

Defiance, Fulton, Henry & Williams County, Ohio

# Coordinated Transportation Plan

2021-2025

Maumee Valley Planning Organization

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Funding for the development of this plan was provided by Ohio Department of Transportation.

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## Executive Summary

This plan is the Public Transit-Human Services Transportation Plan (Coordinated Plan) for Defiance, Fulton, Henry 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. This will be the first coordinated plan for Williams County.

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. Entering into a multi-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**

- Transportation for individuals who do not otherwise qualify under current programs
- Extended hours of transportation

- Transportation on weekends
- Education on transportation programs and providers
- Transportation for individuals being transferred to an inpatient facility for mental health
- Additional emergency medical transportation resources
- Better coordination of existing services
- Resources and funding for transportation services
- Accessible transportation options i.e., wheelchair
- 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:

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

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

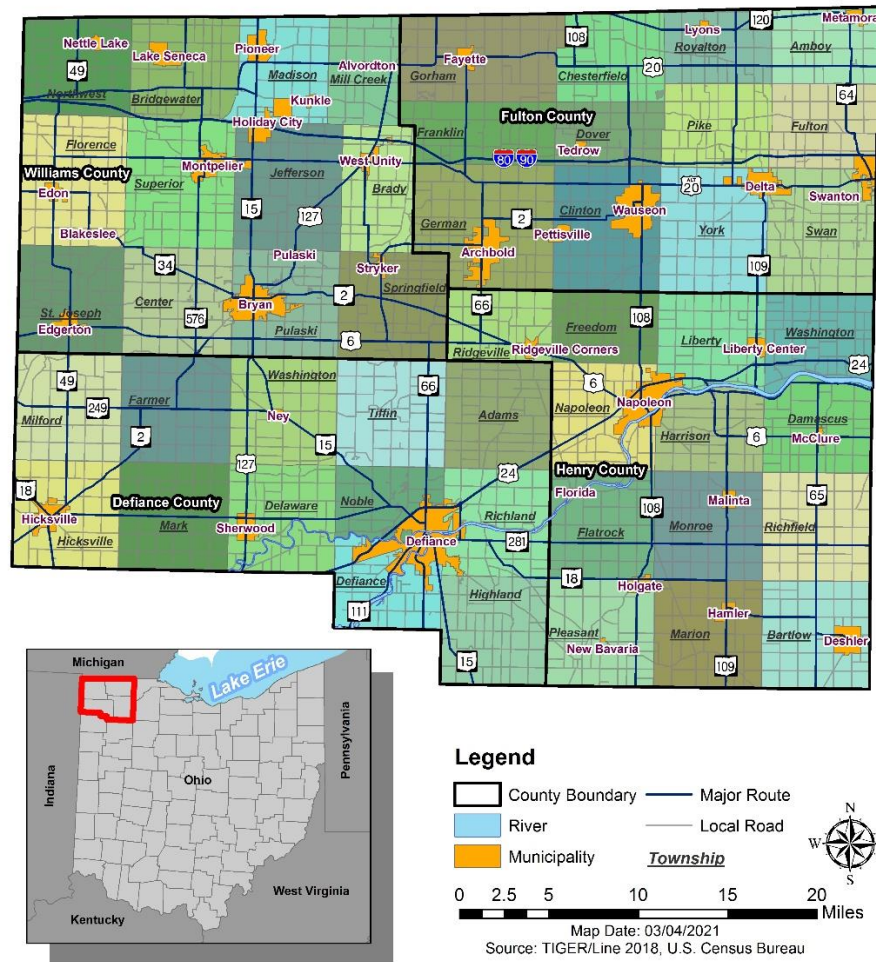
- A public Transportation Needs Survey was conducted between March 1 and May 31, 2021, which received a total of 204 responses from residents of the region;
- The Transportation Coordination Committee met quarterly for a total of three times, all meetings were open to the public and recorded for later participation;
- A Stakeholder Survey was conducted during the month of March 2021 which received a total of 76 responses from members of the Transportation Coordination Committee;
- A Provider Information Form was completed by 21 providers in the region;
- A public meeting was held in March 2021 to discuss the purpose and answer the public's questions regarding the project;
- A public comment period was open in July 2021 to proposed Coordinated Plan and receive addition input on transportation needs in the region;
- Participation in county meetings such as monthly county wide human services meetings, Family and Children First Council, Emergency Response Council, Help Me Grow Meetings and other focus groups.

This plan was developed and adopted by a Transportation Coordinating Committee. More information about the coordinating committee can be found in Appendix A.

## I. Geographic Area

Defiance, Fulton, Henry and Williams Counties are located in Northwest Ohio, bordering the States of Indiana and Michigan and Ohio counties of Paulding, Putnam, Wood and Lucas. An area once known as The Great Black Swamp. According to data.census.gov, the four-county area is approximately 1,653.4 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 49 townships, 25 villages and 8 Census Designated Places (CDPs). *Map 1* below shows the geographic area of the 4-county region and its location relative to the State of Ohio.

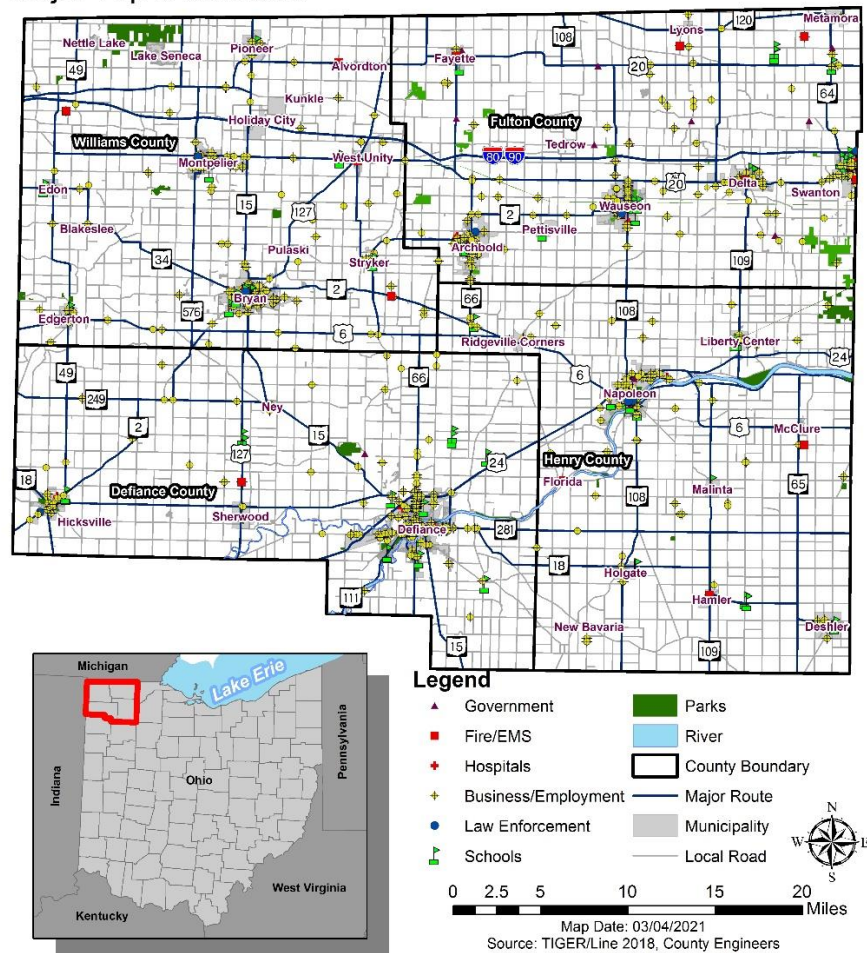
**MAP 1: GEOGRAPHIC AREA OF DEFIANCE, FULTON, HENRY AND WILLIAMS COUNTIES**



Major trip generators are important to consider when discussing transportation needs in an area. *Map 2* below shows where the major trip generators, such as hospitals, major employers, schools, etc., are located in the region. As shown below, many of the trip generators in the region are located within population centers, which are separated by many miles, making it difficult for those living within one village or city to travel to a desired destination in another entity if they have no means of transportation. In addition, there are many major trip generators that lie outside the region's borders. Major nearby cities such as Fort Wayne, Indiana and Toledo, Ohio generate trips for multiple reasons for residents including shopping/recreation, medical and employment.

## MAP 2: MAJOR TRIP GENERATORS

### Major Trip Generators



## II. Population Demographics

The total population of the 4-county region is 144,437 people. Each county's population is projected to decrease slightly over the next five years as shown in *Chart 1*. As seen in the chart, the population of the region is projected to decrease from 144,437 in 2019 to 140,500 in 2025.

**CHART 1: POPULATION CURRENT AND PROJECTED**

County	2019	2025
Defiance	38,160	37,200
Fulton	42,253	41,500
Henry	27,208	26,760
Williams	36,816	35,040
<b>Region Total</b>	<b>144,437</b>	<b>140,500</b>

*Source: 2019 ACS 5-year, ODSA*

In addition to decreasing, the region's population is also aging. There are 35,546 people who are 60 or above, 25% 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 2: POPULATION BY AGE GROUP**

Age Cohorts	Defiance County	Fulton County	Henry County	Williams County	Region Total
0-4	2,221	2,485	1,594	2,125	8,425
5-9	2,258	2,631	1,865	2,250	9,004
10-14	2,651	3,091	1,771	2,448	9,961
15-19	2,691	2,899	1,755	2,337	9,682
20-24	2,435	2,449	1,437	2,035	8,356
25-29	2,141	2,328	1,630	2,196	8,295
30-34	2,176	2,282	1,515	2,188	8,161
35-39	2,308	2,318	1,794	2,321	8,741
40-44	2,414	2,693	1,464	2,003	8,574
45-49	2,285	2,657	1,699	2,198	8,839
50-54	2,285	2,884	1,797	2,399	9,365
55-59	2,614	3,068	2,038	2,768	10,488
60-64	2,736	3,171	1,949	2,749	10,605
65-69	2,232	2,265	1,543	2,090	8,130
70-74	1,789	1,943	1,065	1,597	6,394
75-79	1,127	1,231	878	1,287	4,523
80-84	876	911	710	994	3,491
85+	921	947	704	831	3,403
<b>Total Pop.</b>	<b>38,160</b>	<b>42,253</b>	<b>27,208</b>	<b>36,816</b>	<b>144,437</b>

*Source: 2019 ACS 5-year*



The population of the region is relatively homogenous with 92.99% of the population being white, as shown in *Chart 3*.

