Putnam County, Ohio

Putnam County Coordinated Public Transit-Human Services Transportation Plan

2018 - 2022

Putnam County Council on Aging, Inc.
For more information about this plan please contact Jodi Warnecke, Executive Director at 419-523-4121 or jwarnecke-pccoa@bright.net
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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for PUTNAM COUNTY. THE PLAN WAS INITIALLY DEVEOPED IN 2008 AND UPDATED IN 2015 AND 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 in PUTNAM 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 for local stakeholders to work collaboratively to do the following activities:

1. Identify all community resources including:

   Putnam County transportation stakeholders have faith in the existing network of transportation providers and support the concept of continuing to work together to improve mobility for older adults, individuals with disabilities and people with low incomes. Putnam County residents and transportation stakeholders realize the need for transportation options for individuals who do not qualify for a specific government programs because there is no public transportation in Putnam County. Transportation is available for the elderly and disabled as well as low income populations for certain purposes, but if an individual does not qualify under one of these funding sources there are limited options. Below is a quick summary of the main human service transportation providers within Putnam County:

   - Putnam County Council on Aging
   - Putnam County Office of Public Service
   - Putnam County Job and Family Services
   - Putnam County Veteran Services Commission
   - Area Agency on Aging 3 – Find A Ride
   - Brookhill Center

2. Identify and Prioritize community transportation needs

   The following community transportation needs were identified from information obtained from transportation outreach activities, which included a public meeting, focus groups and surveys with transportation providers/human service agencies, employers and the general public:

   - Continued cooperation amongst stakeholders,
   - More awareness of transportation options for the general public, elected officials and influencers of public opinion,
   - Need to sustain and expand services, vehicles and drivers for current transportation providers,

- More affordable on-demand transportation options,
- Rideshare options,
- Employment transportation for the developmentally disabled population,
- Explore contract transportation service options and/or fixed route transportation.
- Centralized location to access transportation information on available community transportation options,
- Need for larger wheelchair accessible vans,
- Further distance transportation options (Columbus, Cleveland, Toledo, etc.)
- Transportation for those under the age of 60 with no disability,
- Evening and weekend transportation (social, recreational, meetings, church, etc.),
- Transportation for individuals who don't meet eligibility requirements of current transportation providers.
- More outreach to outlying areas of the county,
- Funding to support transportation services.
- Funds for countywide transportation coordinator.
- Transportation Call Center

3. Establish a clear plan for achieving shared goals

   Many of the goals outlined in this plan coincide with the goals outlined in the previous plan update in 2015, but include updated goals and strategies for achieving progress. As a result of the information obtain in this update, the Hancock, Hardin, Wyandot and Putnam region will work together to achieve the following goals:
   - Seek to continue cooperation and communication among transportation stakeholders,
   - Increase knowledge of available transportation options among the general public and influencers of public opinion,
   - Provide operational funding options and to support and expand accessible transportation options, and
   - Continue to identify and fill gaps in transportation service and unmet needs.

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:

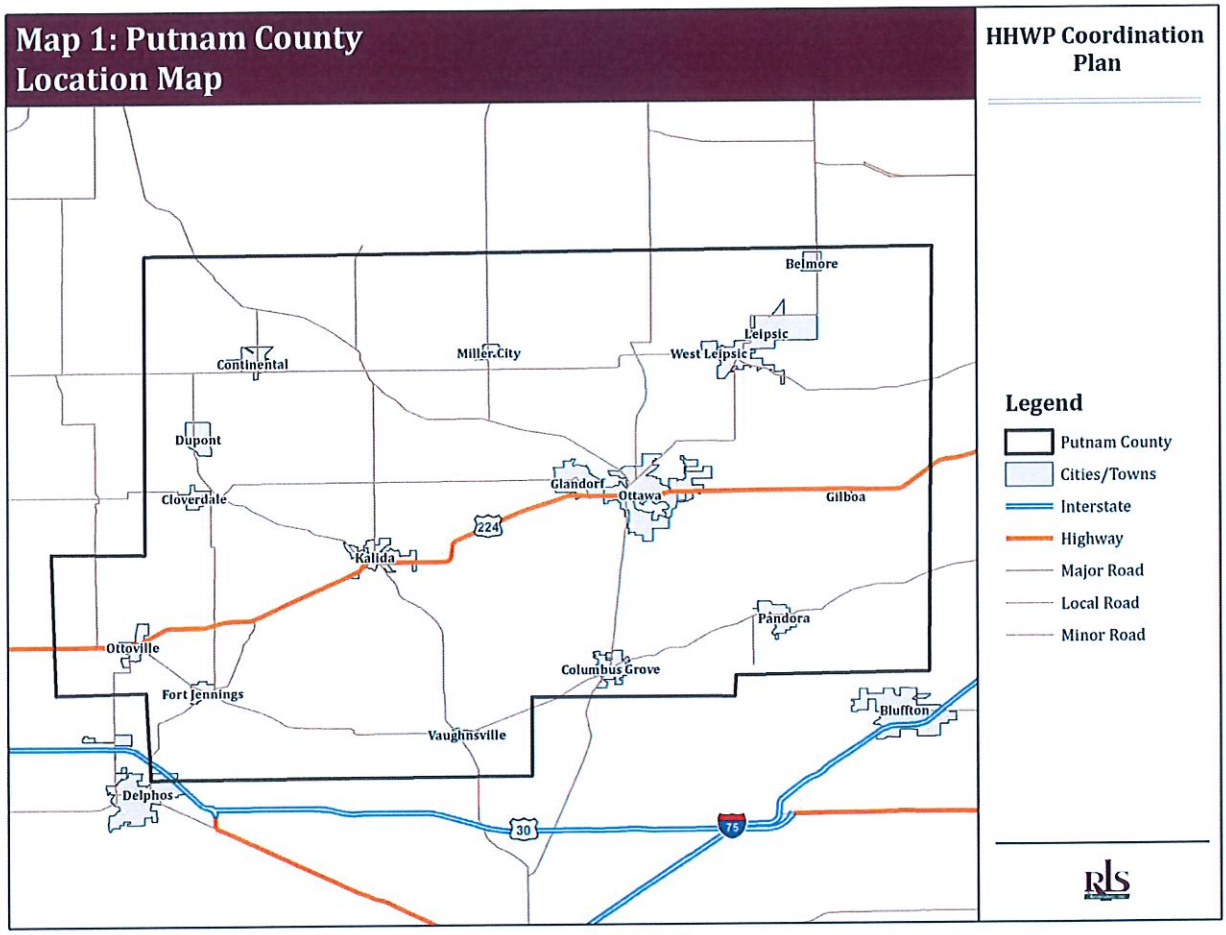
- Public and stakeholder input was gathered using community surveys, employer surveys, and transportation provider/human service agency surveys. The survey was implemented as a web-based application and paper copies were also available. The following number of surveys were returned:
    - 136 Community Surveys
    - 16 Employer Surveys
    - 19 Transportation Provider/Human Service Agency Surveys.
- A public meeting was held on August 29, 2017 at the Putnam County Library, 136 Putnam Parkway, Ottawa, where community members and transportation stakeholders were invited to attend. Below is a summary of the attendance:
    - 16 individuals attended the public meeting and 1 person identified themselves as an older adult.
- The Putnam County Council on Aging led two focus groups. The first focus group was held with developmental disabled individuals at Brookhill Center, 7989 St. Rt. 108, Ottawa, on August 16, 2017. The second focus group was with older adults and was held at "Coffee and Conversations" at Bloomer's Boutique and Coffee, 229 N. Main Street, Continental on August 21, 2017. Below is a summary of the attendance for both focus groups.
    - 12 individuals attended the developmentally disabled focus group.
        - 12 individuals identified they had a disability.
        - 8 individuals identified they were an older adults
        - 8 individuals identified they were low income.
    - 7 individuals attended the older adult focus group.
        - 6 individuals identified themselves as an older adult.
        - 2 individuals identified they had a disability.

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

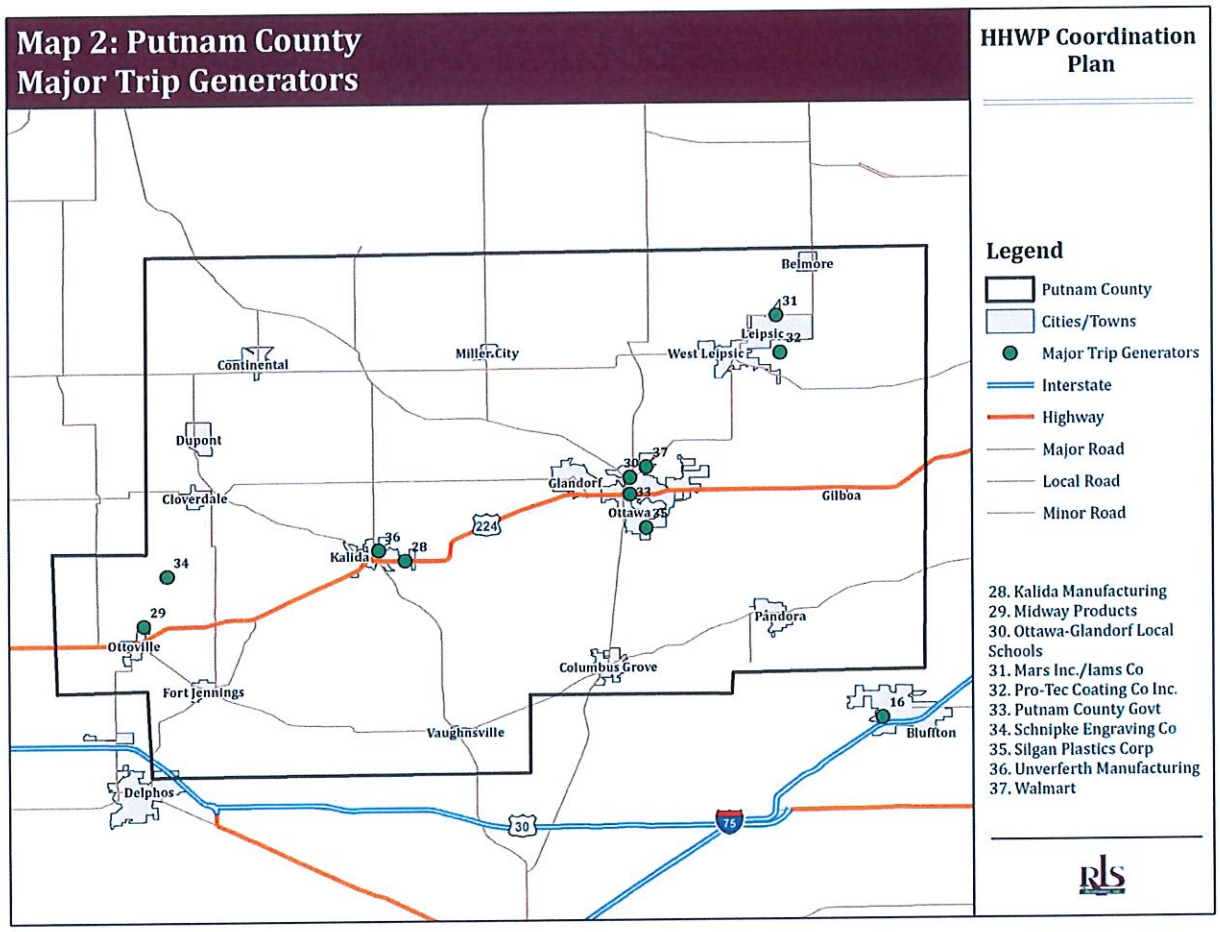
I. Geographic Area

Putnam County has a total area of 484 square miles and is located in the north-west portion of Ohio, bordered by Henry and Defiance Counties to the north, Hancock County to the east, Allen County to the south, and Paulding and Van Wert Counties to the west. The county seat and largest village is Ottawa with a population of approximately 4,400 according to the ACS. Leipsic and Columbus Grove are the next largest villages within the county.

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



Map 2: Major trip generators in the geographic area



II. Population Demographics

Population demographics of the planning area are considered when developing coordinated transportation priorities because they help planners to understand potential demand for transportation as well as need. The following charts outline the demographic and Limited English Proficiency (LEP) characteristics of the county.

Total population of Putnam County has declined since 2015 and is projected to continue with this trend through 2035.

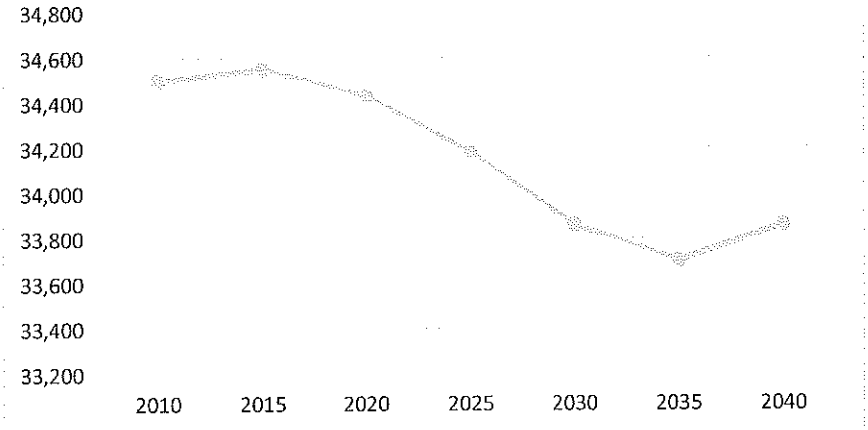
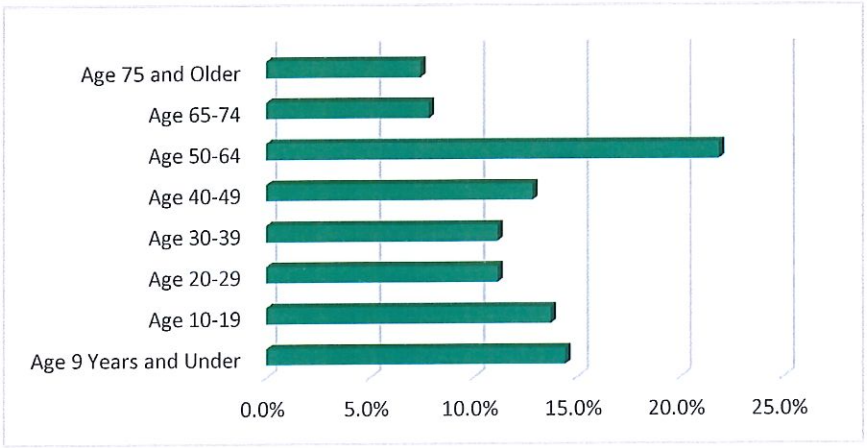


Chart 1: Total Population Current and Projected for Five Years

Source: Ohio Development Services Agency, 2013

Approximately 15 percent of the population of Putnam County is age 65 or older. This is the second smallest older adult population percentage in the four-county region. More than 18 percent of the population is between ages 50 and 64.

Chart 2: Total Population by Age Group



Source: American Community Survey, 2015

Approximately 93 percent of the population in Putnam County is White. Hispanic or Latino is the second most populous race in the county.

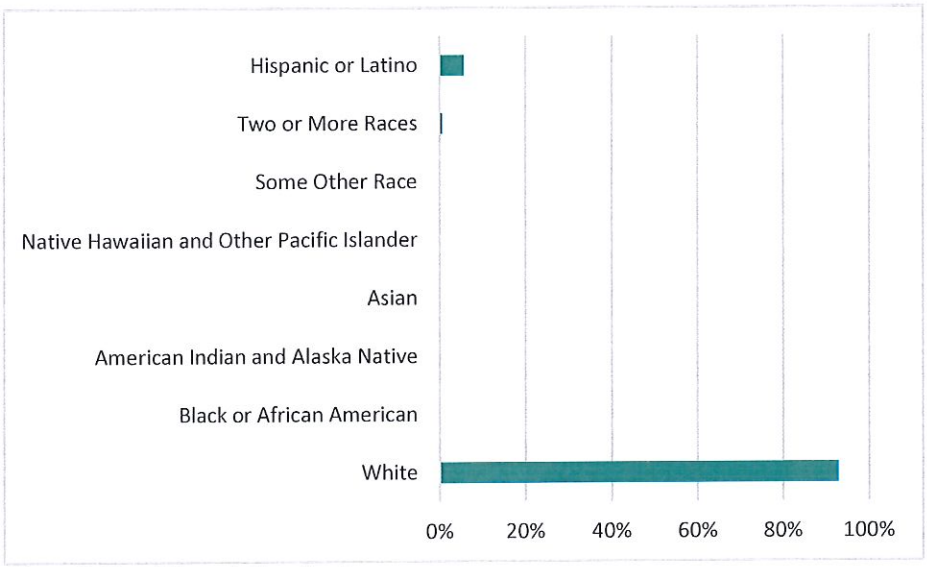
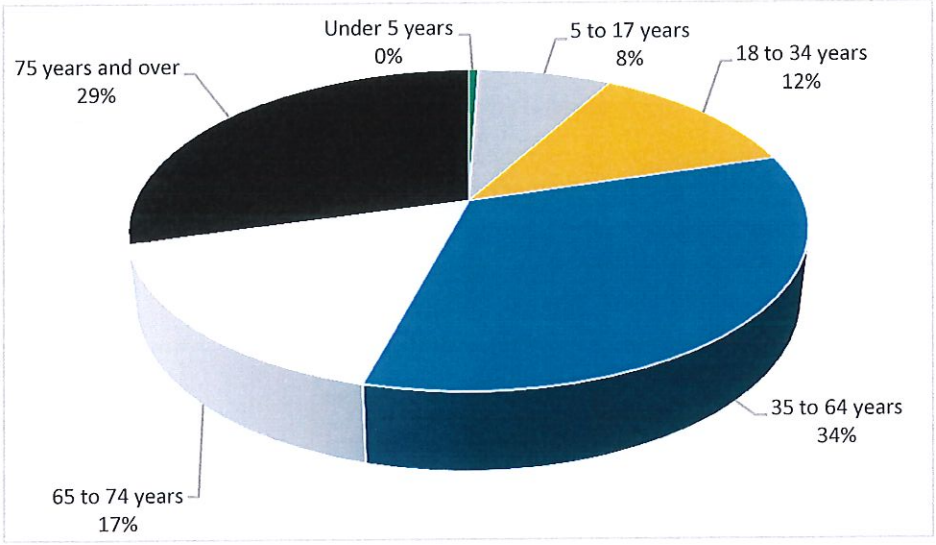


Chart 3: Total Population by Race

Source: American Community Survey, 2015

Forty-six (46) percent of the population with disabilities is age 65 or older. Another 34 percent of individuals with disabilities is between the ages of 35 and 64.

Chart 4: Number and percentage of people with disabilities



Source: American Community Survey, 2015

Putnam County has the lowest percentage of households below the poverty level in the four-county region. Approximately 5.5 percent (721) of households are below poverty.

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

Geography	Total Households	Households Below Poverty; Last 12 Months	Percent of Households Below Poverty
Hancock County	31083	3938	12.7%
Hardin County	11540	1858	16.1%
Putnam County	13049	721	5.5%
Wyandot County	9327	1190	12.8%

Source: American Community Survey, 2015

Similarly, 5.8 percent (1,966) of the County's population has incomes below the poverty level. Again, this is the lowest poverty rate of the four-county region.

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

Geography	Total Population	Population Below Poverty	Percent of County Population that is Below Poverty
Hancock County	73,294	10,221	13.90%
Hardin County	29,402	5,491	18.70%

Putnam County	33,880	1,966	5.80%
Wyandot County	22,084	2,601	11.80%

Source: American Community Survey, 2015

Less than one percent (162) of the population speaks English less than very well. Of those people with limited English proficiency, Spanish or Spanish Creole is the most common language.

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

Geography	County Population Age 5 and Over	Individuals with Limited English Proficiency	Percent of County Population with Limited English Proficiency
Hancock	70,843	460	0.6%
Hardin	29,773	107	0.4%
Putnam	31,839	162	0.5%
Wyandot	21,122	207	1.0%

Source: American Community Survey, 2015

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 Putnam County and across county lines.

The lead agency identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as being appropriate stakeholders.

Stakeholders were invited to a public meeting to discuss community unmet needs and opportunities, and were also encouraged to complete a transportation provider/human service organization survey. The purpose of the survey was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities. The surveys were designed for transportation providers, government and non-profit organizations and funders. Survey questions were intended to collect information on available services and unmet transportation needs. The survey was implemented as a web-based application and paper copies were also available.

