

Defiance, Fulton, Henry, Paulding, & Williams County, Ohio

Five-County Coordinated Transportation Plan

2024-2028

Maumee Valley Planning Organization

**For more information about this plan please contact Sierra Nathans,
Mobility Manager at (419) 956-2211 or mobility@mvpo.org.**

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Executive Summary

This Coordinated Transportation Plan for Defiance, Fulton, Henry, Paulding and Williams Counties. The county plans were initially developed in 2013 for Henry County and updated in 2017. The same year, 2017, Defiance and Fulton Counties developed individual county coordinated plans. Williams County was added to the plan in 2020, and Paulding County had their own plan in 2020. This will be the first coordinated plan with all five counties.

The locally developed Coordinated Public Transit-Human Services Transportation Plan must be updated to reflect new programs and rules for funding and authorize transit programs for five (5) years.

Transportation is a critical component of the communities in the region. Transportation provides access to jobs, education, healthcare, human services and allows all community members, including older adults, people with disabilities and low-income, to live independently and engage in community life. It is the purpose of this plan to outline existing transportation resources in the region, understand where gaps and unmet needs exist within those resources, then determine a strategy for how to address those needs and gaps in services.

There is a need for coordination of transportation services in the region, as there is no fixed-route public transit service that currently exists. In 2020, Maumee Valley Planning Organization, under the guidance of the Mobility Manager, organized county meetings to discuss collaborating with the coordinated plan efforts. In March of 2021, the first Multi-County Transportation Coordination Committee (TCC) meeting was held. The goal of the committee was to lay out a plan and timeline for the creation of a coordinated plan. In January of 2024, the first Five-County Transportation Coordination Committee (TCC) meeting was held. The goal of the new five-county committee remains the same. Entering a five-county coordinated plan will allow conversation among local service organizations and community members about solutions to transportation challenges. Leading to coordination of existing transportation services to increase cost efficiencies and expand services for residents in the region, especially senior citizens, individuals with a disability and low-income individuals.

The development of this coordinated plan is the result of a year of TCC meetings, research into the specific needs of the region, feedback gathered from residents and existing transportation service providers and other local stakeholders.

1. COMMUNITY RESOURCES

Several organizations currently exist in the region that provide transportation services to persons with disabilities, senior citizens, Medicare or Medicaid-eligible individuals and veterans. These Organizations are restricted by capacity limitations and eligibility requirements, leaving segments of the population without access to transportation. Approximately 17 organizations/companies were identified in the region as providing some type of transportation. These organizations include agencies such as Senior Services and Councils on Aging, Veteran Affairs, Job and Family Services, K&P Medical, cab companies, hospitals, Henry County Transportation Network, Triangular Processing and non-profit organizations. Many of the transportation-providing organizations provide services mostly during the week and during daytime hours, however, there are a few that provide service on the weekend and during the evenings.

2. COMMUNITY TRANSPORTATION NEEDS

- a. Transportation for individuals who do not otherwise qualify under current programs
- b. Extended hours of transportation
- c. Transportation on weekends
- d. Education on transportation programs and providers
- e. Transportation for individuals being transferred to an inpatient facility for mental health
- f. Additional emergency medical transportation resources
- g. Better coordination of existing services
- h. Resources and funding for transportation services
- i. Accessible transportation options i.e., wheelchair
- j. Active transportation options i.e., biking, walking, etc.

3. PLAN FOR ACHIEVING SHARED GOALS

Fundamental to the Coordinated Transportation Plan process is the active and meaningful involvement of stakeholders. For projects selected for funding under the Section 5310 and 5311 programs, participation in planning activities must include participation and/or representation of the following, at minimum:

1. Seniors;
2. Individuals with disabilities;
3. People with low incomes;
4. Public, private and non-profit transportation providers;
5. Human services providers and;
6. The general public.

To ensure participation from the above groups the following stakeholder involvement activities were performed:

- a. A public Transportation Needs Survey was conducted in collaboration with Bowling Green State University's Master of Public Administration students between February 28 and March 31, 2024, which received a total of 210 responses from residents of the region;

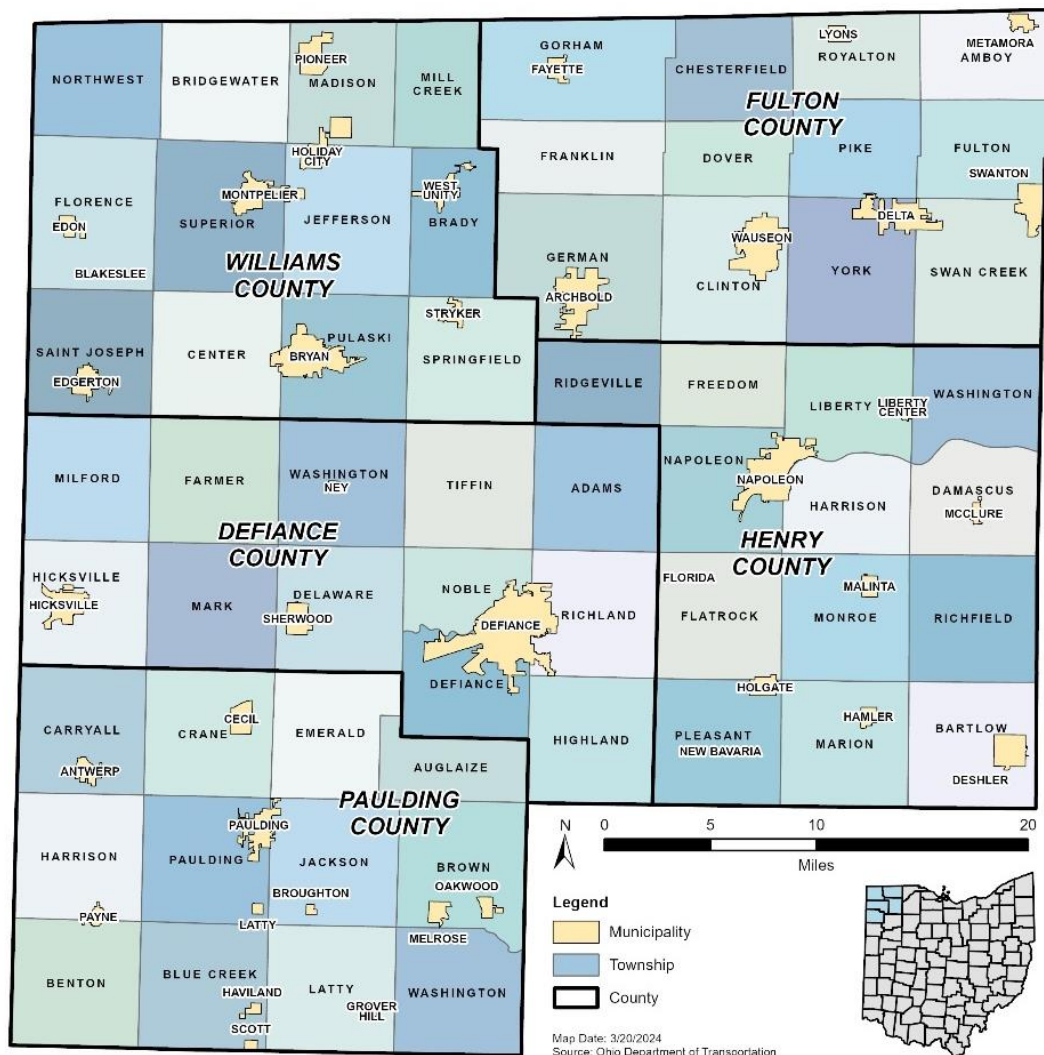
- b. The Transportation Coordination Committee met quarterly for a total of four times, all meetings were open to the public and meeting minutes were recorded;
- c. A Stakeholder Survey was conducted during the month of April 2024 which received a total of 19 responses from members of the Transportation Coordination Committee;
- d. A Provider Information Form was completed by 6 providers in the region;
- e. A public meeting was held in April 2024 to discuss the purpose and answer the public's questions regarding the project;
- f. A public comment period was open in May 2024 to propose the new Coordinated Transportation Plan and receive additional input on transportation needs in the region;
- g. Participation in county meetings such as Safe Communities, POWER, Long-Range Transportation Plan, Access to Healthcare, etc.

This plan was developed and adopted by the Five-County Transportation Coordination Committee. More information about the committee can be found in Appendix A.

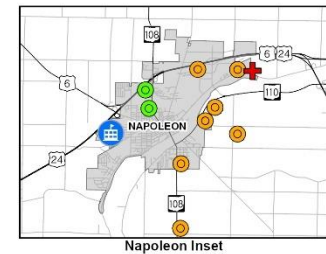
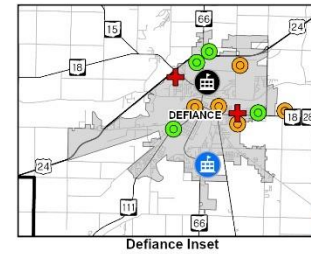
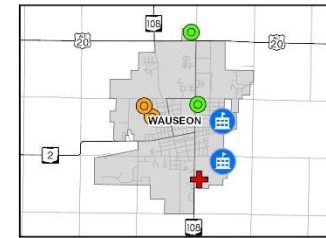
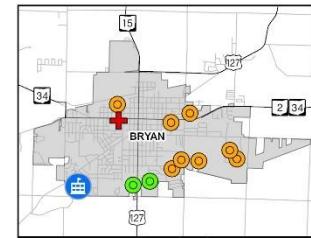
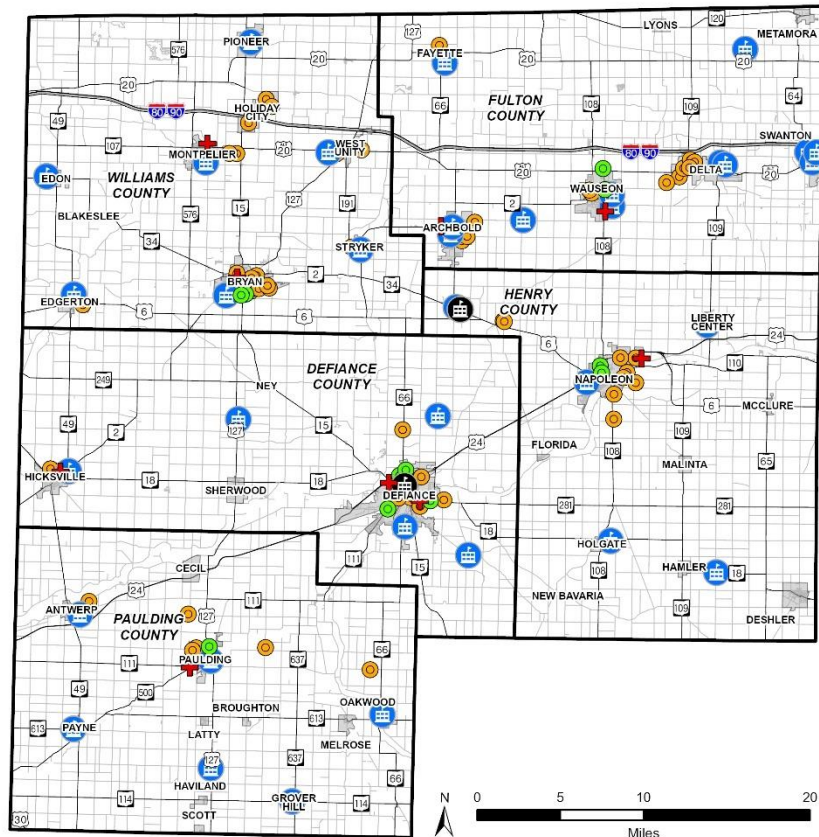
I. Geographic Area

Defiance, Fulton, Henry, Paulding, and Williams counties are located in Northwest Ohio, bordering the States of Indiana and Michigan, along with Ohio counties of Putnam, Wood and Lucas, an area once known as The Great Black Swamp. According to data.census.gov, the five-county area is approximately 2,072.8 square miles of land. The region has 4 cities: Bryan, Defiance, Napoleon and Wauseon, which are all the county seats. Within the region there are 61 townships, 35 villages and 8 Census Designated Places (CDPs). Map 1 below shows the geographic area of the five-county region.

