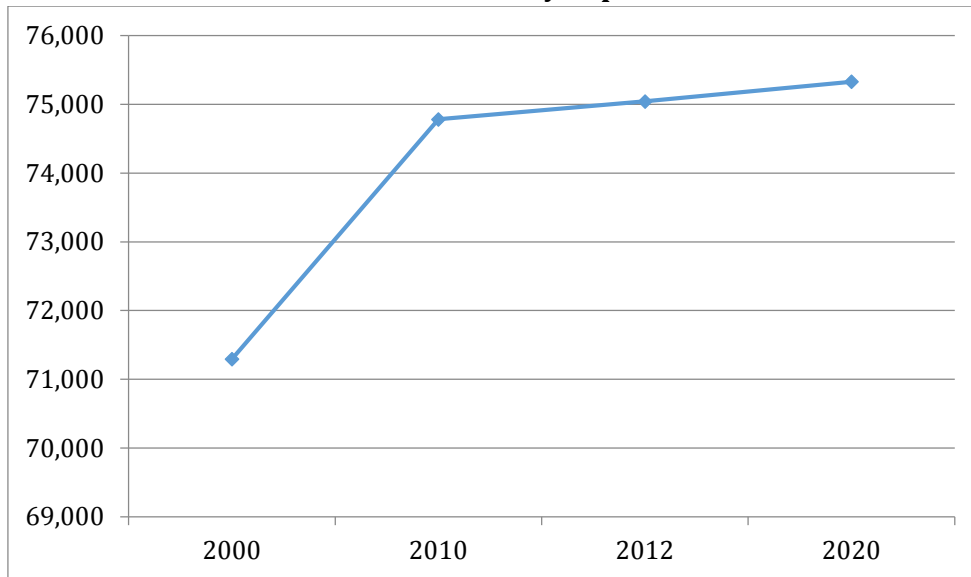
## **Population Density**

Exhibit II.3 is a map illustrating Hancock County population densities by Census block group. According to 2010 U.S. Census data, the block groups with high and moderately high population densities (over 3120 persons per square mile) were located in and around Findlay. The next highest population density occurred in other areas around Findlay and in Fostoria. Lower density block groups were found throughout the remainder of the County.

## **Population Growth**

Between 2000 and 2012, Hancock County's population increased 5.26 percent. The Ohio Development Services Agency is projecting that the population in Hancock will essentially stay the same over the next six years. The population is expected to increase only 0.3% percent from 2012 to 2020. Exhibit II.4 visually represents the increase in population for Hancock County.

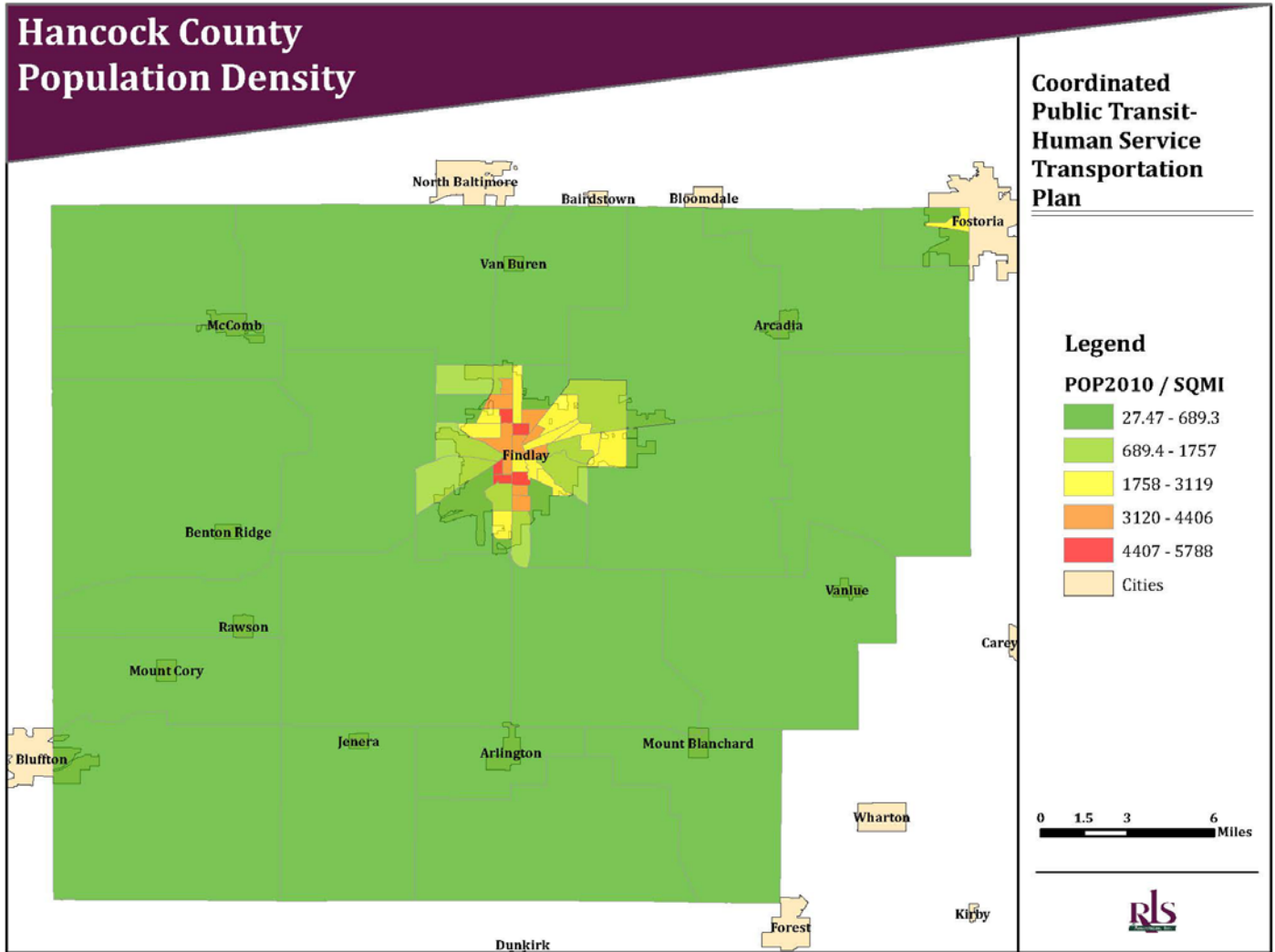
**Exhibit II.4: Hancock County Population Trends**



Source: Ohio Development Services Agency, 2013



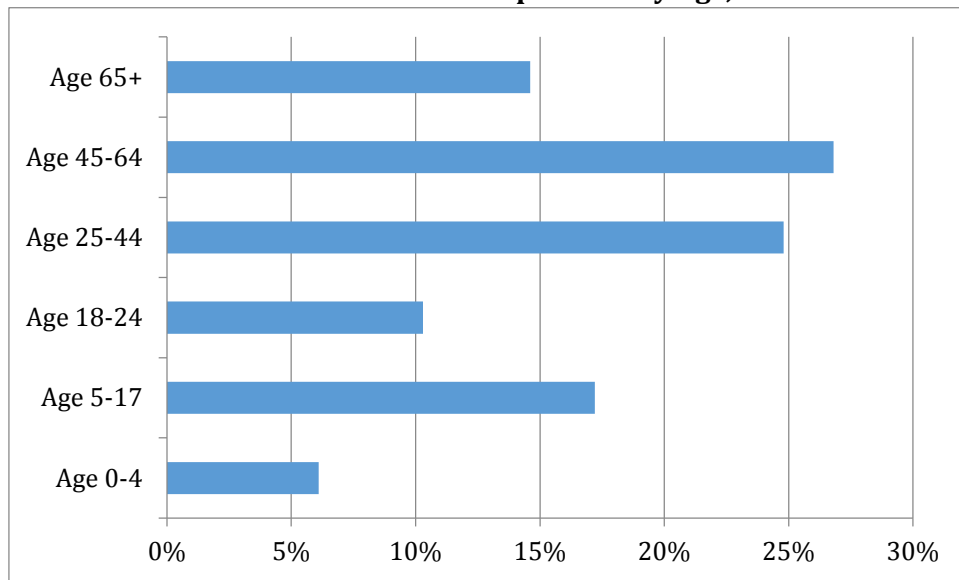
**Exhibit II.3: Hancock County, OH Population Density**



## **Age Distribution**

According to the ACS, the largest age group was between ages 45 and 64, constituting 26.8 percent of the county's population (see Exhibit II.5). The group between ages 24 and 44 was the second largest, consisting of 24.8 percent of the population. Approximately 14.6 percent of the county's population was age 65 and older.

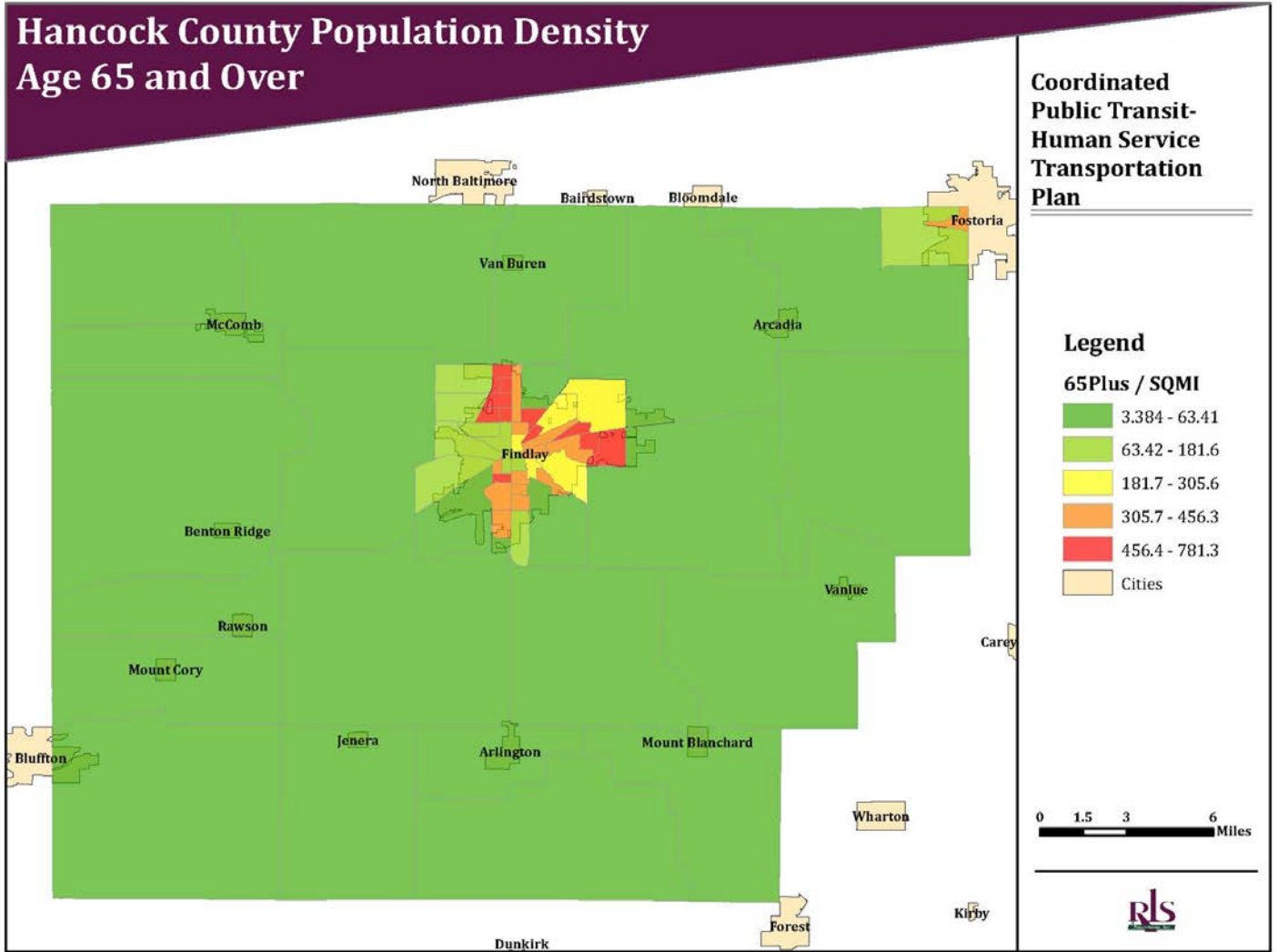
**Exhibit II.5: Percent of Population by Age, 2012**



Source: U.S. Census American Community Survey 5-Year Estimates  
2008-2012

Exhibit II.6 shows the density of the older adult population by Census block group as a population per square mile. The block groups with the highest density of people age 65 and older were located in northern and eastern Findlay. Areas of moderate densities of persons age 65 and older are found in Findlay and Fostoria. The remainder of the County had low to very low densities of older adults.

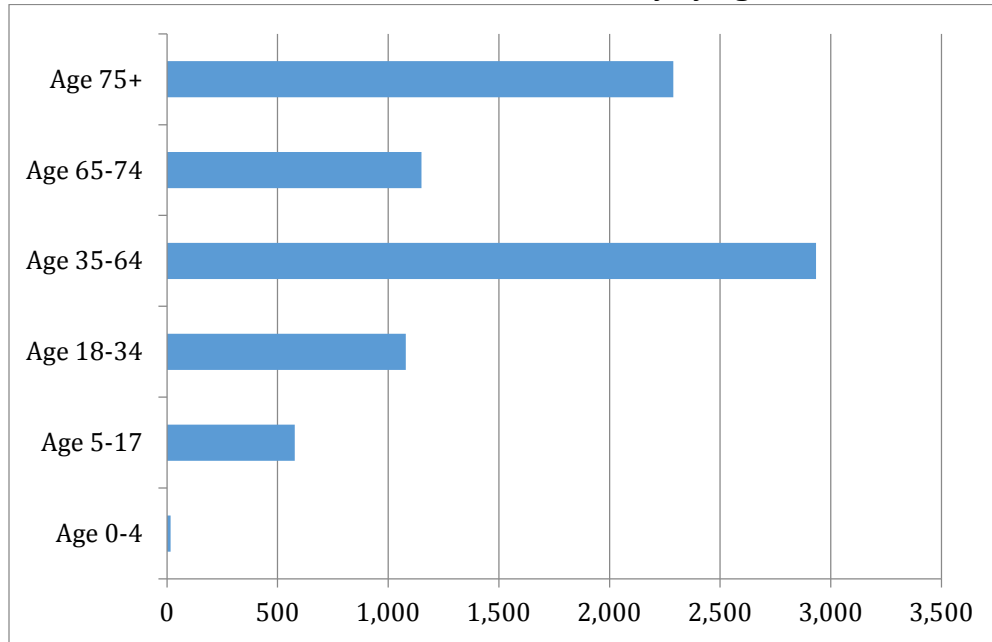
**Exhibit II.6: Population Density, Age 65 Plus**



## **Individuals with Disabilities**

Disability incidence data was collected using the U.S. Census ACS 5-Year Estimates 2008-2012. The following exhibit (Exhibit II.7) shows the number of persons in the County with a disability. Approximately 8,962 individuals reported having some type of disability. The 35 to 64 year old age group had the highest percentage, representing 36.5 percent of Hancock County's disabled population. Disabilities include sensory, mental, physical, and self-care limitations.

**Exhibit II.7: Persons with a Disability by Age, 2012**



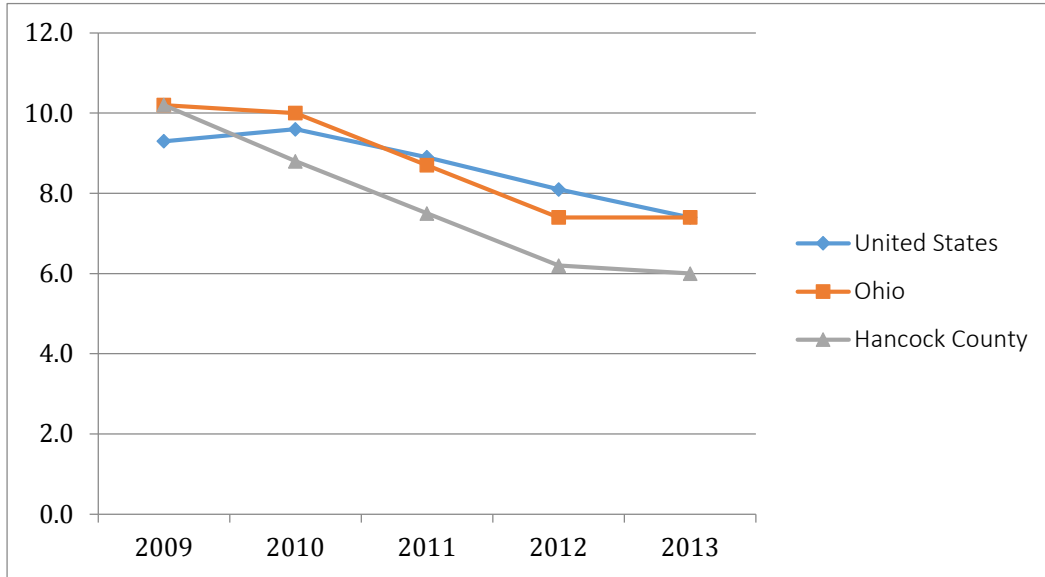
Source: U.S. Census American Community Survey 5-Year Estimates  
2008-2012

## **INDUSTRY AND LABOR FORCE**

### **Unemployment**

According to the Bureau of Labor Statistics, the unemployment rate for Hancock County in 2013 was 6%. Exhibit II.8 illustrates a comparison of unemployment rates in Hancock County, the State of Ohio, and the United States between 2009 and 2013. As depicted, unemployment in Hancock County has been consistently lower than the State's unemployment rate since 2010. County unemployment rates have been decreasing since 2009.

**Exhibit II.8: Comparison of Unemployment Rates**

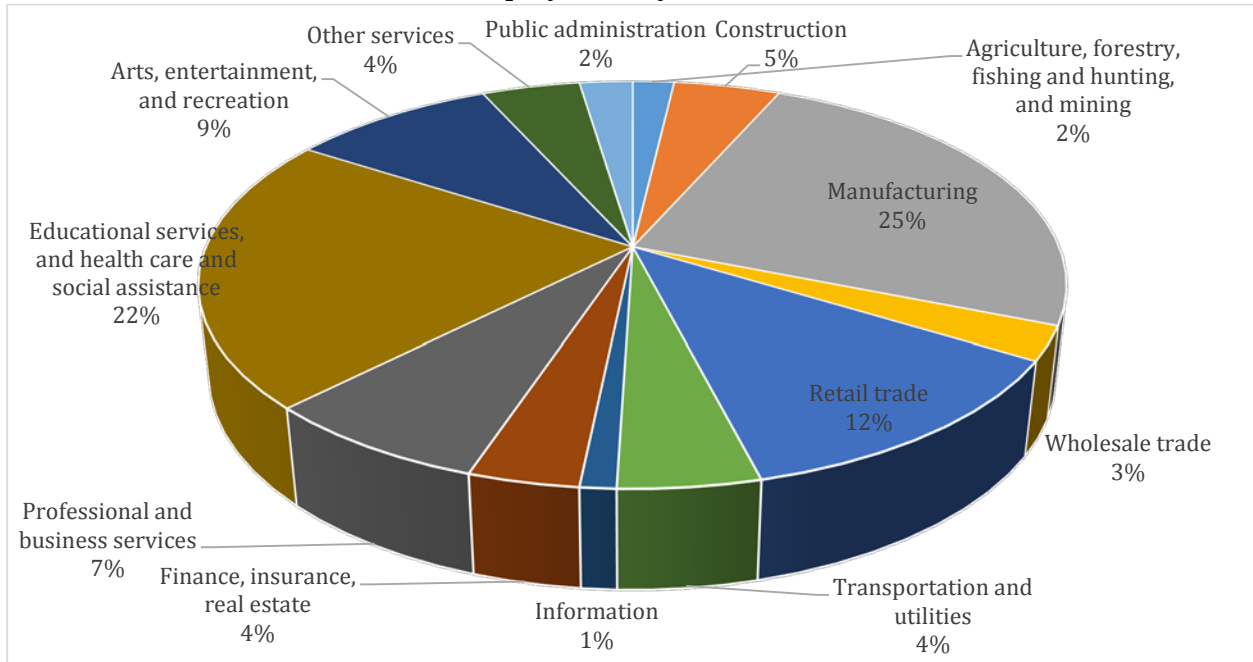


Source: United States Department of Labor, Bureau of Labor Statistics

**Employment and Earnings by Industrial Sector**

The ACS reports the total employment in Hancock County in 2012 was 36,758 persons. Manufacturing was the largest industry in the County with 9,020 employees (see Exhibit II.9). The industries of educational services, health care, and social assistance employ approximately 22 percent of the workforce. State, local, and federal governments employ 9 percent of the workforce.

**Exhibit II.9: Employment by Industrial, 2012**



Source: U.S. Census American Community Survey 5-Year Estimates 2008-2012

**Major Employers**

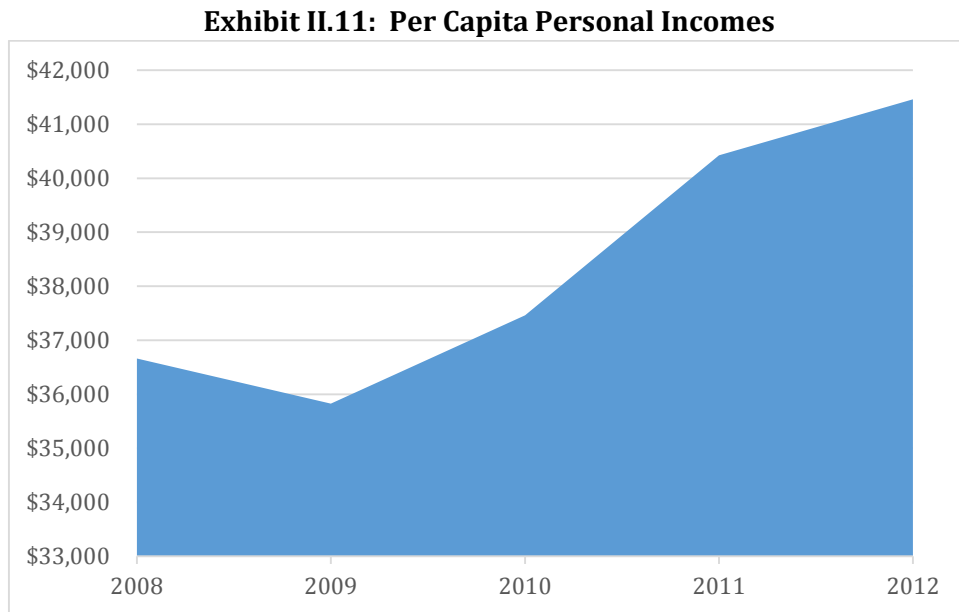
According to the Ohio Development Services Agency, the following is a list of major employers:

- ◆ Blanchard Valley Health System
- ◆ Hearthside Foods
- ◆ Cooper Tire and Rubber Co.
- ◆ Findlay City Schools
- ◆ Kohl’s Corporation
- ◆ Lowe’s Companies, Inc.
- ◆ Marathon Petroleum Co. LLC
- ◆ Nissin Brake Ohio
- ◆ Sanoh America, Inc.
- ◆ University of Findlay
- ◆ Whirlpool Corporation

## ECONOMIC PROFILE

### Household Income Measures

Exhibit II.11 illustrates the per capita personal income for Hancock County residents from 2008 to 2012. From 2010 to 2011 the per capita income rose sharply.