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

Inventory of Transportation Providers

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

Below is a list of organizations that either completed a survey and/or attended the stakeholder public meeting:

ADAMHS Board
American Cancer Society
Area Agency on Aging 3
Brookhill Center
Cancer Assistance Program
Clymer Medical Transport, Inc.
Crime Victim Services
HHWP Community Action Commission (Hancock Area Transportation Services (HATS)
Hilty Memorial Home
Innovative Support Services (ISS)
Leipsic First Christian Church
Meadows of Leipsic
Meadows of Ottawa

Ottawa Presbyterian Church
Putnam County Board of Developmental Disabilities
Putnam County Council on Aging, Inc.
Putnam County Educational Service Center
Putnam County Health Department
Putnam County Home Care and Hospice
Putnam County Job and Family Services
Putnam County Office of Public Safety
Putnam County Veteran Services Commission
RMS Ohio
Salvation Army
St. Rita's Medical Center
Village of Fort Jennings

The following information is based upon the tabulations from the survey and interview database. A total of 20 organizations provided information about their services. Summaries of organizations that directly operate and/or purchase transportation for consumers are listed in Section A. Organizations that refer people to available transportation services are listed in Section B.

Section A: Organizations that directly operate, administer, and/or purchase transportation

Putnam County Council on Aging, Inc.

The Putnam County Council on Aging, Inc. (PCCOA) is a private, non-profit organization that provides services to Putnam County residents, age 60 and better in order to help them remain independent in their own home. Services include: transportation, chore assistance, outreach by a licensed social worker, fall prevention classes, a medical equipment loan closet, telephone reassurance, caregiver support and information and referral services. The PCCOA provides demand response door through door transportation services to Putnam County residents who are 60 and older. Transportation is provided from private residences, assisted living facilities, and senior living apartments. The PCCOA has six wheelchair accessible vehicles and three agency cars/SUV. All services provided by the PCCOA are offered free of charge regardless of income. However, donations are graciously accepted. Suggested donations for transportation services is as follows:

- $5.00 to $10.00 for in county trips.
- $10.00 to $20.00 for brief out of county trips.
- $20.00 to $25.00 for extended out of county trips.

The PCCOA provides transportation services during its normal office hours of 8:00 am to 4:30 pm., Monday through Friday. Transportation for medical appointments is priority and is offered to the following counties: Allen, Defiance, Hancock, Henry, Paulding, Putnam and Van Wert. Transportation for personal business and essential errands is offered within Putnam County.

In 2016, the PCCOA provided 9,819 total trips to 4,500 riders for 315 unduplicated clients. The PCCOA Transportation Program is primarily funded by a local property tax levy. Additional funding includes United Way, PASSPORT, passenger donations, fundraising and other private donations.

Putnam County Office of Public Safety

The Putnam County Office of Public Safety (PCOPS) is a department within Putnam County government. The PCOPS provides health care and both emergency and non-emergency transportation services anytime and anywhere within Putnam County, and will also travel out of the county. The PCOPS provides ambulette and demand response transportation to Putnam County residents in need of these non-emergency services with 3 wheelchair accessible vehicles and 2 cars/SUV. Medicaid covers the cost of the trip for many passengers. Those who do not qualify for Medicaid are charged a base fee of $30.00, plus $1.65 per mile. Drivers provide door through door transportation services and assist with packages if needed. Almost all trips provided are non-emergency medical trips; however, some grocery and pharmacy trips as well as trips for court appointed sessions are provided to individuals under 60. Personal care attendants are provided upon request and passengers are allowed to bring their own as well. The PCOPS also provides referral information about other Putnam County transportation providers.

The Veteran Services Commission of Putnam County

The Veteran Services Commission of Putnam County is a county agency which provides aid to veterans in need. The Veteran Services Commission provides reimbursement for transportation to VA medical centers for VA approved scheduled appointments at a rate of $0.55 per mile for veterans who drive themselves to appointments and at a rate of $0.65 per mile for friends or family members who transport veterans to appointments. Any veteran of Putnam County who was discharged honorably, general under honorable conditions and other than honorable conditions (service connected and case by case basis) is eligible for assistance. The office hours of the Veteran Service Commission is Monday through Friday from 8:30 am to 4:30 pm.

The Putnam County Cancer Assistance Program

The Putnam County Cancer Assistance Program (CAP) is a private, non-profit organization that is funded through donations, memorials, the United Way and an annual auction. The CAP was established to reduce some of the financial burden of cancer treatments by providing reimbursement for the following:

- Prescription expenses related to treatment
- Mileage to and from treatments and for testing related to cancer
- Supplies associated with having cancer such as nutritional supplements, wigs and medical supplies
- Financial assistance for associated co-pays.

The only eligibility for assistance is that you must be a Putnam County cancer patient. There are no income guidelines for assistance.

Putnam County Job and Family Services

The Putnam County Job and Family Services (JFS) is a part of the county government and provides social services, job training, healthcare, nutrition, income assistance, transportation and referral services to Putnam County residents. Transportation services are offered for those Medicaid participants who are in need of a ride to a medical appointment. Participants who are only Medicaid are also given rides to their medical provider if they do not have a vehicle or a family member who can take them. JFS provides door through door transportation services for medical appointments. Hours of operation for transportation services are Monday through Thursday from 7:00 am to 4:30 pm. Transportation is provided in two agency owned vehicles by two part-time drivers. Transportation is available to the northwest Ohio area and Columbus. Clients receiving transportation services must be on a Medicaid-eligible program. There is no cost to the clients. Mileage reimbursement is also available to clients and their families or friends providing medical transportation for them. The reimbursement rate is $0.40 per mile. In 2016, JFS provided 858 trips for medical appointments.

Hilty Memorial Home

Hilty Home is a private, non-profit, senior care facility offering nursing home services, assisted living, rehabilitation and dementia care services. Hilty Home transports residents to and from the facility to medical providers, outside the facility for special events and to dialysis appointments using a wheelchair accessible bus and van. The on-site transportation coordinator accompanies all residents to their scheduled appointments. Hilty Home provides door through door transportation from 8:00 am to 6:00 pm Monday through Friday at no cost to the client. Hilty Home owns one 15 passenger wheelchair accessible bus for social outings and a wheelchair accessible minivan to take clients to appointments

The Meadows of Leipsic

The Meadows of Leipsic is a skilled nursing and rehabilitation center as well as an assisted living center. Transportation is provided to individuals that live at their campus to and from medical appointments. Transportation is provided directly by the agency to only skilled nursing and private pay clients using one 15-passenger, wheelchair accessible vehicle. Times and days of the week for the directly provided trips are flexible based on client's needs. The Meadows of Leipsic will transport to Allen, Hancock, Henry and Putnam Counties. On occasion trips to other areas will be approved. Trips for all other clients are provided utilizing other area transportation providers. The Putnam County Council on Aging provides trips for assisted living clients and the Office of Public Safety provides trips for Medicaid eligible clients.

The Meadows of Ottawa

The Meadows of Ottawa is a skilled nursing and rehabilitation center as well as an assisted living center. Transportation is provided to their residents for medical appointments as well as for social engagements when possible. The agency owns 4 total vehicles. The transportation services are available 60 hours per week, Monday through Friday. Times are flexible based on client's needs. For clients requiring a stretcher, the Putnam County Office of Public Safety provides the trips. The Putnam County Council on Aging provides trips to assisted living clients.

Brookhill Center

Brookhill Center provides a wide range of services to both children and adults who have developmental disabilities. Transportation is provided, free of charge, to individuals attending one of the day services at the Center or Brookhill Industries. For those individuals who work in the community, the County Board of DD will assist in providing transportation if the individual has no other means of transportation and if the work schedule is compatible with the transportation schedule. There will be a fee for this type of transportation. Trips are provided from 9:00 am to 3:00 pm Monday through Friday. Transportation routes are ran in conjunction with the day programming hours. Trips are also provided through subcontracts with other agencies.

Clymer Medical Transport

Clymer Medical Transport is a private, for-profit organization providing medical transportation in Hancock, Allen, Putnam, Hardin, Shelby, Logan, Van Wert, Preble and Darke counties. Transportation provided is door through door, demand response services and is only provided on a contractual basis through the Area Agency on Aging 3, Catholic Social Services, and the Care Coordination Program. Passengers must meet eligibility requirements of these programs before they would be referred for this service. Clymer Medical Transport accepts private pay clients. Referrals are not necessary to use the services. Clymer's does not accept Medicaid or Medicare.

American Cancer Society –Road to Recovery

The American Cancer Society is a private, non-profit organization. The American Cancer Society's Road to Recovery is a program utilizes volunteer drivers to take patients to their cancer treatments and back home. Patients must be ambulatory, or must bring a caregiver along to help get in and out of the vehicle. Rides through Road to Recovery are only available to cancer patients going to cancer related appointments. Rides are provided by volunteers, so the days and hours of services are based on volunteer availability. Road to Recovery is available within Putnam County and to the surrounding areas. There is no client cost for these trips.

Hancock Area Transportation Services (Hancock Area Transportation Services -HATS)

Hancock Area Transportation Services (HATS) is a department of the HHWP Community Action Commission, and is a Section 5311 rural public transportation system for Hancock County. THE HHWP Community Action Commission (the CAC) is a private, non-profit organization and is the designated grantee for HATS. As such, the CAC is responsible for the general oversight and HATS handles the day to day operations. While the CAC provides many services to Hancock, Hardin, Wyandot and Putnam counties, HATS is only a public transportation provider for Hancock County. HATS provides low-cost, demand response transportation to anyone within Hancock County and for any purpose. There are no service eligibility requirements for passengers. The fare structure is $1.50 per city trip, $2.50 per county trip and ½ price fair for elderly and disabled. HATS operates from 7:15 a.m. to 9:45 p.m. Monday through Friday and from 7:15 a.m. to 4:45 p.m. on Saturdays. The fleet consists of 20 vehicles, of which only 3 are not wheelchair accessible. While HATS currently only operates in Hancock County, they would be open to establishing contracts for transportation services in the surrounding areas.

Innovative Support Services (ISS)
ISS is a private, for-profit organization that provides home health, residential care, social services and transportation throughout Ohio. Services are provided 24/7. Transportation is a part of the daily services offered to ISS clients. Waiver dollars are used to pay for transportation services and Medicaid reimbursements are the main source of revenue.

RMS of Ohio
RMS of Ohio is comprised of privately owned, for-profit, human service organizations that are licensed and certified by the State of Ohio. A broad range of services are provided to people with disabilities so they can live independently, maintain gainful employment and participate in meaningful activities. Services include residential care, recreational/social activities, adult day programming and transportation. Office hours are Monday through Friday from 8:00 am to 4:00 pm, but services are offered 24/7. Services are available in Allen, Auglaize, Putnam and Van Wert Counties. In order to be eligible for services, you must have a disability and have a waiver to pay for services unless you are paying privately. Transportation is only provided to residential and day programming clients.

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

Area Agency on Aging 3

The Area Agency on Aging 3 (AAA3) is a private, non-profit organization providing social services and referral information to seniors in a seven county area. The counties receiving services from the AAA3 are Allen, Auglaize, Hancock, Hardin, Putnam, Mercer and Van Wert. The mobility manager for all seven counties is an employee of the AAA3. A Transportation Call Center is also hosted by the AAA3. Call Center staff will work with all callers to determine available community transportation options to meet their expressed transportation need. Transportation may be arranged for individuals who are 60 plus or who have a disability through the Find A Ride Program. Anyone can call for an assessment of transportation options. Transportation can be provided at any time as long as a transportation company or volunteer is available to provide the service. Office hours are from 7:00 am to 5:30 pm, Monday through Friday. There is no charge for transportation services, but donations are accepted.

The Putnam County Health Department

The Putnam County Health Department provides public health services, including nursing services to residents of Putnam County. In addition, they provide environmental health and health education services and aid in making referrals to community agencies. The Health Department does not provide transportation but does make referrals for transportation services.

Salvation Army

The Salvation Army is a public religious and charitable organization that provides financial and utility assistance within Putnam County. Office hours are on Wednesday's from 9:00 am to 2:00 pm. The Salvation Army does not directly provide transportation but does make referrals for transportation services. When funds are available, the Salvation Army does reimburse clients for providing their own transportation. In 2016, $250 was spent on client transportation reimbursement.

Leipsic First Christian Church

The Leipsic First Christian Church is a non-profit religious organization that serves the Leipsic, Ohio and surrounding community. The Leipsic Christian Church does not directly provide transportation but does make referrals for transportation services.

Ottawa Presbyterian Church

The Ottawa Presbyterian Church is a religious organization that serves the Ottawa, Ohio and surrounding community. Office hours are available Monday through Thursday from 9:00 am to 4:00 pm. Worship services are on Sunday's at 9:00 am. The church does have congregation members who occasionally volunteer to transport members to Sunday church services. Members also occasionally volunteer to transport members to their doctor appointments. Currently, the church has approximately 5 members who volunteer to assist with transportation.

Village of Fort Jennings

The Village of Fort Jennings does not currently provide any type of transportation to its residents.

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 15 organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Putnam County Council on Aging, Inc.
Transportation Service Type: Demand response, door through door.
Other Services Provided: Chore Assistance, Outreach, Fall Prevention Classes, Medical Equipment Loan Closet, Information and Referral, Caregiver Support and Telephone Reassurance.
Contact Information: 419-523-4121 or toll-free 1-800-589-8508
Hours: Monday through Friday from 8:00 am to 4:30 pm.
Service Area: Within Putnam County and to the surrounding counties of Allen, Defiance, Hancock, Henry, Paulding and Van Wert for medical appointments and within Putnam County for personal business and essential errands.
Eligibility Requirements: Putnam County resident, age 60 and better.
Web-site: www.putnamcouncilonaging.org

Agency Name: Putnam County Office of Public Safety
Transportation Service Type: Demand response, door to door.
Other Services Provided:
Contact Information: 419-538-7315
Hours: Monday through Friday from 8:30 am to 8:30 pm
Service Area: Putnam County
Eligibility Requirements: None
Web-site: www.pcops.org

Agency Name: Putnam County Veteran Services Commission
Transportation Service Type: Reimbursement of mileage to veteran or volunteer driver.
Other Services Provided:
Contact Information: 419-523-4478
Hours: Monday through Friday from 8:30 am to 4:30 pm.
Service Area: Putnam County
Eligibility Requirements: Veteran and/or family member.
Web-site: www.pcvsc.org

Agency Name: Cancer Assistance Program
Transportation Service Type: Mileage reimbursement.
Other Services Provided: Reimbursement for prescription expenses related to treatment, supplies associated with having cancer and co-pays.
Contact Information: 419-538-6482 or 419-235-6487
Hours: n/a
Service Area: Putnam County and to other areas for treatment
Eligibility Requirements: Putnam County cancer patient
Web-site: www.pccap.org

Agency Name: Putnam County Job and Family Services
Transportation Service Type: Demand response
Other Services Provided: Public assistance, social services, workforce development and child support enforcement
Contact Information: 419-538-0124
Hours: Monday through Thursday from 7:00 am to 4:30 pm and Friday's from 7:00 am to 12:00 pm
Service Area: Putnam County
Eligibility Requirements: Income
Web-site: www.putnamcountyjobandfamilyservices.org

Agency Name: Hilty Memorial Home
Transportation Service Type: Demand Response
Other Services Provided: Long-term care, short term rehabilitation, memory care, meals on wheels, preschool and child care

Contact Information: 419-384-3218
Hours: Monday through Friday from 8:00 am to 5:00 pm
Service Area: Putnam, Allen and Hancock Counties
Eligibility Requirements: Resident of the facility.
Web-site: www.mhcoliving.org

Agency Name: Meadows of Leipsic
Transportation Service Type: Demand response and group transportation
Other Services Provided: Long-term care, short term rehabilitation, assisted living and independent living.
Contact Information: 419-943-2103
Hours: Monday through Friday from 7:00 am to 5:00 pm
Service Area: Within city or town limits originating from Leipsic Campus and to other towns. (Example: Ottawa, Lima, Findlay, Bluffton)
Eligibility Requirements: Resident of facility.
Web-site: www.meadowsofleipsic.com

Agency Name: Meadows of Ottawa
Transportation Service Type: Demand response and group transportation
Other Services Provided: Long-term care, short term rehabilitation, assisted living and independent living.
Contact Information: 419-523-4092
Hours: Monday through Friday from 8:00 am to 5:00 pm
Service Area: Originate from Ottawa campus and then transport to multiple counties for doctor appointments.
Eligibility Requirements: Resident of facility.
Web-site: www.meadowsofottawa.com

Agency Name: Putnam County Board of Developmental Disability/Brookhill Center
Transportation Service Type: Demand response, door to door
Other Services Provided:
Contact Information: 419-876-3932
Hours: 8:00 am to 3:00 pm
Service Area: Putnam County
Eligibility Requirements: Disability
Web-site: www.brookhill@tds.net

Agency Name: Clymer Medical Transport
Transportation Service Type: Demand response, door through door.
Other Services Provided: Adult services, service and support administration and early intervention/Help Me Grow
Contact Information: 419-222-3786
Hours: Monday through Friday 4:00 am to 9:00 pm and Saturday and Sunday from 4:00 am to 5:00 pm (dialysis only/all others need volunteer)
Service Area: Allen, Auglaize, Champaign, Darke, Hancock, Hardin, Logan, Mercer, Miami, Preble, Putnam, Shelby, and Van Wert
Eligibility Requirements: None
Web-site: www.brookhillcenter.org

Agency Name: HHWP Community Action Commission (Hancock Area Transportation Services)
Transportation Service Type: Curb to Curb. Door to Door service is available f needed (must be requested when scheduling_
Other Services Provided: Emergency services, Head Start, Housing Development, IDA, Micro-Business Development, Ohio Benefit Bank, Weatherization and Energy Conservation and WIC
Contact Information: 419-423-3755
Hours: Monday through Friday from 7:15 am to 9:45 pm and Saturday's from 7:15 am to 4:30 pm
Service Area: Hancock County
Eligibility Requirements: None
Web-site: www.hhwpcac.org

Agency Name: Area Agency on Aging 3
Transportation Service Type: Pay for transportation through the Find A Ride Program through contracted transportation providers when no other options are available.
Other Services Provided: Beyond Driving with Dignity, health and wellness, home and living and nutrition.
Contact Information: 419-222-7723
Hours: Monday through Friday from 7:00 am to 5:30 pm
Service Area: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam and Van Wert Counties
Eligibility Requirements: Age, disability and/or income (dependent on program)
Web-site: www.aaa3.org

Agency Name: American Cancer Society
Transportation Service Type: Volunteer Drivers
Other Services Provided: Cancer assistance
Contact Information: 1-800-227-2345
Hours: Based on volunteer availability
Service Area: Putnam County and surrounding area
Eligibility Requirements: Cancer patient
Web-site: www.cancer.org

Agency Name: Innovative Support Services (ISS)
Transportation Service Type: On-Demand
Other Services Provided: Home health care, residential care, social services and transportation.
Contact Information: 419-615-8453
Hours: 24/7
Service Area: Ohio
Eligibility Requirements: none
Web-site: None

Agency Name: RMS of Ohio
Transportation Service Type: Demand Response
Other Services Provided: Residential care, recreational/social and adult day programming.
Contact Information: 419-222-8806
Hours: Services are provided 24/7 but office hours are Monday through Friday from 8:00 am to 4:00 pm
Service Area: Allen, Auglaize, Putnam and Van Wert
Eligibility Requirements: Disabled with waiver to pay for services unless private pay.
Web-site: www.teamrm.com

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

Table [1]: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients (Y/N)*
American Cancer Society	No	No	Private, Non-Profit	87	n/a	n/a
Area Agency on Aging 3	No	Yes	Private, Non-Profit	12,038 (all 7 counties) 435 (Putnam Co.)	n/a	n/a
Brookhill Center	Yes	No	Private, Non-Profit	1,000	n/a	Yes
Cancer Assistance Program	No	No	Private, Non-profit	n/a	n/a	n/a
Clymer's Medical Transport	Yes	No	Private, For profit	13,702	n/a	No
Hilty Home	Yes	No	Private, Non-profit	n/a	n/a	Yes
ISS	Yes	No	Private, For profit	unknown	n/a	yes
Meadows of Leipsic	Yes	No	Private, For profit	n/a	n/a	Yes
Meadows of Ottawa	Yes	No	Private, For profit	675	n/a	Yes
Putnam County Council on Aging	Yes	No	Private, Non-profit	9,819	7	No
Agency Name	Directly Operates Transportation	Purchases Transportation	Legal Authority (Private Non-	Number of Annual One-Way Passenger	Average Number Trip	Are Vehicles Only Available for

	(Yes/No)	from Another Agency (if Yes, Who?)	Profit, Private For-Profit, Public Non-Profit,)	Trips	Denials per Week	Human Service Agency Clients (Y/N)*
Putnam County Job and Family Services	Yes	No	Public	858	n/a	No
Putnam County Office of Public Safety	Yes	No	Public	1,092	n/a	No
Putnam County Veteran Services Commission	No	No	Public	n/a	n/a	n/a
RMS Ohio	Yes	No	Private, Non-profit	n/a	n/a	Yes
Hancock Area Transportation	Yes	No	Private, Non-Profit	40,170 (Hancock Co.)	12	No

* 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 [FIXED ROUTE, ADA PARATRANSIT, DEMAND RESPONSE, ON-DEMAND, AND HUMAN SERVICE AGENCY FIXED ROUTES]. 14 of the participating organizations provide services on weekdays. 3 operate

transportation on Saturdays and 2 on Sundays. Evening services after 5:00 pm are operated by 5 organizations. The following table depicts the transportation service characteristics by agency.