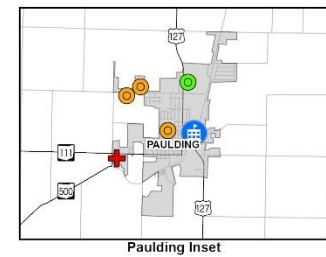
Map 1: Basic map of the geographic area covered by the plan



Map 2: Major Trip Generators in the Geographic Area



Sources: Ohio Department of Transportation, TIGER/Line 2023, U.S. Census Bureau



II. Population Demographics

The total population of the 5-county region is 164,303 people. Each county's population is projected to decrease slightly over the next twenty-five years as shown in *Chart 1*. As seen in the chart, the population of the region is projected to decrease from 164,303 in 2022 to 139,581 in 2050.

In addition to decreasing, the region's population is also aging. There are 42,943 people who are 60 or above, 26% of the population (see *Chart 2*). It is likely that the 60 and older population will continue to grow as the population ages. With the aging population comes the discussion of transportation services for seniors, as many individuals become unable to drive themselves as they age. Those who do not have family members who can transport them are left to rely on services such as those provided by the senior centers. The need for this type of transportation is only going to increase with time. It is important that the needs of these individuals be addressed. A coordinated transportation system could greatly benefit those seniors as it would provide cost and trip efficiencies allowing for expanded services.

CHART 1: POPULATION CURRENT AND PROJECTED

County	2022	2050
Defiance	38300	31920
Fulton	42602	36801
Henry	27601	23373
Paulding	18827	15259
Williams	36973	32228

Source: 2022 ACS 5 Year
ODSA

Chart 2: Total Population by Age Group

Age Cohorts	Defiance County	Fulton County	Henry County	Paulding County	Williams County	Region Total
0-4	2219	2416	1597	1044	2110	9386
5-9	2355	2812	1776	1346	2192	10481
10-14	2505	2905	1871	1224	2389	10894
15-19	2615	2834	1783	1238	2424	10894
20-24	2312	2423	1489	970	2063	9257
25-34	4474	4602	3148	2130	4432	18786
35-44	4864	5259	3310	2258	4492	20183
45-54	4496	5297	3501	2305	4256	19855
55-59	2368	2976	1949	1454	2877	11624
60-64	2828	3197	1929	1284	2632	11870
65-74	4287	4739	2970	2126	4042	18164
75-84	2394	2223	1378	1027	2262	9284
85+	583	919	900	421	802	3625
Total Pop.	38300	42602	27601	18827	36973	164303

Source: 2022 ACS 5 Year

The population of the region is relatively homogenous with 91.26% of the population being white, as shown in *Chart 3*.

Chart 3: Total Population by Race

	Defiance County, Ohio		Fulton County, Ohio		Henry County, Ohio		Paulding County, Ohio		Williams County, Ohio	
Population by Race	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Total population	38,300		42,602		27,601		18,827		36,973	
One race	36,227	94.6%	40,452	95.0%	26,487	96.0%	17,898	95.1%	35,839	96.9%
Two or More Races	2,073	5.4%	2,150	5.0%	1,114	4.0%	929	4.9%	1,134	3.1%
One race	36,227	94.6%	40,452	95.0%	26,487	96.0%	17,898	95.1%	35,839	96.9%
White	34,054	88.9%	38,861	91.2%	25,032	90.7%	17,570	93.3%	34,432	93.1%
Black or African American	666	1.7%	213	0.5%	151	0.5%	105	0.6%	431	1.2%
American Indian and Alaska Native	100	0.3%	167	0.4%	123	0.4%	19	0.1%	96	0.3%
Asian	128	0.3%	214	0.5%	50	0.2%	46	0.2%	210	0.6%
Native Hawaiian and Other Pacific Islander	6	0.0%	7	0.0%	46	0.2%	2	0.0%	17	0.0%
Two or More Races	2,073	5.4%	2,150	5.0%	1,114	4.0%	929	4.9%	1,134	3.1%
Hispanic or Latino (of any race)	4,105	10.7%	3,880	9.1%	2,196	8.0%	955	5.1%	1,861	5.0%
White alone	32,678	85.3%	37,468	87.9%	24,413	88.4%	17,164	91.2%	33,804	91.4%

Source: 2022 ACS 5 Year

According to 2022 ACS data, there are 24,453 individuals with a disability in the region, which comprises 14.9% of the total population as shown in *Chart 4*. *Chart 4* also demonstrates the various age groups with a disability, showing that 58.3% of individuals 18 to 64 years have a disability, the largest percentage of all age groups in the region to have a disability. These disabilities include hearing, vision, cognitive, ambulatory and self-care, all of which might prevent an individual from having the ability to drive.

Chart 4: Number and percentage of people with disabilities

	Defiance County, Ohio		Fulton County, Ohio		Henry County, Ohio		Paulding County, Ohio		Williams County, Ohio	
Age Cohort & Type of Disability	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Total Civilian Noninstitutionalized Population	37,998		42,200		27,215		18,725		36,046	
With a disability	5,273	13.9%	6,173	14.6%	3,520	12.9%	3,171	16.9%	6,316	17.5%
Under 18 years	8,696	8,696	9,922	9,922	6,416	6,416	4,430	4,430	8,234	8,234
With a disability	384	4.4%	680	6.9%	434	6.8%	241	5.4%	515	6.3%
18 to 64 years	22,288	22,288	24,728	24,728	15,830	15,830	10,809	10,809	20,974	20,974
With a disability	2,675	12.0%	3,108	12.6%	1,805	11.4%	1,657	15.3%	3,055	14.6%
65 years and over	7,014	7,014	7,550	7,550	4,969	4,969	3,486	3,486	6,838	6,838
With a disability	2,214	31.6%	2,385	31.6%	1,281	25.8%	1,273	36.5%	2,746	40.2%

Source: 2022 ACS 5 Year

One of the most overarching and difficult issues to address when addressing the lack of transportation is poverty. The Ohio Association of Community Action Agencies' 2019 State of Poverty Report¹ provides an in-depth, data-based look at the realities of poverty in Ohio. Poverty is a challenge for several reasons:

- Many people who experience barriers to transportation (age, health, disability) that are currently met by existing services (senior services, Medicare, Board of Developmental Disabilities) also experience poverty; but the opposite is not necessarily true. Many people who experience poverty do not necessarily experience those other barriers that might qualify them for existing transportation services.
- The episodic poverty rate in the United States (32%) is twice as high as the official annual poverty rate (16%) and eight out of every nine Americans who have lived in poverty experience it only short term.² For this reason, it can be hard to figure out who needs help and how to best help them at the time they most need it.
- Poverty can be caused by a wide variety of issues or occurrences ranging from something as serious as imprisonment to something as seemingly innocuous as a car breaking down which makes the issue extremely difficult to isolate and address.

As shown in *Chart 5*, 43,993 households had 12-month incomes that were below the poverty level. *Chart 6* shows that 9.8% of all individuals in the region had income below the poverty level, while 90.2% had incomes at or above the poverty level.

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

County	Total Population	Total Households	Below Poverty Level	Percent Below Poverty Level
Defiance	37,531	10,323	3,950	10.5%
Fulton	42,108	11,558	3,577	8.5%
Henry	27,139	7,362	2,581	9.5%
Paulding	18,665	5,105	1,759	9.4%
Williams	35,717	9,645	3,996	11.2%

Source: 2022 ACS 5 Year

*Poverty status determined by income level in the past 12 months

¹ State of Poverty 2019. (Columbus: Ohio Association of Community Action Agencies, 2019), https://oacaa.org/wp-content/uploads/2019/06/2019-StateOfPoverty_spread_low.pdf (June 13, 2019).

² Ohio Association of Community Action Agencies, "Poverty Facts," <https://oacaa.org/poverty-facts/> (April 2, 2021).

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

	Defiance County, Ohio			Fulton County, Ohio			Henry County, Ohio			Paulding County, Ohio			Williams County, Ohio		
	Total	Below poverty level	Percent below poverty level	Total	Below poverty level	Percent below poverty level	Total	Below poverty level	Percent below poverty level	Total	Below poverty level	Percent below poverty level	Total	Below poverty level	Percent below poverty level
Population for whom poverty status is determined	37,531	3,950	10.5%	42,108	3,577	8.5%	27,139	2,581	9.5%	18,665	1,759	9.4%	35,717	3,996	11.2%
Male	18,966	1,712	9.0%	21,167	1,420	6.7%	13,660	1,273	9.3%	9,348	770	8.2%	17,721	1,658	9.4%
Female	18,565	2,238	12.1%	20,941	2,157	10.3%	13,479	1,308	9.7%	9,317	989	10.6%	17,996	2,338	13.0%

Source: 2022 ACS 5 Year

*Poverty status determined by income level in the past 12 months

Approximately 1.5% of residents in the region speak English less than “very well” as seen in *Chart 7*. This percentage accounts for 2,287 individuals throughout the region with the majority of these individuals speaking Spanish in their homes.

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

Languages	Defiance		Fulton		Henry		Paulding		Williams		Region Total	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Population 5 years and over	36,081	(x)	40,186	(x)	26,004	(x)	17,783	(x)	34,863	(x)	154,917	(x)
English only	33,869	93.9%	38,584	96%	24,943	95.9%	17,291	97.2%	33,759	96.8%	148,446	95.8%
Spanish												
Speak English less than "very well"	614	1.7%	516	1.3%	311	1.2%	135	< 1%	249	< 1%	1,825	1.2%
Other Indo-European languages												
Speak English less than "very well"	50	< 1%	85	< 1%	41	< 1%	10	< 1%	75	< 1%	261	< 1%
Asian and Pacific Islander languages												
Speak English less than "very well"	9	< 1%	82	< 1%	6	< 1%	4	< 1%	66	< 1%	167	< 1%
Other languages												
Speak English less than "very well"	0	0%	0	0%	14	< 1%	8	< 1%	12	< 1%	34	< 1%
Total individuals who speak English less than "very well"	673	1.9%	683	1.7%	372	1.4%	157	< 1%	402	1.2%	2,287	1.5%

2022 ACS 5 Year

The Maumee Valley Planning Organization (MVPO) revealed that public transportation was a major community concern through the process of developing their “Moving Together 2050” Long-Range Transportation Plan. In 2023, MVPO made available a transportation opinion survey to gather public input about the region’s current transportation system. A total of 121 surveys were collected from August 1- October 3, 2023. In a survey question asking respondents to rank their top three priorities for transportation, improving safety for pedestrians, improving roadway safety, and maintaining the transportation system in a state of good repair were the top three.

