

Putnam County, Ohio

Putnam County Coordinated Public Transit-Human Services Transportation Plan

2023-2027

Putnam County Council on Aging, Inc.

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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Putnam County. The plan was initially developed in 2008 and updated in 2017, and 2022. 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. On November 15, 2021, the Infrastructure Investment and Jobs Act (IIJA) was enacted into law. The IIJA continues the policies set forth by the FAST Act and provides \$937 billion over five years from FY 2022 through 2026. The IIJA, also known as the Bipartisan Infrastructure Law (BIL), directs the U.S. Department of Transportation to apply the funding toward modernizing transit and improving accessibility for the elderly and people with disabilities.

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:

Top Tier Priorities:

- 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,
- Funding to support transportation services, including vehicles, vehicle maintenance, gasoline, operating expenses, mobility management, technology, etc.
- Centralized location to access transportation information on available community transportation options,
- Transportation Call Center and countywide transportation coordinator.
- Increased demand on services, especially the aging population,
- Need for larger wheelchair accessible vans,
- Limited family support. More and more have families living out of the area.
-

2nd Tier Priorities

- More affordable on-demand transportation options,
- Rideshare options (Uber/Lyft limited),
- Employment transportation for the developmentally disabled population, last minute transportation needs (Ex: car won't start), etc.
- Explore contract transportation service options and/or fixed route transportation.
- Further distance transportation options (Columbus, Cleveland, Toledo, etc.)
- Transportation for daily living activities for low-income.
- Evening and weekend transportation (social, recreational, meetings, church, etc.),
- Transportation for individuals who don't meet eligibility requirements of current transportation providers (Ex: Under the age of 60 with no disability).
- Limited private pay options/not affordable.
- Individuals with complicated medical needs,

3rd Tier Priorities:

- Explore possibility of rural public transportation.

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 full plan update in 2017, but include updated goals and strategies for achieving progress. As a result of the information obtained in this update, the Hancock, Hardin, Wyandot and Putnam region will work together to achieve the following goals:

- Encourage cooperation and communication among local and regional stakeholders to meet transportation needs.
- Work to Increase knowledge of available transportation options among the general public as well as influencers of public opinion.

- Work to provide operational funding options to support and expand accessible transportation options within Putnam County.
- Work to identify and fill gaps in transportation services and unmet needs.
- Explore the possibility of expanding public transportation to Putnam County.

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:

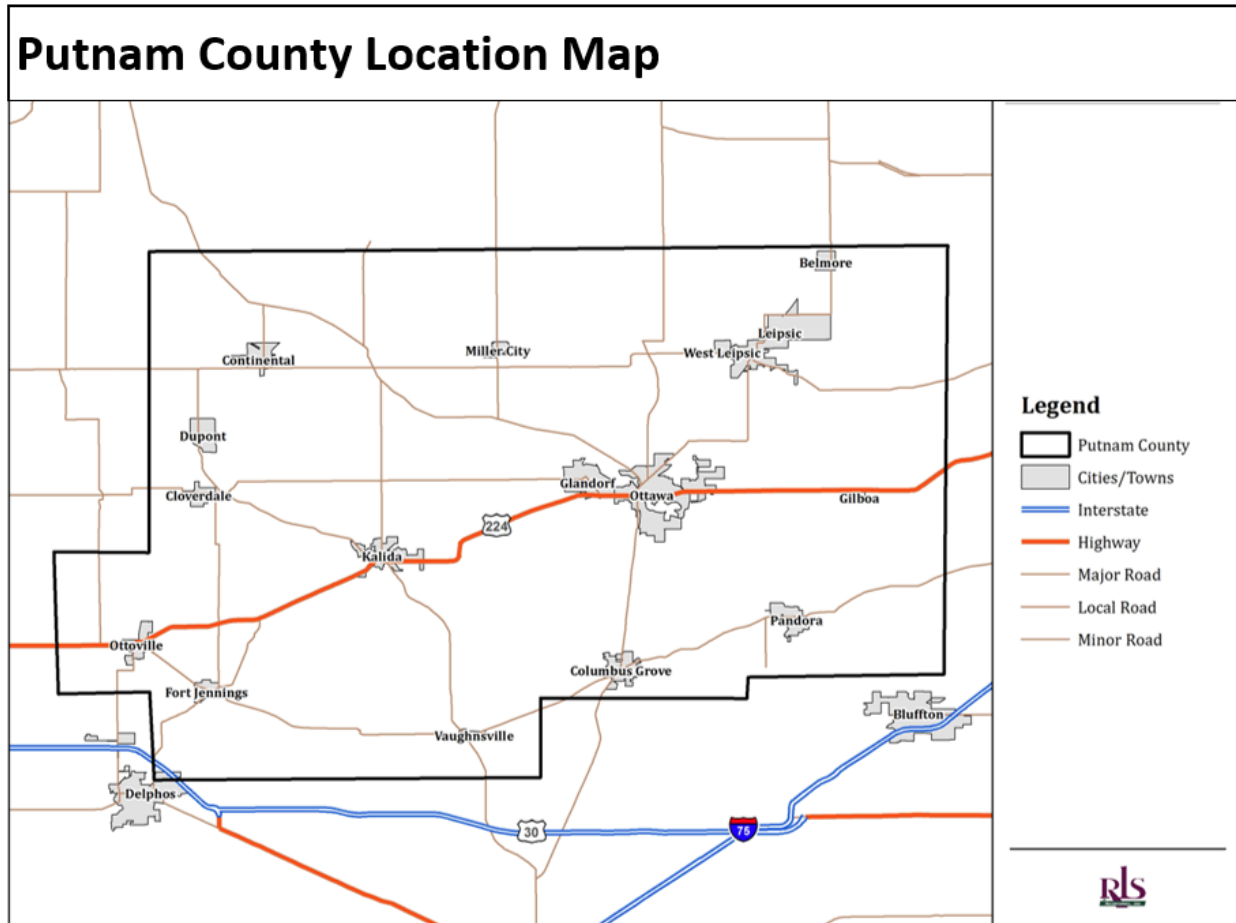
- Public and stakeholder input was gathered using community surveys, employer surveys, and transportation provider/human service agency surveys. The survey was implemented as a web-based application with a QR code and paper copies were also available. The following number of surveys were returned:
 - 171 Community Surveys
 - 33 Employer Surveys
 - 17 Transportation Provider/Human Service Agency Surveys.
- A public meeting was held on April 7, 2022 at the Putnam County Library, 124 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.
- The Putnam County Council on Aging led three focus groups. The first focus group was held at “Coffee and Conversations” at Bloomer’s Boutique and Coffee, 229 N. Main Street, Continental on April 19, 2022. The second focus groups was held with developmentally disabled individuals at the Educational Service Center at 124 Putnam Parkway, Ottawa, on April 21, 2022. The third focus group was held at the Ottawa Senior Citizen’s Association, 1035 E. Third Street, Ottawa with older adults. Below is a summary of the attendance for the three focus groups.
 - 14 individuals attended the developmentally disabled focus group.
 - 13 individuals identified they had a disability.
 - 0 individuals identified they were older adults
 - 0 individuals identified they were low income.
 - 21 individuals attended the two older adult focus group.
 - 21 individuals identified themselves as an older adult.
 - 0 individuals identified they had a disability.
 - 0 individuals identified they were low income.

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

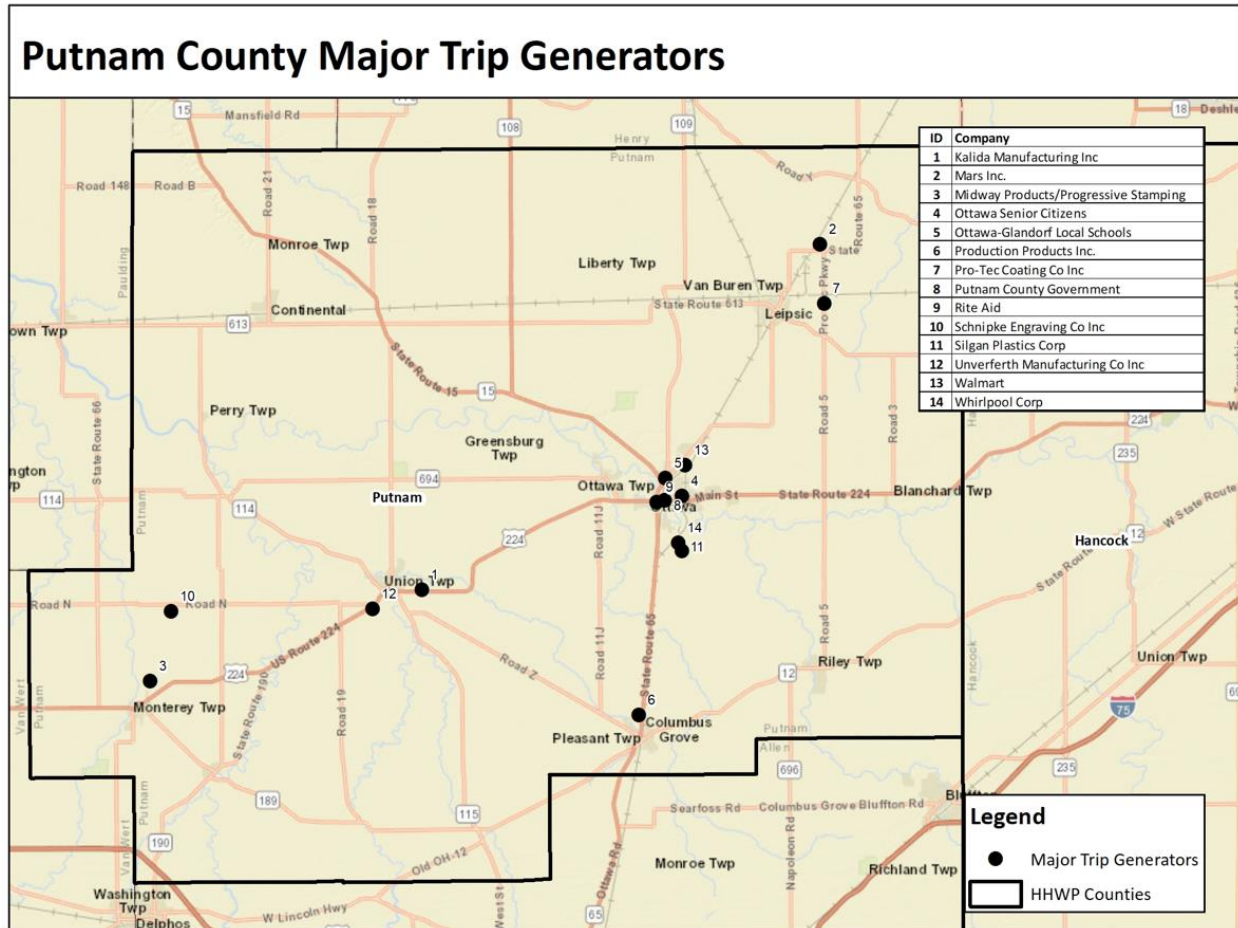
Putnam County has a total area of 484 square miles and is located in the northwest portion of Ohio, bordered by Henry and Defiance Counties to the north, Hancock County to the east, Allen County to the south, and Paulding and Van Wert Counties to the west. The county seat and largest village is Ottawa with a population of approximately 4,456. Leipsic and Columbus Grove are the next largest villages within the county.

MAP 1: LOCATION MAP



Putnam County has many employers scattered throughout the area, including Kalida Manufacturing, Mars Inc., Medway Products, Production Products Inc., Pro-Tec Coating Co. Inc., Schnipke Engraving Co. Inc., Silgan Plastics Corp, Unverferth Manufacturing Co. Inc. and Whirlpool Corp. that generate a substantial number of trips per year inside the county. Map 2 displays major trip generators in the county.

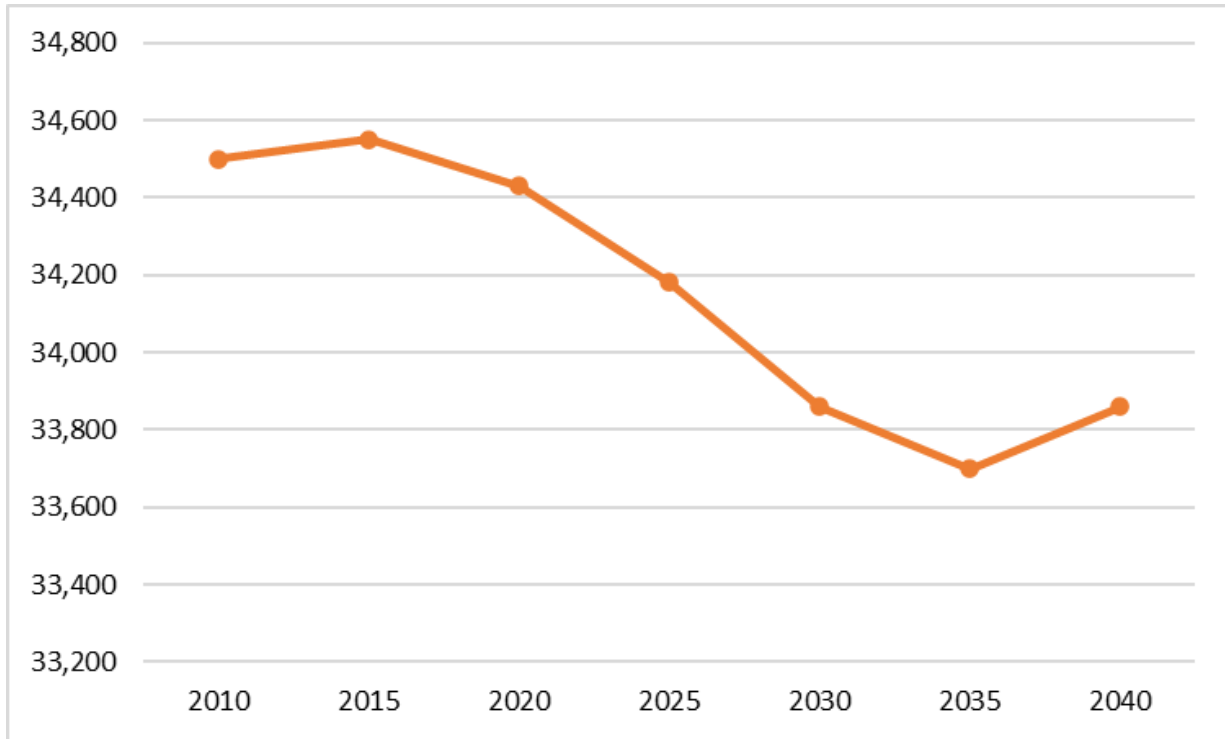
MAP 2: TRIP GENERATORS



II. Population Demographics

Between 2010 and 2020, Putnam County's population decreased less than one percent. The Ohio Development Services Agency is projecting that the population in Putnam County will continue to decrease slightly over the next 15 years and then have a slight uptick by 2040. Overall, the population is expected to decrease by 639 individuals or 1.9 percent from 2010 to 2040. Chart 1 represents the decrease in population for Putnam County.