Table [2]: Transportation Service Characteristics

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
American Cancer Society	Demand Response	Mon-Sat 7:00 am-7:00 pm	No	Curb to Curb, Bring Own Care Attendant	Driving record checks and criminal background checks
Area Agency on Aging 3	Contract Services	Mon-Fri 7:00 am-5;30 pm	No	Door to Door, Door through Door, Curb to Curb, Bring Own Care Attendant	CPR, 1st Aid, Blood Borne Pathogens, Physicals, Defensive Driving, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
Brookhill Center	Demand Response	Mon-Fri 8:00 am-3:00 pm	Yes	Curb to Curb	CPR, 1st Aid, Blood Borne Pathogens, Physical, Defensive Driving, Passenger Assistance Techniques, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
Cancer Assistance Program	Mileage Reimbursement	n/a	No	n/a	n/a
Clymer's Medical Transport (Hancock County)	Demand Response	Mon-Fri 4:00 am-9:00 pm Sat & Sun 4:00 am–5:00 pm	Yes	Door through Door, Assist with Limited Packages, Bring Own Care Attendant	CPR, 1st Aid, Blood Borne Pathogens, Physicals, Defensive Driving, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
Agency Name	**Mode of Service**	**Days & Hours of Operation**	**Provides Medicaid-Eligible Trips**	**Level of Passenger Assistance Provided**	**Training Courses Required for Drivers**

			(Y/N)		
Hilty Home	On Demand	Mon-Fri 8:00 am-5:00 pm	Yes	Door through Door, Agency provides own personal care attendant	CPR, 1st Aid, Blood Borne Pathogens, Physical, Driving Record Check, Criminal Background Check, Drug and Alcohol Testing
ISS	On Demand	24/7	Yes	Door through Door, Agency provides own personal care attendant	CPR, 1st Aid, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
Meadows of Leipsic	Demand Response	Mon-Fri 7:00 am-5:00 pm	Yes	Door through Door, Door to Door, Curb to Curb, Assist with limited packages, agency provides and passenger can bring personal care attendant	Sensitivity to Aging, Passenger Assistance Techniques, Driving Record Check, Criminal Background Check, Drug and Alcohol Testing
Meadows of Ottawa	Demand Response	Mon-Fri 8:00 am-5:00 pm	Yes	Door through Door, Assist with unlimited number of packages, agency provides and passenger can bring personal care attendant	CPR, 1st Aid, Blood Borne Pathogens, Defensive Driving, Driving Record Checks, Criminal Background Checks
Agency Name	**Mode of Service**	**Days & Hours of Operation**	**Provides Medicaid-Eligible Trips (Y/N)**	**Level of Passenger Assistance Provided**	**Training Courses Required for Drivers**

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips (Y/N)	Level of Passenger Assistance Provided	Training Courses Required for Drivers
Putnam County Council on Aging	Demand Response	Mon-Fri 8:00 am-4:30 pm	No	Door through Door, Assist with unlimited number of packages, and passenger can bring personal care attendant	CPR, 1st Aid, Blood Borne Pathogens, Physicals, Defensive Driving, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
Putnam County Job and Family Services	Demand Response	Mon-Thurs 7:00 am-4:30 pm Fri 7:00 am-Noon	Yes	Door through Door, Door to Door	Driving Record Checks and Criminal Background Checks
Putnam County Office of Public Safety	Demand Response	Mon-Fri 8:30 am-8:30 pm	Yes	Door through Door, Door to Door, Curb to Curb, Assist passengers with limited number of packages, passengers can bring personal care attendant.	CPR, 1st Aid, Physical, Defensive Driving, Driving Record Check, Criminal Background Check, Drug and Alcohol Testing
Putnam County Veteran Services Commission	Mileage Reimbursement	Mon-Fri 8:30 am-4:30 pm	No	Door to Door, Door through Door, passenger can bring personal care attendant	n/a
RMS Ohio	Demand Response	Mon-Fri 8:00-4:00 Services 24/7	Yes	Door to Door, agency provides personal care attendant	CPR, 1st Aid, Blood Borne Pathogens, Physical, Defensive Driving, Driving Record Check, Criminal Background Check, Drug and Alcohol Testing
Hancock Area	Demand	Mon-Fri	Yes	Door through Door,	CPR, 1st Aid, Bloodborne

Transportation	Response	7:15 am-9:30 pm Sat 7:15 am-4:30 pm		Door to Door, Curb to Curb, Assist with limited number of packages, passengers can bring personal care attendant	Pathogens, Physicals, Defensive Driving, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing

Transportation-related expenses and revenues also differ by organization. Title III, 5310, 5311, PASSPORT, United Way, levy funds, county government appropriations, etc. are common revenue sources for transportation operators in Putnam County and in the Hancock, Hardin, Wyandot and Putnam region. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table [3]: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/ Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
American Cancer Society	No	No	30 Volunteer	n/a	Fundraising	n/a
Area Agency on Aging 3	No	Yes	n/a	1 Full-Time	Federal Transit Administration Older American Act	$400,289 for Find A Ride $583,000 for PASSPORT
Brookhill Center	No	n/a	3 Full-Time 4 Part-Time	1 Full-Time	Medicaid Reimbursement	$50,000
Cancer Assistance Program	No	n/a	n/a	n/a	Donations Fundraisers	n/a
Clymer's Medical Transport	$89 round trip and $45 one-way base trip plus $1.00 per empty mile over 10. Outside Lima, Findlay, Bellefontaine $2.00 per loaded mile over 10	No	10 Full-Time 14 Part-Time	1 Full-Time	Passenger Fees 3rd party revenues	$406,795
Hilty Home	No charge in town. $15/hour plus $0.535 per mile.	No	1 Full-Time	0	Medicaid Reimbursement	n/a
ISS	Waiver dollars	No	n/a	n/a	Medicaid Reimbursements	n/a
			Number of Full-	**Number of Full-Time &**	**Revenue Sources (most recent Fiscal**	

Agency Name	Fare Structure	Donations Accepted (Y/N)	Time & Part-Time Drivers	Part-Time Schedulers/ Dispatchers	Year)	Total Annual Transportation Expenses
Meadows of Leipsic	Yes	No	7 Part-Time	1 Part-Time	Passenger Fees	$20,000
Meadows of Ottawa	Yes	No	2 Full-Time 4 Part-Time 1 Volunteer	1 Full-Time	Passenger Fees	n/a
Putnam County Council on Aging	No	Yes	1 Full-Time 13 Part-Time	1 Full-Time	Levy Funds, PASSPORT, United Way, Donations	$313,652
Putnam County Job and Family Services	No	No	2 P7 Part-Time	n/a	Medicaid Reimbursements	$85,648
Putnam County Office of Public Safety	$30 each way plus $1.65 per mile	No	7 Part-Time	1 Full-Time	County government appropriations and Medicaid Reimbursements	$45,500
Putnam County Veteran Services Commission	No	n/a	2 Volunteer	n/a	County government appropriations	$72,071
RMS Ohio	Waiver Dollars	No	19 Full-Time 7 Part-Time	0	Medicaid Reimbursements	n/a
Hancock Area Transportation	$1.50 per city trip $2.50 per county trip ½ price fares for elderly and disabled.	Yes	6 Full-Time 34 Part-Time	4 Full-Time 2 Part-Time	Grants from Federal Transit Administration, Fares, passenger revenues, 3rd party payers, United Way, ODOT	$1,034,432

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

Table [4]: Alternative/ Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Gohio Commute	Online and App	None	Rideshare	Ohio

Gohio Commute is a ride planning, matching and logging tool. This interactive platform provides you the information you need to make smart choices that can save you money, improve your health, and enhance air quality. You can also connect with nearby commuters to share your ride. Gohio Commute is a smarter way to get from Point A to Point B. The Area Agency on Aging 3 in our region oversees this program and is in the beginning phase of marketing the program.

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

Table [5]: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
1st Aid, CPR and Blood Borne Pathogens	American Red Cross, YMCA, Leipsic Community Center	$50-$70	Each agency schedules as needed.	Putnam
Physicals	Occupational Health Individual physicians	$50-$70	Each agency schedules as needed.	Putnam and surrounding counties
Drug and Alcohol Testing	Occupational Health	$40 Pre $55 Random $25 Breath Alcohol	Each agency schedules own tests.	Putnam and surrounding counties
Defensive Driving	Online through Safety Council or Lima Allen Chamber or Commerce	$30 online $85 classroom	Each agency schedules own drivers.	Anywhere - Online
Criminal Background Checks	Putnam Co. Educational Service Center and Putnam County Sheriff's Department	$66 for both BCI And FBI	Each individual agency schedules as needed.	Putnam
Driving Record Checks	Insurance Company	No cost	Each individual agency uses own agent.	Putnam
Passenger Assistance and Sensitivity to Aging (DRIVE Training)	Council on Aging and HATS has trained drivers.	Minimal Cost ($20-$25)	When agency schedules their own class.	Putnam

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

Table [6]: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
American Cancer Society	Service Match	No	n/a	No
Area Agency on Aging 3	Assisted Rides	No	n/a	No
Clymer's Medical Transport	n/a	No	n/a	Yes
Hancock Area Transportation (HATS)	Route Match	Yes	Route Match	No

Assessment of Community Support for Transit

Over the last several years, the Putnam County Transportation Committee has brought together community stakeholders to work together to improve transportation options within the community. The cooperation and communication amongst area stakeholders is a vital piece for improving mobility and addressing unmet transportation needs within the county, especially since Putnam County has no public transportation system. A big component of the transportation committee is to create awareness of available transportation options. The committee has created a Transportation Resource Guide that was distribute throughout the community. Approximately 500 guides have been distributed within the last year. The committee has also developed client stores and ridership reports to bring awareness about transportation services within the county. The Putnam County Transportation Committee continues to meet every two to three months to work together in meeting the transportation needs of the county.

Safety

Transportation plays a key role in disaster preparedness, response and recovery. Several Putnam County transportation providers take part in the county's Emergency Disaster Preparedness Plan and are able to assist in times of disaster or evacuation. Examples of how local transportation providers collaborate with local emergency management may include, but not be limited to assist in evacuations, transport emergency responders, store emergency vehicles at their facilities, serve on disaster preparedness committee, serve as disaster shelters, etc.

In addition, safe and reliable transportation is a high priority for all Putnam County transportation providers. In order to ensure safety, the majority of Putnam County transportation providers have the following minimum requirements for drivers and driver training, which includes:

- 1st Aid and CPR
- Defensive Driving
- DRIVE Training
- Drug and Alcohol Testing
- Driving Record Checks
- Criminal Background Checks
- Physical
- Blood Borne Pathogens

Vehicles

Participants in the planning process listed a combined total of 23 vehicles serving Putnam County. Approximately 15 vehicles (65%) are wheelchair accessible. The majority of transportation providers have multiple wheelchair accessible vehicles in their fleet. Only one transportation provider does not have a wheelchair accessible vehicle. However, given the demand for wheelchair accessible vehicles and the fact that wheelchair accessible vehicles are utilized frequently for long-distance trips to the surrounding counties and for further distance trips such as Columbus, Cleveland, Toledo, etc., the current accessible vehicles may be insufficient to meet the needs of individuals with disabilities and older adults. In addition, 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.

All agencies were asked to provide a vehicle inventory list for the plan update. The vehicle inventory table is listed below.

Table [7]: Vehicle Utilization Table

Veh #	Make	Model	Year	Vin #	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
Enter Agency Name: Putnam County Council on Aging, Inc.											
Van 1	Ford	E-350	2011	1FTDS3EL 7BDA22864	8	2	M-F	8:00-4:30	3	Transportation	Putnam
Van 2	Dodge	Grand Caravan	2012	2C4RDGB 6CR254577	3	1	M-F	8:00-4:30	4	Transportation	Putnam
Van 3	Ford	E-350	2004	1FTNE24W 24HA49838	8	2	M-F	8:00-4:30	3	Transportation	Putnam
Van 4	MVI	MV1	2014	57WMD1A6 XEM100598	3	1	M-F	8:00-4:30	5	Transportation	Putnam
Van 5	Ford	E-350	2017	1FDEE3FS0 HDC60934	8	2	M-F	8:00-4:30	5	Transportation	Putnam
Van 6	Dodge	Grand Caravan	2014	2C7WDGBG 4ER319564	3	1	M-F	8:00-4:30	5	Transportation	Putnam
06	Chevy	Impala	2006	2G1WT58K 269173658	4	0	M-F	8:00-4:30	2	Transportation	Putnam
07	Mercury	Grand Marquis	2007	2MEFM75 V17X634200	4	0	M-F	8:00-4:30	3	Transportation	Putnam
13	Chevy	Equinox	2013	1GNFLCEK 7DZ124837	4	0	M-F	8:00-4:30	5	Transportation	Putnam
Enter Agency Name: Hilty Home											
Van	Dodge	Grand Caravan	2010	2DRN5DX8 AR252196	5	1	M-F	8:00-5:00	5	Resident Transportation	Putnam, Allen, Hancock
Bus	Ford	E-350	2016	1FDEE3FS3 GDC50378	12	4	M-F	8:00-5:00	5	Resident Transportation	Putnam, Allen, Hancock

Enter Agency Name: Meadows of Leipsic											
Bus 1	Ford	AME	2010	1FDWE3FL2 ADAU7882	14	2	M-F	7:00-5:00	4	Transportation	Putnam & Surrounding Counties
Bus 2	Ford	CHA	2000	1FDWE355 9YHB01165	14	2	M-F	7:00-5:00	2	Campus use only	Putnam & Surrounding Counties
Enter Agency Name: Meadows of Ottawa											
Car	Ford	SW	2001	1FAFP5802 1G216425	5	0	M-F	8:00-5:00	3	Transportation	Putnam
Bus 1	Ford	E-450	2002	1FDXE4SS 62HA08122	15	6	M-F	8:00-5:00	3	Transportation	Putnam
Bus 2	Ford	E-350	2015	1FDEE3FL 8FDA09732	15	4	M-F	8:00-5:00	5	Transportation	Putnam
Enter Agency Name: Putnam County Office of Public Safety											
304	Ford	E-350	2011	1FTDS3EL2 BDA91445	8	2	M-F	8:30-4:30	4	Transportation	Putnam
305	Chevy	Equinox	2017	2GNALCEK XH1576919	5	0	M-F	8:30-4:30	5	Transportation & Office Use	Putnam
307	Dodge	Grand Caravan	2010	2D4RN4DE 6AR498480	5	1	M-F	8:30-4:30	4	Transportation	Putnam
302	Ford	Explorer	2014	1FM5K8ARP EGA71011	5	0	M-F	8:30-4:30	4	Transportation, Office Use & Emergency Response	Putnam
309	Ford	Transit	2017	1FTYR2CM6 HKA57127	8	2	M-F	8:30-4:30	5	Transportation	Putnam

Enter Agency Name: Putnam County Job and Family Services											
	Dodge	Grand Caravan	2016	Not provided	6	0	M-R	7:00-4:30	5	Medicaid Transportation	Putnam
	Dodge	Grand Caravan	2016	Not provided	6	0	M-R	7:00-4:30	5	Medicaid Transportation	Putnam

Summary of Existing Resources

Local stakeholders who are a part of the Putnam County Transportation Committee continue to meet every two to three months to build partnerships and to work on the goals and strategies outlined in the Coordinated Transportation Plan. Transportation is available for the elderly and disabled population as well as low-income populations for certain purposes, but if an individual does not qualify under one of these funding sources there are limited options especially since there is no public transportation nor taxi service in Putnam County. The majority of human service transportation is available Monday through Friday from 8:00 am to 4:30 pm. Transportation options in the evening and on the weekends is almost non-existent.

Since Putnam County is a small, rural community, there is no bike share nor ride share programs. In addition, there is no app-based programs such as Uber/Lyft. Putnam County does have a strong faith based community, so some churches have members who volunteer to help congregation members with some of their transportation needs. However, this is on an informal basis and varies from church to church.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the Putnam County area 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 Putnam County Council on Aging brought together 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

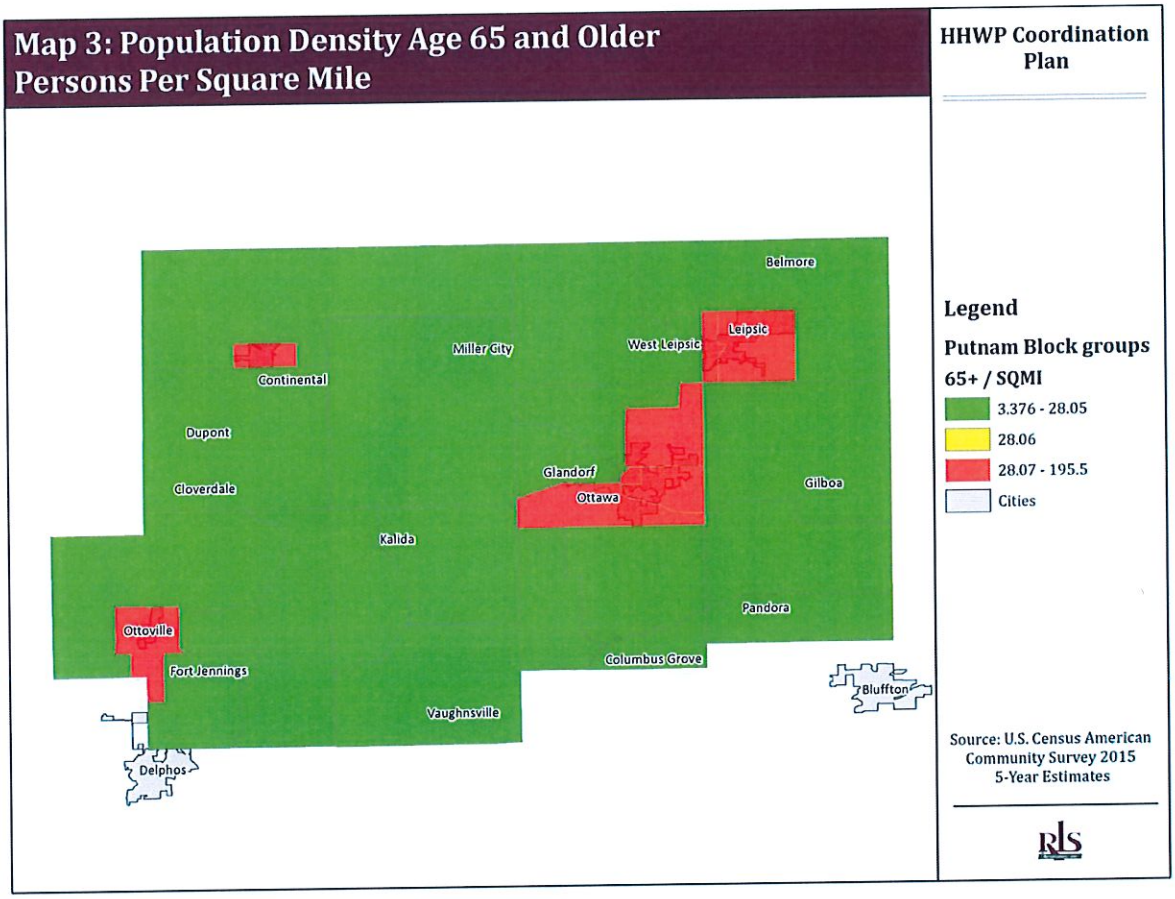
- Assessment of data and demographics
- Review of Putnam County's previous coordinated transportation plans
- Assessment of current transportation providers and stakeholders
- Surveys of the general public, employers and transportation providers/human service organizations.
- Public meeting input on transportation needs, service gaps, goals and objectives and strategy implementation.
- Input from focus groups.
- Collection of vehicle utilization information.