III. Assessment of Available Services

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

Maumee Valley Planning Organization and Northwest Ohio Mobility identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as being appropriate stakeholders. Surveys were sent out to each of the identified stakeholders. The purpose of the survey was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities.

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

Inventory of Transportation Providers

A total of 35 organizations provided information about their services, or information from the previous plans have been used to supplement gaps.

American Cancer Society	Molina Healthcare
Buckeye Health Plan	Northwestern Ohio Community Action Commission (NOCAC)
CareSource	Ohio Department of Developmental Disabilities
Defiance Area Stewards of the Handicapped (DASH)	OhioMeansJobs
Defiance County Senior Services	Paramount Advantage Medicaid
Defiance County Veterans Affairs	Paulding County Senior Center
Defiance-Paulding Consolidated Job and Family Services	Paulding County Veterans Services
Easy Transit LLC	PC Workshop
Fulton County Job and Family Services	Quadco Rehabilitation Center
Fulton County Senior Center	Red-Eye Transportation
Fulton County Veterans Office	Team Johnson
Henry County Job and Family Services	Thrash's Transportation LLC
Henry County Senior Center	Triangular Processing
Henry County Transportation Network	United Healthcare Community Plan
Henry County Veteran Service Commission	Williams County Department of Aging
Hicksville Senior Center	Williams County Job and Family Services
K&P Medical Transport	Williams County Veterans Services
Kramer's Cab Company	

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 34 organizations provided information about their services, or information from the previous plans have been used to supplement gaps.

List of Transportation Service Providers

Agency Name: American Cancer Society

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 880-227-2345

Hours: Varies

Service Area: All

Eligibility Requirements: Traveling to a cancer-related appointment. Other eligibility requirements may apply.

Website: <https://www.cancer.org/treatment/support-programs-and-services/road-to-recovery.html>

Agency Name: Buckeye Health Plan

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 866-531-0615

Hours: 7:00am-7:00pm Monday-Friday

Service Area: All

Eligibility Requirements: Must receive Medicaid and have a Buckeye Health Plan. Prefers at least 48 hours' notice. Will schedule as early as 30 days prior.

Website: <https://www.buckeyehealthplan.com/>

Agency Name: CareSource

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 800-488-0134

Hours: 8:00am-8:00pm Monday-Friday

Service Area: All

Eligibility Requirements: Must be a member of the Ohio Medicaid Program and CareSource client.

Website: <https://www.caresource.com/members/>

Agency Name: Defiance Area Stewards of the Handicapped (DASH)

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 419-980-7144

Hours: By appointment only

Service Area: Defiance County

Eligibility Requirements: Transportation services for disabled, elderly, temporarily for out of town medical. Income eligibility.

Website: <https://defiencedash.weebly.com/>

Agency Name: Defiance County Senior Services

Transportation Service Type: On-Demand

Other Services Provided: Home delivered meals, information, nutrition assessments, education, socialization, assistance with taxes and Medicare.

Contact Information: 419-782-3233

Hours: 7:00am-3:00pm Monday-Friday

Service Area: Defiance County

Eligibility Requirements: Defiance County seniors only: 60 years old or older

Website: <https://defiance-county.com/senior-services/index.php>

Agency Name: Defiance County Veterans Affairs

Transportation Service Type: On-Demand

Other Services Provided: Vehicle maintenance and gas vouchers

Contact Information: 419-782-6861

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

Service Area: Defiance County

Eligibility Requirements: Veterans traveling to VA medical facilities or other medical facilities under VA contract.

Website: <https://defiance-county.com/veterans-affairs/index.php>

Agency Name: Defiance-Paulding Consolidated Job and Family Services

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: Defiance: 419-782-3881 Paulding: 419-399-6113

Hours: 7:00am-4:30pm Monday-Friday

Service Area: Defiance and Paulding Counties

Eligibility Requirements: Medicaid recipient going to Medicaid covered medical appointments.

Website: <https://defiancepauldingjfs.com/>

Agency Name: Easy Transit LLC

Transportation Service Type: On-Demand

Other Services Provided: Ambulette, wheelchair, and gurney

Contact Information: 419-203-4422

Hours: 24/7 Service

Service Area: Paulding County
Eligibility Requirements: Anyone
Website: N/A

Agency Name: Fulton County Job and Family Services (JFS)
Transportation Service Type: On-Demand
Other Services Provided: Gas vouchers, children services, public assistance, child support
Contact Information: 419-337-0010 ext. 1841
Hours: 8:00am-4:30pm Monday-Friday
Service Area: Fulton County
Eligibility Requirements: Fulton county residents who are clients of JFS
Website: <https://www.fultoncountyoh.com/1224/Job-Family-Services>

Agency Name: Fulton County Senior Center
Transportation Service Type: On-Demand
Other Services Provided: Meals, medical transportation, activities for seniors, and information/referral specialists
Contact Information: 419-337-9299
Hours: 8:00am-4:00pm Monday-Friday
Service Area: Fulton County
Eligibility Requirements: Fulton county senior citizens
Website: <https://www.fultoncountyoh.com/1353/Senior-Center>

Agency Name: Fulton County Veterans Office
Transportation Service Type: On-Demand
Other Services Provided: Veterans benefits and assistance
Contact Information: 419-337-9266
Hours: Varies
Service Area: Fulton County
Eligibility Requirements: Fulton county veterans traveling to a medical appointment, call 1 week in advance
Website: <https://www.fultoncountyoh.com/1404/VA-Medical-Transportation>

Agency Name: Henry County Job and Family Services
Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 419-592-0946 or 888-844-6449
Hours: 8:00am-4:30pm Monday-Thursday, 8:00am-12:00pm Friday
Service Area: Henry County

Eligibility Requirements: Client of Henry County Job and Family Services with Medicaid traveling to a medical provider

Website: <https://www.henrycountyohio.gov/169/Job-Family-Services>

Agency Name: Henry County Senior Center

Transportation Service Type: On-Demand

Other Services Provided: Meals

Contact Information: 419-599-5515

Hours: 8:00am-4:00pm Monday-Friday

Service Area: Henry County

Eligibility Requirements: Henry County seniors 60 years old or older

Website: <https://henrycountyseniorcenter.com/>

Agency Name: Henry County Transportation Network

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 419-592-8726

Hours: 8:00am-4:00pm Monday-Friday

Service Area: Henry County

Eligibility Requirements: Anyone

Website: <https://www.henrycountyohio.gov/185/Transportation-Network>

Agency Name: Henry County Veteran Service Commission

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 419-592-0956

Hours: 8:30am-12:00pm; 1:00pm-4:30pm Monday-Friday

Service Area: Henry County

Eligibility Requirements: Veterans traveling to VA medical facilities or other medical facilities under VA contract

Website: <https://www.henrycountyohio.gov/290/Veterans-Service-Commission>

Agency Name: Hicksville Senior Center

Transportation Service Type: On-Demand/Fixed Route

Other Services Provided: Nutrition programs, social activities, supportive services

Contact Information: 419-542-5004

Hours: Varies

Service Area: Defiance County

Eligibility Requirements: Hicksville senior citizen- 60 years old or older

Website: <https://defiance-county.com/senior-services/index.php>

Agency Name: K&P Medical Transport
Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 419-785-3246 x6
Hours: 6:00am-6:00pm Monday-Saturday
Service Area: Defiance, Fulton, Henry, Williams Counties
Allen, Auglaize, Hancock, Hardin, Mercer, Paulding, Putnam, Van Wert, Wood Counties
Eligibility Requirements: Anyone
Website: N/A

Agency Name: Kramer's Cab Company
Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 419-966-7616
Hours: Varies
Service Area: Napoleon and Bryan
Eligibility Requirements: Anyone
Website: <https://www.facebook.com/kramers.cab.1>

Agency Name: Molina Healthcare
Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 866-642-9279
Hours: 8:30am-5:30pm Monday-Friday
Service Area: All
Eligibility Requirements: Check link for eligibility requirements, most services only require that a person is a Medicaid recipient
Website: <https://www.molinahealthcare.com/>

Agency Name: Northwestern Ohio Community Action Commission (NOCAC) Community Service Offices
Transportation Service Type: Gas vouchers
Other Services Provided: Pre-school, childcare, emergency assistance, housing, health, weatherization, home repair, background checks/fingerprinting
Contact Information: 419-219-4641
Hours: 8:00am-4:30pm Monday-Friday
Service Area: All
Eligibility Requirements: Income eligibility guidelines apply
Website: <https://capappointments.com/CapAppointments.aspx>

Agency Name: Ohio Department of Developmental Disabilities
Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 800-617-6733
Hours: 8:00am-5:00pm Monday-Friday
Service Area: All
Eligibility Requirements: Department of Developmental Disabilities has a database to search for providers
<https://geo1.oit.ohio.gov/portal/apps/webappviewer/index.html?id=050ef877890c4161994749af358a2c47>
Website: <https://dodd.ohio.gov/wps/portal/gov/dodd/>

Agency Name: OhioMeansJobs
Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 888-296-7541
Hours: 7:30am-4:00pm Monday-Friday
Service Area: All
Eligibility Requirements: [Workforce Innovation and Opportunity Act \(WIOA\) Youth, Adult & Dislocated Worker](#), Comprehensive Case Management and Employment Program (CCMEP) TANF Youth
Website: <https://www.williamscountyoh.gov/Directory.aspx?did=8>

Agency Name: Paramount Advantage Medicaid
Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 866-837-9817
Hours: 8:30am-5:00pm Monday-Friday
Service Area: All
Eligibility Requirements: Medicaid Recipient
Website: <https://www.paramounthealthcare.com/medicaid/>

Agency Name: Paulding County Senior Center
Transportation Service Type: On-Demand
Other Services Provided: Grocery assistance, non-medical service appointments, medical appointments, health and beauty transportation, meals on wheels, and socialization
Contact Information: 419-399-3650
Hours: 8:00am-4:00pm Monday-Friday
Service Area: Paulding County
Eligibility Requirements: 60 years old or older

Website: <https://www.facebook.com/Paulding-county-senior-center-529700510416027/>

Agency Name: Paulding County Veteran Services

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 419-339-8285

Hours: 9:30am-2:00pm Tuesday-Friday

Service Area: Paulding County

Eligibility Requirements: Veterans traveling to VA medical facilities or other medical facilities under VA contracts

Website: N/A

Agency Name: PC Workshop

Transportation Service Type: Fixed Route

Other Services Provided: N/A

Contact Information: 419-966-6384

Hours: 8:30am-2:30pm Monday-Friday

Service Area: Paulding County

Eligibility Requirements: Clients of PC Workshop

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

Agency Name: Quadco Rehabilitation Center

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 419-682-1011

Hours: 8:00am-4:00pm Monday-Friday

Service Area: Williams County

Eligibility Requirements: Clients

Website: <https://www.facebook.com/ContactQRC/?ref=ts&fref=ts>

Agency Name: Red-Eye Transportation

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 419-956-1661

Hours: 24/7

Service Area: All

Eligibility Requirements: All

Website: N/A

Agency Name: Team Johnson

Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 419-338-5800
Hours: 24/7
Service Area: All
Eligibility Requirements: All
Website: <https://teamjohnsonlimo.com/index.html>

