

DEFIANCE COUNTY, OHIO

# Defiance County's COORDINATED TRANSPORTATION PLAN

2017-2022

United Way of Defiance County

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## Executive Summary

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

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

There is a need for coordination of transportation services in Defiance County, as there is no fixed-route public transit service that currently exists. In 2014, the United Way of Defiance County, under the leadership of Executive Director Carrie Wetstein, organized a Task Force to identify and address this significant need for transportation. The goal of the Task Force was to begin a conversation among local service organizations and community members about solutions to transportation challenges in Defiance County and determine how coordination of existing transportation services can lead to cost savings and expanded 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 three years of Task Force meetings, research into the specific needs of Defiance County, feedback gathered from residents and existing transportation service providers, and operation of the FlexRide Program. The following summary provides background on Defiance County's transportation services currently available, unmet needs and gaps in service that exist, and goals and strategies for addressing the needs.



### **1. AVAILABLE RESOURCES**

Several organizations currently exist in Defiance County 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 21 organizations/companies were identified in Defiance County as providing some type of transportation. These organizations include agencies such as the Defiance County Senior Services, Veterans Affairs, Job and Family Services, Keller Logistics Group and several others. 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. Most of the transportation being provided in Defiance County is currently for limited purposes and only for eligible individuals in most cases. The majority of organizations that currently provide transportation are restricted by several factors including capacity limitations, eligibility requirements, and lack of funding and as a result, many segments of the population do not have access to transportation.

## **2. COMMUNITY TRANSPORTATION NEEDS**

The following 10 unmet transportation needs were identified by the Transportation Initiative Group and ranked by the public in Defiance County:

- 1.) Mobility Manager to enhance coordination of transportation services 
- 2.) Resources and funding for enhancing and expanding transportation services (such as vehicles, staff time, operating costs, maintenance, etc.)
- 3.) Transportation options after hours of service currently provided on the weekdays
- 4.) Transportation to employment, such as jobs, that is not offered as an option under current programs available
- 5.) Transportation options on the weekends
- 6.) Transportation options for people who do not qualify under any existing programs
- 7.) Education for the public about what types of programs exist for transportation
- 8.) Wheelchair accessible vehicles
- 9.) More transportation for more purposes- for example, under certain programs, individuals can only be transported to medical appointments, but not to the grocery store or pharmacy
- 10.) Data on and from the Defiance County population on transportation needs 

## **3. PLAN TO ADDRESS NEEDS AND MEET GOALS**

In order to address the unmet needs that have been identified, 4 goals and corresponding strategies have been developed. The following are the 4 goals of the Coordinated Plan:

- ❖ **Reduce costs, save resources and obtain grant funding to support and enhance transportation services in the County.**
- ❖ **Continue to identify gaps in service and unmet transportation needs in Defiance County.**
- ❖ **Increase public knowledge of available transportation options in Defiance County and enhance cooperation and knowledge-sharing between existing transportation providers.**
- ❖ **Continue to explore options for enhancing coordination of transportation services and expanding these services in Defiance County.**

The following strategies were identified to achieve the goals established for the Coordinated Plan:

- 1.) *Pursue grant funding through ODOT to purchase vehicles, help supplement funds for vehicle maintenance, operating costs, and scheduling software that may be needed.*

- 2.) *Data about unmet transportation needs and where gaps in service may exist will be gathered through public surveys, public meetings/forums, stakeholder meetings and ultimately through the work of a Mobility Manager.*
- 3.) *The public will be educated about transportation options and cooperation and knowledge-sharing of transportation providers will be done through the work of a Mobility Manager in Defiance County.*
- 4.) *The Transportation Initiative Group will continue working together and with the Mobility Manager to develop strategies for how to expand transportation services in Defiance County and fill the gaps and unmet needs.*
- 5.) *The possibility of a future centralized, coordinated transportation system in Defiance County will also continue to be investigated through work of the Transportation Initiative group and the Mobility Manager.*
- 6.) *The possibility of a regional, coordinated transportation system in Northwest Ohio will also be investigated through the work of the Mobility Manager and the Transportation Initiative group.*

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

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

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

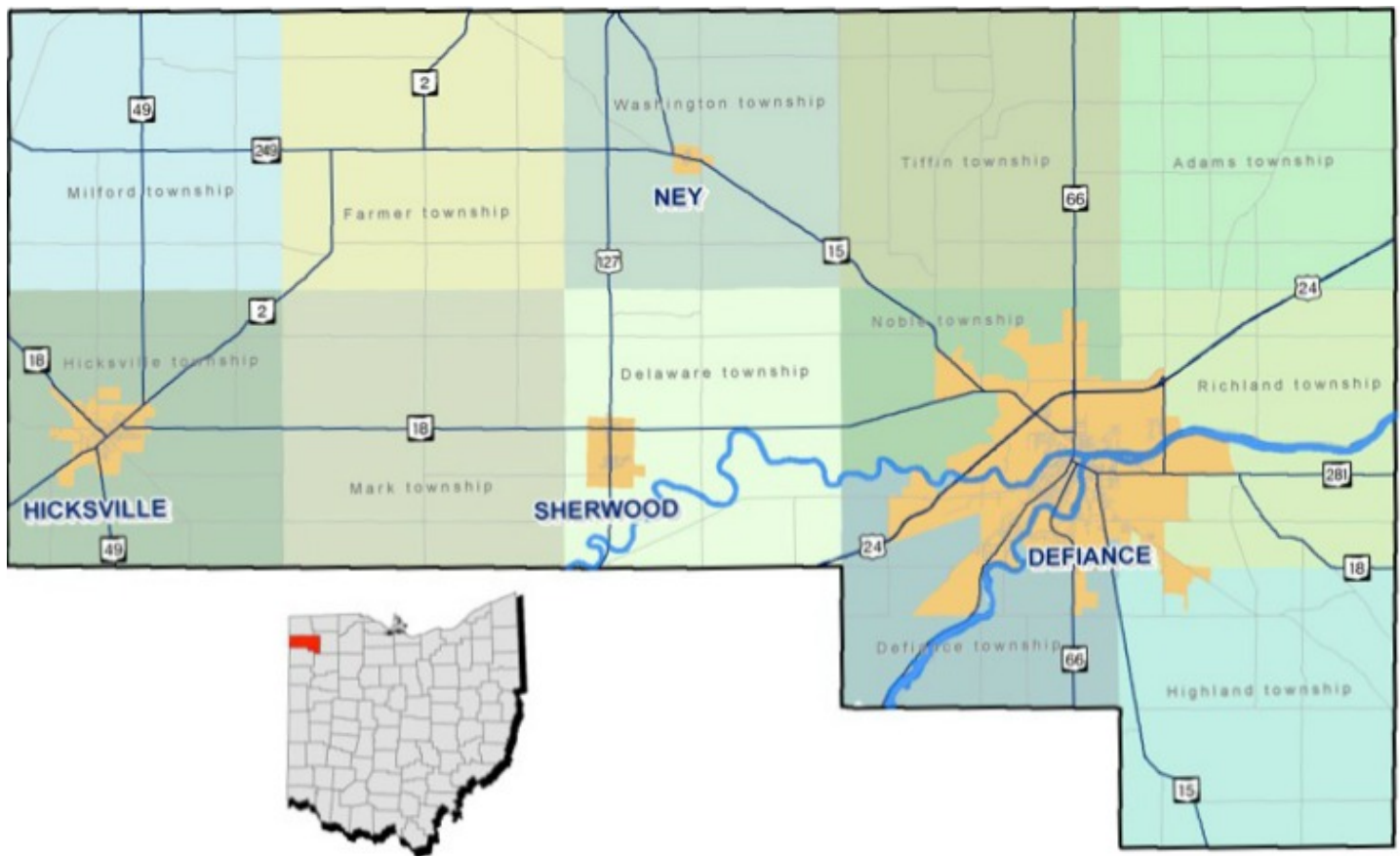
- A public opinion survey was conducted between July and November 2014 which received a total of 306 responses from residents of Defiance County;
- The Transportation Initiative Task Force committee met seventeen times from 2014 to 2017 and all meetings were open to the public;
- Information was shared and input was sought from clients of the Defiance County Senior Services and the Board of Developmental Disabilities; and
- A public meeting was held on November 13, 2017 to obtain additional feedback from stakeholders about the Coordinated Plan and additional input on transportation needs in the County.

The first Coordinated Transportation Plan for Defiance County was initially developed and adopted by the Transportation Initiative Task Force on May 12, 2017. The Plan was then transitioned to the new required format and submitted to the Ohio Department of Transportation on November 17, 2017. More information about the Task Force (planning committee) can be found in Appendix A.

## I. Geographic Area

Defiance County is located in Northwest Ohio, bordering the State of Indiana and the Ohio counties of Paulding, Williams, Henry, Fulton and Putnam. The County is characterized as being rural and covers approximately 414 square miles. Within the County there are 12 townships, 3 villages (Ney, Hicksville and Sherwood) and 1 city (Defiance). The City of Defiance is the County seat. According to 2016 U.S. Census Bureau American Community Survey (ACS) data, Defiance County is home to approximately 38,488 men, women and children. The City of Defiance is the largest population center in the County, with a total of 16,725. Map 1 below shows the geographic area of Defiance County and its location relative to the State of Ohio.

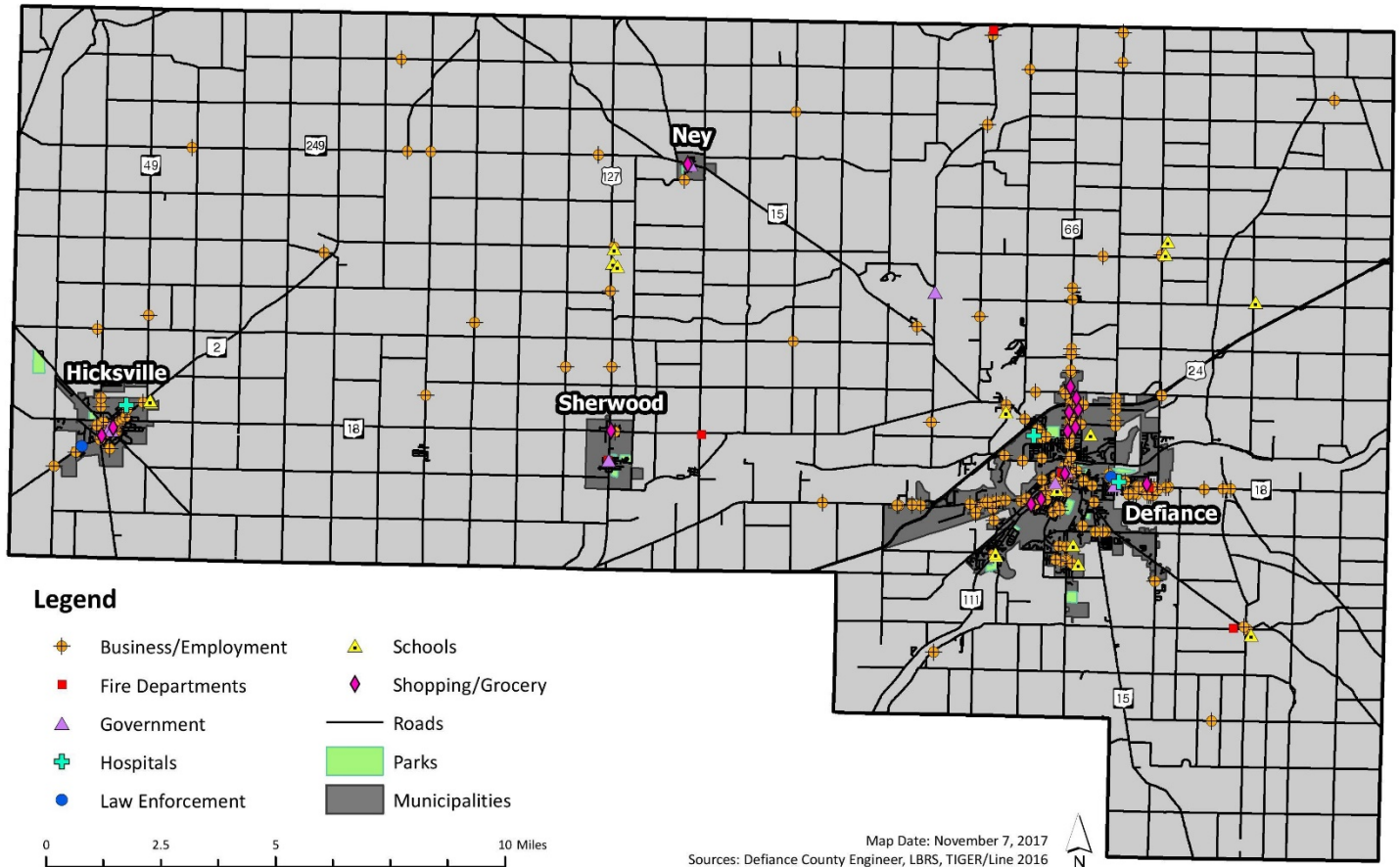
**Map 1: Defiance County, OH Geographic Area**



Major trip generators are important to consider when discussing transportation in an area as these locations represent destinations where many individuals may need transportation to and from. Map 2 on the following page shows where the major trip generators, such as hospitals, major employers, shopping locations, and schools, are located in Defiance County.