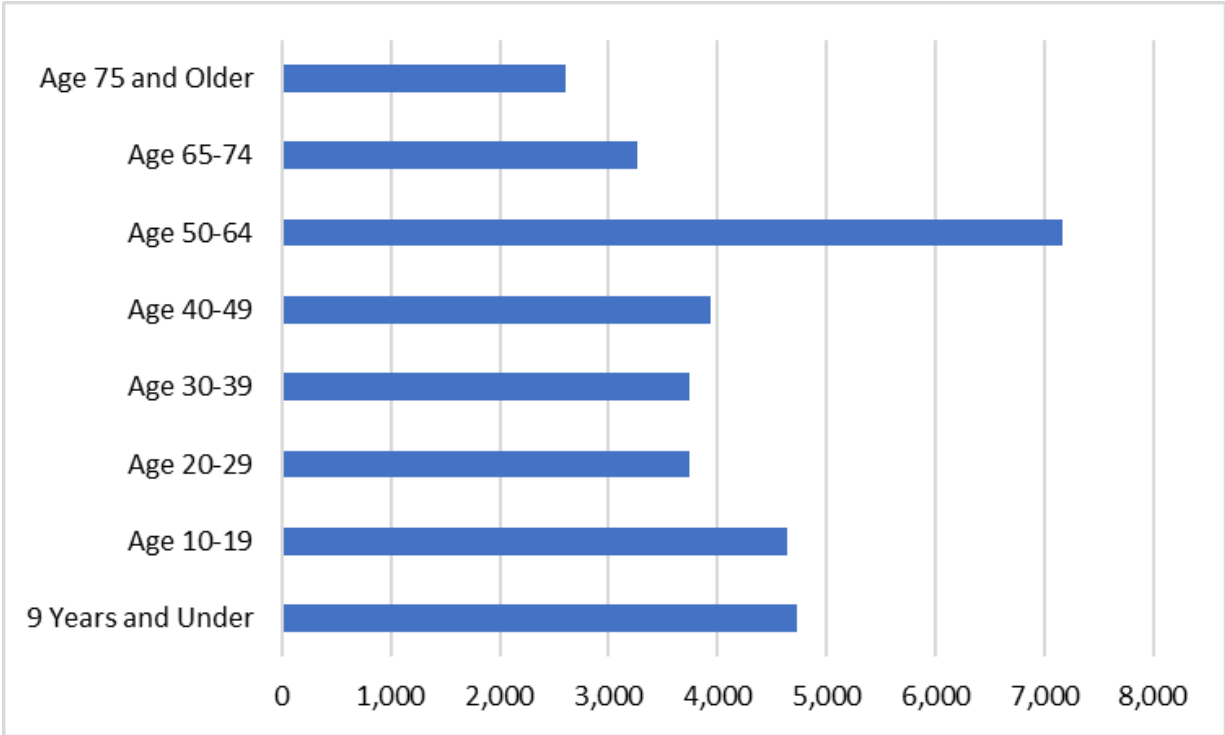
CHART 1: POPULATION PROJECTION



Source: Ohio Development Services Agency, Office of Research, April 2018

The largest age group in Putnam County was between ages 50 and 64, constituting 21 percent of the county’s population (see Chart 2). The group 9 years and under was the second largest, consisting of nearly 14 percent of the population. Approximately 7.6 percent of the county’s population was age 75 and older.

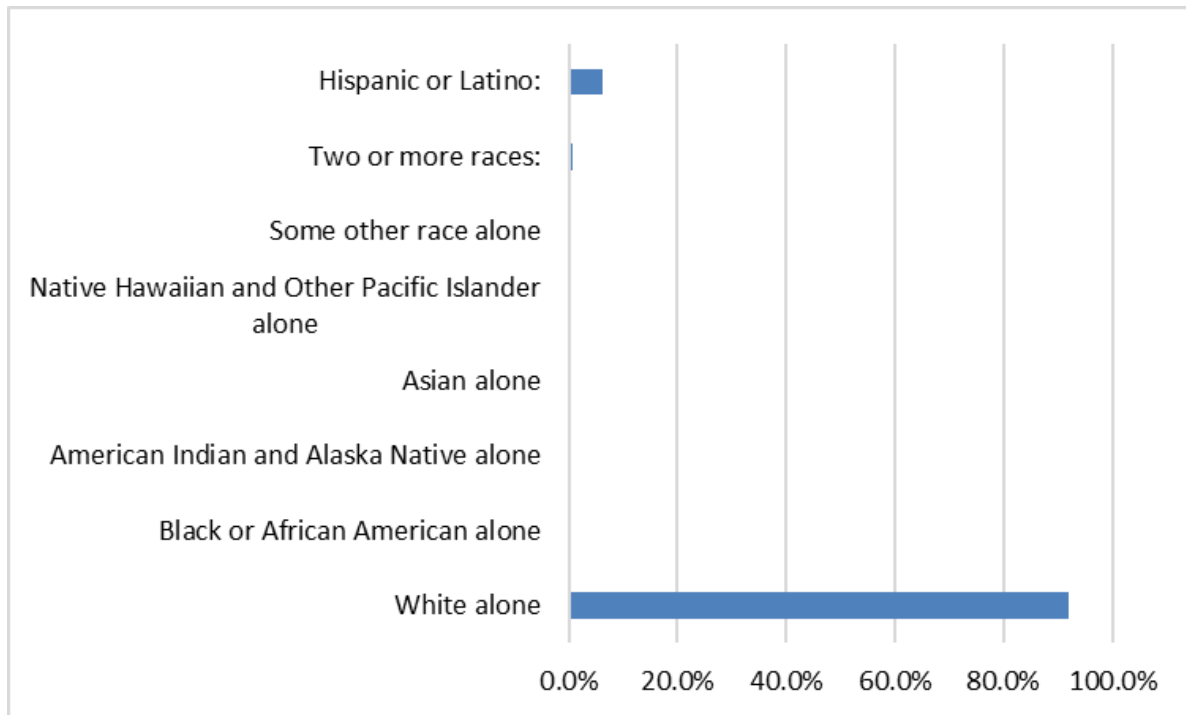
CHART 2: POPULATION BY AGE GROUP



Source: 2020 American Community Survey 5-Year Estimates

Chart 3 represents the race/ethnicity of the population in Putnam County. Over 92 percent of the population in Putnam County is white alone. The next highest category is Hispanic or Latino national origin. Putnam County has 7.9 percent minority population which is the second highest in the HHWP region.

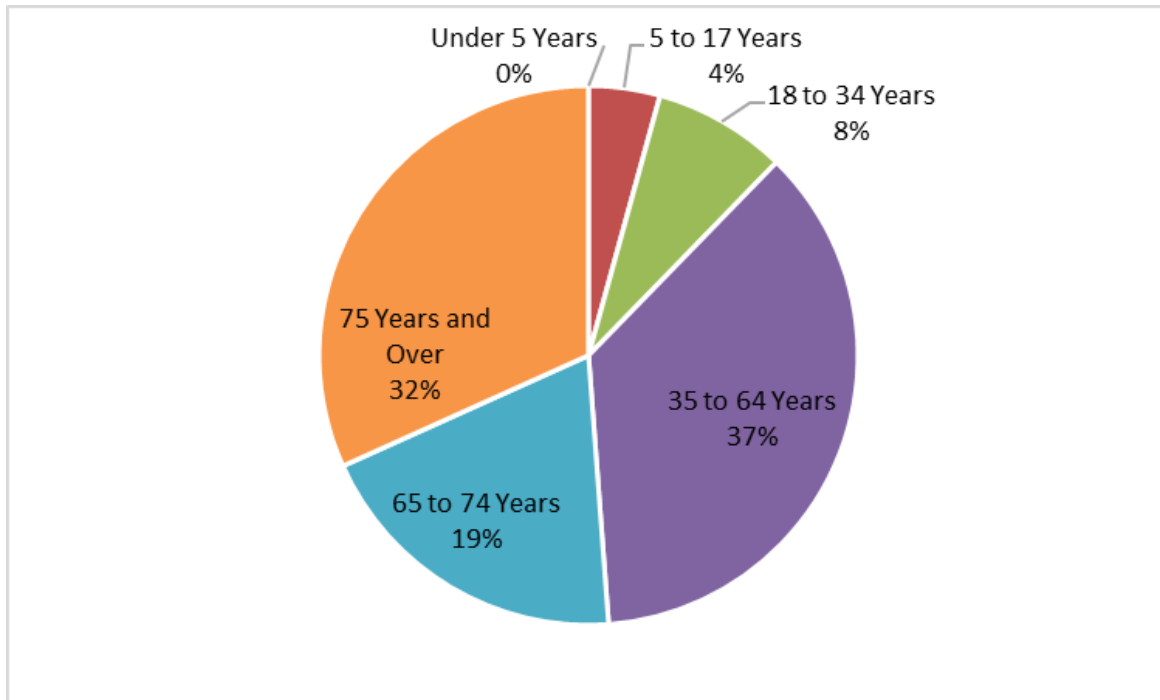
CHART 3: POPULATION BY RACE/ETHNICITY



Source: 2020 American Community Survey 5-Year Estimates

Disability incidence data was collected using the U.S. Census ACS 5-Year Estimates 2020. The following chart (Chart 4) shows the number of people, by age category, in the County with a disability. Approximately 3,247 individuals reported having some type of disability. The 35- to 64-year-old age group had the highest percentage, representing 37 percent of the disabled population in Putnam County. Disabilities include hearing vision, cognitive, ambulatory, self-care, and independent living difficulty.

CHART 4: POPULATION WITH A DISABILITY



Source: 2020 American Community Survey 5-Year Estimates

In Putnam County, approximately 6.3 percent (or 613) of the households have incomes below poverty (see Chart 5).

CHART 5: NUMBER AND PERCENTAGE OF HOUSEHOLDS BELOW POVERTY LEVEL

Geography	Total Families	Families Below Poverty	Percent Families Below Poverty
Hancock County	19,100	1,184	6.2%
Hardin County	7,823	774	9.9%
Putnam County	9,738	613	6.3%
Wyandot County	6,075	389	6.4%

Source: 2020 American Community Survey 5-Year Estimates

Of the 33,415 individuals in Putnam County whom poverty status is determined, 2,601 persons were living below poverty. This encompasses 7.8 percent of Putnam County’s population and is significantly below the 12.6 percent of the entire State population that is living below the poverty level.

CHART 6: NUMBER AND PERCENTAGE OF INDIVIDUALS LIVING IN HOUSEHOLDS BELOW THE POVERTY LEVEL

Geography	Total Population	Population Below Poverty	Percent Population Below Poverty
Hancock County	73,519	7,618	10.4%
Hardin County	28,739	4,114	14.3%
Putnam County	33,415	2,601	7.8%
Wyandot County	21,585	1,548	7.2%

Source: 2020 American Community Survey 5-Year Estimates

At the time of the 2020 ACS Five-Year Estimates, Putnam County had a total population of 33,836, of which 31,581 were individuals age 5 years and older. Of this population, 96.2 percent speak only English, while the remaining 3.8 percent speak other languages, either in addition to or instead of English. People who speak English “less than very well”, which represent the LEP population, accounted for 1.2 percent of Putnam County’s total population. See Chart 7.

CHART 7: LIMITED ENGLISH PROFICIENCY

Geography	County Population 5 Years and Over	Population Speaks English "Less than very well"	Percent of Population Speaks English "Less than very well"
Hancock County	71,252	1,328	1.9%
Hardin County	29,594	439	1.5%
Putnam County	31,581	378	1.2%
Wyandot County	20,657	210	1.0%

Source: 2020 American Community Survey 5-Year Estimate

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 with a QR code 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
- Brookhill Center Industries
- HHWP Community Action Commission
- K & P Medical Transport
- Meadows of Leipsic
- Meadows of Ottawa
- Northwest Physical Therapy
- Opportunities for Ohioans with Disabilities
- Pathways Counseling Center
- Putnam County Board of Developmental Disabilities
- Putnam County CIC Economic Development Office
- Putnam County Council on Aging
- Putnam County Educational Service Center
- Putnam County Habitat for Humanity

Putnam County Health Department
Putnam County HomeCare and Hospice
Putnam County Job and Family Services
Putnam County Community Thrift Store
Putnam County Office of Public Safety
Putnam County Sheriff's Office
Putnam County Veteran Services Commission
United Way of Putnam County

The following information is based upon the tabulations from the survey and interview database. A total of 26 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

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.