**CHART 3: POPULATION BY RACE**

Population by Race	Defiance County		Fulton County		Henry County		Williams County		Region Total	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
<b>Total Population.....</b>	<b>38,160</b>	<b>--</b>	<b>42,253</b>	<b>--</b>	<b>27,208</b>	<b>--</b>	<b>36,816</b>	<b>--</b>	<b>144,437</b>	<b>--</b>
One Race.....	36,901	96.70%	41,239	97.6%	26,609	97.8%	36,116	98.1%	140,866	97.5%
White	34,611	90.70%	39,295	93.0%	25,439	93.5%	34,938	94.9%	134,284	93.0%
Black or African American	687	1.80%	169	0.4%	245	0.9%	405	1.1%	1,506	1.0%
American Indian and Alaska Native	191	0.50%	169	0.4%	54	0.2%	110	0.3%	525	0.4%
Asian	153	0.40%	169	0.4%	82	0.3%	221	0.6%	624	0.4%
Native Hawaiian and Other Pacific Islander	0	0.00%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	1,259	3.30%	1,394	3.3%	762	2.8%	442	1.2%	3,857	2.7%
Two or more races.....	1,259	3.30%	1,014	2.4%	599	2.2%	700	1.9%	3,571	2.5%
Hispanic or Latino origin (of any race).	3,816	10.00%	3,676	8.7%	2,095	7.7%	1,657	4.5%	11,244	7.8%
White alone, not Hispanic or Latino.....	32,970	86.40%	37,605	89.0%	24,433	89.8%	34,092	92.6%	129,100	89.4%

*Source: 2019 ACS 5-year*



According to 2019 ACS data, there are 19,097 individuals with a disability in the region, which comprises 13.4% of the total population as shown in *Chart 4*. *Chart 4* also demonstrates the various types of disabilities by age group, showing that 68.7% of individuals 65 years and over 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: POPULATION WITH A DISABILITY**

Age Cohort & Type of Disability	Defiance County			Fulton County			Henry County			Williams County			Region Total		
	Total	With a Disability	Percent with a Disability	Total	With a Disability	Percent with a Disability	Total	With a Disability	Percent with a Disability	Total	With a Disability	Percent with a Disability	Total	With a Disability	Percent with a Disability
Total civilian noninstitutionalized population	37,869	4,704	12.4%	41,843	5,355	12.8%	26,771	3,548	13.3%	35,749	5,490	15.4%	142,232	19,097	13.4%
Population under 5 years	2,221	30	1.4%	2,485	14	0.6%	1,594	0	0%	2,125	66	3.1%	8,425	110	1.3%
With hearing difficulty	(X)	0	0%	(X)	3	0.1%	(X)	0	0%	(X)	52	2.4%	(X)	55	0.7%
With vision difficulty	(X)	30	1.4%	(X)	11	0.4%	(X)	0	0%	(X)	14	0.7%	(X)	55	0.7%
Population 5 to 17 years	6,573	353	5.4%	7,553	699	9.3%	4,778	342	7.2%	6,210	758	12.2%	25,114	2,152	8.6%
With hearing difficulty	(X)	32	0.5%	(X)	29	0.4%	(X)	13	0.3%	(X)	101	1.6%	(X)	175	0.7%
With vision difficulty	(X)	55	0.8%	(X)	37	0.5%	(X)	73	1.5%	(X)	92	1.5%	(X)	257	1.0%
With cognitive difficulty	(X)	212	3.2%	(X)	390	5.2%	(X)	247	5.2%	(X)	333	5.4%	(X)	1,182	4.7%
With ambulatory difficulty	(X)	27	0.4%	(X)	109	1.4%	(X)	6	0.1%	(X)	107	1.7%	(X)	249	1.0%
With self-care difficulty	(X)	27	0.4%	(X)	134	1.8%	(X)	3	0.1%	(X)	125	2.0%	(X)	289	1.2%
Population 18 to 64 years	22,359	3,718	16.6%	24,891	4,489	18.0%	15,777	3,218	20.4%	20,933	5,108	24.4%	83,960	16,533	19.7%
With hearing difficulty	(X)	469	2.1%	(X)	667	2.7%	(X)	379	2.4%	(X)	598	2.9%	(X)	2,113	2.5%
With vision difficulty	(X)	406	1.8%	(X)	566	2.3%	(X)	247	1.6%	(X)	545	2.6%	(X)	1,764	2.1%
With cognitive difficulty	(X)	916	4.1%	(X)	831	3.3%	(X)	658	4.2%	(X)	1,129	5.4%	(X)	3,534	4.2%
With ambulatory difficulty	(X)	894	4.0%	(X)	1,176	4.7%	(X)	917	5.8%	(X)	1,420	6.8%	(X)	4,407	5.2%
With self-care difficulty	(X)	352	1.6%	(X)	390	1.6%	(X)	382	2.4%	(X)	502	2.4%	(X)	1,626	1.9%
With independent living difficulty	(X)	681	3.0%	(X)	859	3.5%	(X)	635	4.0%	(X)	914	4.4%	(X)	3,089	3.7%
Population 65 years and over	6,716	4,781	71.2%	6,914	4,954	71.7%	4,622	2,995	64.8%	6,481	4,255	65.7%	24,733	16,985	68.7%
With hearing difficulty	(X)	1,100	16.4%	(X)	963	13.9%	(X)	606	13.1%	(X)	1,107	17.1%	(X)	3,776	15.3%
With vision difficulty	(X)	475	7.1%	(X)	264	3.8%	(X)	259	5.6%	(X)	491	7.6%	(X)	1,489	6.0%
With cognitive difficulty	(X)	535	8.0%	(X)	628	9.1%	(X)	374	8.1%	(X)	314	4.8%	(X)	1,851	7.5%
With ambulatory difficulty	(X)	1,362	20.3%	(X)	1,480	21.4%	(X)	893	19.3%	(X)	1,178	18.2%	(X)	4,913	19.9%
With self-care difficulty	(X)	473	7.0%	(X)	604	8.7%	(X)	258	5.6%	(X)	374	5.8%	(X)	1,709	6.9%
With independent living difficulty	(X)	836	12.4%	(X)	1,015	14.7%	(X)	605	13.1%	(X)	791	12.2%	(X)	3,247	13.1%

Source: 2019 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 Report<sup>1</sup> 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.<sup>2</sup> 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*, 39,674 households had 12-month incomes that were below the poverty level. *Chart 6* shows that 9.4% of all individuals in the region had income below the poverty level, while 90.6% had incomes at or above the poverty level.

#### CHART 5: HOUSEHOLDS WITH INCOMES BELOW THE FEDERAL POVERTY LEVEL

County	Total Households	Family Households	All People
Defiance	10,682	8.1%	10.2%
Fulton	11,741	6.0%	7.8%
Henry	7,665	6.3%	8.4%
Williams	9,586	7.1%	11.2%
*Poverty Status is determined by Income level in the past 12 months			

Source: 2019 ACS 5-year

<sup>1</sup> 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](https://oacaa.org/wp-content/uploads/2019/06/2019-StateOfPoverty_spread_low.pdf) (June 13, 2019).

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

**CHART 6: INDIVIDUALS WITH INCOMES BELOW THE FEDERAL POVERTY LEVEL**

Income	Defiance		Fulton		Henry		Williams		Region Total	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
<b>Total</b>	<b>37,420</b>	<b>(X)</b>	<b>41,587</b>	<b>(X)</b>	<b>26,707</b>	<b>(X)</b>	<b>35,514</b>	<b>(X)</b>	<b>141,228</b>	<b>(X)</b>
Below Poverty Level	3,809	10.2%	3,263	7.8%	2,246	8.4%	3,966	11.2%	13,284	9.4%
Male	1,684	4.5%	1,292	3.1%	1,001	3.7%	1,737	4.9%	5,714	4.0%
Female	2,125	5.7%	1,971	4.7%	1,245	4.7%	2,229	6.3%	7,570	5.4%
Above Poverty Level	33,611	89.8%	38,324	92.2%	24,461	91.6%	31,548	88.8%	127,944	90.6%
Male	16,988	45.4%	19,282	46.4%	12,207	45.7%	15,740	44.3%	64,217	45.5%
Female	16,623	44.4%	19,042	45.8%	12,254	45.9%	15,808	44.5%	63,727	45.1%
<i>*Poverty Status is determined by Income level in the past 12 months</i>										

Source: 2019 ACS 5-year

Approximately 2.53% of residents in the region speak English less than “very well” as seen in *Chart 7*. This percentage accounts for 3,444 individuals throughout the region with the majority of these individuals speaking Spanish in their homes.

**CHART 7: POPULATION THAT SPEAK ENGLISH ‘LESS THAN VERY WELL’**

Languages	Defiance		Fulton		Henry		Williams		Region Total	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
<b>Population 5 years and over</b>	<b>35,939</b>	<b>(X)</b>	<b>39,768</b>	<b>(X)</b>	<b>25,614</b>	<b>(X)</b>	<b>34,691</b>	<b>(X)</b>	<b>136,012</b>	<b>(X)</b>
English Only	34,320	95.50%	38,072	95.74%	24,381	95.19%	33,736	97.25%	130,509	95.95%
Language other than English	1,619	4.50%	1,696	4.26%	1,233	4.81%	955	2.75%	5,503	4.05%
Speak English less than "very well"	550	1.53%	652	1.64%	266	1.04%	254	0.73%	1,722	1.27%
Spanish	1,229	3.42%	1,174	2.95%	907	3.54%	676	1.95%	3,986	2.93%
Speak English less than "very well"	497	1.38%	547	1.38%	228	0.89%	164	0.47%	1,436	1.06%
Other Indo-European languages	301	0.84%	368	0.93%	199	0.78%	86	0.25%	954	0.70%
Speak English less than "very well"	9	0.03%	35	0.09%	21	0.08%	9	0.03%	74	0.05%
Asian and Pacific Islander languages	30	0.08%	99	0.25%	80	0.31%	182	0.52%	391	0.29%
Speak English less than "very well"	12	0.03%	70	0.18%	9	0.04%	81	0.23%	172	0.13%
Other Languages	59	0.16%	55	0.14%	47	0.18%	11	0.03%	172	0.13%
Speak English less than "very well"	32	0.09%	0	0%	8	0.03%	0	0%	40	0.03%
<b>Total Individuals who speak English less than "very well"</b>	<b>1,100</b>	<b>3.06%</b>	<b>1,304</b>	<b>3.28%</b>	<b>532</b>	<b>2.08%</b>	<b>508</b>	<b>1.46%</b>	<b>3,444</b>	<b>2.53%</b>

*Source: 2019 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 2040” Long-Range Transportation Plan. In 2014, MVPO made available a transportation opinion survey to gather public input about the region’s current transportation system. A total of 239 surveys were collected from April 28-June 13, 2014. In a survey question asking respondents to rank their top three concerns for transportation, the lack of public transportation options was ranked second (behind aging transportation infrastructure and before too much truck traffic).<sup>3</sup>

<sup>3</sup> Moving Together 2040: Rural Long Range Plan Transportation Plan 2015-2040, “Transportation Opinion Survey Results and Assessment,” (Maumee Valley Planning Organization, 2014), 10.

### III. Assessment of Available Services

Maumee Valley Planning Organization identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past transportation coordination committees, as well as others who the transportation coordination committee identified as being appropriate stakeholders.

Interviews were conducted with each of the identified stakeholders by means of a survey. The purpose of the interview/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.

Organizations identified as transportation providers were sent Provider Information Forms to gather the data presented below. When applicable, information reported in the previous coordinated plan was used to supplement information gathered during this planning effort.

#### Inventory of Transportation Providers

25 different organizations/companies were identified as currently providing some type of transportation service or program. 21 organizations, shown in bold, participated in a transportation provider information form:

**American Cancer Society Road to Recovery**  
**Community Memorial Hospital**  
**Defiance Board of Developmental Disabilities**  
**Defiance County Senior Services**  
**Defiance County Veteran Services**  
**Defiance-Paulding Consolidated Job and Family Services**  
**Fulton County Job and Family Services**  
**Fulton County Senior Services**  
**Fulton County Veteran Services**  
**Hands of Grace**  
**Henry County Senior Center**  
**Henry County Transportation Network**  
**Henry County Veteran Services**  
**Hillside Country Living**  
J&M Cab  
**K&P Medical Transport**  
Kramer's Cab Company  
**Northwestern Ohio Community Action Commission**  
Quadco Rehabilitation Center  
**Team Johnson**  
Thrash's Cab LLC  
**Triangular Processing**  
**Williams County Department of Aging**  
**Williams County Job & Family Services**  
**Williams County Veteran Services**

## Existing Transportation Services

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

### List of Transportation Service Providers

**Agency Name:** American Cancer Society

**Transportation Service Type:** On-Demand

**Other Services Provided:** N/A

**Contact Information:** 888-227-6446 x5101

**Hours:** N/A

**Service Area:** Nationwide

**Eligibility Requirements:** Patients must be traveling to a cancer-related medical appointment. Other eligibility requirements may apply.

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

**Agency Name:** Community Memorial Hospital

**Transportation Service Type:** On-Demand

**Other Services Provided:** N/A

**Contact Information:** 419-542-5328 or 419-542-5680

**Hours:** M, W, F 8am-2pm

**Service Area:** 17-mile radius of the hospital - Hicksville, Farmer, Sherwood and Mark Center

**Eligibility Requirements:** Medical/health care trips within service area

**Website:** <http://www.cmhosp.com/>

**Agency Name:** Defiance County Board of Developmental Disabilities

**Transportation Service Type:** N/A

**Other Services Provided:** Early Intervention, School, Service and Support Administration, Special Olympics, Family and Support Services and Yellow Bus

**Contact Information:** 419-782-6621

**Hours:** M-F 8am-4pm

**Service Area:** Defiance County

**Eligibility Requirements:** Disabled

**Website:** [www.defiandedd.org](http://www.defiandedd.org)

**Agency Name:** Defiance County Senior Services

**Transportation Service Type:** On-Demand

**Other Services Provided:** Congregate and home delivered meals, information, nutrition assessments, education, socialization, Alzheimer's support, commodities programs, music and memory, assistance with taxes and Medicare part D.