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.

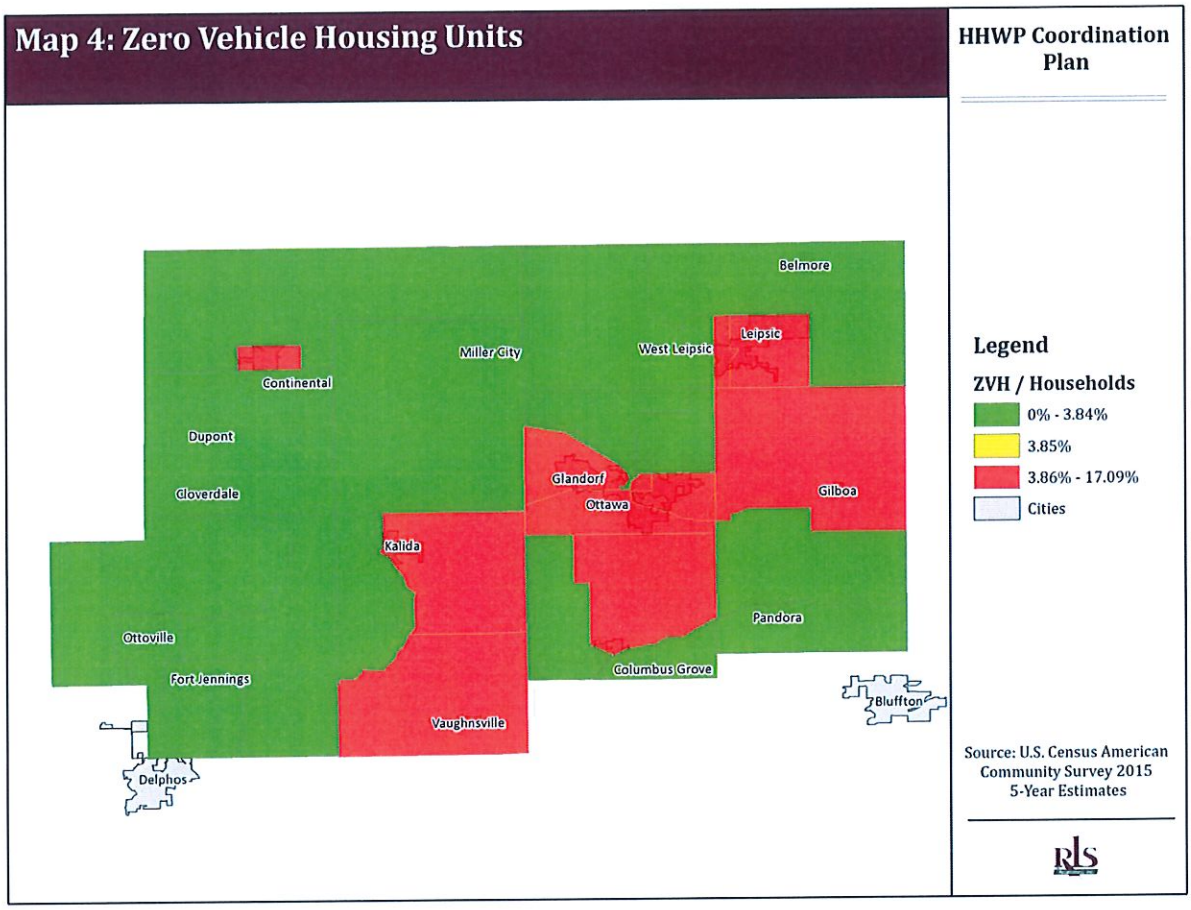
The following Map 3 illustrates the areas where the number of older adults (age 65 and older) is at or above the Putnam County average. Block groups shaded in red have above average densities.

Map 3: Map of Population Density of Individuals Age 65 and Older



The exhibit below indicates the areas where the number of zero vehicle households is above the Putnam County average. The absence of a vehicle in the household is often an indication of the need for transportation services. Block groups shaded in red have above average densities.

Map 4: Map of Density of Zero Vehicle Households



Map 5 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. The following list includes the major trip generators in the four-county region.

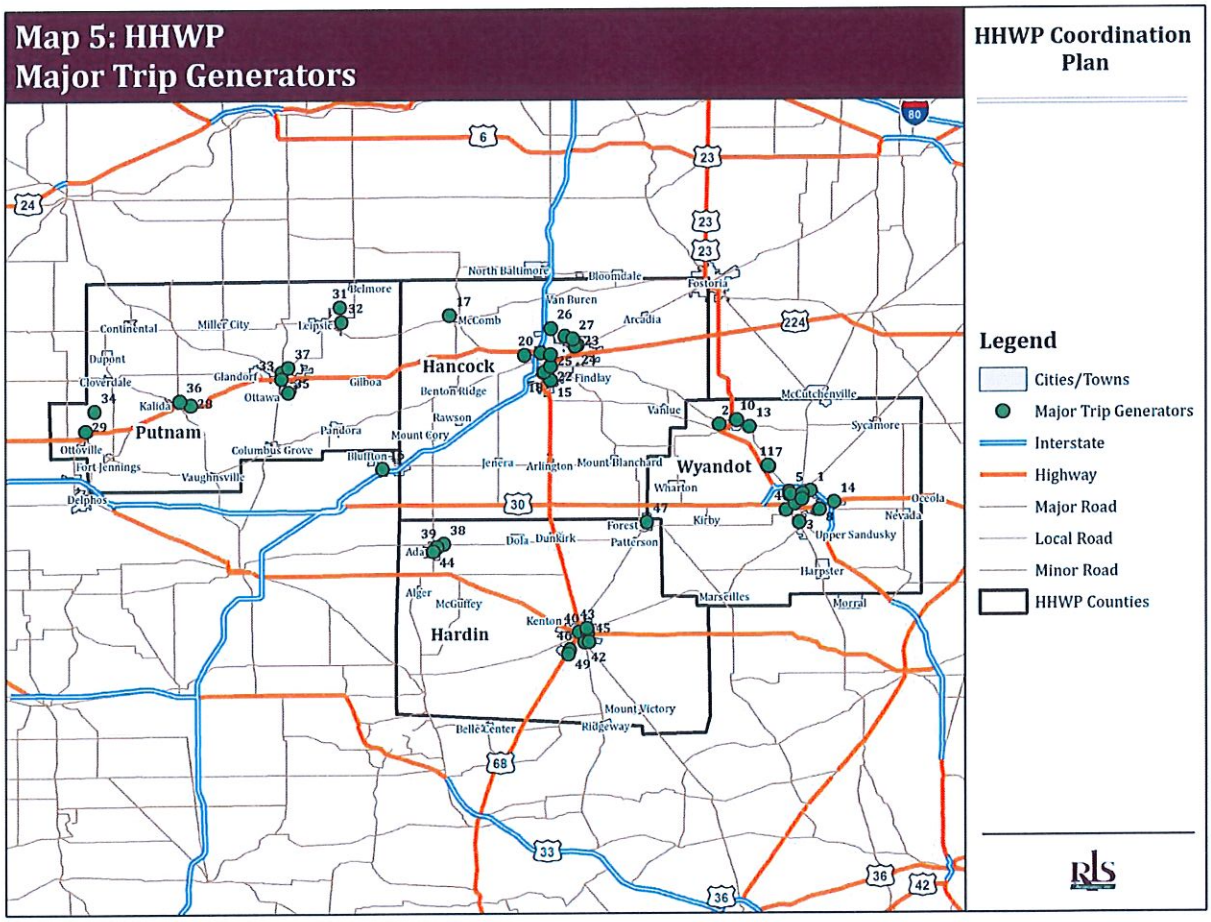
Major Trip Generators

ID	Company	Industry	Address	City
0	The Andersons	Agricultural	9841 County Hwy. 49	Upper Sandusky
1	Bridgestone APM Company	Manufacturing	245 Commerce Way	Upper Sandusky
2	Continental Structural Plastics Inc.	Manufacturing	2915 County Hwy. 96	Carey
3	Custom Glass Solutions by Guardian	Manufacturing	12688 State Route 67	Upper Sandusky
4	Dlubak Glass Company	Recycling	11567 Co. Hwy. 110	Upper Sandusky
5	Engineered Wire Products	Manufacturing	1200 N Warpole St.	Upper Sandusky
6	Ithaca Gun Company	Manufacturing	420 N Warpole St.	Upper Sandusky
7	Kalmbach Feeds Inc.	Agricultural	7148 State Route 199	Upper Sandusky

Major Trip Generators				
8	Liqui-Box Corp.	Manufacturing	519 Raybestos Dr.	Upper Sandusky
9	Kasai North American Inc (M-Tek)	Manufacturing	1111 N Warpole St.	Upper Sandusky
10	The National Lime & Stone Company	Mining	532 N Patterson St.	Carey
11	Schmidt Machine Company	Agricultural	7013 State Route 199	Upper Sandusky
12	Uni-Grip Inc.	Manufacturing	9823 State Route 53	Upper Sandusky
13	Vaughn Industries	Construction	1201 E Findlay St.	Carey
14	Wal-Mart	Retail	1855 E Wyandot Ave.	Upper Sandusky
15	Blanchard Valley Hospital	Medical	1900 South Main Street	Findlay
16	Bluffton Hospital	Medical	139 Garau Street	Bluffton
17	Consolidated Biscuit Co/Hearthside Food	Manufacturing	312 Rader Rd	McComb
18	Cooper Tire & Rubber Co	Manufacturing	701 Lima Ave	Findlay
19	Findlay High School	School	1200 Broad Ave	Findlay
20	Kohl's Corp	Retail	7855 Co Rd 140	Findlay
21	Lowe's Companies Inc	Retail	12700 Co Rd 212	Findlay
22	Marathon Petroleum Co LLC	Trade	539 S Main St	Findlay
23	Nissin Brake Ohio	Manufacturing	1901 Industrial Dr	Findlay
24	Sanoh America Inc	Manufacturing	1849 Industrial Dr	Findlay
25	University of Findlay	School	1000 N Main St	Findlay
26	Whirlpool Corp	Manufacturing	4325 N Main St	Findlay
27	Owens Community College	School	3200 Bright Rd	Findlay
28	Kalida Manufacturing Inc	Manufacturing	801 Ottawa St	Kalida
29	Midway Products/Progressive Stamping	Manufacturing	200 Progressive Dr	Ottoville
30	Ottawa-Glandorf Local Schools	School	630 Glendale Ave	Ottawa
31	Mars Inc./Iams Co	Manufacturing	3700 OH-65	Leipsic
32	Pro-Tec Coating Co Inc	Manufacturing	5500 Protec Pkwy	Leipsic
33	Putnam County Government	Govt	245 E Main St	Ottawa
34	Schnipke Engraving Co Inc	Manufacturing	14233 Rd 24	Cloverdale
35	Silgan Plastics Corp	Manufacturing	690 Woodland Dr	Ottawa
36	Unverferth Manufacturing Co Inc	Manufacturing	601 Broad St	Kalida
37	Wal-Mart Stores Inc	Retail	1720 N Perry St	Ottawa
38	Ada Technologies	Manufacturing	805 E North Ave	Ada
39	Amer Grp plc/Wilson Sporting Goods	Manufacturing	217 Liberty St	Ada
40	Hardin County Government	Govt	111 W Franklin St	Kenton
41	Hardin Memorial Hospital	Medical	921 E Franklin St	Kenton
42	International Paper Co	Manufacturing	1300 S Main St	Kenton
43	Kenton City Schools	School	200 Harding Ave	Kenton
44	Ohio Northern University	School	525 S Main St	Ada
45	Reliance Steel&Alum/Precision Strip Inc	Manufacturing	190 Bales Rd	Kenton
46	Sumitomo Bakelite/Durez Corp	Manufacturing	13717 US-68	Kenton
47	Triumph Group Inc	Manufacturing	200 Railroad St	Forest

Major Trip Generators				
48	Wyandot Memorial Hospital	Medical	885 N Sandusky Ave	Upper Sandusky
49	International Paper Co	Manufacturing	13823 N Vision Dr	Kenton

Map 5: Map of Major Trip Generators



Analysis of Demographic Data

Compared to other counties in the four-county region, Putnam County's population is relatively young. However, about half of the population with a disability is under age 65. These factors are potential indicators that demand for transportation of individuals with mobility limitations is likely to remain the same or increase. The county has a relatively low density of individuals and households below the poverty level.

General Public and Stakeholder Meetings/Focus Groups

The Putnam County Council on Aging hosted and facilitated 1 local public meeting and 2 focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. 16 people participated in the public meeting. Of those 16, one person identified as an older adult. Twelve people attend the developmentally disabled focus group. Of those 12, all twelve self-identified as having a disability, 8 individuals stated they were older adults and 8 stated they were low-income. The older adult focus group had 7 individuals in attendance. Of those 7, six identified as older adults and 2 stated they had a disability. More information about what meetings were held and attendance at those meetings is available upon request.

During the public meeting and the focus groups, the Putnam County Council on Aging presented highlights of historical coordinated transportation in PUTNAM COUNTY, and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan that have helped to address some of the unmet transportation needs and gaps in services for the area. Following the initial presentation, the participants and stakeholders were asked for input on transportation successes, gaps and unmet needs, challenges for transportation and strategies for improving transportation. Below is a summary of the responses:

Successes:

- Agency transportation services continue to grow and more vehicles are seen out in the community.
- Agency transportation providers are reliable and dependable.
- Awareness is growing on available transportation options.
- Ambulette services are available for private residences.
- Find A Ride program is helping to fill some of the service gaps, especially for those under 60 with a disability.
- Council on Aging goes to the surrounding counties for medical appointments.
- Transportation Coalition meets regularly

Unmet Needs/Gaps in Service

- Continued cooperation amongst stakeholders,
- More awareness of transportation options for the general public, elected officials and influencers of public opinion,
- Need to sustain and expand services, vehicles and drivers for current transportation providers,
- More affordable on-demand transportation options,
- Rideshare options,
- Employment transportation for the developmentally disabled population,

- Explore contract transportation service options and/or fixed route transportation.
- Centralized location to access transportation information on available community transportation options,
- Need for larger wheelchair accessible vans,
- Further distance transportation options (Columbus, Cleveland, Toledo, etc.)
- Transportation for those under the age of 60 with no disability,
- Evening and weekend transportation (social, recreational, meetings, church, etc.),
- Transportation for individuals who don't meet eligibility requirements of current transportation providers.
- More outreach to outlying areas of the county,
- Funding to support transportation services.
- Funds for countywide transportation coordinator.
- Car maintenance for people with low incomes.
- Non-medical transportation for those on Medicaid
- Older buildings are not handicap accessible
- On-demand transportation options.
- Services for Spanish population and migrants.

Transportation Challenges

- Limited funding,
- Don't want to lose personal touch/extra help driver's provide,
- Finding drivers – Big responsibility, Drivers are not emergency responders or paramedics,
- Dramatically increasing aging population,
- Oversized wheelchairs,
- Patients discharged from hospital earlier and earlier. Finding that clients are needing more care while being transported,
- Accessibility of houses for wheelchair transports,
- Winter weather – icy and snow covered sidewalks and driveways,
- Entitlement complex,
- Clients have hard time asking for help. Don't want to be a burden,
- Awareness – don't know what's available until the crisis happens,
- Driver's health and safety.

Strategies to Meet Transportation Needs

- More awareness,
- More of a social media presence,
- Combined marketing strategy of partner agencies,
- Explore and work towards more on-demand transportation,
- Employment transportation,
- More welcoming of Spanish populations (Example: Community Center has welcome sign in Spanish as you enter the building.)
- More outreach to outlying areas of the county.

After all input was tabulated, transportation stakeholders met to review the gaps in transportation services and unmet needs, review the goals and strategies, rank the goals and strategies and set action steps for meeting those goals. 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.

Participants discussed more than 4 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meeting[s]. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Surveys

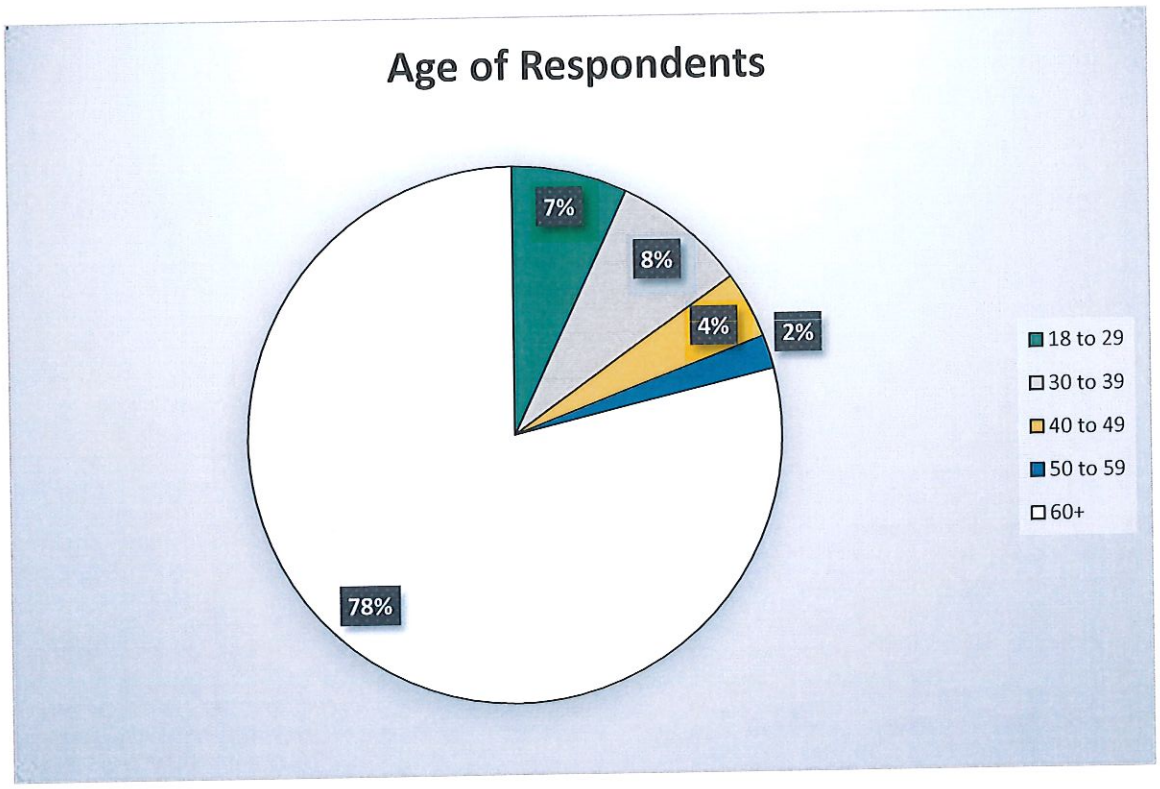
The following survey summary includes the information gained from the following surveys that were performed. 136 surveys were from the general public: **61%** of individuals with disabilities completed the survey; **78%** of older adults completed the survey.