Brookhill Center Industries

Brookhill Center Industries is a private, non-profit organization serving Putnam County residents. Services include: Adult Day Care, Education and Training, Employment Services, Job Training, Medicaid, Recreational and Social Services, and Transportation. Eligibility requirements include age and disability. Transportation is provided curb to curb and door to door with at least seven days ahead of time.

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.

HHWP Community Action Commission (Hancock Area Transportation Services -HATS)

Hancock Area Transportation Services (HATS) is a program of the Hancock, Hardin, Wyandot, Putnam Community Action Commission (HHWPCAC) and is a 5311 rural public transportation system. HHWP CAC is a private, non-profit organization and is the designated grantee for HATS, Wyandot Ride Service (WRS) and Kenton Area Transportation Services (KATS). As such, HHWP CAC is responsible for the general oversight and handles day-to-day operations. HHWPCAC is the only public transportation provider for Hancock, Wyandot and Hardin Counties. HHWPCAC provides low-cost, demand response,

public transportation to anyone within Hancock, Wyandot and Hardin Counties and for any purpose. There are no service eligibility requirements for passengers. These systems are funded in part by the Federal Transit Administration, Ohio Department of Transportation, the United Way, contracts, local contributions, fares, and community donations.

HATS served 2,110 public transportation consumers during 2020. HATS provided 54,206 passenger trips in 2020 and the vehicles traveled 360,728 service miles. The fleet consists of 13 ADA accessible busses, 3ADA accessible Transit vans, and 2 ADA accessible mini-vans. HATS also has 7 non-accessible vehicles used primarily for Findlay Family YMCA contract trips. Several new vehicles are expected to be added to the fleet before the end of 2021.

Hours of operation for HATS are Monday through Friday, 7:15 am to 9:45 pm. Office hours are 8:00 am to 4:30 pm, Monday through Friday. WRS operates on Monday through Friday from 7:15 am to 5:00 pm. Transportation follows all of HHWP CAC's posted holidays. Upcoming holidays are posted in each vehicle and a list is available upon request.

Hometown Transportation, LLC

Hometown Transportation, LLC is a private transportation company offering transportation to Allen, Auglaize, Hancock, Hardin, Mercer, Putnam and Van Wert counties. They contract with the Area Agency on Aging 3's Find A Ride Program. Additionally, they accept Medicaid. They offer ambulatory and non-ambulatory transportation.

K & P Medical Transport

K & P Medical Transport is a private, for-profit organization providing medical and non-medical transportation in Allen, Auglaize, Defiance, Fulton, Hancock, Henry, Mercer, Paulding, Putnam, Van Wert, Williams and Wood counties. Transportation is door-to-door, demand response service provided via contracts with numerous County Job and Family Services agencies, Medicaid Managed Care Plans, Area Agency on Aging, and more. Private transportation is also available to anyone in the aforementioned counties, and there are no eligibility requirements for those individuals.

In 2021, K & P Medical Transport completed 63,312 one-way trips covering over a million miles. K & P's private pay rates are \$2.95/mile with a one-way minimum charge for 6 miles (\$17.70). K & P's contracted rates vary. K & P performs trips Monday – Friday from 7:00 am to 5:00 pm.

Meadows of Kalida

The Meadows of Kalida is a skilled nursing facility providing skilled services as well as Assisted Living and Memory Care. Transportation is provided to the individuals residing in the campus for doctors' appointments and other enrichment activities. Schedules vary depending on the needs of our residents. We have one vehicle currently doing all of our transports. Should a resident need to go by stretcher, we utilize Putnam County Office of Public Safety and Council on Aging provides transportation for any of our Assisted Living residents.

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.

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.

Opportunities for Ohioans with Disabilities

Opportunities for Ohioans with Disabilities (OOD) is a public, state organization providing employment services to disabled individuals in all counties in Ohio. OOD buys bus passes and/or purchases transportation on behalf of clients from other transportation providers. The mileage reimbursement rate to employees, clients, families or friends is half of the state mileage reimbursement rate. OOD also provides information and referral services to other transportation providers. Hours are Monday through Friday from 8:00 am to 5:00 pm

Putnam County Board of Developmental Disabilities

Putnam County Board of Developmental Disabilities offers a full range of services for individuals with developmental disabilities from early intervention programs for very young children and their families to service coordination for the elderly. Putnam County Board of Developmental Disabilities is not a direct provider of transportation, but coordinates transportation services with contracted providers. Putnam County Board of Developmental Disabilities manages Medicaid waiver funds and local funds to finance transportation to day programming, community employment, and community integration for individuals who are eligible for services. Funding sources for transportation are determined by Medicaid waiver guidelines and the individuals needs as outlined in the Individual Service Plan.

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, including chemotherapy, radiation, and other cancer related medications not covered by insurance,
- Mileage to and from treatments and for testing related to cancer
- Financial assistance for supplies associated with having cancer such as nutritional supplements, wigs and medical supplies

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

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 and friendly visitor program, home assessments to age in place 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 seven 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:

- \$10.00 to \$20.00 for in county trips.
- \$20.00 to \$30.00 for brief out of county trips.
- \$30.00 to \$40.00 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 2025, the PCCOA provided 10,282 total trips to 4,927 riders for 349 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 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 need a ride to medical appointments. 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 an agency owned vehicle by one part-time driver. Transportation is available to the northwest Ohio area. 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 \$0.45 per mile in 2023. In 2022, JFS provided 178 trips for medical appointments. In 2023, JFS provided 154 trips for medical appointments.

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 wheelchair accessible vehicles and cars/SUV. Medicaid covers the cost of the trip for many passengers. Those who do not qualify for Medicaid are charged a base fee, plus a per mile rate. 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.

Putnam County Veteran Services

The Putnam County Veteran Services is a county agency which provides aid to veterans in need. They provide transportation for Veterans that are residents of Putnam County, OH who have a Department of Veteran Affairs Medical Center or VA approved appointments. It is recommended that a request for a driver be made seven days prior to the scheduled appointment. The office hours of the Veteran Service Commission are Monday through Friday from 8:30 a.m. to 4:30 p.m.

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

ADAMHS Board

The ADAMHS Board of Putnam County is a public entity serving Putnam County. The Board is the governing authority for the disbursement of federal, state, and local dollars for the purposes of mental health and drug and alcohol treatment and prevention. The priorities are developed by the Board to meet the local needs of the community. The mission statement goals are established to develop appropriate cost-effective mental health and recovery services for those in need in Putnam County. Office hours are Monday through Friday from 8:00 am to 4:30 pm.

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 AAA3's mobility manager covers six (Allen Auglaize, Hardin, Mercer, Putnam, and Van Wert) counties. Hancock County's Mobility Manager is employed by HHWP Community Action Commission and covers Hancock County. Find A Ride covers all seven counties. 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 8:00 am to 4:30 pm, Monday through Friday. There is no charge for transportation services, but donations are accepted.

Northwest Physical Therapy

Northwest Physical Therapy (NWPT) is a privately owned, comprehensive therapy provider offering care for people of all ages and challenges. NWPT has 4 convenient outpatient locations, Bluffton, Delphos, Elida, and Ottawa, to best serve the needs of patients and referral sources. Services include: physical therapy, occupational therapy, speech therapy, industrial wellness, manual therapy, ASTYM for chronic pain, vestibular rehab/balance disorders, dry needling, and in-home patient therapy. Services are available Monday through Friday from 8:00 am to 5:00 pm.

Pathways Counseling Center

Pathways is a private, non-profit organization providing treatment, education, intervention, and after care for a variety of mental health and substance abuse problems. Pathways is also a contract agency of the Mental Health, Alcohol and Drug Addiction Recovery Board of Putnam County. Among the many services provided are referral and information, counseling, assessment, treatment, consultation, support and guidance. Specific mental health services include: psychiatric services, community support, mental health education, psychological evaluations, play therapy, and pre-hospital screenings. Pathways

business hours are Monday through Thursday from 7:00 am to 7:00 pm, and Friday from 8:00 am to 12:00 pm.

Putnam County Educational Service Center

The Putnam County Educational Service Center (ESC) is a public entity that works to meet the needs of all county residents now and in the future, by providing, coordinating, and supporting a wide range of best practices and quality programs. The ESC provides support to the nine local school districts of Putnam County in the areas of curriculum assessment, professional development, educational resources, and county wide events. Office hours are Monday through Friday from 8:00 am to 4:30 pm.

Putnam County Habitat for Humanity

Putnam County Habitat for Humanity is a non-profit, fully incorporated charitable organization. Habitat is a part of a global, nonprofit housing organization operated on Christian principles that seeks God's love into action by building homes, communities and hope. Putnam County Habitat for humanity is dedicated to eliminating substandard housing locally and worldwide through constructing, rehabilitating, and preserving homes; by advocating for fair and just housing policies; and by providing training and access to resources to help families improve their shelter conditions. Putnam County Habitat for Humanity was founded on March 1, 2009 on the conviction that every man, woman and child should have a simple, durable place to live in dignity and safety, and that decent shelter in decent communities should be a matter of conscience and action for all. Habitat also offers a Critical Home Repair Program to assist Putnam County homeowners in making "critical and necessary" repairs to their homes. The Critical Home Repair Program works in partnership with income qualifying homeowners in need of essential home repairs and improvements to create a safe, healthy and affordable and decent place to live. Only repairs addressing health, safety, accessibility issues or preservation of structural integrity are considered. The program is not an emergency repair program; the approval process and preliminary meetings may take several months. Office hours are from 9:00 am to 1:00 pm.

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.

Putnam County HomeCare and Hospice

Putnam County HomeCare and Hospice is a 24/7 county-governmental agency providing comprehensive, personalized palliative, hospice and homecare within Putnam County and to the surrounding region. Their services help patients remain in the comfort of their own homes and receive the highest quality and most cost-effective care so they can achieve and maintain their optimal level of independence and highest quality of life. Services include nursing, therapy, aide, and specialty care.

Putnam County Sheriff's Office

The Putnam County Sheriff's Office is a 24-hour a day, 7 day a week public entity that consists of law enforcement services, detectives, corrections, communications, court services and administration. The mission is to promote, preserve, and offer a feeling of security and safety, through quality services and apply and enforce the law in a courteous, impartial, and concise manner to all members of our community.

Putnam County Thrift Store

The Putnam County Thrift Store is a private, non-profit organization serving Putnam County residents with food and clothing. The agency has income guidelines for some services. The Thrift Store provides information and referral services for clients needing transportation services for the Food Pantry. Hours for the Food Pantry are Monday through Friday from 10:00 am to 5:00 pm, Saturday from 10:00 am to 1:00 pm, and closed on Sunday.

United Way of Putnam County

The Putnam County United Way is a private, non-profit organization. The United Way of Putnam County provides an effective and efficient means for our community to support a network of local non-profit agencies, each working together to build a stronger community. Neighbor helping neighbor, we are leading the way in advancing the common good for all in Putnam County.

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 24 organizations provided information about their services.

List of Transportation Service Providers

Agency Name: ADAMHS Board

Transportation Service Type: Information and Referral

Other Services Provided: Mental health and recovery services.

Contact Information: 419-523-0027

Hours: 8:00 am to 4:30 pm

Service Area: Putnam

Eligibility Requirements: Putnam County resident

Web-site: pcadamhsbd.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: Area Agency on Aging 3

Transportation Service Type: Human Service Transportation. Pay for transportation through the Find A Ride Program through contracted transportation providers when no other options are available.

Other Services Provided: Nutrition, Health and Wellness, Medicaid Waiver Services.

Contact Information: 419-222-7723

Hours: Monday through Friday from 8:00 am to 4:30 pm

Service Area: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam and Van Wert Counties

Eligibility Requirements: Over the age of 60/Under 60 with a disability.

Web-site: www.aaa3.org

Agency Name: Brookhill Center

Transportation Service Type: On-Demand

Other Services Provided: Adult Day Care, Education and Training, Employment Services, Job Training, Medicaid, Recreational and Social Activities.

Contact Information: 419-876-3932

Hours: Monday through Friday 8:00 am to 3:30 pm

Service Area: Putnam

Eligibility Requirements: Age and disability

Web-site: brookhillind.com

Agency Name: Clymer Medical Transport

Transportation Service Type: Human Services Transportation. Demand response, door through door.

Other Services Provided: Adult services, service and support administration and early intervention

Contact Information: 419-222-3786

Hours: Monday through Friday 4:30 am to 9:30 pm and Saturday 4:30 am to 5:00 pm

Service Area: Allen, Auglaize, Champaign, Clark, Darke, Hancock, Hardin, Logan, Mercer, Miami, Preble, Putnam, Shelby, and Van Wert

Eligibility Requirements: General Public

Web-site: <https://www.facebook.com/clymermed>

Agency Name: HHWP Community Action Commission (HATS Transportation, WRS, KATS)

Transportation Service Type: Demand response, curb to curb.