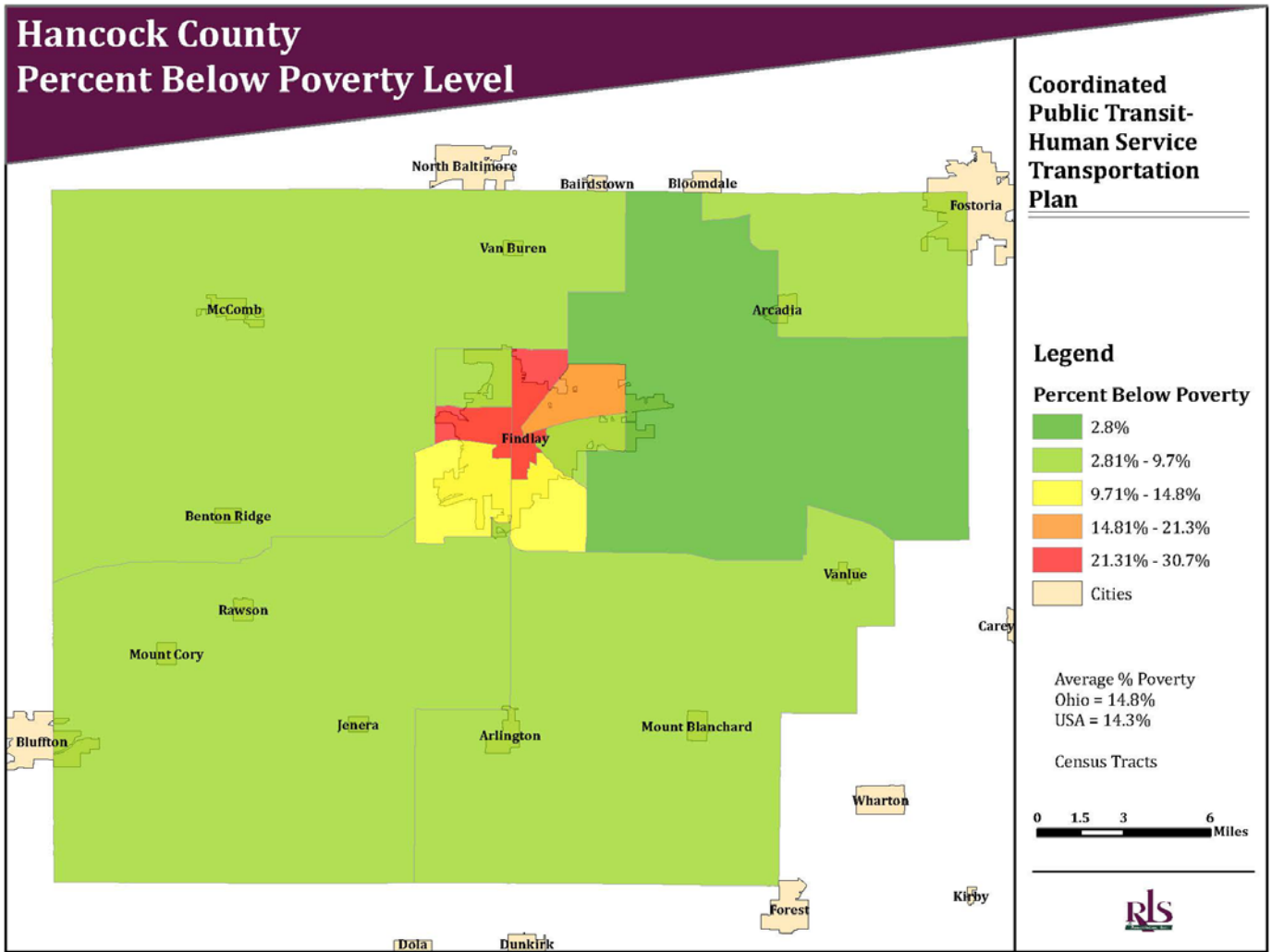


Source: U.S. Bureau of Economic Analysis, 2012

Exhibit II.12 illustrates the percentage of the population in each Census tract that is living in poverty. The high-percentage tracts were in the northern part of Findlay. The next highest percentage tracts were found in southern Findlay. The majority of Findlay has a higher percentage of individuals below the poverty rate than both the state and national averages.

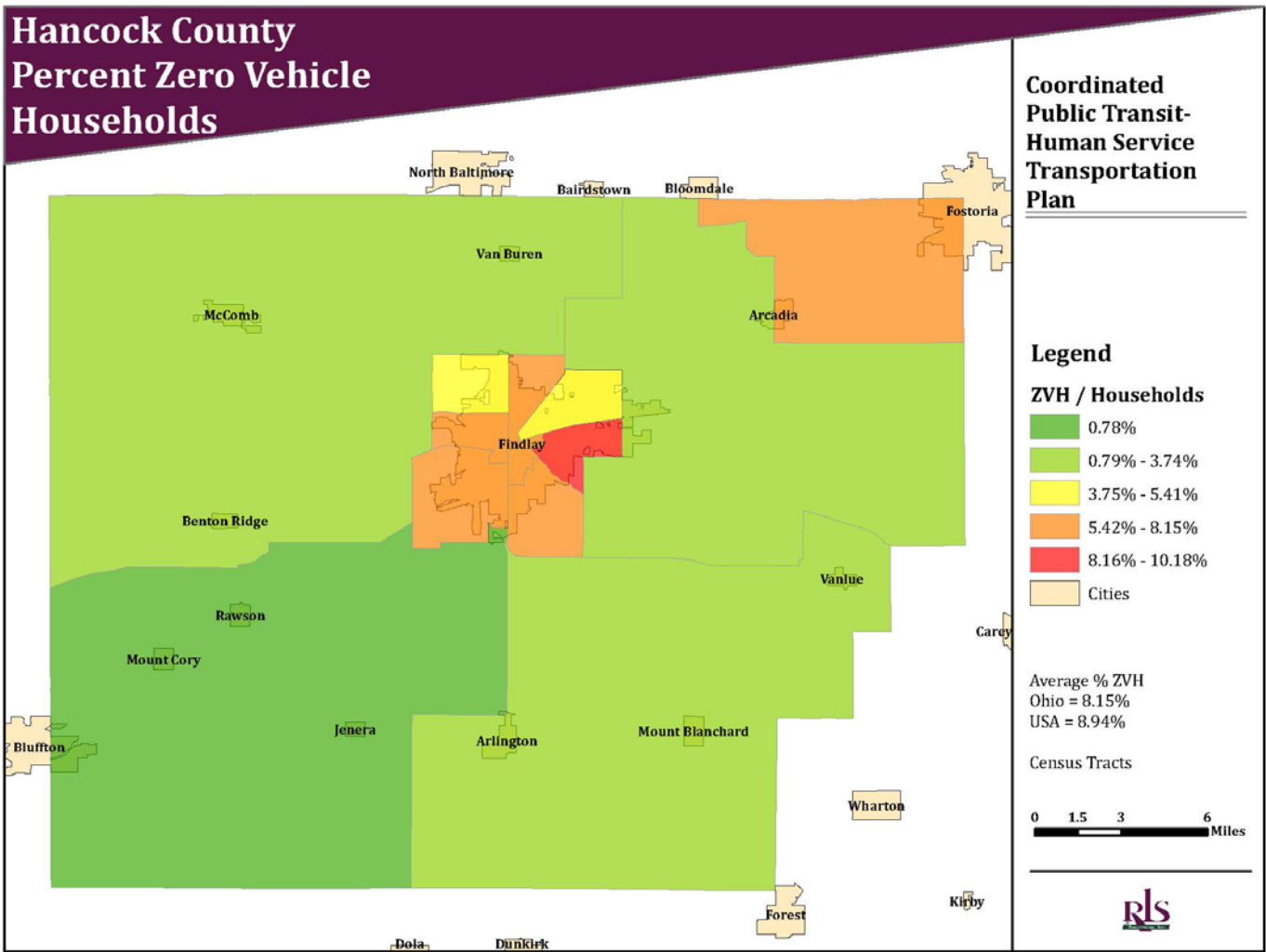
Zero-vehicle occupied housing unit status is another indicator of poverty. Exhibit II.13 is a map that displays the distribution of zero-vehicle households in Hancock County. The highest densities of households with zero vehicles are located in eastern Findlay. This tract had a zero vehicle household rate higher than the State of Ohio. The remainder of the tracts in Hancock County were below the State and National zero vehicle household average, although most of the City of Findlay and the northeastern corner of the county have densities of between 5.42 and 8.15%.

**Exhibit II.12: Hancock County, OH Populations Percent Below Poverty Level**



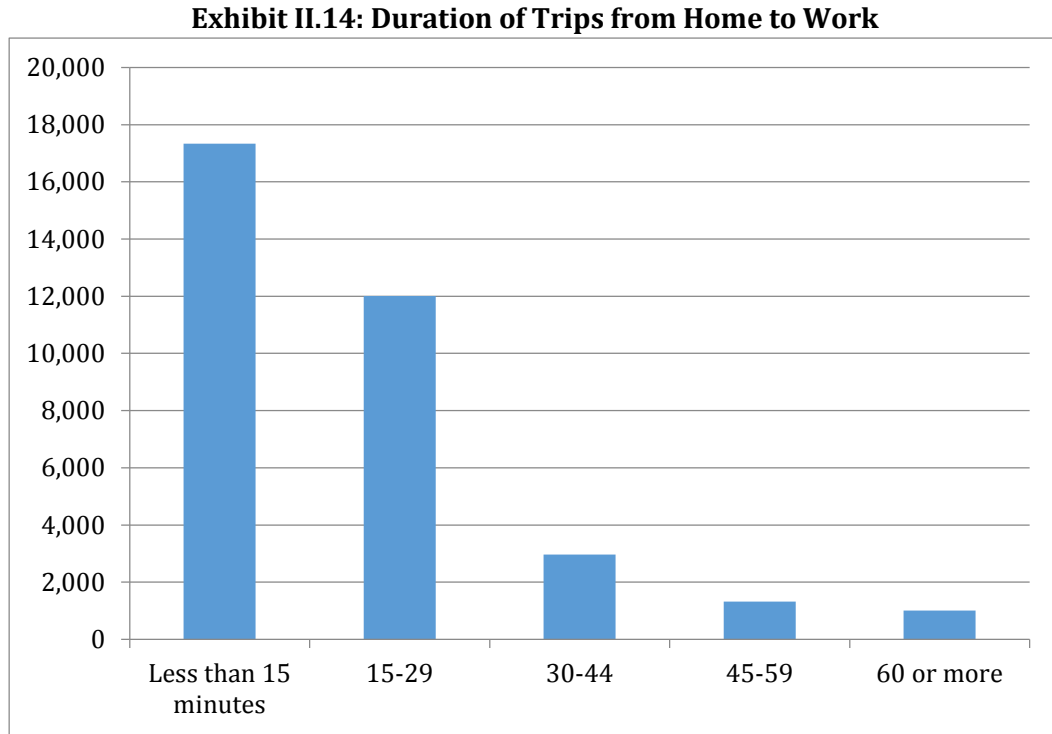


**Exhibit II.13: Hancock County Zero Vehicle Households**



## **Transportation to Work**

Exhibit II.14 shows the duration of trips from home to work for members of Hancock County's labor force. Most residents traveled less than 15 minutes from home to work, with the second largest group traveling between 15 and 29 minutes to get to work.



Source: U.S. Census American Community Survey 5-Year Estimates  
2008-2012

## **Home-Base to Work Trips**

An analysis of home base to work trip interchanges within the county was conducted to determine whether or not there are any observable commuting patterns within the area to neighboring counties that could be served by transit. The analysis uses 2011 U.S. Census Longitudinal Employer-Household Dynamics (LEHD) data sets. LEHD is an innovative program that links place of employment data with U.S. Census place of residence data. The result is a very useful tool that transportation planners can use to analyze the origins and destinations of home-based work trips. Exhibit II.14A illustrates the results for Hancock County. The LEHD data reveals that most Hancock County residents who work outside of the county are traveling to work in Wood, Lucas, and Seneca Counties. Other common out-of-county work locations are Franklin, Allen, Sandusky, and Wyandot Counties.

### Exhibit II.14A: Job Counts by Place for Hancock County Residents

Place of Work	Number of Hancock County Residents by Work Place
Hancock County	18,572
Wood County	1,825
Lucas County	1,167
Seneca County	1,053
Franklin County	951
Allen County	926
Sandusky County	652
Wyandot County	620

Source: 2011 U.S. Census Longitudinal Employer-Household Dynamics (LEHD) data sets

### SUMMARY

Hancock County's population is projected to continue at the same rate until 2020. Approximately 8,962 individuals in Hancock County have a disability. This represents nearly 12 percent of the total population.

There were approximately 10.0 percent of households earning less than \$15,000 per year according to the ACS. Although the per capita personal income is gradually increasing, these individuals will present on-going challenges for service providers in Hancock County.

As Hancock County's age group 45 to 64 years old moves into retirement, their need for transportation will change. Likewise, the face of the county and the needs for transportation will change further as the age group (18 to 24 year olds) joins the labor force.

Disabilities, income, and age will all play a role in the changing need for transportation in Hancock County.

# Inventory

## III. INVENTORY OF EXISTING TRANSPORTATION SERVICES AND GAPS

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### INTRODUCTION

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

Two meetings were held by the four-county steering committee to decide the general direction and format of the coordinated transportation plan updates. Stakeholders for each county were invited to a county-specific public meeting to discuss community unmet needs and opportunities (discussed in the next chapter), 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 RLS & Associates, Inc. A list of organizations that either completed a survey, attended a steering committee meeting, and/or attended the stakeholder public meetings is included below:

- ◆ HHWP Community Action Commission (HATS Transportation)
- ◆ Clymer Medical Transport, Inc.
- ◆ The Evangelical Lutheran Good Samaritan Society
- ◆ St. Catherine's Manor of Findlay
- ◆ The City Mission
- ◆ Area Agency on Aging 3
- ◆ United Way
- ◆ Hope House
- ◆ The Family Center
- ◆ The Blanchard Valley Center
- ◆ The Courier
- ◆ The Heritage
- ◆ ADAMHS
- ◆ The Community Foundation
- ◆ Goodwill Easter Seals
- ◆ The Alliance
- ◆ Hancock County Agency on Aging
- ◆ Hancock County Job and Family Services
- ◆ New Vision Employment Agency
- ◆ Wagner Transportation

The following information is based upon the tabulations from the survey and interview database. A total of nine organizations provided information about their services. Summaries of

organizations that directly operate and/or purchase transportation for consumers are listed in Section A. Organizations that refer people to available transportation services are listed in Section B.

### **A. Organizations that Directly Operate, Administer, and/or Purchase Transportation**

#### **Hancock Area Transportation Services (HATS)**

HATS is a department of the HHWP Community Action Commission, and is a Section 5311 rural public transportation system. The HHWP Community Action Commission (the CAC) is a private non-profit organization and is the designated grantee for HATS. As such, the CAC is responsible for general oversight, and HATS handles the day-to-day operations. While the CAC provides many services to Hancock, Hardin, Wyandot, and Putnam Counties, HATS is the only public transportation provider for Hancock County. HATS provides low-cost, demand response transportation to anyone within Hancock County and for any purpose. There are no service eligibility requirements for passengers.

Currently, HATS serves 1,378 public transportation consumers and provided 42,084 passenger trips in 2013. The fare structure is \$1.50 per city trip and \$2.50 per county trip; elderly and disabled passengers pay half fare. HATS operates from 7:15 AM to 9:45 PM Monday through Friday, and from 7:15 AM to 4:45 PM on Saturdays.

HATS had a total operating budget of \$896,170 in 2013, and a total capital budget (including maintenance of vehicles) of \$122,080. The fleet consists of 20 vehicles, of which only 3 are not wheelchair accessible. Two vehicles are scheduled to be replaced in 2014.

#### **Clymer Medical Transport, Inc.**

Clymer Medical Transport is a private, for-profit organization providing medical transportation in Hancock, Allen, Putnam, Hardin, Shelby, Logan, Van Wert, Preble, and Dark Counties. Transportation provided is door-through-door, demand response service and is only provided on a contractual basis through the Area Agency on Aging 3, Catholic Social Services, and the Care Coordination Program. Passengers must meet the eligibility requirements of these programs before they would be referred to this service.

In 2013, Clymer Medical Transport provided transportation to 589 clients. The organization provided 649 one-way trips and 5,238 round trips. The base rate for a trip is \$89. Clymer Medical Transport operates from 4:30 AM to 7:00 PM on Monday through Friday to all counties, on Saturdays from 5:00 AM to 4:00 PM to Allen County and to other counties by specific request, and on Sundays only by request and driver availability.

In the first quarter of 2014, Clymer Medical Transport had \$162,223.24 in expenses. Using this number to estimate the remainder of the year, total costs will be approximately \$648,892.96.

Total estimated revenues will be \$741,983.80. Clymer Medical Transport has 19 total vehicles, all of which are accessible.

### **The Evangelical Lutheran Good Samaritan Society**

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

In 2013, the Evangelical Lutheran Good Samaritan Society provided 25 one-way trips for social activities and 20 one-way trips for medical appointments. The organization spent \$2400 providing those trips, and has two vehicles: one 13-passenger bus and one minivan. The bus is wheelchair accessible while the minivan is not. Both vehicles were purchased with private agency funds.

### **St. Catherine's Manor of Findlay**

St. Catherine's Manor of Findlay is a private, for-profit nursing home facility which serves Hancock, Seneca, Allen, Putnam, Hardin, Wood, Lucas, and Marion Counties. St. Catherine's provides demand response transportation with one wheelchair accessible agency vehicle; provides mileage reimbursement for friends or family members who provide the trip for clients; and purchases tickets from HATS to give to their clients free of charge. Passengers must be clients of St. Catherine's to use the transportation services.

In 2013, St. Catherine's provided 280 one-way trips to doctor's appointments, social activities, court appointed sessions, and counseling sessions. No financial information was provided.

### **The City Mission**

The City Mission is a private non-profit organization providing services for the needy and the homeless in Hancock County. The City Mission has one non-accessible 15 passenger vehicle, however, it mostly provides clients with referral information for other transportation providers. The City Mission also provides bicycles and HATS passes to clients. All services are free of charge and the facility operates 24 hours a day.

In 2013, The City Mission spent \$2,650 on transportation and received \$600 from a Community Block Grant.

### **New Vision Employment Agency**

The New Vision Employment Agency provides employment and transportation services to the developmentally disabled population in Hancock County. To receive transportation, clients must be registered with the agency and be covered under Medicaid. The transportation service takes

clients to and from work stations in Hancock, Hardin, Sandusky, and Ottawa Counties and to other community functions Monday through Friday from 7:30 a.m. to 5:00 p.m.

New Vision Employment Agency operates six vehicles ranging from 12 passenger vans to 19 passenger buses. Only a few of these vehicles are wheelchair accessible and all were bought using agency funds only.

### **Wagner Transportation**

Wagner Transportation is a private for-profit business specializing in corporate and special occasion transportation. All requests for transportation are considered on a case-by-case basis and are open to the general public. All days and hours are accommodated if possible and price is available by request.

The Wagner Transportation fleet consists of six 24-28 passenger private cars and limousines, with the ability to secure up to six 50 passenger vehicles if requested. None of the fleet is wheelchair accessible, but these vehicles can be provided if requested by a customer.

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

### **Area Agency on Aging 3**

The Area Agency on Aging 3 is a private non-profit organization providing social services and referral information to seniors in a seven-county area. The counties receiving services from the Area Agency on Aging 3 are Allen, Auglaize, Hancock, Hardin, Putnam, Mercer, and Van Wert. The Mobility Manager for all seven counties is an employee of the Agency on Aging. The Agency provides transportation to clients through contracts with other area providers. The Agency also has ten vehicles which are leased to providers. Through the Find-A-Ride and PASSPORT programs, the Agency purchases over 24,000 trips annually. To qualify for this transportation, clients must be either enrolled in the PASSPORT program, be sixty years of age or older, or have a disability.

The Area Agency on Aging 3 believes the most beneficial transportation additions for their clients would be more on demand transportation, out of town transportation, and extended early morning, evening, and weekend hours. Many need door-through-door transportation while others only need curb to curb. Personal care attendants and assistance with packages is needed also. For the future, the Area Agency on Aging 3 would like to see more non-traditional approaches to meeting the transportation need, as well as more willingness to coordinate resources.

### **Chopin Hall**

Chopin Hall is a private, faith-based, non-profit organization which provides nutrition services to Hancock County residents. The program consists of over 7,000 clients, most of which are between the ages of 22 and 59. The organization believes that approximately 20 percent of its clients need transportation once or twice a month, and that door-to-door transportation with assistance with packages is needed. At the moment, HATS is booked too far in advance to be helpful to Chopin Hall clients, and they are left with few options to fill these transportation needs.

### **Hope House**

Hope House is a private, non-profit organization assisting homeless and impoverished Hancock County residents with secure safe and affordable housing. The organization serves approximately 200 clients, of which most are between the ages of 22 and 59.

Hope House provides HATS passes 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 first and late shift workers. The most common destinations for clients are the grocery, doctors' offices, and human service offices. Hope House would like to see regular routes and more hours of transportation offered, and would be interested in being a partner in co-produced transportation, should the opportunity arise.

### **Fox Run Manor**

Fox Run Manor is an assisted living facility in Findlay. It is a private, for-profit organization with 120 clients in the age range of 66 to 85. Fox Run Manor has one wheelchair accessible vehicle for transporting clients to social activities, but that is the vehicle's only purpose. For medical transportation needs, Fox Run Manor uses Hanco Ambulance through the Blanchard Valley Health System or Integrity Ambulance. 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 doctors' 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 clients need transportation. Thirty-five percent of clients only need transportation occasionally.

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



# Needs

## IV. ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES

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### INTRODUCTION

Multiple components of community outreach activities were utilized to encourage public, private, and non-profit transportation providers to participate in the coordinated transportation planning efforts. The general public was encouraged to participate in a brief written survey that was available online and in paper versions at the many area human service agencies. The general public was also invited to attend a public meeting facilitated during the planning process. The public meeting was advertised in the local newspaper, through email invitations, flyers, and word-of-mouth. The public meeting took place on April 22, 2014.

Local transportation stakeholders were invited to attend and participate in public meetings. Invitations to the meetings were distributed via email to 37 organizations that represent older adults, individuals with disabilities, people with low incomes, and/or the general public in Hancock County.

This chapter summarizes the results of the public and stakeholder outreach activities. The chapter is arranged in the following topical order: (1) Input from the Public and Stakeholder Meeting; and (2) Input from the public survey.

### PUBLIC AND STAKEHOLDER MEETING SUMMARY AND RESULTS

During the meetings, the facilitators dedicated a portion of the time to defining coordinated transportation and explaining its potential benefits. Basic coordination principles were outlined, and the purpose for the planning process was explained.

Following the presentation, the meeting participants were asked to identify public and human service agency transportation and mobility needs, gaps, successes, and challenges in Hancock County and the immediately surrounding area. Key discussion points are outlined below.

- ◆ Community Education and Marketing that HATS is public transportation, not just for the elderly and disabled
- ◆ 24-hour service for late shift workers
- ◆ A Guaranteed Ride Home Program
- ◆ An on-demand system with no need for a previous reservation
- ◆ Transportation for food access, such as pantries and meal programs
- ◆ An increase in transportation reliability and dependability
- ◆ A solution to capacity constraint issues
- ◆ A transportation call center
- ◆ Vanpools for employees

- ◆ Transportation for underserved groups, such as the homeless, criminal justice system individuals, and children who need transport to school
- ◆ Increased technology, such as the ability to text to reserve a ride
- ◆ Out-of-county transportation
- ◆ Specialized service for frail individuals with special needs
- ◆ Possible deviated route in town (an in-town shuttle service was attempted in the past, but was not widely enough used and discontinued. Marketing could have been an issue).
- ◆ Transit service for Industrial Park employees
- ◆ Service planning, in general
- ◆ Student/College transit
- ◆ Next day medical trips for unplanned follow-up visits

## **ELDERLY AND DISABLED FEEDBACK MEETINGS**

New guidance for the Section 5310 program went into effect on July 7, 2014. In order to be in compliance with the new circular, elderly and disabled individuals (not solely agencies representing these individuals) must be part of the public participation process. In order to ensure that adequate feedback from these populations is represented, the Hancock County Coordinated Public Transit-Human Services Transportation Plan was presented to Hancock County senior citizens and individuals with disabilities by way of two additional meetings: one held at the Family Center on April 13, 2015 with 14 members of the Blanchard Valley Center Self Advocate Group (under the Hancock County Board of Developmental Disabilities); and one on September 28, 2015 held at the Senior Center with 7 members of both the elderly and disabled populations of Hancock County. Signatures of approval were obtained at the September meeting, of which 86 percent identified themselves as over the age of 60 and 71 percent identified themselves as being disabled.

At both meetings, after reviewing the plan with attendees, the floor was open for comments. Comments generally mirrored unmet needs mentioned at the general public meeting such as limited service hours, better communication and marketing, and reducing capacity constraints to be able to accommodate trips without two weeks' notice. Since the April 2015 meeting, HATS service hours have been expanded and on-demand service is provided based on availability.

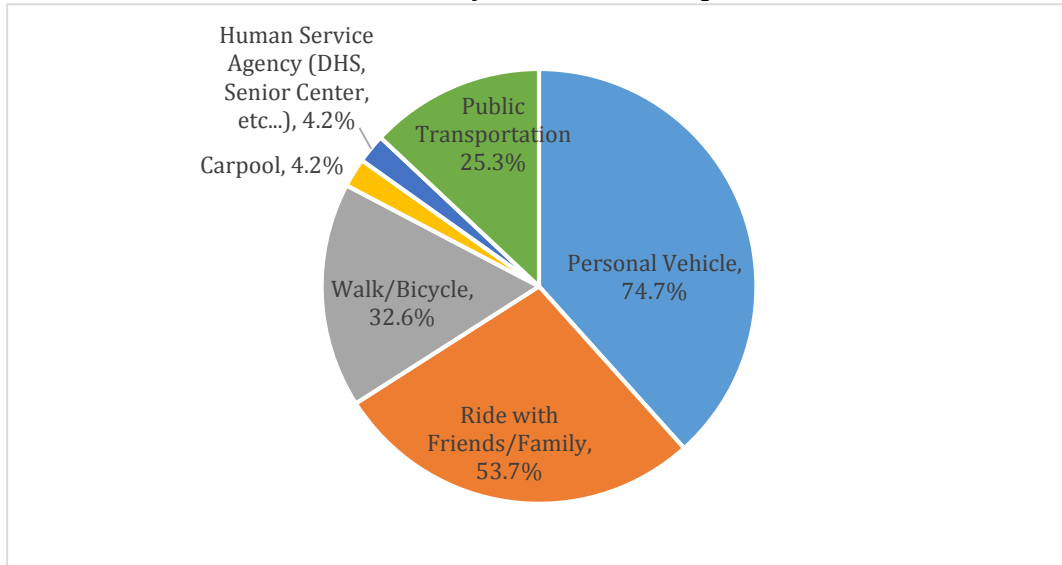
## **PUBLIC SURVEY RESULTS SUMMARY**

A survey of the general public was conducted during May and June of 2014. The general public survey was available online and in paper format distributed by stakeholders to their clients and to the public. A total of 95 surveys were completed. A summary of the survey results follows.