**Map 2: Major Trip Generators**

**Major Trips Generators** Defiance County, Ohio



As illustrated above, major trip generators are fairly dispersed throughout Defiance County, with a higher concentration of generators being located in the population centers, especially within the City of Defiance. Major trip generators are also located outside the County, including major employers such as a Menards Distribution Center in Williams County to the north and Campbell Soup Supply Company in Henry County to the east. Major nearby cities such as Fort Wayne, Indiana and Toledo, Ohio generate trips for multiple reasons for residents of Defiance County including shopping/recreation, medical, and employment.

## II. Population Demographics

Defiance County's total 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 County is projected to decrease from 38,590 in 2015 to 38,090 in 2020, according to data obtained from the Ohio Development Services Agency.

In addition to decreasing, the County's population is also aging. 2015 American Community Survey (ACS) data shows that 22.6% of Defiance County's total population is made up of individuals aged 60 years and older. As shown in Chart 2, from 2015 to 2020 the age cohorts from 60 to 84 years old are all projected to increase.

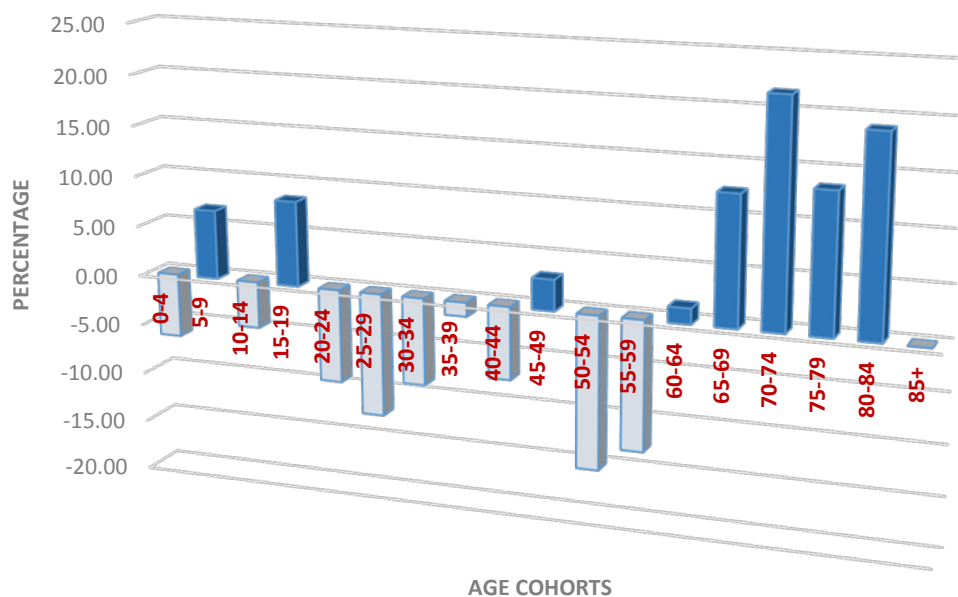
In the future, this aging population trend is expected to continue, with 29% of the projected population in 2040 consisting of people aged 60 years and older.

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

**CHART 1: DEFIANCE COUNTY  
POPULATION CURRENT & PROJECTED**

AGE COHORTS	2015	2020
	TOTAL POP	TOTAL POP
0-4	2550	2390
5-9	2500	2670
10-14	2620	2500
15-19	2510	2720
20-24	2390	2170
25-29	2060	1810
30-34	2210	2020
35-39	2230	2200
40-44	2380	2210
45-49	2300	2370
50-54	2650	2250
55-59	2900	2530
60-64	2640	2680
65-69	2160	2430
70-74	1570	1910
75-79	1190	1350
80-84	790	940
85+	940	940
<b>TOTAL POP</b>	<b>38,590</b>	<b>38,090</b>

**Chart 2: 2015-2020 Population Difference by Age Cohort**



who can transport them are left to rely on services such as those provided by the Senior Center to provide for all of their transportation needs and organizations such as the Senior Center already provide an extensive number of trips for the seniors in Defiance County. Based on the data, the need for this type of transportation is only going to increase with time and as such, it is important that the needs of these individuals be addressed. A coordinated transportation system could greatly benefit those seniors who need expanded transportation as it would provide an opportunity for the Senior Center to expand services as the need increases. The Senior Center is only able to provide as much service based on the amount of resources they have and therefore, if coordination takes place and saves resources, the Senior Center would be able to provide additional transportation service as needed.

The population of Defiance County is relatively homogenous with 91.7% of the population being white, as shown in the table below. Of the 38,488 people living in the County, 3,661 (9.5%) are listed as being Hispanic or Latino (any race), as shown in Chart 3 below.

**CHART 3: TOTAL POPULATION BY RACE**

<b>DEFIANCE COUNTY POPULATION: RACE</b>	<b>TOTAL</b>	<b>Percent</b>
<b>Total population</b>	38,488	38,488
<b>One race</b>	37,681	97.9%
<b>Two or more races</b>	807	2.1%
<b>One race</b>	37,681	97.9%
<b>White</b>	35,301	91.7%
<b>Black or African American</b>	734	1.9%
<b>American Indian and Alaska Native</b>	139	0.4%
Cherokee tribal grouping	51	0.1%
Chippewa tribal grouping	5	0.0%
Navajo tribal grouping	0	0.0%
Sioux tribal grouping	30	0.1%
<b>Asian</b>	162	0.4%
Asian Indian	54	0.1%
Chinese	25	0.1%
Filipino	21	0.1%
Japanese	0	0.0%
Korean	18	0.0%
Vietnamese	32	0.1%
Other Asian	12	0.0%
<b>Native Hawaiian and Other Pacific Islander</b>	9	0.0%
Native Hawaiian	9	0.0%
Guamanian or Chamorro	0	0.0%
Samoan	0	0.0%
Other Pacific Islander	0	0.0%

<b>Some other race</b>	1,336	3.5%
<b>Two or more races</b>	807	2.1%
<b>White and Black or African American</b>	284	0.7%
<b>White and American Indian and Alaska Native</b>	99	0.3%
<b>White and Asian</b>	56	0.1%
<b>Black or African American and American Indian and Alaska Native</b>	0	0.0%
<b>Race alone or in combination with one or more other races</b>		
<b>Total population</b>	38,488	38,488
<b>White</b>	35,979	93.5%
<b>Black or African American</b>	1,186	3.1%
<b>American Indian and Alaska Native</b>	265	0.7%
<b>Asian</b>	262	0.7%
<b>Native Hawaiian and Other Pacific Islander</b>	9	0.0%
<b>Some other race</b>	1,676	4.4%
<b>HISPANIC OR LATINO AND RACE</b>		
<b>Total population</b>	38,488	38,488
<b>Hispanic or Latino (of any race)</b>	3,661	9.5%
<b>Mexican</b>	2,957	7.7%
<b>Puerto Rican</b>	179	0.5%
<b>Cuban</b>	159	0.4%
<b>Other Hispanic or Latino</b>	366	1.0%
<b>Not Hispanic or Latino</b>	34,827	90.5%
<b>White alone</b>	33,493	87.0%
<b>Black or African American alone</b>	657	1.7%
<b>American Indian and Alaska Native alone</b>	139	0.4%
<b>Asian alone</b>	140	0.4%
<b>Native Hawaiian and Other Pacific Islander alone</b>	9	0.0%
<b>Some other race alone</b>	11	0.0%
<b>Two or more races</b>	378	1.0%
<b>Two races including Some other race</b>	1	0.0%
<b>Two races excluding Some other race, and Three or more races</b>	377	1.0%

American Community Survey (ACS) Data, 2016



Individuals with disabilities would also benefit from a coordinated transportation system in Defiance County. As shown in Chart 4, ACS data from 2016 shows that approximately 13% of the population in Defiance County has a disability. These disabilities include hearing, vision, cognitive, ambulatory, self-care, and independent living difficulties, all of which might prevent an individual from having the ability

to drive.

**Chart 4: Defiance County Population with a Disability**



Population with a Disability	Defiance County, Ohio		
	Total	With a disability	Percent with a disability
	Estimate	Estimate	Estimate
<b>Total civilian noninstitutionalized population</b>	38,187	5,039	13.2%
<b>Population under 5 years</b>	2,223	20	0.9%
<b>With a hearing difficulty</b>	(X)	0	0.0%
<b>With a vision difficulty</b>	(X)	20	0.9%
<b>Population 5 to 17 years</b>	6,844	460	6.7%
<b>With a hearing difficulty</b>	(X)	23	0.3%
<b>With a vision difficulty</b>	(X)	104	1.5%
<b>With a cognitive difficulty</b>	(X)	302	4.4%
<b>With an ambulatory difficulty</b>	(X)	69	1.0%
<b>With a self-care difficulty</b>	(X)	91	1.3%
<b>Population 18 to 64 years</b>	22,933	2,335	10.2%
<b>With a hearing difficulty</b>	(X)	548	2.4%
<b>With a vision difficulty</b>	(X)	400	1.7%
<b>With a cognitive difficulty</b>	(X)	932	4.1%
<b>With an ambulatory difficulty</b>	(X)	1,119	4.9%
<b>With a self-care difficulty</b>	(X)	267	1.2%
<b>With an independent living difficulty</b>	(X)	641	2.8%
<b>Population 65 years and over</b>	6,187	2,224	40.0%
<b>With a hearing difficulty</b>	(X)	999	16.15
<b>With a vision difficulty</b>	(X)	491	7.9%
<b>With a cognitive difficulty</b>	(X)	393	6.4%
<b>With an ambulatory difficulty</b>	(X)	1,334	21.6%
<b>With a self-care difficulty</b>	(X)	483	7.8%
<b>With an independent living difficulty</b>	(X)	734	11.9%

American Community Survey (ACS) Data, 2016

One of the most overarching and difficult issues to address when looking at the lack of transportation is poverty. The Ohio Association of Community Action Agencies' 2014 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:

<sup>1</sup> *State of Poverty 2014: Understanding Economic Hardship 50 Years After the War on Poverty*. (Columbus: Ohio Association of Community Action Agencies, 2014), [http://issuu.com/oacaa/docs/sop\\_2014\\_final\\_low?e=6471529/11794699](http://issuu.com/oacaa/docs/sop_2014_final_low?e=6471529/11794699), (July 4, 2015).

- 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 these 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.

Poverty is a particularly pressing problem for Defiance County. According to an analysis of transportation needs released in 2014 by the Ohio Department of Transportation, “A significantly greater percentage of people have low incomes today than in 2000, and fewer households own cars. The percent change in population of low income individuals in Defiance County is over 100%, and this segment of the population increased by 13.5 percent points, one of the largest increases in the state. Overall, the county is now slightly poorer than an average county in Ohio.” The study goes on to report on two issues specific to Defiance that make a strong connection between unreliable transportation and poverty:

- According to 2011 Longitudinal Employer-Household Dynamics (LEHD) data, 62.7% of Defiance County residents who were employed were employed outside of the county. This means that for a significant percentage of the population, biking and walking aren’t viable transportation options. Without public transportation, this group is entirely reliant on cars to obtain and maintain employment.
- Of the roughly 38,800 people in the county, 56.1% live in areas of higher density and 43.9% are in areas of lower density. The lack of transportation options in Defiance County is particularly problematic for the significant percentage of the population that is rural and therefore isolated from employment opportunities, service organizations, grocery stores, and other people.

Sources: 2000 Census, SF1 100% data and SF3 sample data; 2007 ACS 3-year estimates; 2012 ACS 3-year estimates

\*2007 ACS estimates are weighted based on 2000 Census 100% data whereas 2012 ACS estimates are weighted based on 2010 Census 100% data. The Census asks users to use caution when making comparisons across a decennial census year and warns that the estimates may not be strictly comparable.

^The disability questions asked on the 2000 Census and ACS forms through 2007 were substantially different from the questions asked on the 2008 ACS form and later (including the 2010 Census). Therefore, one cannot say with certainty what changes occurred to the prevalence of disabilities between 2000 and 2012.

†Defined as all family members in the family income is less than 1.5 times the poverty threshold set by the federal government.

‡Note that the data reported here are households and the percentage = (zero-vehicle households)/(total households in the county).

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<sup>2</sup> Ohio Association of Community Action Agencies, “Poverty Facts: Poverty in Ohio,” <http://www.oacaa.org/poverty-facts/poverty-in-ohio/>, (July 4, 2015).

Data from the Census Bureau ACS shows that in 2016, 14.4% of all people in Defiance County had income below the federal poverty level. As shown in Chart 5, 9.6% of households had 12-month incomes that were below the poverty level. Chart 6 shows that 13.6% of all individuals in the County had incomes of below the poverty level, while 86.4% had incomes at or above the poverty level.