Other Services Provided: Emergency services, Head Start, Housing Development, Weatherization and WIC

Contact Information: 419-423-7261

Hours: HATS: Monday through Friday from 7:15 am to 9:45 pm. WRS: 7:15 am to 5:00 pm

Service Area: Hancock, Wyandot, and Hardin Counties (other areas with contract)

Eligibility Requirements: None; HATS open to everyone living in Hancock County

Web-site: www.hhwpcac.org

Agency Name: Hometown Transportation, LLC.

Transportation Service Type: Medicaid, Elderly and Disabled, Private Pay

Other Services Provided: n/a

Contact Information: 419-962-9405

Hours: By request

Service Area: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, and Van Wert counties.

Eligibility Requirements: Medicaid, private pay, or through Find A Ride contract.

Website: n/a

Agency Name: K & P Medical Transport

Transportation Service Type: Medicaid, Elderly and Disabled, private pay

Other Services Provided: n/a

Contact Information: 419-785-3246 ext. 6

Hours: Monday through Friday from 5:00 am to 9:00 pm, Saturday 5:00 am to 5:00 pm, Sunday by request.

Service Area: Allen, Auglaize, Defiance, Fulton, Hancock, Henry, Paulding, Putnam, Van Wert, Williams and Wood Counties

Eligibility Requirements: Medicaid, private pay, or through Find A Ride contract

Web-site: n/a

Agency Name: Northwest Physical Therapy

Transportation Service Type: Information and Referral

Other Services Provided: Therapy services

Contact Information: 419-523-9003

Hours: Monday through Friday from 8:00 am to 5:00 pm

Service Area: Bluffton, Delphos, Elida, and Ottawa

Eligibility Requirements: none

Web-site: northwestphysicaltherapy.com

Agency Name: Opportunities for Ohioans with Disabilities

Transportation Service Type: Purchases bus passes/transportation, mileage reimbursement

Other Services Provided: Employment services.

Contact Information: 800-282-4536

Hours: Monday through Friday from 8:00 am to 5:00 pm

Service Area: All counties in Ohio

Eligibility Requirements: Disabled.

Web-site: www.ood.ohio.gov

Agency Name: Pathways Counseling Center

Transportation Service Type: Information and Referral Services

Other Services Provided: Treatment, education, intervention and after care for a variety of mental health and substance abuse issues.

Contact Information: 419-523-4300

Hours: Monday and Wednesday 8:00 am to 4:30 pm, Tuesday and Thursday 8:00 am to 8:00 pm, and Friday 8:00 am to 4:00 pm

Service Area: Putnam

Eligibility Requirements: n/a

Web-site: www.pathwaysputnam.org

Agency Name: Putnam County Board of Developmental Disabilities

Transportation Service Type: Provides funding and coordinates transportation with contracted providers.

Other Services Provided: Range of programs from early intervention to service coordination for the elderly

Contact Information: 419-523-0122

Hours: 8:00 am to 4:00 pm

Service Area: Putnam County

Eligibility Requirements: Disability

Web-site: www.putnamcountydd.com

Agency Name: Putnam County 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: 419-771-3217

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 Council on Aging, Inc.

Transportation Service Type: Human Services Transportation. Demand response, door through door.

Other Services Provided: Chore Assistance, Outreach, Fall Prevention Classes, Medical Equipment Loan Closet, Information and Referral, Telephone Reassurance, Rock Steady Boxing, on-the-go programs and activities, and Home Assessments to age in place.

Contact Information: 419-523-4121 or toll-free 1-877-796-1760

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 Educational Service Center

Transportation Service Type: Information and Referral

Other Services Provided: Support for the nine local school districts

Contact Information: 419-523-5951

Hours: Monday through Friday from 8:00 am to 4:00 pm

Service Area: Putnam

Eligibility Requirements: n/a

Web-site: www.putnamcountyesc.org

Agency Name: Putnam County Habitat for Humanity

Transportation Service Type: Information and Referral

Other Services Provided: Constructing, rehabilitating and preserving homes

Contact Information: 419-523-9621

Hours: Tuesday and Thursday from 9:00 am to 12:00 pm

Service Area: Putnam

Eligibility Requirements: Putnam

Web-site: www.putnamohhabitat.org

Agency Name: Putnam County Health Department

Transportation Service Type: Information and Referral

Other Services Provided: Communicable disease control, immunizations, environmental health management, and health education.

Contact Information: 419-523-5608

Hours: 8:30 am to 4:30 pm

Service Area: Putnam

Eligibility Requirements: None.

Web-site: www.putnamhealth.com

Agency Name: Putnam County HomeCare and Hospice

Transportation Service Type: Information and Referral

Other Services Provided: Palliative, Hospice and Homecare

Contact Information: 419-523-4449

Hours: Monday through Friday from 8:30 am to 4:30 pm.

Service Area: Putnam County and surrounding region

Eligibility Requirements: Depends on services

Web-site: www.pchh.net

Agency Name: Putnam County Job and Family Services

Transportation Service Type: Demand response and reimbursement.

Other Services Provided: Public assistance, social services, workforce development and child support enforcement

Contact Information: 567-376-3777

Hours: Monday through Thursday from 7:00 am to 4:30 pm

Service Area: Putnam County

Eligibility Requirements: Income

Web-site: www.putnamcountyjobandfamilyservices.org

Agency Name: Putnam County Office of Public Safety

Transportation Service Type: Demand response, door to door.

Other Services Provided: Emergency services

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 Sheriff's Office

Transportation Service Type: Information and Referral

Other Services Provided: Law Enforcement Services

Contact Information: 419-523-3208

Hours: 24/7

Service Area: Putnam

Eligibility Requirements: n/a

Web-site: www.sheriffoff.com

Agency Name: Putnam County Thrift Store

Transportation Service Type: Information and Referral

Other Services Provided: Food and clothing

Contact Information: 419-523-3032

Hours: Monday through Friday from 10:00 am to 5:00 pm, Saturday 10:00 am to 1:00 pm

Service Area: Putnam

Eligibility Requirements: Income guidelines

Web-site: www.facebook.com/pccts

Agency Name: Putnam County Veteran Services Commission

Transportation Service Type: Veteran Transportation. On-Demand and Reimbursement of mileage to veteran or volunteer driver.

Other Services Provided: Services for veterans and their family

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: United Way of Putnam County

Transportation Service Type: Information and Referral

Other Services Provided: Funding to support local non-profits

Contact Information: 419-523-4505

Hours: Monday through Friday from 9:00 am to 3:00 pm

Service Area: Putnam

Eligibility Requirements: Putnam non-profit

Web-site: www.unitedwayputnam.org

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	n/a	n/a	n/a
Area Agency on Aging 3	No	Yes Variety of contracted providers	Private, Non-Profit	2,534 (Putnam Co.)	n/a	n/a
Brookhill Center Industries	Yes	No	Private, Non-Profit	n/a	n/a	Yes
Clymer's Medical Transport	Yes	No	Private, For profit	n/a	n/a	No
Hancock Area Transportation (HHWP CAC)	Yes	No	Private, Non-Profit	54,206	4	No
K & P Medical Transport	Yes	No	Private, For-Profit	60,000+	n/a	n/a
Opportunities for Ohioans with Disabilities	No	Yes Variety of providers	Public, State Organization	n/a	n/a	n/a
Putnam County Board of Developmental Disabilities	No	Yes Find a Ride	Public Agency	5,000	n/a	Yes

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)*
Putnam County Cancer Assistance Program	No	No	Private, Non-profit	n/a	n/a	n/a
Putnam County Council on Aging	Yes	No	Private, Non-profit	10,282	12	No
Putnam County Job and Family Services	Yes	No	Public	248	n/a	Yes
Putnam County Office of Public Safety	Yes	No	Public	n/a	n/a	No
Putnam County Veteran Services Commission	Yes	No	Public	n/a	n/a	n/a

* 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 that is demand responsive. 13 of the participating organizations provide services on weekdays. 3 operate transportation on Saturdays, none on Sundays, and 1 reimbursing agency does not have office hours. Evening services after 5:00 pm are operated by 4 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 8:00 am-4:30 pm	Yes	Door to Door, Door through Door, Curb to Curb, Bring Own Care Attendant	CPR, 1 st Aid, Blood Borne Pathogens, Physicals, Defensive Driving, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
Brookhill Center Industries	Demand Response	Mon-Fri 8:00 am -3:30 pm	Yes	Door to Door, Door through Door, Curb to Curb, Bring Own Care Attendant	CPR, 1 st Aid, Blood Borne Pathogens, Physicals, Defensive Driving, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
Clymer's Medical Transport (Hancock County)	Demand Response	Mon-Fri 4:30 am-9:30 pm Sat 4:30 am-5:00 pm	Yes	Door through Door, Assist with Limited Packages, Bring Own Care Attendant	CPR, 1 st Aid, Blood Borne Pathogens, Physicals, Defensive Driving, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
Cancer Assistance Program	Mileage Reimbursement	n/a	No	n/a	n/a
Hancock Area Transportation, Wyandot Ride Services	Demand Response, door to door	Mon-Fri 7:15 am-9:45 pm 7:15 am-5:00 pm	Yes	Door through Door, Door to Door, Curb to Curb, Assist with	CPR, 1 st Aid, Blood borne Pathogens, Physicals, Defensive Driving, DRIVE, Driving Record

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
and Hardin Area Transportation Services (HHWP CAC)				limited number of packages, passengers can bring personal care attendant	Checks, Criminal Background Checks, Drug and Alcohol Testing
Hometown Transportation, LLC	Demand Response		Yes	Door to Door	CPR, 1 st Aid, Blood Borne Pathogens, Physicals, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
K & P Medical Transport	Demand Response	Mon-Fri 5:00 am-9:00 pm Sat 5:00 am-5:00 pm	Yes	Door to Door	CPR, 1 st Aid, Blood Borne Pathogens, Physicals, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
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, 1 st Aid, Blood Borne Pathogens, Physicals, DRIVE, Driving Record Checks, Criminal Background Checks, Drug and Alcohol Testing
Putnam County Job and Family Services	Demand Response and Reimbursement	Mon-Thurs 7:00 am-4:30 pm	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	CPR, 1 st Aid, Physical, Defensive Driving, Driving Record Check, Criminal Background Check, Drug and Alcohol Testing, DRIVE Training and Blood borne Pathogens

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
				can bring personal care attendant.	
Putnam County Veteran Services Commission	Demand Response and 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

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	2 Full-Time	Federal Transit Administration Older American Act	\$750,000
Brookhill Center Industries	n/a	n/a	n/a	n/a	n/a	n/a
Cancer Assistance Program	No	n/a	n/a	n/a	Donations Fundraisers	n/a
Clymer's Medical Transport	\$110 round trip and \$60 one-way base trip plus \$2.00 per empty mile over 10 miles outside Lima. \$3.00 per loaded mile over 10	No	7 Full-Time 5 Part-Time	2 Full-Time	Passenger Fees 3 rd party revenues	\$256,267
Hancock Area Transportation,	\$2.00 in city \$4.00-\$6.00 in county Contracted prices for trips outside of Hancock County, ½ price fares for seniors and riders with disabilities.	Yes	11 Full-Time 22 Part-Time	3 Full-Time 3 Part-Time	United Way of Hancock County, fares, contract revenue, donations, ODOT, FTA	n/a for Putnam County

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
Wyandot Ride Service and Hardin Area Transportation Service	\$2.00 in town and \$3.00 in county. \$2.00 in town and \$4.00 in county.					
K & P Medical Transport	n/a	n/a	n/a	4 Full-Time schedulers/Dispatchers	n/a	n/a
Putnam County Board of Developmental Disabilities	No	n/a	n/a	n/a	Medicaid Reimbursement	\$220,000
Putnam County Council on Aging	No	Yes	1 Full-Time 18 Part-Time	1 Full-Time	Levy Funds, PASSPORT, United Way, Donations	\$685,276
Putnam County Job and Family Services	No	No	1 Part-Time	n/a	Medicaid Reimbursements	\$20,058
Putnam County Office of Public Safety	\$30 each way plus \$1.50 per mile	No	7 Part-Time	1 Full-Time	County government appropriations and Medicaid Reimbursements	\$45,500
Putnam County Veteran Services Commission	No	No	3 Volunteer	0	County government appropriations	\$72,071

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 24/7	Determined by Rideshare	Rideshare	Ohio
Uber/Lyft	App – 24/7	Depends on Trip	On-Demand	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 responsible for the marketing the program.

Uber/Lyft is an on-demand transportation company. Uber/Lyft service is an app that connects drivers to riders. Uber/Lyft was becoming more visible in Putnam County, especially on the weekends. However, it has become almost non-existent in the area.

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

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
HHWP Community Action Commission	Monday through Friday from 8:00 am to 5:00 pm	Free	Anyone in service area	Hancock and Wyandot Counties

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

Table 6: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
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)	CTS's Trip Master	No	CTS's Trip Master/Wave App	Yes

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. Over the years, the committee created a Transportation Resource Guide that was distributed throughout the community. Approximately 500 guides were distributed. The committee has also developed client stores, multi-agency flyers, and ridership reports to bring awareness about transportation services within the county. The Putnam County Transportation Committee continues to meet quarterly to work together in meeting the transportation needs of the county. The Transportation Coalition is also having serious discussions on Rural Public Transit expansion into the county, if local buy-in and funding can be secured.

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. Transportation providers also worked together during the COVID-19 pandemic to transport residents to the vaccine clinics.