**Contact Information:** 419-782-3233

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

**Service Area:** Defiance County

**Eligibility Requirements:** Senior Citizens

**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 program, gas vouchers

**Contact Information:** 419-782-6861

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

**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:** Demand Response

**Other Services Provided:**

**Contact Information:** 419-782-3881

**Hours:** Monday-Thursday 7am-4:30pm

**Service Area:** Defiance County

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

**Website:** <https://defiancepauldingifs.com/about-jfs/e-provider-directory/defiance-paulding-consolidated-job-and-family-services>

**Agency Name:** Fulton County Job and Family Services

**Transportation Service Type:** Demand Response

**Other Services Provided:** Gas vouchers, children services, public assistance, child support

**Contact Information:** 419-337-0011 x1841

**Hours:** As needed

**Service Area:** Fulton County

**Eligibility Requirements:** Clients of Fulton County JFS

**Website:** [www.fultoncountyoh.com](http://www.fultoncountyoh.com)

**Agency Name:** Fulton County Senior Center

**Transportation Service Type:** Demand Response

**Other Services Provided:** Meals, Medical Transportation, activities for senior citizens and information/referral specialist

**Contact Information:** 419-337-9299

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

**Service Area:** Fulton County

**Eligibility Requirements:** Senior Citizens

**Website:** [www.fultoncountyoh.com](http://www.fultoncountyoh.com)

**Agency Name:** Fulton County Veteran Services

**Transportation Service Type:** Demand

**Other Services Provided:** Veterans benefits and assistance

**Contact Information:** 419-337-9266

**Hours:** 24 hours/7 days a week



**Service Area:** Fulton County  
**Eligibility Requirements:** Veteran going to VA appointments  
**Website:** [www.fultoncountyoh.com](http://www.fultoncountyoh.com)

**Agency Name:** Hands of Grace  
**Transportation Service Type:** Demand  
**Other Services Provided:** Volunteer services to the elderly and disabled, Adult Day Center  
**Contact Information:** 419-822-3556  
**Hours:** Monday-Friday 9am-4pm  
**Service Area:** Fulton  
**Eligibility Requirements:** Seniors and disabled  
**Website:** [www.handsofgrace.org](http://www.handsofgrace.org)

**Agency Name:** Henry County Job & Family Services  
**Transportation Service Type:** Demand  
**Other Services Provided:**  
**Contact Information:** 419-592-0946 or 888-844-6449  
**Hours:** Monday-Thursday 8am-4:30pm; Friday 8am-12pm  
**Service Area:** Fulton County  
**Eligibility Requirements:** JFS client  
**Website:** <https://www.henrycountyohio.gov/169/Job-Family-Services>

**Agency Name:** Henry County Senior Center  
**Transportation Service Type:** Demand  
**Other Services Provided:** Meals  
**Contact Information:** 419-599-5515  
**Hours:** Monday-Friday 8am-4:00pm  
**Service Area:** Henry County  
**Eligibility Requirements:** Seniors  
**Website:** <https://henrycountyseniorcenter.com>

**Agency Name:** Henry County Transportation Network  
**Transportation Service Type:** Demand  
**Other Services Provided:**  
**Contact Information:** 419-592-8726  
**Hours:** Monday-Friday 8am-4pm  
**Service Area:** Henry County  
**Eligibility Requirements:** All  
**Website:** <https://www.henrycountyohio.gov/transportation.htm>

**Agency Name:** Henry County Veteran Service Commission  
**Transportation Service Type:** Demand  
**Other Services Provided:**  
**Contact Information:** 419-592-0956

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

**Service Area:** Henry County

**Eligibility Requirements:** Veterans going to VA appointments

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

**Agency Name:** Hillside Country Living

**Transportation Service Type:** Demand

**Other Services Provided:** Nursing Home

**Contact Information:** 419-636-4508

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

**Service Area:** Williams County

**Eligibility Requirements:** Residents of Hillside Country Living

**Website:** [www.williamscountyoh.gov/184/Hillside-Country-Living](http://www.williamscountyoh.gov/184/Hillside-Country-Living)

**Agency Name:** J&M Cab

**Transportation Service Type:** Taxi

**Other Services Provided:**

**Contact Information:** 419-956-1627

**Hours:** 24 hours/7 days

**Service Area:** Any

**Eligibility Requirements:** All

**Website:** <https://www.facebook.com/J-M-Cab-119948764759969/>

**Agency Name:** K&P Medical Transport

**Transportation Service Type:** Demand

**Other Services Provided:**

**Contact Information:** 419-785-3246 x6

**Hours:** Monday-Saturday 5am-9pm

**Service Area:** Defiance, Fulton, Henry, Williams and others

**Eligibility Requirements:** All

**Website:** N/A

**Agency Name:** Kramer's Cab Company

**Transportation Service Type:** Taxi

**Other Services Provided:**

**Contact Information:** 419-966-7616

**Hours:** 24 hours/Monday-Saturday; Sunday call for availability

**Service Area:** Any

**Eligibility Requirements:** All

**Website:** [https://www.facebook.com/kramers.cab.1/photos\\_all](https://www.facebook.com/kramers.cab.1/photos_all)

**Agency Name:** Northwestern Ohio Community Action Commission

**Transportation Service Type:** Fixed route

**Other Services Provided:** Homelessness, housing, early childhood education/Head Start, Emergency Services, Financial Empowerment/IDA, Home Weatherization Services, Utility Payment Programs, Web Check Background Checks, Publicly Funded Childcare Programs and other related services.

**Contact Information:** 419-784-5136

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

**Service Area:** Defiance, Fulton, Henry, & Williams

**Eligibility Requirements:** Children & Soup Kitchen Consumers

**Website:** <https://www.nocac.org/>

**Agency Name:** Quadco Rehabilitation Center

**Transportation Service Type:** N/A

**Other Services Provided:**

**Contact Information:** 8419-682-1011

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

**Service Area:** Defiance, Fulton, Henry, Williams

**Eligibility Requirements:** Clients

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

**Agency Name:** Team Johnson

**Transportation Service Type:** Fixed Route, Demand

**Other Services Provided:**

**Contact Information:** TeamJohnsonlimo.com

**Hours:** 24 hours/7days

**Service Area:** Defiance, Fulton, Henry, Williams, +

**Eligibility Requirements:** All

**Website:** TeamJohnsonlimo.com

**Agency Name:** Thrash's

**Transportation Service Type:** Taxi

**Other Services Provided:**

**Contact Information:** 419-789-5383

**Hours:** 24 hours/7 days

**Service Area:** Any

**Eligibility Requirements:** All

**Website:** <https://thrashs-transportation-llc.business.site/>

**Agency Name:** Triangular Processing

**Transportation Service Type:** Fixed Route, Demand, Deviated Route

**Other Services Provided:** Services for individuals with disabilities and at-risk youth

**Contact Information:** 419-337-9640

**Hours:** Monday-Friday 7am-4pm

**Service Area:** Fulton

**Eligibility Requirements:** Clients of TP/Board of DD

**Website:** [www.triangularprocess.com](http://www.triangularprocess.com)

**Agency Name:** Williams County Department of Aging

**Transportation Service Type:** Demand

**Other Services Provided:** Meals

**Contact Information:** 419-636-4047

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

**Service Area:** Williams County

**Eligibility Requirements:** 60 years or older

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

**Agency Name:** Williams County Job & Family Services

**Transportation Service Type:** Demand

**Other Services Provided:** N/A

**Contact Information:** 419-636-6725

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

**Service Area:** Williams

**Eligibility Requirements:** Medicaid clients

**Website:** N/A

**Agency Name:** Williams County Veteran Services

**Transportation Service Type:** Demand

**Other Services Provided:**

**Contact Information:** 419-636-8812

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

**Service Area:** Williams County

**Eligibility Requirements:** Veterans traveling to VA

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

Table 1 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
Community Memorial Hospital	Yes	No	Public, Non-Profit	N/A	N/A	No
Defiance Board of DD	N/A	N/A	N/A	N/A	N/A	N/A
Defiance County Senior Center	Yes	No	Government, Non-Profit	9,000	2	No
Defiance County Veteran Services	Yes	Yes, K&P for wheelchair	Government, Non-Profit	692	0	Yes
Defiance-Paulding Consolidated Job and Family Services	No	Yes, K&P	Government	7,112 2,256 gas vouchers 4,856 K&P	0	Yes
Fulton County Job and Family Services	No	Yes, K&P	Government	3,699	1	Yes
Fulton County Senior Center	Yes	No	Public, Non-Profit	2,500	0-5 per year	Yes
Fulton County Veteran Services	Yes	No	Public, For-Profit	780	0	N/A
Hands of Grace	Yes	No	Private, Non-Profit	2,153	1-2 per month	No
Henry County Job and Family Services	No	Yes, HCTN	Government	N/A	N/A	Yes
Henry County Senior Center	No	Yes, HCTN	Government	8,079	0	Yes
Henry County Transportation Network	Yes	No	Government	N/A	N/A	No
Henry County Veteran Services	N/A	N/A	Government	48,000	N/A	Yes
Hillside Country Living	Yes	Yes, K&P	Government	520	-	Yes
K&P Medical Transport	Yes	No	Private, For-Profit	57,000+	0	No
Northwestern Ohio Community Action Commission	Yes	No	Private, Non-Profit	N/A	N/A	Yes
Team Johnson	Yes	No	Private	N/A	0	No
Triangular Processing	Yes	Yes, HCTN	Private, Non-Profit	2,153	0	Yes
Williams County Department of Aging	Yes	No	Non-Profit	8700+ non-medical 2500+ medical	5-7	Yes
Williams County Job and Family Services	No	Yes, K&P	Government	1,637	0-1	Yes
Williams County Veteran Services	Yes	Yes, K&P	Government	700	-	Yes

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

The participating organizations provide demand and on-demand transportation services. 19 of the participating organizations provide services on weekdays. 7 operate transportation on Saturdays and 6 on Sundays. Evening services after 5pm are operated by 5 organizations. *Table 2* 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	Demand	Mon-Fri 7:30am-5pm	No	N/A	Patient privacy, safety training, COVID Protocols, technology training, motor vehicle checks and criminal background checks
Community Memorial Hospital	Demand	Mon, Wed, Fri 8am-2pm	No	Door-to-Door	First Aid/CPR, Wheelchair/Seatbelt securement, COVID training
Defiance County Board of DD	N/A	N/A	N/A	Door-to-Door	N/A
Defiance County Senior Center	Demand	Mon-Fri 8am-3pm	N/A	Door-to-Door	Annually- defensive driving, DRIVE sensitivity training, First Aid, CPR and at least 4 hours of nutrition education
Defiance County Veteran Services	Demand	24 hours 7 days	No	Door-to-Door	Yes, COVID 19 protocols
Defiance-Paulding Consolidated Job and Family Services	Demand	24 hours 7 days	Yes	Curb-to-Curb	Determined by contracted service provider
Fulton County Job and Family Services	Demand	24 hours 7 days	Yes	None	Licenses and certification
Fulton County Senior Center	Demand	Mon-Fri 8am-4pm	No	Door-to-Door	Defensive driving, CDL
Fulton County Veteran Services	Demand	Mon-Fri varies	No	Curb-to-Curb	Defensive driving course
Hands of Grace	Demand	Sunday-Saturday	No	Door-to-Door	N/A
Henry County Job and Family Services	Demand	Mon-Thu 8am-4pm; F 8am-12pm	Yes	Door-to-Door	N/A
Henry County Senior Center	Demand	Mon-Fri 8am-4:00pm	Yes	Door-to-Door	N/A
Henry County Transportation Network	Demand	Mon-Fri 8a-4pm	No	Door-to-Door	Defensive driving, DODD provider training, DRIVE training, 1 <sup>st</sup> Aid and CPR
Henry County Veteran Services	Demand	Mon-Fri 8a-12p; 1p-4:30pm	No	Door-to-Door	N/A
Hillside Country Living	Demand	Mon-Fri 8a-4:30p	Yes	Door through Door	County drive training
K&P Medical Transport	Demand	Mon-Sat 7am-5pm	Yes	Door-to-Door	First Aid, CPR, & AED; DRIVE Training (safe transfer & sensitivity to aging training); Defensive Driving training; CTAA PASS Basic Training
Northwestern Ohio Community Action Commission	Fixed	Sat & Sun 10am-2pm Mon-Fri 8am-4:30pm	No	Door-to-Door	CDL drivers of preschool buses receive required training through the Ohio Department of Education School Bus Drivers
Team Johnson	Demand/Fixed	24/7	No	Door-to-Door	Yes
Triangular Processing	Demand, Fixed, Deviated	Mon-Fri 7am-4pm	Yes	Curb-to-Curb	DODD Certification, CPR, First Aid, Annual DODD Trainings
Williams County Department of Aging	Demand	Mon-Fri 9am-1pm	No	Door-to-Door	Defensive Driving, DRIVE Training
Williams County Job and Family Services	Demand	Sun-Sat 5am-6pm	Yes	Door-to-door	N/A
Williams County Veteran Services	Demand	Mon-Fri	No	Door-to-Door	-