<b>CHART 5: POVERTY STATUS Defiance County, 2016</b>		<b>Percent</b>
<b>Total Households:</b>		<b>100%</b>
<b>Income in the past 12 months below poverty level</b>		
Family Households		9.6%
All people		14.4%

American Community Survey (ACS) Data, 2016

<b>CHART 6: POVERTY STATUS FOR INDIVIDUALS BY SEX Defiance County, 2016</b>		<b>Total</b>	<b>Percent</b>
<b>Total:</b>		37,701	<b>100.0%</b>
<b>Income in the past 12 months below poverty level</b>		5,129	<b>13.6%</b>
Male		2,258	
Female		2,871	
<b>Income in the past 12 months at or above poverty level</b>		32,572	<b>86.4%</b>
Male		16,585	
Female		15,987	

American Community Survey (ACS) Data, 2016

Approximately 1.1% of the population in Defiance County speaks English less than “very well”, according to 2016 ACS data. As shown in the chart below, the highest percentage of those individuals speaking English less than very well speak Spanish at home, with 369 of the 1,241 people who speak Spanish at home speaking English less than very well (29.7%).

<b>CHART 7: LANGUAGE SPOKEN AT HOME Defiance County, 2016</b>		<b>Total</b>	<b>Percentage</b>
<b>Population 5 years and over</b>		36,265	36,265
<b>English only</b>		34,608	95.4%
<b>Language other than English</b>		1,657	4.6%
Speak English less than "very well"		<b>413</b>	<b>1.1%</b>
<b>Spanish</b>		1,241	3.4%
Speak English less than "very well"		<b>369</b>	<b>29.7%</b>
<b>Other Indo-European languages</b>		358	1.0%
Speak English less than "very well"		<b>18</b>	<b>0.1%</b>
<b>Asian and Pacific Islander languages</b>		12	0.0%

Speak English less than "very well"	<b>6</b>	<b>50.0%</b>
<b>Other languages</b>	46	0.1%
Speak English less than "very well"	<b>20</b>	<b>43.5%</b>
Total Individuals who Speak English Less than "Very Well"	<b>413</b>	<b>1.1%</b>

American Community Survey (ACS) Data, 2016



The growing need for a solution to the far-reaching problems connected to the fact that Defiance County does not have a fixed-route public transit system has not gone unnoticed by local organizations. The 2013 Defiance County Community Health Improvement Plan identified transportation as one of the six most important issues that the Defiance County Strategic Planning Committee believed must be addressed to improve the health and quality of life in the community and recommended the creation of a transportation system to support a healthier community.<sup>3</sup> The plan also included actions steps and a timeline to implement a transportation system by December 31, 2015.<sup>4</sup>

In addition, 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>5</sup>



<sup>3</sup> *Defiance County Community Health Improvement Plan*, "Community Themes and Strengths," (Defiance County, 2013), 9.

<sup>4</sup> *Defiance County Community Health Improvement Plan*, "Trans-Strategies," 43.

<sup>5</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

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

The United Way of Defiance County identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current Transportation Initiative Task Force group, as well as others who the planning 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 was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities.

### Inventory of Transportation Providers

The Task Force identified 21 different organizations/companies operating within Defiance County that currently provide some type of transportation service. 10 organizations, shown in bold, participated in a transportation provider survey.

- **Defiance County Senior Services**
- Senior Services – Hicksville
- Recovery Services of Northwest Ohio
- A Renewed Mind
- Veterans Affairs Office
- **Job and Family Services**
- **Sarah's House/Victims' Assistance**
- **Northwestern Ohio Community Action Commission (NOCAC)**
- Legal Aid of Western Ohio
- YMCA
- **American Cancer Society**
- Promedica Defiance Regional Hospital
- Mercy Defiance Hospital
- **Hicksville Community Memorial Hospital**
- **Keller Logistics Group (K&P Medical Transport)**
- J&M Cab
- **Maumee Valley Guidance Center**
- Kingsbury House
- **Board of Developmental Disabilities**
- **Glenn Park of Defiance**
- Emergency Management Agency

In addition to these organizations, many of the 46 churches in the City of Defiance alone provide volunteer transportation to their own church services and mid-week church activities.

Of the 22 organizations listed on the previous page and contacted by the Task Force, 10 organizations responded to a Transportation Provider Survey distributed via email by the Task Force in July 2014 and 9 responded to an updated survey sent via email in October 2017. The following provides a summary of the data obtained through those surveys.

## Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 10 organizations provided information about their services.

### List of Transportation Service Providers

**Agency Name:** Defiance/Paulding Consolidated Jobs and Family Services

**Transportation Service Type:** Demand response (contracted)

**Other Services Provided:** Offers gasoline only vouchers for Medicaid clients who have transportation to medical appointments, but just need assistance with purchasing gas to get to them.

**Contact Information:** Jane Crabtree, Assistant Director, 419.785.2748, [Jane.crabtree@jfs.ohio.gov](mailto:Jane.crabtree@jfs.ohio.gov)

**Hours:** 24/7/365

**Service Area:** Defiance and Paulding Counties

**Eligibility Requirements:** Medicaid transportation to Medicaid-eligible Defiance and Paulding County Residents

**Web-site:** <http://www.defiance-county.com/jobandfamilyservices/>

**Agency Name:** Defiance County Senior Services

**Transportation Service Type:** Demand response

**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:** Tina Hiler, Director, 419.782.3233, [thiler@defiance-county.com](mailto:thiler@defiance-county.com)

**Hours:** Monday – Friday 8:00 a.m. to 4:00 p.m. are usual hours of operation. Times can be adjusted to respond to late-day needs.

**Service Area:** Defiance County

**Eligibility Requirements:** Elderly (65 or older), Defiance County residents

**Web-site:** <http://defiance-county.com/senior-services/index.php>

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

**Transportation Service Type:** Other- Pick up and take home for pre-school children and pick up and take home for soup kitchen consumers

**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:** Deborah Gerken, Executive Director, 419.784.5136 x 1101, [dgerken@nocac.org](mailto:dgerken@nocac.org)

**Hours:** Tuesday- Friday preschool children, 7:00 a.m. – 5:00 p.m., Sunday-Saturday as needed soup kitchen consumers 10 a.m. – 2 p.m.

**Service Area:** Defiance, Fulton, Henry, Paulding, Van Wert, and Williams Counties

**Eligibility Requirements:** Program specific- pre-school children and soup kitchen consumers within the service area are eligible

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

**Agency Name:** Maumee Valley Guidance Center

**Transportation Service Type:** Other- assist clients with reaching appointments should their mental illness keep them from going to an appointment alone

**Other Services Provided:** Mental health services to the four county area. Within the case management department, clients are offered assistance to appointments should their mental illness keep them from going to the appointment alone.

**Contact Information:** Rachelle McDonald, 419.782.8856

**Hours:** Monday – Friday 8:00 a.m. to 5:00 p.m.

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

**Eligibility Requirements:** Must be clients of the Maumee Valley Guidance Center

**Web-site:** [www.mvgcrm@defnet.com](mailto:www.mvgcrm@defnet.com)

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

**Transportation Service Type:** Demand response

**Other Services Provided:** None

**Contact Information:** Adam Wagner, Managing Director, 419.670.3416, [adam.wager@kellerlogistics.com](mailto:adam.wager@kellerlogistics.com)

**Hours:** Monday – Saturday 6:00 a.m. to 6:00 p.m.

**Service Area:** Trips originating in Defiance, Fulton, Williams, Henry, Paulding and Wood Counties

**Eligibility Requirements:** Contracted services

**Web-site:** N/A

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

**Transportation Service Type:** Demand response

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

**Contact Information:** Timothy Bower, Superintendent, 419.782.6621, [tbower@defiancedd.org](mailto:tbower@defiancedd.org)  
**Hours:** 7 days a week from 7:00 a.m. to 10:00 p.m. except for holidays. Weekend hours vary.  
**Service Area:** Defiance County  
**Eligibility Requirements:** Individuals with disabilities to and from employment in Defiance County  
**Web-site:** [www.defiancedd.org](http://www.defiancedd.org)

**Agency Name:** Defiance County Victims' Assistance  
**Transportation Service Type:** Demand response  
**Other Services Provided:** Support and resources to victims of crime in Defiance County.  
**Contact Information:** Sally King, [sarahshouse@embarqmail.com](mailto:sarahshouse@embarqmail.com)  
**Hours:** Varies  
**Service Area:** Defiance County  
**Eligibility Requirements:** Victims of crime in Defiance County in need of transportation to the SART center, House of Ruth for safety from an abuser or to court proceedings.  
**Web-site:** N/A

**Agency Name:** Glenn Park of Defiance  
**Transportation Service Type:** Demand response- for Glenn Park residents only  
**Other Services Provided:** Senior living community  
**Contact Information:** Shirley Brown, Resident Coordinator, 419-782-3000, [sbrown@chancellorhealth.com](mailto:sbrown@chancellorhealth.com)  
**Hours:** Varies  
**Service Area:** Defiance County  
**Eligibility Requirements:** Residents of Glenn Park  
**Web-site:** <http://www.glennparkdefiance.com/>

**Agency Name:** American Cancer Society  
**Transportation Service Type:** Demand response  
**Other Services Provided:** Resources for cancer patients  
**Contact Information:** Marybeth Torsell, Specialist/Mission Delivery, 888.227.6446 x5101, [marybeth.torsell@cancer.org](mailto:marybeth.torsell@cancer.org)  
**Hours:** Varies as needed, but mostly M-F 7:30 a.m. to 5:00 p.m.

**Service Area:** Defiance County

**Eligibility Requirements:** Cancer patients in need of transportation

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

**Agency Name:** Community Memorial Hospital

**Transportation Service Type:** Demand response

**Other Services Provided:** N/A

**Contact Information:** Lori Wein, Executive Assistant to the CEO, 419-542-5560, [lwein@cmhosp.com](mailto:lwein@cmhosp.com)

**Hours:** M, W, F from 8:00 a.m. to 2:00 p.m.

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

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

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

The table below provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers (see Table 1).

**Table 1: Organizational Characteristics**

<b>Agency Name</b>	<b>Directly Operates Transportation (Yes/No)</b>	<b>Purchases Transportation from Another Agency (if Yes, Who?)</b>	<b>Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)</b>	<b>Number of Annual One-Way Passenger Trips</b>	<b>Average Number Trip Denials per Week</b>	<b>Are Vehicles Only Available for Human Service Agency Clients (Y/N)*</b>
<b>Defiance/Paulding Consolidated Jobs and Family Services</b>	No	Yes, K&P Medical	Public Non-Profit	266 with transport, 153 with gas vouchers	0	Y
<b>Glenn Park of Defiance</b>	Yes	Yes	Private, For-Profit	N/A	N/A	Y
<b>Defiance County Board of Developmental Disabilities</b>	Yes	Yes	Public Non-Profit	4,000	2	Y
<b>Defiance County Senior Services</b>	Yes	No	Non-profit governmental	9,000	2	N
<b>Defiance County Victim's Assistance</b>	Yes	No	Other-Government/Prosecutor's Office	20-30	0	Y
<b>American Cancer Society</b>	Yes	No	Public Non-Profit	N/A	N/A	Y
<b>Northwestern Ohio Community Action Commission</b>	Yes	No	Private Non-Profit	100,000 (this includes pick up and take home of 300 preschool	0	Y

				children 128 days per year		
<b>K&amp;P Medical Transport</b>	Yes	No	Private, For-Profit	20,000+	0	Y
<b>Maumee Valley Guidance Center</b>	Yes	No	Private Non-Profit	Not known	N/A	Y
<b>Community Memorial Hospital</b>	Yes	No	Private Non-Profit	N/A	N/A	N

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

The participating organizations provide a wide range of transportation including demand response, human services agencies fixed route, and other services. 10 of the participating organizations provide services on weekdays. 5 operate transportation on Saturdays and 4 on Sundays. Evening services after 6:00 p.m. are operated by 1 organization. The following table depicts the transportation service characteristics by agency (see Table 2).

**Table 2: Transportation Service Characteristics**

<b>Agency Name</b>	<b>Mode of Service</b>	<b>Days &amp; Hours of Operation</b>	<b>Provides Medicaid-Eligible Trips (Y/N)</b>	<b>Level of Passenger Assistance Provided</b>	<b>Training Courses Required for Drivers</b>
<b>Defiance/Paulding Consolidated Job and Family Services</b>	Demand response	24/7/365	Y	Drivers and/or aids assist passengers with bags, Drivers and/or aids assist passengers on and off vehicles	Determined by contracted service provider
<b>Defiance County Senior Services</b>	Demand response	Monday – Friday 8:00 a.m. to 4:00 p.m. are usual hours of operation. Times can be adjusted to respond to late day needs	Y	Drivers and/or aids assist passengers with bags, Drivers and/or aids assist passengers on and off vehicles, Drivers and/or aids assist passengers to the door of their destination	Annually- defensive driving, DRIVE sensitivity training, First Aid, CPR, and at least 4 hours of nutrition education
<b>Northwestern Ohio Community Action Commission</b>	Other- pick up and take home for preschool children and pick up and take home for soup kitchen consumers	Tuesday- Friday preschool children, 7:00 a.m. – 5:00 p.m., Sunday- Saturday as needed soup	N	Drivers and/or aids assist passengers on and off vehicles	CDL Drivers of preschool buses receive required training through the Ohio Department of Education School Bus Drivers

		kitchen consumers 10 a.m. – 2 p.m.			
<b>Maumee Valley Guidance Center</b>	Other- assist clients with reaching appointments should their mental illness keep them from going to an appointment alone	Monday – Friday 8:00 a.m. to 5:00 p.m.	Y	Drivers and/or aids assist passengers with bags, Drivers and/or aids assist passengers to the door of their destination	None
<b>K&amp;P Medical Transport</b>	Demand response	Monday – Saturday 6:00 a.m. to 6:00 p.m.	Y	Drivers and/or aids assist passengers with bags, Drivers and/or aids assist passengers on and off vehicles, Drivers and/or aids assist passengers to the door of their destination	First Aid, CPR, & AED DRIVE Training (safe transfer & sensitivity to aging training) Smith System (Defensive Driving training) CTAA PASS Basic Training
<b>Defiance County Board of Developmental Disabilities</b>	Human services agency fixed route, demand response	7 days per week and hours from 7 a.m. – 10 p.m. except for holidays. Weekend hours vary.	Y	Drivers and/or aids assist passengers with bags, Drivers and/or aids assist passengers on and off vehicles, Drivers and/or aids assist passengers to the door of their destination	Orientation and areas regarding developmental disabilities requirements
<b>Defiance County Victims' Assistance</b>	Demand response	Varies as needed	N	N/A	N/A

<b>Glenn Park of Defiance</b>	Service for their residents only	As needed	N	Drivers and/or aids assist passengers with bags, Drivers and/or aids assist passengers on and off vehicles, Drivers and/or aids assist passengers to the door of their destination	Wheelchair securement, First Aid, CPR
<b>American Cancer Society</b>	Demand response for cancer patients only	M-F 7:30 a.m. to 5:00 p.m. as needed	N/A	N/A	Sensitivity/awareness training
<b>Community Memorial Hospital</b>	Demand response	M, W, F from 8:00 a.m. to 2:00 p.m.	Y	N/A	First Aid/CPR, Wheelchair securement

Transportation-related expenses and revenues also differ by organization. Medicaid, levy dollars, and grant funds are common revenue sources for transportation operators in Defiance County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs (see Table 3).