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 16 vehicles serving Putnam County. Approximately 10 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. However, the current vehicle shortage may also have an impact on the ability to replace older transportation vehicles as well as increased maintenance cost for all transportation providers. Vehicles that break down are also out of service longer due to long wait times to receive replacement parts.

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
Putnam County Council on Aging, Inc.											
Van 1	Chrysler	Voyager	2023	2c4rc1cg9pr564744	3	1	M-F	8:00-4:30	2	Transportation	Putnam
Van 2	Ford	Transit	2025	2C4RDGBG6CR254577	8	1	M-F	8:00-4:30	1	Transportation	Putnam
Van 3	Ford	LTN	2019	1FDE88PM7KKB91068	8	2	M-F	8:00-4:30	5	Transportation	Putnam
Van 5	Ford	LTN	2017	1FDEE3FS0HDC60934	8	2	M-F	8:00-4:30	5	Transportation	Putnam
Van 7	Ford	Transit	2020	1FDAX2C82LKA35625	8	2	M-F	8:00-4:30	5	Transportation	Putnam
Van 8	Dodge	Grand Caravan	2019	2C7WDGBG4KR795423	5	1	M-F	8:00-4:30	5	Transportation	Putnam
Van 9	Dodge	Grand Caravan	2019	2C7WDGBG4KR796233	5	1	M-F	8:00-4:30	5	Transportation	Putnam
22 EQ	Chevy	Equinox	2022	3GNAXKEV6NL257391	4	0	M-F	8:00-4:30	4	Transportation	Putnam
17 EQ	Chevy	Equinox Premier	2017	2GNALDEK1H1606041	4	0	M-F	8:00-4:30	5	Transportation	Putnam
18 EQ	Chevy	Equinox	2018	2GNAXJEV3J6213731	4	0	M-F	8:00-4:30	5	Transportation	Putnam
Putnam County Job and Family Services											
	Dodge	Grand Caravan	2020	2C4RDGBG9LR242827	6	0	M-R	7:00-4:30	5	Medicaid Transportation	Putnam

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
Putnam County Office of Public Safety											
304	Ford	E-350	2011	1FTDS3EL2BDA91445	8	2	M-F	8:30-4:30	4	Transportation	Putnam
305	Chevy	Equinox	2017	2GNALCEKXH1576919	5	0	M-F	8:30-4:30	5	Transportation & Office Use	Putnam
307	Dodge	Grand Caravan	2010	2D4RN4DE6AR498480	5	1	M-F	8:30-4:30	4	Transportation	Putnam
302	Ford	Explorer	2014	1FM5K8ARPEGA71011	5	0	M-F	8:30-4:30	4	Transportation, Office Use & Emergency Response	Putnam
309	Ford	Transit	2017	1FTYR2CM6HKA57127	8	2	M-F	8:30-4:30	5	Transportation	Putnam

Summary of Existing Resources

Local stakeholders who are a part of the Putnam County Transportation Committee continue to meet quarterly 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 early morning hours, 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. However, Uber/Lyft transportation was becoming more active in Putnam County and was more readily available a few years ago, especially on the weekends. However, it has been almost non-existent over the last several years. 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 and continues to be a gap in service.

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

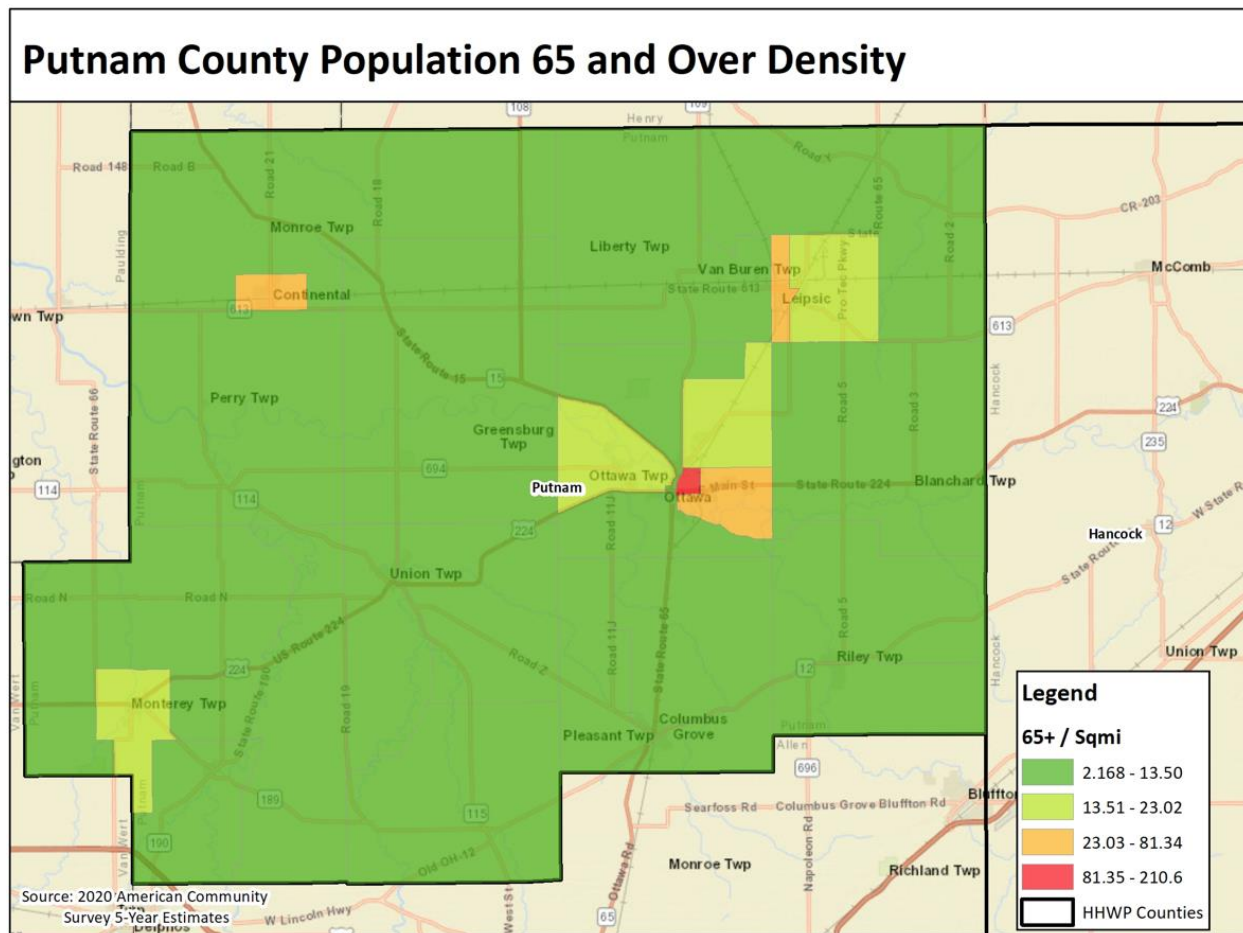
- Assessment of data and demographics
- Review of Putnam County's previous coordinated transportation plans
- Assessment of current transportation providers and stakeholders
- Surveys of the general public, employers and transportation providers/human service organizations.
- Public meeting input on 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 and group were aggregated by Census block group for analysis. The demographic and socio-economic data is valuable because it allows for a comparison of where the highest and lower densities of individuals who are more likely to need transportation live. The information can be compared to the locations of major trip generators and available transportation services.

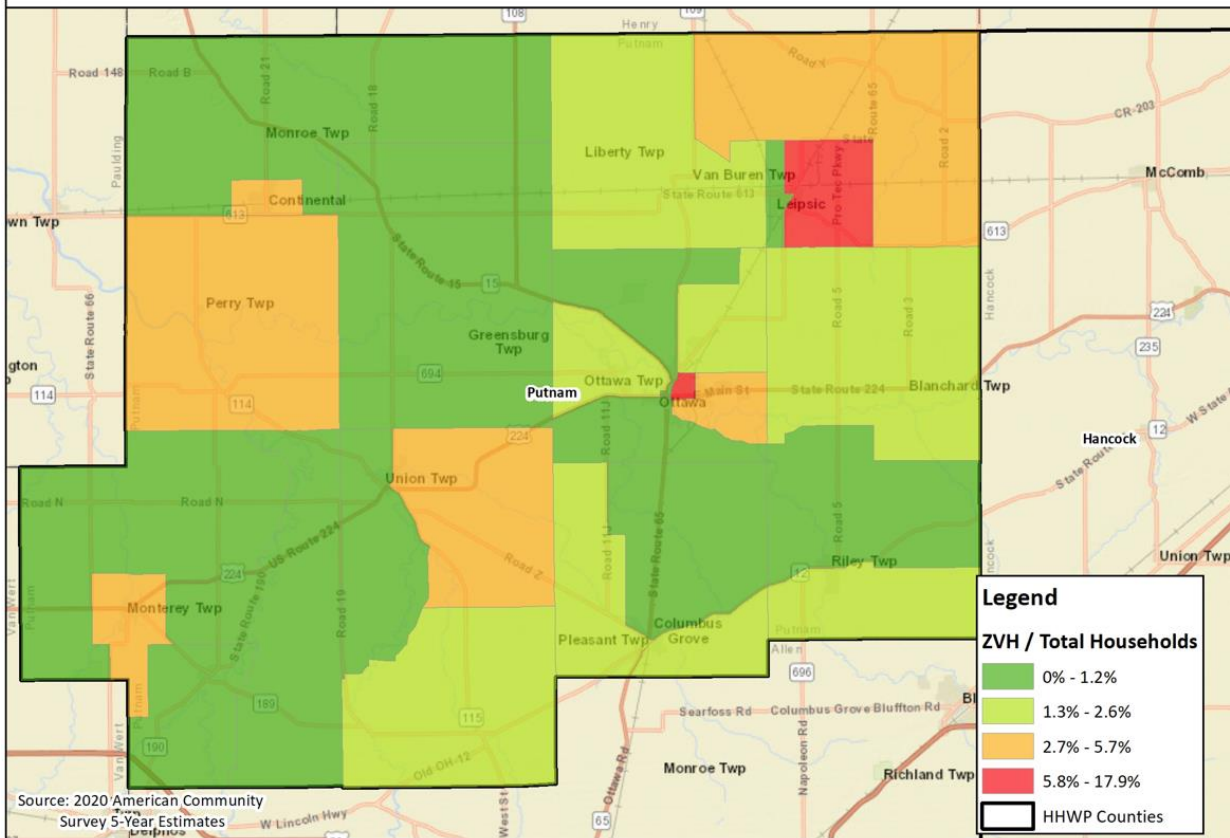
Map 3 shows the density of the older adult population by Census block group as a population per square mile. The block groups with the highest density of people age 65 and older were located in Ottawa. These block groups had between 81.35 and 210.6 persons age 65 and older per square mile. Areas of moderately high densities of persons age 65 and older are found in Ottawa, Leipsic, and Continental. The remainder of the County had moderate to very low densities of older adults.

MAP 3: OLDER ADULT POPULATION DENSITY



Zero vehicle housing unit status is another indicator of transportation need. Map 4 displays the distribution of zero vehicle households in Putnam County. The highest densities of households with zero vehicles are located in Leipsic, and Ottawa (5.8 percent to 17.9 percent). Areas of moderately high percentages of zero vehicle households can be found in Kalida, Glandorf, and Ottawa (2.7 percent to 5.7 percent). The rest of the county had low to very low densities of zero vehicle households.

Putnam County Percent Zero Vehicle Households (ZVH)



Major trip generators for the four-county region are listed in Chart 8. These are the top trip generators for anyone in the area, including those who drive a personal vehicle.