Agency Name: Thrash's Transportation LLC
Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 419-789-5383
Hours: All, closed Saturday
Service Area: Defiance County
Eligibility Requirements: All
Website: <https://www.facebook.com/ThrashsTransportationLLC>

Agency Name: Triangular Processing
Transportation Service Type: Fixed Route, On-Demand, Deviated Route
Other Services Provided: Services for individuals with disabilities and at-risk youth
Contact Information: 419-337-9640
Hours: 7:00am-11:00pm Monday-Saturday
Service Area: Fulton County
Eligibility Requirements: Clients of Triangular Processing or Board of DD
Website: <https://www.triangularprocessing.com/>

Agency Name: United Healthcare Community Plan
Transportation Service Type: On-Demand
Other Services Provided: N/A
Contact Information: 800-269-4190
Hours: 7:00am-7:00pm Monday-Friday
Service Area: All
Eligibility Requirements: Medicaid recipients
Website: <https://www.uhc.com/>

Agency Name: Williams County Department of Aging
Transportation Service Type: On-Demand
Other Services Provided: Meals
Contact Information: 419-633-4317
Hours: 8:00am-4:00pm Monday-Friday

Service Area: Williams County

Eligibility Requirements: 60 years old or older

Website: <https://www.williamscountyoh.gov/165/Department-of-Aging>

Agency Name: Williams County Job and Family Services

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 419-636-6725

Hours: 8:00am-4:30pm Monday-Friday

Service Area: Williams County

Eligibility Requirements: Member of the Ohio Medicaid Program and JFS client

Website: <https://www.williamscountyoh.gov/578/Job-Family-Services>

Agency Name: Williams County Veterans Services

Transportation Service Type: On-Demand

Other Services Provided: N/A

Contact Information: 419-636-8812

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

Service Area: Williams County

Eligibility Requirements: Veterans traveling to VA medical facilities or other medical facilities under VA contracts

Website: <https://www.williamscountyoh.gov/207/Veteran-Services>

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

Table 1: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
American Cancer Society	Yes	No	Public, Non-Profit	N/A	N/A	Yes
Buckeye Health Plan	Yes	No	Public, Non-Profit	N/A	N/A	Yes
CareSource	Yes	No	Public, Non-Profit	N/A	N/A	Yes
Defiance Area Stewards of the Handicapped (DASH)	No	Yes	Non-Profit	N/A	N/A	N/A
Defiance County Senior Services	Yes	No	Government, Non-Profit	9,000	2	No
Defiance County Veterans Affairs	Yes	Yes, K&P Medical Transport and Kramer's Cab	Government, Non-Profit	720	0	Yes
Defiance-Paulding Consolidated Job and Family Services	No	Yes, K&P Medical Transport	Government	7,000 2,000 gas vouchers 5,000 K&P Medical	N/A	Yes

Easy Transit LLC	Yes	No	Public, For-Profit	N/A	N/A	No
Fulton County Job and Family Services	No	Yes, K&P Medical Transport	Government	20	5	Yes
Fulton County Senior Center	Yes	No	Public, Non-Profit	2500	N/A	Yes
Fulton County Veterans Office	Yes	No	Public, Non-Profit	700	N/A	Yes
Henry County Job and Family Services	No	Yes, HCTN	Government	N/A	N/A	Yes
Henry County Senior Center	No	Yes, HCTN	Government	8000	N/A	Yes
Henry County Transportation Network	Yes	No	Government	N/A	N/A	No
Henry County Veteran Service Commission	N/A	N/A	Government	N/A	N/A	Yes
Hicksville Senior Center	Yes	No	Public, Non-Profit	N/A	N/A	Yes
K&P Medical Transport	Yes	No	Private, For-Profit	66,000	N/A	No
Kramer's Cab Company	Yes	No	Private, For-Profit	N/A	N/A	Yes
Molina Healthcare	Yes	No	Public, Non-Profit	N/A	N/A	Yes
Northwestern Ohio Community Action	Yes	No	Private, Non-Profit	N/A	N/A	Yes

Commission (NOCAC)						
Ohio Department of Developmental Disabilities	Yes	Yes	Private, Non-Profit	N/A	N/A	No
OhioMeansJobs	Yes	No	Private, Non-Profit	N/A	N/A	No
Paramount Advantage Medicaid	Yes	No	Public, Non-Profit	N/A	N/A	Yes
Paulding County Senior Center	Yes	No	Government	3,600	N/A	Yes
Paulding County Veterans Services	Yes	Yes, Senior Center	Government	N/A	N/A	Yes
PC Workshop	Yes	No	Private, Non-Profit	N/A	N/A	Yes
Quadco Rehabilitation Center	Yes	No	Private, Non-Profit	N/A	N/A	No
Red-Eye Transportation	Yes	No	Private, For-Profit	N/A	N/A	N/A
Team Johnson	Yes	No	Private, For-Profit	N/A	N/A	No
Thrash's Transportation LLC	Yes	No	Private, For-Profit	N/A	N/A	No
Triangular Processing	Yes	Yes, HCTN	Private, Non-Profit	2,000	N/A	Yes

United Healthcare Community Plan	Yes	No	Private, Non-Profit	N/A	N/A	No
Williams County Department of Aging	Yes	No	Government	7,500	N/A	No
Williams County Job and Family Services	No	Yes, K&P Medical Transport	Government	1,600	N/A	Yes
Williams County Veterans Services	Yes	Yes, K&P Medical Transport	Government	700	N/A	Yes

The participating organizations provide a wide range of transportation including fixed route and on-demand services. 34 of the participating organizations provide services on weekdays. 5 operate transportation on Saturdays and 6 on Sundays. Evening services after 5:00pm are operated by 11 organizations. The following table depicts the transportation service characteristics by agency.

Table 2: Transportation Service Characteristics

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
American Cancer Society	On-Demand	Varies	No	N/A	Patient privacy, safety training, COVID Protocols, technology training, motor vehicle checks and criminal background checks
Buckeye Health Plan	On-Demand	7am-7pm M-F	Yes	N/A	N/A
CareSource	On-Demand	8am-8pm M-F	Yes	N/A	N/A

Defiance Area Stewards of the Handicapped (DASH)	On-Demand	By appointment only	No	N/A	N/A
Defiance County Senior Services	On-Demand	7am-3pm M-F	No	Door-to-Door	Defensive driving, DRIVE sensitivity training, first aid, CPR, and nutrition education
Defiance County Veterans Affairs	On-Demand	8:30am-4:30pm M-F	No	Door-to-Door	VA veteran transportation training and testing
Defiance-Paulding Consolidated Job and Family Services	On-Demand	7am-4:30pm M-F	Yes	Curb-to-Curb	Determined by K&P Medical Transport
Easy Transit LLC	On-Demand	24/7	No	N/A	Background checks, DRIVE training, first aid, CPR
Fulton County Job and Family Services	On-Demand	8am-4:30pm M-F	Yes	N/A	Licenses and certification
Fulton County Senior Center	On-Demand	8am-4pm M-F	No	Door-to-Door	Defensive driving, CDL
Fulton County Veterans Office	On-Demand	Varies	No	Curb-to-Curb	Defensive driving
Henry County Job and Family Services	On-Demand	8am-4:30pm M-Th, 8am-12pm F	Yes	Door-to-Door	N/A
Henry County Senior Center	On-Demand	8am-4pm M-F	No	Door-to-Door	N/A
Henry County Transportation Network	On-Demand	8am-4pm M-F	No	Door-to-Door	Defensive driving, DODD provider training, DRIVE training, first aid, CPR
Henry County Veteran Service Commission	On-Demand	8:30am-12pm; 1pm-4:30pm M-F	No	Door-to-Door	N/A

Hicksville Senior Center	On-Demand/ Fixed Route	Varies	No	Door-to-Door	N/A
K&P Medical Transport	On-Demand	6am-6pm M-Sat	Yes	Door-to-Door	First aid, CPR, AED, DRIVE training, defensive driving, CTA PASS basic training
Kramer's Cab Company	On-Demand	Varies	No	N/A	N/A
Molina Healthcare	On-Demand	8:30am-5:30pm M-F	Yes	Door-to-Door	N/A
Northwestern Ohio Community Action Commission (NOCAC)	N/A	8am-4:30pm M-F	No	Door-to-Door	CDL drivers of preschool buses receive required training through the Ohio Dept of Education School Bus Drivers
Ohio Department of Developmental Disabilities	On-Demand	8am-5pm M-F	No	Door-to-Door	N/A
OhioMeansJobs	On-Demand	7:30am-4pm M-F	Yes	N/A	N/A
Paramount Advantage Medicaid	On-Demand	8:30am-5pm M-F	Yes	N/A	N/A
Paulding County Senior Center	On-Demand	8am-4pm M-F	No	Door-to-Door	DRIVE training, first aid, CPR, drug free workplace, continuous education, defensive driving
Paulding County Veterans Services	On-Demand	9:30am-2pm Tu-F	No	Door-to-Door	N/A
PC Workshop	Fixed Route	8:30am-2:30pm M-F	No	N/A	CPR, first aid, AED
Quadco Rehabilitation Center	On-Demand	8am-4pm M-F	No	N/A	N/A

Red-Eye Transportation	On-Demand	24/7	No	Curb-to-Curb	N/A
Team Johnson	On-Demand	24/7	No	Door-to-Door	N/A
Thrash's Transportation LLC	On-Demand	24/6, closed Saturday	No	Curb-to-Curb	N/A
Triangular Processing	Fixed Route, On-Demand, Deviated Route	7am-11pm M-Sat	No	Curb-to-Curb	DODD certification, CPR, first aid, annual DODD trainings
United Healthcare Community Plan	On-Demand	7am-7pm M-F	Yes	N/A	N/A
Williams County Department of Aging	On-Demand	8am-4pm M-F	No	Door-to-Door	Defensive driving, DRIVE training
Williams County Job and Family Services	On-Demand	8am-4:30pm M-F	Yes	Door-to-Door	N/A
Williams County Veterans Services	On-Demand	8:30am-4:30pm M-F	No	Door-to-Door	N/A

Transportation-related expenses and revenues also differ by organization. Medicaid, donations, and fare are common revenue sources for transportation operators in the Maumee Valley region. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table 3: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/ Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
American Cancer Society	Free	Yes	Volunteers	None	N/A	N/A

Buckeye Health Plan	Free	N/A	N/A	N/A	N/A	N/A
CareSource	Free	N/A	N/A	N/A	N/A	N/A
Defiance Area Stewards of the Handicapped (DASH)	N/A	N/A	N/A	N/A	Fare structure	N/A
Defiance County Senior Services	Suggested donation \$0.50/mile	Yes	3 part-time	1 full-time	Tax levy, Office of Aging Title III-b, private donations	\$500,000
Defiance County Veterans Affairs	Free	No	3 part-time	1 full-time	Defiance County Veterans Office	\$32,000
Defiance-Paulding Consolidated Job and Family Services	Free	No	0 drivers; contract out	1 full-time	State of Ohio with Federal Medicaid dollars	\$500,000
Easy Transit LLC	Contact for rates	N/A	1 full-time; 1 part-time	1 full-time	Insurance companies and nursing homes	N/A
Fulton County Job and Family Services	Free	No	0 drivers, contract out	1 full-time	Medicaid NET, PRC, ESSA	\$453,000
Fulton County Senior Center	Donations	Yes	5 part-time	1 part-time	Levy and donations	\$40,000
Fulton County Veterans Office	Free	No	5 part-time	1 full-time	County provided	N/A
Henry County Job and Family Services	Free	No	N/A	N/A	Medicaid	N/A
Henry County Senior Center	Free	Yes	N/A	N/A	Levy, donations	N/A
Henry County Transportation Network	Call or visit website for rates	Yes	3 full-time, 28 part-time	1 full-time	Contract fares, passenger fares, ODOT 5311	\$1,100,000