**Table 3: Transportation-Related Expenses and Revenues**

<b>Agency Name</b>	<b>Fare Structure</b>	<b>Donations Accepted (Y/N)</b>	<b>Number of Full-Time &amp; Part-Time Drivers</b>	<b>Number of Full-Time &amp; Part-Time Schedulers/Dispatchers</b>	<b>Revenue Sources (most recent Fiscal Year)</b>	<b>Total Annual Transportation Expenses</b>
<b>Defiance/Paulding Consolidated Jobs and Family Services</b>	N/A	N	0- Contracted out	1 full-time scheduler/dispatcher	Costs are reimbursed by State of Ohio with	\$500,000

					Federal Medicaid dollars	
<b>Defiance County Senior Services</b>	No charge	Y- \$1.00 per mile	1 Full Time Driver, 7 Part Time Drivers	1 Full time scheduler/dispatcher	Defiance County Senior Service Tax Levy Dollars, Area Office on Aging of Northwestern Ohio and private donations	\$500,000
<b>Northwestern Ohio Community Action Commission</b>	No charge	N	0 Full Time Drivers, 50+ part time drivers- most of them are teacher assistants in preschool classrooms	0 Full Time or Part Time Schedulers/Dispatchers	Head Start grant funds, United Way grant funds	>\$200,000
<b>Maumee Valley Guidance Center</b>	No charge	N	13 Full Time Drivers	0 Full Time or Part Time Scheduler/Dispatchers	Four County ADAMS Board, Medicaid	Not known
<b>K&amp;P Medical Transport</b>	Passenger does not pay-contract based	N	29 Part Time Drivers	1 Full Time Scheduler/Dispatcher, 1 Part Time Scheduler/Dispatcher	Medicaid, Managed Care Plan Medicaid	Not available
<b>Defiance County Board of Developmental Disabilities</b>	\$1.25 per mile or 10% of wages	N	3 Part Time Drivers	1 Part Time Scheduler	Levy Dollars	\$35,000
<b>Glenn Park of Defiance</b>	Included in monthly residence fee	N	1 Full Time Driver 3 Part Time Drivers	N/A	N/A	N/A

<b>American Cancer Society</b>	Free	N	Varies- all volunteer drivers	N/A	N/A	N/A
<b>Community Memorial Hospital</b>	Free	Y	N/A	N/A	N/A	N/A
<b>Defiance County Victims' Assistance</b>	Free	N/A	N/A	N/A	State funding	N/A

The following table provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more (see Table 4).

**Table 4: Alternative/ Active Transportation Options**

<b>Transportation Option</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
None	N/A	N/A	N/A	N/A

The following table provides basic information about local travel training program options (see Table 5).

**Table 5: Transportation Resources**

<b>Transportation Resource</b>	<b>Availability</b>	<b>Cost</b>	<b>Usage</b>	<b>Service Area</b>
None	N/A	N/A	N/A	N/A

The following table illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles (see Table 6).

**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>
<b>Defiance/Paulding Consolidated Jobs and Family Services</b>	Utilize the scheduling porthole created by K&P Medical Transport	N	N/A	N
<b>Defiance County Senior Services</b>	None	N	None	N
<b>Northwestern Ohio Community Action Commission</b>	None	N	None	N
<b>Maumee Valley Guidance Center</b>	None	N	None	N
<b>K&amp;P Medical Transport</b>	Proprietary Software	Y	Proprietary software	Y
<b>Defiance County Board of Developmental Disabilities</b>	None	N	None	N
<b>Glenn Park of Defiance</b>	None	N	None	N
<b>American Cancer Society</b>	N/A	N/A	N/A	N/A
<b>Community Memorial Hospital</b>	N/A	N/A	N/A	N/A
<b>Defiance County Victims' Assistance</b>	N/A	N/A	N/A	N/A

## Assessment of Community Support for Transit

Not Applicable

## Safety

Not Applicable

## Vehicles

Survey/Interview participants listed a combined total of 89 vehicles currently in service in Defiance County. Approximately 12% of those vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 7).

All of the transportation providers have at least 1 wheelchair accessible vehicle, with the exception of NOCAC. There is currently not a sufficient number of wheelchair accessible vehicles to meet the need in Defiance County, especially as the population is projected to age and more senior citizens will be in need of transportation services.

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. The following information provides details, depending upon the data available from transportation providing organizations, on vehicle age and condition in Defiance County.

**Table 7: Vehicle Utilization Table**

<b>Veh #</b>	<b>Make</b>	<b>Model</b>	<b>Year</b>	<b>Vin #</b>	<b>Capacity</b>	<b>WC Capacity</b>	<b>Days of the Week Vehicle is in Service</b>	<b>Service Hours</b>	<b>Vehicle Condition</b>	<b>Program to which Vehicle is Assigned (if applicable)</b>	<b>Service Area</b>
<b>Northwestern Ohio Community Action Commission (NOCAC)</b>											
1	Jeep	Cherokee	2017	1C4PJMCS9HW620936	4	No	M-F	6-6	Excellent	Administrative	6 Counties
2	Dodge	Caravan	2015	2C4RDGBG7FR568470	7	No	Sun-Sat	10-2	Excellent	PATH Center	6 Counties
3	Ford	Econoline	2011	1FBNE3BL1BDB18073	10	No	Sun-Sat	10-2	Excellent	PATH Center	6 Counties
4	Chevrolet	Cargo Van	2017	1GCWGAFF8H1133179	2	No	M-F		Excellent	Weatherization	6 Counties
5	Chevrolet	City Express	2015	3N63MOYN6FK713503	2	No	M-F	7-5	Excellent	Weatherization	6 Counties
6	Ford	Cube Van	2011	1FDRF3G62BE57824	2	No	M-F	7-5	Excellent	Weatherization	6 Counties
7	Chevrolet	Van	2009	1GCFG15X891102932	2	No	M-F	7-5	Excellent	Weatherization	6 Counties
8	Chevrolet	Cube Van	2009	1GBJG31K791167663	2	No	M-F		Good	Weatherization	6 Counties
9	Ford	Cube Van	2009	1FDWF36539EA57074	2	No	M-F	7-5	Good	Weatherization	6 Counties
10	Dodge	Minivan	2017	2C4RDGBG3HR586757	6	No	M-F	7-5	Excellent	All Agency Prog	6 Counties
11	Dodge	Minivan	2017	2C4RDGBG5HR574738	6	No	M-F	7-5	Excellent	All Agency Prog	6 Counties
12	Chevrolet	Busette	2016	1GB3GRBG6G1145740	23	No	M-F	7-5	Excellent	Head Start	Williams
13	Ford	Busette	2016	1FDEE3FL7GDC02844	23	No	M-F		Excellent	Head Start	Paulding
14	Chevrolet	Busette	2015	1GB3G2BGOF1279049	23	No	M-F	7-5	Excellent	Head Start	Henry
15	Chevrolet	Busette	2015	1GB3G2BG4F1270225	23	No	M-F		Excellent	Head Start	Williams
16	Chevrolet	Busette	2015	1GB3G2BG7F1143968	23	No	M-F	7-5	Excellent	Head Start	Defiance
17	Chevrolet	Busette	2015	1GB3G2BG9F1142806	23	No	M-F		Excellent	Head Start	Henry
18	Dodge	Caravan	2015	2C4RDGBGOFR508157	7	No	M-F		Excellent	Head Start	6 Counties
19	Dodge	Caravan	2015	2C4RDGBG8FR518953	7	No	M-F	7-5	Excellent	Head Start	6 Counties
20	Thomas	Busette	2014	1GB3G2BG3E1185584	23	No	M-F		Excellent	Head Start	Fulton
21	Chevrolet	Busette	2014	1GB3G2BG8E1167145	23	No	M-F	7-5	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	M-F		Excellent	Head Start	6 Counties
23	Dodge	Caravan	2013	2C4RDGBG9DR505156	7	No	M-F	7-5	Excellent	Head Start	6 Counties
24	Chevrolet	Bussette	2011	1GB3G2BGOB1103886	23	No	M-F		Excellent	Head Start	Defiance
<b>Nocac (Continued)</b>											
25	Chevrolet	Bussette	2009	1GBJG31K691164382	23	No	M-F		Good	Head Start	Fulton
26	Chevrolet	Bussette	2009	1GBJG31K191164337	23	No	M-F		Good	Head Start	6 Counties
27	Bluebird	Bussette	2008	1GBJG31K181109370	23	No	M-F	7-5	Good	Head Start	Fulton
28	Bluebird	Bussette	2008	1GBJG31K181108526	23	No	M-F		Good	Head Start	Defiance
29	Ford	Bussette	2007	2FMZA516X7BA17896	6	No	M-F		Good	Head Start	6 Counties
30	Chevrolet	Bussette	2003	1GBJG31U931142563	23	No	M-F		Fair	Head Start	Williams
31	Chevrolet	Bussette	2003	1GBJG31U031151720	23	No	M-F		Fair	Head Start	Williams
32	Midway	Bussette	2001	1GBJG31R711194492	23	No	M-F		Poor	Head Start	Fulton
33	Bluebird	Bussette	2001	1GDJG31R211131727	23	No	M-F	7-5	Fair	Head Start	6 Counties
34	Bluebird	Bussette	1999	1GBHG31R7X1044082	23	No	M-F		Poor	Head Start	Williams
35	Bluebird	Bussette	1999	1GBHG31RXX1045856	23	No	M-F	7-5	Poor	Head Start	Henry
<b>Defiance County Senior Services</b>											
1	Ford	Ranger	2008	1FTYR10U08PA23475	2		M-F	8am - 3pm	good	DCSS Nutrition	Defiance County
2	Chevrolet	Colorado	2007	1GCCS14E378164390	2		M-F	8am - 3pm	good	DCSS Nutrition	Defiance County
3	Chevrolet	S10	2003	1GCCS14X038175827	2		M-F	8am - 3pm	fair	DCSS Nutrition	Defiance County
4	Ford	F-150	2014	1FTMF1CM2EKF03528	2		M-F	8am - 3pm	excellent	DCSS Nutrition	Defiance County
5	Chevrolet	Colorado	2012	1GCCSBFE4C8106513	2		M-F	8am - 3pm	excellent	DCSS Nutrition	Defiance County

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
6	Dodge	truck	2006	1D7HE22K96S604535	2		M-F	8am - 3pm	good	DCSS Nutrition	Defiance County
7	Chevrolet	S10	2002	1GCCS14W628215219	2		M-F	8am - 3pm	fair	DCSS Nutrition	Defiance County
8	Chevrolet	Colorado	2006	1GCCS146268230662	2		M-F	8am - 3pm	good	DCSS Nutrition	Defiance County
9	Goshen Coach	Ford Bus	2004	1FDXE45S74HA08164	12	2	M-F	varies	good	DCSS Transportation	Defiance County
10	Goshen Coach	Ford Bus	2014	1FDEE3FS0EDA51172	12	2	M-F	varies	good	DCSS Transportation	Defiance County
11	GMC	Terrain	2014	2GKALMEK8E6184040	5		M-F	varies	excellent	DCSS Transportation	Defiance County
12	GMC	Terrain	2014	2GKALMEKXE6304081	5		M-F	varies	excellent	DCSS Transportation	Defiance County
13	Buick	Lesabre	2003	1G4HP54K934145151	5		M-F	varies	fair	DCSS Transportation	Defiance County
14	Buick	Lesabre	2005	1G4HP52K45U200093	5		M-F	varies	fair	DCSS Transportation	Defiance County
15	Ford	Crown Victorian	2001	2FAFP71W71X175288	5		M-F	varies	fair	DCSS Transportation	Defiance County
16	Collins	Grand Commuter	1997	1FDLE40S9VHB98010	12	2	M-F	varies	fair	DCSS Transportation	Defiance County
17	Ford	Van	2009	1FTNS24W19DA18409	5	1	M-F	varies	good	DCSS Transportation	Defiance County
18	Mercury	Grand Marquis	2001	2EMFM74W81X691169	5		M-F	varies	fair	DCSS Transportation	Defiance County
19	Mercury	Grand Marquis	2007	2MEFM75V87X642360	5		M-F	varies	good	DCSS Transportation	Defiance County
20	Ford	Flex	2015	2FMHK6C82FBA04863	5		M-F	varies	excellent	DCSS Transportation	Defiance County
<b>Defiance County Board of Developmental Disabilities</b>											
1	FORD	FUSION	2016	1FA6P0G75G5124194	5	NO	7		GREAT	CBDD	