CHART 8: REGIONAL TRIP GENERATORS

ID	Company	Industry	County	Address	City
1	Kalida Manufacturing Inc	Manufacturing	Putnam	801 Ottawa St	Kalida
2	Mars Inc.	Manufacturing	Putnam	3700 OH-65	Leipsic
3	Midway Products/Progressive Stamping	Manufacturing	Putnam	200 Progressive Dr	Ottoville
4	Ottawa Senior Citizens	Non-Profit	Putnam	1035 E 3rd St	Ottawa
5	Ottawa-Glandorf Local Schools	School	Putnam	630 Glendale Ave	Ottawa
6	Production Products Inc.	Manufacturing	Putnam	200 Sugar Grove Lane	Columbus Grove
7	Pro-Tec Coating Co Inc	Manufacturing	Putnam	5500 Protec Pkwy	Leipsic
8	Putnam County Government	Government	Putnam	245 E Main St	Ottawa

ID	Company	Industry	County	Address	City
9	Rite Aid	Retail	Putnam	305 W Main St	Ottawa
10	Schnipke Engraving Co Inc	Manufacturing	Putnam	14233 Rd 24	Cloverdale
11	Silgan Plastics Corp	Manufacturing	Putnam	690 Woodland Dr	Ottawa
12	Unverferth Manufacturing Co Inc	Manufacturing	Putnam	601 Broad St	Kalida
13	Walmart	Retail	Putnam	1720 N Perry St	Ottawa
14	Whirlpool Corp	Manufacturing	Putnam	677 Woodland Drive	Ottawa
15	Bridgestone APM Company	Manufacturing	Wyandot	245 Commerce Way	Upper Sandusky
16	Carey Medical Center	Medical	Wyandot	930 Sheriden Dr	Carey
17	Continental Structural Plastics Inc.	Manufacturing	Wyandot	2915 County Hwy. 96	Carey
18	Custom Glass Solutions by Guardian	Manufacturing	Wyandot	12688 State Route 67	Upper Sandusky
19	Dlubak Glass Company	Recycling	Wyandot	11567 Co. Hwy. 110	Upper Sandusky
20	Hanon Systems USA	Manufacturing	Wyandot	581 Arrowhead Dr	Carey
21	Ithaca Gun Company	Manufacturing	Wyandot	420 N Warpole St.	Upper Sandusky
22	Kalmbach Feeds Inc.	Agricultural	Wyandot	7148 State Route 199	Upper Sandusky
23	Kasai North American Inc (M-Tek)	Manufacturing	Wyandot	1111 N Warpole St.	Upper Sandusky
24	Liberty Engineered Wire Products	Manufacturing	Wyandot	1200 N Warpole St.	Upper Sandusky
25	Save A Lot	Retail	Wyandot	415 W Church St	Upper Sandusky
26	The Andersons	Agricultural	Wyandot	9841 County Hwy. 49	Upper Sandusky
27	The National Lime & Stone Company	Mining	Wyandot	532 N Patterson St.	Carey
28	Uni-Grip Inc.	Manufacturing	Wyandot	9823 State Route 53	Upper Sandusky
29	Vaughn Industries	Construction	Wyandot	1201 E Findlay St.	Carey
30	Walmart	Retail	Wyandot	1855 E Wyandot Ave.	Upper Sandusky
31	Wyandot Memorial Hospital	Medical	Wyandot	885 N Sandusky Ave	Upper Sandusky

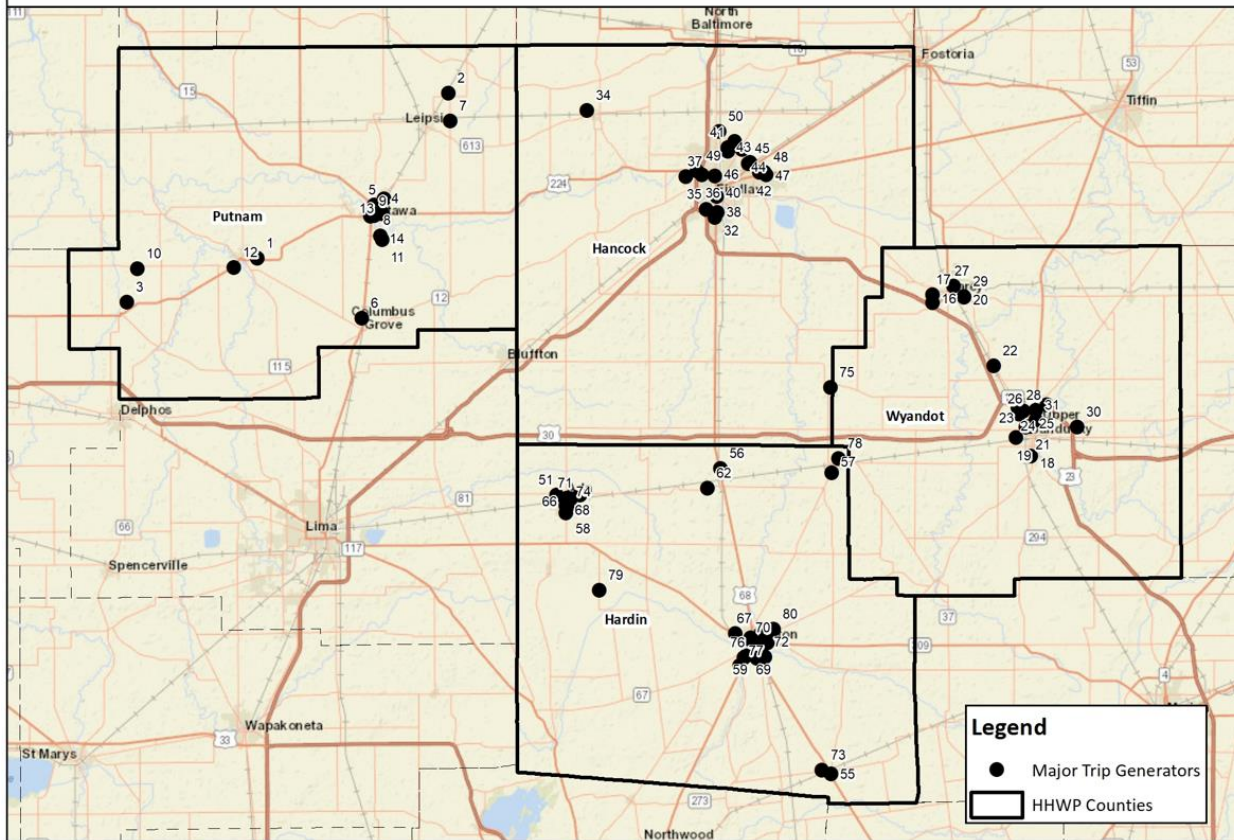
ID	Company	Industry	County	Address	City
32	Blanchard Valley Health System	Medical	Hancock	1900 South Main Street	Findlay
33	Campbell Soup/DHL	Manufacturing	Hancock	1000 Campbell Dr	Findlay
34	Consolidated Biscuit Co/Hearthside Food	Manufacturing	Hancock	312 Rader Rd	McComb
35	Cooper Tire & Rubber Co	Manufacturing	Hancock	701 Lima Ave	Findlay
36	Findlay City Schools	School	Hancock	1200 Broad Ave	Findlay
37	Kohl's Corp	Retail	Hancock	7855 Co Rd 140	Findlay
38	Kroger	Retail	Hancock	101 6th St	Findlay
39	Lowe's Companies Inc	Retail	Hancock	12700 Co Rd 212	Findlay
40	Marathon Petroleum Co LLC	Trade	Hancock	539 S Main St	Findlay
41	McLane Company	Manufacturing	Hancock	3200 McLane Dr	Findlay
42	Meijer	Retail	Hancock	2200 Tiffin Ave	Findlay
43	Nissin Brake Ohio	Manufacturing	Hancock	1901 Industrial Dr	Findlay
44	Owens Community College	School	Hancock	3200 Bright Rd	Findlay
45	Sanoh America Inc	Manufacturing	Hancock	1849 Industrial Dr	Findlay
46	University of Findlay	School	Hancock	1000 N Main St	Findlay
47	Walgreens	Retail	Hancock	15031 E Us Rt 224	Findlay
48	Walmart	Retail	Hancock	2500 Tiffin Ave	Findlay
49	Walmart	Retail	Hancock	1161 W Trenton Ave	Findlay
50	Whirlpool Corp	Manufacturing	Hancock	4325 N Main St	Findlay
51	Ada Schools	School	Hardin	725 W North Ave	Ada
52	Ada Technologies	Manufacturing	Hardin	805 E North Ave	Ada
53	Amer Grp plc/Wilson Sporting Goods	Manufacturing	Hardin	217 Liberty St	Ada
54	Dollar General	Retail	Hardin	961 East Columbus	Kenton
55	Dollar General	Retail	Hardin	435 S. Main	Mt. Victory
56	Dollar General	Retail	Hardin	1476 SR 68	Dunkirk
57	Dollar General	Retail	Hardin	704 Mad River St	Forest
58	Dollar General	Retail	Hardin	4189 SR 235	Ada
59	Graphic Packaging	Manufacturing	Hardin	1300 S Main St	Kenton

ID	Company	Industry	County	Address	City
60	Hardin County Government	Government	Hardin	111 W Franklin St	Kenton
61	Hardin Memorial Hospital	Medical	Hardin	921 E Franklin St	Kenton
62	Hardin Northern Schools	School	Hardin	11589 SR 18	Dola
63	Kenton City Schools	School	Hardin	222 Carrol St	Kenton
64	Kroger	Retail	Hardin	981 E Columbus St	Kenton
65	Liberty National Bank	Banking	Hardin	100 E Franklin	Kenton
66	Liberty National Bank	Banking	Hardin	118 S Main	Ada
67	Mid Ohio Energy	Manufacturing	Hardin	1210 W Lima	Kenton
68	Ohio Northern University	School	Hardin	525 S Main St	Ada
69	Quest Federal Credit Union	Banking	Hardin	12837 US 68	Kenton
70	Quest Federal Credit Union	Banking	Hardin	101 Jacob Parrot	Kenton
71	Quest Federal Credit Union	Banking	Hardin	232 N Main	Ada
72	Reliance Steel & Alum/Precision Strip Inc	Manufacturing	Hardin	190 Bales Rd	Kenton
73	Ridgemont Schools	School	Hardin	560 W Taylor St	Mt. Victory
74	Rite Aid	Retail	Hardin	610 S Main St	Ada
75	Riverdale Schools	School	Hardin	20613 SR 37	Mt. Blanchard
76	Stillwater Metal LLC	Manufacturing	Hardin	12971 US 68	Kenton
77	Sumitomo Bakelite/Durez Corp	Manufacturing	Hardin	13717 US-68	Kenton
78	Triumph Group Inc	Manufacturing	Hardin	200 Railroad St	Forest
79	Upper Scioto Valley Schools	School	Hardin	510 Courtright St	McGuffey
80	Walmart	Retail	Hardin	1241 E Columbus St	Kenton

Source: HHWP CAC

The regional trip generators listed in Chart 8 are displayed in Map 5.

HHWP Major Trip Generators



Analysis of Demographic Data

Putnam County's population is projected to decrease by 1.9 percent by the year 2040. While the other three counties in HHWP are also projected to lose population from 2010 to 2040, Putnam County has the second lowest project decrease.

Putnam County has 7.9 percent minority population which is the second highest in the HHWP region. Putnam County has the highest percentage of Hispanic or Latino population in the region.

Approximately 3,247 individuals in Putnam County have a disability. This represents about 9.6 percent of the total population.

There were approximately 7.8 percent of individuals in Putnam County earning less than the Federal poverty standard according to the ACS. This was the second to lowest percentage of individuals below poverty of the four counties in the HHWP region.

As Putnam County's age group 50 to 64 years old moves into retirement, their need for transportation will change. Likewise, the face of the county and the needs for transportation will change further as the age groups 10 to 19 and 20 to 29 begin to join and establish themselves in the labor force.

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

General Public and Stakeholder Meetings/Focus Groups

The Putnam County Council on Aging hosted and facilitated 1 local public meeting and 3 focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. 15 people participated in the public meeting. Of those 15, no one identified as an older adult, disabled or low-income. 14 people attend the developmentally disabled focus group. Of those 14, 13 self-identified as having a disability, 0 individuals stated they were older adults and 0 stated they were low-income. The older adult focus group had 21 individuals in attendance. Of those 21, all participants identified as older adults and 0 stated they were disabled or low-income. 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, dependable, and provide quality services.
- Awareness is growing on available transportation options, but more is needed.
- 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 and is bringing people together.
- Rides to Community Immunity was beneficial with transporting community members for their COVID-19 vaccine.
- Office of Public Safety has hired 5 more drivers and is looking to purchase more vans.
- Veteran Services recently purchased a wheelchair accessible van.

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 (Uber/Lyft limited),
- Employment transportation for the developmentally disabled population, last minute transportation needs (Ex: car won't start), etc.
- 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 daily living activities for low-income.
- Evening and weekend transportation (social, recreational, meetings, church, etc.),

- Transportation for individuals who don't meet eligibility requirements of current transportation providers (Ex: Under the age of 60 with no disability).
- More outreach to outlying areas of the county,
- Funding to support transportation services, including vehicles, vehicle maintenance, gasoline, operating expenses, mobility management, technology, etc.
- Limited private pay options/not affordable.
- Increased demand on services, especially the aging population,
- Individuals with complicated medical needs,
- Limited family support. More and more have families living out of the area.
- Transportation Call Center and countywide transportation coordinator.
- Public Transportation.

Transportation Challenges

- Need drivers in the workforce shortage.
- Providers need more vehicles. Vehicles are expensive and not always cost-effective to operate, especially larger, wheelchair-accessible vans.
- Limited funding. (Vehicles, gas, maintenance, operating, technology, etc.)
- Limited private pay options/not affordable.
- Uber/Lyft is almost non-existent in the area and prices have increased.
- Increased demand on services because of the dramatically increasing aging population.
- Limited family support in the area to assist with transportation needs.
- More complicated medical needs.
- COVID-19 – not transporting as many clients together.
- Don't want to lose personal touch/extra help drivers provide,
- Finding drivers – Big responsibility, Drivers are not emergency responders or paramedics,
- 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,
- 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 population.
- More outreach to outlying areas of the county.
- Work closer with mobility management.
- Mapping software and technology.