Henry County Veteran Service Commission	Free	No	N/A	N/A	N/A	N/A
Hicksville Senior Center	Suggested donation	Yes	N/A	N/A	N/A	N/A
K&P Medical Transport	Based on distance	No	30 full-time, 40 part-time	4 full-time	Fare structure	N/A
Kramer's Cab Company	Based on distance	No	N/A	N/A	Fare structure	N/A
Molina Healthcare	Free	N/A	N/A	N/A	Medicaid	N/A
Northwestern Ohio Community Action Commission (NOCAC)	Free	Yes	1 full-time, 7 part-time	1 full-time	Head Start grant funds, United Way grant funds	>\$200,000
Ohio Department of Developmental Disabilities	N/A	N/A	N/A	N/A	N/A	N/A
OhioMeansJobs	Free	N/A	N/A	N/A	N/A	N/A
Paramount Advantage Medicaid	Free	N/A	N/A	N/A	N/A	N/A
Paulding County Senior Center	Free/suggested donation of \$0.35/mile	Yes	0 full-time, 12 part-time, 2 volunteer	1 full-time	Fare structure	\$36,000
Paulding County Veterans Services	Free	N/A	Volunteers	None	Title 59 county budget	N/A
PC Workshop	N/A	Yes	N/A	N/A	Board of DD Medicaid waivers	N/A
Quadco Rehabilitation Center	N/A	N/A	N/A	N/A	N/A	N/A

Red-Eye Transportation	Based on distance	No	N/A	N/A	Fare	N/A
Team Johnson	N/A	Yes	5 part-time, 20 full-time	N/A	Customer fare	N/A
Thrash's Transportation LLC	N/A	N/A	N/A	N/A	N/A	N/A
Triangular Processing	Billed through DODD or Board of DD	No	2 full-time, 5 part-time	1 full-time	Clients of TP/Board of DD	N/A
United Healthcare Community Plan	N/A	N/A	N/A	N/A	N/A	N/A
Williams County Department of Aging	Suggested donation based on distance	Yes	2 full-time, 1 part-time	N/A	Donations	N/A
Williams County Job and Family Services	Medicaid	No	Contracted out	N/A	Medicaid	N/A
Williams County Veterans Services	Free	N/A	7 art-time	None	Title 59 county budget, Disabled American Veterans, The Columbia Trust	\$50,000

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

Table 4: Alternative/Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Easy Transit LLC	24/7	Based on distance	All	Paulding
Kramer's Cab Company	Varies	Based on distance	All	Bryan
Red-Eye Transportation	24/7	Based on distance	All	Defiance
Thrash's Transportation LLC	24/7, closed Saturday	Based on distance	All	Defiance

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

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Mobility Manager	Mon-Fri 8am-4:30pm	Free	Seniors, Disabled, Low-Income, or in need of transportation	Defiance, Fulton, Henry, Paulding, and Williams counties

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

Table 6: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
American Cancer Society	N/A	Yes	N/A	No
Buckeye Health Plan	N/A	N/A	N/A	N/A
CareSource	N/A	N/A	N/A	N/A
Defiance Area Stewards of the Handicapped (DASH)	N/A	Yes	N/A	N/A
Defiance County Senior Services	N/A	N/A	N/A	N/A
Defiance County Veterans Affairs	Microsoft Calendar	No	N/A	Yes
Defiance-Paulding Consolidated Job and Family Services	TripMaster by CTS via K&P	Yes	TripMaster by CTS via K&P	Yes
Easy Transit LLC	None	No	None	Yes
Fulton County Job and Family Services	TripMaster by CTS via K&P	Yes	TripMaster by CTS via K&P	Yes
Fulton County Senior Center	None	No	None	No
Fulton County Veterans Office	None	No	None	No

Henry County Job and Family Services	TripMaster by CTS	No	TripMaster by CTS	Yes
Henry County Senior Center	TripMaster by CTS	No	TripMaster by CTS	Yes
Henry County Transportation Network	TripMaster by CTS	No	TripMaster by CTS	Yes
Henry County Veteran Service Commission	N/A	N/A	N/A	N/A
Hicksville Senior Center	N/A	N/A	N/A	N/A
K&P Medical Transport	TripMaster by CTS	Yes	TripMaster by CTS	Yes
Kramer's Cab Company	N/A	N/A	N/A	N/A
Molina Healthcare	N/A	N/A	N/A	N/A
Northwestern Ohio Community Action Commission (NOCAC)	None	No	None	No
Ohio Department of Developmental Disabilities	N/A	N/A	N/A	N/A
OhioMeansJobs	N/A	N/A	N/A	N/A
Paramount Advantage Medicaid	N/A	N/A	N/A	N/A
Paulding County Senior Center	None	No	None	No
Paulding County Veterans Services	None	No	None	No
PC Workshop	None	No	None	No
Quadco Rehabilitation Center	N/A	N/A	N/A	N/A

Red-Eye Transportation	N/A	N/A	N/A	Yes
Team Johnson	N/A	Yes	None	Yes
Thrash's Transportation LLC	N/A	N/A	N/A	Yes
Triangular Processing	None	No	None	Yes
United Healthcare Community Plan	N/A	N/A	N/A	N/A
Williams County Department of Aging	N/A	Yes	N/A	N/A
Williams County Job and Family Services	TripMaster by CTS	No	TripMaster by CTS	Yes
Williams County Veterans Services	None	No	None	No

Assessment of Community Support for Transit

The communities in each of the five counties served have continued to show support for public transportation in several ways, including showing up to transportation and mobility meetings, calling and emailing to ask about what is available, and continuing conversations with other organizations about the need for transportation in our area.

Safety

Individuals who do not have vehicles often walk to work, the store, etc. There are not always sidewalks to these locations, causing individuals to walk alongside roadways. This is an even bigger issue for folks with limited mobility and use aids such as walkers or wheelchairs.

Transportation providers require a varying degree of training and expectations for their drivers. Since many training courses are free and virtual, this is an opportunity to increase safety training for drivers.

The age and condition of some vehicles is a safety concern, but some transportation providers are waiting for new vehicles to come in.

Vehicles

Transportation providers listed have a combined total of 150+ vehicles. Approximately 20% of the vehicles are wheelchair accessible. Most wheelchair accessible vehicles belong to Henry County Transportation Network.

Not all transportation providers have wheelchair accessible vehicles. In the event individuals with wheelchairs request transportation, the provider then subcontracts with a third party to provide the required transportation.

As vehicles age, they require additional maintenance, may break down more often and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

Summary of Existing Resources

Our region has one 5311 funded transportation provider, Henry County Transportation Network and one non-profit 5310 funded transportation provider, Triangular Processing, Inc. Medicaid funding supports transportation for Medicaid recipients to doctors' appointments. Disabled American Veterans funding supports transportation for veterans going to VA doctors' appointments. Senior Centers in all five counties provide transportation to seniors typically above the age of 60 to doctors' appointments. Our region also has several taxi cab companies that are useful for non-medical purposes.

The region has identified 150+ vehicles utilized by 28+ providers for a total of 150,000+ one-way trips per year.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the needs of the Northwest Ohio region, the planning committee examined research and data, as well as solicited input from the community, with the help of Bowling Green State University Master of Public Administration students, in an effort to gather information about needs and gaps in transportation services.

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

Maumee Valley Planning Organization asked a variety of stakeholders in the area to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholders and the general public is available upon request.

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

1. Assessment of data and demographics
2. Surveyed transportation providers, stakeholders, and riders on needs and gaps
3. Held transportation coordination committee meetings and county meetings, both open to the public, to solicit feedback and input
4. Held a public comment period for proposed coordinated plan

Local Demographic and Socio-Economic Data

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

Exhibit 1 illustrates the percentage of the population being older adults (age 65 and older). The highest percentage in the region is attributed to a small portion of the City of Bryan (> 50%) and parts of Paulding County also have a higher proportion compared to other areas in the region.

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

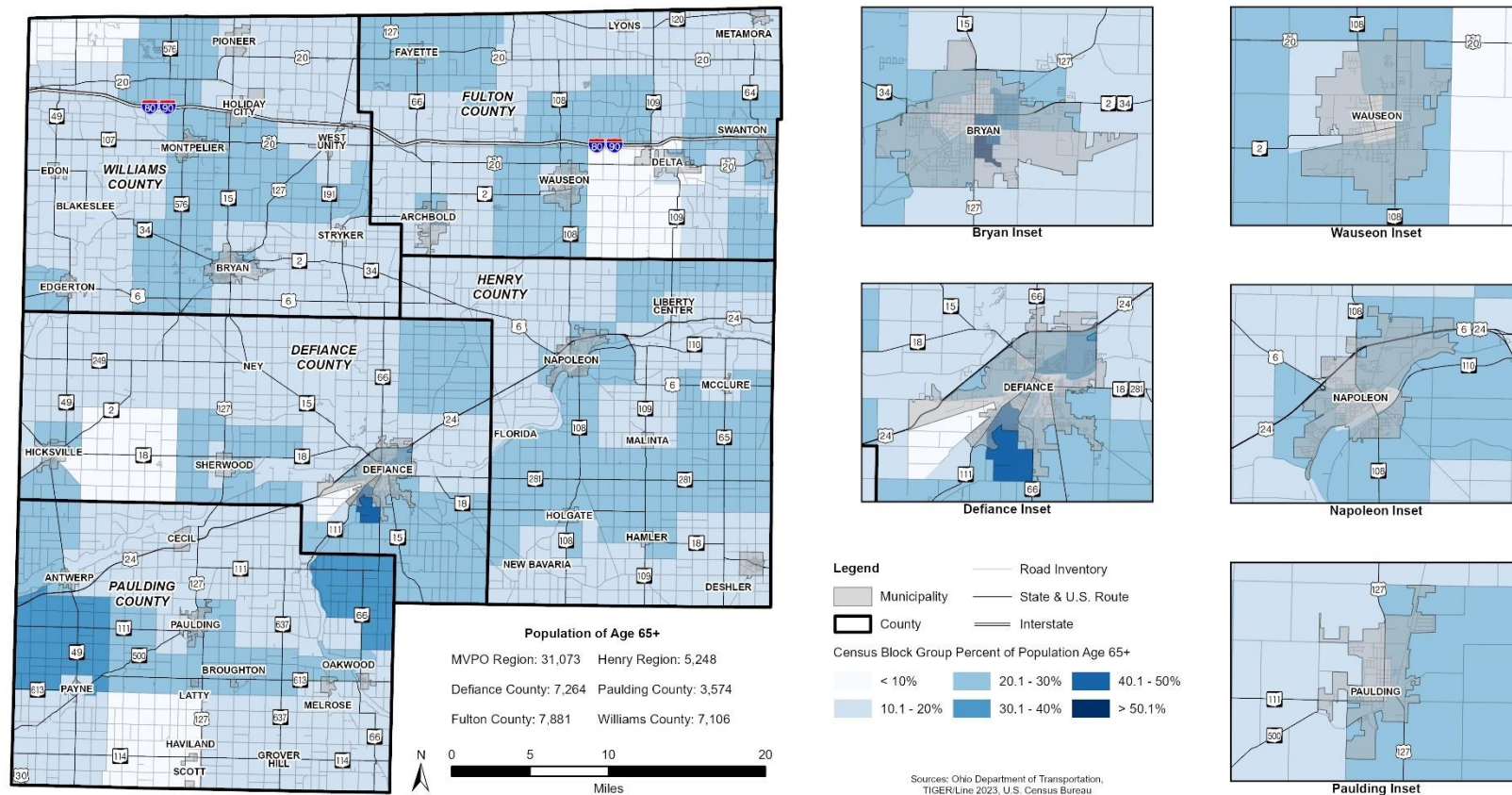


Exhibit 2 indicates the areas with the highest percentage of households without a vehicle. The absence of a vehicle in the household is often an indication of the need for transportation services. Notable areas of concern are western Defiance County and central Paulding County.