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
2	GOSHEN	GOSHEN COACH	2014	1FDEE3FS7EDA46440	14	YES	3		GREAT	CBDD	
3	Ford	Fusion	2011	3FAHP0HA2BR127367	5	No	3		Good	Cbdd	
4	Ford	Freestar	2007	2FMZA522X7BA18932	7	No	5		Fair	Cbdd	
5	Dodge	Caravan	2012	2C4RDGCG0CR243590	7	No	5		Great	Cbdd	
6	Ford	Taurus	2003	1FAFP53UX3A109507	5	No	1		Fair	Cbdd	
<b>K&amp;P Medical Transport</b>											
1	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
2	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
3	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
4	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
5	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
6	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
7	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
8	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO

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
9	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
10	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
11	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
12	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
13	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
14	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
15	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
16	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
17	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
18	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
19	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO

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
20	Ford	Focus	2016			No	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
21	Toyota	Sienna	2016			Yes	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
22	Toyota	Sienna	2016			Yes	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
23	Toyota	Sienna	2016			Yes	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
24	Toyota	Sienna	2016			Yes	Mon-Sat	6am-6pm	Good		DEF, FUL, HEN, PAU, WIL, WOO
<b>Glenn Park of Defiance</b>											
1	N/A	N/A	N/A		4	Yes	Varies	Varies	N/A		Varies
2	N/A	N/A	N/A		N/A	No	Varies	Varies	N/A		Varies
3	N/A	N/A	N/A		N/A	No	Varies	Varies	N/A		Varies
<b>Community Memorial Hospital</b>											
1	N/A	N/A	N/A		3	Yes	M, W, F	8 Am – 2 Pm	N/A		17 mile radius of hospital

## Summary of Existing Resources

From the information obtained from organizations through the provider survey, it is known that there is a total of 89 vehicles in operation between 10 organizations providing transportation services in Defiance County. Of those vehicles, 11 are wheelchair accessible and the vehicles are utilized for a variety of reasons and at varying times during the week. The majority of organizations only provide transportation to their clients, who have to meet eligibility requirements, and most operate service between the hours of 8 a.m. and 5 p.m. on weekdays. A few provide services outside daytime and weekday hours, however these options are not available to the general public. Many of the organizations receive funding through levy dollars, grant funding and Medicaid and most services are provided free to the users. Donations are rarely accepted and drivers vary from being full-time employees to volunteer drivers.


None of the transportation services currently offered in Defiance County, with the exception of J&M Cab, are available to the general population of Defiance. All other services are offered only to those who fall under certain categories of eligibility. For example, the Veterans Affairs Office only provides transportation to Veterans; the American Cancer Society only provides transportation to cancer patients; and Glenn Park of Defiance only provides transportation to its own residents. Moreover, most of the organizations currently providing transportation do so with limitations. For example, most of the organizations providing transportation are only available during the week and during day time hours, as shown in the information obtained from the provider survey. Most services are also only available for certain purposes, such as transportation to a medical appointment, but not to the pharmacy or grocery store.

## IV. Assessment of Transportation Needs and Gaps

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

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

The United Way of Defiance County contacted 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
- Public Survey
- Transportation Initiative Planning Meetings

### 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.


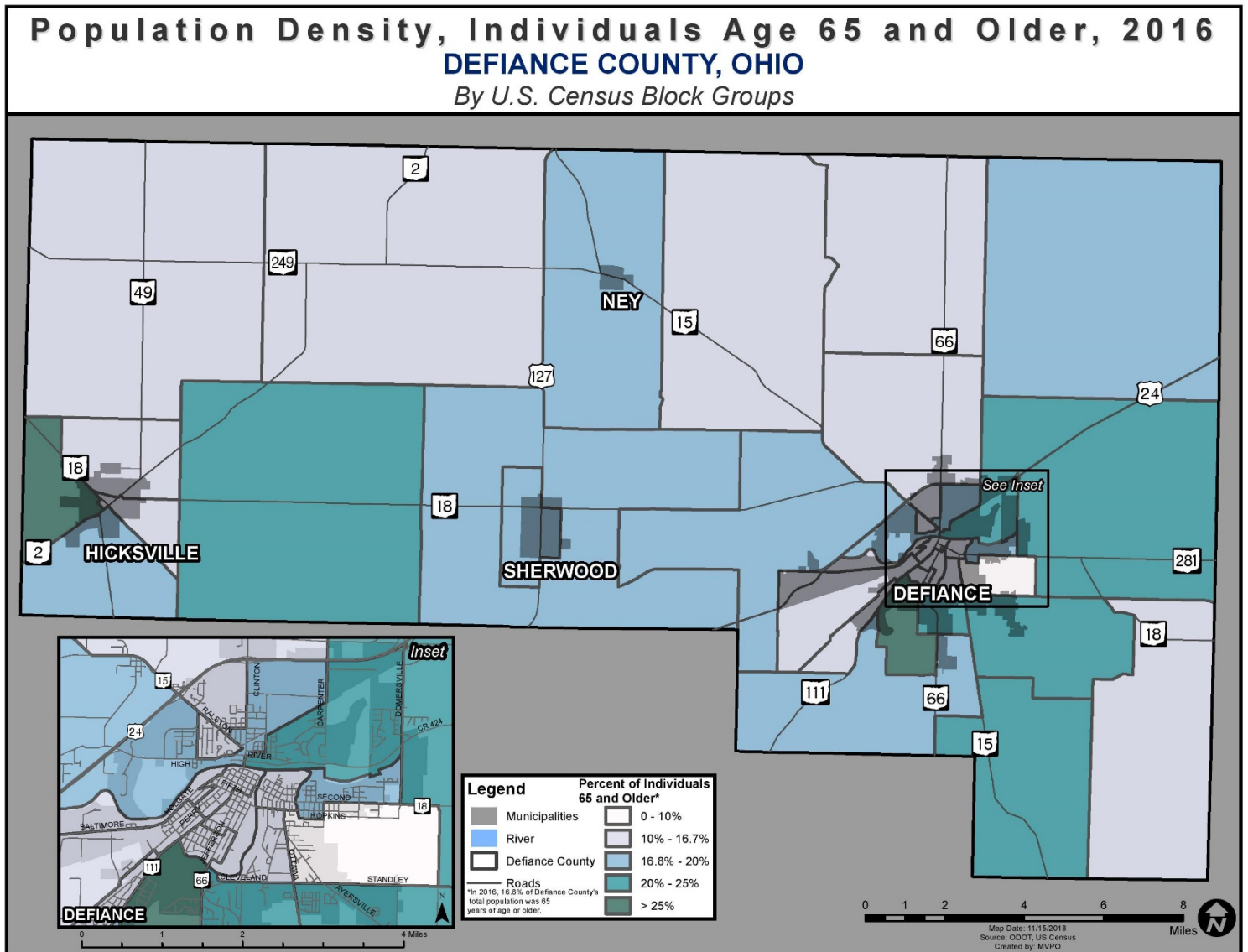
According to American Community Survey Data for 2019 , 16.8% of the population of Defiance County is 65 years of age and older. The following map (Exhibit 1) illustrates the areas where the number of older adults (age 65 and older) is at or above the Defiance County average, shown by U.S. Census Bureau block groups. As shown, there are several block groups that exceed the County average of 16.8% population age 65 and older. High percentages are located in the Village of Sherwood, the Village of Ney, the Village of Hicksville, and several block groups in and surrounding the City of Defiance. The highest percentage of population ages 65 and older is located on the southwest side of the City of Defiance.

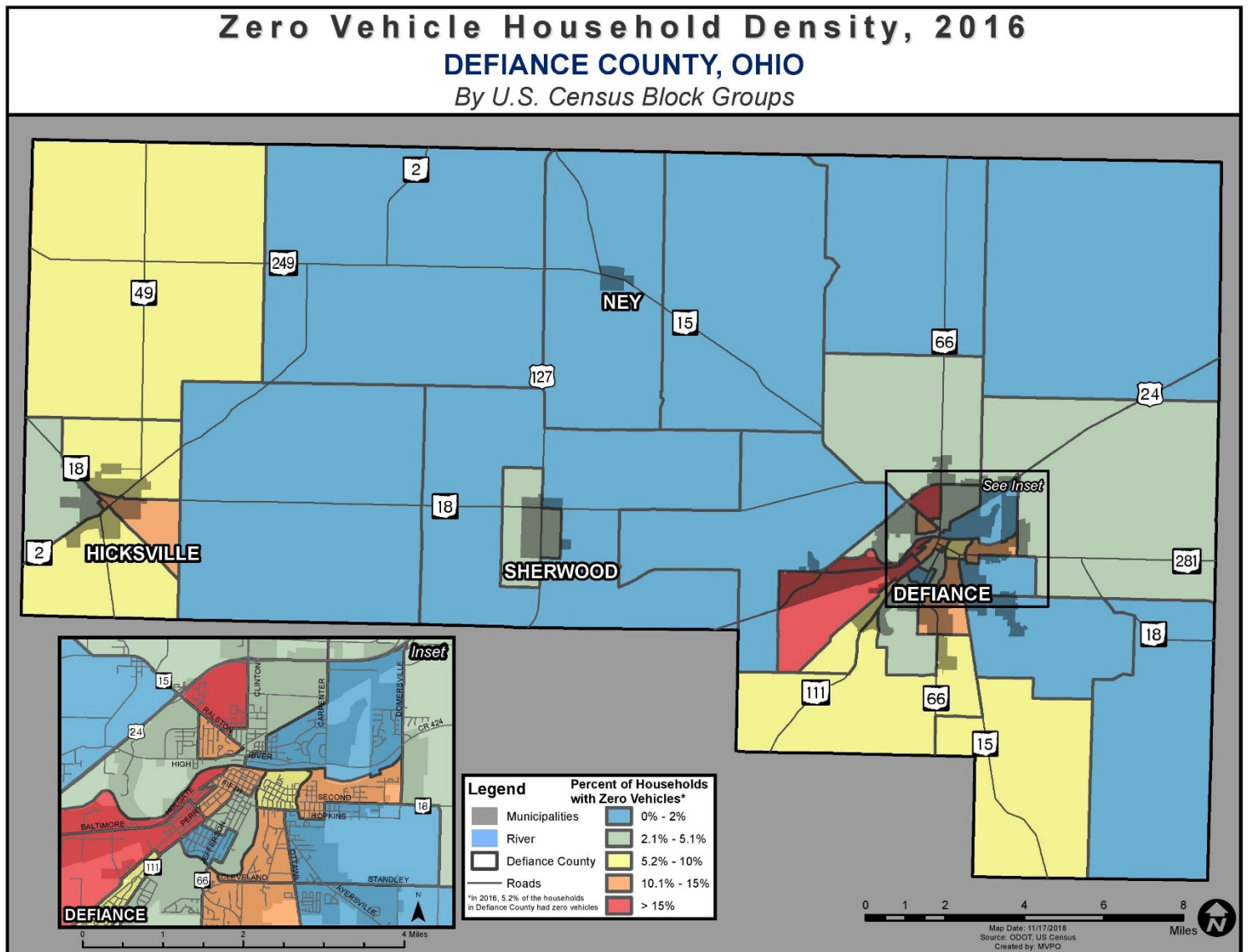
Exhibit 1: Map of Population Density of Individuals Age 65 and Older



The exhibit on the following page indicates the areas where the number of zero vehicle households is above the Defiance County average (see Exhibit 2). The absence of a vehicle in the household is often an indication of the need for transportation services. On average, the percentage of households in Defiance County with zero vehicles is 5.2%. The map below shows zero vehicles households by Census Block Group, illustrating where the percentage of zero vehicle households is above 5.2%. As shown in the map, high percentages of zero vehicle households are located on the northwest side of the County, the east side of the Village of Hicksville, south of the City of Defiance and within the City of Defiance. Inside

City of Defiance limits, high percentages of no vehicle households are located on the north side, the west side, and multiple block groups on the east side.