## **Modes of Transportation**

The survey asked respondents which modes of transportation they used in the past 12 months. Almost 75 percent of respondents have a personal vehicle they use on a regular basis. The next most common response was riding with friends and family, with 53.7 percent of responses. Over 25 percent responded that they have used some form of public transportation in the last 12 months.

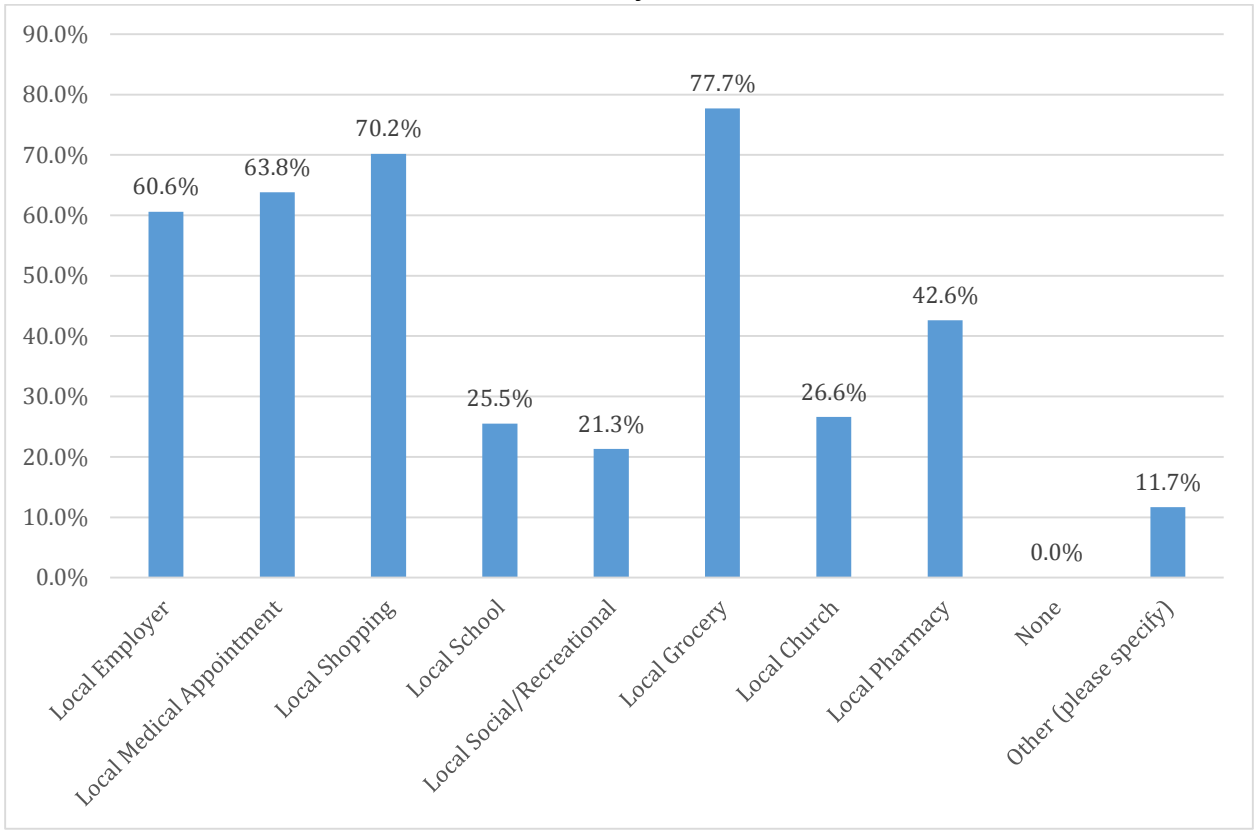
**Exhibit IV.1: Primary Modes of Transportation**



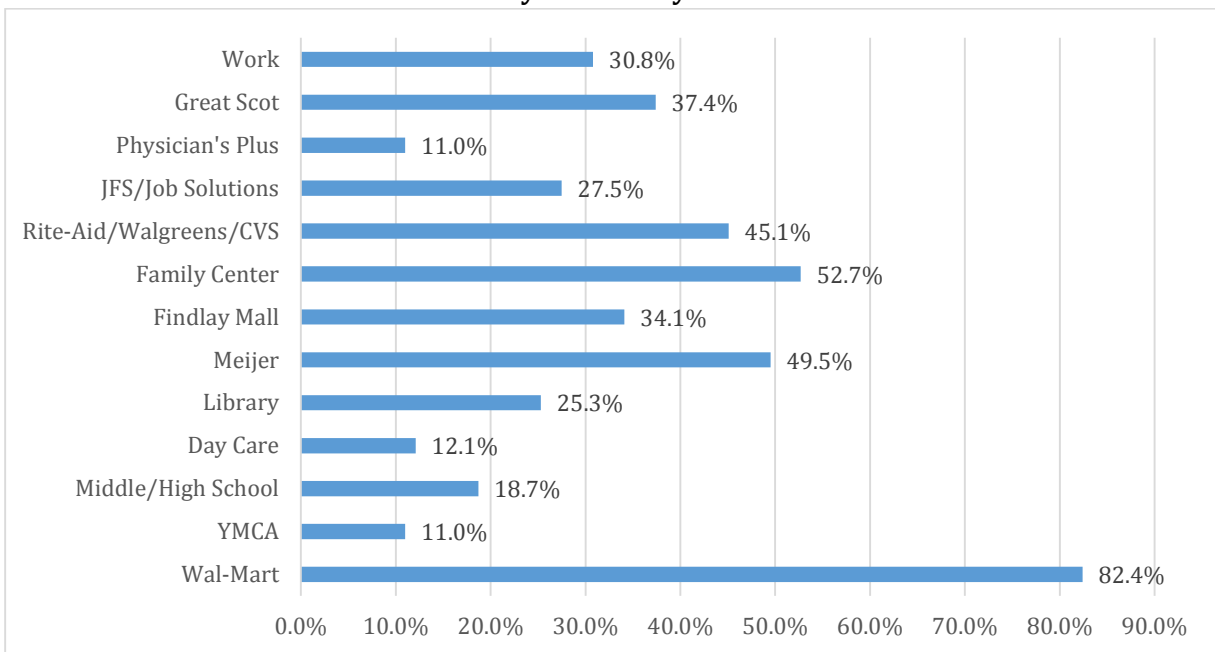
## **Trip Needs, by Destination**

The survey asked respondents about their most commonly visited general destinations, their most commonly visited community-specific locations, and the most commonly visited cities or villages for work and/or pleasure. Exhibit IV.2, Exhibit IV.3, and Exhibit IV.4 outline the results. As seen in Exhibit IV.2, the most common general destination was the local grocery store (77.7 percent of responses). Local shopping and medical appointments were the next most common general trip destinations (70.2 and 63.8 percent of responses, respectively). Exhibit IV.3 outlines the most commonly visited local destinations. Wal-Mart has the highest demand, receiving 82.4 percent of responses. Other common responses are the Family Center with 52.7 percent and Meijer with 49.5 percent of responses. Exhibit IV.4 demonstrates that Findlay is the city most traveled to locally for work and/or pleasure with 98.7 percent of responses. Bowling Green received 18.3 percent of responses, while Fostoria and Lima both received 14 percent.

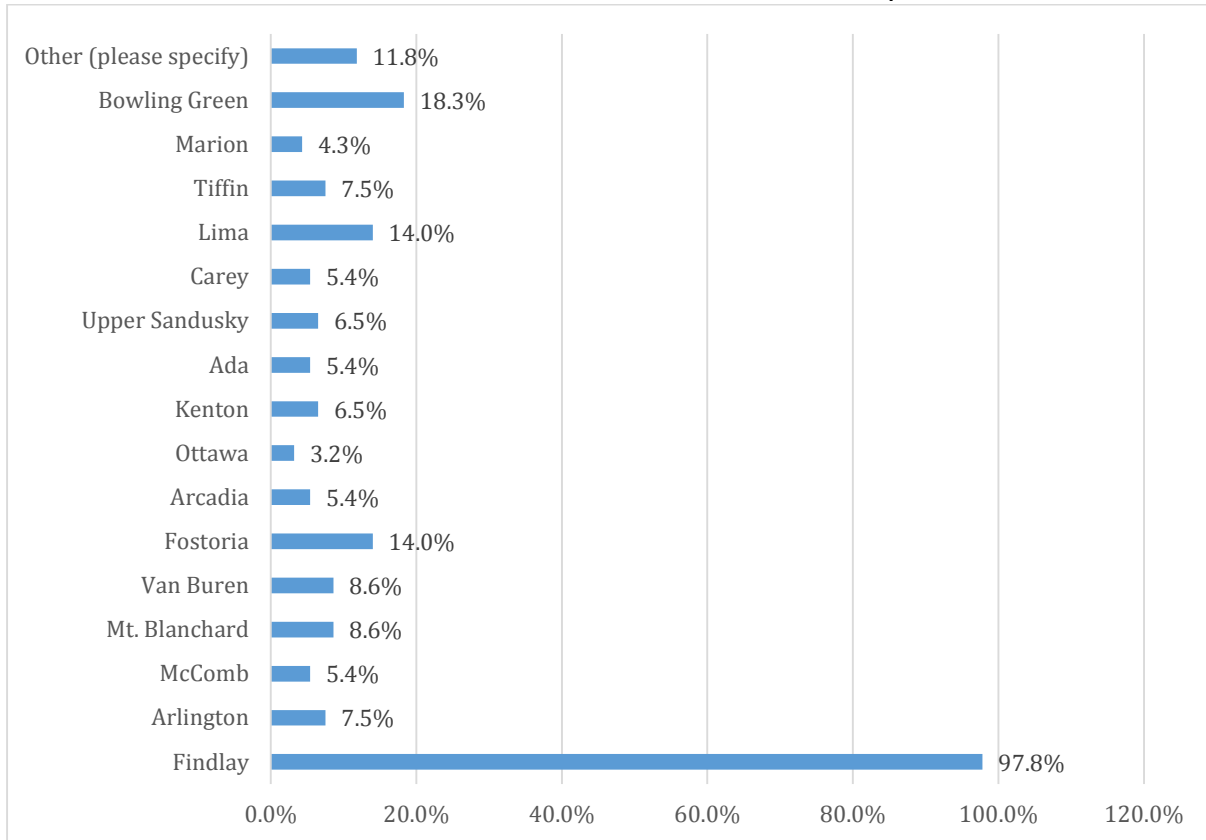
**Exhibit IV.2: Most Commonly Visited Destinations**



**Exhibit IV.3: Hancock County Commonly Visited Local Destinations**



**Exhibit IV.4: Most Common Destinations for Work and/or Pleasure**

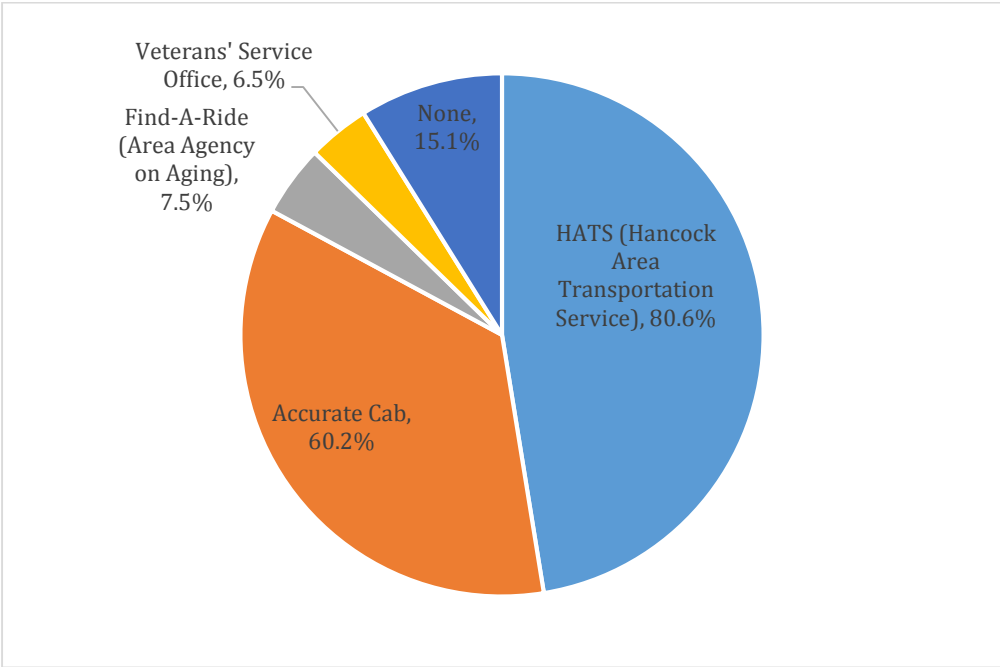


**Public Transportation**

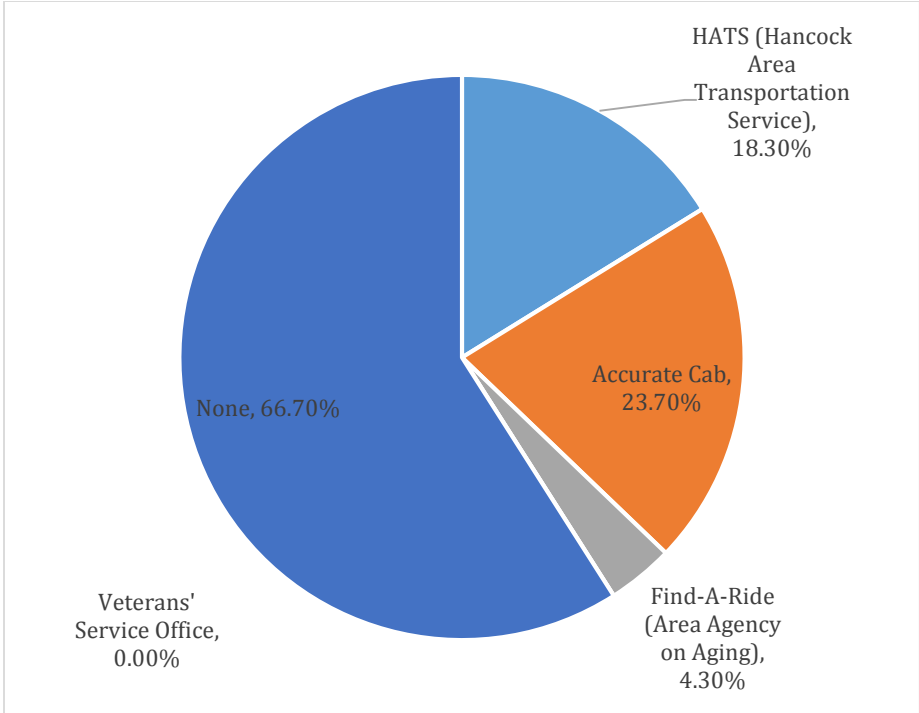
Survey respondents were asked about their familiarity with local public transportation options, their use of those services, and why they do not use services, if they do not. Respondents were also asked for reasons why they would consider using public transportation if it was available to them, and which services would be the most useful to them. The charts which follow illustrate the results.

Respondents were most familiar with Hancock Area Transportation System (HATS) as well as Accurate Cab. Over 15 percent of respondents had no familiarity with any local public transportation providers. Out of all respondents, 18.3 percent have used HATS for their transportation, and 23.7 percent have used Accurate Cab. The majority, 66.7 percent, reported using none of the public transportation options. Of those who do NOT use public transportation, the vast majority of respondents (69.1 percent) reported owning a personal car as the reason for why they do not use public transportation. If they did not have another transportation option or if it might provide cost savings, they would be most likely to use public transportation in the forms of fixed route and demand responsive services.

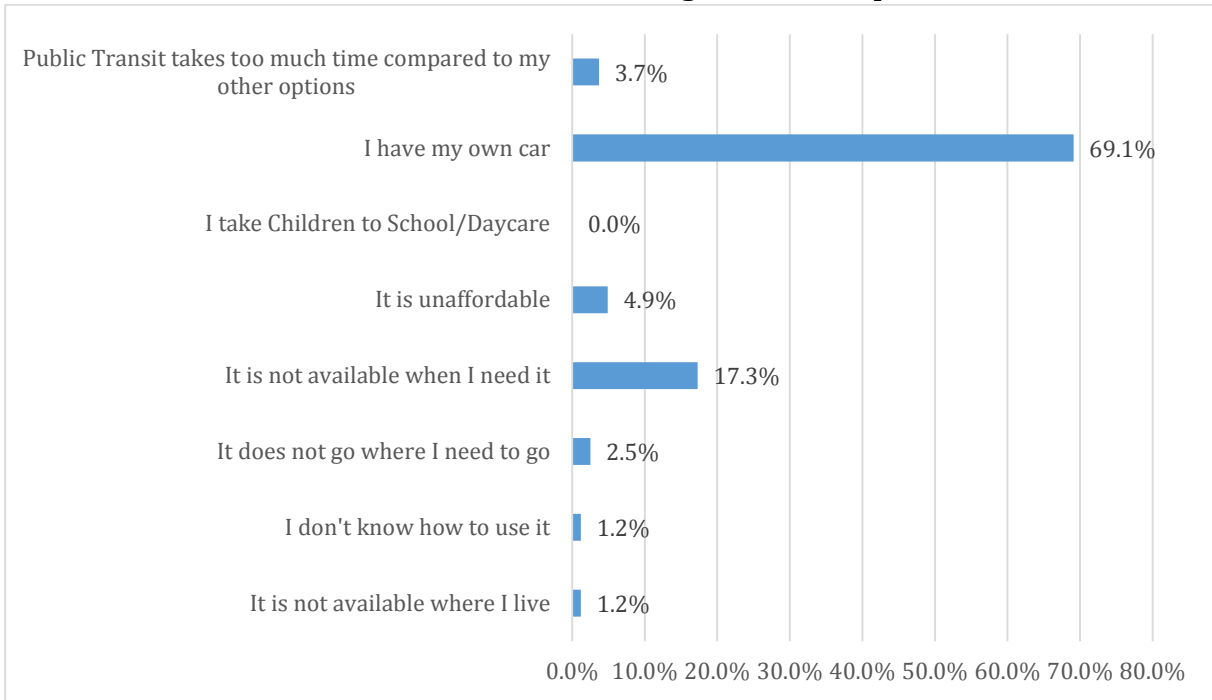
**Exhibit IV.5: Relative Familiarity with Local Public Transportation Options**



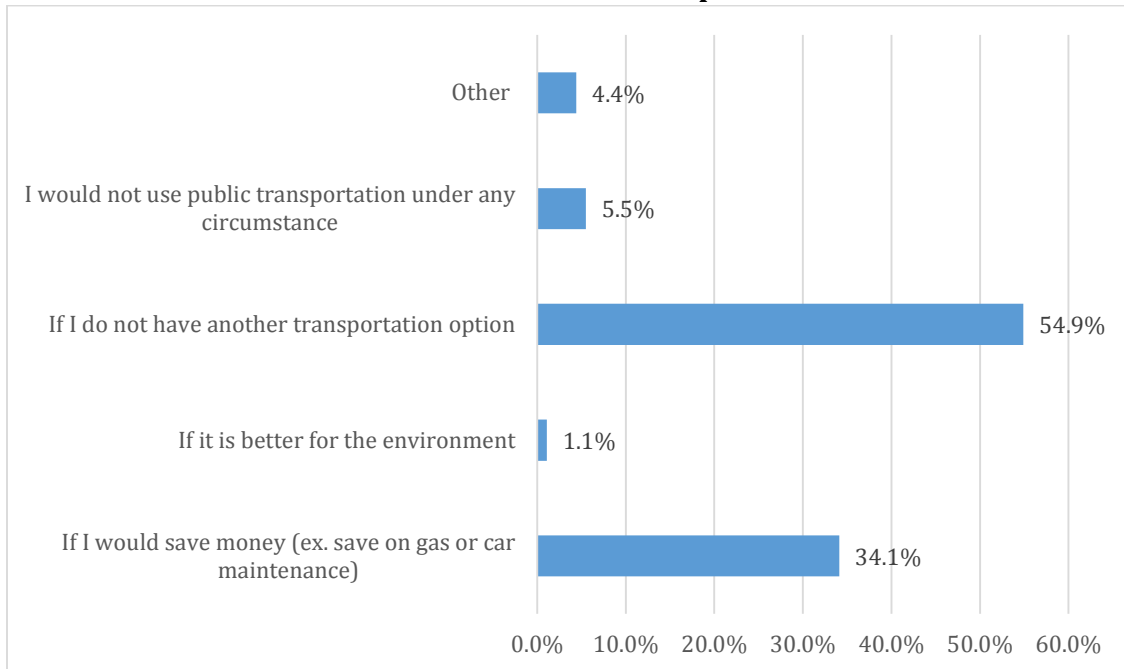
**Exhibit IV.6: Usage of Local Public Transportation Options**



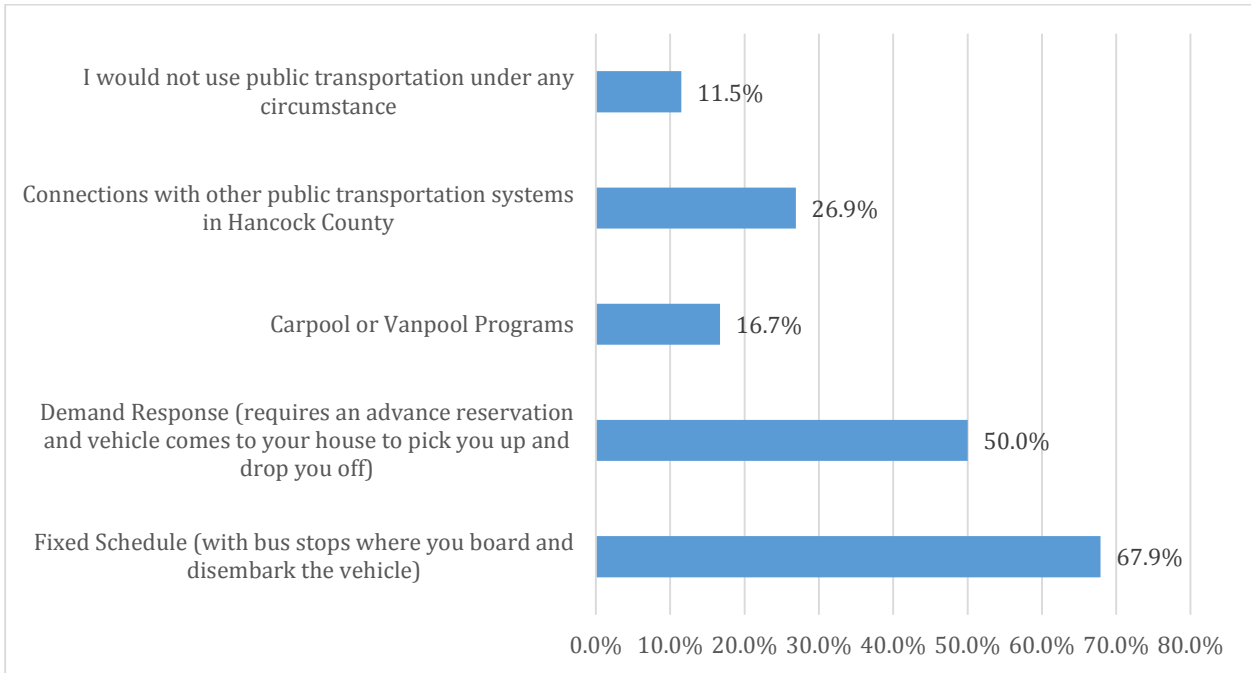
**Exhibit IV.7: Reasons for NOT Using Public Transportation**



**Exhibit IV.8: Reasons for Possible Public Transportation Use in the Future**



**Exhibit IV.9: Forms of Transportation Most Likely to be Used if Available**

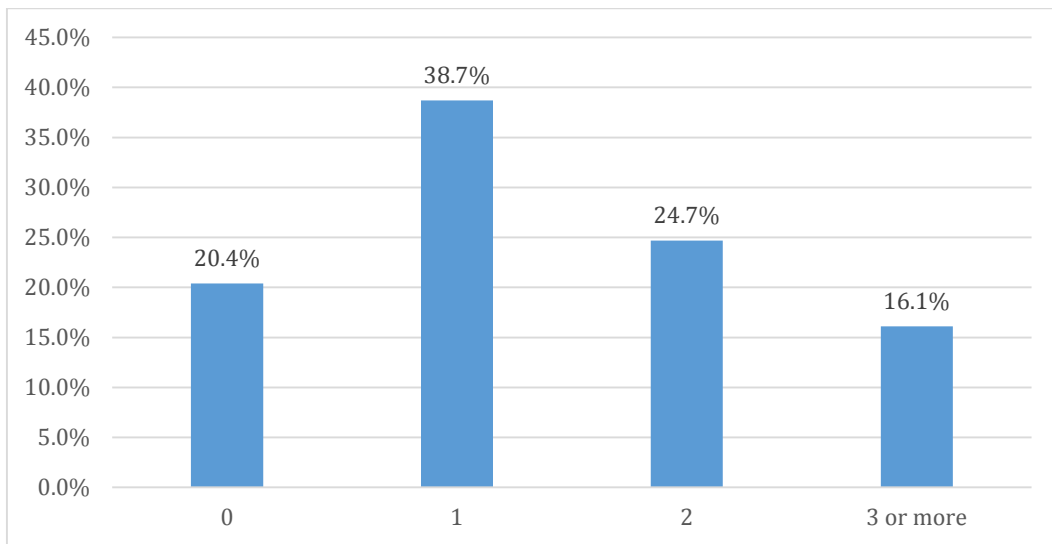


**Demographic and Socio-Economic Survey Results**

***Vehicle Status***

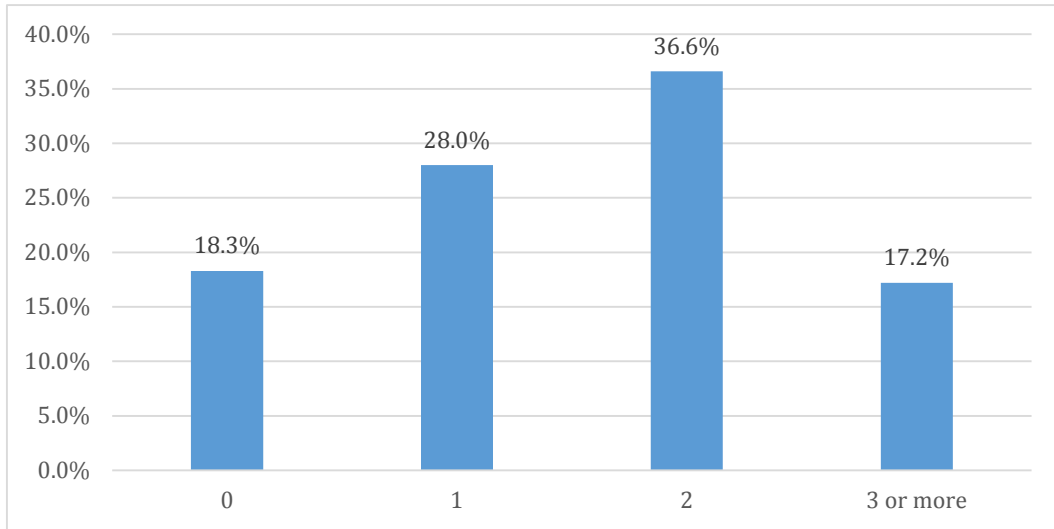
Most respondents possess at least one to two vehicles in their household, with one to two drivers. Over 20 percent reported being a zero-vehicle household, and 18.3 percent reported having zero drivers of either legal driving age or with a valid Driver’s License.