Public Survey Results Summary

A survey of the general public was conducted during the month of August and the early part of September 2017. The general public survey was available online and in paper format distributed by stakeholders to their clients and to the public. A total of 136 surveys were completed. A summary of the survey results are as follows:

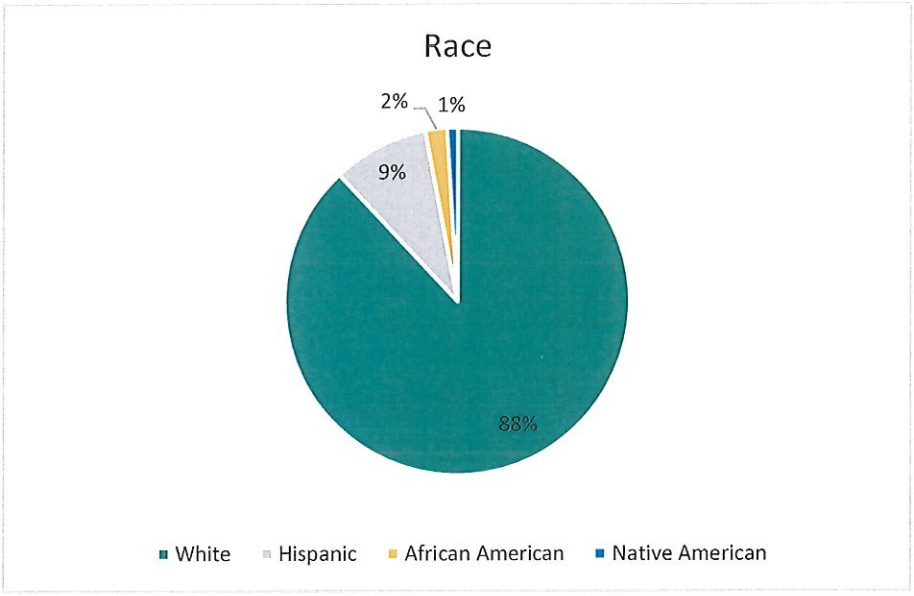
Age:

The majority of the respondents, 78% were age 60 and older with 34% of those being 80+. The remaining respondents included: 7% were between the age of 18-29, 8% were between the age of 30 to 39, 4% were between the age of 40-49 and 2% were between the age of 50-59



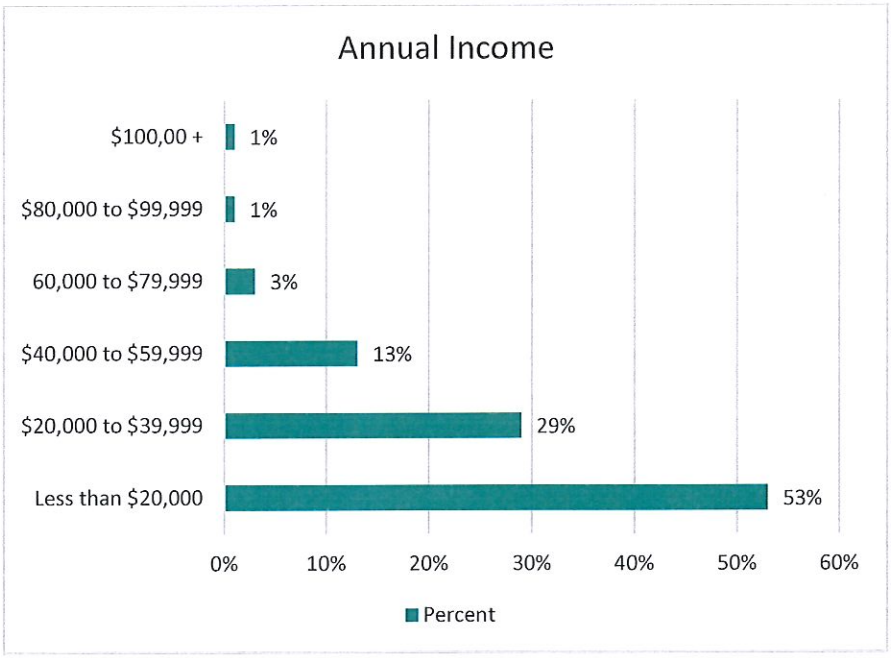
Race:

The majority of respondents considered themselves to be white (88%). The other race chosen on the survey was Hispanic (9%), African-American (2%), and Native American (1%).



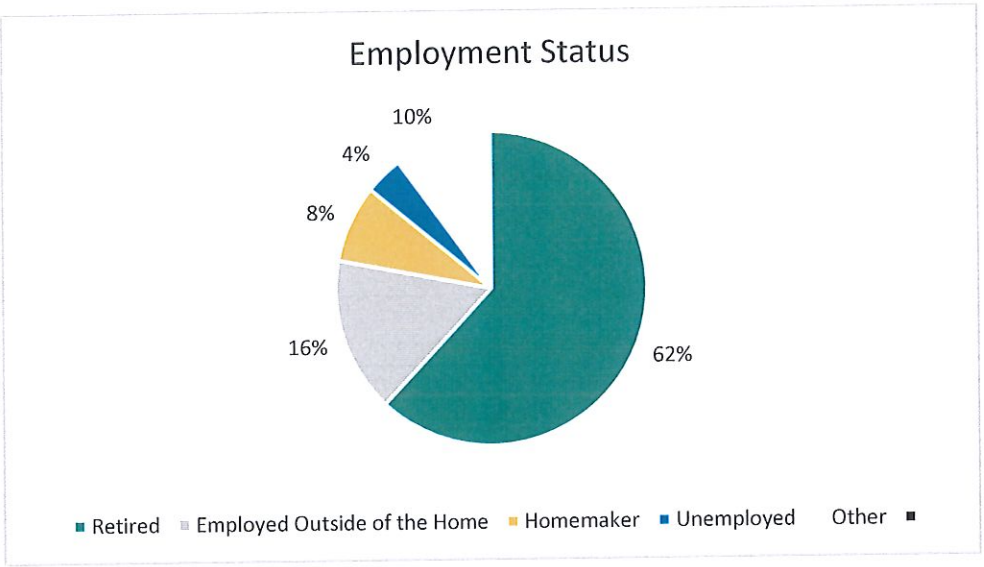
Annual Income

The majority of responders reported an annual income of less than $20,000 (53%). The next most common response was $20,000 to $39,000 at 29% and $40,000 to $59,999 at 13%.



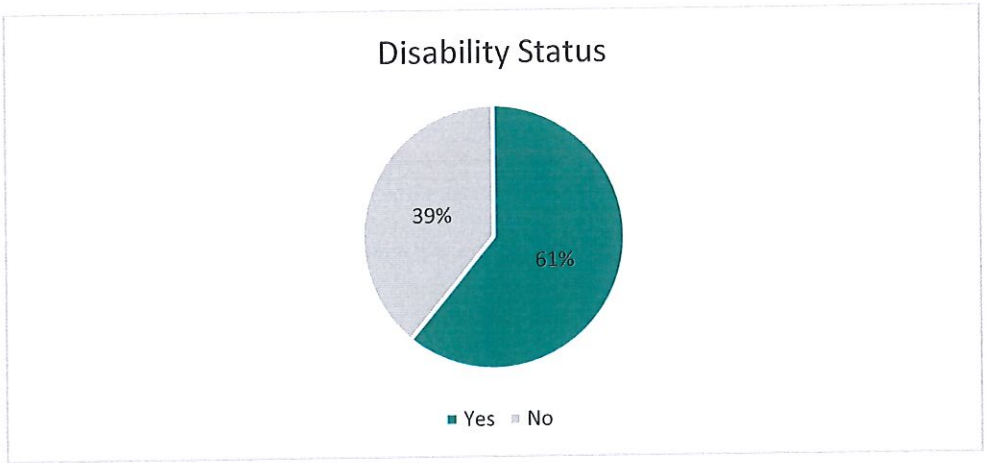
Employment Status

Most survey respondents were retired, with 62% of the respondents. The next most common response was employed outside the home, with 16% of the responses. Homemakers comprised 8% of responses and 4% were unemployed.



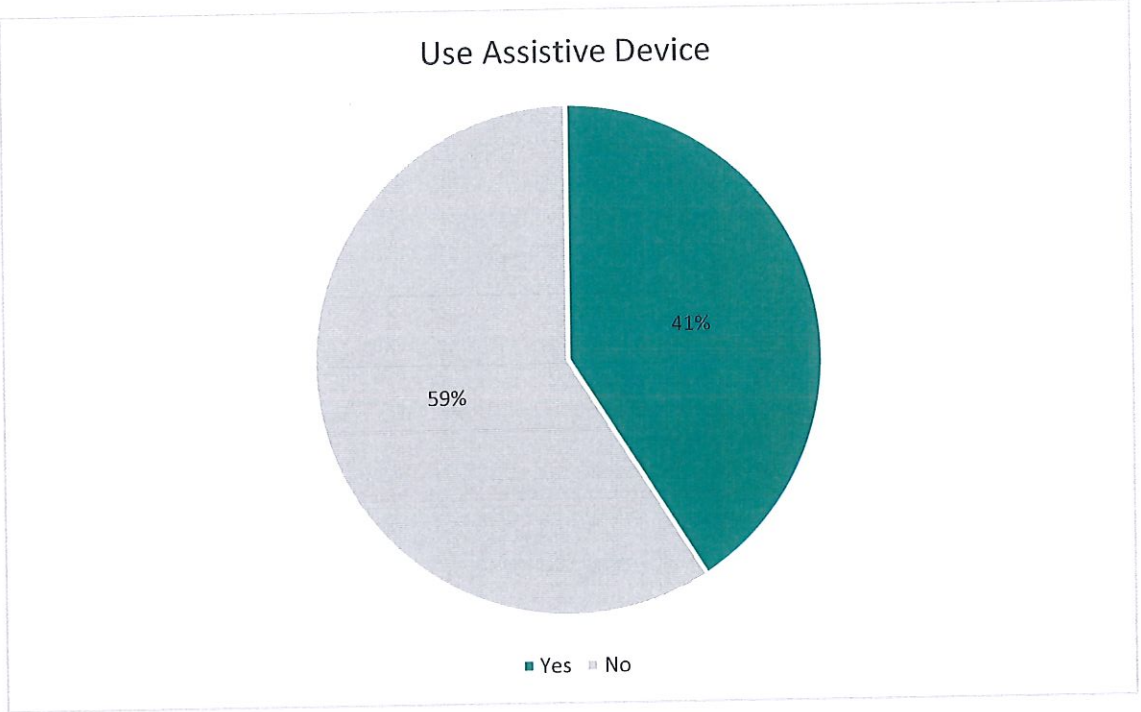
Disability Status

61% of the respondents stated they had a disability and 39% stated they did not have a disability.



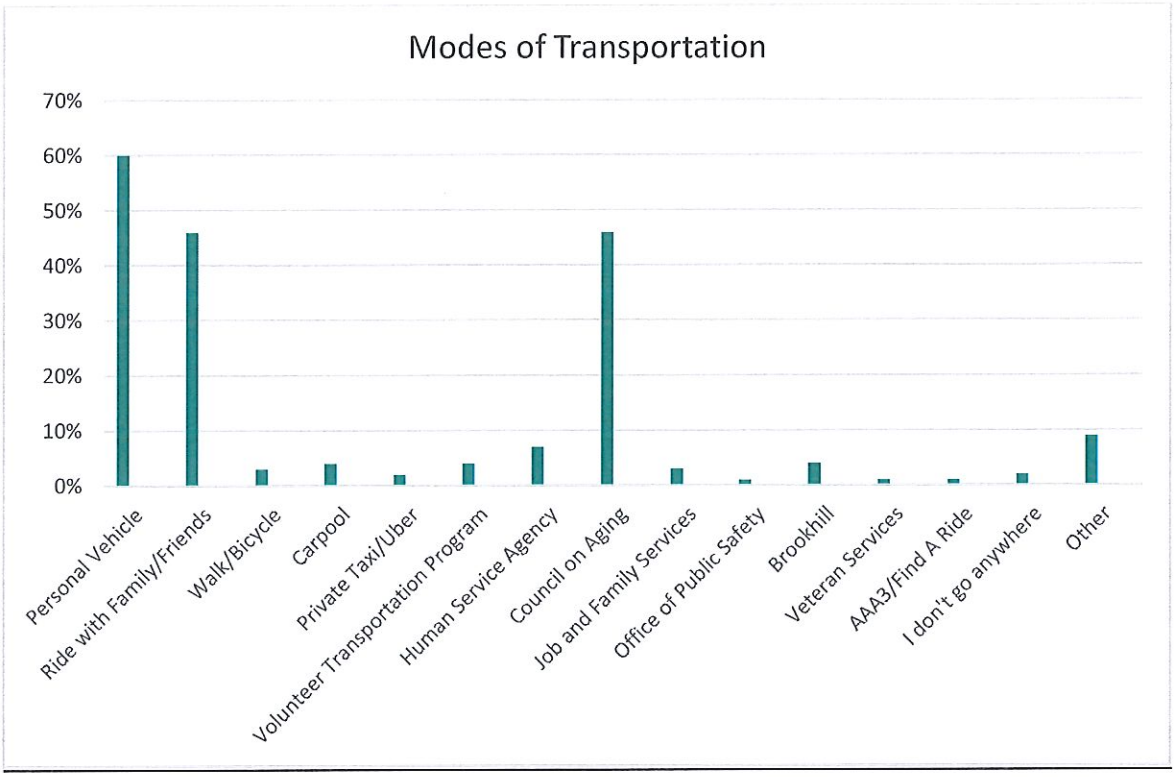
Use of Assistive Devices

41% of the respondents stated they did have an impairment that requires them to use a cane, walker, wheelchair, service animal and/or another device to help them get around. 59% stated they did not need an assistive device to help them get around.



Modes of Transportation

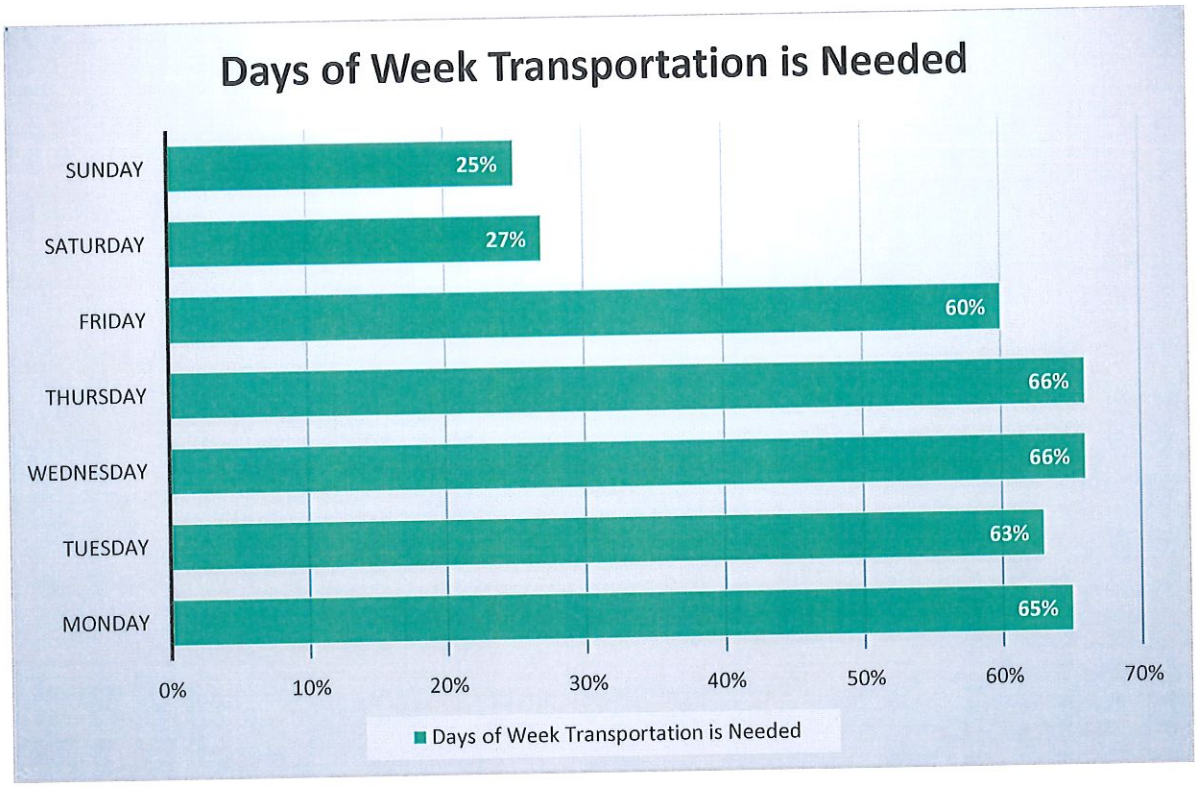
The survey asked respondents which modes of transportation they used to travel from home to doctor appointments, essential activities, work, etc. Almost 60% or respondents own a personal vehicle. The next most common response was ride with family and/or friends, with 46% of the responses and use the Putnam County Council on Aging with 46% of the responses.



Days of Week that Transportation is Needed

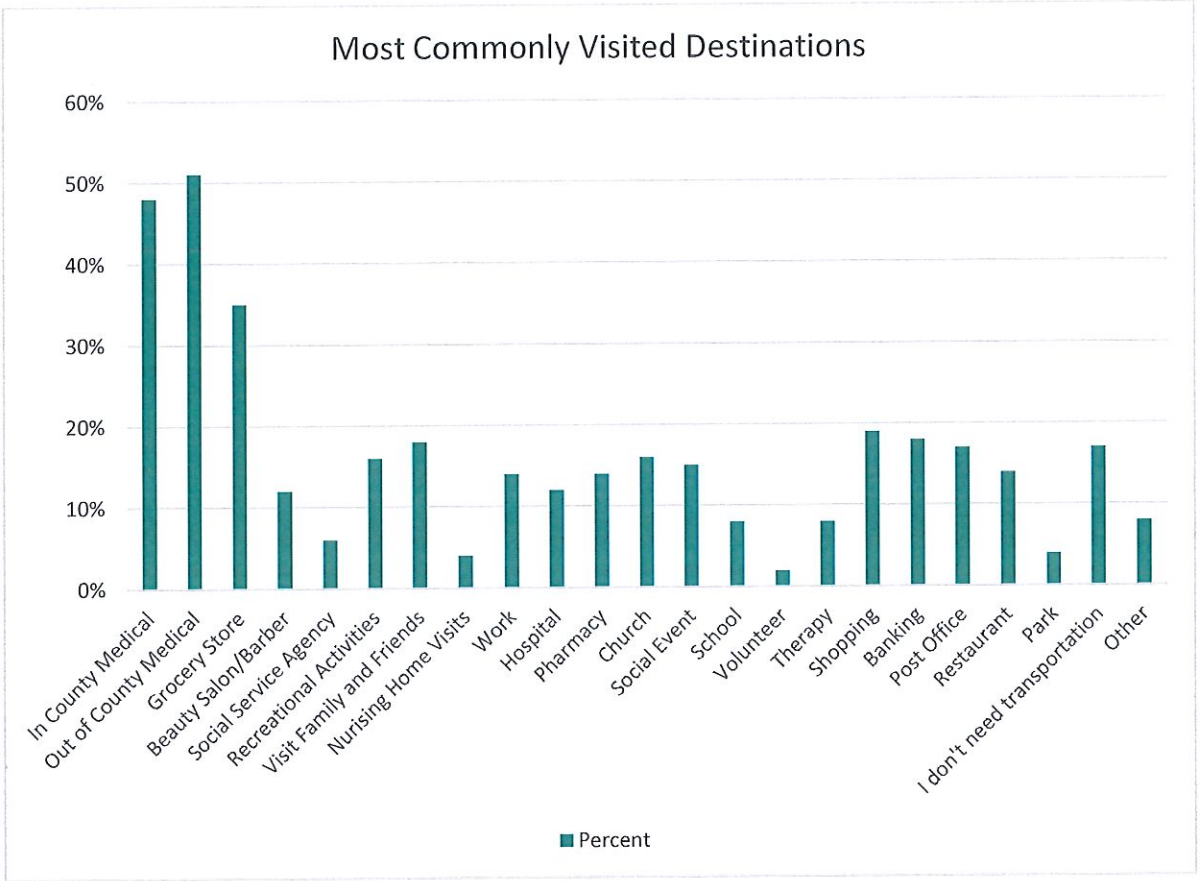
The survey asked respondents which days of the week they generally need transportation. The results are as follows:

Monday	65% of the respondents
Tuesday	63% of the respondents
Wednesday	66% of the respondents
Thursday	66% of the respondents
Friday	60% of the respondents
Saturday	27% of the respondents
Sunday	25% of the respondents.