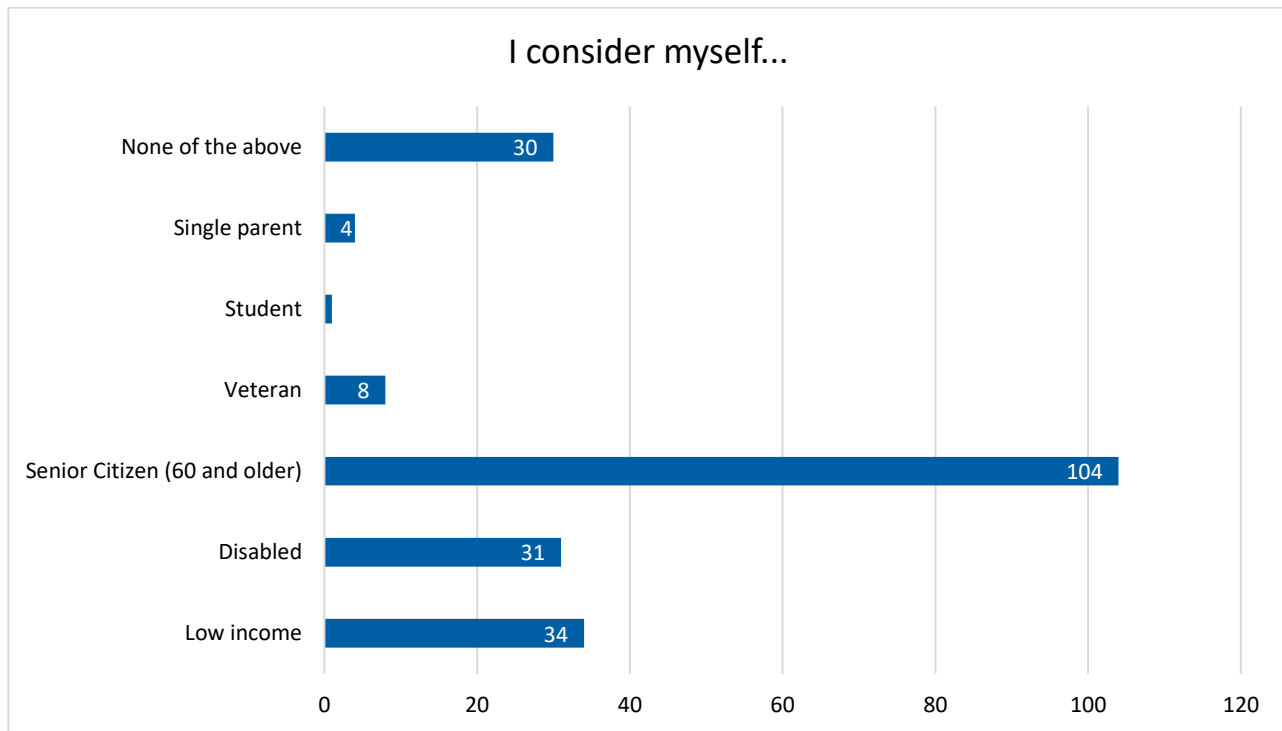
- Additional funding from Federal, State and local entities.
- Create Putnam County Transportation app.
- Contracted drivers for transportation, similar to Uber/Lyft, but not the late evening hours.
- Collaborate to find drivers.
- Employers give incentives for other employees to transport co-workers.
- Expand Rural Public Transit to Putnam 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 20 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies, and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Surveys

The following survey summary includes the information gained from the following surveys that were performed. 171 surveys were from the general public: 61% of older adults completed the survey, 20% were consider low income, and 18% of individuals with disabilities completed the survey.

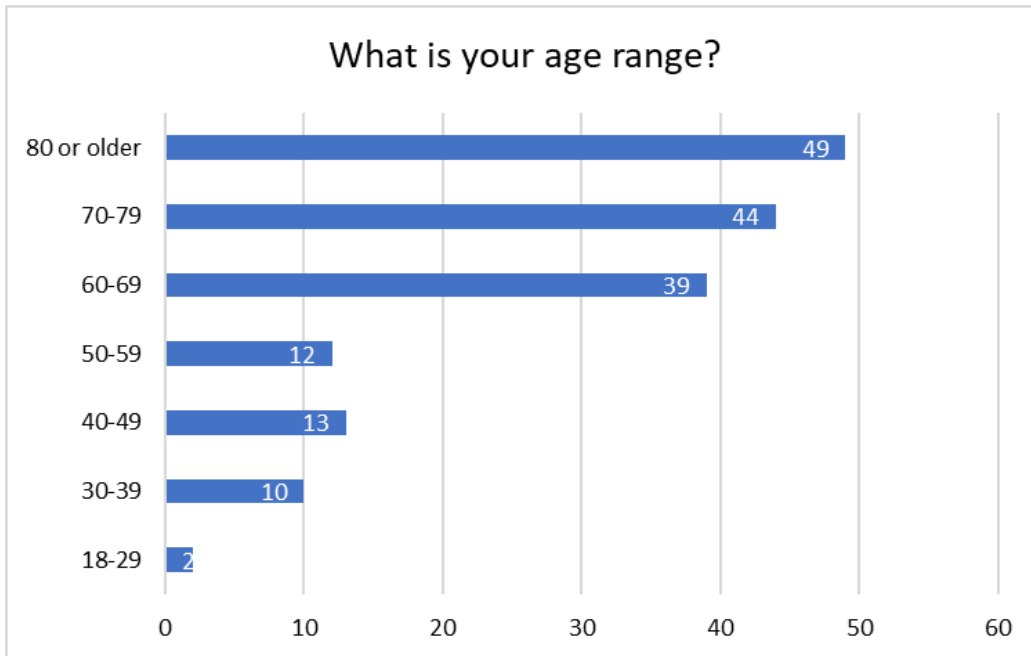


Public Survey Results Summary

A survey of the general public was conducted during the month of April and the early part of May 2022. The general public survey was available online via Survey Monkey and a QR Code and in paper format distributed by stakeholders to their clients and to the public. A total of 171 surveys were completed. A summary of the survey results are as follows:

Age:

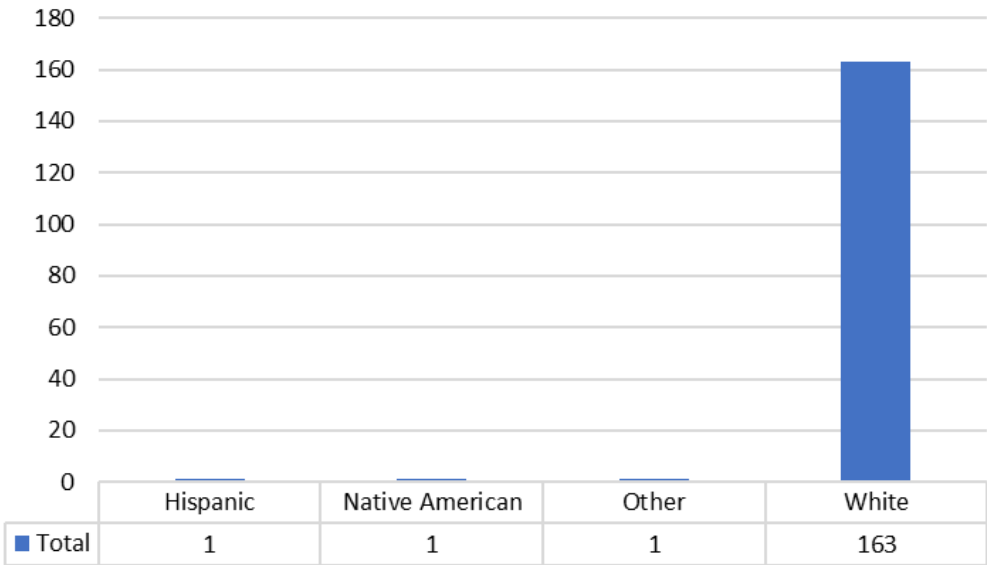
The majority of the respondents, 78% (132) were age 60 and older with 29% of those being 80+. The remaining respondents included: 1% were between the age of 18-29, 6% were between the age of 30 to 39, 8% were between the age of 40-49 and 7% were between the age of 50-59



Race:

The majority of respondents considered themselves to be white 98% (163). The other race chosen on the survey was Hispanic (1%) and Native-American (1%).

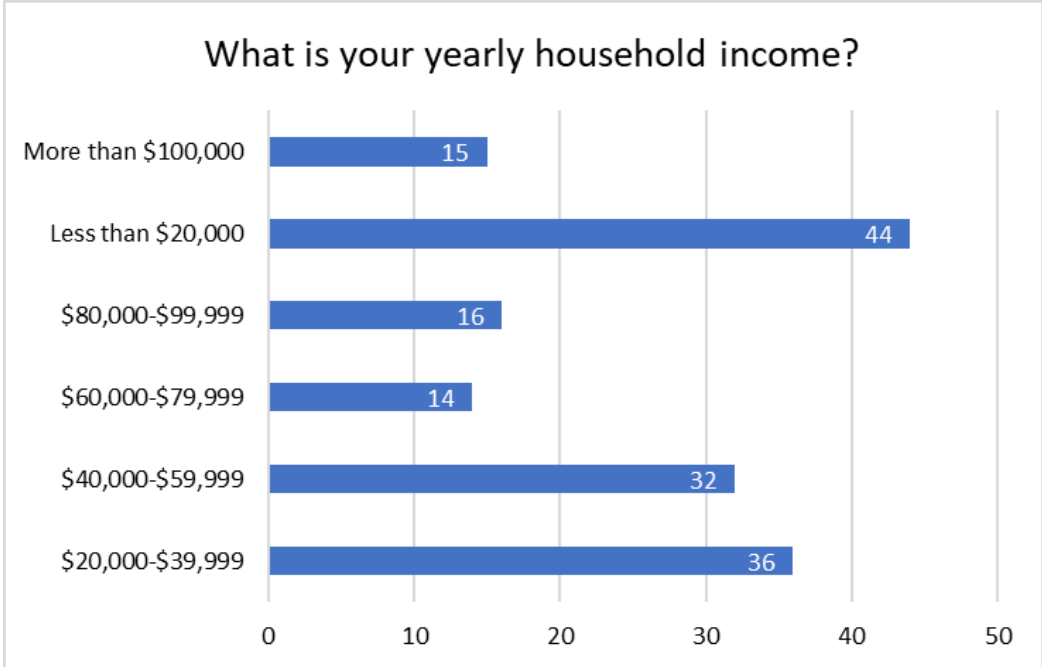
Do you consider yourself...



Annual Income

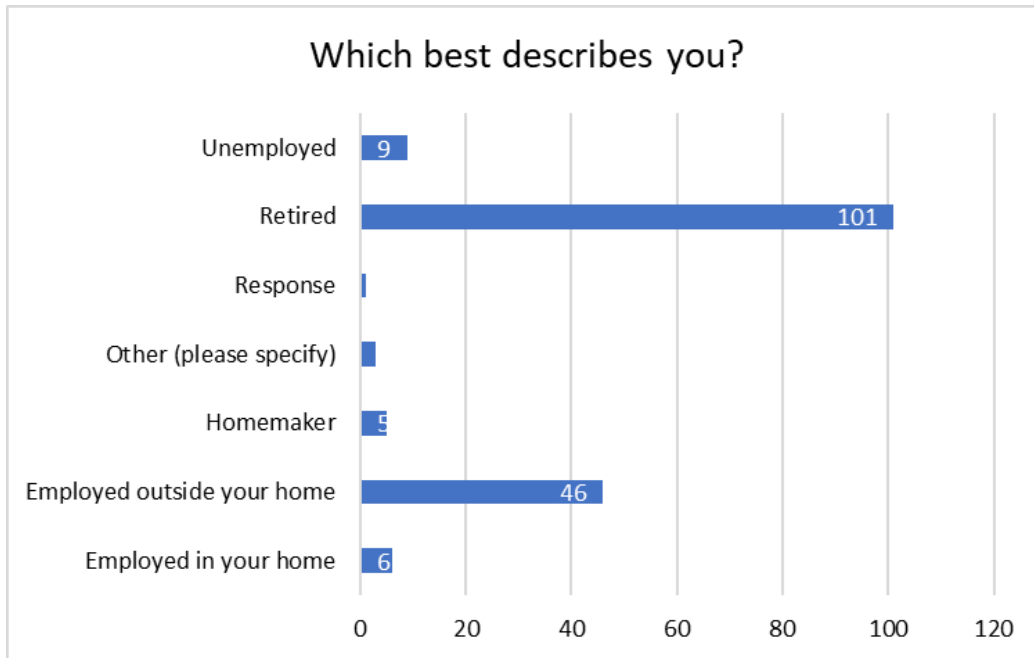
The majority of responders reported an annual income of less than \$20,000 (28%). The next most common response was \$20,000 to \$39,999 at 23% and \$40,000 to \$59,999 at 20%.

What is your yearly household income?



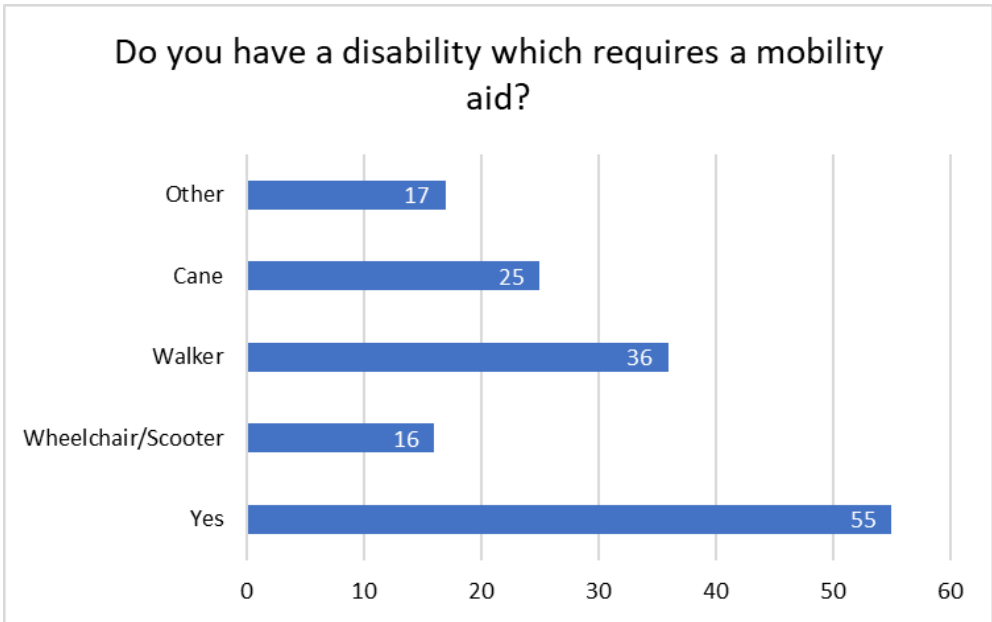
Employment Status

Most survey respondents were retired, with 59% of the respondents. The next most common response was employed outside the home, with 27% of the responses. Unemployed was 5% and employed in your home was 4%.