**Exhibit IV.10: Number of Vehicles Per Household**





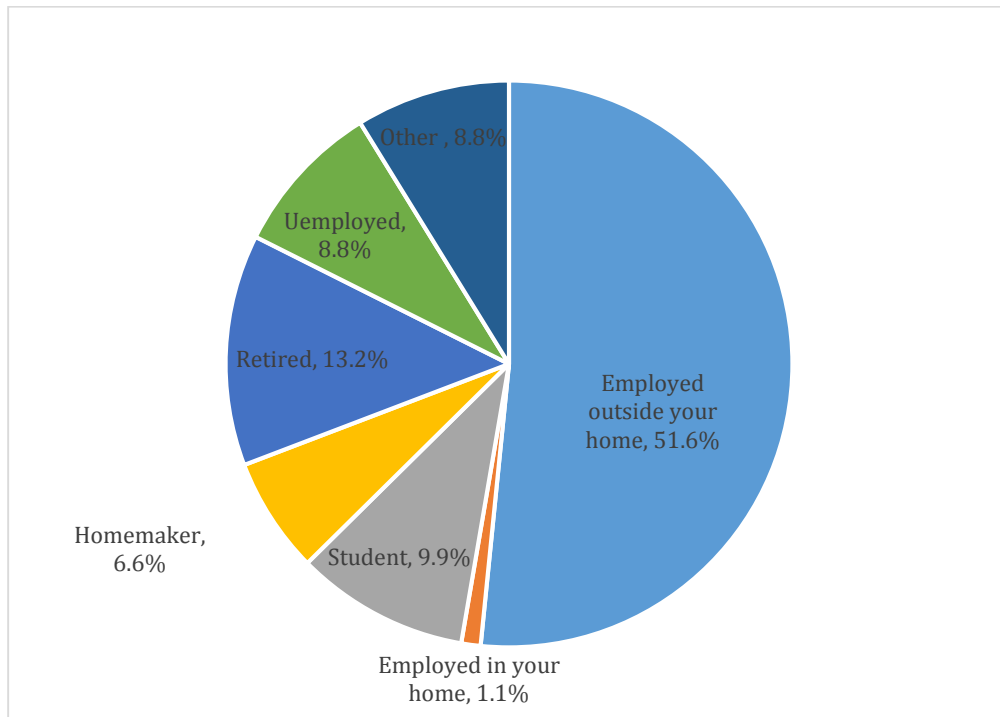
**Exhibit IV.11: Number of Valid Drivers Per Household**



***Employment Status***

Nearly 53 percent of survey respondents were employed either outside or inside their home. The next most common response was retirement, with 13.2 percent of responses. Students comprised 9.9 percent of responses, and 8.8 percent of respondents were unemployed. Of the respondents who labeled themselves as “Other,” many indicated that they are disabled.

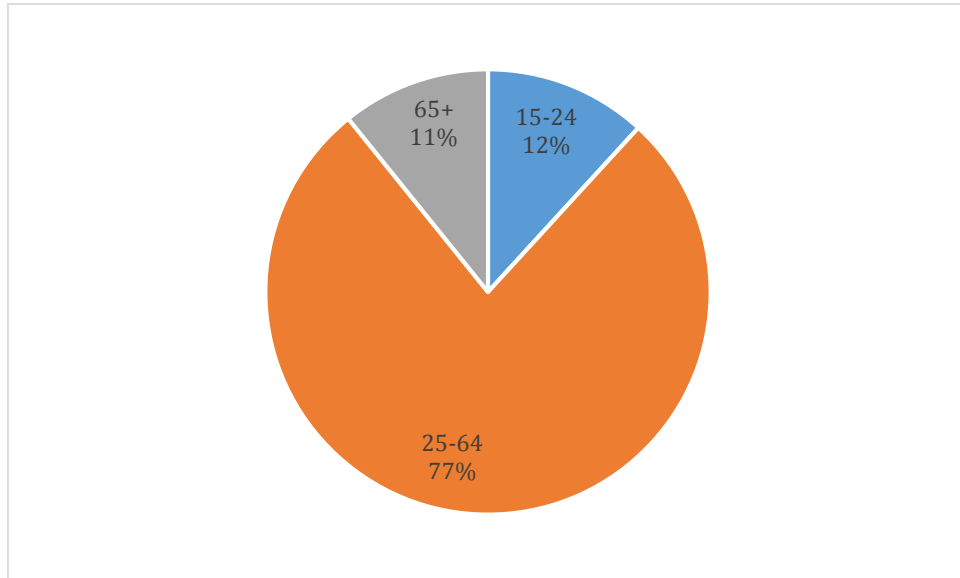
**Exhibit IV.12: Employment Status**



## Age

Over 77 percent of respondents were between the ages of 25 and 64. Almost 11 percent were 65 or older.

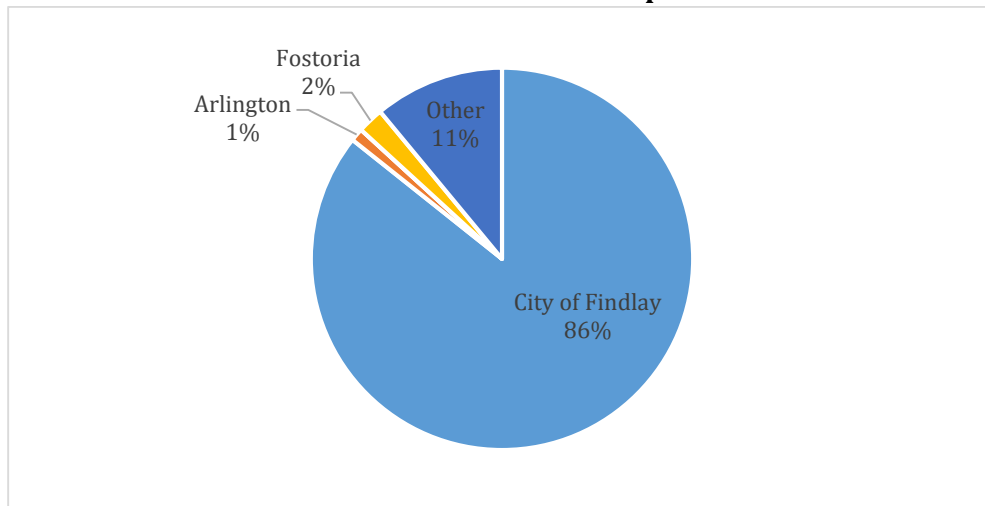
**Exhibit IV.13: Age of Respondents**



## Residence

Most respondents live in the City of Findlay (85.7 percent). Another 11 percent answered that they live in places other than Findlay, Arlington, McComb, or Fostoria. Some of the other locations mentioned include Mt. Blanchard, Bluffton, Rawson, Alvada, and Mt. Cory.

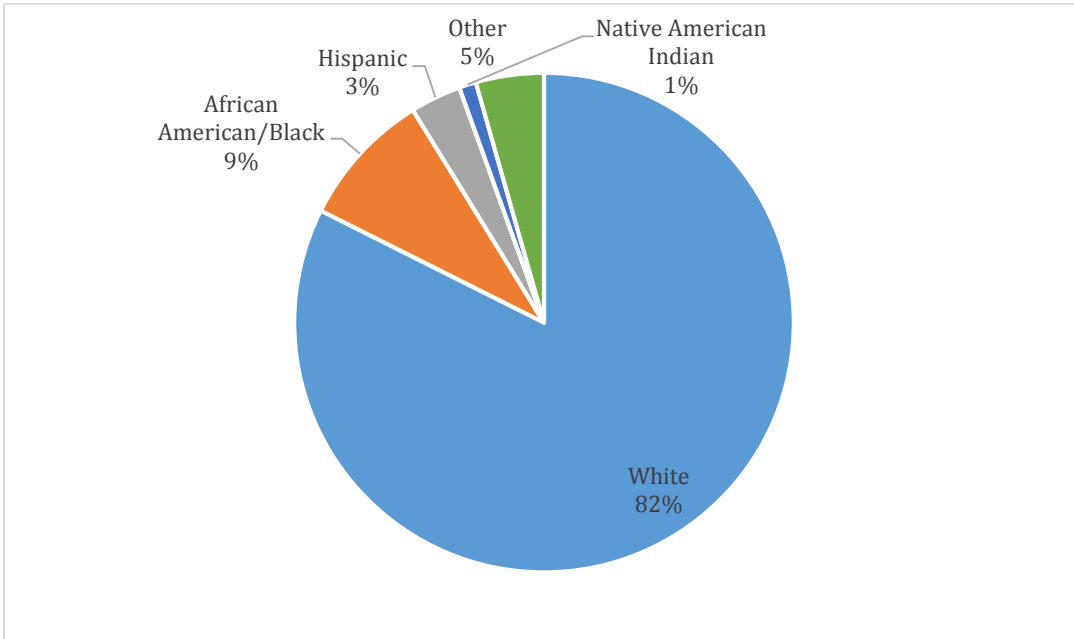
**Exhibit IV.14: Residence of Respondents**



**Race**

The majority of respondents consider themselves to be white (82.4 percent). The next largest group considered themselves to be African American (8.8 percent).

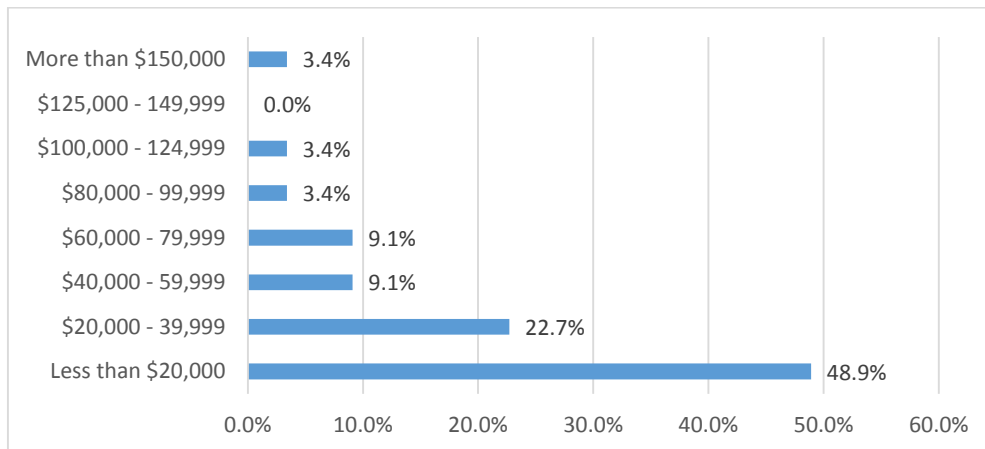
**Exhibit IV.15: Self-Perceived Race of Respondents**



**Annual Income**

The most reported annual income was \$20,000 or less (48.9 percent). The next most common response was an annual income of \$20,000-\$39,000 (22.7 percent).

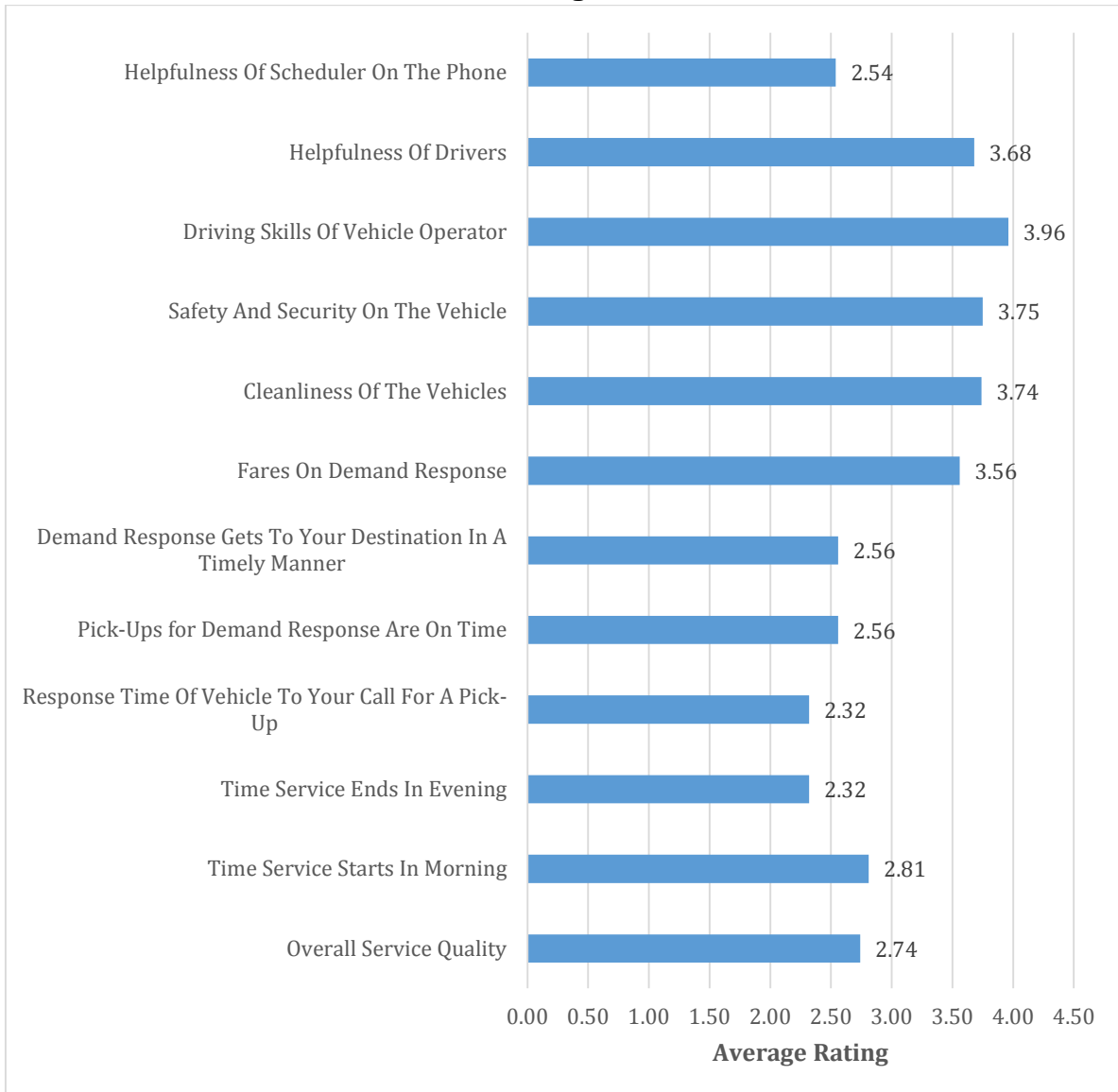
**Exhibit IV.16: Annual Income**



### **HATS Service Rating**

If the respondents had any experience using HATS, they were requested to rate the services they received. Exhibit IV.17 displays the results. The areas that received the highest average ratings were the helpfulness and driving skills of the drivers, safety and security on the vehicle, cleanliness of the vehicles, and the fares charged. The areas that received the lowest rating were the response time of a vehicle to a pick up after a call, the time services end in the evening, and the helpfulness of the scheduler on the phone.

**Exhibit IV.17: Rating of HATS Services**



## **EMPLOYER SURVEY RESULTS**

Hancock County employers were also invited to participate in a survey. As only four employers participated in this survey and thus results are not indicative of Hancock County employers' needs, a summary will not be provided here but results are available in the Appendix.

## **RIDER SURVEY RESULTS**

Riders of the HATS were invited to participate in a survey evaluating the service and gaining information on their transportation needs. As this survey is agency-specific, no summary will be provided in the plan but a copy of the results were provided to HATS.

## V. GOALS, PRIORITIES, AND STRATEGIES

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### COORDINATED TRANSPORTATION GOALS

Hancock County transportation stakeholders have faith in the existing network of transportation providers and support the concept of continuing to work together to improve mobility for older adults, individuals with disabilities, and people with low incomes. By coordinating the existing resources and implementing new projects that will fill the gaps in service, stakeholders can improve access to jobs, education, medical trips, and the overall quality of life for Hancock County.

The following goals for coordinated transportation were developed and prioritized by local transportation stakeholders to build upon the existing principles for the coordinated transportation that is currently provided by the stakeholders. Ultimately, local stakeholders are recommending this list of goals as a starting point from where they can take action to continue to improve mobility for individuals with disabilities, people with low incomes, older adults, and the general public throughout Hancock County.

***Goal #1: Hancock County will encourage cooperation and communication among stakeholders.***

***Goal #2: Hancock County will work to increase public knowledge of available transportation options.***

***Goal #3: Hancock County will increase issue awareness and appreciation among influencers of local public opinion.***

***Goal #4: Hancock County will increase wheelchair accessible transportation options.***

***Goal #5: Hancock County will work to provide operational funding options for meeting the transportation needs of target populations.***

***Goal #6: Hancock County will build on the HHWP Community Action Commission's regional mission to explore options for expanding community transportation services.***

***Goal #7: Hancock County will continue to identify gaps in service and unmet needs.***

## COORDINATED TRANSPORTATION STRATEGIES AND PRIORITIES

The following paragraphs outline the coordinated transportation strategies to be implemented under each of the established goals. It is noteworthy to state that many of the implementation strategies require both a time and financial commitment from responsible parties. Some strategies are a continuation of existing successful services, while others are recommendations for new services which will require a responsible party for implementation and, in most cases, additional funding.

Continued discussion about potential coordination strategies and prioritizing of the coordinated transportation goals will be necessary for refining the implementation plan that follows as conditions in Hancock County relative to mobility issues continue to change and evolve through 2019. Therefore, it is recommended that the stakeholders who influenced this plan continue to meet and delineate a structure for sharing the responsibility for achieving the goals and priorities that make the most impact on the local community.

### **GOAL #1: Hancock County will encourage cooperation and communication among local and regional stakeholders.**

**Strategy 1.1:** Local coordination partners will create a Hancock County Transportation Consortium. This coalition will include current Transportation Advisory Committee members and be expanded to include other Hancock County providers as well. The Consortium will meet quarterly and will discuss all areas of potential collaboration, common issues, and address some of the strategies included in the Plan as a group. This new consortium would determine its own leadership and develop action plans for the benefit of all area residents and providers. Once a successful Hancock County Transportation Consortium is established, other counties will be invited to an expanded Regional Transportation Coalition.

**Strategy 1.1,1:** Local coordination partners will establish a communication network to allow members to share information and respond to questions in an effective manner that does not require a face-to-face meeting. This network will be expanded to include Regional Transportation Coalition members when the new, expanded group occurs.

**Responsible Parties:** All agencies and organizations that participated as transportation advisory committee members, transportation providers and consumers, and steering committee members in the coordinated transportation planning effort. Other agencies which become interested in future years and want to contribute to the effort will be welcome.

**Implementation Time Frame:** Years 2016-2017

**Staffing Implications:** Agency Directors from each of the participating agencies will be responsible for assuming the role or designating the responsibility to staff members. The coalition representative position should have a vested interest in developing coordinated transportation efforts. Directors will also be responsible for ensuring that responsibilities are successfully completed.

**Priority:** High priority for immediate and on-going implementation.

**Performance Measures:**

- ◆ Directors of the Hancock County Transportation Consortium review this coordination plan and agree upon a realistic timeline for taking action to implement the strategies. The recommended priority timeframe in the plan should be used as a guide. Agreements could be informal or in writing. Written agreements are encouraged.
- ◆ Number of written agreements between organizations.
- ◆ A checklist of initial steps toward implementing each goal is developed by each responsible party.
- ◆ The number of steps accomplished by each responsible party.
- ◆ The number of new action items that are created and addressed through the process of achieving goals.

**Implementation Budget:** There are no additional direct expenses associated with this strategy. Indirect expenses may occur for travel to meetings.

**Strategy 1.2:** Implement a Hancock County Transportation Call Center for Hancock County residents to receive information by calling a single number about all Hancock County transportation services available to them based on the providers' eligibility requirements. This service would be for informational purposes only; the caller would then need to call the provider to schedule a trip.

Research should be conducted about implementing a centralized dispatching and scheduling system for coordinating the use of passenger transportation vehicles among all participating agencies and organizations. This can be expanded in the future to also include providers outside of Hancock County. Under a centralized dispatching and scheduling system, anyone can call a single number to request a trip; the scheduler/dispatcher at the center will assign the trip to the most appropriate provider who has an available vehicle and seat and is in the desired service area. The call center must be managed by a neutral party to ensure that all participating transportation providers feel protected from favoritism and maintain the highest level of trust in the lead agency.

**Responsible Parties:** The HHWP Community Action Commission would be a logical lead agency for both the call center and for the centralized dispatching and scheduling system because it is recognized in Hancock County as the public transportation provider and it has experienced



dispatching staff. The HHWP Community Action Commission also currently provides other regional services; if a regional centralized dispatching and scheduling system comes to fruition an agency already serving multiple counties is a logical lead. However, other transportation providers in the county could also take the lead. For the implementation of this strategy, the Area 3 Agency on Aging should be consulted, as this organization provides this service for the elderly population in seven counties, of which Hancock County is one.

**Implementation Time Frame:** 2016

**Staffing Implications:** Call volume at the HHWP Community Action Commission (or another designated lead agency) will increase. Additional part-time call takers or schedulers (in the event a centralized dispatching and scheduling system is implemented) may be required. It is likely that at least one additional part-time call-taker/scheduler will be necessary to handle the new volume of responsibilities. In the event that a centralized dispatching system is implemented, the designated lead agency should work with the local coordination partner agencies that will be referring callers to build an estimate of increased call volume before hiring additional staff.

**Priority:** Low

**Performance Measures:**

- ◆ Lead agency steps forward to take action in implementation of a call center.
- ◆ Funding for the increased staffing effort for at least two years is secured.
- ◆ Call center is implemented and advertised to agencies and their eligible consumers.
- ◆ The number of passengers per mile and hour for participating providers is increased.
- ◆ The cost per mile and hour per participating providers is decreased.

**Implementation Budget:** Annual salary for a part-time call-taker/scheduler will be needed. Additional hardware and software for the scheduling program (if implemented) may also be needed, depending upon the number of local agencies that agree to participate.

**Potential Grant Funding Sources:** Potential funding through Section 5310 may be available for purchasing additional scheduling software and hardware. Local match is required at 20% for capital funds. Additional funding through Section 5310 may also be available for operating the call center. A 50% local match is required for the Section 5310 operating grant. Finally, the eligible lead agency may submit a grant application to the Ohio Department of Transportation Division of Planning, Office of Transit, Ohio Coordination Program for operating dollars to support the effort. Additional information about the program is available at [www.dot.state.oh.us/divisions/planning/transit/pages/coordination.aspx](http://www.dot.state.oh.us/divisions/planning/transit/pages/coordination.aspx). Early contact with the Office of Transit is encouraged.

**GOAL #2: Increase public knowledge of available transportation services.**

**Strategy 2.1:** Add links and brief descriptions of services and eligibility requirements of other community transportation providers to the HHWP Community Action Commission’s website and to city, county, and other government websites.

**Strategy 2.1.1:** Develop a community transportation resource guide that identifies all transit providers, eligibility requirements, service area, service hours, and cost to the rider. The Hancock County Transportation Resource Guide should be made available to all social and human service organizations as well as countywide distribution to the general public.