Transportation-related expenses and revenues also differ by organization. Levy, Medicaid, Title III-b, Title 59 and Disabled American Veterans are common revenue sources for transportation operators in the 4-county region. *Table 3* 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
Community Memorial Hospital	Free	Yes	N/A	N/A	N/A	N/A
Defiance County Board of DD	N/A	N/A	N/A	N/A	Levy	N/A
Defiance County Senior Center	Suggested donation \$0.50/mile	Yes	0 Full-Time 3 Part-Time	1 Full-Time 0 Part-Time	Levy, Area Office of Aging Title III-b, private donations	\$500,000
Defiance County Veteran Services	Free	No	0 Full-Time 3 Part-Time	0 Full-Time 0 Part-Time	Title 59, Disabled American Veterans (DAV) covers insurance, gas and half the cost of the vehicles.	\$3,635 does not include DAV trips
Defiance-Paulding Consolidated Job and Family Services	Free	No	0	1 Full-Time	State of Ohio with Federal Medicaid Dollars	\$500,000
Fulton County Job and Family Services	Free	No	0	1 Full-Time	Medicaid, Title XX, PRC, FAET, ESSA R	\$200,000
Fulton County Senior Center	Donations	Yes	5 Part-Time	1 Part-Time	Levy and donations	\$40,000
Fulton County Veteran Services	Free	No	5 Part-Time	1 Full-Time	County provided	N/A
Hands of Grace	Fee for HAV only	No	1 Part-Time	1 Full-Time	Grants and donations	\$9,000
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, Title III-b & III-c, revenue from rented office space, donations	N/A
Henry County Transportation Network	<a href="#">Follow Link</a>	Yes	3 Full-Time 28 Part-Time	1 Full-Time	Contract fares, passenger fares, ODOT 5311, ODOT CARES	\$1,149,262
Henry County Veteran Services	Free	No	N/A	N/A	N/A	N/A
Hillside Country Living	\$35 per hour	-	0	0	Medicare, Medicaid, Personal Pay	\$5,000
K&P Medical Transport	Contract based (98% of trips); Ambulatory \$2.65/mile; Wheelchair \$3.80/mile	No	67 Part-Time	3 Full-Time	Medicaid, Managed Care Plan Medicaid	N/A
Northwestern Ohio Community Action Commission	Free	Yes	1 Full-Time 7 Part-Time	1 Full-Time	Head Start grant funds, United Way grant funds	>\$200,000
Team Johnson	N/A	Yes	5 Part-Time 20 Full-Time	N/A	Customers	N/A
Triangular Processing	Billed through DODD or Board of DD	No	2 Full-Time 5 Part-Time	1 Full-Time 1 Part-Time	Clients of TP/Board of DD	N/A
Williams County Department of Aging	Suggested Donation	Yes	21 Full-Time 5 Part-Time	0 Full-Time 0 Part- Time	Seniors	\$380,000
Williams County Job and Family Services	Medicaid	No	None	None	Medicaid clients	N/A
Williams County Veteran Services	Free	-	7 Part-Time	None	Title 59- county budget; Disabled American Veterans- pay for maintenance, gas 50% of vehicles; The Columbia Trust helps purchase vehicles	\$49,400



Table 4 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
J&M Cab	24 hours/7 days	N/A	All	Defiance
Kramer’s Cab Company	24 hours/Mon-Sat; Sunday call for availability	<a href="#">Rates</a>	All	Napoleon
Thrash’s Cab LLC	24 hours/7 days	N/A	All	Defiance
PATH Center Bike Share	N/A	N/A	N/A	Defiance

Table 5 provides basic information about local travel training program options.

**Table 5: Transportation Resources**

<b>Transportation Resource</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
American Cancer Society	Mon-Fri 7:30am-5pm	Free	Cancer patients receiving treatment	Nationwide
Community Memorial Hospital	Mon, Wed, Fri 8am-2pm	Free	Medical/health care trips within service area	17-mile radius of the hospital - Hicksville, Farmer, Sherwood and Mark Center
Defiance Board of DD	N/A	N/A	Disabled	Defiance County
Defiance County Senior Center	Mon-Fri 8am-3pm	Suggested donation of \$0.50/mile	Seniors	Defiance County
Defiance County Veteran Services	24 hours/7 days	Free	Veteran going to VA	Defiance County
Defiance-Paulding Consolidated Job and Family Services	24 hours/7 days	Free	County JFS Clients	Defiance & Paulding County
Fulton County Job and Family Services	24 hours/7 days	Free	County JFS Clients	Fulton County
Fulton County Senior Center	Mon-Fri 8am-2pm	Donations	Seniors in Fulton County	Fulton County
Fulton County Veteran Services	Varies	Donations	Veterans going to VA medical appointments	Fulton County
Hands of Grace	Sun-Sat	Fee for HAV	Seniors and disabled	Fulton County
Henry County Job and Family Services	Sun-Sat 4am-10pm	Free	County JFS Clients	Henry County
Henry County Senior Center	Mon-Fri 8am-4pm	Free	Seniors	Henry County
Henry County Transportation Network	Sun-Sat 4am-10pm	<a href="#">Fare Rates</a>	All	Henry County
Henry County Veteran Services	N/A	Free	Veterans going to VA medical appointments	Henry County
Hillside Country Living	Mon-Fri 8am-4:30pm	\$35/hour	Residents of Hillside	Williams County
K&P Medical Transport	Mon-Sat 7am-5pm	Ambulatory \$2.65/mile; Wheelchair \$3.80/mile	All	Defiance, Fulton, Henry, Williams and others
Northwestern Ohio Community Action Commission	Sat & Sun 10am-2pm Mon-Fri 8am-4:30pm	Free	Children & Soup Kitchen Consumers	Defiance, Fulton, Henry, Williams
Team Johnson	24 hours/7 days	Depends on services	All	Defiance, Fulton, Henry, Williams and others
Triangular Processing	Mon-Fri 7am-4pm	Free	Clients of TP/Board of DD	Fulton County
Williams County Department of Aging	Mon-Fri 9am-1pm	Donations	Seniors in Williams County	Williams County
Williams County Job and Family Services	Sun-Sun 5am-6pm	Free	County JFS Clients	Williams County
Williams County Veteran Services	Mon-Fri	Free	Veterans going to VA medical appointments	Williams County

Table 6 illustrates the technology used by each transportation provider for scheduling, dispatching and/or GPS tracking vehicles.

**Table 6: Technology**

<b>Agency Name</b>	<b>Name of Scheduling Software</b>	<b>Do you have an App for Transportation (Y/N)?</b>	<b>Name of Dispatching Software</b>	<b>AVL System/GPS (Y/N)</b>
American Cancer Society	None	Yes	None	No
Community Memorial Hospital	None	No	None	No
Defiance Board of DD	None	No	None	No
Defiance County Senior Center	None	No	None	No
Defiance County Veteran Services	Microsoft Office Calendar	No	N/A	No
Defiance-Paulding Consolidated Job and Family Services	TripMaster by CTS via K&P	Yes	TripMaster by CTS Via K&P	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 Veteran Services	None	No	None	No
Hands of Grace	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 Services	N/A	N/A	N/A	N/A
Hillside Country Living	N/A	No	N/A	No
K&P Medical Transport	TripMaster by CTS	Yes	TripMaster by CTS	Yes
Northwestern Ohio Community Action Commission	None	No	None	No
Team Johnson	N/A	Yes	N/A	Yes
Triangular Processing	None	No	None	No
Williams County Department of Aging	None	No	None	No
Williams County Job and Family Services	TripMaster by CTS	No	TripMaster by CTS	Yes
Williams County Veteran Services	None	No	None	No

## Assessment of Community Support for Transit

The communities in each of the 4-county area have passed levies to support underserved populations such as senior citizens and individuals with disabilities. Part of the levy funds go to support transportation for these populations.

### Safety

During the public meeting the issues of car seats in transportation vehicles is a concern for parents. Currently parents are expected to supply and install their own car seat for all trips. This is a barrier to using transportation for parents of small children. It is difficult to correctly install car seats. Transit providers have been advised by their legal counsel to not install car seats.

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.

Transportation providers require a varying degree of training and expectations for their drivers. As a number of trainings are on-line and free, this is an opportunity to increase safety training for drivers.

Providers were surveyed on insurance coverage, specifically asking if they have a minimum of \$1 million in liability coverage. Not all providers carry this level of insurance coverage. Insurance coverage is a topic in which additional research should be conducted.

The age and condition of some vehicles is a safety concern.

### Vehicles

Provider participants listed a combined total of 156 vehicles. Approximately 21% of the vehicles are wheelchair accessible. 20 of the 40 wheelchair accessible vehicles belong to Henry County Transportation Network. A vehicle utilization table is provided at the end of this chapter (*Table 7*).

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.

Table 7: Vehicle Utilization Table

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
Community Memorial Hospital											
1	N/A	N/A	2017	N/A	3	Yes	Mon, Wed, Fri	8am-2pm	Excellent	N/A	17-mile radius of hospital
Defiance Board of DD											
1	Ford	Fusion	2016	1FA6P0G75G5124194	5	No	7	N/A	Great	CBDD	Defiance
2	Goshen	Goshen Coach	2014	1FDEE3FS7EDA46440	14	Yes	3	N/A	Great	CBDD	Defiance
3	Ford	Fusion	2011	3FAHP0HA2BR127367	5	No	3	N/A	Good	CBDD	Defiance
5	Dodge	Caravan	2012	2C4RDGCG0CR243590	7	No	5	N/A	Great	CBDD	Defiance
Defiance County Senior Services											
10	Goshen Coach	Ford Bus	2014	1FDEE3FS0EDA51172	12	Yes	Mon-Fri	8am-3pm	Good	DCSS Transportation	Defiance/Hicksville
11	GMC	Terrain	2014	2GKALMEK8E6184040	5	No	Mon-Fri	8am-3pm	Excellent	DCSS Transportation	Defiance
12	Chevrolet	Colorado	2020	1GCHSBENOL1198848	2	No	Mon-Fri	8am-3pm	Excellent	DCSS Transportation	Defiance
13	Ford	Flex	2018	2FMGK5B86JBA15400	5	No	Mon-Fri	8am-3pm	Excellent	DCSS Transportation	Defiance/Hicksville
14	Buick	Lesabre	2005	1G4HP52K45U200093	5	No	Mon-Fri	8am-3pm	Fair	DCSS Transportation	Defiance
15	Mercury	Grand Marquis	2007	2MEFM75V87X642360	5		Mon-Fri	8am-3pm	Good	DCSS Transportation	Defiance
16	Ford	Flex	2015	2FMHK6C82FBA04863	5		Mon-Fri	8am-3pm	Excellent	DCSS Transportation	Defiance
17	Ford	E-450	2009	IFDFE45599DAS0149	12		Mon-Fri	8am-3pm	Good	DCSS Transportation	Defiance/Hicksville
Defiance County Veteran Services											
VA232 51	Ford	Explorer	2013	1FM5K7B1DGC63926	5	0	7	Vary	Good	Northern Indiana Health Care System (VA)	Defiance County to VA Medical Appointments
VA232 71	Ford	Explorer	2013	1FMK7B83DGC63927	5	0	7	Vary	Good	Northern Indiana Health Care System (VA)	Defiance County to VA Medical Appointments
431WY A	Chrysler	Town & Country Touring	2016	2C4RC1CG8GR200198	7	0	7	Vary	Excellent	Northern Indiana Health Care System (VA)	Defiance County to VA Medical Appointments
Fulton County Senior Center											
10	Ford	Bus	2012	1FDFE4FS7CDA67439	26	No	Mon-Fri	Varies	Good	Activities	Fulton
15	Chrysler	200 Touring	2011	1c3bc1fb3bn519262	6	No	Mon-Fri	Varies	Good	Medical Transportation	Fulton
16	Chrysler	200 Touring	2011	1c3bc1fb3nb511579	6	No	Mon-Fri	Varies	Good	Medical Transportation	Fulton
30	Dodge	Grand Caravan	2013	2c4rdgcfgodr520806	4	Yes	Mon-Fri	Varies	Good	Medical Transportation	Fulton
17	Honda	Civic	2015	19xfb2f78feo43o19	4	No	Mon-Fri	Varies	Good	Medical Transportation	Fulton
23	Dodge	Grand Caravan	2017	2c4rdgbg3hr563060	6	No	Mon-Fri	Varies	Good	Medical Transportation	Fulton
35	Chevy	Equinox	2020	3GNAXHEV4LS706752	5	No	Mon-Fri	Varies	Good	Medical Transportation	Fulton
18	Honda	CRV	2017	2HKRW6H39HH214572	5	No	Mon-Fri	Varies	Good	Medical Transportation	Fulton
27	Ford	Escape	2018	1FMCU0GD2JUC47603	5	No	Mon-Fri	Varies	Good	Medical Transportation	Fulton
28	Chevy	Equinox	2021		5	No	Mon-Fri	Varies	Good	Medical Transportation	Fulton
Fulton County Veteran Services											
1	Ford	Transit	2016		6	No	Mon-Fri	Varies	Good	Veterans	Fulton
2	Dodge	Caravan	2013		6	No	Mon-Fri	Varies	Good	Veterans	Fulton
3	Dodge	Caravan	2016		6	No	Mon-Fri	Varies	Good	Veterans	Fulton
4	Dodge	Caravan	2017		6	No	Mon-Fri	Varies	Good	Veterans	Fulton
5	Chevrolet	Impala	2011		4	No	Mon-Fri	Varies	Good	Veterans	Fulton