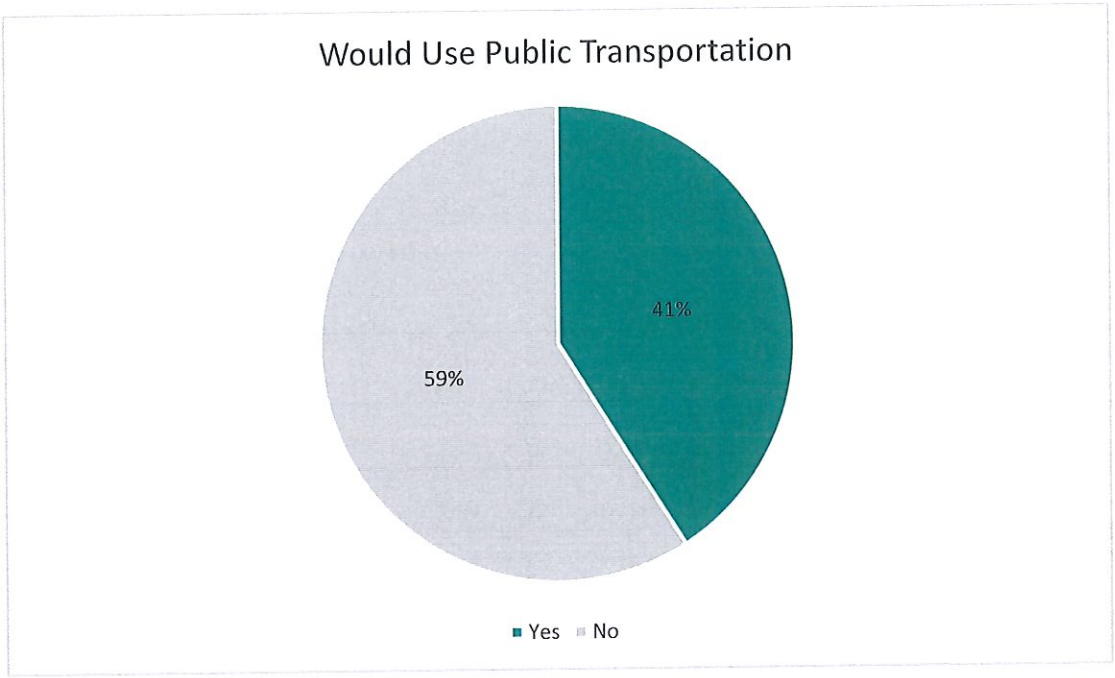
Trip Needs by Destination

The survey asked respondents about what types of trips do you need transportation for and to what locations. Out of county medical appointments was the top destination with 51% of the respondents. In county medical appointments was the next top destination with 48% of the responses and the grocery store was next with 35% of the responses. Allen County was the top area where transportation was needed with 68% of the responses. The next most common destination was within Putnam County with 64% of the responses and Hancock County with 23% of the responses. Other destinations needed included: Auglaize, Defiance, Franklin, Henry, Lucas, Mercer, Paulding, Van Wert and Wood Counties.



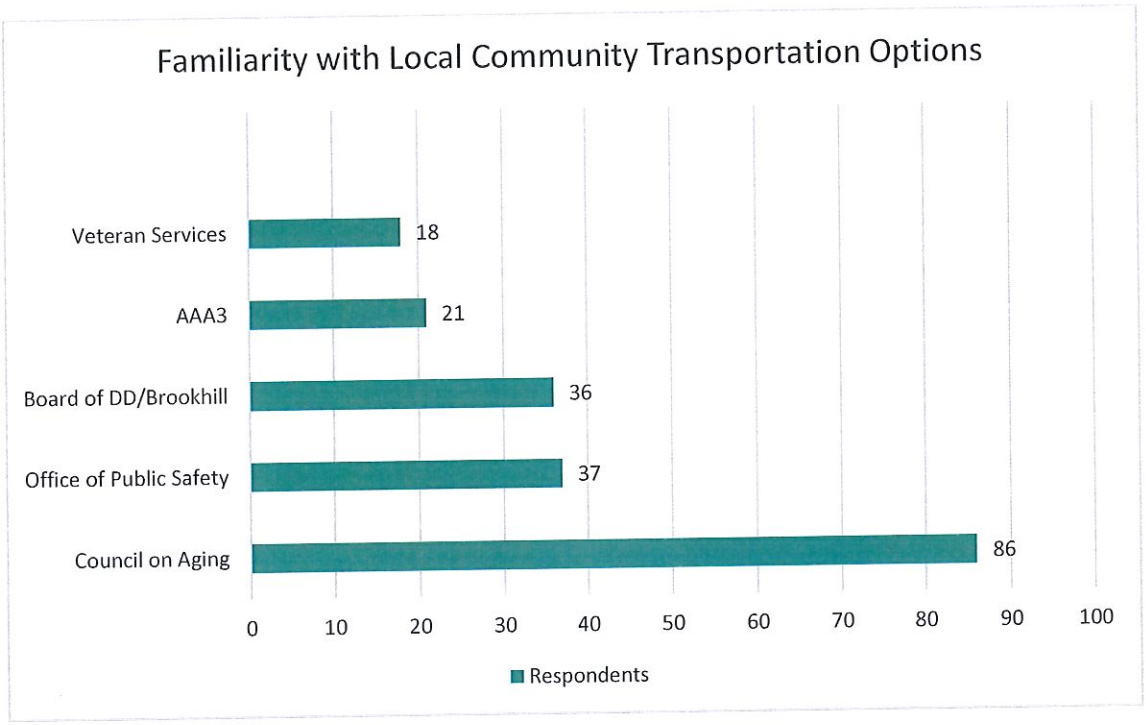
Public Transportation

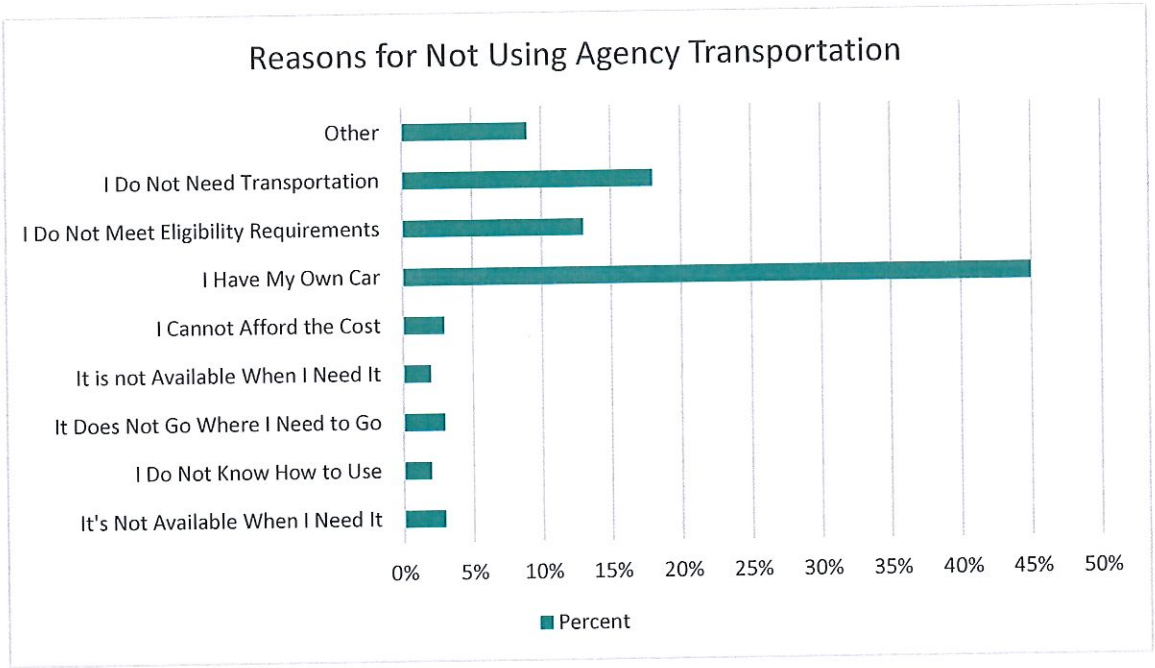
The survey asked respondents if they would use public transportation such as a city bus or taxi service. 41% of the respondents stated yes and 59% stated not.



Community Transportation

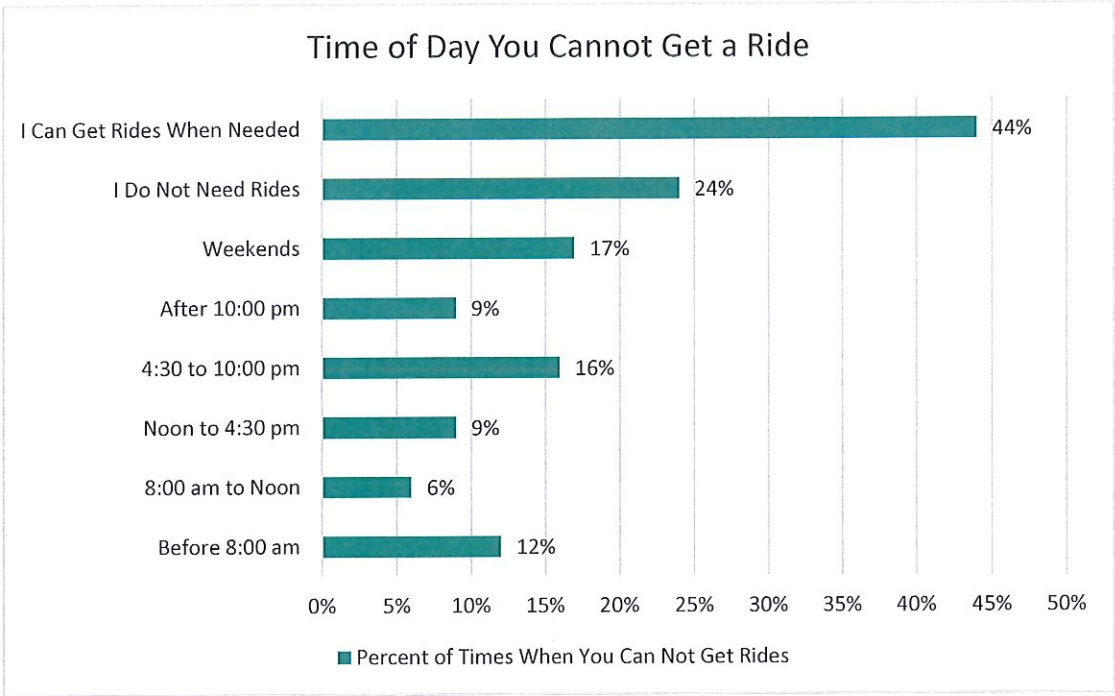
Survey respondents were asked about their familiarity with local community transportation options, whether they use those services, and if they do not, why not. Respondents were most familiar with the Putnam County Council on Aging, with 86 respondents aware of their services. The Office of Public Safety had 37 respondents aware of their services, the Putnam County Board of Developmental Disabilities/Brookhill had 36 respondents familiar with their services, the Area Agency on Aging 3 had 21 respondents familiar with their services and the Veteran Services Commission had 18 respondents familiar with their services. Of the respondents (34%) who do not use human service transportation, the majority, 45%, stated they have their own car, 18% stated they do not need transportation and 13% stated they do not meet eligibility requirements.


Familiarity with Local Community Transportation Options
Veteran Services
18
AAA3
21
Board of DD/Brookhill
36
Office of Public Safety
37
Council on Aging
86
0
10
20
30
40
50
60
70
80
90
100
Respondents


Reasons for Not Using Agency Transportation
Other
I Do Not Need Transportation
I Do Not Meet Eligibility Requirements
I Have My Own Car
I Cannot Afford the Cost
It is not Available When I Need It
It Does Not Go Where I Need to Go
I Do Not Know How to Use
It's Not Available When I Need It
0%
5%
10%
15%
20%
25%
30%
35%
40%
45%
50%
Percent

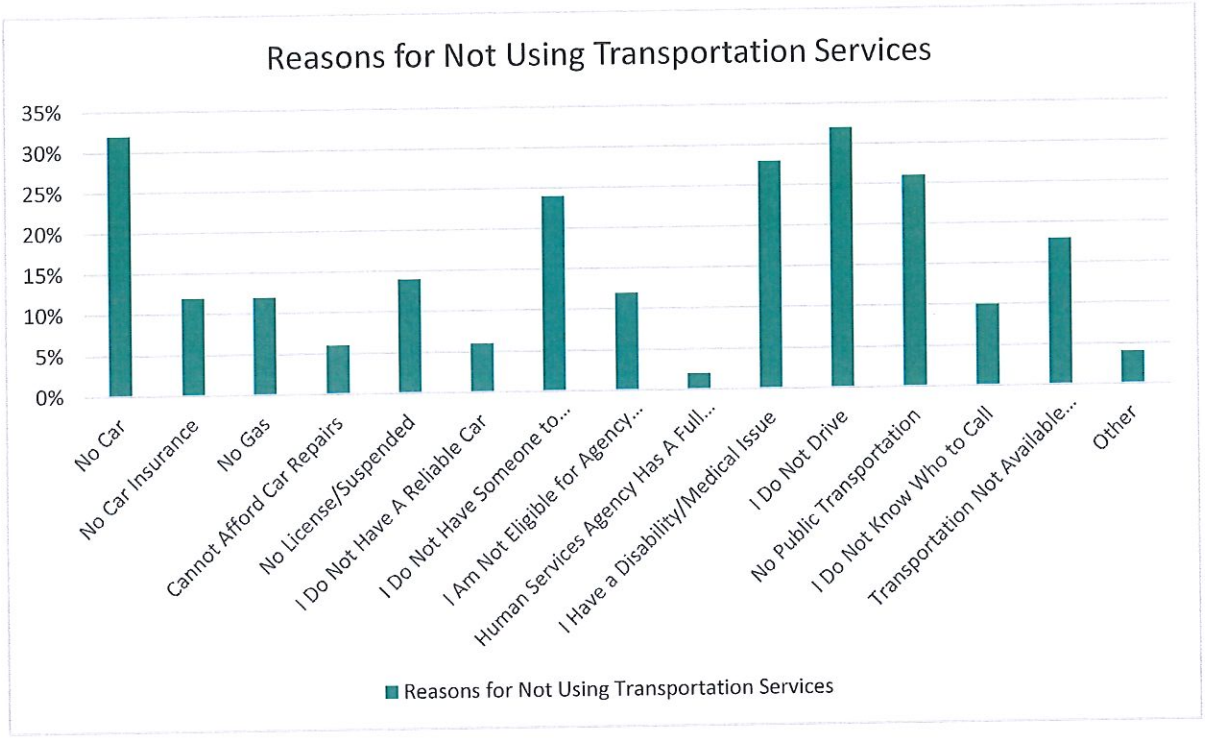
Times of Day You Can Not Get Transportation

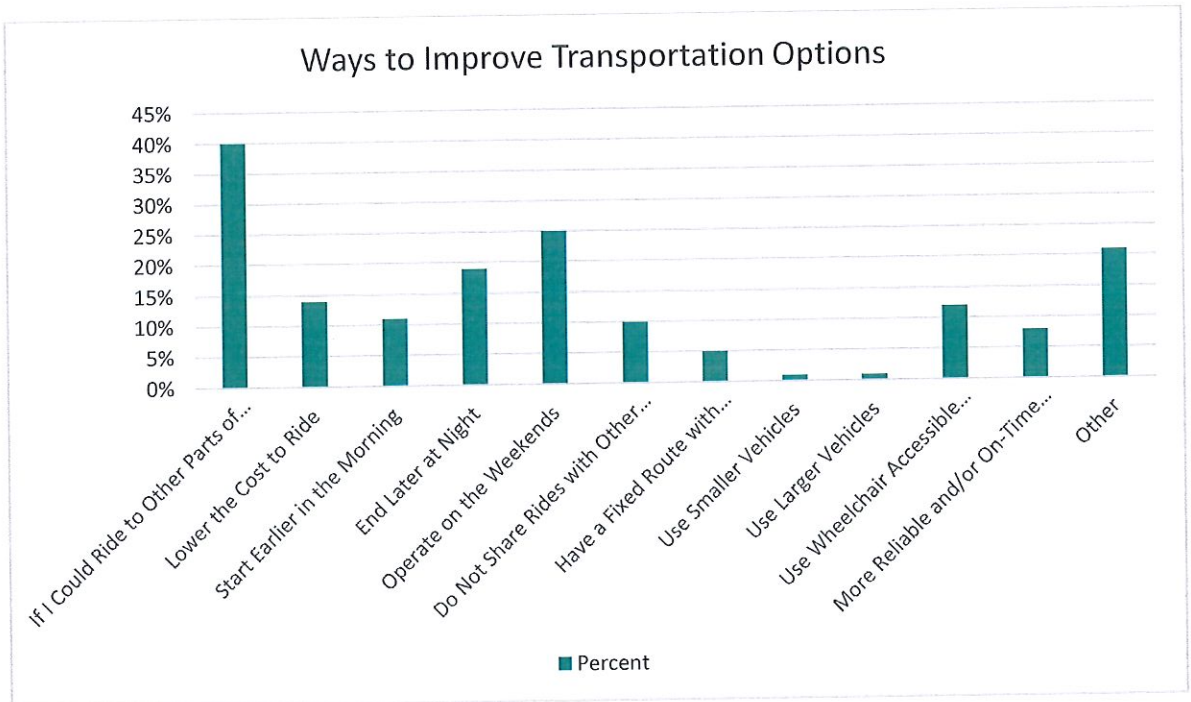
The survey asked respondents which times of the day you cannot get a ride. 44% of the respondents stated they can get rides when needed and 24% stated they do not need rides. The next most common times when rides are not available are on weekends (17%), between 4:30 pm to 10:30 pm (16%) and before 8:00 am (12%).



Lack of Transportation Keeps You From Doing the Things You Would Like to Do

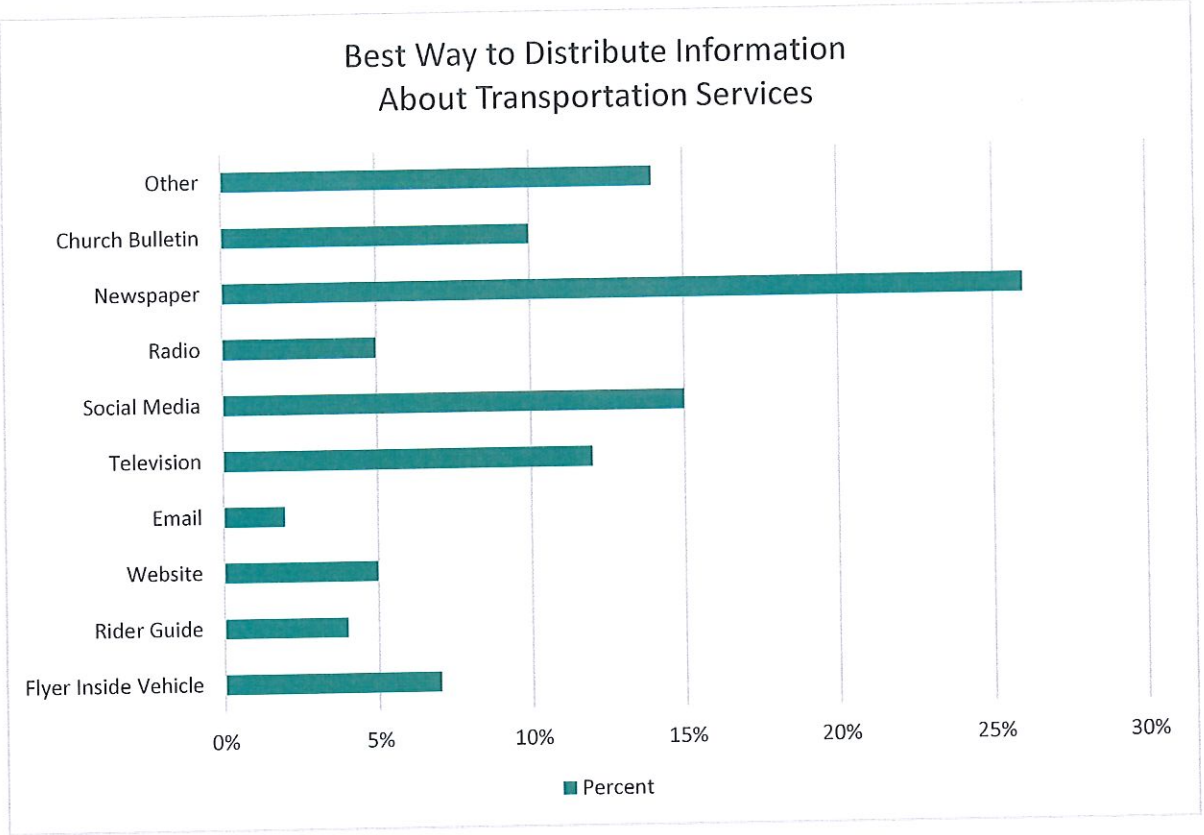
Survey respondents were asked if the lack of transportation keeps them from doing the things they need or would like to do. 34% of the respondents stated yes and 66% of the respondents stated no. The main reason for not having transportation was no car (32%) and I do not drive or are comfortable driving (32%). The next most common responses were as follows: Disabled/Medical Issue (28%), No Public Transportation (26%), No One to Drive Me (24%), and Transportation Not Available When I Need It (18%). Respondents were also asked how often in the last 12 months has a lack of transportation prevented them from getting somewhere. 56% of the respondents stated never, 23% stated one to two times, 11% stated three to five times, 6% stated five to nine times and 5% stated 10 or more times. Respondents were also asked what improvements/changes could be made to local transportation options to make them more appealing. 40% stated if I could ride to other part of the state, 25% stated operate on the weekends, 19% stated end later at night, 13% said lower the cost to ride, 12% said use wheelchair accessible vehicles and 11% said start earlier in the morning.