Exhibit 2: Map of Density of Zero Vehicle Households

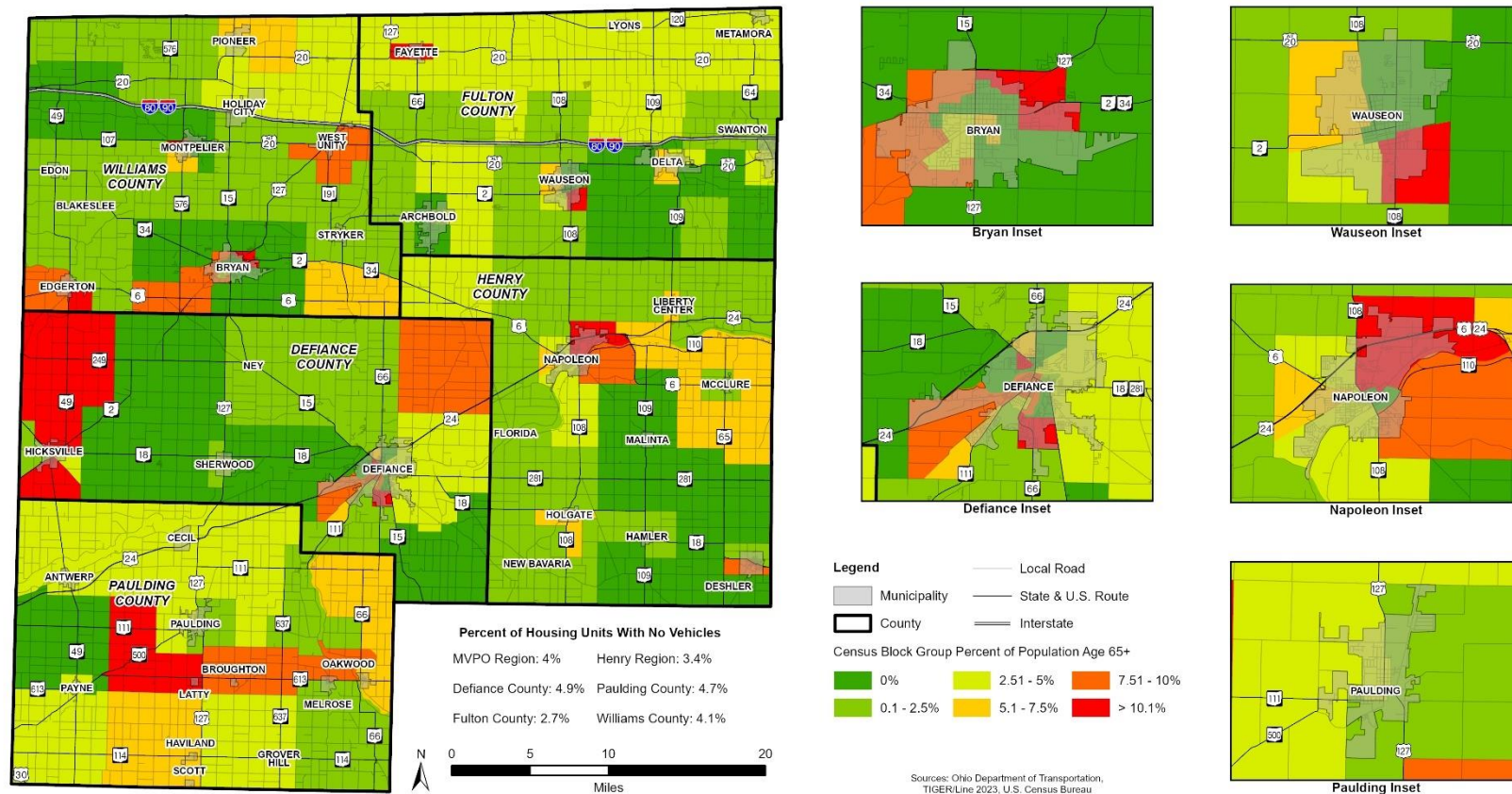
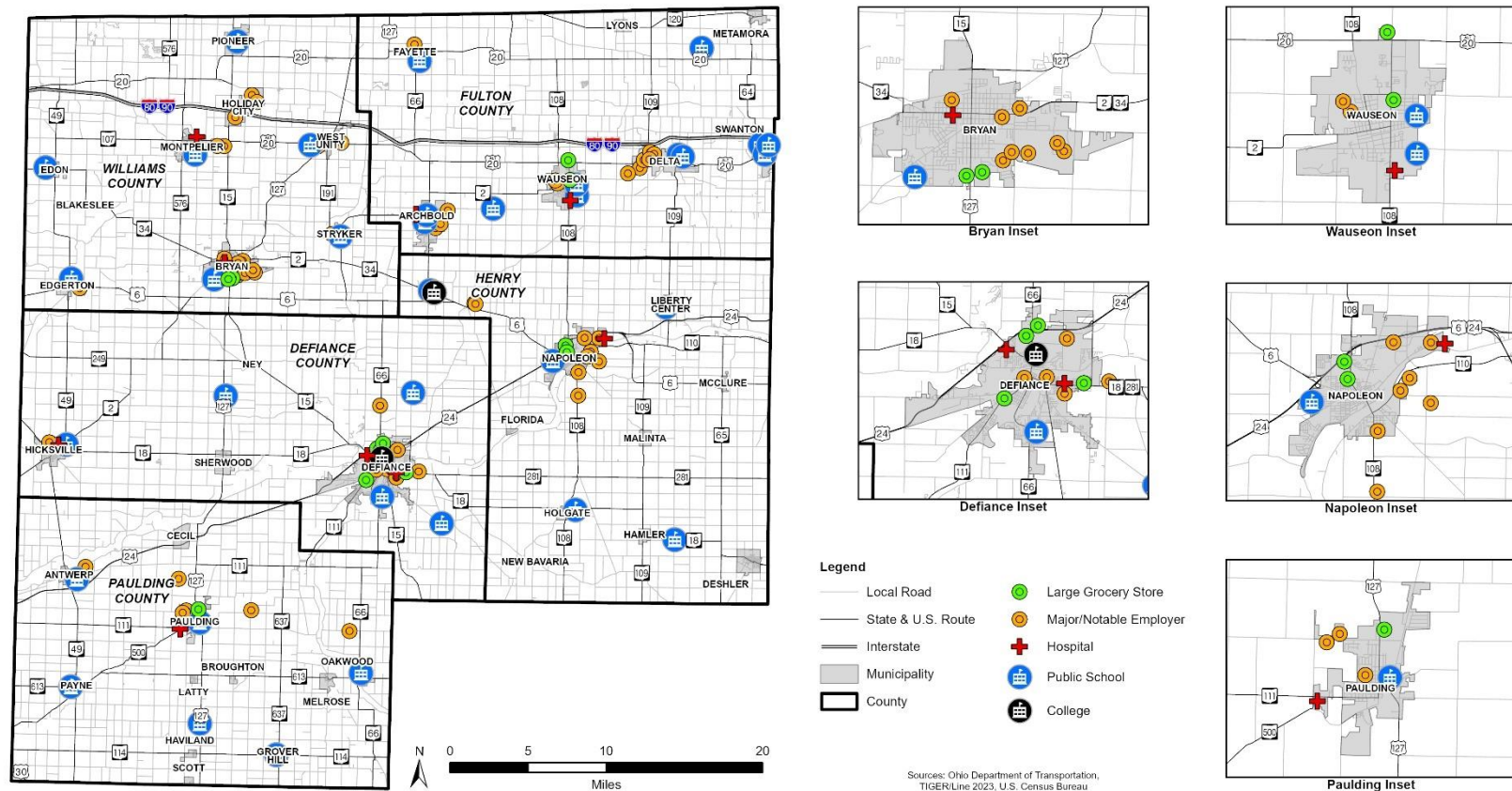


Exhibit 3 shows the top destination locations for the existing transportation providers and major trip generators for anyone in the area, including those who drive a personal vehicle. Major trip generators include schools, hospitals, large grocery stores, and notable employers. These are traditionally most common in larger towns and cities.

Exhibit 3: Map of Major Trip Generators



General Public and Stakeholder Meetings/Focus Groups

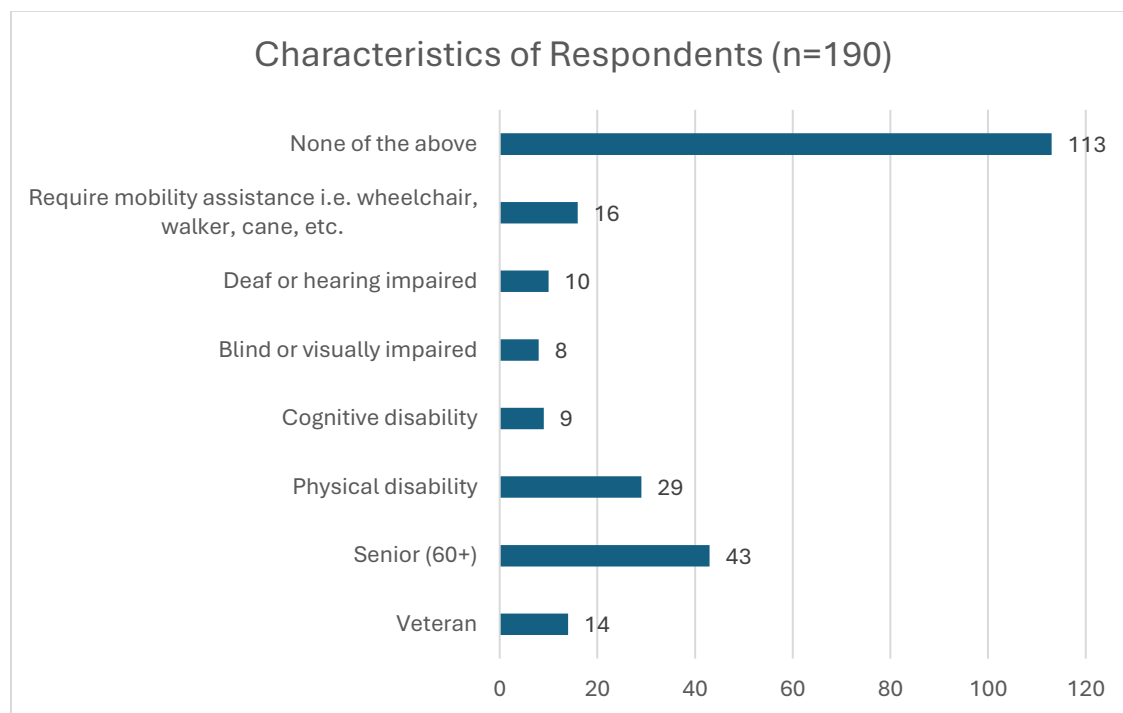
Maumee Valley Planning Organization and Northwest Ohio Mobility hosted and facilitated 11 local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. Approximately 80 people participated in the meetings. Of those, 0 self-identified as older adults and 0 self-identified as being a person with a disability, though older adults and people with disabilities have been invited to participate. More information about what meetings were held and attendance at those meetings is available upon request.