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
<b>Hands of Grace</b>											
LTN6-3	Ford	E350				Yes	Sun-Sat	24 hours/7 days	Excellent	Disabled and seniors	Fulton
<b>Henry County Senior Center</b>											
1	Chevy	Turtle	2014	1GB3G3CGE1156297	14	No	Varies	Varies	Very Good	Senior Center Trips	Henry
<b>Henry County Transportation Network</b>											
Bus 3	Ford	E450	2010	1FDDE4FP58DA12755	14	3	7	18	Poor	Any	Henry
Bus 5	Ford	E350	2006	1FTSS34L66DA21025	10	2	7	18	Poor	Any	Henry
Bus 6	Ford	E350	2019	1FDEE3FS3KDC49482	14	2	7	18	Good	Any	Henry
Bus 7	Ford	E350	2011	1FDEE3FL2BDA37116	14	2	7	18	Fair	Any	Henry
Bus 8	Ford	E350	2012	1FDEE3FS7CDA66426	14	2	7	18	Fair	Any	Henry
Bus 9	Ford	E350	2019	1FDEE3FS5KDC49483	14	2	7	18	Good	Any	Henry
Dodge 1	Dodge	Braun	2019	2C7WDGBG5KR683682	5	1	7	18	Good	Any	Henry
Dodge 2	Dodge	Braun	2019	2C7WDGBG1KR699667	5	1	7	18	Good	Any	Henry
Dodge 3	Dodge	Braun	2019	2C7WDGBG2KR699676	5	1	7	18	Good	Any	Henry
Dodge 4	Dodge	Braun	2015	2C7WDGBG2FR634333	5	1	7	18	Poor	Any	Henry
Dodge 5	Dodge	Braun	2015	2C7WDGBG4FR599455	5	1	7	18	Poor	Any	Henry
Dodge 6	Dodge	Braun	2019	2C7WDGB5KR538528	5	1	7	18	Good	Any	Henry
Dodge 7	Dodge	Braun	2016	2C7WDGBG4GR202862	5	1	7	18	Poor	Any	Henry
Dodge 8	Dodge	Braun	2017	2C7WDGBG1HR718159	5	1	7	18	Poor	Any	Henry
Dodge 9	Dodge	Braun	2019	2C7WDGBG4KR683799	5	1	7	18	Good	Any	Henry
Dodge 10	Dodge	Braun	2019	2C7WDGBG3KR699668	5	1	7	18	Good	Any	Henry
Dodge 11	Dodge	Braun	2019	2C7WDGBG4KR698786	5	1	7	18	Good	Any	Henry
Dodge 12	Dodge	Braun	2019	2C7WDGBG1KR683680	5	1	7	18	Good	Any	Henry
Dodge 13	Dodge	Braun	2019	2C7WDGBG4KR698805	5	1	7	18	Good	Any	Henry
Chevy 2	Chevy	Equinox	2012	2GNALPEK6C1290212	4	0	7	18	Fair	Any	Henry
Chevy 3	Chevy	Uplander	2007	1GBDV13167D126383	3	1	7	18	Poor	Any	Henry
<b>Hillside Country Living</b>											
1	Van				2	2	5			Resident Needs	Williams
2	Bus				12	2	5			Resident Needs	Williams
<b>K&amp;P Medical</b>											
1	Ford	Focus	2016	1FADP3F25GL390874	3	No	Mon-Fri	6am-5pm	Good		Defiance, Fulton, Henry, Williams
2	Ford	Focus	2016	1FADP3F29GL318835	3	No	Mon-Fri	10am-4pm	Good		Defiance, Fulton, Henry, Williams
3	Ford	Focus	2016	1FADP3F24GL404182	3	No	Mon-Fri	7am-5pm	Good		Defiance, Fulton, Henry, Williams
4	Ford	Focus	2016	1FADP3F2XGL378669	3	No	Mon-Fri	7am-5pm	Good		Defiance, Fulton, Henry, Williams
5	Ford	Focus	2016	1FADP3F23GL390873	3	No	Mon-Fri	6am-6pm	Good		Defiance, Fulton, Henry, Williams
6	Ford	Focus	2016	1FADP3F24GL336353	3	No	Mon-Fri	9am-5pm	Good		Defiance, Fulton, Henry, Williams

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
7	Ford	Focus	2017	1FADP3F26HL283575	3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
8	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
9	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
10	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
11	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
12	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
13	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
14	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
15	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
16	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
17	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
18	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
19	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
20	Ford	Focus	2016		3	No	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
21	Toyota	Sienna	2016			Yes	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
22	Toyota	Sienna	2016			Yes	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
23	Toyota	Sienna	2016			Yes	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
24	Toyota	Sienna	2016			Yes	Mon-Sat	6am-6pm	Good		Defiance, Fulton, Henry, Williams
<b>Northwestern Ohio Community Action Commission</b>											
1	Jeep	Cherokee	2017	1C4PJMCS9HW620936	4	No	Mon-Fri	6am-6pm	Excellent	Administrative	6 Counties
2	Dodge	Caravan	2015	2C4RDGBG7FR568470	7	No	Sun-Sat	10am-2pm	Excellent	PATH Center	6 Counties
3	Ford	Econoline	2011	1FBNE3BL1BDB18073	10	No	Sun-Sat	10am-2pm	Excellent	PATH Center	6 Counties
4	Chevrolet	CargoVan	2017	1GCWGAFF8H1133179	2	No	Mon-Fri		Excellent	Weatherization	6 Counties
5	Chevrolet	City Express	2015	3N63MOYN6FK713503	2	No	Mon-Fri	7am-5pm	Excellent	Weatherization	6 Counties
6	Ford	Cube Van	2011	1FDRF3G62BEB57824	2	No	Mon-Fri	7am-5pm	Excellent	Weatherization	6 Counties
7	Chevrolet	Van	2009	1GCFG15X891102932	2	No	Mon-Fri	7am-5pm	Excellent	Weatherization	6 Counties
8	Chevrolet	Cube Van	2009	1GBJG31K791167663	2	No	Mon-Fri		Good	Weatherization	6 Counties
9	Ford	Cube Van	2009	1FDWF36539EA57074	2	No	Mon-Fri	7am-5pm	Good	Weatherization	6 Counties
10	Dodge	Minivan	2017	2C4RDGBG3HR586757	6	No	Mon-Fri	7am-5pm	Excellent	All Agency Programs	6 Counties
11	Dodge	Minivan	2017	2C4RDGBG5HR574738	6	No	Mon-Fri	7am-5pm	Excellent	All Agency Programs	6 Counties
12	Chevrolet	Bussette	2016	1GB3GRBG6G1145740	23	No	Mon-Fri	7am-5pm	Excellent	Head Start	Williams
13	Ford	Bussette	2016	1FDEE3FL7GDC02844	23	No	Mon-Fri		Excellent	Head Start	Paulding
14	Chevrolet	Bussette	2015	1GB3G2BGOF1279049	23	No	Mon-Fri	7am-5pm	Excellent	Head Start	Henry
15	Chevrolet	Bussette	2015	1GB3G2BG4F1270225	23	No	Mon-Fri		Excellent	Head Start	Williams
16	Chevrolet	Bussette	2015	1GB3G2BG7F1143968	23	No	Mon-Fri		Excellent	Head Start	Defiance
17	Chevrolet	Bussette	2015	1GB3G2BG9F1142806	23	No	Mon-Fri	7am-5pm	Excellent	Head Start	Henry
18	Dodge	Caravan	2015	2C4RDGBGOFR508157	7	No	Mon-Fri		Excellent	Head Start	6 Counties
19	Dodge	Caravan	2015	2C4RDGBG8FR518953	7	No	Mon-Fri	7am-5pm	Excellent	Head Start	6 Counties
20	Thomas	Bussette	2014	1GB3G2BG3E1185584	23	No	Mon-Fri		Excellent	Head Start	Fulton
21	Chevrolet	Bussette	2014	1GB3G2BG8E1167145	23	No	Mon-Fri	7am-5pm	Excellent	Head Start	Williams