**Responsible Parties:** All community agencies who provide transportation, whether directly or indirectly.

**Implementation Time Frame:** Years 2016-2017

**Staffing Implications:** The Hancock County Transportation Consortium will assume the lead in the development of the transportation resource guide. An agency or committee appointed by the consortium will be responsible for gathering the needed information from other providers and ensuring this information is added to their own website as well as coordinating and sharing the information with the appropriate city, county, and other government websites. All transit providers will be responsible for providing detailed information about their transportation service.

**Priority:** High

**Performance Measures:**

- ◆ If the information is available, the number of “hits” the new information pages receive.
- ◆ Resource guide is developed and distributed.
- ◆ Number of passenger trips provided per mile and hour is increased.
- ◆ Self-sufficiency of local residents is preserved and improved (measured through surveys) due to knowledge of transportation options for necessary services.

**Implementation Budget:** There are no additional direct expenses associated with this strategy.

**Strategy 2.2:** Make presentations about the community transportation options to local community organizations and community leaders to increase awareness of what is available.

**Responsible Parties:** Transportation providers and/or the Hancock County Transportation Consortium will be responsible for reaching out to various local organizations. The goal will be to get on public and/or private meeting agendas, even if only given a brief time allotment, to present the transportation services available in Hancock County.

**Implementation Time Frame:** Years 2016-2017

**Staffing Implications:** No additional staff is required.

**Priority:** High

**Performance Measures:**

- ◆ Number of individuals served by HATS and other providers increases.
- ◆ Cost per passenger, mile, and hour is sustained or improved.
- ◆ Quality of life for eligible passengers is enhanced by transportation (measured by survey).

**Implementation Budget:** Additional hours may be required by those making the presentations, but this strategy presents no other cost implications.

**Potential Grant Funding Sources:** There are no additional direct expenses associated with this strategy.

**GOAL #3: Increase issue awareness and appreciation among influencers of local public opinion.**

**Strategy 3.1:** Make presentations about the community transportation options to local community officials to increase awareness of transportation services available in the community.

**Strategy 3.1.1** Distribute transportation ridership reports to community officials on at least a quarterly basis. The distribution of reports can be completed via email or by U.S. postal service. The statistical information will help ensure local officials and community leader remain aware of the valuable services provided.

**Responsible Parties:** Transportation providers and/or Transportation Consortium members will be responsible for reaching out to community officials and leaders. Reports routinely generated for state and federal program funding could be used to accomplish this strategy.

**Implementation Time Frame:** Years 2016-2017

**Staffing Implications:** No additional staff is required.

**Priority:** High

**Performance Measures:**

- ◆ Number of local officials who have become advocates for Hancock County transportation.
- ◆ Number of statistical reports distributed in the community.
- ◆ New local funding provided in support of Hancock County transportation is secured.

- ◆ Self-sufficiency of local residents is preserved and improved (measured through surveys) due to increased local support of transportation options for necessary services.

**Implementation Budget:** There are no additional direct expenses associated with this strategy.

**Potential Grant Funding Sources:** There are no additional direct expenses associated with this strategy.

**GOAL #4: Hancock County will increase wheelchair accessible transportation within the community.**

**Strategy 4.1:** All new and replacement vehicles purchased will be wheelchair accessible vehicles that will accommodate large mobility devices, if it is determined that there is an unmet need for that service. All new potential vehicle purchases should be brought before the Hancock County Transportation Consortium; this group will make a recommendation of how the new vehicle could best serve the unmet needs in Hancock County.

**Responsible Parties:** This effort is and should continue to be coordinated by transportation providers that provide transportation for individuals with disabilities and older adults. The Hancock County Transportation Consortium will be involved in the decision-making process.

**Implementation Time Frame:** Years 2016-2017

**Staffing Implications:** No new staff expansions are projected unless services are increased.

**Priority:** High

**Performance Measures:**

- ◆ Increase in the number of individuals transported in wheelchairs per year.
- ◆ Quality of life for individuals using mobility devices improves (measured through surveys).
- ◆ Safety and security of transporting large mobility devices improves (measured through customer feedback, observing drivers on-the-job, and decreased incidence of accidents or injuries associated with use of a wheelchair).

**Implementation Budget:** Expenses include purchase of new or replacement vehicles or match funds for grant-secured vehicles. In 2015, a Modified Minivan purchased off of the state contract costs approximately \$39,000. Larger vehicles cost \$60,000 on average, but can be more or less depending on the size of the vehicle and optional additions needed. Federal capital grants cover 80% of these costs, leaving approximately \$8,000 to \$12,000 needed for local match.

**Potential Grant Funding Sources:** New and replacement vehicles may be purchased using Section 5311 and Section 5310 funding (with a 20% local match for both). Potential sources of

local match include foundations, donations, or other grant programs such as the Older Americans Act.

**Strategy 4.2:** Develop and maintain an appropriate vehicle replacement plan. Maintain a fleet of vehicles for all of Hancock County that is at least 90% wheelchair accessible or that insures that all wheelchair-accessible transit needs are being met.

**Responsible Parties:** All transportation providers.

**Implementation Time Frame:** Years 2015-2019

**Staffing Implications:** No new staff expansions are projected unless services are increased.

**Priority:** High

**Performance Measures:**

- ◆ A vehicle replacement plan for each individual agency is developed and updated annually.
- ◆ Replacement vehicles are purchased in a timely manner and local match is secured, as needed.
- ◆ Passengers receive safe transportation and have access to wheelchair accessible vehicles.

**Implementation Budget:** Expenses include purchase of new or replacement vehicles. See strategy 4.1 for cost estimates.

**Potential Grant Funding Sources:** New and replacement vehicles may be purchased using Section 5311 and Section 5310 funding (with a 20% local match for both). Potential sources of local match include foundations, donations, or other grant programs such as the Older Americans Act.

**GOAL #5: Provide operational funding options for meeting the transportation needs of target populations.**

**Strategy 5.1:** Encourage human service agencies and other organizations that require transportation services for their consumers to contract, when possible, with HATS and/or other transportation providers interested in accepting contracts. Agencies and organizations may realize a savings by purchasing services rather than providing them in-house. Contract rates will be determined by the transportation provider and include the fully allocated costs associated with the provision of the transportation services provided. If the transportation provider receives federal rural public transportation funding, revenues received from contract service can be used as local match.

**Responsible Parties:** Human Service Agencies and Hancock County Transportation Providers

**Implementation Time Frame:** Years 2016-2017

**Staffing Implications:** No new staff expansions are projected unless services offered by transportation providers are increased due to new contracts.

**Priority:** Moderate

**Performance Measures:**

- ◆ Number of contracts approved and signed.
- ◆ Number of consumers transported under contract agreement.
- ◆ Local match generated by contracts is increased.

**Implementation Budget:** If fully allocated cost is charged for new contracts, costs for this strategy will be minimal.

**Potential Grant Funding Sources:** None required.

**Strategy 5.2:** Investigate hiring a Contract Grant Writer to maximize grant application opportunities. Researching and writing grants is time consuming and requires extensive research and excellent writing skills. Experience with grants and grant writing always makes the odds better for being awarded a grant. The diverse experience many professional grant writers have can be a bonus, as exposure to different ideas, trends, and kinds of work can filter into other proposals. Utilizing grant writing professionals to locate appropriate grants for community transportation and then completing the grant writing process could be financially beneficial while allowing staff to focus on other coordination goals.

**Responsible Parties:** The Regional Coordination Coalition

**Implementation Time Frame:** Years 2016-2017

**Staffing and Budget Implications:** Dependent on Grant Writer Contract – one time use or long term contract for multiple grants. Rates typically range from 5 percent to 10 percent of the grant request.

**Priority:** Moderate

**Performance Measures:**

- ◆ Grant Writer selected.
- ◆ Number of grants submitted.
- ◆ Number of grants awarded.
- ◆ Amount of funding is increased from new grants.

**Potential Grant Funding Sources:** This strategy could prove to be an excellent fundraising move; however, it is not an eligible expense for state and federal grants. Grant writer fees will require local funds.

**GOAL #6: Build on HHWP's regional mission and existing resources to explore options for expanding community transportation services.**

**Strategy 6.1:** Re-implement a deviated or fixed route service in Findlay. Through stakeholder meetings, it was mentioned that this has been attempted before but the funding ran out before the service could get completely off the ground. It was also mentioned that HATS has many common destinations in Findlay which would be natural designated stops if this service became a reality. This type of service provides on demand transportation, as well as freeing up other HATS vehicles and staff to be able to perform more demand response transportation as well.

**Responsible Parties:** HATS and the Transportation Consortium, to assist in obtaining funding for the project.

**Implementation Time Frame:** 2016-2017

**Staffing Implications:** If new service is implemented, this may require more vehicles and more drivers.

**Priority:** Low

**Performance Measures:**

- ◆ Funding is secured for the new/expanded service.
- ◆ Fixed route or deviated fixed route is implemented.
- ◆ Ridership increases for both new service and demand response services.
- ◆ Self-sufficiency of local residents is preserved and improved (measured through surveys) due to increased transportation options for necessary services.

**Implementation Budget:** Potential expenses include additional drivers and vehicles, depending on demand for the new service. Bus stop markers and marketing materials are also added expenses for this strategy.

**Potential Grant Funding Sources:** This new service is eligible for Section 5311 Rural Transit funding, and depending on the decided nature of the route, could also be eligible for Section 5316 Funding (Job Access and Reverse Commute Grant Program). As of 2016, all funds previously granted through the Section 5316 program will be folded into the Section 5311 Rural Transit program. If this strategy is one Hancock County wishes to implement using either source of funds, very early discussions with ODOT about funding availability are highly recommended.

**Strategy 6.2:** Implement volunteer transportation programs, such as the Transportation Ally Program and the Independent Transportation Network.

**Responsible Parties:** The Regional Coordination Coalition and the Hancock County Transportation Consortium.

**Implementation Time Frame:** 2016-2017

**Staffing Implications:** These programs may require additional time from already existing staff, or a new staff person may need to be hired to coordinate volunteer trips. Using a volunteer to coordinate trips, if possible, would keep costs minimal.

**Priority:** Moderate

**Performance Measures:**

- ◆ Agreements with these programs are signed.
- ◆ Number of volunteer drivers recruited.
- ◆ Number of consumers transported.
- ◆ Regional and out-of-county transportation options are increased for Hancock, Hardin, Wyandot, and Putnam Counties.

**Implementation Budget:** To be determined by specific programs.

**Potential Grant Funding Sources:** The Area Agency on Aging 3 has offered \$200 to put towards a trial run of The Transportation Ally Program. The United Way has shown interest in implementing the Independent Transportation Network and could possibly secure funding to bring that program to Findlay as well.

**GOAL #7: Continue identifying gaps in transportation services and unmet needs.**

**Strategy 7.1: Conduct periodic transportation consumer and provider surveys.**

**Responsible Parties:** Hancock County transportation providers and the Hancock County Transportation Consortium.

**Implementation Timeframe:** 2016-2017

**Staffing Implications:** No additional staff are necessary.

**Priority:** High

**Performance Measures:**

- ◆ Number of surveys received.
- ◆ Satisfaction with services, etc. is increased/decreased.



**Implementation Budget:** Surveys will need to be printed out and distributed to consumers. The cost of printing is the only added direct expense. Assuming the agency went to an outside vendor to print surveys, a short 4-page survey would cost approximately \$0.60 for each survey. A longer survey for providers would cost approximately \$1.00. In-house printing would cost considerably less. Analysis and summary of the surveys would be completed by agency employees.

**Potential Grant Funding Sources:** The printing expense is eligible for reimbursement under the Section 5311 Rural Transit grant program.

# Summary

## VI. EXECUTIVE SUMMARY

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This document seeks to update the 2007 coordinated public transit-human services transportation plan for Hancock County. Updated information includes analyses of county demographic and socio-economic data, an inventory of transportation providers and consumers, and feedback received through public and stakeholder meetings. All goals from the previous plan were considered for relevancy. The HHWP Community Action Commission agreed to lead the coordinated transportation efforts in Hancock County in the creation of this plan and strategy implementation.

Data provided from the U.S. Census, The Ohio Development Services Agency's County Profiles, and the American Community Survey indicated that the population remains consistent in Hancock County and is expected to remain consistent through 2020. Findlay, which is also the county seat, is the most populated city followed by Fostoria and Bluffton. Findlay has the highest concentration of low-income and zero-vehicle households, and the northeastern part of the County also has a high concentration of zero-vehicle households. Nearly 12 percent of the Hancock County population has a disability. Approximately 15 percent of the population is elderly.

Transportation providers and organizations purchasing transportation completed surveys and telephone interviews to provide a full picture of the transportation resources available in the county and which populations benefit from those services.

Public and stakeholder input was gathered using public and rider surveys, employer surveys, and multiple public and private meetings. The culmination of these methods demonstrated that Hancock County residents and transportation stakeholders need for providers to better market their services to ensure that the public is aware of available options. During much of this planning process, HATS' capacity did not allow for most trips inside of a two week reservation window, and this caused many Hancock County residents to be unable to use the services. HATS has recently implemented on-demand service based on availability, and increased service hours. Other often-mentioned needs were for additional out-of-county transportation options and for additional service hours to serve third shift workers.

The surveys showed that most Hancock County residents do not rely on agency transportation options, but instead drive cars or ride with friends. Twenty-five percent of respondents, however, do rely on public transportation. While many respondents were aware of the transportation provided by HATS and Accurate Cab, most other providers were not known to provide these services. Common destinations are for shopping and grocery trips, as well as medical trips. Wal-Mart was the resounding most popular destination within the county. Most Hancock County residents stay in Findlay for their needs, but for out-of-county trips, 18 percent of respondents go to Bowling Greene frequently for shopping and medical needs.

Many goals in this plan are continued from the previous plan, but include updated strategies for achieving progress. The goals seek to increase general public and public knowledge of transportation resources available to them, wheelchair-accessible transportation, funding and options for Hancock County residents currently underserved. The goals also seek to encourage and cultivate coordination among transportation stakeholders and to continue to evaluate and understand the county's unmet needs.

## VI. ADOPTION AND APPROVAL OF PLAN

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The Hancock County Coordinated Public Transit-Human Services Transportation Plan was adopted on Sept. 28, 2015 at a meeting for Seniors and Individuals with Disabilities. Signatures of adoption are provided below.

Paula Decker                      9/28/15  
Name    Date

Betty Bozo                      9/28/15  
Name    Date

Kay Leason                      28 Sep 2015  
Name    Date

Kristen Bensen                      28 Sept. '15  
Name    Date

Meriam Underwood                      28 Sept 15  
Name    Date

Jane Baker                      9-28-15  
Name    Date

\_\_\_\_\_  
Name    Date

\_\_\_\_\_  
Name    Date

\_\_\_\_\_  
Name    Date



**Coordinated Public Transit-Human Services  
Transportation Plan Update  
APPENDIX**



## **Table of Contents**

### **SECTION A-1: FIRST STEERING COMMITTEE MEETING**

- ◆ Sign-In Sheet
- ◆ PowerPoint Presentation

### **SECTION A-2: HANCOCK COUNTY PUBLIC STAKEHOLDER MEETING**

- ◆ Notice to Stakeholders
- ◆ Notice to the Public
- ◆ Meeting Proceedings

### **SECTION A-3: SECOND STEERING COMMITTEE MEETING**

- ◆ Sign-In Sheet
- ◆ PowerPoint Presentation

### **SECTION A-4: ELDERLY AND DISABLED FEEDBACK AND ADOPTION MEETINGS**

- ◆ April 13, 2015 Sign-In Sheet and Meeting Notes
- ◆ September 28, 2015 Sign-In Sheet

### **SECTION A-5: HANCOCK COUNTY EMPLOYER SURVEY**

- ◆ Employer Survey Results, taken from SurveyMonkey

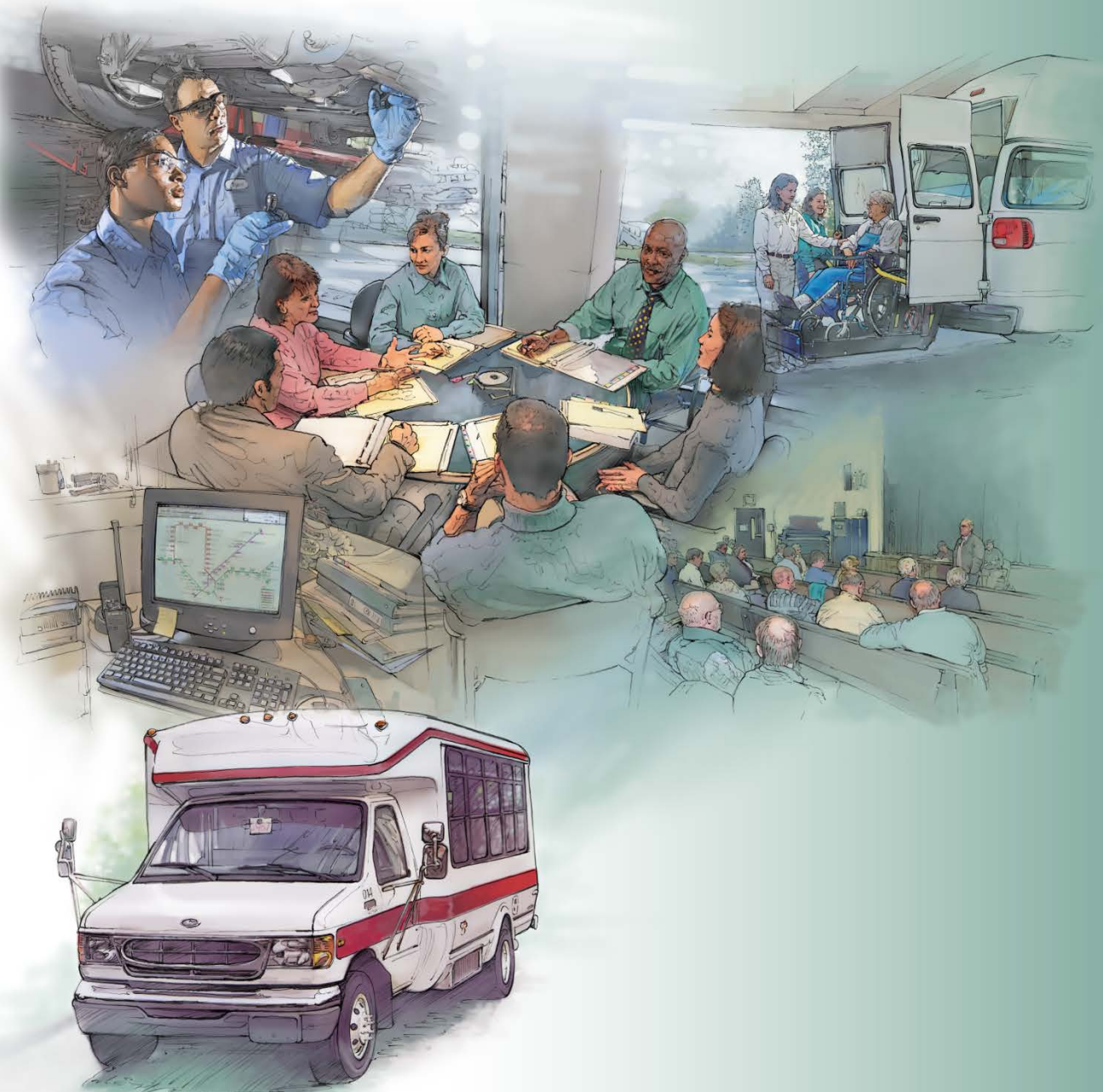
### **SECTION A-6: 62 FEDERAL FUNDING SOURCES FOR TRANSPORTATION**





**Coordinated Public Transit-Human Services  
Transportation Plan Update  
APPENDIX**

**Section A-1:  
Documentation of the First Steering Committee Meeting  
March 17, 2014**



Sign-In Sheet

Hancock, Hardin, Putnam, and Wyandot Counties 2014 Coordinated Public Transit-Human Services Transportation Plan Update  
 March 17, 2014 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
Bette Ribler	Hardin County Council on Aging	Address: 100 Memorial Ave. City: Kenton Zip: 43326	hccab@hardincoc.net	619-673-1102
Melissa Prater Mobility Manager Hardin Co.	Hardin Co. Council on Aging	Address: 180 Memorial Ave. City: Kenton Zip: 43326	hccamp@hardincoc.net	419-675-3610
Erica Petrie	AAA 3	Address: 200 E. High St 2nd Floor City: Lima Zip: 45801	epetrie@psa3.org	419-371-5942
Josh Anderson	HHWP	Address: 122 Jefferson St. City: Findlay OH Zip: 45846	janderson@hhwpcc.com	(419) 423-3155
Dove Salucci	HHWP dsalucci@hhwpcc.com	Address: (same as above) City: _____ Zip: _____	dsalucci@hhwpcc.com	11



Sign-In Sheet

Hancock, Hardin, Putnam, and Wyandot Counties 2014 Coordinated Public Transit-Human Services Transportation Plan Update  
 March 17, 2014 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
Todd Diley	Wyandot DD (ANGELINE)	Address: CR 44 1102B City: Upper Sandusky Zip: 43351	diley@angeline.com	(419) 294-4201
Lucy Valerius	HHP	Address: City: Zip:	LValerius@hhwpac.com	419 423-3755
		Address: City: Zip:		
		Address: City: Zip:		
		Address: City: Zip:		

Sign-In Sheet

Hancock, Hardin, Putnam, and Wyandot Counties 2014 Coordinated Public Transit-Human Services Transportation Plan Update  
 March 17, 2014 at 10:00 A.M.

Name	Organization	Address		E-mail	Phone Number
Toni Wernicke	Putnam Co. Council on Aging	Address:	1485 E. 4th St Ottawa	jwernicke- pcoa@ bright.net	419-523- 4121
Mark Kippel	Hardin Co. Bd. of DD	Address:	71. 22 St. Kenton OH	MKieffer@ hardindd.org	419-674- 4158
Buckley York	TFS Hancock	Address:	7819 Cord Rd Findlay	brykos@tfs stkc-oh-us	
		Address:			
		Address:			

Sign-In Sheet

Hancock, Hardin, Putnam, and Wyandot Counties 2014 Coordinated Public Transit-Human Services Transportation Plan Update  
 March 17, 2014 at 10:00 A.M.

Name	Organization	Address	E-mail	Phone Number
Jennifer Horstman	PCSFES	Address: 1225 E. Third St. City: Ottawa Zip: _____ Address: _____ City: _____ Zip: _____ Address: _____ City: _____ Zip: _____	horstj@csjfs.stark.oh.us	419-523-4580
		Address: _____ City: _____ Zip: _____ Address: _____ City: _____ Zip: _____		
		Address: _____ City: _____ Zip: _____ Address: _____ City: _____ Zip: _____		
		Address: _____ City: _____ Zip: _____ Address: _____ City: _____ Zip: _____		
		Address: _____ City: _____ Zip: _____ Address: _____ City: _____ Zip: _____		



## Coordinated Public Transit-Human Services Transportation Plan Update

### Steering Committee Meeting


March 17, 2014

Presented by: RLS & Associates, Inc.



## Meeting Objectives


1. Review of Project Scope of Work
2. Status of Previous Coordination Plan
3. Unmet Need Resources
4. Steering Committee/Stakeholder Involvement
5. Review of Surveys
6. Review of Marketing Materials
7. Set up County Meetings
8. Next Steps



## Project Tasks


Hancock, Hardin, Putnam, and Wyandot County Coordinated Public Transit-Human Services Transportation Plan Update											
Tasks	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Notification to Proceed											
1. Develop Detailed Work Scope and Schedule											
- Evaluate Past and Existing Projects											
- Conduct Back and Forward with Stake Participants											
Deliverable: Revised Scope of Work											
2. Ensure Broad Participation											
- Public Stakeholder and Issue Surveys											
- Public Openness (to the Media, Stakeholders)											
Deliverable: Technical Memorandum #1											
3. Inventory of Existing Transportation Services for Target Populations											
- Overview and Public Comments of Transportation Services											
- Survey Follow-Up and Evaluation											
- Demographic and Socio-Economic Data Analysis											
- Identify Major Trip Generators											
Deliverable: Technical Memorandum #2											
4. Propose and Prioritize Solutions to Service Duplication and Gaps											
- Identify Gaps and Coordination Strategies											
- Develop Committee Action Calendar											
Deliverable: Technical Memorandum #3											
5. Prepare Draft of Updated Coordination Plan											
Deliverable: Draft of Updated Plan											
6. Finalize the Locally Developed and Prioritized Implementation Plan											
Deliverable: Final Updated Plan											

Key: ■ Represents stakeholder and/or public involvement  
■ Represents analysis, inventory, and development of strategies/data  
X Deliverable




## Previous Plan Update

- ◆ Survey Results
  - Increase issue awareness and appreciation among influencers of local public opinion
    - Hancock – Attempted but not achieved, one no action
    - Putman – No action
    - Wyandot – Attempted but not achieved



## Previous Plan Update

- ◆ Provide operational funding options for meeting the transportation needs of target populations.
  - Hancock – Successfully achieved and attempted but not achieved
  - Putman - Successfully achieved and attempted but not achieved
  - Wyandot – Successfully achieved



## Previous Plan Update

- ◆ Encourage cooperation and communication among stakeholders.
  - Hancock – Successfully achieved and achieved
  - Putman - Successfully achieved and attempted but not achieved
  - Wyandot – Attempted but not achieved



## Previous Plan Update

- ◆ Build on HHWP's regional mission and facilities to explore options for expanding public transportation services.
  - Hancock – Attempted but not achieved
  - Putman – No action
  - Wyandot – No action

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## Previous Plan Update

- ◆ Identify gaps in service and unmet needs.
  - Hancock – Successfully achieved and achieved
  - Putman - Successfully achieved and attempted but not achieved
  - Wyandot – Attempted but not achieved

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## Previous Studies/Surveys

- ◆ ODOT Statewide Needs Survey
- ◆ United Way
- ◆ Others

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## Steering Committee

- ◆ The steering committee is crucial to the success of this project.
  - Market
  - Motivate
  - Educate
  - Coordinate

Proposed survey start date April 7<sup>th</sup>.