During the meeting, the Maumee Valley Planning Organization and Northwest Ohio Mobility presented highlights of historical coordinated transportation in the Northwest Ohio region, and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area.

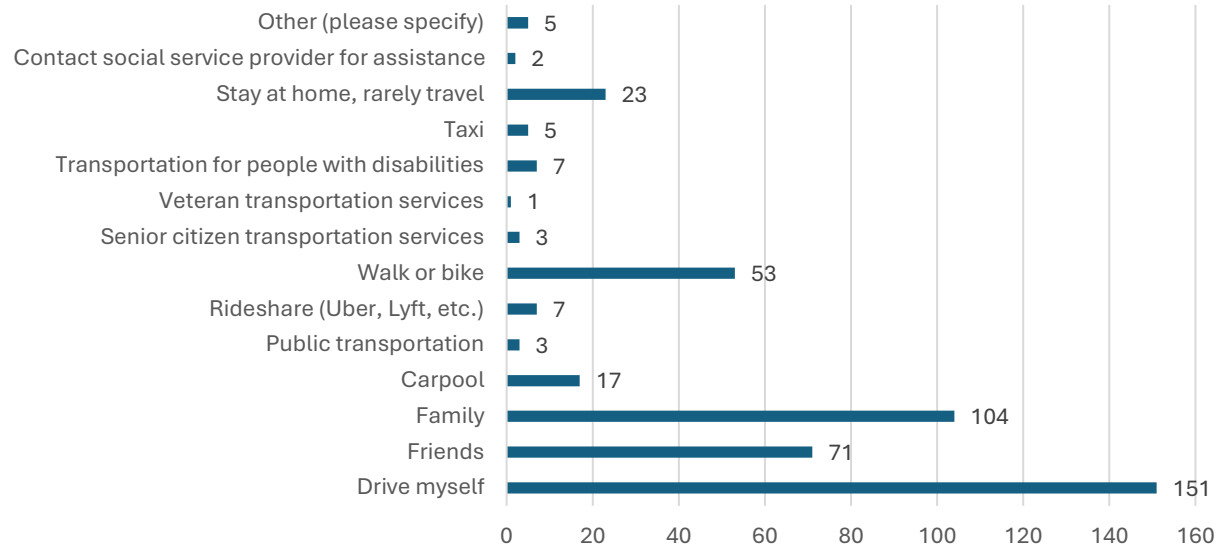
Participants discussed more than 5 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Surveys

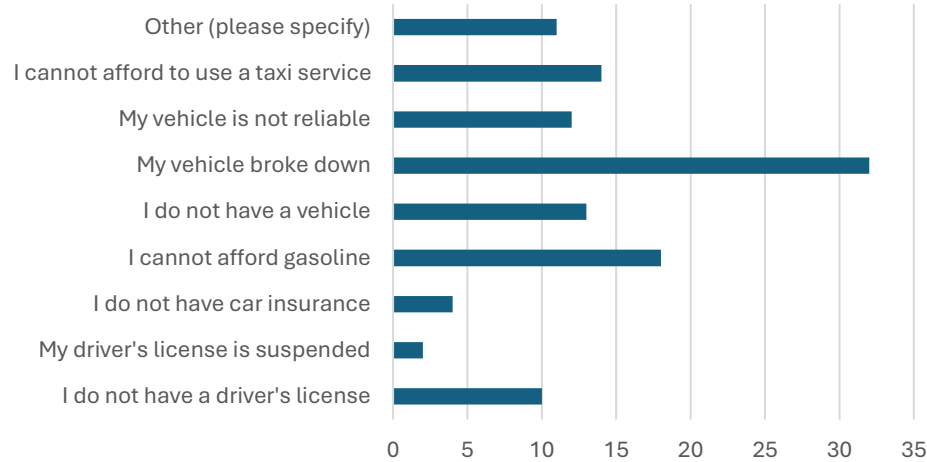
The following survey summary includes the information gained from the 210 surveys from the **general public**: 7% of the respondents are Veterans, 23% are older adults, 15% have a physical disability, 8% require mobility assistance, 5% have a cognitive disability, are deaf, or are hard of hearing, and 4% are blind or visually impaired.



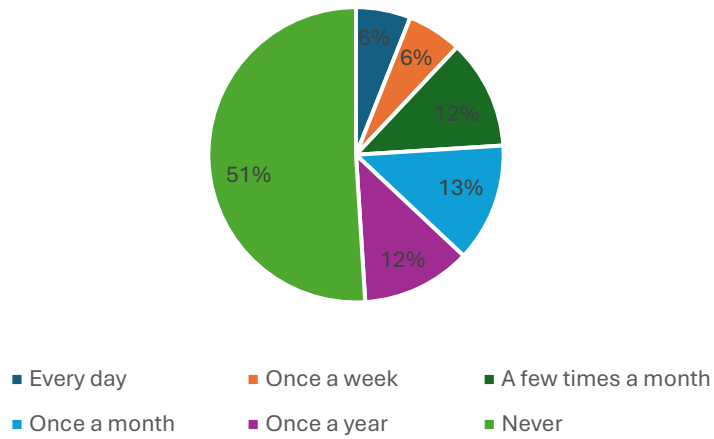
In the last 6 months, what ways did you travel? (n=172)



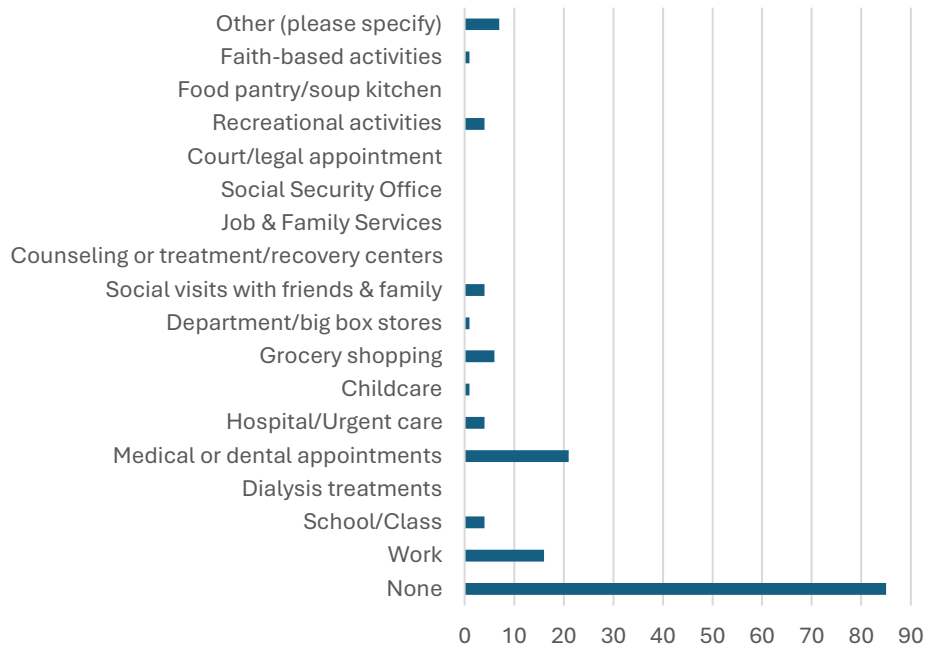
Barriers to Mobility (n=172)



Reliance on others for transportation (n=172)



Transportation Needs to Specific Destinations (n=174)



Challenges to Coordinated Transportation

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

1. Concerns that the Coordinated Transportation Plan will harm for-profit transportation businesses in the region.
2. The region will become dependent on grant funding for transportation solutions then have the funds removed.
3. Addressing actual need versus perceived need.
4. Finding funding for transportation.
5. Losing quality of service for population currently served.
6. Addressing the unmet needs that pertain to each county - do not address them as a whole if it does not pertain to specific counties.
7. General transportation - our area is very small and has limited resources for individuals just needing to get out. Provide transportation for reasons other than non-emergency medical appointments.
8. Differing political views and power structure.
9. Long wait times for individuals who are sick or older.

Summary of Unmet Mobility Needs

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

Exhibit 4: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Transportation for individuals who do not otherwise qualify under current programs	Based on committee discussions, public surveys, and stakeholder surveys
2	Accessible transportation options i.e. wheelchairs	
3	Resources and funding for transportation services	
4	Active transportation options i.e., biking, walking, etc.	
5	Transportation for people experiencing severe mental health issues	
6	Education on transportation programs and providers	
7	Extended hours of transportation	
8	Transportation on the weekends	

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, Maumee Valley Planning Organization developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished. Nonetheless, these strategies have been tailored to the identified primary gaps and needs.

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

Goal #1: Efficient utilization of resources

Improve effectiveness, reduce per unit costs, and expand services while maintaining human centered design.

Need(s) Being Addressed: The need being addressed is the expansion of public transportation in our region.

Strategy 1.1: Create working committees within the TCC to research efficiencies, while keeping riders' experiences central to decision making.

Timeline for Implementation: Working committees will be created within one-year of coordinated plan being approved.

Action Steps:

1. Identify what working committees will be created
2. Identify goals and objectives for committees
3. Assign committee members to committees
4. Hold regular committee meetings

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Transportation Coordination Committee

Resources Needed: Staff time, time of committee, Zoom account for meetings, meeting space

Potential Cost Range: \$5,000-\$10,000

Potential Funding Sources: ODOT 5310 Program, local match funding

Performance Measures/Targets:

1. Measure: Working committees identified
 - a. Target: Within six months of coordinated plan being approved the number and focus of working committees will be identified
2. Measure: Committee goals and objectives created
 - a. Target: Within six months of coordinated plan being approved, a minimum of 2 goals and objectives of working committees will be created
3. Measure: Number of committee meetings held
 - a. Target: Each committee will hold a minimum of 3 committee meetings per year

Strategy 1.2: Identify resource opportunities for sustainable transportation solutions.

Timeline for Implementation: Ongoing

Action Steps:

1. Identify any duplications of service
2. Identify resource sharing opportunities
3. Identify resource generating opportunities
4. Identify collaboration opportunities
5. Increase resources and capacity within the region (vehicles, technology, vehicle repair programs, and revenue streams)

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Transportation Coordination Committee

Resources Needed: Staff time

Potential Cost Range: \$5,000-\$10,000

Potential Funding Sources: ODOT 5310 Program, local match funding

Performance Measures/Targets:

1. Measure: Number of resource generating opportunities
 - a. Target: A minimum of one resource generating opportunity will be shared with each county per year
2. Measure: Number of collaboration opportunities
 - a. Target: A minimum of one collaboration opportunity will be shared with each county per year

Goal #2: Seek regional transportation cooperation

Partners make connections, informal agreements, and share resources.