Reasons for Not Using Transportation Services
35%
30%
25%
20%
15%
10%
5%
0%
No Car
No Car Insurance
No Gas
Cannot Afford Car Repairs
No License/Suspended
I Do Not Have A Reliable Car
I Do Not Have Someone to...
I Am Not Eligible for Agency...
Human Services Agency Has A Full...
I Have a Disability/Medical Issue
I Do Not Drive
No Public Transportation
I Do Not Know Who to Call
Transportation Not Available...
Other
Reasons for Not Using Transportation Services


Ways to Improve Transportation Options
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
If I Could Ride to Other Parts of...
Lower the Cost to Ride
Start Earlier in the Morning
End Later at Night
Operate on the Weekends
Do Not Share Rides with Other...
Have a Fixed Route with...
Use Smaller Vehicles
Use Larger Vehicles
Use Wheelchair Accessible...
More Reliable and/or On-Time...
Other
Percent

Transportation Information

The survey asked respondents what is the one best way to get information about transportation services in your county. 26% stated newspaper, 15% said social media, 12% said television and 10% said church bulletin.



Employer Survey Results Summary

Putnam County Employers were also invited to participate in a survey. Sixteen employers responded to the survey. Of those sixteen, five chose to remain anonymous. The employers who chose to identify themselves were the following:

- D4 Industries
- First National Bank of Pandora
- Irwin Real Estate
- JB Machine Concepts
- Kalida Manufacturing Inc. (KMI)
- Ottawa Oil
- Paulding-Putnam Electric Cooperative
- Putnam County
- Putnam County District Library
- St. Rita's Medical Center
- Tony's

Of these employers, 20% were in manufacturing, 13% were in government, 7% were non-profit organizations and 7% were in the medical field. The remaining employers were restaurants, utility companies and in retail.

Employers were asked how many people they employ and 15 respondents answered this question as follows:

- 4 (27%) stated they have 1-10
- 1 (7%) stated they have 11-25
- 4 (27%) stated they have 26-50
- 1 (7%) stated they have 51-100
- 2 (13%) stated they have 101-200
- 2 (13%) stated they have 301-400
- 1 (7%) stated they have 401-500

For the days of operation, 15 respondents answered this question. 100% of the respondents operate Monday through Thursday, 93% operate on Fridays, 67% operate on Saturday and 33% operate on Sunday. According to employers, 40% of employees travel 6 to 10 miles from home to work, 27% travel 11 to 20 miles, 20% travel 21 to 30 miles and 13% travel 0 to 5 miles. The most common location employees commute from is Putnam County with 100% of responses. Other common locations are Defiance, Paulding, Allen, Hancock and Van Wert Counties. When asked which transportation options employees use to get to work, employers believe that nearly 100% use a personal vehicle. For those employees that do not have a personal vehicle, they use family and friends or carpool with co-workers to get to work. According to the Putnam County employers, only 1 respondent (7%) stated that a lack of reliable transportation has had an effect on their ability to hire or retain employees. When asked if employers would be willing to promote programs that encourage employees to take other transportation options or carpool to work, 10 respondents (67%) said yes and 5 respondents (33%) said no. When employers were asked if current employees would take advantage of public transportation

for their employment related transportation needs and seeking gainful employment, 11 (73%) responded no and 4 (27%) responded yes. When employers were asked if they would be willing to participate in the payment of a reasonable fare for each or your employees who might use public transportation to get to work, 13 (87%) responded no and 2 (13%) responded yes. Of the 2 companies that responded yes, the maximum amount per round trip that the company would be willing to consider paying for each employee was $1.00 to $2.00. Three other respondents stated they would need more information.

Employers were asked to share ideas, comments or concerns about transportation and how the Putnam County Transportation Steering Committee could help improve transportation. The following responses were received:

- Help employees with transportation on a short term basis to help them build up for a car.
- Provide transportation for those who do not have their own means.
- Keep trains moving and not blocking the roads.
- Public transportation is a great idea.
- Our company tried bussing employees to work. It worked for a small percentage.
- Nothing.

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:

- There is no public transportation nor taxi service in Putnam County.
- There is no local hospital within Putnam County so many residents must travel to the adjacent counties for medical appointments.
- Minimal transportation is available in the evening and on the weekends for social/recreational activities, grocery shopping, essential errands, meetings, getting to and from work, etc.
- There is limited on-demand transportation available.

Summary of Unmet Mobility Needs

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

Exhibit 1: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Need
1st	Cooperation and communication among stakeholders.	Public Meeting Highest priority for immediate on on-going implementation.
2nd	Increased awareness about transportation services among the general public and influencers of public opinion.	Public meeting, focus groups and surveys High Priority
3rd	More funding to support and expand current transportation providers, including additional vehicles, drivers and preventative maintenance.	Public Meeting and Provider Survey Moderate Priority
4th	Identify and fill gaps and unmet needs.	Public Meeting, focus groups and surveys Medium High Priority

V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for PUTNAM 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 Putnam County Council on Aging 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 4 of the identified primary gaps and needs.

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

Goal #1: The Hancock, Hardin, Wyandot and Putnam region will encourage cooperation and communication among stakeholders to meet transportation needs.

Need Being Addressed: It's imperative for transportation providers, stakeholders and those in need of transportation to develop working relationships, to understand transportation needs and to collaboratively work to meet those needs.

Strategy 1.1: Each county lead agency will maintain a transportation coalition of transportation stakeholders.

Timeline for Implementation: 2017-2022 on going

Action Steps:

A. County coalitions meet regularly.
B. Local coordination partners will continue to use and maintain an online communication network that allows members to share information and respond to questions in an effective manner that does not require face to face meeting.

Parties Responsible for Leading: Putnam County Council on Aging, Inc.

Parties Responsible for Supporting: Putnam County Transportation Committee.

Resources Needed: Meeting space, mileage to meetings, meeting supplies and staff time.

Potential Cost Range: No additional direct costs. Indirect costs to travel to meetings.

Potential Funding Source: ODOT 5310 Operational Funding Grant

Performance Measures:

A. Number of meetings held in Putnam County per year.
B. Number of stakeholders attending transportation committee meetings.
C. Number of new actions taken to achieve goals.
D. Number of members a part of the local online communication network.

Strategy 1.2: Each county coalition will have a mobility manager/lead agency representation to serve as a liaison and transportation expert.

Timeline for Implementation: 2017-2022 ongoing

Action Steps: Mobility manager/lead agency will maintain an active presence in coalition meetings.

Parties Responsible for Leading: Putnam County Council on Aging, Inc. and Area Agency on Aging 3

Parties Responsible for Supporting: Putnam County Transportation Committee

Resources Needed: Mobility Manager's salary plus travel expenses.

Potential Cost Range: Mobility Manager's salary plus travel expenses.

Potential Funding Sources: ODOT 5310 Operational Funding Grant and/or Mobility Manager Grant.

Performance Measures:

A. Number of coordinated projects introduced by Mobility Manager/Lead Agency.
B. Mobility Manager/Lead Agency's level of introducing key people who can meet needs.
C. Number of people helped with Mobility Manager/Lead Agency's expertise.

Strategy 1.3: County coalitions will come together in a regional forum to share updates and address regional transportation concerns.

Timeline for Implementation: 2017-2022, ongoing

Action Steps:

A. Regional transportation coalition will meet bi-annually to share updates and address regional transportation concerns.
B. Regional coordination partners will continue to use and maintain an online communication network that allows members to share information and respond to questions in an effective manner that does not require face to face meeting.

Parties Responsible for Leading: HHWP Community Action Commission in collaboration with Putnam County Council on Aging, Inc.

Parties Responsible for Supporting: Putnam County Transportation Coalition

Resources Needed: Meeting space, mileage to meetings, meeting materials, staff time for meeting.

Potential Cost Range: No additional direct costs. Indirect costs to travel to meetings.

Potential Funding Sources: ODOT 5310 Operational Funding Grant

Performance Measures:

A. Number of regional meetings held per year.
B. Compilation/Review of updates from each of the four counties biannual regional transportation meetings.
C. Measure of outcome of ideas coming from the biannual regional transportation meetings.
D. Number of members a part of the regional online communication network.

Goal #2: The Hancock, Hardin, Wyandot and Putnam region will work to increase knowledge of available transportation options among the general public as well as influencers of local public opinion.

Need Being Addressed: Community members and public officials gain a better awareness of transportation options and efforts that exist.

Strategy 2.1: County coalitions will work together to create an awareness campaign to promote transportation options within the county.

Timeline for Implementation: 2017-2022, ongoing

Action Steps:

A. A written and/or web-based resource guide of transportation options will be maintained that identify transit providers, eligibility requirements, service areas, service hours, cost, etc.
B. Press releases, social media post, brochures, advertisements, flyers, etc. will be created. The creation of a marketing committee may be considered.

Parties Responsible for Leading: Putnam County Council on Aging and Putnam County Transportation Providers.

Parties Responsible for Supporting: Local and regional transportation coalition committee members.

Resources Needed: The Lead Agency and/or Mobility Manager will be responsible for coordinating and sharing the information with appropriate city, county, other government offices and the general public. The transportation providers will be responsible for providing detailed information about their transportation services.

Potential Cost Range: No additional direct expenses. Indirect expenses is the time spent creating awareness tools and sharing information.

Funding Sources: ODOT 5310 Funding Grant

Performance Measures:

A. Number and types of marketing strategies developed.
B. Number of individuals served increases.
C. Quality of life for eligible passengers is enhanced by transportation (measured by survey).

Strategy 2.2: Develop and maintain transportation reports with information on transportation provided.

Timeline for Implementation: 2017-2022, ongoing

Action Steps: Review and compare common metrics that can be shared with the public, local officials and community leaders.

Parties Responsible for Leading: Putnam County Council on Aging.

Parties Responsible for Supporting: Putnam County Transportation Coalition

Resources Needed: Lead Agency time in preparing and distributing statistical reports.

Potential Cost Range: No direct costs.

Potential Funding Sources: No funds needed.

Performance Measures:

A. Number of local officials who have become advocates for Putnam County Transportation.
B. Number of statistical reports distributed in the community.
C. Local funding provided in support of Putnam County transportation is secured.

Strategy 2.3: A centralized place will be maintained for individuals to access information on available community transportation options.

Timeline for Implementation: 2017-2022, ongoing

Action Steps: A call center will be maintained for individuals to access information.

Parties Responsible for Leading: Area Agency on Aging 3 Mobility Manager and all community agencies who provide transportation whether directly or indirectly.

Parties Responsible for Supporting: Putnam County Transportation Committee

Resources Needed: Materials to share the transportation information with appropriate city, county, government offices and general public.

Potential Cost Range: Time spent coordinating this within Putnam County will be charged as is appropriate within each agency.

Funding Sources: ODOT 5310 Operational Funding Grant, Tax Levy, Local Contracts

Performance Measures:

A. Number of calls that come into the Call Center
B. Number of hits on Transportation Resource website.
C. Number of people contacting transportation providers for services.

Goal #3: The Hancock, Hardin, Wyandot and Putnam region will each work to provide operational funding options and to support and expand accessible transportation options.

Need Being Addressed: The region seeks to overcome transportation disparities.

Strategy 3.1: Local coordination partners will work together to sustain and maintain transportation services.

Timeline for Implementation: 2017-2022, ongoing

Action Steps: Action Steps: Work with all transportation disparities.

Parties Responsible for Leading: All public, private and human service agency transportation providers in Putnam County.

Parties Responsible for Supporting: Putnam County Transportation Coalition.

Resources Needed: Capital expenses associated with vehicle purchases and operating expenses associated with providing transportation.

Potential Cost Range: Capital and operating transportation expenses.

Funding Sources: ODOT Section 5310 grants for capital, van maintenance and operating expenses.

Performance Measures:

A. Number of Individuals served.
B. Number of trips taken.
C. Number of vehicles providing transportation services within Putnam County.

Strategy 3.2: Local coordination partners will work together to maintain and sustain an appropriate fleet of vehicles.

Timeline for Implementation: 2017-2022, ongoing

Action Steps: Agencies acquire wheelchair/handicap accessible vehicles and provide preventative maintenance on all vehicles.

Parties Responsible for Leading: Putnam County transportation providers that provide transportation for individuals with disabilities and older adults.

Parties Responsible for Supporting: Putnam County Transportation Committee

Resources Needed:

A. Maintenance of vehicles
B. Purchase of new additional or replacement vehicles
C. Local match funds for Federal or State grant secured.

Potential Cost Range: Expenses for purchase of new additional or replacement vehicles.

Funding Source:

A. ODOT 5310 grant (20% local match required) for new additional or replacement vehicles.
B. Local match funds, for example: foundations, donations, contracted transportation local grants, local tax levies, or other grant programs such as the Older American's Act.

Performance Measures:

A. Replacement vehicles are purchased in a timely manner and local match is secured.
B. Passengers receive safe transportation with accessible vehicles.
C. A vehicle replacement plan is developed by transportation providers and updated annually.

Strategy 3.3: Local coordination partners will work together to expand transportation services.

Timeline for Implementation: 2017-2022, ongoing

Action Steps:

A. Assess the feasibility of current transportation providers expanding services.
B. Explore more affordable, on-demand transportation services.
C. Explore and seek additional funding to support and/or expand public/fixed-route, contract services and/or human service agency transportation.
D. Explore rideshare options such as Gohio Commute, which will be advertised throughout the region as a commuting, biking and transportation option.

Parties Responsible for Leading: Putnam County Transportation Partners and Mobility Manager.

Parties Responsible for Supporting: Putnam County Transportation Committee

Resources Needed: Determined by specific program.

Potential Cost Range: No additional direct costs.

Funding Sources: Using all existing and future funding from Federal, State, and Local sources.

Performance Measures:

A. Number of consumers transported.

B. Agreements with programs signed.
C. Transportation options increased for Putnam County.

Strategy 3.4: Local coordination partners will work together to build community investment in public and private transportation services.

Timeline for Implementation: 2017-2022, ongoing

Action Steps:

A. Continue to meet with human service organizations and businesses that understand the transportation needs within each community.
B. Seek additional funding to support and/or expand public, contract services and/or human service agency transportation.

Parties Responsible for Leading: Putnam County Council on Aging in collaboration with HHWP Community Action Commission and area transportation providers.

Parties Responsible for Supporting: Putnam County Transportation Committee

Resources Needed:

A. Survey on public opinion of transportation services.
B. Survey on local government official's opinion of transportation services.
C. Obtain means of supporting public transportation, contracted services and human service agency transportation.

Potential Cost Range: No direct cost for researching option.

Potential Funding Sources: No direct costs while planning option.

Performance Measures:

A. Increase in local funding partners.
B. Increase in the amount of transportation funding.
C. Improved efficiency and satisfaction with transportation services.

Goal #4: The Hancock, Hardin, Wyandot and Putnam region will work to identify and fill gaps in transportation service and unmet needs.

Need Being Addressed: The region will recognize opportunities for transportation service enhancement.

Strategy 4.1: Utilize local transportation coalition and mobility management to identify the gaps in service and develop solutions.

Timeline for Implementation: 2017-2022, ongoing

Action Steps:

A. Continue to meet and build relationships with employers, human service organizations and users of transportation services.
B. Conduct transportation consumer and/or provider surveys as directed by the Putnam County Transportation Committee.

Parties Responsible for Leading: Putnam County Council on Aging, Area Agency on Aging 3 Mobility Manager and Putnam County Transportation Committee

Parties Responsible for Supporting: Putnam County Transportation Committee, officials and public

Resources Needed:

A. Mobility Management
B. Surveys for employers, human service organizations and users of transportation services.
C. Meeting places

Potential Cost Range: Expenses for mobility manager

Funding Source: ODOT 5310 Mobility Manager Grant

Performance Measures:

A. Increase in the number of gaps and unmet needs being addressed.
B. Increase in the number of people receiving transportation services.
C. Self-sufficiency of local residents is preserved and improved due to transportation options.
D. Quality of life of eligible passengers is enhanced by transportation services.

Strategy 4.2: Support transportation for people with disabilities, older adults and low income individuals.

Timeline for Implementation: 2017-2022, on-going.

Action Steps:

A. Explore more demand response and on-demand, affordable services.
B. Continue to use programs and services that attempt to fill transportation gaps.

Parties Responsible for Leading: Putnam County Council on Aging in collaboration with HHWP Community Action Commission and the Area Agency on Aging 3 Mobility Manager

Parties Responsible for Supporting: Putnam County Transportation providers and government officials

Resources Needed: More transportation and funding options for transportation providers.

Potential Cost Range: More vehicles and funding for services.

Funding Sources: ODOT 5310 Vehicle Funding and Operational Expenses, local funds and grants.

Performance Measures:

A. Increase in local funding in support of transportation services for people with disabilities, older adults and low income individuals.
B. Number of individuals assisted with transportation services
C. Self-sufficiency of local residents is preserved and improved due to transportation options.
D. Quality of life for eligible passengers is enhanced by transportation services.
E. Gaps and unmet needs are addressed.

Strategy 4.3: Support transportation options for life enhancing activities. (Example: medical appointments, essential errands, social/recreational, work, etc.)

Timeline for Implementation: 2017-2022, ongoing

Action Steps:

A. Promote ride share options and other non-traditional transportation options.
B. Continue to use programs and services that support transportation for life enhancing activities.

Parties Responsible for Leading: Putnam County Transportation Committee

Parties Responsible for Supporting: Putnam County Transportation Committee, local officials, employers and the public

Resources Needed:

A. Ride Share Drivers
B. Access to Gohio Commute
C. Material to inform public
D. Vehicles
E. Funding

Potential Cost Range: Marketing for Gohio Commute

Funding Sources: Existing federal, state and local funding options such as 5310.

Performance Measures:

A. Number of individuals assisted with transportation services
B. Self-sufficiency of local residents is preserved and improved due to transportation options.
C. Quality of life for eligible passengers is enhanced by transportation services.

VI. Plan Adoption

Describe the process for plan adoption. The plan development process must include older adults, individuals with disabilities, members of the general public, and representatives from public, private and non-profit transportation and human services providers. This is separate from the plan adoption process.

June 22, 2017	Regional transportation meeting with Hancock, Hardin, Wyandot and Putnam Counties
July 18, 2017	Meeting with Putnam County Commissioners
July 28, 2017	Regional transportation meeting with Hancock, Hardin, Wyandot and Putnam Counties
August 22, 2017	Regional transportation meeting with Hancock, Hardin, Wyandot and Putnam Counties
August 29, 2017	Putnam County Public Meeting
September 7, 2017	Regional transportation meeting with Hancock, Hardin, Wyandot and Putnam Counties
September 16, 2017	Focus group with older adults
September 21, 2017	Focus group with individuals with disabilities
September 26, 2017	Regional transportation meeting with Hancock, Hardin, Wyandot and Putnam Counties
October 12, 2017	Putnam County Transportation Meeting to review goals and strategies.
November 8, 2017	Putnam County Transportation Meeting to approve final plan
November 9, 2017	Regional transportation meeting with Hancock, Hardin, Wyandot and Putnam Counties to approve final plan.
November 15, 2017	Final plan submitted to stakeholders and ODOT.

Appendix A: List of Planning Committee Participants

The planning committee consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the planning committee is available upon request by contacting Jodi Warnecke at the Putnam County Council on Aging, Inc. at 419-523-4121 or by email at jwarnecke-pccoa@bright.net.