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## Surveys

- ◆ Community/Public Survey
- ◆ Rider Survey
- ◆ Employer Survey
- ◆ Human Service Agency Survey
- ◆ Provider Survey

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## Marketing Materials

- ◆ Public Service Announcement/Media Release
  - Radio
  - Newspaper
  - Public Broadcast Television
- ◆ Meeting Flyer
- ◆ On Board Flyer

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## Public Meetings

- ◆ Each county will have a public meeting to explain the coordination plan and gather unmet need information.
  - Suggested Dates: April 15 and 16
    - One morning meeting and one afternoon meeting each day.

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## Next Steps

- ◆ Secure public meeting locations
- ◆ Distribute marketing materials
- ◆ Distribute and collect surveys
- ◆ Public meetings

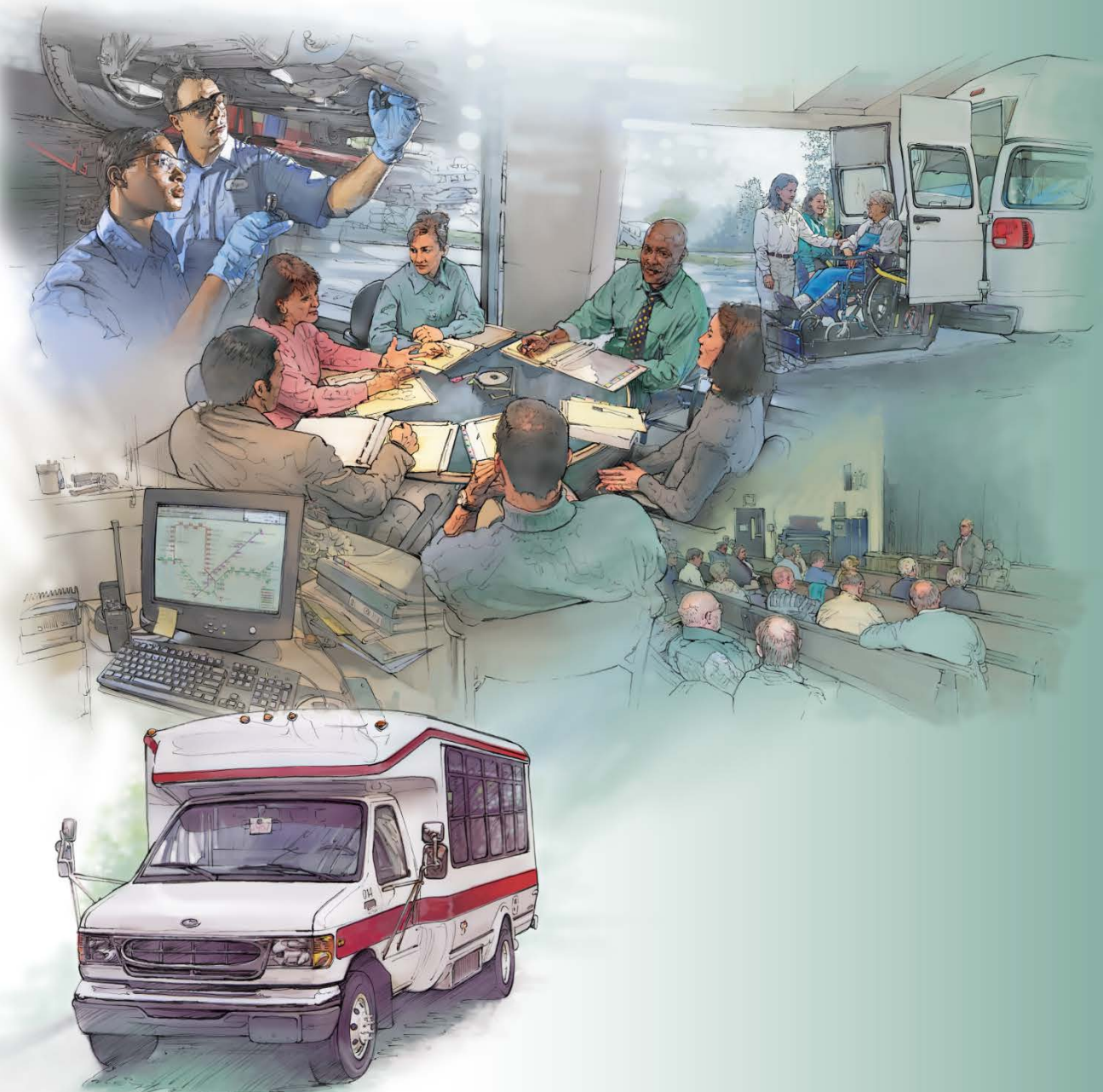
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**Coordinated Public Transit-Human Services  
Transportation Plan Update  
APPENDIX**

**Section A-2:  
Hancock County Public Stakeholder Meeting  
April 22, 2014**





Hancock County is conducting a regional coordinated public transit-human services transportation plan meeting. The public meeting will be held on **April 22, 2014 from 10:00AM to 12:00PM at The Family Center, 1800 N. Blanchard Street, Findlay, OH 45840**. The agenda includes a discussion of the content of the current locally developed coordinated public transit and human service transportation plan, unmet transportation needs, existing coordination efforts, and the process for developing an action plan for improving coordination efforts in the region. **This public meeting will provide a unique opportunity for the public to share transit needs and vision for their community. Transportation providers, human service agencies, and other advocates will also want to attend to discuss this important topic.**

In July of 2012, Congress passed the Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21) replacing Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU). This reauthorization repealed several transit grants including; the Clean Fuels Grant(5308), Job Access Reverse Commute Grant(5316), New Freedom Grant Program(5317), Paul S. Sarbanes Transit in the Parks Grant(5320), Alternatives Analysis Grant(5339), and Over the Road Bus Grant(Sec.3038-TEA-21). Funds from some of the repealed grants were consolidated including the Job Access Reverse Commute Grant funds which were consolidated with Urbanized Area Formula Grant(5307) and Rural Area Formula Grant(5311) and New Freedom Program Grant funds which were consolidated with Enhanced Mobility of Seniors and Individuals with Disabilities Grant(5310).

One of the MAP-21 requirements is that projects and organizations planning to apply for funding from the programs listed above *must* be part of a “locally developed coordinated public transit-human services transportation plan.” This plan must be developed through a process that includes representatives from public, private, and non-profit transportation services, human services providers and the general public.

Agencies who receive or intend to receive funding under Sections 5310 or 5311 programs must participate in coordination planning and development.

The Family Center is an accessible facility. If you require any additional assistance, please contact Claire Helmers, at 937-299-5007, or [chelmers@rlsandassoc.com](mailto:chelmers@rlsandassoc.com).

Interested parties unable to attend may send their comments to Claire Helmers at: [chelmers@rlsandassoc.com](mailto:chelmers@rlsandassoc.com) or to RLS & Associates, Inc. 3131 S. Dixie Hwy. Suite 545 Dayton, OH. 45439.



# **PUBLIC MEETING**

**For:**

## **Development of the Hancock County Coordinated Public and Human Services Transportation Plan**

---

***Tuesday, April 22<sup>nd</sup> 10:00 AM to 12:00 PM***  
***The Family Center***  
***1800 N Blanchard Street***  
***Findlay, OH 45840***

- Meeting facilities are handicap accessible.

---

### **Why:**

This is the second public meeting designed to collect community opinion on unmet transit needs, service gaps, existing transportation coordination efforts, transportation coordination challenges, and strategies for improving mobility in Hancock County. This meeting will also allow the community to set priorities to resolve unmet transportation needs for Hancock County.

Transportation Providers, Human Service Agencies, Community Advocates, and Concerned Citizens who recognize that coordinating transportation services is essential for older adults, individuals with disabilities, individuals and families living below the poverty level, and the general public to access employment, education, health services, and community programs are encouraged to participate in this meeting.

## **Hancock County 2014 Coordinated Public Transit-Human Services Transportation Plan Update**

### Public Stakeholder Meeting Summary

The RLS team facilitated an initial outreach meeting at The Family Center in Findlay, OH on April 22, 2014 at 10:00 a.m. The purpose of the meeting was to gather input from area stakeholders and the general public about the opportunities to coordinate transportation services to meet the travel needs of Hancock County. Invitations were emailed to local public and private transportation providers, human services agencies, senior centers, and other private and public non-profit organizations that serve low income persons, older adults, and individuals with disabilities throughout the region.

Invitations were sent to 37 organizations. The general public was notified of the meeting through notices published in the Courier, on buses and city facilities, and on the HATS website. Seventeen people representing thirteen organizations and the general public attended the workshop. Attendees included representatives from public transportation providers, human service agencies, the general public and planning organizations. Organizations represented included:

- Hope House
- The Family Center
- The Blanchard Valley Center
- City Mission
- The Courier
- The Heritage
- ADAMHS
- The Community Foundation
- HHWP Community Action Commission
- Area Agency on Aging 3
- United Way
- Goodwill Easter Seals
- The Alliance

The workshop facilitator opened the meeting by introducing and defining coordinated transportation and clarifying its potential benefits. The facilitator then explained the changes occurring to federal funding sources for coordinated transportation due to the passage of new legislation, termed MAP-21 (Moving Ahead for Progress in the 21<sup>st</sup> Century).

Attendees were asked to share their concerns and perceived unmet transportation needs, gaps in service, and mobility issues in Hancock County. After much discussion, attendees identified the needs listed below (not in any particular order):

- Community Education and Marketing that HATS is public transportation, not just for the elderly and disabled.

- 24 hour service for late shift workers
- A Guaranteed Ride Home Program
- An on-demand system with no need for a previous reservation
- Transit for food access, such as pantries and meal programs.
- An increase in transportation reliability and dependability
- A solution to capacity constraint issues
- A Transportation Call Center
- Vanpools for Employees
- Transportation for underserved groups, such as the homeless, criminal justice system individuals, and children who need transport to school
- Increased Technology, such as the ability to text to reserve a ride
- Out of County Transportation
- Specialized Service for frail individuals with special needs
- Possible deviated route in town (an in-town shuttle service was attempted in the past, but was not widely enough used and discontinued. Marketing could have been an issue).
- Transit service for Industrial Park employees
- Service Planning, in general
- Student/College Student transit
- Next day Medical trips for unplanned follow-up visits

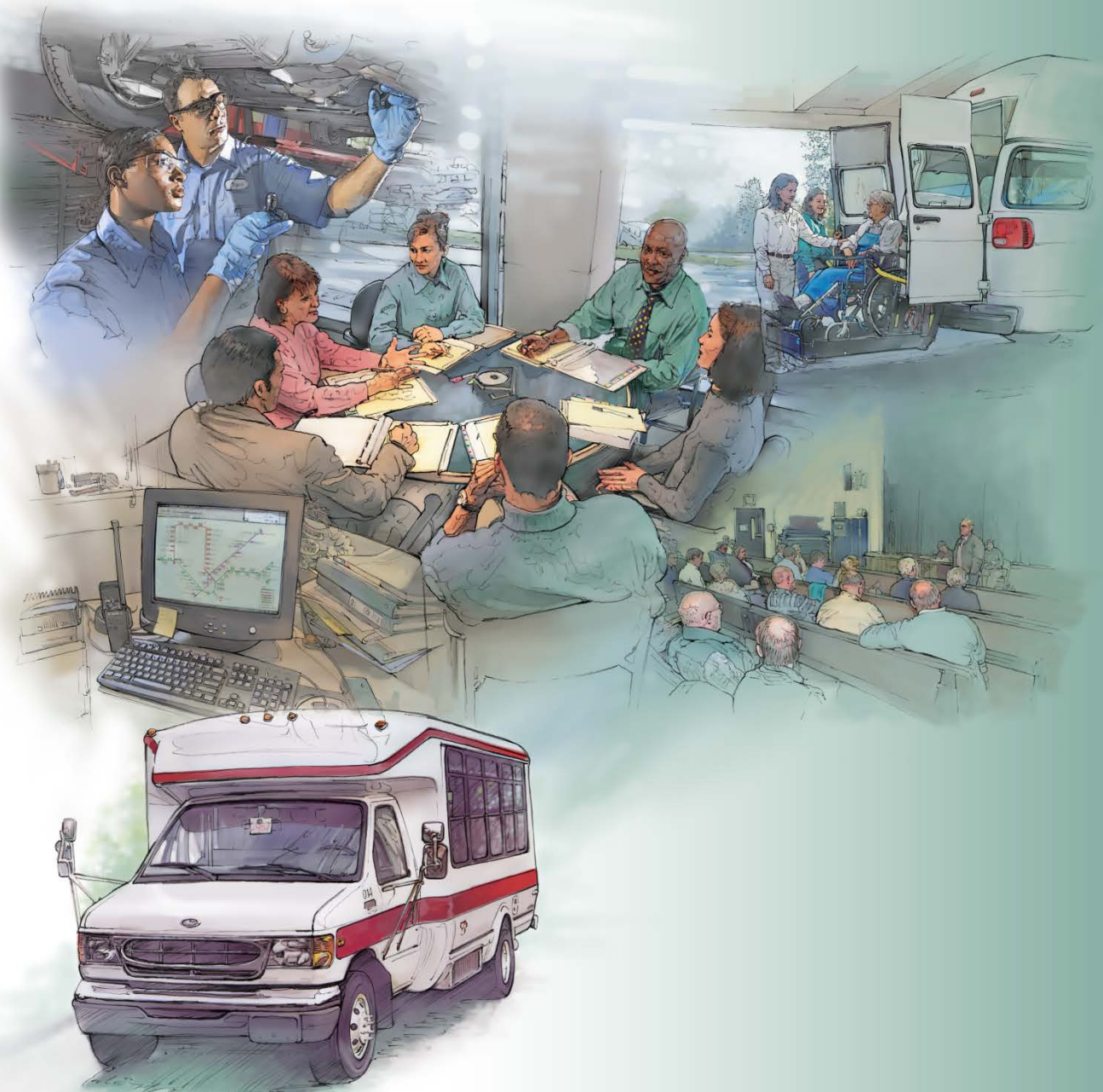
The RLS & Associates, Inc. team will consider the comments made and include in a draft plan for the county. The facilitator urged the attendees to advocate for and participate in distributing the public survey for this project. The survey aims to gauge the current perception of the existing transportation services in Hancock County and the community perception of the current transportation needs. The survey also captures demographic data.

If there are any questions or comments not represented in this meeting summary, please contact Claire Helmers with RLS and Associates, Inc. at 937-299-5007 or at [chelmers@rlsandassoc.com](mailto:chelmers@rlsandassoc.com).



**Coordinated Public Transit-Human Services  
Transportation Plan Update  
APPENDIX**

**Section A-3:  
Documentation of the Second Steering Committee Meeting  
August 20, 2014**





**Coordinated Transportation Plan  
for  
Hancock, Putnam, Wyandot, Hardin Counties**

**Steering Committee Meeting: August 20, 2014, 10:00 AM  
Hancock United Way office, Findlay OH**

**SIGN-IN:**

<b><u>Name:</u></b>	<b><u>Organization:</u></b>	<b><u>Email:</u></b>
Dave Solucci	HHWP CAC	dsolucci@hhwpcac.com
Todd Dille	Wyandot DD	dille@angelina.com
Barb Maxson	Hardin DFS	Barbara.Maxson@jfs.ohio.gov
Lucy Valerius	NNWP CAC	lvalerius@hhwpcac.com
Ryan Peyton	WCCA	director@wyandot.seniors.com
Erica Petrie	AAA3	epetrie@psa3.org
Carolyn Copus	HCAOA	ccopus@hancock.seniors.org
Randy Rogers	HA <sup>WP</sup> EACG	ROGERS001@yahoo.com
Jodi Warnecke	PCCOA	jwarnecke-pcco@bright.net
Judi Bellman	PCOPS -EMS	judi@pcops.org
Cindy Landwehr	P.C Commissioners	cindy.landwehr@putnamcounty.ohio.gov
JASON FAGAN	WCDJFS	jason.fagan@ohio.jfs.gov
Bette Butler	HCCOA	hccoabb@hardinca.net
Melissa Prater	HCCOA	hccoamp@hardinca.net
Kin Thomas	HCBDD	xthomas@hardindd.org
Mark Kieffer	H.C.BDD	mkieffer@hardin.org



Moving Public Transportation  
Into the Future

# HHWP Coordinated Public Transit-Human Services Transportation Plan Update

Stakeholders Meeting

August 20 , 2014

Presented by: RLS & Associates, Inc.

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## Meeting Objectives

1. **Unmet Transportation Needs as Identified in Public Meetings**
2. **Public Survey Results**
3. **Determine Goals and Strategies**
4. **Next Steps**

2

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## COMMON UNMET NEEDS

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## Unmet Needs

1. Increase Public and Interagency Knowledge of Available Services
2. Call Center
3. Public Transportation for all Counties
4. Funding
5. Out of County and Out of Town Trips
6. Transportation for Individuals in the "gaps"
7. Transportation for Underserved Individuals

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## Unmet Needs

8. On-demand Transportation
9. Holiday and Weekend Transportation
10. More Wheelchair-Accessible Vehicles and Services
11. Rides Home After Hospital Stays
12. Employment Transportation
13. More Access to Community Programs
14. Increased Transportation for Veterans

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## UNMET NEEDS: HANCOCK COUNTY

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## Unmet Needs

1. A Guaranteed Ride Home Program
2. An Increase in Transportation Reliability and Dependability
3. A Solution to Capacity Constraints
4. Increased Technology
5. Specialized Service for Frail Individuals with Special Needs
6. A Deviated Fixed Route in Town
7. Student/College Student Transit

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## **UNMET NEEDS: HARDIN COUNTY**

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## Unmet Needs

1. Transportation for At-Risk High School Drop-Outs to Job Training

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## **UNMET NEEDS: PUTNAM COUNTY**

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## Unmet Needs

1. Increased Employment and Social Transportation for Individuals with Disabilities
2. Escort Service from the Vehicle into the Destination and Possibly a Wheelchair Transfer
3. Transportation to Clinics for Homebound Individuals in Emergency Situations
4. Expansion of HATS into Putnam County

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## **UNMET NEEDS: WYANDOT COUNTY**

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## Unmet Needs

1. School Trip for Autistic Children to Findlay
2. More Transportation Options for Dialysis Patients

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## PUBLIC SURVEY RESULTS

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## Survey

- ◆ Hancock County, 95 public survey participants
- ◆ Hardin County, 25 participants
- ◆ Putnam County, 35 participants
- ◆ Wyandot County, 4 participants

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## Most Common Local Destinations

- ◆ Hancock County: Walmart, Meijer, The Family Center
- ◆ Hardin County: Doctor, Walmart, Bank
- ◆ Putnam County: Walmart, Bank, Grocery
- ◆ Wyandot County: Walmart, Dollar General, Wyandot Memorial Hospital, Pharmacy

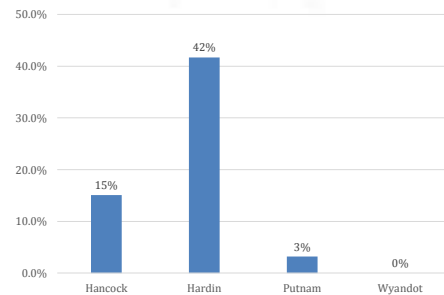
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## Common Destinations for Work/Pleasure

- ◆ Hancock County: Findlay, Bowling Green, Lima, and Fostoria
- ◆ Hardin County: Kenton, Lima, Ada
- ◆ Putnam County: Ottawa, Allen County, Hancock County
- ◆ Wyandot County: Marion, Findlay, Mansfield, Carey

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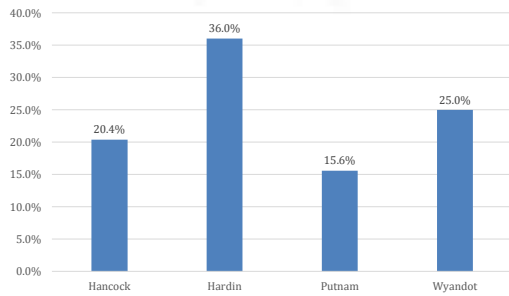
## Unfamiliarity with All Local Transportation Options



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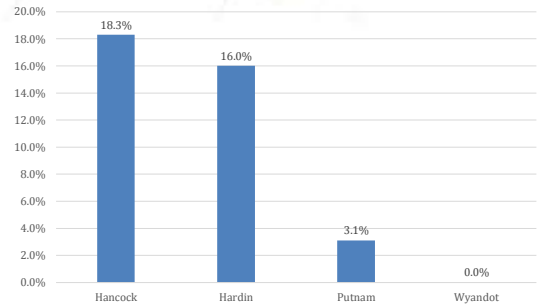


## Zero Vehicle Households



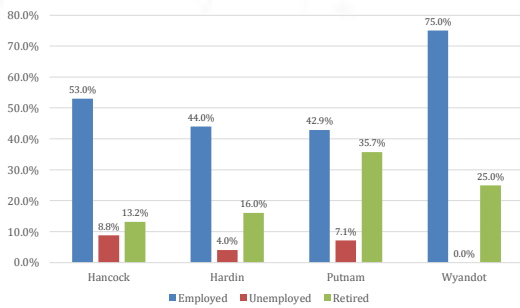
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## Zero Driver Households



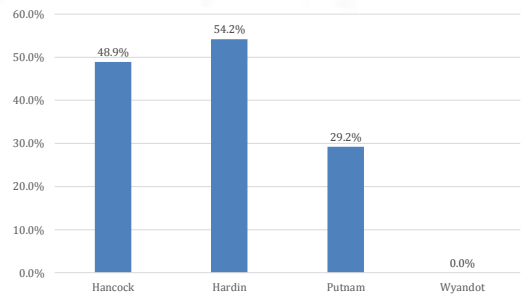
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## Employment Status



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## Annual Income of Less Than \$20,000



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## GOALS AND STRATEGIES

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## Previous Plan Goals

- ◆ Increase issue awareness and appreciation among influencers of local public opinion.
- ◆ Provide operational funding options for meeting the transportation needs of target populations.
- ◆ Encourage cooperation and communication among stakeholders.

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## Previous Plan Goals

- ◆ Build on HHWP's regional mission and facilities to explore options for expanding public transportation services.
- ◆ Identify gaps in service and unmet needs.

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## Updated Goals

- ◆ Which goals should move forward into the new plan?
- ◆ If some go forward, should they be revised?
- ◆ Are there new goals the counties together would like to work towards vs. goals for each individual county?

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## New Goals

- ◆ Please take 5 minutes to write down joint goals you would like to see included in the plan.

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## Goal Suggestions

- ◆ Based on feedback from public meetings and public surveys, RLS and Associates, Inc. suggests the following joint goals:
  1. Increase Public Knowledge of Available Services
  2. Increase Wheelchair Accessible Transportation
  3. Expand Public Transit Services
  4. Expand Mobility Manager to All Counties
  5. Develop Networking System Among Providers and Agencies to Share Information

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## Strategies

- ◆ Goal #1.
  - Information page or link on social service and human service agency website.
  - Banner or information on public broadcasting.
  - Community event booths.
  - Distribute brochures and rider guide in communities.
  - Quarterly report to the community, newspaper and local government officials

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## Strategies

- ◆ Goal #2
  - Educate local charitable organizations of unmet need and request funding for vehicles.
  - MOU among providers to order only accessible vehicles.
  - Solicit financial assistance from medical centers and hospitals.

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## Strategies

- ◆ Goal #3
  - Secure support from Putman County elected officials.
  - Solicit contract service agreements for additional funding.
  - Investigate ODOT grant possibilities.

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## Strategies

- ◆ Goal #4
  - ODOT coordination grant for expanded Mobility Manager service.
  - United Way
  - Hospitals

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## Strategies

- ◆ Goal #5
  - Facebook group.
  - Listserv group.
  - Online resource guide.
  - Web based meetings.
  - Online chats.