Need(s) Being Addressed: This goal addresses the need for better coordination of existing services, education on transportation programs and providers and retaining the mobility program

Strategy 2.1: Transportation Coordination Committee will work with Mobility Manager to develop strategies on how to expand transportation services in the region and fill gaps of unmet needs.

Timeline for Implementation: Ongoing

Action Steps:

1. Hold quarterly TCC meetings
2. Update provider information annually
3. Maintain a Mobility Manager
4. Develop programs in which stakeholders partner to create solutions for unmet needs
5. Support economic development and workforce development

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Transportation Coordination Committee

Resources Needed: Staff time, time of committee, Zoom account for meetings, meeting space

Potential Cost Range: \$50,000

Potential Funding Sources: ODOT 5310 Program, local match funding

Performance Measures/Targets:

1. Measure: Number of Transportation Coordination Committee meetings held
 - a. Target: Hold at least three meetings annually of the Transportation Coordination Committee
2. Measure: Provider information updated
 - a. Target: The Mobility Manager will update the number of providers and their information for the region
3. Measure: Retain the Mobility Manager for the continuity of the mobility program
 - a. Target: The Mobility Manager remains in the position for a minimum of 12 months

Strategy 2.2: Continue to work with 5310/5311 transportation providers to expand transportation services and fill gaps of unmet needs.

Timeline for Implementation: Ongoing

Action Steps:

1. Hold quarterly meetings between 5310/5311 transportation providers and Mobility Manager
2. Collaborate on creating solutions for unmet needs

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: 5310/5311 Transportation Providers

Resources Needed: Staff time, time of committee, Zoom account for meetings, meeting space

Potential Cost Range: \$5,000

Potential Funding Sources: ODOT 5310 Program, local match funding

Performance Measures/Targets:

1. Measure: Number of 5310/5311 meetings held
 - a. Target: Hold at least three meetings annually

Goal #3: Transportation education

Educate stakeholders and the public on transportation programs and provider services.

Need(s) Being Addressed: This goal addresses the need for education within the community about the transportation services available.

Strategy 3.1: Mobility Manager creates and distributes education around transportation providers and programs within the Northwest Ohio region.

Timeline for Implementation: Ongoing

Action Steps:

1. Public survey and meetings
2. Individual interviews with riders
3. Attend community events and meetings
4. Produce quarterly newsletters
5. Electronic education via website and social media

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Transportation Coordination Committee

Resources Needed: Staff time website, marketing costs

Potential Cost Range: \$5,000-\$10,000

Potential Funding Sources: ODOT 5310 Program, local match funding

Performance Measures/Targets:

1. Measure: Number of public surveys and meetings every 4 years
 - a. Target: One public survey and meeting will be held a minimum of every 4 years
2. Measure: Number of individual interviews of riders
 - a. Target: A minimum of six individual interviews of riders annually

3. Measure: Number of community events
 - a. Target: Attend a minimum of 10 community events annually
4. Measure: Number of social media posts
 - a. Target: A minimum of one social media post a month

Goal #4: Active transportation

Improve active transportation in the region.

Need(s) Being Addressed: This goal addresses the need for active transportation such as walking and biking.

Strategy 4.1: Mobility Manager will sit on Active Transportation and RTPPO committees to ensure mobility is represented and accounted for.

Timeline for Implementation: Ongoing

Action Steps:

1. Mobility Manager attend RTPPO and Active Transportation meetings
2. Update any county Active Transportation plans when needed
3. Ensure trails remain ADA compliant

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: Transportation Coordination Committee and Maumee Valley Planning Organization's transportation planners

Resources Needed: Staff time

Potential Cost Range: \$5,000-\$10,000

Potential Funding Sources: ODOT 5310 Program, local match funding

Performance Measures/Targets:

1. Measure: Number of RTPPO meetings per year
 - a. Target: Minimum of 20 bi-weekly RTPPO meetings per year
2. Measure: Number of Active Transportation meetings per year
 - a. Target: A minimum of four Active Transportation meetings per year
3. Measure: Number of trails that continue to be ADA compliant
 - a. Target: 100% of trails continue to be ADA compliant

VI. Plan Adoption

To adopt the Coordinated Transportation Plan, an agreement of the majority of the Transportation Coordination Committee is needed, along with an affirmative vote of the majority of the Maumee Valley Planning Organization Executive Council. The 2024-2028 Coordinated Transportation Plan was adopted on June 10, 2024 by a majority of the Executive Council, and was approved by the Transportation Coordinated Committee on April 24, 2024. Public input was sought and received prior to the official adoption of the Plan through public notices in local newspapers, social media, human service agencies in the area, and word of mouth.

The Coordinated Transportation Plan will undergo annual reviews, with amendments being made as needed and a full plan update will be completed every 4 years.

Resolution No. 2024-6
Defiance, Fulton, Henry, Paulding, & Williams County, Ohio Coordinated
Transportation Plan 2024-2028

A RESOLUTION OF THE
MAUMEE VALLEY PLANNING ORGANIZATION
APPROVAL OF THE DEFIANCE, FULTON, HENRY, PAULDING, & WILLIAMS COUNTY, OHIO
COORDINATED TRANSPORTATION PLAN 2024-2028

WHEREAS, the Maumee Valley Planning Organization (MVPO) is a non-profit, organized as a regional planning commission pursuant to Ohio Revised Code Section 713.21 and the agency is a voluntary association of local governments serving the counties Defiance, Fulton, Henry, Paulding, and Williams, organized in 1971 and has carried out comprehensive planning in the five-county region since that date; and

WHEREAS, MVPO is designated as the Regional Transportation Planning Organization for the five county region and is authorized to carry out continuing, cooperative, and comprehensive programs for community development, social, and transportation goals including all transportation modes such as highway, rail, air, transit, and recreational trails; and

WHEREAS, the Transportation Coordination Committee assisted in the process of soliciting feedback; reviewing and ranking unmet needs, and approving shared goals; and

WHEREAS, MVPO held a public comment period and public meeting during the development for the Coordinated Plan; and

WHEREAS, the MVPO Transportation Coordination Committee has approved the Coordinated Plan which combines Defiance, Fulton, Henry, Paulding, and Williams counties to cooperate in transportation efforts and four goals; and

NOW, THEREFORE, be it resolved by the Executive Council of the Maumee Valley Planning Organization:

Section 1. Approval. The Executive Council of the Maumee Valley Planning Organization hereby approves the Defiance, Fulton, Henry, Paulding, and Williams County, Ohio Coordinated Transportation Plan 2024-2028.

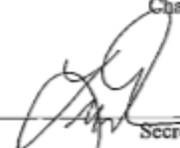
Section 2. Compliance with Open Meeting Law. It is found and determined that all formal actions of this Board concerning and relating to the passage of this resolution took place in an open meeting of this Board which was open to the public in compliance with law.

Section 3. Effective Date. This resolution shall be in full force and effect upon its adoption.

Adopted: June 10, 2024

Yeas: 8
Nays: 0



Chairman


Secretary

Appendix A: List of Planning Committee Participants

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

Agency Representation

Name	Agency
Sierra Nathans Lightner	Maumee Valley Planning Organization
Amanda Pobega	Maumee Valley Planning Organization
Zach Bowers	Maumee Valley Planning Organization
Crystal Ankney	Defiance County Veterans Office
Amy Bach	Defiance Goodwill
Keith Burmeister	ProMedica Defiance Regional Hospital
Brian Heil	Defiance County Health Department
Taylor Jessing	Defiance County Health Department
Katie Marbaugh	Defiance County Health Department
Laurie McCann	Mercy Health Defiance Hospital
Mike McCann	City of Defiance Mayor
Dana Phipps	Defiance County Commissioners
Tiffany Rockhold	Defiance/Paulding County Job & Family Services
Pat Uhlenhake	Defiance County Board of Developmental Disabilities
Erika Willtzer	Defiance County Economic Development
Abby Wolfrum	Defiance County United Way
Kim Cupp	Fulton County Health Department
Kate Huiskens	Fulton County Economic Development
Rachel Kinsman	Fulton County Health Department
Amanda Mahlman	Fulton County Job & Family Services
Steve McCoy	Fulton County Health Department
Amy Metz-Simon	Fulton County Job & Family Services
Cassie Rickenberg	Northwest State Community College
Jennifer Ruetz	Family and Children First Council
Jon Rupp	Fulton County Commissioners
Andrea Schwiebert	Fulton County Health Department
Kathy Shaw	Triangular Processing
Robin Shepherd	Fulton County Board of Developmental Disabilities
Brittany Thompson	Northwest State Community College
Britney Ward	Fulton County Hospital
Kelly Aldrich	Henry County Board of Developmental Disabilities
Jennifer Arps	Henry County Economic Development
Melinda Camp	Henry County Board of Developmental Disabilities
Joy Ermie	Henry County Health Department

Jan Hoffer	Henry County Hospital
Stephanie Honeck	Henry County Transportation Network
Tante Lovins	Henry County Health Department
Lori Siclair	Henry County Commissioners
Alicia Bruce	Tri-County ADAMhs Board
Tim Copsey	Paulding County Economic Development
Angie Franklin	NOCAC
Diane Gable	Foundations Behavioral Health Services
Lora Lyons	Paulding County United Way
Kari Morhart	Paulding County Senior Center
Andrea Ricker	Westwood Behavioral
Brandi Schroder	Paulding County Health Department
Mindy Stoller	Hands of Hope
Jim Stripe	Paulding County Board of Developmental Disabilities
Katie Brown	Williams County Health Department
Ashley Epling	Williams County Economic Development
Lori Imm	Williams County Job & Family Services
Apryl McClaine	Williams County EMA
Nicki Rigelman	Williams County Board of Developmental Disabilities
Katie Shaffer	Sarah's Friends Williams County
Michael Shultz	Williams County Health Department
Victoria Smith	Williams County Health Department
Jim Watkins	Williams County Health Department
Ashley Westfall	Williams County Job & Family Services
	Williams County Commissioners
Marissa Bechstein	Toledo Metropolitan Area Council of Governments
Becky Kimble	The Ability Center
Kimberly Coutcher	ODOT
Linsey Hollingshead	Partners in Employment
BJ Horner	ADAMhs Board
Amy Rohdy	NOWAC
Adam Wagner	K&P Medical Transport
Kamaria Wilson	Mercy Health

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

Sierra Nathans Lightner

Maumee Valley Planning Organization

(419) 956-2211

mobility@mvpo.org

Appendix B: List of Annual Reviews and Plan Amendments

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

Sierra Nathans Lightner

Maumee Valley Planning Organization

(419) 956-2211

mobility@mvpo.org

Annual Reviews

April 23, 2025 – All goals and strategies were discussed at the annual review meeting. The committee agreed to keep all goals and strategies the same, except adding “vehicle repair programs” to Strategy 1.2, Section v. as an example of increasing resources and capacity in the region. The only other update to the Coordinated Transportation Plan was contacts that may have changed. For such small changes, we did not obtain an updated Resolution.

Amendments

No amendments were made prior to the 2025 Annual Review.

Appendix C: Definitions

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

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

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

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

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

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

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

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

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

Section 5307 Program – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating

assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

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

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