Agency Representation

Name	Agency
Jennifer Horstman	ADAMHS Board
Erica Petrie	Area Agency on Aging 3
Tammy Baumunk	Crime Victim Services
Erin Rodabaugh-Gallegos and Laurie Collins	HHWP Community Action Commission
Michael Boaz	Putnam County Board of DD/Brookhill
Jodi Warnecke	Putnam County Council on Aging, Inc.
Dan VonderEmbse	Putnam County Educational Service Center
Kim Rieman	Putnam County Health Department
Gretchen Lammers	Putnam County HomeCare and Hospice
Suzy Wischmeyer	Putnam County Job and Family Services
George Lane	Putnam County Office of Public Safety
Nancy Kline	Putnam County Sentinel
Bob Kroeger	Putnam County Veteran Services Commission
Karen Vorst and Theresa VanOss	St. Rita's Medical Center

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, Putnam County Council on Aging 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:

Name: Jodi Warnecke

Agency: Putnam County Council on Aging, Inc.

Phone Number: 419-523-4121

E-mail Address: jwarnecke-pccoa@bright.net

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:

Name: Jodi Warnecke

Agency: Putnam County Council on Aging, Inc.

Phone Number: 419-523-4121

E-mail Address: jwarnecke-pccoa@bright.net

Annual Review

Putnam County's original Coordinated Transportation Plan was developed in 2008 and last updated in 2015 and now in 2017. The last annual review took place at the end of 2016. At that time there were no changes made to the coordinated plan.

Amendment

There have been no amendments made to Putnam County's Coordinated Transportation Plan.

Appendix C: Definitions

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

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

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

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

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

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

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

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

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

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

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

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

Appendix D: Community Transportation Survey

Putnam County Community Transportation Survey

The Putnam County Transportation Committee consists of several community organizations who are working together to improve transportation options for Putnam County residents. The committee is asking for your help in improving transportation services by taking a few minutes to complete this survey. Your input does make a difference!

1. **Sex:** □ Male □ Female **2. What is your Zip Code?** _____

3. **What is your Age?** □ 17 and Under □ 18-29 □ 30-39 □ 40-49 □ 50-59 □ 60-69 □70-79 □ 80+

4. **Do you consider yourself? (Please select one)**
   □ White □ African American/Black □ Hispanic
   □ Asian □ Native American Indian □ Other (please list)

5. **What is your household's annual income?**
   □ Less than $20,000 □ $80,000 to $99,999
   □ $20,000 to $39,999 □ $100,000 to $124,999
   □ $40,000 to $59,999 □ $125,000 to 149,999
   □ $60,000 to $79,999 □ More than $150,000

6. **Which of the following descriptions BEST applies to you? Are you presently: (Please select one.)**
   □ Employed outside your home □ Homemaker
   □ Employed in your home □ Student
   □ Unemployed □ Other: (please list: _____)
   □ Retired

7. **Do you have a disability?** □ Yes □ No

8. **Do you have an impairment that requires you to use a cane, walker, wheelchair, service animal and/or another device to help you get around?**
   □ Yes □ No

9. **Currently, how do you travel from home to doctor appointments, essential errands, social activities, work, etc.? (Please select all that apply.)**
   □ Personal Vehicle □ Human Service Agency Transportation
   □ Ride with family and/or friends □ Council on Aging
   □ Walk/Bicycle □ Job and Family Services
   □ Carpool □ Office of Public Safety/EMA

- □ Faith Based Organization
- □ Private Taxi, Uber, Lyft or similar service.
- □ Volunteer transportation program
- □ Amtrak
- □ Bus (City Bus, Greyhound Go Bus, etc.)
- □ Other (please list: _____)
- □ Brookhill
- □ Veteran Services
- □ AAA3 – Find A Ride
- □ Other Agency (please list: _____)
- □ I don't go anywhere

10. Which days of the week do you generally need transportation?

- □ Monday
- □ Tuesday
- □ Wednesday
- □ Thursday
- □ Friday
- □ Saturday
- □ Sunday

11. In a typical week, what types of trips do you need transportation for? (Please mark all that apply.)

- □ In-County Medical Appointment
- □ Out-of-County Medical Appointment
- □ Grocery Store
- □ Beauty Salon/Barber Shop
- □ Social Service Agency Appointment
- □ Recreational Activities
- □ Visit Family/Friends
- □ Nursing Home Visits
- □ Other (please list: _____)
- □ Work
- □ Hospital
- □ Pharmacy
- □ Church
- □ Social Event
- □ School
- □ Volunteer
- □ I don't need transportation
- □ Therapy
- □ Shopping
- □ Bank
- □ Post Office
- □ Restaurant
- □ Day Care
- □ Park

12. Do you need transportation to any of the following areas? (Please select all that apply.)

- □ Allen County
- □ Auglaize County
- □ Cuyahoga County (Cleveland area)
- □ Defiance County
- □ Franklin County (Columbus area)
- □ Hancock County
- □ Henry County
- □ Lucas County (Toledo area)
- □ Mercer County
- □ Montgomery County (Dayton area)
- □ Paulding County
- □ Putnam County
- □ Van Wert County
- □ Wood County (Bowling Green/Perrysburg)
- □ Wyandot County
- □ Other (Please list: _____)

13. If public transportation was available, such as a city bus or taxi service, would you use it? □ Yes □ No

14. Please mark (√) which Putnam County transportation services you are aware of and whether you have used those services.

Agency	Aware of Services	Used Services
Putnam County Council on Aging		
Putnam County Department of Developmental Disabilities/Brookhill		
Putnam County Office of Public Safety/EMS		
Putnam County Veteran Services Commission		
Area Agency on Aging 3 – Find A Ride		
Other (please list)		

15. If you do not use transportation provided by a human service agency, please identify why not. (Please select only the choice that applies most often.)

□ It is not available where I live.
□ I cannot afford the cost.
□ I do not know how to use it.
□ I have my own car.
□ It does not go where I need to go.
□ I do not meet eligibility requirements.
□ It is not available when I need it.
□ I do not need transportation.
□ Human services transportation takes too much time compared to my other options.
□ Other (please list: _____)

16. Please mark which times of the day you can NOT get a ride?

□ Before 8:00 a.m.
□ 8:00 a.m. to Noon
□ Noon to 4:30 p.m.
□ 4:30 to 10:00 p.m.
□ After 10:00 p.m.
□ Weekends
□ I do not need rides
□ I can get rides when needed

17. Does a lack of reliable transportation keep you from doing things you need or would like to do? □ Yes □ No

If yes, what is the reason(s)?

□ No car
□ No car insurance
□ No gas
□ I cannot afford car repairs
□ No license/license suspended
□ I do not have a reliable vehicle
□ I do not have someone to drive me
□ Other (please list _____)
□ I am not eligible for agency services
□ Human services agency has full schedule
□ Disabled or medical issues
□ I do not drive/not comfortable driving
□ No public transportation
□ I do not know who to call for help
□ Transportation not available when I need.

18. In the last 12 months, how often has a lack of transportation prevented you from getting somewhere?

□ Never □ 1-2 times □ 3-5 times □ 5-9 times □ More than 10 times

19. What improvements/changes could be made to your local transportation options to make using them more appealing to you? (Select all that apply)

□ If I could ride to other parts of the state (such as to Columbus or other cities & towns)
□ Lower the cost to ride.
□ Start earlier in the morning
□ End later at night
□ Operate on the weekend
□ Do not share rides with other people
□ Have a fixed route with scheduled bus stops
□ Use smaller vehicles
□ Use larger vehicles
□ Use wheelchair accessible vehicles
□ More reliable and/or On-time for picking me up and dropping me off
□ Other (please list: _____)

20. What is the ONE best way to get information about transportation services in your county?

□ Flyer inside vehicle
□ Rider guide
□ Website
□ Email
□ Television
□ Social Media (Facebook, Twitter, etc.)
□ Radio
□ Newspaper
□ Church Bulletin
□ Other (please list: _____)

21. How has Putnam County transportation services helped you or a loved one?

Please return the survey by August 31, 2017 to the Putnam County Council on Aging at 1425 E. Fourth Street, Ottawa, OH 45875 or jwarnecke-pccoa@brght.net.
If you have any questions, please contact Jodi Warnecke at 419-523-4121.
Thank you for your time and interest!

Appendix E: Employer Survey

Putnam County Employer Survey

The Putnam County Transportation Committee consists of several community organizations who are working together to improve transportation options for Putnam County residents. We need your help in identifying existing difficulties that employees may have getting to work and/or challenges related to transportation barriers that your company has experienced in hiring or maintaining your workforce. The committee is asking for your help in improving transportation services by taking a few minutes to complete this survey. Your input does make a difference! Thank You!

1. **Identification of Organization (optional)**

Company Name:		
Street Address:		
City:	**State:**	**Zip Code:**
Telephone Number:	**Email:**	
Contact Name:		**Title:**

2. **Nature of Business**

□ Manufacturing □ Non-Profit
□ Medical □ Tourism
□ Government □ Other (please list: _____)

3. **How many people do you employ?**

□ 1 to 10 □ 51 to 100 □ 301 to 400
□ 11 to 25 □ 101 to 200 □ 401 to 500
□ 26 to 50 □ 201 to 300 □ 501 or more

4. **What are your days of operation? (Please check all that apply.)**

□ Monday □ Friday
□ Tuesday □ Saturday
□ Wednesday □ Sunday
□ Thursday

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

□ 0 to 5 miles □ 11 to 20 miles □ 31 to 50 miles
□ 6 to 10 miles □ 21 to 30 miles □ 51 or more miles

6. **What are your company's Monday through Friday shift times?**

Shift	Start Time	End Time
1st Shift		
2nd Shift		
3rd Shift		

7. **What are your company's Saturday and Sunday shift times?**

Shift	Start Time	End Time
1st Shift		
2nd Shift		
3rd Shift		

8. **Where do most of your employees commute from?**

□ Putnam County
□ Allen County
□ Auglaize County
□ Defiance County
□ Hancock County
□ Hardin County
□ Henry County
□ Mercer County
□ Paulding County
□ Van Wert County
□ Wyandot County
□ Other (Please list _____)

9. **Please estimate what percentage of your current employees use the following transportation options for travel to work.**

Transportation Options to Work	Percent (%)
Driver their own vehicle	
Share rides with co-workers (carpool)	
Family/Friends bring them	
Human Service Agency (Council on Aging, Job & Family Services, etc.)	
Other (Please specify)	

10. **Has a lack of reliable transportation had an effect on your ability to hire or retain employees?** □ Yes □ No

11. **Would your company promote programs that encourage employees to take other transportation options or carpool to work?**

□ Yes □ No

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

□ Yes □ No

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

□ Yes □ No

If yes, what would be the maximum amount per round trip that your company would be willing to consider paying for each employee daily?

□ $1 to $2
□ $2 to $3
□ $3 to $4
□ $4 to $5
□ Other (please specify: _____)

14. **If the Putnam County Transportation Steering Committee could do one thing for your company to improve transportation in your area, what would it be?**

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

Please return the survey by August 31, 2017 to the Putnam County Council on Aging at 1425 E. Fourth Street, Ottawa, OH 45875 or to jwarnecke-pccoa@bright.net.
If you have any questions, please call Jodi Warnecke at 419-523-4121.
Thank you for your time and interest!

Appendix F: Transportation Provider/Human Service Agency Survey

Survey for Putnam County Transportation Providers and Other Social Service Organizations

The Putnam County Transportation Committee consists of several community organizations who are working together to improve transportation options for Putnam County residents. The committee is asking for your help by taking a few minutes to complete this survey. The committee appreciates any information you are willing to provide. The survey is intended for organizations and companies that directly provide transportation and/or work with individuals who may need transportation services. Thank You!

Agency Name:		
Street Address:		
City:	**State:**	**Zip Code:**
Telephone #:	**Fax #:**	**Email:**
Website:		
Contact Name:		**Title:**
Hours of Service (Days and Time):		

1. **Under what legal authority does your organization operate?**
   - □ Private, non-profit
   - □ Private, for profit
   - □ Public
   - □ Other (please specify) _____

2. **What is the geographic area that you serve?**
   - □ Anywhere within Putnam County
   - □ Multiple counties (please list which counties) _____
   - □ Within city or town limits (please list towns) _____

3. **Please indicate the type(s) of service your agency provides. (Please check all that apply. We would welcome any brochures or written descriptions of your services.)**

□ Adult Day Care	□ Home Health Care	□ Recreational/Social
□ Child Day Care	□ Housing	□ Rehabilitation
□ Counseling	□ Information and Referral	□ Religious
□ Education and Training	□ Job Training	□ Residential Care
□ Employment Services	□ Medicaid	□ Social Services
□ Head Start	□ Medical/Dental	□ Transportation
□ Home Delivered Meals	□ Mental Health	□ Other (please list)_____

4. **Does your agency have eligibility requirements?**

□ Yes □ No

If yes, what are your eligibility requirements?

□ Age	□ Elderly (60 and older)	□ Youth
□ Disability	□ Income	□ Other (please list: _____)

5. **In what manner does your organization directly provide or operate transportation? (Please select all that apply.)**

□ Organized program with vehicles and staff designated specifically for transportation
□ Personal vehicles or agency staff
□ Agency employees who are NOT drivers using agency owned fleet vehicles
□ Purchase tickets, tokens or passes from other modes of para-transit/transit
□ Reimbursement of mileage or auto expenses paid to employees, clients, families or friends.
□ Volunteer drivers
□ Information and referral about other community and public transportation resources.
□ None of the above
□ Other (please specify) _____

6. **Which mode of transit best describes your methods of service delivery? (Please select all that apply.)**

□ Demand response (door to door)
□ On-demand (similar to taxi service, or advance notice is required)
□ Charter services (group transportation for special events)
□ We do NOT directly operate transportation but we do BUY bus passes or purchase transportation on behalf of our clients.
□ We do NOT directly operate transportation but we do refer passengers to other providers.
□ Other (please specify) _____

7. **Does your agency reimburse clients for providing their own transportation?**

□ Yes □ No

If yes, what is the client reimbursement rate?

If yes, what was the total amount spent on client transportation reimbursement in 2016?

8. Does your organization own and operate vehicles to provide transportation to your clients? □ Yes □ No

(*If no skip to question #27)

If yes, please fill out the attached vehicle inventory form.

9. Are your agency vehicles used for your clients only?
□ Yes □ No

If no, who else uses your vehicles?

10. Does your agency provide Medicaid eligible transportation?
□ Yes □ No

11. Does your agency charge a fare or fee for providing transportation services?
□ Yes □ No

If yes, what is the fare structure?

12. Does your organization accept donations in lieu of passenger fares?
□ Yes □ No

If yes, what is the suggested donation amount?

13. How many full-time, part-time or volunteer driver positions are at your agency?

Classification	Number of Drivers
Full-Time Drivers	
Part-Time Drivers	
Volunteer Drivers	

14. How many full-time, part-time or volunteer scheduler/dispatcher positions are at your agency?

Classification	Number of Scheduler/Dispatcher
Full-Time Scheduler/Dispatcher	
Part-Time Scheduler/Dispatcher	
Volunteer Scheduler/Dispatcher	

15. Are agency drivers required to be CDL certified?

□ Yes □ No

16. How many one-way trips did your agency provide in 2016?

17. Does your agency track trip denials? □ Yes □ No

If yes, how many trip denials did your agency have in 2016?

18. Define the level of passenger assistance provided for users of your transportation service (Please select all that apply.)

□ Curb to Curb
□ Door to Door
□ Door through Door
□ Drivers assist passengers with a limited number of packages
□ Drivers assist passengers with an unlimited number of packages
□ Agency provides personal care attendants or escorts for passenger assistance
□ Passengers are permitted to bring their own personal care attendants or escorts.
□ Other (please specify) _____

19. What training courses/topics are required for your drivers (or other staff that perform transportation related duties)?

- □ CPR
- □ First Aid
- □ Blood Borne Pathogens
- □ Health Physical
- □ Defensive Driving
- □ Sensitivity to Aging
- □ Passenger Assistance Techniques
- □ Driving Record Checks
- □ Background Checks
- □ Drug and Alcohol Testing
  - □ Pre-Employment
  - □ Random
  - □ Post-Accident
- □ Other (please list): _____

20. What organization(s) instruct the above listed training courses for your drivers and other staff that perform transportation related duties?

21. What is the name of the transportation scheduling software used by the agency (if applicable)?

22. What is the name of the transportation dispatching software used by the agency (if applicable)?

23. Does the agency have an app for passengers to use when scheduling, verifying a trip, cancelling or locating vehicles?

□ Yes □ No

24. Does the agency have an Automatic Vehicle Locations (AVL) system?

□ **Yes** □ **No**

25. What is your agency's annual transportation operating expenses? (Please use most recent fiscal or calendar year)

26. What are the current sources of revenue that support transportation provided by your agency?

- □ Fares collected from passengers
- □ Revenues collected from third party on behalf of passengers
- □ Medicaid reimbursements
- □ City/Town government appropriations
- □ Grants from Federal Transit Administration
- □ Grants from Older Americans Act
- □ Grants directly received from Medicaid
- □ Grants received from the Community Development Block Grant
- □ Levy Funds
- □ United Way
- □ Fundraising
- □ Contributions from Charitable Foundations, etc.
- □ Other, not listed above (please specify) _____

27. What is the most important thing that could be done to improve transportation services for your clients?

28. Do you have any other ideas, comments or issues concerning transportation that you would like to tell us about? (Ex: gaps in service, unmet needs, how transportation services have helped your clients, etc.)

Please return the survey by August 31, 2017 to the Putnam County Council on Aging at 1425 E. Fourth Street, Ottawa, OH 45875 or jwarnecke-pccoa@bright.net.
If you have any questions, please contact Jodi Warnecke at 419-523-4121.
Thank you for your time and interest!

Putnam County Transportation Committee
RESOLUTION

A RESOLUTION SUPPORTING THE PUTNAM COUNTY COORDINATED PUBLIC TRANSIT-HUMAN SERVCES TRANSPORTATION PLAN 2018-2022 TO BE SUBMITTED TO THE STATE OF OHIO DEPARTMENT OF TRANSPORTATION.

WHEREAS, people with specialized transportation needs have rights to mobility. Older adults, individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services which are provided by public and private transportation systems and human service agency programs are essential for travel to work and medical appointments, to run essential errands, or simply to take advantage of social or cultural opportunities; and

WHEREAS, under the FAST Act, projects funded by Federal Transit Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program must be included in a locally developed, coordinated public transit-human services transportation plan; and

WHEREAS, the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program provides operating and capital assistance funding to provide transit and purchase of services to private nonprofit agencies, and to qualifying local public bodies that provide specialized transportation services to elderly persons and to people with disabilities; and

WHEREAS, a local committee with participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public met on August 29, 2017, September 16, 2017, September 21, 2017, October 12, 2017 and November 8, 2017; and

WHEREAS, the local committee reviewed and recommended through consensus the Putnam County Coordinated Public Transit-Human Services Transportation Plan 2018-2022 to be submitted to the State of Ohio Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED BY THE Putnam County Council on Aging, Inc.:
That this resolution takes effect immediately upon its adoption.

ADOPTED BY THE Putnam County Transportation Committee THIS 8th day of November 2017 AS EVIDENCED BY THE AUTHORIZING SIGNATURES BELOW.

Jodi Warnecke, Executive Director
Putnam County Council on Aging, Inc.
Lead Agency

11-8-17
Date

Jennifer Horstman, Executive Director
ADAMHS Board

11-8-17
Date

Becca Sheidler, Mobility Manager
Area Agency on Aging 3

11-8-17
Date

Erin Rodabaugh-Gallegos, Director of Development
HHWP Community Action Commission

11-8-17
Date

Michael Boaz, Superintendent
Putnam County Board of Developmental Disabilities

11-8-2017
Date

Kim Rieman, Health Commissioner
Putnam County Health Department

11-8-2017
Date

Suzy Wischmeyer, Director
Putnam County Job and Family Services

11-8-17
Date

George Lane, EMT Specialist
Putnam County Office of Public Safety

11-8-17
Date

Bob Kroeger, Administrative Assistant
Putnam County Veteran Service Commission

11-8-17
Date

Karen Vorst, Director of the Mercy Health
Putnam County Medical Center
St. Rita's Ambulatory Care Center

Mike Lammers, Commissioner
Putnam County Commissioner's Office

11-9-17
Date

John Love, Commissioner
Putnam County Commissioner's Office

11-9-17
Date

Vincent Schroeder, Commissioner
Putnam County Commissioner's Office

11-9-17
Date