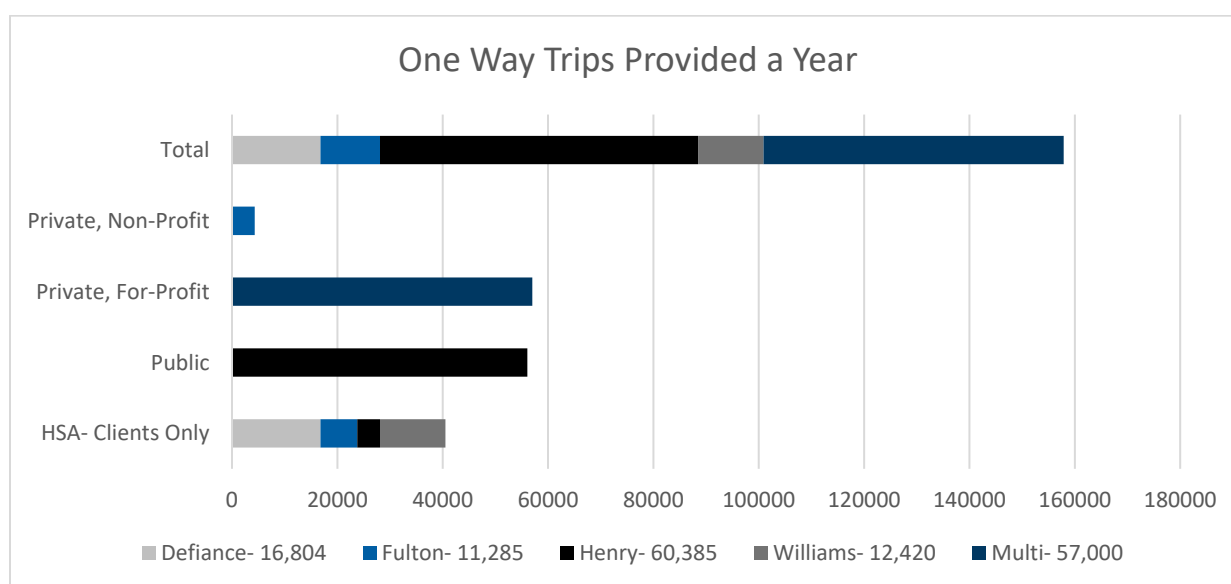
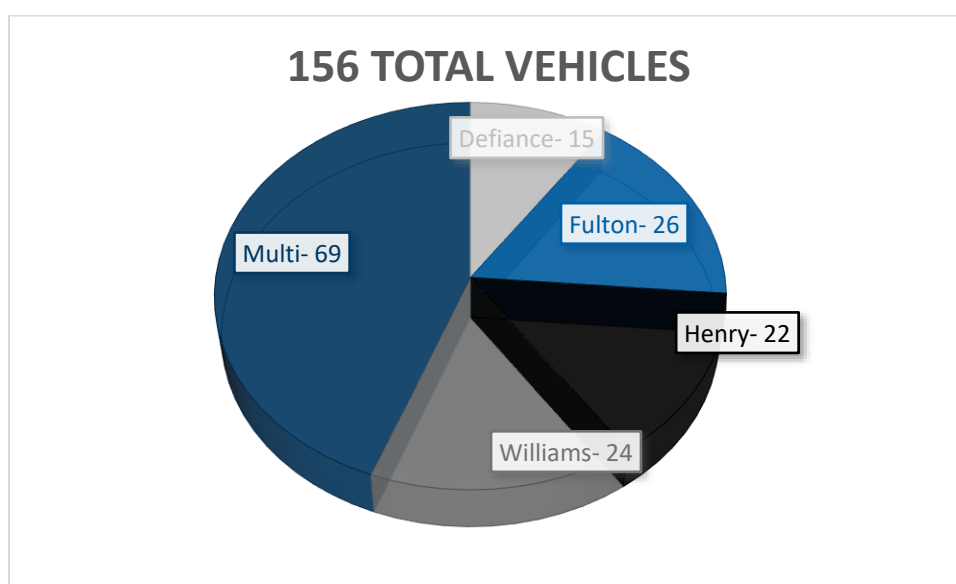
Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
22	Dodge	Caravan	2013	2C4RDGBG8DR505634	7	No	Mon-Fri		Excellent	Head Start	6 Counties
23	Dodge	Caravan	2013	2C4RDGBG9DR505156	7	No	Mon-Fri	7am-5pm	Excellent	Head Start	6 Counties
24	Chevrolet	Bussette	2011	1GB3G2BGOB1103886	23	No	Mon-Fri		Excellent	Head Start	Defiance
25	Chevrolet	Bussette	2009	1GBJG31K691164382	23	No	Mon-Fri		Good	Head Start	Fulton
26	Chevrolet	Bussette	2009	1GBJG31K191164337	23	No	Mon-Fri		Good	Head Start	6 Counties
27	Bluebird	Bussette	2008	1GBJG31K181109370	23	No	Mon-Fri	7am-5pm	Good	Head Start	Fulton
28	Bluebird	Bussette	2008	1GBJG31K181108526	23	No	Mon-Fri		Good	Head Start	Defiance
29	Ford	Bussette	2007	2FMZA516X7BA17896	6	No	Mon-Fri		Good	Head Start	6 Counties
30	Chevrolet	Bussette	2003	1GBJG31U931142563	23	No	Mon-Fri		Fair	Head Start	Williams
31	Chevrolet	Bussette	2003	1GBJG31U031151720	23	No	Mon-Fri		Fair	Head Start	Williams
32	Midway	Bussette	2001	1GBJG31R711194492	23	No	Mon-Fri		Poor	Head Start	Fulton
33	Bluebird	Bussette	2001	1GDJG31R211131727	23	No	Mon-Fri	7am-5pm	Fair	Head Start	6 Counties
34	Bluebird	Bussette	1999	1GBHG31R7X1044082	23	No	Mon-Fri		Poor	Head Start	Williams
35	Bluebird	Bussette	1999	1GBHG31RXX1045856	23	No	Mon-Fri	7am-5pm	Poor	Head Start	Henry
Team Johnson Trucking											
2Limo	Hummer		2006	5GRGN22UX6H117427	26		Sun-Sat	24			All
1Limo	Hummer		2004	5GRGN23U64H115203	20		Sun-Sat	24			All
Bus 2	Ford	E550	2003	1FDAE55F63HA04989	20		Sun-Sat	24			All
Bus 4	Ford		2003	1FDXE45S13HB79278	20		Sun-Sat	24			All
Bus 5	GMC		2007	1GDE5V1947F425189	28		Sun-Sat	24			All
Bus 6	Imeca		1998	4VZSU169WC026825	55		Sun-Sat	24			All
Bus 7	Freightliner	Trolley	2001	4UZAABUV91CH57009	32		Sun-Sat	24			All
Bus 9	Prevost		2001	2PCX3349811027377	55		Sun-Sat	24			All
Escalade	Cadillac	Escalade	2016	1GYS4JKJ7GR302037	6		Sun-Sat	24			All
H3	Hummer		2003	5GRGN23U03H108441	6		Sun-Sat	24			All
Triangular Processing											
Bus A	Ford	E350	2018	1FDEE3FS5JDC02663	15	Yes	Mon-Fri	7am-11pm	Good		Fulton
Bus B	Ford	E350	2019	1FDEE3FSXKDC59751	15	Yes	Mon-Fri	7am-11pm	Good		Fulton
Bus 15	Ford	E450	2011	1fdfe4fs6bda27139	16/3	Yes	Mon-Sat	7am-11pm	Poor		Fulton
Bus 16	Ford	E450	2011	1fdxe4fs1bda56262	20/2	Yes	Mon-Sat	7am-11pm	Poor		Fulton
Bus 18	Ford	E450	2013	1fdxe4fs6ddb08827	15/4	Yes	Mon-Sat	7am-11pm	Average		Fulton
Car 10	Chrysler	Pt Cruiser	2008	3a8fy48b28t130143	3 or 1	No	Mon-Sat	7am-11pm	Poor		Fulton
Van 2	Ford	Van	2007	1fbss31l87da62119	15	Yes	Mon-Sat	7am-11pm	Average		Fulton
Van 9	Ford	Van	2006	1fbss31l56ha58472	15	Yes	Mon-Sat	7am-11pm	Poor		Fulton
Van 4	Dodge	Caravan	2012	2c4rdgbg9cr220410	6	Yes	Mon-Sat	7am-11pm	Good		Fulton
Van C	Ford	E350	2004	1FBSS31L04HB13276	15	No	Mon-Fri	7am-11pm	Average		Fulton
Williams County Department of Aging											
1							Mon-Fri	9am-1pm			Williams
2							Mon-Fri	9am-1pm			Williams
3							Mon-Fri	9am-1pm			Williams

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
4							Mon-Fri	9am-1pm			Williams
5							Mon-Fri	9am-1pm			Williams
6							Mon-Fri	9am-1pm			Williams
7							Mon-Fri	9am-1pm			Williams
8							Mon-Fri	9am-1pm			Williams
9							Mon-Fri	9am-1pm			Williams
10							Mon-Fri	9am-1pm			Williams
11							Mon-Fri	9am-1pm			Williams
12							Mon-Fri	9am-1pm			Williams
13							Mon-Fri	9am-1pm			Williams
14							Mon-Fri	9am-1pm			Williams
15							Mon-Fri	9am-1pm			Williams
16							Mon-Fri	9am-1pm			Williams
17							Mon-Fri	9am-1pm			Williams
18							Mon-Fri	9am-1pm			Williams
Williams County Veterans Services											
1						0	Mon-Fri			Disabled American Veterans	Williams
2						0	Mon-Fri			Disabled American Veterans	Williams
3						0	Mon-Fri			Disabled American Veterans	Williams

## Summary of Existing Resources

Each county has levies to support senior citizens and individuals with disabilities. Transportation is offered to these populations partly through the use of levy funds. One county in the region, Henry County, applies for 5311 funding to operate their public transportation - Henry County Transportation Network. One non-profit, Triangular Processing, Inc., applies for 5310 funding to operate transportation for their clients. Medicaid funding supports transportation for Medicaid recipients to doctors' appointments. Disabled American Veterans funding supports transportation for veterans going to VA doctor's appointments. Three of the four county senior centers/support apply for Title III-b funding through the regional Area Office on Aging. Title III-b funding supports transportation efforts.

The region has identified 156 vehicles utilized by 17 providers for a total of 157,894 one way trips a year.



## IV. Assessment of Transportation Needs and Gaps

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

The following methods were used to assess transportation needs and gaps

- Assessment of data and demographics through the creation of this Coordinated Plan
- Surveyed transportation providers, stakeholders and riders on needs and gaps
- Held public and transportation coordination committee meetings to solicit feedback and input
- 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 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.

Low-income individuals may qualify for transportation to medical appointments if they are on Medicaid. Medicaid funded transportation has sufficient transportation providers. The same riders who utilize Medicaid transportation for medical appointments have limited or no options for transportation for work or grocery shopping.

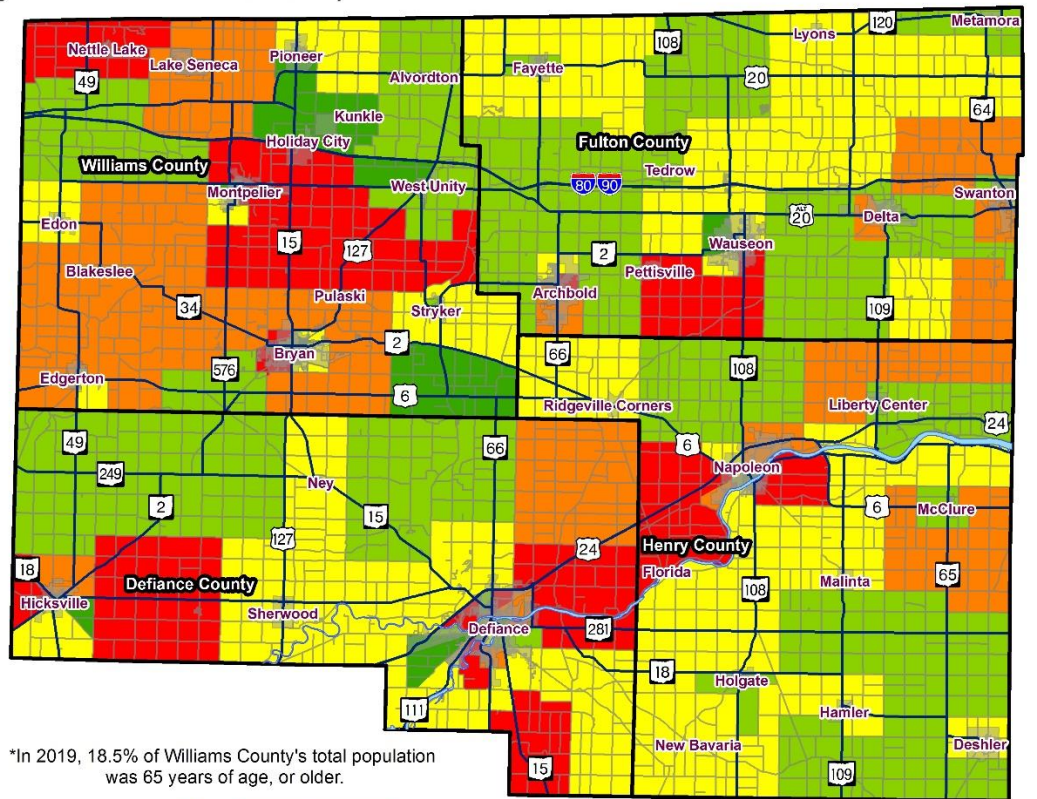
The working poor, individuals who are working and do not qualify for Medicaid, struggle with vehicle reliability, cost of insurance and gas.

The following, *Exhibit 1*, illustrates the areas where the percentage of older adults (age 65 and older) reside in the region.