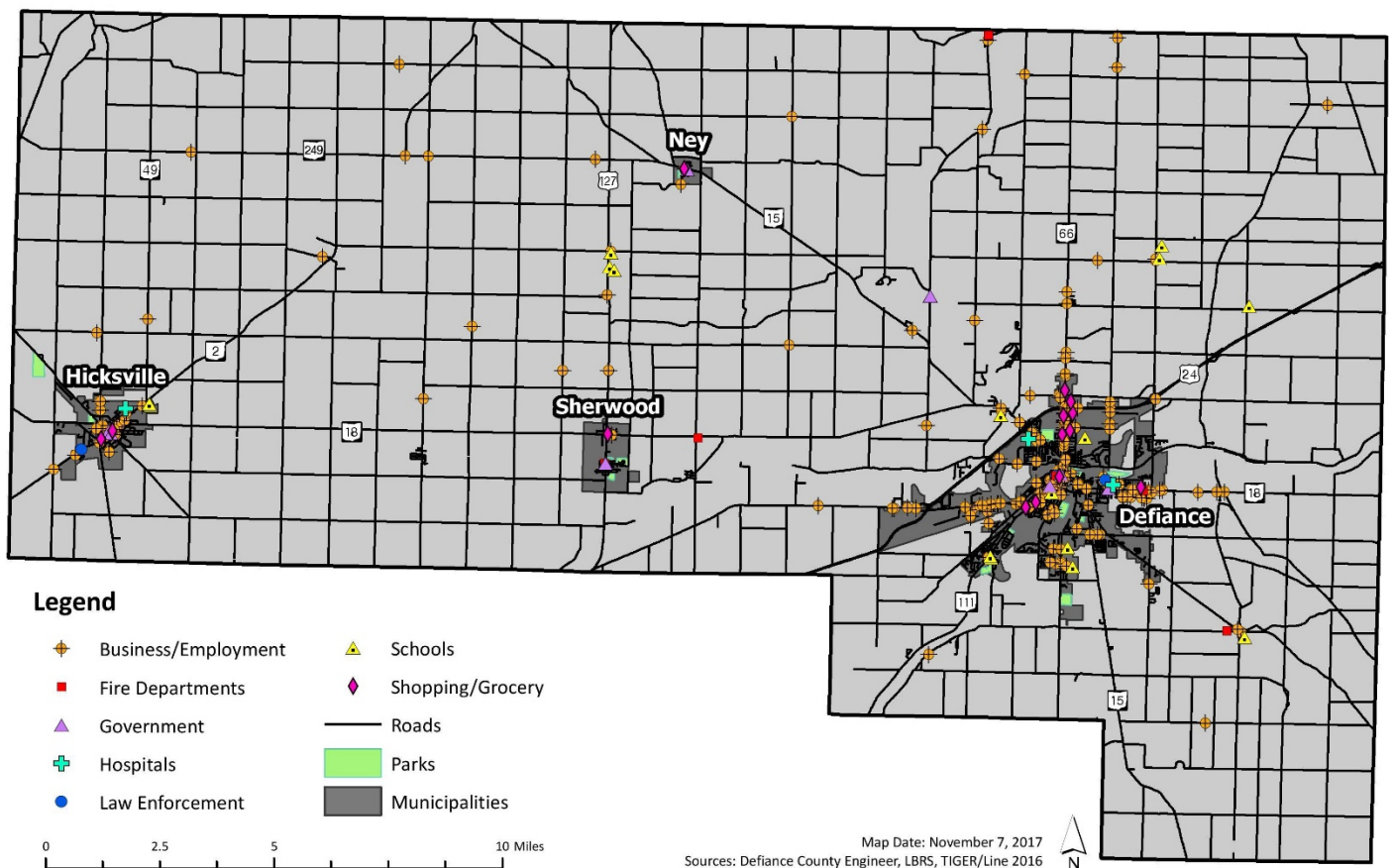
### Exhibit 2: Map of Density of Zero Vehicle Households



The next exhibit illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle (see Exhibit 3). As previously mentioned, major trip generators are fairly dispersed throughout the County, while a high concentration of trip generators are located in the City of Defiance and the other population centers. Outside the County lies many other major trip generators including major employers, recreation and social destinations as well as medical destinations.

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

### Major Trips Generators Defiance County, Ohio



## Analysis of Demographic Data

When analyzing the transportation needs in Defiance County, it is crucial to consider all demographic and socio-economic data and to examine it from a spatial perspective to determine where needs might be present. From the data gathered and described previously in this section, it is apparent that there are areas in Defiance County where high density zero vehicle household block groups and high density block groups of individuals over 65 years old exist. As previously mentioned, these areas include the Village of Sherwood, the Village of Ney, the Village of Hicksville, a block group in the northwest area of the County, and several block groups in and surrounding the City of Defiance. Inside City of Defiance limits, locations include on the north side, a small section on the west side, and multiple block groups on the east side are present. When analyzing needs, it is also important to consider locations where high densities of zero vehicle households and individuals age 65 years and older overlap. These overlapping areas are high risk locations important to consider in the analysis of needs as they may be locations where transportation service is greatly needed. Locations that have these overlapping characteristics are the north and south side of the Village of Hicksville and a block group located south of the City of Defiance. When examining the major trip generators in Defiance County, it is important to note that based on the analysis of demographic data, individuals in Hicksville, Ney, Sherwood and the outlying block groups may have difficulties reaching the City of Defiance for their needs.

## General Public and Stakeholder Meetings/Focus Groups

The United Way of Defiance County hosted and facilitated several meetings over the course of the Plan development to involve stakeholders and the general public in the planning process. 18 meetings have been held since May 2014 when the coordinated transportation effort first began in Defiance County. These meetings involved the Transportation Initiative Group, a sub-committee of that group, and the general public. In addition, 1 public meeting was held on November 13, 2017 to discuss the unmet transportation needs and gaps in mobility and transportation and to give the public an opportunity to comment on the draft Coordinated Plan when it was moved to the new Ohio Department of Transportation-required template. 11 people participated in the public meeting and of those, 2 people self-identified as older adults. More information about what meetings were held and attendance at those meetings is available upon request.

During the public meeting, the Maumee Valley Planning Organization presented highlights of historical coordinated transportation efforts in Defiance County and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area. The presentation also included information on the format now required by the Ohio Department of Transportation and why the Plan is being transitioned to the new template.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the previous plan and during this update and identify any additional gaps that may exist. The focus of the discussion was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also impact mobility options for the general public.

After the changes to the needs/gaps list were completed, each participant was asked to rank the needs/gaps using colored dots.

Participants discussed several mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meeting. These issues included topics such as getting transportation for residents of Defiance County to employment and the possibility of coordinating with Lyft which has recently come to Defiance County. Coordinated transportation stakeholders considered these unmet needs when developing transportation goals and strategies, and will consider them when developing grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

## Surveys

A public opinion survey was conducted between July and November 2014. 306 survey responses were received, with approximately 1% of the respondents being individuals with a disability and approximately 1% of older adults. The following provides a summary of the survey results.

Between July and November 2014, the Task Force conducted a short 10-question community survey to get a better sense of the community's specific transportation needs. A copy of the survey is

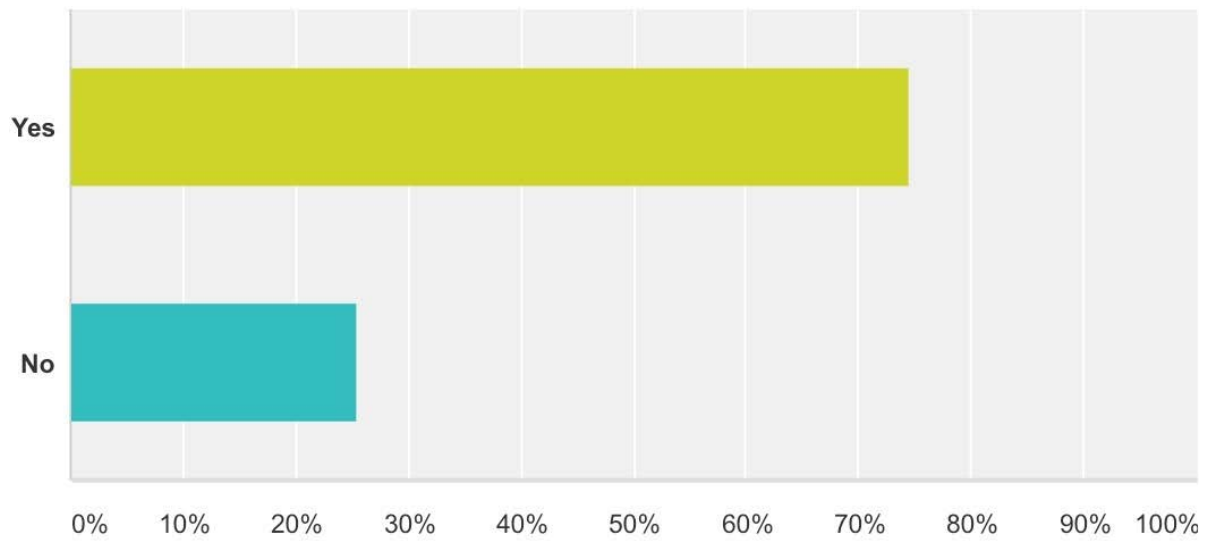
available upon request. The survey was distributed via email to all of the United Way of Defiance County's partner organizations including multiple food pantries and a homeless shelter. Many of these partner organizations made the surveys available to their clients in hard copy form, helped their clients fill out the surveys, and returned them to the United Way. The survey was also available online and advertised to the public through the United Way's Facebook page and through a feature article published in The Crescent News on November 13, 2014. Finally, the Task Force organized a day for volunteers to go door to door with the survey into four different neighborhoods in the City of Defiance. Neighborhoods were chosen for their high density of zero-vehicle households based on data gathered from both the U.S. Census and Ohio Department of Transportation and analyzed by Maumee Valley Planning Organization Transportation Planner and GIS Analyst, Ellen Smith.

While only 25% of respondents (76 people) said they did not have a car (Exhibit 4), 74% of respondents (214 people) said they would use public transportation if it were available in Defiance County (Exhibit 5). This fascinatingly similar breakdown of numbers for two very different questions serves to underline the fact that even the possession of a car does not provide a guarantee of transportation and that public transportation options would serve a far greater number of Defiance County residents than simply those who do not currently have access to a car.

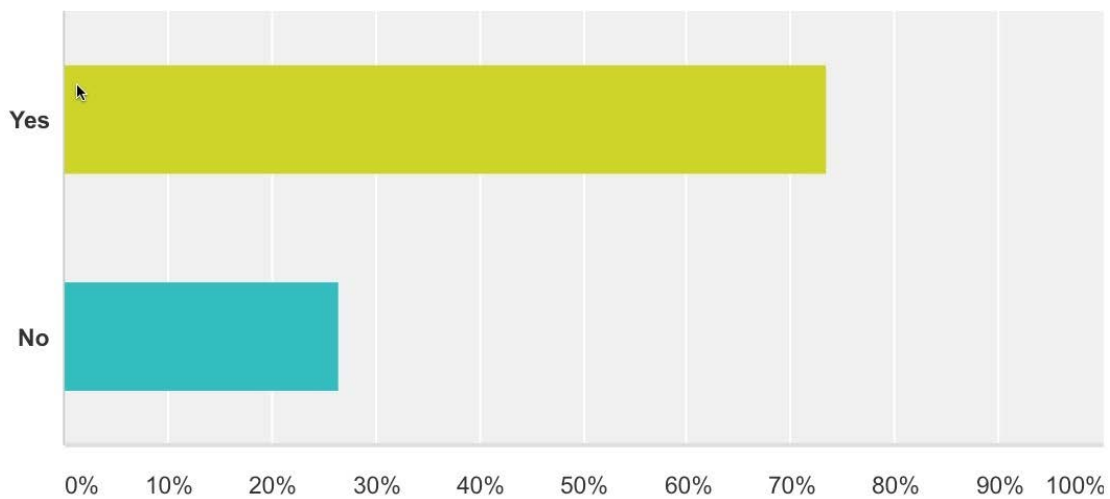
**"Defiance needs low income help for persons like me and others. I can't get help from County. I can [from] senior center but [it] only drives until 3 p.m. and I can't always get doctor appts. before that. With me I'm asking if you can. I'd thank you."**

**- Community Survey Respondent**

**Exhibit 4: Community Survey Response to Question #4, “Do you have a car?”**



**Exhibit 5: Community Survey Response to Question #5, “Would you use public transportation if it were available to you in Defiance County?”**



In addition, 64% (197 people) had either had personal experience with needing transportation to get somewhere in Defiance County or knew someone who had. Exhibit 6 breaks down respondents' answers to how they got where they needed to go when they did not have access to a car of their own.