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## Strategies Other Goals

- ◆ County Specific
  - Hancock
  - Hardin
  - Putnam
  - Wyandotte
- ◆ Other Joint Goals

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## Prioritize

- ◆ Rate Goals
- ◆ Determine Goal Term
  - Short- within 12 months
  - Intermediate – 12 to 24 months
  - Long Range – 24 months to 48 months
  - Ongoing

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## NEXT STEPS

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## Draft Final Reports

- ◆ Stakeholders Review the Draft Plans and Submit Comments to RLS by Phone or Email

## Final Plan

- ◆ Final Report for each county
  - Must be adopted by governing boards and submitted as one plan to ODOT

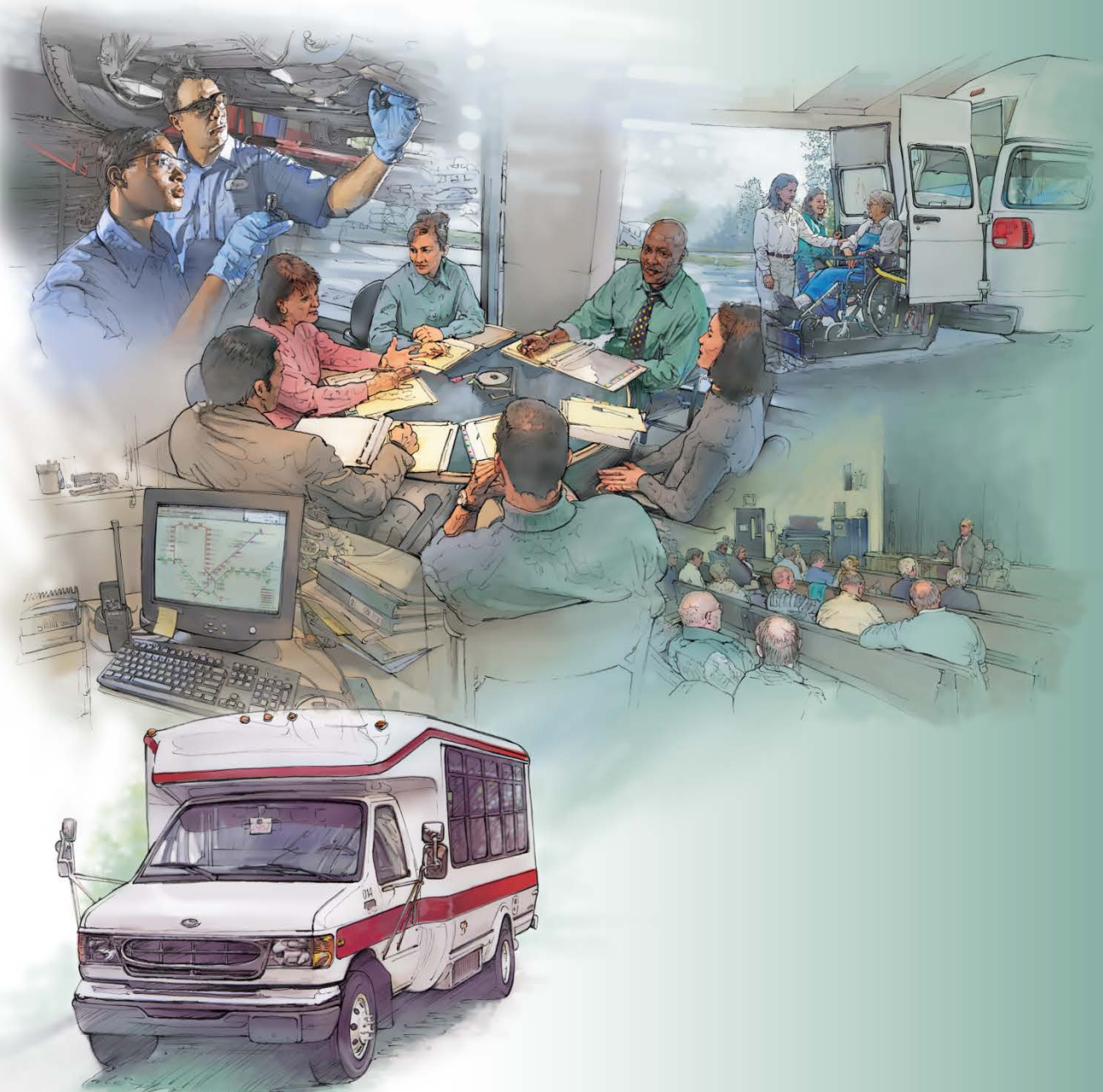
## Participation Reminder

- ◆ Participation in Meetings and Interviews is Required for Funding Eligibility –
  - Applications for Funding Must be Part of the Coordinated Transportation Plan.



**Coordinated Public Transit-Human Services  
Transportation Plan Update  
APPENDIX**

**Section A-4:  
Elderly and Disabled Feedback and Adoption Meetings**



## HANCOCK SPEAKS OUT

### BLANCHARD VALLEY CENTER SELF ADVOCATE GROUP

APRIL 13, 2015

**Meeting with Individuals with developmental disabilities who are enrolled at Blanchard Valley Center, the Hancock County Board of Developmental Disabilities** See attached list of attendees.

#### **Problems**

- A person reported HATS came at the wrong day/time even though he had called ahead of time and made arrangements.
- Individuals experience trouble getting to doctor's appointments as they sometimes cannot be scheduled two weeks in advance especially if the person is ill.
- One person's Mom cannot take to Aktion Club and would appreciate being able to use HATS.
- Individuals expressed concern that HATS does not run late at night, especially in winter. This is important for folks who work second shift.
- One person wondered why HATS does not have seat belts.
- Concern was expressed because there is no transportation on holidays.
- There was a question about whether there needed to be a special request if the person needed help walking to or from the building.

Four people in the group regularly ride HATS.

Everyone was aware that they needed to call two weeks ahead of time; they would like to have a shorter notification time, particularly when there are medical appointments.

Four people have a computer and schedule on-line.

Mayor's office representative commented that the #1 need is public transportation.

**SIGN-IN SHEET**  
**HANCOCK COUNTY SPEAKS OUT**  
**BLANCHARD VALLEY CENTER SELF ADVOCATE GROUP**  
**April 13, 2015**

NAME	ADDRESS	PHONE
Kay Leighonan		
MOLLY DIBBLE		
Sean Lubbert		
BRIAN WILKINSON		
TIM BOZELL		
Ayan Small		
Sally Zampora		
Michelle Bergin	Carle beds	
Shevell Arrington		
Israel J Reddy		
Sarah M. Hester		
Sormaine Fiddler		
Zanatha Kingdon		
Dale		
E	N 44 E 17	





**Sign-In Sheet**  
 Hancock County 2015 Coordinated Public Transit-Human Services Transportation Plan Update  
 September 28, 2015

Name	Do you consider yourself:			Address (Optional)	E-mail	Phone Number
	60+	Disabled	Prefer Not to Say			
Betty Boze				1361 Monroe Ave Findlay, OH 45840	—	419-422-0771
Kay Keenan				236 Massillon St Apt F110 Findlay, Oh 45840	—	567-376-9434
Tom Copp				Findlay	—	—
Neilson Bensan				Findlay	—	—
Erica Petric					epetric@psa3.org	

**Sign-In Sheet**  
 Hancock County 2015 Coordinated Public Transit-Human Services Transportation Plan Update  
 September 28, 2015

Name	Do you consider yourself:			Address (Optional)	E-mail	Phone Number
	60+	Disabled	Prefer Not to Say			
JANE BARKER				8369 G Road APT D	NONE	NONE
CHRIS Underwood				8589 O.R. Rd APT. C	CHRIS 72543 a.l.v.e.-0001	(119) 4847 1762
Erin Rodenburg Gallegos						
Jess Anderson						
Laurie Coline						

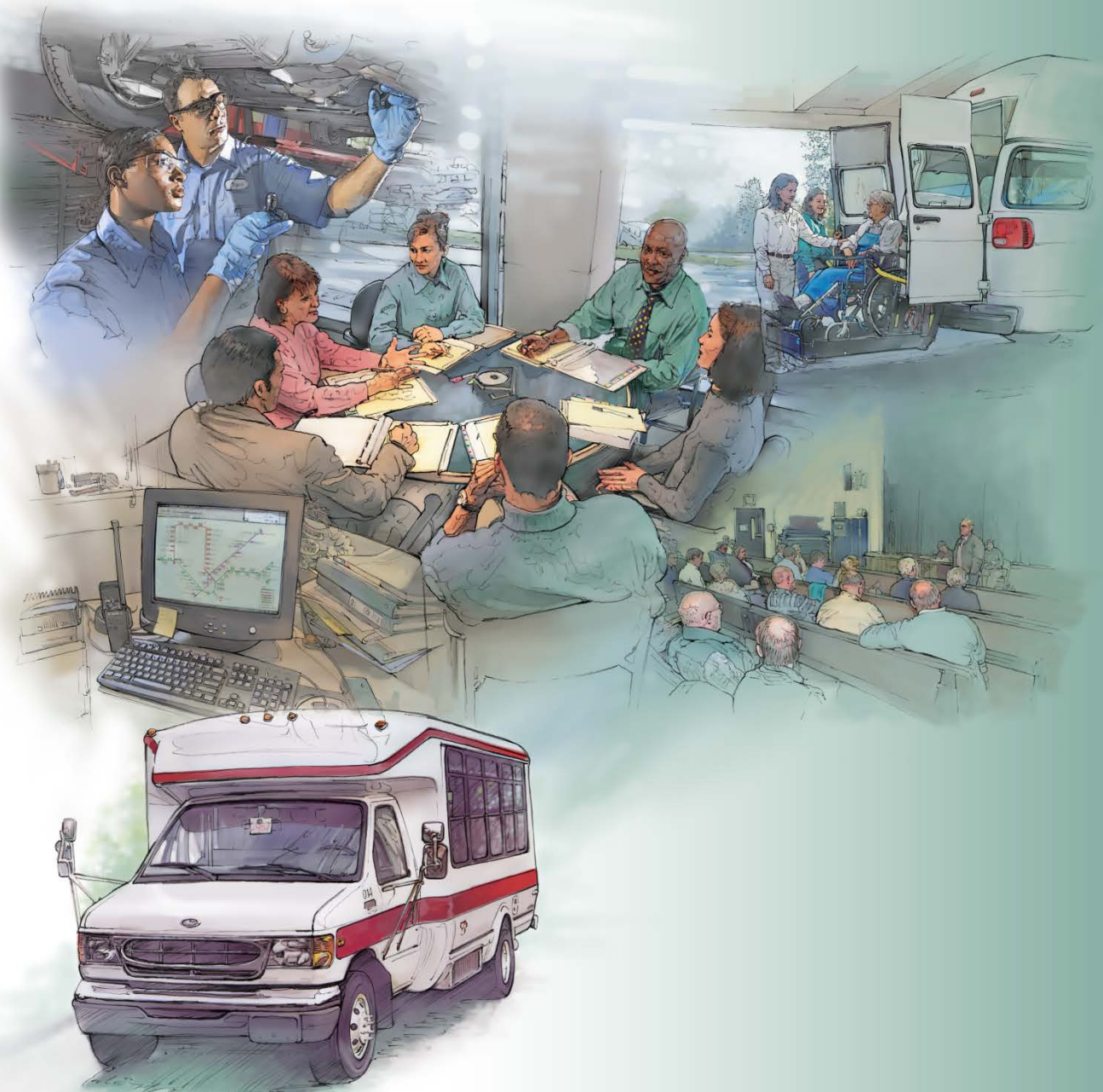
**Sign-In Sheet**  
 Hancock County 2015 Coordinated Public Transit-Human Services Transportation Plan Update  
 September 28, 2015

Name	Do you consider yourself:			Address (Optional)	E-mail	Phone Number
	60+	Disabled	Prefer Not to Say			
Pala Decker				86 Spring Hill	NA	








**Coordinated Public Transit-Human Services  
Transportation Plan Update  
APPENDIX**




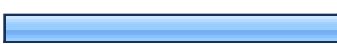



**Section A-5:  
Hancock County Employer Survey Results**





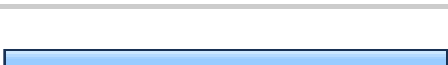

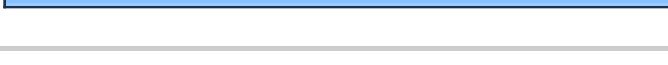

## 1. Identification of Organization

		Response Percent	Response Count
Company Name:		100.0%	2
Name:		100.0%	2
Title:		100.0%	2
Email Address:		100.0%	2
Phone Number:		100.0%	2
		answered question	2
		skipped question	2



## 2. Nature of business:

		Response Percent	Response Count
Manufacturing		0.0%	0
Medical		0.0%	0
<b>Government</b>		<b>50.0%</b>	<b>2</b>
<b>Human Service Agency</b>		<b>50.0%</b>	<b>2</b>
Non-Profit		25.0%	1
Tourism		0.0%	0
Other (please specify)		0.0%	0
		<b>answered question</b>	<b>4</b>
		<b>skipped question</b>	<b>0</b>

## 3. Location of Main Office:

		Response Percent	Response Count
Address:		66.7%	2
Address 2:		0.0%	0
City/Town:		66.7%	2
<b>State:</b>		<b>100.0%</b>	<b>3</b>
<b>ZIP:</b>		<b>100.0%</b>	<b>3</b>
<b>Country:</b>		<b>100.0%</b>	<b>3</b>
		<b>answered question</b>	<b>3</b>
		<b>skipped question</b>	<b>1</b>

**4. Does your company have additional branches within Hancock, Hardin, Putnam, and/or Wyandot Counties?**

		Response Percent	Response Count
Yes		25.0%	1
No		75.0%	3
	If Yes, how many?		0
<b>answered question</b>			<b>4</b>
<b>skipped question</b>			<b>0</b>

**5. Please indicate the city or town of branch locations:**

		Response Percent	Response Count
Branch 1		0.0%	0
Branch 2		0.0%	0
Branch 3		0.0%	0
Branch 4		0.0%	0
Branch 5		0.0%	0
<b>answered question</b>			<b>0</b>
<b>skipped question</b>			<b>4</b>

## 6. How many employees do your branch offices have?



	Response Percent	Response Count
1-10 employees	0.0%	0
11-25 employees	0.0%	0
26-50 employees	0.0%	0
51-100 employees	0.0%	0
101-200 employees	0.0%	0
201-300 employees	0.0%	0
301-400 employees	0.0%	0
401-500 employees	0.0%	0
501 or more employees	0.0%	0
	<b>answered question</b>	<b>0</b>
	<b>skipped question</b>	<b>4</b>





## 7. Number of Company-Provided Parking Spaces on Branch Office Site(s):

		Response Percent	Response Count
1-10		0.0%	0
11-25		0.0%	0
26-50		0.0%	0
51-100		0.0%	0
101-200		0.0%	0
201-300		0.0%	0
301 or more		0.0%	0
<b>answered question</b>			<b>0</b>
<b>skipped question</b>			<b>4</b>


## 8. How many total employees does your company have?

		Response Percent	Response Count
1-10 employees		66.7%	2
11-25 employees		0.0%	0
26-50 employees		33.3%	1
51-100 employees		0.0%	0
101-200 employees		0.0%	0
201-300 employees		0.0%	0
301-400 employees		0.0%	0
401-500 employees		0.0%	0
501 or more employees		0.0%	0
		<b>answered question</b>	<b>3</b>
		<b>skipped question</b>	<b>1</b>



### 9. How many employees does your main business headquarters have?

		Response Percent	Response Count
1-10 employees		66.7%	2
11-25 employees		0.0%	0
26-50 employees		33.3%	1
51-100 employees		0.0%	0
101-200 employees		0.0%	0
201-300 employees		0.0%	0
301-400 employees		0.0%	0
401-500 employees		0.0%	0
501 or more employees		0.0%	0
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>1</b>

### 10. Does the number of employees change seasonally?

		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	3
If Yes, please indicate the percentage increase of employees for seasonal employment			0
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>1</b>

### 11. Number of company provided parking spaces on business headquarters site:

		Response Percent	Response Count
1-10		0.0%	0
<b>11-25</b>		<b>66.7%</b>	<b>2</b>
26-50		0.0%	0
51-100		33.3%	1
101-200		0.0%	0
201-300		0.0%	0
301 or more		0.0%	0
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>1</b>

### 12. Are parking spaces shared with customers?

	Yes	No	Rating Count
Main Office:	<b>66.7% (2)</b>	33.3% (1)	3
Branch Office:	<b>100.0% (1)</b>	0.0% (0)	1
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>1</b>

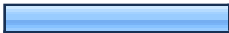

### 13. How many miles does an average employee travel one way from home to work?

		Response Percent	Response Count
0-5		0.0%	0
<b>6-10</b>		<b>66.7%</b>	<b>2</b>
11-20		33.3%	1
21-30		0.0%	0
31-50		0.0%	0
51 or more		0.0%	0
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>1</b>


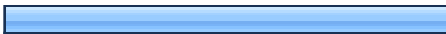
### 14. What percentage of your employees make below \$25,500 per year?

		Response Percent	Response Count
<b>0-10%</b>		<b>66.7%</b>	<b>2</b>
11-20%		0.0%	0
21-30%		0.0%	0
31-40%		0.0%	0
41-50%		0.0%	0
Over 51%		33.3%	1
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>1</b>

**15. Does your company offer any programs that encourage employees to take public transit or carpool to work?**

		Response Percent	Response Count
Yes		33.3%	1
No		66.7%	2
	If Yes, please specify:		0
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>1</b>

**16. Please indicate transportation providers in your area of which you are aware:**

		Response Percent	Response Count
<b>HATS (Hancock Area Transportation Service)</b>		100.0%	3
Find-A-Ride (Area Agency on Aging)		0.0%	0
Accurate Cab		66.7%	2
Veterans' Service Office		0.0%	0
Other (please specify)		0.0%	0
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>1</b>

**17. If you are familiar with the services provided by Hancock Area Transportation Services (HATS), what is your impression of the services provided? Rate each category from 1 to 5 where 1 = Needs Improvement and 5 = Great**

	1	2	3	4	5	Rating Average	Rating Count
Hours of Operation	33.3% (1)	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	2.33	3
Days of Operation	33.3% (1)	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	2.33	3
Route Travel Pattern Design	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	2.00	3
Appropriate Stop Locations	33.3% (1)	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	2.33	3
Service Area	33.3% (1)	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	2.33	3
On time performance	33.3% (1)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	2.00	3
Fares	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	66.7% (2)	4.67	3
Handicap Accessibility	0.0% (0)	0.0% (0)	0.0% (0)	33.3% (1)	66.7% (2)	4.67	3
Ease of Scheduling a Trip( for route deviation and county service)	66.7% (2)	0.0% (0)	33.3% (1)	0.0% (0)	0.0% (0)	1.67	3
<b>answered question</b>							<b>3</b>
<b>skipped question</b>							<b>1</b>

**18. If HATS could do one thing for your company to improve transportation in your area, what would it be?**

	Response Count
	2
<b>answered question</b>	<b>2</b>
<b>skipped question</b>	<b>2</b>

### 19. What are your days of operation? Check all that apply

		Response Percent	Response Count
Monday	<input checked="" type="checkbox"/>	100.0%	2
Tuesday	<input checked="" type="checkbox"/>	100.0%	2
Wednesday	<input checked="" type="checkbox"/>	100.0%	2
Thursday	<input checked="" type="checkbox"/>	100.0%	2
Friday	<input checked="" type="checkbox"/>	100.0%	2
Saturday	<input type="checkbox"/>	0.0%	0
Sunday	<input type="checkbox"/>	0.0%	0
		answered question	2
		skipped question	2

### 20. What are your company's Monday thru Friday shift times?

		Response Percent	Response Count
1st Shift Start time:	<input checked="" type="checkbox"/>	100.0%	2
1st Shift End time:	<input checked="" type="checkbox"/>	100.0%	2
2nd Shift Start time:	<input type="checkbox"/>	50.0%	1
2nd Shift End time:	<input type="checkbox"/>	50.0%	1
3rd Shift Start time:	<input type="checkbox"/>	0.0%	0
3rd Shift End time:	<input type="checkbox"/>	0.0%	0
		answered question	2
		skipped question	2



## 21. What are your company's Saturday and Sunday shift times?

	Response Percent	Response Count
1st Shift Start time:	0.0%	0
1st Shift End time:	0.0%	0
2nd Shift Start time:	0.0%	0
2nd Shift End time:	0.0%	0
3rd Shift Start time:	0.0%	0
3rd Shift End time:	0.0%	0
<b>answered question</b>		<b>0</b>
<b>skipped question</b>		<b>4</b>

## 22. Does your company operate on the following holidays? (Select all that apply)

	Response Percent	Response Count
New Year's Day	0.0%	0
Martin Luther King Day	0.0%	0
Presidents Day	0.0%	0
Memorial Day	0.0%	0
Independence Day	0.0%	0
Labor Day	0.0%	0
Columbus Day	0.0%	0
Veterans Day	0.0%	0
Thanksgiving Day	0.0%	0
Christmas Day	0.0%	0
	<b>answered question</b>	<b>0</b>
	<b>skipped question</b>	<b>4</b>


### 23. What are your company's holiday shift times?

	Response Percent	Response Count
1st Shift Start time:	0.0%	0
1st Shift End time:	0.0%	0
2nd Shift Start time:	0.0%	0
2nd Shift End time:	0.0%	0
3rd Shift Start time:	0.0%	0
3rd Shift End time:	0.0%	0
	<b>answered question</b>	<b>0</b>
	<b>skipped question</b>	<b>4</b>



**24. Where do most of your employees commute from? (Check all that apply)**

		Response Percent	Response Count
Findlay		100.0%	2
Arlington		0.0%	0
McComb		0.0%	0
Fostoria		50.0%	1
Ottawa		0.0%	0
Upper Sandusky		0.0%	0
Carey		0.0%	0
Vanlue		0.0%	0
Kenton		0.0%	0
Tiffin		0.0%	0
Ada		0.0%	0
Marion		0.0%	0
Bowling Green		0.0%	0
Toledo		0.0%	0
Fremont		0.0%	0
Van Buren		0.0%	0
Other (please specify)		50.0%	1
<b>answered question</b>			<b>2</b>
<b>skipped question</b>			<b>2</b>



**25. Approximately how many current employees use the following transportation options for travel to work (please use number or percentage estimates)?**

		Response Percent	Response Count
Share rides with co-workers (carpool)		0.0%	0
Family Members		0.0%	0
Friends		0.0%	0
<b>Personal Vehicle</b>		<b>100.0%</b>	<b>2</b>
HATS Demand Response Service		0.0%	0
Other (please specify)		0.0%	0
<b>answered question</b>			<b>2</b>
<b>skipped question</b>			<b>2</b>



**26. Has your business had difficulty finding a dependable work force due to a potential employee's lack of transportation?**

		Response Percent	Response Count
Yes		50.0%	1
No		50.0%	1
If Yes, please explain:			1
<b>answered question</b>			<b>2</b>
<b>skipped question</b>			<b>2</b>


**27. Have you ever been unable to employ an individual because of a lack of transportation?**

		Response Percent	Response Count
Yes		50.0%	1
No		50.0%	1
If Yes, please explain:			0
answered question			2
skipped question			2

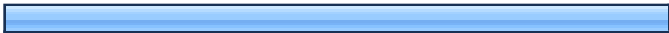
**28. If public transportation is/were made available to your current employees, do you believe that they would take advantage of it for meeting their employment related transportation needs and seeking gainful employment?**

		Response Percent	Response Count
Yes		50.0%	1
No		50.0%	1
answered question			2
skipped question			2


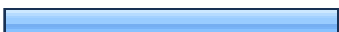
**29. Would you be willing to assist in a survey of your employees to determine their interest in public transportation?**

		Response Percent	Response Count
Yes		100.0%	2
No		0.0%	0
answered question			2
skipped question			2


**30. Would your company be willing to participate in transportation efforts by educating employees about their transportation options?**

		Response Percent	Response Count
Yes		100.0%	2
No		0.0%	0
answered question			2
skipped question			2



**31. Is your company aware of the tax advantages available to employers who provide employees with commuter benefits?**

		Response Percent	Response Count
Yes		50.0%	1
No		50.0%	1
answered question			2
skipped question			2


**32. If no to the above question, would you be interested in learning more about this tax advantage?**

		Response Percent	Response Count
Yes		100.0%	2
No		0.0%	0
answered question			2
skipped question			2

**33. Would your company be willing to participate in the payment of a reasonable fare for each of your employees who might use public transportation to get to work?**


		Response Percent	Response Count
Yes		50.0%	1
No		50.0%	1
answered question			2
skipped question			2

**34. What would be the maximum amount per round trip that your company would be willing to consider paying for each employee daily?**

		Response Percent	Response Count
\$1-2		0.0%	0
\$2-3		0.0%	0
\$3-4		0.0%	0
\$4-5		100.0%	1
Other (please specify)		0.0%	0
answered question			1
skipped question			3



**35. Would your company be willing to establish and administer an employee payroll deduction plan to cover either all or a portion of the cost for transportation service?**

		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	1
answered question			1
skipped question			3

**36. What are your company's future expansion plans at this site (including parking)?**

	Response Count
	1
answered question	1
skipped question	3

**37. If there are expansion plans, where do you believe the additional employees as a result of future expansion will commute from?**

	Response Percent	Response Count
Findlay	0.0%	0
Arlington	0.0%	0
Vanlue	0.0%	0
McComb	0.0%	0
Lima	0.0%	0
Fostoria	0.0%	0
Ottawa	0.0%	0
Upper Sandusky	0.0%	0
Carey	0.0%	0
Marion	0.0%	0
Kenton	0.0%	0
Toledo	0.0%	0
Ada	0.0%	0
Tiffin	0.0%	0
Bowling Green	0.0%	0
Fremont	0.0%	0
Other (please specify)	0.0%	0
<b>answered question</b>		<b>0</b>
<b>skipped question</b>		<b>4</b>

**38. Do you have any other ideas, comments, or issues concerning current or future public transportation that you would like to tell us about?**

	<b>Response Count</b>
	1
<b>answered question</b>	<b>1</b>
<b>skipped question</b>	<b>3</b>

**Page 1, Q1. Identification of Organization**

1

Company Name:	Hancock County ADAMHS Board	Jun 19, 2014 12:02 PM
Name:	Precia Stuby	Jun 19, 2014 12:02 PM
Title:	Executive Director	Jun 19, 2014 12:02 PM
Email Address:	pstuby@yourpathtohealth.org	Jun 19, 2014 12:02 PM
Phone Number:	pstuby@yourpathtohealth.org	Jun 19, 2014 12:02 PM

2

Company Name:	WSOS	Apr 28, 2014 8:27 AM
Name:	Ashley Butler	Apr 28, 2014 8:27 AM
Title:	Family Advocate	Apr 28, 2014 8:27 AM
Email Address:	albutler@wsos.org	Apr 28, 2014 8:27 AM
Phone Number:	419-429-8040	Apr 28, 2014 8:27 AM

**Page 2, Q3. Location of Main Office:**

1

Address:	438 Carnahan	Jun 19, 2014 12:03 PM
City/Town:	Findlay	Jun 19, 2014 12:03 PM
State:	OH	Jun 19, 2014 12:03 PM
ZIP:	45840	Jun 19, 2014 12:03 PM
Country:	USA	Jun 19, 2014 12:03 PM

2

Address:	7756 CR 140	Apr 28, 2014 8:28 AM
City/Town:	Findlay	Apr 28, 2014 8:28 AM
State:	OH	Apr 28, 2014 8:28 AM
ZIP:	45840	Apr 28, 2014 8:28 AM
Country:	USA	Apr 28, 2014 8:28 AM

3

**Page 2, Q3. Location of Main Office:**

State:	OH	Apr 22, 2014 9:16 PM
ZIP:	45840	Apr 22, 2014 9:16 PM
Country:	hancock	Apr 22, 2014 9:16 PM

**Page 6, Q18. If HATS could do one thing for your company to improve transportation in your area, what would it be?**

1	I often hear complaints about wait times (within 1 hour)	Jun 19, 2014 12:05 PM
2	24 hour operation. Consistent schedule.	Apr 28, 2014 8:34 AM

**Page 7, Q20. What are your company's Monday thru Friday shift times?**

1st Shift Start time:		
1	7:00	Jun 19, 2014 12:06 PM
2	07:00	Apr 25, 2014 7:54 AM
1st Shift End time:		
1	5:00	Jun 19, 2014 12:06 PM
2	15:00	Apr 25, 2014 7:54 AM
2nd Shift Start time:		
2	08:00	Apr 25, 2014 7:54 AM
2nd Shift End time:		
2	16:00	Apr 25, 2014 7:54 AM
3rd Shift Start time:		
3rd Shift End time:		

**Page 7, Q24. Where do most of your employees commute from? (Check all that apply)**

1	Columbus Grove	Apr 25, 2014 7:54 AM
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**Page 7, Q25. Approximately how many current employees use the following transportation options for travel to work (please use number or percentage estimates)?**

Share rides with co-workers (carpool)

Family Members

Friends

Personal Vehicle

1 6

Jun 19, 2014 12:06 PM

2 100%

Apr 25, 2014 7:54 AM

HATS Demand Response Service

Other (please specify)

**Page 8, Q26. Has your business had difficulty finding a dependable work force due to a potential employee's lack of transportation?**

1 HATS does not operate in the evenings or early morning hours when many employees need transportation to and from work.

Apr 28, 2014 8:36 AM

**Page 9, Q36. What are your company's future expansion plans at this site (including parking)?**

1 none

Jun 19, 2014 12:08 PM

**Page 9, Q38. Do you have any other ideas, comments, or issues concerning current or future public transportation that you would like to tell us about?**

1 As a part of county gov. any payroll deduction program would have to be approved at the county level; I cannot make independent decisions for my employees.