**Exhibit 1: Map of Population Density of Individuals Aged 65 and Older**

## Individuals Age 65 and Older, Population Density, 2019

*By U.S. Census Block Groups*



### Legend

#### Percent of Individuals 65 and Older\*

- 2.4% - 10%
  - 10.1% - 15%
  - 15.1% - 20%
  - 20.1% - 25%
  - > 25%
- River
  - County Boundary
  - Major Route
  - Municipality
  - Local Road

0 2.75 5.5 11 16.5 22 Miles

Map Date: 03/04/2021

Source: TIGER/Line 2018, 2019 ACS 5-Year Est.

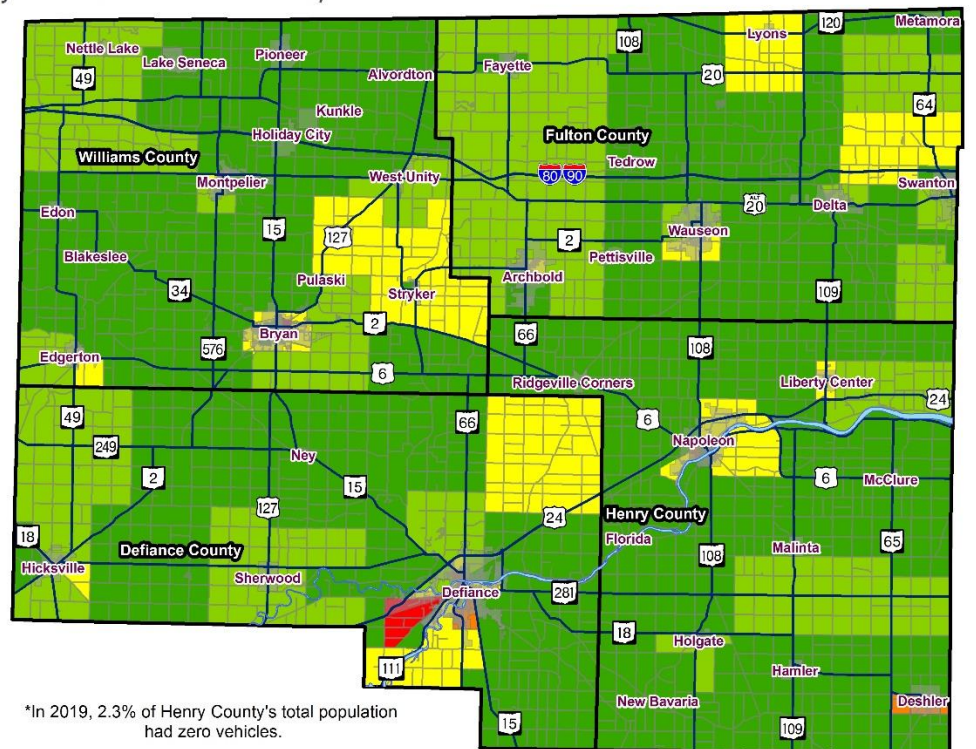


Exhibit 2 below indicates the areas where the percentage of zero vehicle households are located in the 4-county region. The absence of a vehicle in the household is often an indication of the need for transportation services.

**Exhibit 2: Map of Density of Zero Vehicle Households**

## Households with Zero Vehicles, 2019

*By U.S. Census Block Groups*



### Legend

Percent of Households  
with Zero Vehicles\*

- 0% - 3%
- 3.1% - 6%
- 6.1% - 12%
- 12.1% - 18%
- > 18%
- River
- County Boundary
- Major Route
- Municipality
- Local Road

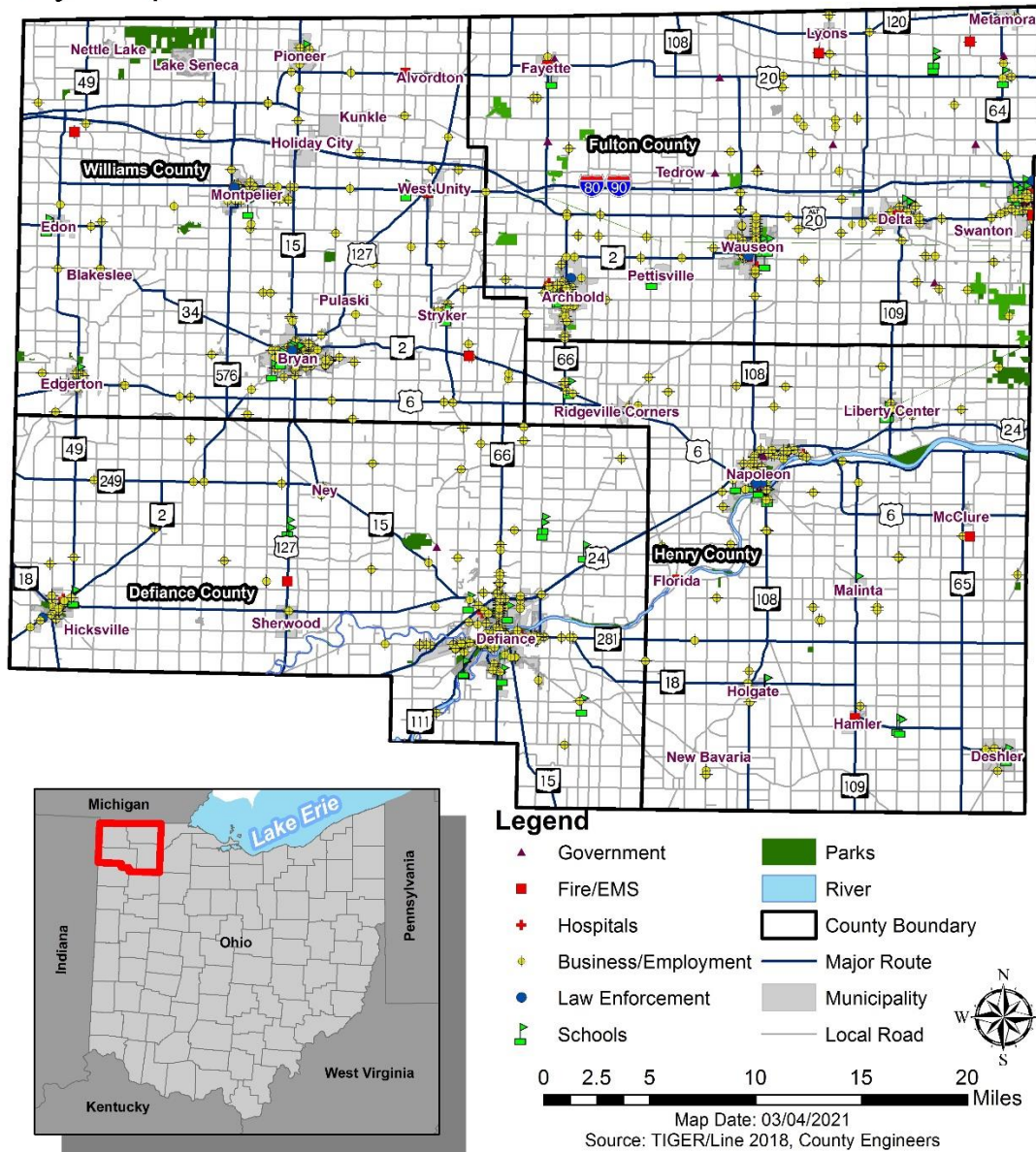
0 2.75 5.5 11 16.5 22 Miles

Map Date: 03/04/2021  
Source: TIGER/Line 2018, 2019 ACS 5-Year Est.

Exhibit 3, illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

**Exhibit 3: Map of Major Trip Generators**

## Major Trip Generators



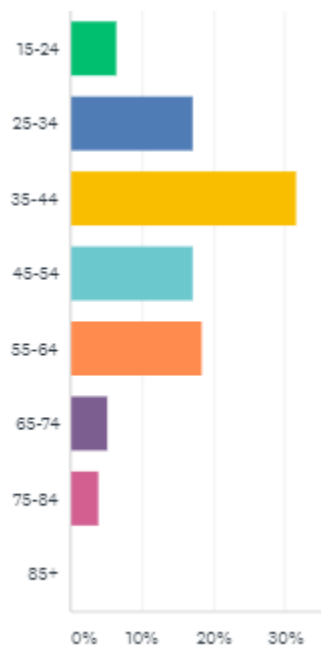


## Analysis of Demographic Data

The area has a few locations where there are more individuals without vehicles. Sometimes these areas overlap with areas that have high populations of individuals over 65 years old, but not always. The public survey showed age range with the highest individuals with unmet transportation needs is 35-44 years old.

**Image 1: Age**

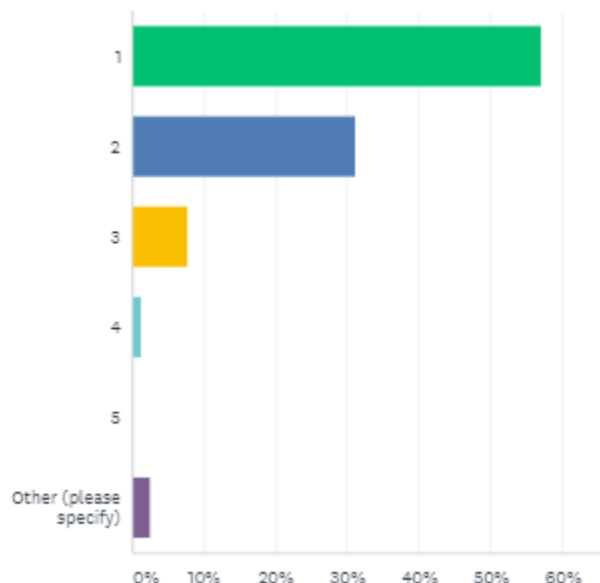
How old are you:



Most individuals with transportation needs identified that they live by themselves and that their household income is under \$14,999.

**Image 2: Adults in Household**

Including yourself, how many adults are in your household:



**Image 3: Annual Household Income**

What is your annual household income:

ANSWER CHOICES	RESPONSES	
Under \$14,999	58.67%	44
Between \$15,000 and \$29,999	14.67%	11
Between \$30,000 and \$49,999	14.67%	11
Between \$50,000 and \$74,999	6.67%	5
Between \$75,000 and \$99,999	5.33%	4
Between \$100,000 and \$149,999	0.00%	0
Over \$150,000	0.00%	0
TOTAL		75

## General Public and Stakeholder Meetings/Focus Groups

Maumee Valley Planning Organization hosted and facilitated 2 local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. The first public meeting was held over Zoom due to Covid-19 social distancing restrictions; therefore, attendance was not taken. However, five people participated in the first meeting. More information about what meetings were held and attendance at those meetings is available upon request.

During the Transportation Coordination Committee meeting, Maumee Valley Planning Organization presented highlights of historical coordinated transportation in the 4-county 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.

In a Survey Monkey survey, the stakeholders were asked to review the gaps in transportation services and needs from the previous plan/or update and identify any gaps that were no longer valid and any new needs/gaps. Each participant was asked to rank the needs/gaps. 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 following surveys that were performed. 204 surveys from the general public: **[37%]** of individuals with disabilities completed the survey; **[25%]** of older adults completed the survey.

Individuals who identified as having unmet transportation needs stated that their top three method of transportation is driving themselves, friends or family.

#### Image 4: Statements that have been true

In the past six months, which of the following statements have been true for you (select all that apply):

ANSWER CHOICES	RESPONSES	
▼ I do not have a driver's license	38.89%	35
▼ My driver's license is suspended	16.67%	15
▼ I do not have car insurance	30.00%	27
▼ I cannot afford car insurance	21.11%	19
▼ I cannot afford gasoline	31.11%	28
▼ I do not have a vehicle	38.89%	35
▼ My vehicle is broken down	18.89%	17
▼ My vehicle is not reliable	14.44%	13
▼ I cannot afford to use a taxi service	36.67%	33
▼ None of the above answers apply to me	2.22%	2
▼ Other (please specify)	Responses 10.00%	9
Total Respondents: 90		

#### Image 5: Relying on Rides

In the last six months how often do you rely on a ride from someone else:

ANSWER CHOICES	RESPONSES	
▼ Every day	27.78%	25
▼ About once a week	22.22%	20
▼ A few times a month	22.22%	20
▼ Less than once a month	8.89%	8
▼ Never	7.78%	7
▼ Other (please specify)	Responses 7.78%	7
▼ Once a month	3.33%	3
TOTAL		90

## Challenges to Coordinated Transportation

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

- Concerns that the Coordinated Transportation Plan will harm for-profit transportation businesses in the region.
- The region will become dependent on grant funding for transportation solutions then have the funds removed.
- Addressing actual need versus perceived need.
- Finding funding for transportation.
- Losing quality of service for population currently served.
- Addressing the unmet needs that pertain to each county - do not address them as a whole if it does not pertain to specific counties.
- 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.
- Differing political views and power structure.
- Long wait times for individuals who are sick or older.