**Exhibit 6: Community Survey Response to Question #8, "If you, or someone you know, have ever needed transportation to get somewhere in Defiance County (doctor's appointment, grocery store, job interview, etc.), how did you end up getting where you needed to go?" by category**

<b>Friends</b>	<b>110</b>
<b>Family</b>	61
<b>Walk</b>	44
<b>Social Service Organization/Case Manager</b>	23
<b>Went without</b>	14
<b>Bike</b>	13
<b>Paid someone</b>	12
<b>Taxi</b>	11
<b>Church/Pastor</b>	7
<b>Borrowed car</b>	5
<b>Rental car</b>	1
<b>Asked for ride door to door</b>	1
<b>Car pool</b>	1

Respondents also left comments with personal stories or specific suggestions for providing transportation. Comments included the following:

*"Last year I had a knee replacement. I was too young for the senior center help and the taxi service was too expensive. Luckily, I had two cousins to drive me to therapy. But, they live in the country and I live very close to the hospital. They couldn't always make it to town because of the bad weather last year. Therefore, I missed going to therapy because I couldn't drive myself for a while."*

*"As someone who has worked with disabled and low income individuals for over 15 years, it is my experience that individuals end up walking for miles often in poor weather or unsafe conditions, or end up paying another person or a taxi an unfair sum of money to get where they need to go."*

*"We need a transportation system for people who do not have family or friends to give them a ride."*

*"Many of my Defiance Co Clients do not have a drivers licenses. I have a Client who walks to his P.O Office from Hicksville to Defiance. Transportation services would go a long way in helping those without transportation or a valid license maintain employment, comply with service requirements, and attend appointments."*

*"The cab here is good but when you only have to go maybe 2-3 miles to grocery the cost is too much. Same for dr. appt. Put public transportation on ballot."*

*"I can use help my car broke down and I can't drive. I don't have money for gas and other things. Please help me."*

*"Many people do not drive or have license. Many people have disabilities/illnesses that may prevent them from driving. Community transportation would help increase independence and quality of life. Thanks for all you do!!"*

*"I'm a widow and live by myself, my kids are young and busy with working and their young children. One never knows when they may be in need of help getting somewhere and family and friends may not always be available to help. People of all ages and whatever their circumstances are, would benefit from this service."*

*"I am blind. Not old enough for Sr. Services. No family to drive me."*

*"Everyone needs transportation sometimes"*

Additional data was gathered through implementation of a pilot program known as FlexRide. As the lead agency in the development and implementation of a pilot transportation program, the United Way of Defiance County raised \$33,000 in 2015 from several local charitable organizations to contract with K&P Medical Transport, a branch of Keller Logistics Group, to launch FlexRide.

FlexRide utilized the existing insured vehicle and trained driver resources of Keller Logistics to provide demand response transportation services to residents of Defiance County. Due to limited resources, the transportation needs being addressed by this pilot program were defined by the Task Force as needs related to one of the following three categories:

- Medical (appointments, trips to pharmacy, food needs, etc.)
- Legal (meetings with attorney, etc.)
- Employment (interviews, training, short-term transportation to job, etc.)

FlexRide was not able to meet all of the existing transportation needs that have been expressed through the Task Force's recent community surveys and through conversations with local service organization leaders. However, data on both the rides that were provided and the rides that were requested, but which did not fall under FlexRide's initial requirements, have been gathered and analyzed in order to gain a better understanding of the community's needs.

FlexRide transportation was administered through the Defiance branch of the Northwestern Ohio Community Action Commission (NOCAC), whose employees had access to an online portal designed by K&P to gather information about the specific transportation request. NOCAC employees screened potential riders for eligibility to ensure that FlexRide was not replicating a transportation service provided by another existing organization. NOCAC coordinated with other organizations providing transportation to ensure that the client's need was met. If a rider was deemed eligible for FlexRide, NOCAC submitted the completed online transportation request to K&P who organized a driver and

vehicle to meet the transportation need. The pilot program ran from July 2015 to November 2016, until the funding that had been raised was exhausted.

In this initial pilot program, transportation was provided at no cost to the riders with the understanding that eventually, a nominal, affordable fee could possibly be required. During this initial phase of the pilot program, the grant funding raised by the United Way covered the cost of each ride. Transportation costs were determined by mileage traveled and were established by K&P using their contracted rates with Defiance County Job & Family Services as a guideline. The United Way assembled a Steering Committee who met frequently over the year and a half of operation to analyze the program's usage and continue discussions on ways to increase coordination efforts among local organizations in order to more effectively meet the transportation needs the pilot program uncovered. This Steering Committee was made up of individuals from NOCAC, the United Way of Defiance, K & P, and the Maumee Valley Planning Organization. The Steering Committee's focus was on increased coordination efforts as well as how to better serve Defiance County with the FlexRide pilot program. During the course of the program, the Steering Committee met with the Transportation Initiative Group to present their findings and discuss next steps for the FlexRide program and coordinated transportation services in the County.

Reports were developed regularly to share information with the Steering Committee and Transportation Initiative Group about the rides the FlexRide program has provided. Over the year and a half, the FlexRide Program provided a total of 438 completed trips. When taking phone calls, NOCAC documented the reason for the requested trip in order to determine which needs were greatest in the Defiance community. The data showed there were a relatively equal number of completed trips in each category, with employment trips making up the highest percentage of the total (41%), legal making up the next highest with 30% and medical trips following with 29% of total rides. Multiple specific reasons for the trip were documented which included various reasons from a work shift to a medical appointment to a court ordered appointment. Rides were provided as far west as Fort Wayne, IN and as far east as Toledo, OH. The FlexRide program served those with a disability, senior citizens, and those of low income throughout Defiance County, providing rides to critical destinations such as hospitals, work shifts, and court dates. The operation of the FlexRide program helped the Transportation Initiative Group better understand the specific needs of the residents of Defiance County and how many people are not being served by current transportation options. More information about FlexRide is available upon request. The combination of available demographic information, responses received through the community survey, and anecdotal evidence from community members and social service agencies alike demonstrates a significant need for the coordination of transportation services in Defiance County.

## Challenges to Coordinated Transportation

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

*Government funding requirements:* Perhaps the most significant barrier to coordination facing organizations in Defiance County are the multiple restrictions placed on the various pots of government funding that many of the organizations and agencies currently possess. These restrictions are often the

driving force behind the eligibility limitations imposed by each organization (i.e. Senior Services can only transport people who are over 59 years old, Veteran Affairs can only transport veterans, etc.) While this barrier to coordination is indeed significant, the success of other counties, such as Henry County, at finding transportation solutions that overcome funding restrictions demonstrates that with enough effort and creativity, it is possible to achieve a feasible public transportation system that does not duplicate various organizations' efforts and cost-efficiently services the general public in addition to seniors and those with a disability.

*Logistics of vehicles/drivers/insurance:* As the Transportation Provider Survey demonstrated, there is no lack of vehicles available among current Defiance transportation providers. There is, however, a lack of standards monitoring driver training and insurance requirements, due in large part to the fact that many of the County's current providers rely on volunteer drivers who use their own vehicles. While the expenses associated with hiring trained drivers, using designated vehicles, and maintaining appropriate insurance is prohibitive for many organizations, coordinating transportation efforts is one possible way to address this issue.


*Lack of funding:* As has been previously mentioned, many of Defiance County's current transportation providers are limited in the services they can offer by the type of funding they receive. The hope of the Task Force is that the creation and implementation of this plan, which will involve coordinated efforts among providers, will open doors to new sources of funding such as ODOT's 5310 program.

*Lack of concrete information concerning transportation needs:* While data currently exists on many of the populations that lack access to transportation (seniors, low-income, individuals with disabilities), and while there is an abundance of anecdotal evidence to support a need for coordinated transportation services in Defiance County, there is still a lack of concrete information concerning what services are needed and how they might be utilized if implemented. The Task Force conducted a pilot program called the 'FlexRide Program' to gather more data on needs and clientele in order to better address this barrier.

## Summary of Unmet Mobility Needs

The following table describes the identified unmet transportation needs that were identified and the method used to identify and prioritize each need (see Exhibit 7). Needs are listed in order of their rank in highest to lowest priority.

**Exhibit 7: Prioritized Unmet Mobility Needs**

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1	Mobility Manager to enhance coordination of transportation services 	The Transportation Initiative Group identified this need and it was ranked by the public.
2	Resources and funding for enhancing and expanding transportation services such as vehicles, staff time, operating costs, maintenance, etc.	The Transportation Initiative Group identified this need and it was ranked by the public.
3	Transportation options after hours of service currently provided on the weekdays	The Transportation Initiative Group identified this need and it was ranked by the public.
4	Transportation to employment, such as jobs, that is not offered as an option under current programs available	The Transportation Initiative Group identified this need and it was ranked by the public.
5	Transportation options on the weekends	The Transportation Initiative Group identified this need and it was ranked by the public.
6	Transportation options for people who do not qualify under any existing programs	The Transportation Initiative Group identified this need and it was ranked by the public.
7	Education of the public about what types of programs exist for transportation and what benefits they might have through their insurance	The Transportation Initiative Group identified this need and it was ranked by the public.
8	Wheelchair accessible vehicles	The Transportation Initiative Group identified this need and it was ranked by the public.
9	More transportation for more purposes- for example, under certain programs, individuals can only be transported to medical appointments, but not to the grocery store or pharmacy	The Transportation Initiative Group identified this need and it was ranked by the public.
10	Data on and from the Defiance County population on transportation needs	The Transportation Initiative Group identified this need and it was ranked by the public.

## V. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, the United Way of Defiance County and the Transportation Initiative 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 address 11 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 services.

***Vision: Enhance mobility for all residents of Defiance County, Ohio, especially for senior citizens, individuals with a disability, and low income populations.***

#### Goal #1:

**Continue to explore options for enhancing coordination of transportation services and expanding these services in Defiance County.**

*This goal addresses the need to serve more of the Defiance County population and to expand services currently provided, especially for senior citizens, individuals with a disability, low income populations, and other subsets of the population.*

#### Strategy 1.1:

**The Transportation Initiative Group will continue working together and with the Mobility Manager to develop strategies for how to expand transportation services in Defiance County and fill the gaps and unmet needs.**

Timeline for implementation: Work towards this goal will be ongoing. The Transportation Initiative Group will continue to meet at least quarterly each 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 quarterly meetings (at minimum) with the Transportation Initiative Group annually
- 2.) The Mobility Manager will meet with the Transportation initiative Group and other stakeholders

Parties Responsible for Leading Implementation: Northwestern Ohio Community Action Commission, United Way of Defiance County, and the Maumee Valley Planning Organization

Parties Responsible for Supporting Implementation: All members of the Transportation Initiative Group

Resources Needed: Funding, staff time, local cash

Potential Cost Range: \$50,000 - \$100,000 per year

Potential Funding Sources: ODOT 5310 Program, local cash for match funds

Performance Measures/Targets:

- 1.) Measure: Number of Transportation Initiative meetings held
  - a. Target: Hold at least 3 meetings annually of the Transportation Initiative Group
- 2.) Measure: Number of stakeholder meetings with the Mobility Manager
  - a. Target: The Mobility Manager will hold at least 3 stakeholder meetings annually.
- 3.) Measure: Number of stakeholders the Mobility Manager engages.
  - a. Target: The Mobility Manager will engage at least 3 stakeholders annually to discuss unmet needs and strategies for how to expand services in the County.

## ***PRIORITY POINTS: 56***

### **Strategy 1.2:**

**The possibility of a future centralized, coordinated transportation system in Defiance County will also continue to be investigated through work of the Transportation Initiative group and the Mobility Manager.**

Timeline for implementation: Work towards this goal will be ongoing. The Transportation Initiative Group will continue to meet at least quarterly each 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 additional meetings of the Transportation Initiative Group to specifically discuss a centralized transportation system.
- 2.) The Mobility Manager will meet with stakeholders throughout the County to specifically discuss the feasibility and logistics of a centralized transportation system.

Parties Responsible for Leading Implementation: Northwestern Ohio Community Action Commission, United Way of Defiance County, and the Maumee Valley Planning Organization

Parties Responsible for Supporting Implementation: All members of the Transportation Initiative Group

Resources Needed: Funding, staff time, local cash

Potential Cost Range: \$50,000 - \$100,000 per year

Potential Funding Sources: ODOT 5310 Program, local cash for match funds

Performance Measures/Targets:

- 1.) Measure: Number of meetings to discuss a centralized transportation system with the Transportation Initiative Group.
  - a. Target: Hold at least 1 Transportation Initiative Group meeting by 2020 to discuss a centralized transportation system.
- 2.) Measure: Number of additional stakeholder meetings the Mobility Manager will hold to discuss the feasibility and logistics of a centralized transportation system.
  - a. Target: The Mobility Manager will hold at least 3 stakeholder meetings by 2020 to discuss a centralized transportation system.
- 3.) Measure: Number of stakeholders the Mobility Manager will meet with to discuss a centralized transportation system.
  - a. Target: The Mobility Manager will meet with at least 3 stakeholders by 2020 to discuss a centralized transportation system.

**PRIORITY POINTS: 50**

Strategy 1.3:

**The possibility of a regional, coordinated transportation system in Northwest Ohio will also be investigated through the work of the Mobility Manager and the Transportation Initiative.**

Timeline for implementation: Work towards this goal will be ongoing. The Transportation Initiative Group will continue to meet at least quarterly each year and the Mobility Manager will schedule more meetings as needed with stakeholders, both in group settings and one-on-one, and will meet with other Counties in the area to discuss possible regionalization.