Jun 19, 2014 12:08 PM



**Coordinated Public Transit-Human Services  
Transportation Plan Update  
APPENDIX**

**Section A-6:  
62 Federal Funding Sources for Transportation**





### GAO Summary of Sixty-Two Programs

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
1	DOA	Department of Agriculture, Food and Nutrition Service	Food Stamp Employment and Training Program	Food Stamp Act of 1977, as amended	7 U.S.C. § 2015(d)(4)(l)(i)(I)	Reimbursement or advanced payment for Gasoline expenses or bus fare	To access education, training, employment services, and employment placements	Low-income persons between the ages of 16 and 59	\$12,952,956
2	DOE	Department of Education, Office of Elementary and Secondary Education	21st-Century Community Learning Centers	No Child Left Behind Act of 2001	20 U.S.C. § 7173(a)(10)	Contract for service	To access educational services	Students from low-income families	\$84,600,000
3	DOE	Department of Education, Office of Elementary and Secondary Education	Voluntary Public School Choice	No Child Left Behind Act of 2001	20 U.S.C. § 7225a(a)	Contract for services, purchase and operate vehicles, hire bus drivers and transportation directors, purchase bus passes, redesign transportation plans including new routing systems, offer professional development for bus drivers	To access educational services and programs	Students from underperforming schools who choose to transfer to higher performing schools	New program, no actual data or estimate available from the federal agency
4	DOE	Department of Education, Office of Special Education and Rehabilitative Services	Assistance for Education of All Children with Disabilities	Individuals with Disabilities Education Act Disabilities	20 U.S.C. § 1401(a)(22), 1411(a)(1)	Purchase and operate vehicles, contract for service	To access educational services	Children with disabilities	No actual data or estimate available from the federal agency
5	DOE	Department of Education, Office of Special Education and Rehabilitative Services	Centers for Independent Living	Workforce Investment Act of 1998	29 U.S.C. § 796f- 4(b)(3) and 705(18)(xi)	Referral, assistance, and training in the use of public transportation	To access program services	Persons with a significant disability	No actual data or estimate available from the federal agency

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
6	DOE	Department of Education, Office of Special Education and Rehabilitative Services	Independent Living Services for Older Individuals Who Are Blind	Workforce Investment Act of 1998	29 U.S.C. § 796k(e)(5)	Referral, assistance, and training in the use of public transportation	To access program services, for general trips	Persons aged 55 or older who have Significant visual impairment	No actual data or estimate available from the federal agency
7	DOE	Department of Education, Office of Special Education and Rehabilitative Services	Independent Living State Grants	Workforce Investment Act of 1998	29 U.S.C. §§ 796e-2(1) and 705(18)(xi)	Referral, assistance, and training in the use of public transportation	To access program services, employment opportunities	Persons with a significant disability	No actual data or estimate available from the federal agency
8	DOE	Department of Education, Office of Special Education and Rehabilitative Services	Supported Employment Services for Individuals with Most Significant Disabilities	Workforce Investment Act of 1998	29 U.S.C. §§ 795g and 705(36)	Transit subsidies for public and private transportation (e.g. bus, taxi, and paratransit), training in the use of public transportation	To access employment placements, employment services, and vocational rehabilitation services	Persons with most significant disabilities	No actual data or estimate available from the federal agency
9	DOE	Department of Education, Office of Special Education and Rehabilitative Services	Vocational Rehabilitation Grants	Rehabilitation Act of 1973, as amended	29 U.S.C. § 723(a)(8)	Transit subsidies for public and private transportation (e.g. bus, taxi, and paratransit), training in the use of public transportation	To access employment placements, employment services, and vocational rehabilitation services	Persons with physical or mental impairments	\$50,700,000 (estimate)
10	HHS	Department of Health and Human Services, Administration for Children and Families	Child Care and Development Fund	Child Care and Development Block Grant Act of 1990, as amended	42 U.S.C. § 9858c	States rarely use CCDF funds for transportation and only under very Restricted circumstances	To access child care services	Children from low-income families	\$0 (estimate)

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
11	HHS	Department of Health and Human Services, Administration for Children and Families	Community Services Block Grant Programs	Community Opportunities, Accountability, Training, and Educational Services Act of 1998	42 U.S.C. § 9904	Taxi vouchers, bus tokens	General trips	Low-income persons	No actual data or estimate available from the federal agency
12	HHS	Department of Health and Human Services, Administration for Children and Families	Developmental Disabilities Projects of National Significance	Developmental Disabilities Assistance and Bill of Rights Act of 2000	42 U.S.C. § 15002, 15081(2)(D)	Transportation information, feasibility studies, planning	General trips	Persons with developmental disabilities	No actual data or estimate available from the federal agency
13	HHS	Department of Health and Human Services, Administration for Children and Families	Head Start	Augustus F. Hawkins Human Services Reauthorization Act of 1990	42 USCA § 9835(a)(3)(C) (ii)	Purchase and operate vehicles, contract with transportation providers, coordinate with local education agencies	To access educational services	Children from low-income families	\$514,500,000 (estimate)
14	HHS	Department of Health and Human Services, Administration for Children and Families	Refugee and Entrant Assistance Discretionary Grants	Refugee Act of 1980, as amended	8 U.S.C. § 1522(b)(7)(D), 1522(c)	Bus passes	To access employment and educational services	Refugees	No actual data or estimate available from the federal agency
15	HHS	Department of Health and Human Services, Administration for Children and Families	Refugee and Entrant Assistance State Administered Programs	Refugee Act of 1980, as amended	8 U.S.C. § 1522(b)(7)(D), 1522(c)	Bus passes	To access employment and educational services	Refugees	No actual data or estimate available from the federal agency
16	HHS	Department of Health and Human Services, Administration for Children and Families	Refugee and Entrant Assistance Targeted Assistance	Refugee Act of 1980, as amended	8 U.S.C. § 1522(b)(7)(D), 1522(c)	Bus passes	To access employment and educational services	Refugees	No actual data or estimate available from the federal agency

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
17	HHS	Department of Health and Human Services, Administration for Children and Families	Refugee and Entrant Assistance Voluntary Agency Programs	Refugee Act of 1980, as amended	8 U.S.C. § 1522(b)(7)(D), 1522(c)	Bus passes	To access employment and educational services	Refugees	No actual data or estimate available from the federal agency
18	HHS	Department of Health and Human Services, Administration for Children and Families	Social Services Block Grants	Social Security Act, as amended	42 U.S.C. § 1397a(a)(2)(A)	Any transportation related use	To access medical or social services	States determine what categories of families and children	\$18,459,393
19	HHS	Department of Health and Human Services, Administration for Children and Families	State Councils on Developmental Disabilities and Protection and Advocacy Systems	Developmental Disabilities Assistance and Bill of Rights Act of 2000	42 U.S.C. §15002, 15025	State Councils provide small grants and contracts to local organizations to establish transportation projects or collaborate in improving transportation for people with disabilities; Protection and Advocacy Systems ensure that people with disabilities have access to public transportation as required by law	All or general trips	Persons with developmental disabilities and family members	\$786,605 (partial outlay)
20	HHS	Department of Health and Human Services, Administration for Children and Families	Temporary Assistance for Needy Families	Personal Responsibility and Work Opportunity Reconciliation Act of 1996, as amended	42 U.S.C. § 604(a), (k)	Any use that is reasonably calculated to accomplish a purpose of the TANF program and the allowable matching portion of JARC grants	General trips	No assistance is provided to families without a minor child, but states determine Specific eligibility	\$160,462,214 (partial outlay)j
21	HHS	Department of Health and Human Services, Administration on Aging	Grants for Supportive Services and Senior Centers	Older Americans Act of 1965, as amended	42 U.S.C. § 3030d (a)(2)	Contract for services	To access program services, medical, and for general trips	Program is targeted to persons aged 60 or over	\$72,496,003

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
22	HHS	Department of Health and Human Services, Administration on Aging	Program for American Indian, Alaskan Native, and Native Hawaiian Elders	Older Americans Act of 1965, as amended	42 U.S.C. § 3057, 3030d(a)(2)	Purchase and operate vehicles	To access program services, medical, and for general trips	Program is for American Indian, Alaskan Native, and Native Hawaiian elders	No actual data or estimate available from the federal agency
23	HHS	Department of Health and Human Services, Centers for Medicare & Medicaid Services	Medicaid	Social Security Act, as amended	42 U.S.C. § 1396a, 1396n(e)(1)(A)	Bus tokens, subway passes, brokerage services	To access health care	Recipients are generally low income persons, but states determine specific eligibility	\$976,200,000
24	HHS	Department of Health and Human Services, Centers for Medicare & Medicaid Services	State Children's Health Insurance Program	Medicare, Medicaid, and SCHIP Benefits Improvement and Protection Act of 2000	42 U.S.C. § 1397jj(a)(26), -27	Any transportation related use	To access health care	Beneficiaries are primarily children from low-income families, but states determine eligibility	\$4,398,089
25	HHS	Department of Health and Human Services, Health Resources and Services Administration	Community Health Centers	Public Health Service Act, as amended	42 U.S.C. § 254b(b)(1)(A) (iv)	Bus tokens, vouchers, transportation coordinators, and drivers	To access health care	Medically underserved populations	\$4,200,000 (estimate)
26	HHS	Department of Health and Human Services, Health Resources and Services Administration	Healthy Communities Access Program	Public Health Service Act, as amended	42 U.S.C. § 256(e)(1)(B)(iii)	Improve coordination of transportation	To access health care	Uninsured or underinsured populations	No actual data or estimate available from the federal agency
27	HHS	Department of Health and Human Services, Health Resources and Services Administration	Healthy Start Initiative	Public Health Service Act, as amended	42 U.S.C. § 254c-8(e)(1)	Bus tokens, taxi vouchers, reimbursement for use of own vehicle	To access health care	Residents of areas with significant perinatal health disparities	No actual data or estimate available from the federal agency

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
28	HHS	Department of Health and Human Services, Health Resources and Services Administration	HIV Care Formula Grants	Ryan White Comprehensive AIDS Resources Emergency Act of 1990	42 U.S.C. § 300f-21(a), 23(a)(2)(B)	Bus passes, tokens, taxis, vanpools, vehicle purchase by providers, mileage reimbursement	To access health care	Persons with HIV or AIDS	\$19,500,000
29	HHS	Department of Health and Human Services, Health Resources and Services Administration	Maternal and Child Services Grants	Social Security Act, as amended	42 U.S.C. § 701(a)(1)(A)	Any transportation related use	To access health care	Mothers, infants and children, particularly from low income families	No actual data or estimate available from the federal agency
30	HHS	Department of Health and Human Services, Health Resources and Services Administration	Rural Health Care, Rural Health Network, and Small Health Care Provider Programs	Health Centers Consolidation Act of 1996	42 U.S.C. § 254c	Purchase vehicles, bus passes	To access health care	Medically underserved populations in rural areas	No actual data or estimate available from the federal agency
31	HHS	Department of Health and Human Services, Substance Abuse and Mental Health Services Administration	Community Mental Health Services Block Grant	ADAMHA Reorganization Act, as amended	42 U.S.C. § 300x-1(b)(1)	Any transportation related use	To access program services	Adults with mental illness and children with emotional disturbance	No actual data or estimate available from the federal agency
32	HHS	Department of Health and Human Services, Substance Abuse and Mental Health Services Administration	Substance Abuse Prevention and Treatment Block Grant	ADAMHA Reorganization Act, as amended	42 U.S.C. § 300x-32(b)	Any transportation related use	To access program services	Persons with a substance related disorder and/or recovering from substance related disorder	No actual data or estimate available from the federal agency
33	HUD	Department of Housing and Urban Development, Office of Community Planning and Development	Community Development Block Grant	Housing and Community Development Act of 1974	42 U.S.C. § 5305(a)(8)	Purchase and operate vehicles	General trips	Program must serve a majority of low income persons	\$6,761,486 (partial outlay)

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
34	HUD	Department of Housing and Urban Development, Office of Community Planning and Development	Housing Opportunities for Persons with AIDS	AIDS Housing Opportunity Act	42 U.S.C. § 12907(a)(3)	Contract for services	To access health care and other services	Low-income persons with HIV or AIDS and their families	\$190,252 (partial outlay)
35	HUD	Department of Housing and Urban Development, Office of Community Planning and Development	Supportive Housing Program	McKinney- Vento Homeless Assistance Act of 1987, as amended	42 U.S.C. § 11385	Bus tokens, taxi vouchers, purchase and operate vehicles	To access supportive services	Homeless persons and families with children	\$14,000,000 (estimate)
36	HUD	Department of Housing and Urban Development, Office of Public and Indian Housing	Revitalization of Severely Distressed Public Housing	Housing and Community Development Act of 1992, as amended	42 U.S.C. § 1437v(l)(3)	Bus tokens, taxi vouchers, contract for services	Trips related to employment or obtaining necessary supportive services	Residents of the severely distressed housing and residents of the revitalized units	\$700,000 (estimate)
37	DOI	Department of Interior, Bureau of Indian Affairs	Indian Employment Assistance	Adult Indian Vocational Training Act, as amended	25 U.S.C. § 309	Gas vouchers	To access training	Native American persons between the ages of 18 and 35	No actual data or estimate available from the federal agency
38	DOI	Department of Interior, Bureau of Indian Affairs	Indian Employment, Training and Related Services	Indian Employment, Training and Related Services Demonstration Act of 1992	25 U.S.C. § 3401	Gas vouchers	Employment related	Low-income Native American persons	No actual data or estimate available from the federal agency
39	DOL	Department of Labor, Employment and Training Administration	Job Corps	Workforce Investment Act of 1998	29 U.S.C. § 2888(a)(1), 2890	Bus tickets	To access Job Corps sites and employment services	Low-income youth	\$21,612,000

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
40	DOL	Department of Labor, Employment and Training Administration	Migrant and Seasonal Farm Workers	Workforce Investment Act of 1998	29 U.S.C. § 2801(46), 2912(d)	Mileage reimbursement	To access employment placements or intensive and training services	Low-income persons and their dependents who are primarily employed in agricultural labor that is seasonal or migratory	No actual data or estimate available from the federal agency
41	DOL	Department of Labor, Employment and Training Administration	Native American Employment and Training	Workforce Investment Act of 1998	29 U.S.C. § 2911(d)(2)	Bus tokens, transit passes, use of tribal vehicles and grantee staff vehicles, mileage reimbursement for participants operating "car pool" services	To access employment placements, employment services	Unemployed American Indians and other persons of Native American descent	No actual data or estimate available from the federal agency
42	DOL	Department of Labor, Employment and Training Administration	Senior Community Service Employment Program	Older Americans Act of 1965	42 U.S.C. § 3056(c)(6)(A) (iv)	Mileage reimbursement, reimbursement for travel costs, and payment for cost of transportation	To access employment placements	Low-income persons aged 55 or over	\$4,400,000 (estimate)
43	DOL	Department of Labor, Employment and Training Administration	Trade Adjustment Assistance - Workers	Trade Act of 1974, as amended	19 U.S.C. § 2296(b)	Mileage reimbursement, transit fares	To access training	Persons found to be impacted by foreign trade, increased imports, or shift in production	No actual data or estimate available from the federal agency
44	DOL	Department of Labor, Employment and Training Administration	Welfare-to-Work Grants to Federally Recognized Tribes and Alaska Natives	Personal Responsibility and Work Opportunity Reconciliation Act of 1996	42 U.S.C. § 612(a)(3)(C)	Any transportation related use, though purchasing vehicles for individuals is not allowable	To access employment placements, employment services	American Indians and other persons of Native American descent who are long-term welfare recipients or are low-income	No actual data or estimate available from the federal agency
45	DOL	Department of Labor, Employment and Training Administration	Welfare-to-Work Grants to States and Localities	Personal Responsibility and Work Opportunity Reconciliation Act of 1996	42 U.S.C. § 603(a)(5)(C)	Any transportation related use, though purchasing vehicles for individuals is not allowable	To access employment placements, employment services	Long-term welfare recipients or low- income individuals	No actual data or estimate available from the federal agency



No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
46	DOL	Department of Labor, Employment and Training Administration	Work Incentive Grants	Workforce Investment Act of 1998, as amended	29 U.S.C. § 2801(46), 2864(d)(2)	Encourage collaboration with transportation providers	To access one- stop services	Persons with disabilities who are eligible for employment and training services	No actual data or estimate available from the federal agency
47	DOL	Department of Labor, Employment and Training Administration	Workforce Investment Act Adult Services Program	Workforce Investment Act of 1998, as amended	29 U.S.C. § 2801(46), 2864(e)(2)	Mileage reimbursement, bus tokens, vouchers	To access training	Priority must be given to people on assistance and low-income individuals	No actual data or estimate available from the federal agency
48	DOL	Department of Labor, Employment and Training Administration	Workforce Investment Act Dislocated Worker Program	Workforce Investment Act of 1998, as amended	29 U.S.C. § 2801(46), 2864(e)(2)	Transportation allowance or reimbursement, bus/subway tokens	To access transition assistance in order to find or qualify for new employment	Includes workers who have been laid off, or have received an individual notice of termination, or notice that a facility will close	No actual data or estimate available from the federal agency
49	DOL	Department of Labor, Employment and Training Administration	Workforce Investment Act Youth Activities	Workforce Investment Act of 1998, as amended	29 U.S.C. § 2801(46), 2854(a)(4)	Public transportation	To access training and other support services	Youth with low individual or family income	No actual data or estimate available from the federal agency
50	DOL	Department of Labor, Employment and Training Administration	Youth Opportunity Grants	Workforce Investment Act of 1998, as amended	29 U.S.C. § 2801(46), 2914(b)	Bus tokens	To access program services	Youth from high poverty areas, empowerment zones, or enterprise communities	\$415,000 (estimate)
51	DOL	Department of Labor, Employment Standards Administration	Black Lung Benefits Program	Black Lung Benefits Reform Act of 1977	30 U.S.C. § 923	Mileage reimbursement, transit fares, taxi vouchers	To access health services	Disabled coal miners	No actual data or estimate available from the federal agency
52	DOL	Department of Labor, Veterans Employment and Training Services	Homeless Veterans' Reintegration Project	Homeless Veterans Comprehensive Assistance Act of 2001	38 USCA § 2011, 2021	Bus tokens	To access employment services	Homeless veterans	No actual data or estimate available from the federal agency

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
53	DOL	Department of Labor, Veterans Employment and Training Services	Veterans' Employment Program	Workforce Investment Act of 1998, as amended	29 U.S.C. §§ 2801(46), 2913	Bus tokens, minor repairs to vehicles	To access employment services	Veterans	No actual data or estimate available from the federal agency
54	DOT	Department of Transportation, Federal Transit Administration	Capital and Training Assistance Program for Over-the-Road Bus Accessibility	Title 49 Recodification, P.L. 103-272	49 U.S.C. § 5310	To make vehicles wheelchair accessible and training required by ADA	General trips	Persons with disabilities	\$2,877,818
55	DOT	Department of Transportation, Federal Transit Administration	Capital Assistance Program for Elderly Persons and Persons with Disabilities	Title 49 Recodification, P.L. 103-272	49 U.S.C. § 5310	Assistance in purchasing vehicles, contract for services	To serve the needs of the elderly and persons with disabilities	Elderly persons and persons with disabilities	\$174,982,628
56	DOT	Department of Transportation, Federal Transit Administration	Capital Investment Grants	Transportation Equity Act for the 21st Century	49 U.S.C. § 5309	Assistance for bus and bus related capital projects	General trips	General public, although some projects are for the special needs of elderly persons and persons with disabilities	\$17,500,000 (estimate)
57	DOT	Department of Transportation, Federal Transit Administration	Job Access and Reverse Commute	Transportation Equity Act for the 21st Century	49 U.S.C. § 5309	Expand existing public transportation or initiate new service	To access employment and related services	Low income persons, including persons with disabilities	\$85,009,627
58	DOT	Department of Transportation, Federal Transit Administration	Nonurbanized Area Formula Program	Title 49 Recodification, P.L. 103-272	49 U.S.C. § 5311	Capital and operating assistance for public transportation service, including paratransit services, in nonurbanized areas	General trips	General public, although paratransit services are for the special needs of persons with disabilities	
59	DOT	Department of Transportation, Federal Transit Administration	Urbanized Area Formula Program	Title 49 Recodification, P.L. 103-272	49 U.S.C. § 5307	Capital assistance, and some operating assistance for public transit, including paratransit services, in urbanized areas	General trips	General public, although paratransit services are for the special needs of persons with disabilities	

No.	Agency	Department/ Branch	Program	Popular title of authorizing legislation	U.S. Code provisions authorizing funds for transportation	Typical uses as reported by program officials	Types of trips as reported by program officials	Target population as defined by program officials	Fiscal year 2001 federal spending on transportation
60	DVA	Department of Veterans Affairs, Veterans Health Administration	Automobiles and Adaptive Equipment for Certain Disabled Veterans and Members of the Armed Forces	Disabled Veterans and Servicemen's Automobile Assistance Act of 1970	38 U.S.C. § 3902	Purchase of personal vehicles, modifications of vehicles	General trips	Veterans and service members with disabilities	\$33,639,000
61	DVA	Department of Veterans Affairs, Veterans Health Administration	VA Homeless Providers Grant and Per Diem Program	Homeless Veterans Comprehensive Service Programs Act of 1992	38 U.S.C. § 7721	20 vans were purchased under this program	General trips	Homeless veterans	\$565,797
62	DVA	Department of Veterans Affairs, Veterans Health Administration	Veterans Medical Care Benefits	Veterans' Benefits Improvements Act of 1994	38 U.S.C. § 111	Mileage reimbursement, contract for service	To access health care services	Veterans with disabilities or low incomes	\$126,594,591

Source: U.S. General Accounting Office, *Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist*, GAO-03-697, Washington, D.C. (June 2003).