## Summary of Unmet Mobility Needs

The following table, *Exhibit 4*, 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	Public, provider and stakeholder surveys identified unmet needs. Ranked through Survey Monkey by stakeholders.
2	Resources and funding for transportation services	
3	Extended hours of transportation	
4	Better coordination of existing services	
5	Transportation on weekends	
6	Education on transportation programs and providers	
7	Transportation for individuals being transferred to an inpatient facility for mental health	
8	Accessible transportation options i.e., wheelchair	
9	Additional emergency medical transportation resources	
10	Retain Mobility Program	
11	Active transportation options i.e., biking, walking, etc.	

## V. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for the 4-COUNTY REGION 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 *Exhibit 4* of the identified primary gaps and needs.

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

#### Goal #1:

**Seek regional transportation cooperation** - partners make connections, informal agreements and possibly share some resources.

This goal addresses the need for better coordination of existing services, education on transportation programs and providers and retaining the mobility program

#### Strategy 1.1:

*The Transportation Coordination Committee will continue working with the Mobility Manager, to develop strategies on how to expand transportation services in the region and fill the gaps of unmet needs.*

Timeline for Implementation: Work towards this goal will be ongoing. The Transportation Coordination Committee will continue to meet a minimum of three times a year and the Mobility Manager will schedule more meetings as needed with stakeholders, both in group settings and one-on-one.

#### Action Steps:

1. Hold three Transportation Coordination Committee meetings annually
2. Update provider information annually
3. Maintain a Mobility Manager

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: The Mobility Manager, providers and all members of the Transportation Coordination Committee

Resources Needed: Funding, staff time

Potential Cost Range: \$50,000-\$75,000

Potential Funding Sources: ODOT 5310 Program, local match funds

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

## Goal #2:

**Efficient utilization of resources** - Improve effectiveness, reduce per unit costs or expand service, while maintaining human centered design

This goal addresses the need for resources and funding for transportation services and better coordination of existing services

### Strategy 2.1:

*The Transportation Coordination Committee will create working committees to research efficiencies, while keeping riders' experiences central to decisions.*

Timeline for Implementation: Working committees will be created within one year of the coordinated plan being approved. After creation, the committees work will be ongoing

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 will coordinate committees

Parties Responsible for Supporting Implementation: All members of the Transportation Coordination Committee will be responsible for actively participation in committee assignments

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

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

Potential Funding Sources: ODOT 5310 & 5311 Programs, local match funds

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
  - b. Target: Each committee will hold a minimum of 3 committee meetings a year

### Strategy 2.2:

*The Transportation Coordination Committee will identify resource opportunities for sustainable transportation solutions*

Timeline for Implementation: This will be ongoing throughout the coordinated plan

#### Action Steps:

- 1. Identify if there are any duplications of service
- 2. Identify resource sharing opportunities
- 3. Identify resource generating opportunities
- 4. Identify collaboration opportunities

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: All members of the Transportation Coordination Committee

Resources Needed: Staff time

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

Potential Funding Sources: ODOT 5310 & 5311 Programs, local match funds

#### 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
- 2. Measure: Number of collaboration opportunities
  - a. Target: A minimum of one collaboration opportunity will be shared with each county

### Goal #3:

**Transportation education-** educate stakeholders and public on transportation programs and provider services

This goal addresses the need for education on transportation programs and providers

### Strategy 3.1:

*The Mobility Manager will create education around transportation providers and programs within the region.*

Timeline for Implementation: Work will be ongoing

Action Steps:

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

Parties Responsible for Leading Implementation: Mobility Manager

Parties Responsible for Supporting Implementation: All members of the Transportation Coordination Committee

Resources Needed: Staff time, website, marketing costs

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

Potential Funding Sources: ODOT 5310 & 5311 Programs, local match funds

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

## VI. Plan Adoption

*In order to adopt the Coordinated Transportation Plan, an affirmative vote of the majority of the Transportation Coordination Committee is needed. Each organization represented in the committee receives one vote. The 2021-2025 Coordinated Transportation Plan was adopted on September 10, 2021 by a majority of the organizations that make up the Transportation Coordination Committee via an electronic vote. Public input was sought and received prior to the adoption of the Plan through public notices in the papers, social media and human service agencies in the area. Copies of the draft Coordinated Plan were provided to all the human services agencies (including the Senior Center and the Board of Developmental disabilities) and they were encouraged to share the plan with their clients and request feedback.*

*The Maumee Valley Planning Organization Executive Council approved the Coordinated Transportation Plan during their quarterly meeting on September 14, 2021.*

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

A RESOLUTION OF THE  
MAUMEE VALLEY PLANNING ORGANIZATION  
APPROVAL OF THE DEFIANCE, FULTON, HENRY, & WILLIAMS COUNTY, OHIO COORDINATED  
TRANSPORTATION PLAN 2021-2025

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 of 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, and Williams counties to cooperate in transportation efforts and three shared 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, & Williams County, Ohio Coordinated Transportation Plan 2021-2025.

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: September 13, 2021

  
Chairman  
  
Secretary

Yeas: 8  
Nays: 0

## Appendix A: List of Coordinating Committee Participants

The coordinating 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 coordinating committee is available upon request by contacting

### Agency Representation

Name	Agency
Dan Yahraus	Bryan Area Chamber of Commerce
Amy Miller	Bryan Area Foundation
Carrie Schlade	City of Bryan
John Lehner	City of Defiance
Mike McCann	City of Defiance
Jason Maassel	City of Napoleon
Kathy Huner	City of Wauseon
Chad Tinkel	Community Hospitals and Wellness Centers
Wade Patrick	Community Hospitals and Wellness Centers
Jane Zachrich	Community Memorial Hospital
Chris Avell	Dad's Place
Amy Francis	Defiance & Hicksville Senior Services
Christine Yoder	Defiance Area Foundation
Rich Seward	Defiance Area YMCA
Ryan Mack	Defiance County
David Kern	Defiance County
Mick Pocratsky	Defiance County
Tim Bower	Defiance County Board of Developmental Disabilities
Erika Wilitzer	Defiance County Economic Development
Julie Rittenhouse	Defiance County Emergency Management Agency
TBD	Defiance County Health Department
Tanya Bruner	Defiance County Veteran's Affairs
Sherry Markley	Opportunities for Ohioans with Disabilities
Doug Bush	Defiance Regional Hospital- Promedica
Carol Martinez	Defiance Regional Hospital- Promedica
Jane Crabtree	Defiance-Paulding Consolidated Jobs and Family Services
Corey Walker	Defiance-Paulding Consolidated Jobs and Family Services
Guiseppe Blanchard	Dream Center
Rob Giesige	Four County ADAMhs Board
Tonie Long	Four County ADAMhs Board
Amy Scheirer	Frozen Specialties
Barb Shroeder	Fulton County
Jon Rupp	Fulton County
Jeff Rupp	Fulton County
Joe Short	Fulton County
Vond Hall	Fulton County
Beth Friess	Fulton County Board of Developmental Disabilities
Matt Gilroy	Fulton County Economic Development

Becky Goble	Fulton County Emergency Management Agency
Patti Finn	Fulton County Health Center
Steve McCoy	Fulton County Health Center
Kim Cupp	Fulton County Health Department
Amy Metz-Simon	Fulton County Job and Family Services
Amanda Mahlman	Fulton County Job and Family Services
Sheri Rychener	Fulton County Senior Center
Brooke Bosco	Fulton County Senior Center
Crystal Bennett	Fulton County Veterans Services
Mary Jo Smallman	Fulton Manor and Rehabilitation
Shirley Brown	Glenn Park of Defiance
Shannon Conners	Hands of Grace
Glenn Miller	Henry County
Robert Hastedt	Henry County
Jeff Mires	Henry County
Kristi Scheltheis	Henry County
Stephen Tucker	Henry County Board of Developmental Disabilities
Jennifer Arps	Henry County Economic Development (Community Improvement Corporation)
Tracy Busch	Henry County Emergency Management Agency
TBD	Henry County Health Department
Jan Hoffer	Henry County Hospital
Shannon Jones	Henry County Job and Family Services
Sarah Erb	Henry County Senior Center
Penni Bostelman	Henry County Senior Center
Brad Booth	Henry County Transportation Network
Michael Saneholtz	Henry County Transportation Network
Brent Bischoff	Henry County Veterans Affairs
Linda Earle	Hillside Country Living
Darrell Moore	Hillside Country Living
Adam Wagner	K&P Medical Transport
Aaron Keller	Keller Logistics
Bryan Keller	Keller Logistics
TBD	Maumee Valley Guidance Center
Christina Deehr	Maumee Valley Planning Organization
Dennis Miller	Maumee Valley Planning Organization
Kim Lammers	Maumee Valley Planning Organization
Jeffrey Owens	Mercy Health Defiance Campus
Leah Fisher	Mercy Health Defiance Campus
Kim Friend	Montpelier Area Chamber of Commerce
Caren Bauer	New Home Development
Amber Simmons	Northwest Ohio Community Action Commission
Amy Rohdy	Northwest Ohio Waiver Administration Council
Kristene Clark	Open Door
Linsey Hollingshead	Partners in Employment, Inc.
Michael Kidston	Pioneer Area Chamber of Commerce

Kelly Shannon	Quadco Rehabilitation Center
Kayte Katterheinrich	Raven's Care
Ruth Peck	Recovery Services of Northwest Ohio
Joe Luzar	Regional Growth Partnership
Barb Shroeder	Rider
LaNae Thompson	Rider
Vincent Thome	Rider
Shane Brace	Rider
Brandon Johnson	Team Johnson Trucking and Limo
Mike Kelly	The Sanctuary
Kathy Shaw	Triangular Processing
Abby Wolfrum	United Way of Defiance County
Gina Rossman	United Way of Fulton County
Tom Mack	United Way of Henry County
Chasity Yoder	United Way of Williams County
Brad Grime	Village of Archbold
Linda Muehlfeld	Village of Blakeslee
Robert Day	Village of Edgerton
Duane Theil	Village of Edon
Pam Clark	Village of Holiday City
Steve Yagelski	Village of Montpelier
Edward Kidston	Village of Pioneer
Joe Beck	Village of Stryker
Neil Toeppe	Village of Swanton
Bill Drummer	Wauseon Chamber of Commerce
Ann Retcher	Williams County
Terry Rummel	Williams County
Brian Davis	Williams County
Lew Hilkert	Williams County
Jennifer Basselman	Williams County Board of Developmental Disabilities
Heidi Hull	Williams County Board of Developmental Disabilities
Maggie Fisher	Williams County Department of Aging
Megan Hausch	Williams County Economic Development
April McClaine	Williams County Emergency Management Agency
Kyle Brigle	Williams County Emergency Management Service
Jim Watkins	Williams County Health Department
Victoria Smith	Williams County Health Department
Fred Lord	Williams County Jobs and Family Services
Ashley Westfall	Williams County Jobs and Family Services
Jana Schuurman	Williams County Jobs and Family Services
Dan Bonney	Williams County Veterans Services

In addition to hosting a coordinating committee, Maumee Valley Planning Organization and other coordinating 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:

Kim Lammers  
Maumee Valley Planning Organization  
419-956-2211  
[mobility@mvpo.org](mailto:mobility@mvpo.org)

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

It is required that this plan be reviewed by the coordinating 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:

Kim Lammers  
Maumee Valley Planning Organization  
419-956-2211  
[mobility@mvpo.org](mailto:mobility@mvpo.org)



## 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.

**Coordinating Committee** – The Coordinating Committee is composed of key community stakeholders. The Coordinating Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

**Region** – 4-County area consisting of Defiance, Fulton, Henry and Williams counties.

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

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

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

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

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

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

**4-County Area**- Region consisting of Defiance, Fulton, Henry and Williams counties.