Action Steps:

- 1.) Hold quarterly meetings (at minimum) with the Transportation Initiative Group.
- 2.) The Mobility Manager will meet with the Transportation initiative Group and other stakeholders.
- 3.) The Mobility Manager will meet with stakeholders from other Counties in Northwest Ohio to discuss possible regionalization of services

Parties Responsible for Leading Implementation: Northwestern Ohio Community Action Commission, United Way of Defiance County, and the Maumee Valley Planning Organization

Parties Responsible for Supporting Implementation: All members of the Transportation Initiative Group

Resources Needed: Funding, staff time, local cash

Potential Cost Range: \$50,000 - \$100,000 per year

Potential Funding Sources: ODOT 5310 Program, local cash for match funds

Performance Measures/Targets:

- 1.) Measure: Number of Transportation Initiative meetings held
  - a. Target: Hold at least 3 meetings annually of the Transportation Initiative Group
- 2.) Measure: Number of stakeholder meetings with the Mobility Manager
  - a. Target: The Mobility Manager will meet with at least 3 stakeholders annually
- 3.) Measure: Number of Counties the Mobility Manager will meet with
  - a. Target: The Mobility Manager will meet with at least 3 surrounding counties by 2020

## **PRIORITY POINTS: 55**

### Goal #2:

#### **Reduce costs, save resources and obtain grant funding to support and enhance transportation services in the County.**

*This goal addresses the needs for more funding and resources to support and enhance transportation currently being provided in Defiance County. This goal also addresses the need for additional funding for vehicle purchases, vehicle maintenance, operating costs and scheduling software/hardware.*

### Strategy 2.1:

#### **Pursue grant funding through ODOT to purchase vehicles, help supplement funds for vehicle maintenance, operating costs, and scheduling software that may be needed.**

Timeline for implementation: Pursuing grant funds through ODOT will occur annually, on an as-needed basis.

#### Action Steps:

- 1.) Apply for funding to purchase vehicles through ODOT's Section 5310 program to replace vehicles that have reached their useful life, purchase new vehicles, and/or accessible vehicles to add to an organization's fleet and/or to purchase vehicles to allow for expansion of services.
- 2.) Apply for funding through ODOT's Section 5310 program to supplement other funds available for operating costs associated with running a transportation service.
- 3.) Apply for funding through ODOT's Section 5310 program for preventative maintenance on vehicles in order to extend their useful life and save resources.
- 4.) Apply for funding through ODOT's Section 5310 program for software/hardware needs for scheduling trips.

Parties Responsible for Leading Implementation: Northwestern Ohio Community Action Commission, Defiance County Senior Services, Defiance County Board of Developmental Disabilities, United Way of Defiance County, Jobs and Family Services, Veteran's Affairs, Maumee Valley Planning Organization, and any other eligible organization who wish to apply for grant funding for one of the action steps listed above.

Parties Responsible for Supporting Implementation: All other members of the Transportation Initiative Group

Resources Needed: Funding, vehicles, local cash, technology, staff time

Potential Cost Range: \$100,000 - \$200,000 per year depending on which organizations apply for funds

Potential Funding Sources: ODOT 5310 Program, local funds for match

Performance Measures/Targets:

- 1.) Measure: Number of vehicles purchased
  - a. Target: Purchase at least one vehicle in Defiance County by 2020
- 2.) Measure: Amount of resources saved for providing transportation services
  - a. Target: Analyze how much money has been saved for organizations that apply and are awarded funding through ODOT.
- 3.) Measure: Number of trips provided
  - a. Target: Increase number of trips provided in Defiance County by 2020

### **PRIORITY POINTS: 57**

#### Goal #3:

**Continue to identify gaps in service and unmet transportation needs in Defiance County.**


*This goal addresses the need for more data from the Defiance County population about transportation needs and where gaps in service may exist.*

#### Strategy 3.1:

**Data about unmet transportation needs and where gaps in service may exist will be gathered through public surveys, public meetings/forums, stakeholder meetings and ultimately through the work of a Mobility Manager.**

Timeline for Implementation: This strategy will be ongoing as needed. A Mobility Manager will be hired for Defiance, Fulton, and Henry County by 2020.

Action Steps:

- 1.) Hire a regional Mobility Manager. 
- 2.) Conduct public surveys about transportation needs
- 3.) Hold public forums/meetings to gather additional input
- 4.) Continue meetings of the Transportation Initiative group to bring together current transportation providers and discuss where needs may exist. These meetings will also bring together social service agencies that can describe needs from their client's perspective.

Parties Responsible for Leading Implementation: United Way of Defiance County, Northwestern Ohio Community Action Commission, Maumee Valley Planning Organization

Parties Responsible for Supporting Implementation: All members of the Transportation Initiative Group

Resources Needed: Funding, staff time, publications or printing, building space, volunteer support, and local cash

Potential Cost Range: \$60,000 - \$70,000 per year

Potential Funding Sources: ODOT 5310 Program, local cash for match funds

Performance Measures/Targets:

- 1.) Measure: Number of Transportation Initiative group meetings
  - a. Target: Hold 3 meetings minimum each year beginning in calendar year 2018
- 2.) Measure: Number of public surveys
  - a. Target: Conduct at least 1 public survey every 2 years
- 3.) Measure: Number of public meetings held
  - a. Target: Hold at least 1 public meeting every 2 years to continue gathering data on transportation needs in Defiance County

## **PRIORITY POINTS: 56**

### **Goal #4:**

**Increase public knowledge of available transportation options in Defiance County and enhance cooperation and knowledge-sharing between existing transportation providers.**


*This goal addresses the need for more education and awareness of existing transportation options available to Defiance County residents and also the need for knowledge-sharing to occur between organizations that provide transportation in the County.*

### **Strategy 4.1:**

**The public will be educated about transportation options and cooperation and knowledge-sharing of transportation providers will be done through the work of a Mobility Manager in Defiance County.**

Timeline for Implementation: Defiance County will work with Fulton and Henry County to hire and retain a Regional Mobility Manager through ODOT's Mobility Management program during calendar year 2020.

Action Steps:

- 1.) Hire a Mobility Manager for the region who will help educate the public 
- 2.) Produce resources for the public, such as brochures, to inform residents about available transportation options
- 3.) Gather data from ODOT and other agencies about transportation options available

Parties Responsible for Leading Implementation: Northwestern Ohio Community Action Commission, United Way of Defiance County, Maumee Valley Planning Organization

Parties Responsible for Supporting Implementation: United Way of Defiance County, Maumee Valley Planning Organization, Northwestern Ohio Community Action Commission

Resources Needed: Staff time, funding, publications or printings, and local cash

Potential Cost Range: \$60,000 - \$70,000 per year

Potential Funding Sources: ODOT 5310 Program, local cash for match funds

Performance Measures/Targets:

- 1.) Measure: Number of educational resources developed for the public
  - a. Target: Create an educational brochure detailing what transportation options currently exist in Defiance County by 2020
- 2.) Measure: Number of public forums held to educate the public
  - a. Target: Hold 1 public meeting every 2 years beginning in calendar year 2018 to educate the public about available transportation options
- 3.) Measure: Number of agencies contacted to obtain information about available transportation and program eligibility requirements
  - a. Target: Contact all transportation providing agencies by 2020 to gather data about existing transportation programs

***PRIORITY POINTS: 53***

## VI. Plan Adoption

In order to adopt the Coordinated Transportation Plan, an affirmative vote of the majority of the Transportation Initiative Group is needed, which can be done either in person or via email. Each organization represented in the Group receives one vote. The 2017 Coordinated Transportation Plan was adopted through an email vote on Friday, May 12, 2017 by a majority of the organizations that make up the Transportation Initiative Task Force Group. Public input was sought and received prior to the adoption of the Plan through the help of the social services agencies in the area. Copies of the draft Coordinated Plan were provided to all the social 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. When the adopted Plan was placed on the new template required by the Ohio Department of Transportation, another opportunity to comment was provided to the public through a public meeting. Copies of the draft plan were made available at the meeting along with comment forms for the public's use. The Coordinated Plan will undergo annual reviews, with amendments being made as needed, and a full Plan update will be completed every 5 years.

## Appendix A: List of Planning Committee Participants

The Transportation Initiative Task Force Group, which is the planning committee for coordinated transportation, consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the planning committee is available upon request by contacting Carrie Wetstein, United Way of Defiance County.

### Agency Representation

Name	Agency
Aaron Keller	K&P Medical Transport
Adam Wagner	K&P Medical Transport
Bryan Keller	Keller Logistics/K&P Medical Transport
Caren Bauer	New Home Development
Carrie Wetstein	United Way of Defiance County
Chad Peter	Mercy Hospital
Dan Peck	K&P Medical Transport
Deb Gerken	Northwestern Ohio Community Action Commission
Ellen Smith	Maumee Valley Planning Organization
Faith Smith	Mercy Hospital
Gary Cates	Promedica
Hicksville Community Service Center	HCSC
Jane Crabtree	Jobs and Family Services
Jeff Hahn	Raven's Care
Julie Yarocho	Promedica
Katye Katterheinrich	Raven's Care
Ken Bond	Recovery Services of NW Ohio
Michelle Waggoner	Community Memorial Hospital
Tim Bower	Board of Developmental Disabilities
Ruth Peck	Recovery Services of NW Ohio
Ryan Mack	Defiance County Commissioners
Savanna Weber	United Way of Defiance County
Tanya Bruner	Veteran's Affairs
Tina Hiler	Senior Services

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, the United Way of Defiance County and other planning committee members also conducted a wide variety of activities designed to increase involvement of community stakeholders in identifying community resources, addressing community needs, and setting goals and priorities. More information about the efforts that occurred is available upon request. To request additional information please contact: Carrie Wetstein, United Way of Defiance County, 419.784.3510, [uwexec@defnet.com](mailto:uwexec@defnet.com).

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

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

Carrie Westein

United Way of Defiance County

419.784.3510

[uwexec@defnet.com](mailto:uwexec@defnet.com)

### Annual Reviews

#### **2018 Annual Review**

For the 2018 Annual Review of the Defiance County Coordinated Plan, all demographic data was updated. In addition, slight changes were made to the available services as some that were included in the original version of the plan no longer exist. The goals were reviewed and reordered to better match the order of prioritized needs. In addition, some of the descriptions of the goals were reworded to better explain the efforts of Defiance County in working towards regionalization of a mobility manager and coordinated transportation with Henry and Fulton Counties. The Defiance County Transportation Initiative met and approved the 2018 updates included in the plan.

#### **Annual Review Information**

If the Lead Agency and Planning Committee determine that a formal amendment is not needed, the Lead Agency will make the appropriate changes to the Coordinated Plan on an annual basis. In Appendix B of the Coordinated Plan the Lead Agency will summarize what was discussed at the meeting, and provide a brief summary of the changes that were made to the plan. A corrected copy of the plan, will be sent to all Planning Committee members. This may be done electronically. Lead Agencies will provide a copy of the updated plan, and a completed copy of the Appendix Checklist for Annual Reviews Form (available in the Coordinated Plan Toolbox) to ODOT. This Appendix checklist does not have to be included in the Coordinated Plan as an attachment, but must be submitted to ODOT. The actual documentation of stakeholder involvement and data collection verified in the Checklist must be maintained by the Lead Agency and made available to ODOT upon request. The documentation to be maintained by the Lead Agency should include:

- Any notices sent to stakeholders that an annual review of the plan is occurring, with documentation of the date when the notices were distributed.

- Meeting minutes or notes, including attendance, of any meetings where the annual review took place.
- Documentation of date, location, meeting format, and attendance of any public hearing or comment period for the plan for the purposes of an annual review as well as any amendments that were proposed in response to the public hearing and comment period.
- Documentation of the stakeholders that were invited to participate in the review process.
- Evidence of the stakeholders' approval of the annual review.

## Amendment

As the Defiance County Coordinated Transportation Plan was adopted in May 2017, no amendment has yet been made to the Plan. However, following Plan approval, the process for amending the Plan when needed will take place as follows:

If the planning committee determines that a formal plan amendment is needed, all of the following steps must be accomplished. The amendment process must include an opportunity for input from plan participants, but does not require general public outreach or engagement.

1. The Lead Agency will provide to all Planning Committee members, not just those present at the planning meeting a summary of the proposed amendment. This may be done electronically. This summary must include:

- a. A summary of the changes requested
- b. Rationale of why the changes are needed
- c. Potential impact of the changes

2. The Lead Agency will allow 30 days for comments. The Lead Agency may also submit comments. The lead agency is required to ensure that all comments received are shared with the other members of the planning committee.

3. The Lead Agency will request approvals or rejections of the plan amendment from the planning committee. Even though the planning committee may consist of more than one individual per agency, each agency will get a single vote for a plan amendment. If a majority of the responses received are to approve the amendment, the Lead Agency will consider the amendment approved.

4. Once the amendment is approved the Lead Agency will add an amendment to the plan, including:

- a. A summary of the amendment.
- b. Rationale for why the amendment was needed.
- c. Potential Impact of the amendment.
- d. Date Amendment was adopted and coordinated plan updated. Copies of the updated Coordinated Plan will be provided to all members of the Planning Committee and to ODOT. The Lead Agency will also provide ODOT a copy of the plan amendment checklist with the updated copy of the Coordinated Plan. The Lead Agency is not required to submit documentation of

items on the checklist- but is required to keep this documentation on file and provide it as requested.

It may be necessary to make changes to the Coordinated Plan outside of the annual review process. If the changes do not require a formal plan amendment, the Lead Agency may work with any directly impacted organizations to make the appropriate changes to the plan. After the appropriate changes are made, the Lead Agency must share a copy of the coordinated plan with the rest of the planning committee. This may be done electronically. Examples of changes that may be updated in this fashion include: If the plan change requires a formal plan amendment. The Lead Agency must follow the formal plan amendment process listed above.

## Appendix C: Definitions

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

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

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

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

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

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

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

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

improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

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

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

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

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