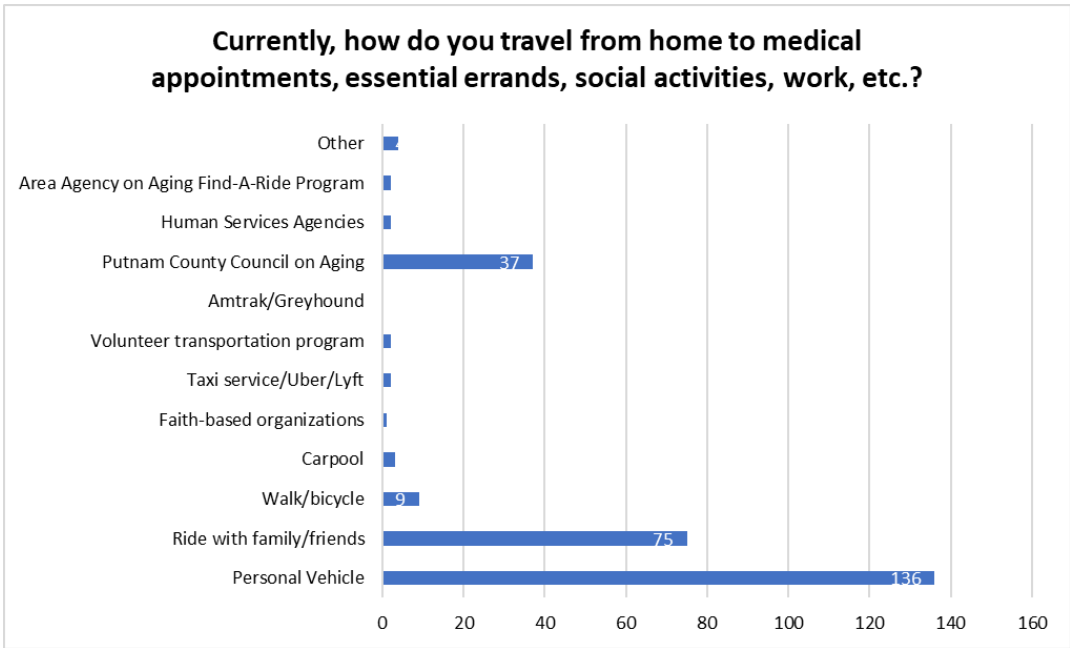
Disability Status and Use of Assistive Devices

73% 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. 27% stated they did not need an assistive device to help them get around. Of the respondents who use an assistive device 65% use a walker, 45% use a cane, 29% use a wheelchair/scooter, and 30% marked other.



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 81% of respondents own a personal vehicle. The next most common response was ride with family and/or friends, with 45% of the responses and use the Putnam County Council on Aging with 22% of the responses.

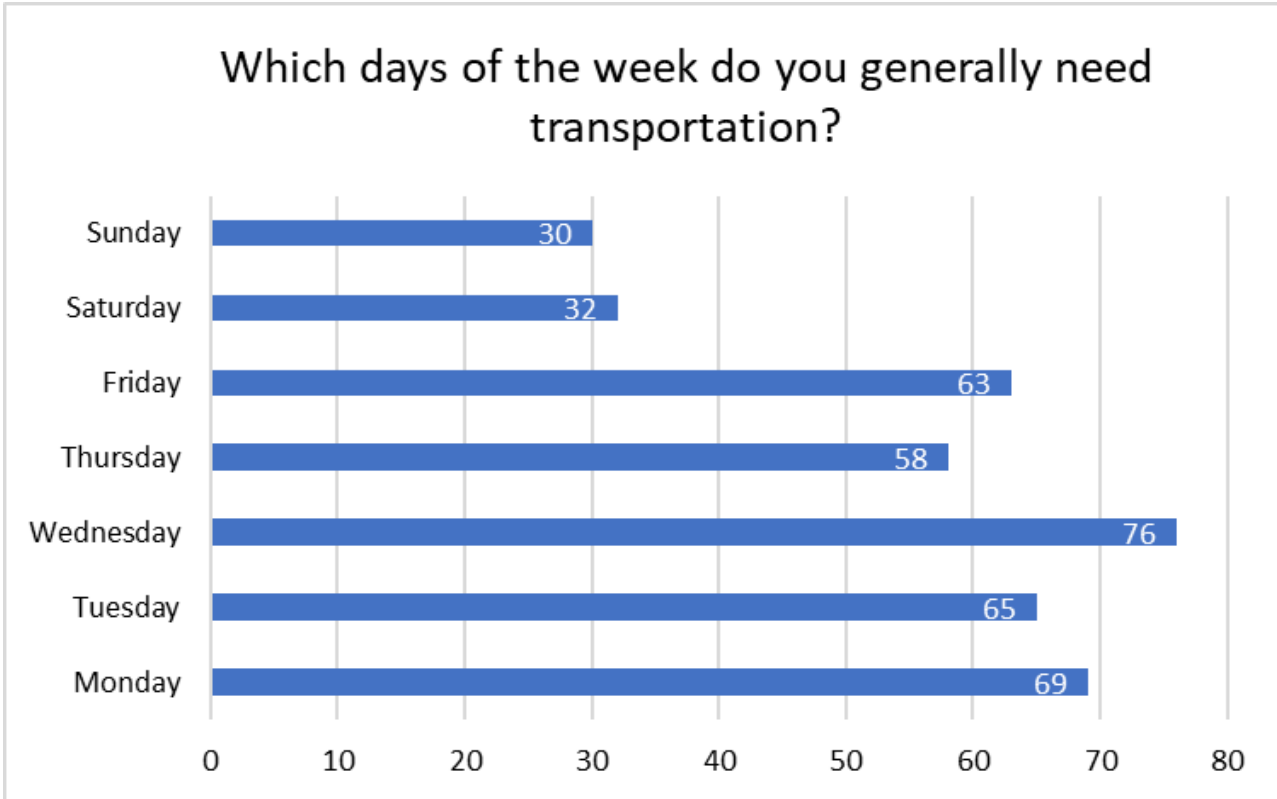


Days of Week that Transportation is Needed

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

- Monday 72% of the respondents
- Tuesday 68% of the respondents

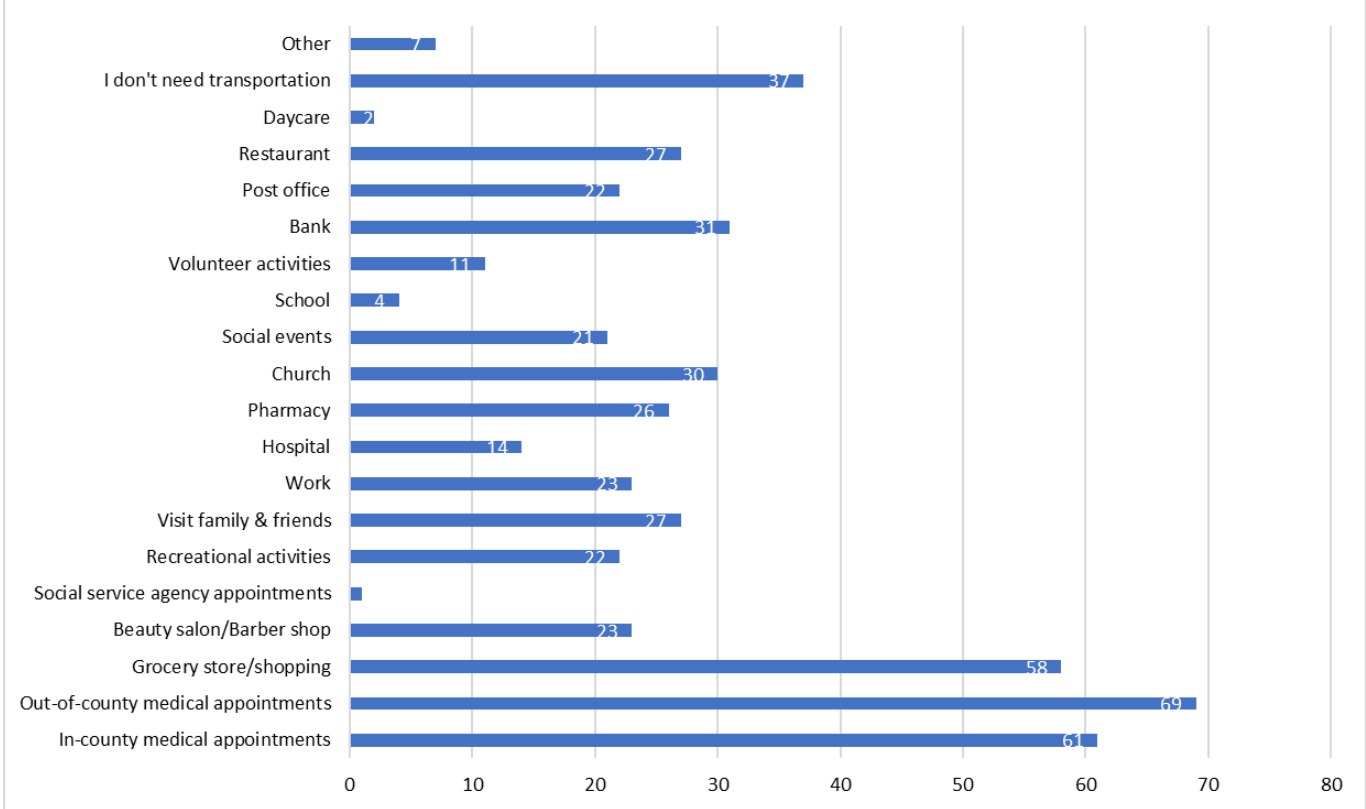
Wednesday	79% of the respondents
Thursday	60% of the respondents
Friday	66% of the respondents
Saturday	33% of the respondents
Sunday	31% of the respondents.



Trip Needs by Destination

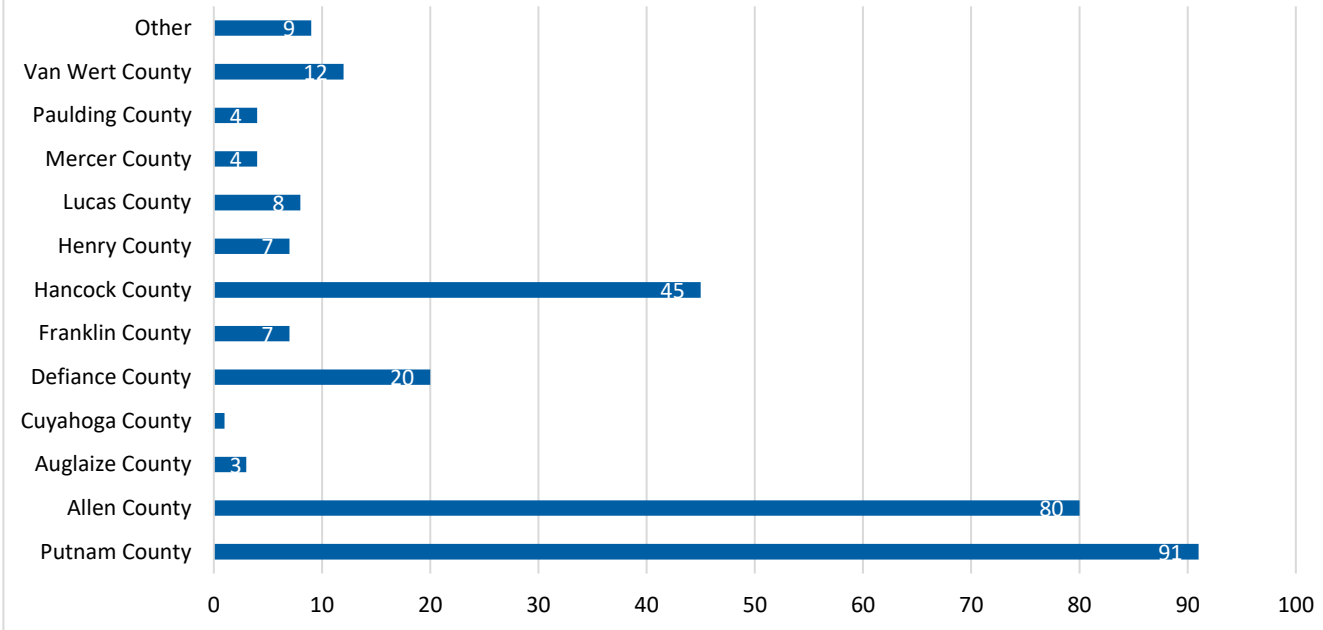
The survey asked respondents about what types of trips do you need transportation for and to what locations. Out of county medical appointments was the top destination with 50% of the respondents. In county medical appointments was the next top destination with 45% of the responses and the grocery store was next with 42% of the responses.

In a typical week, for what types of trips do you need transportation to?



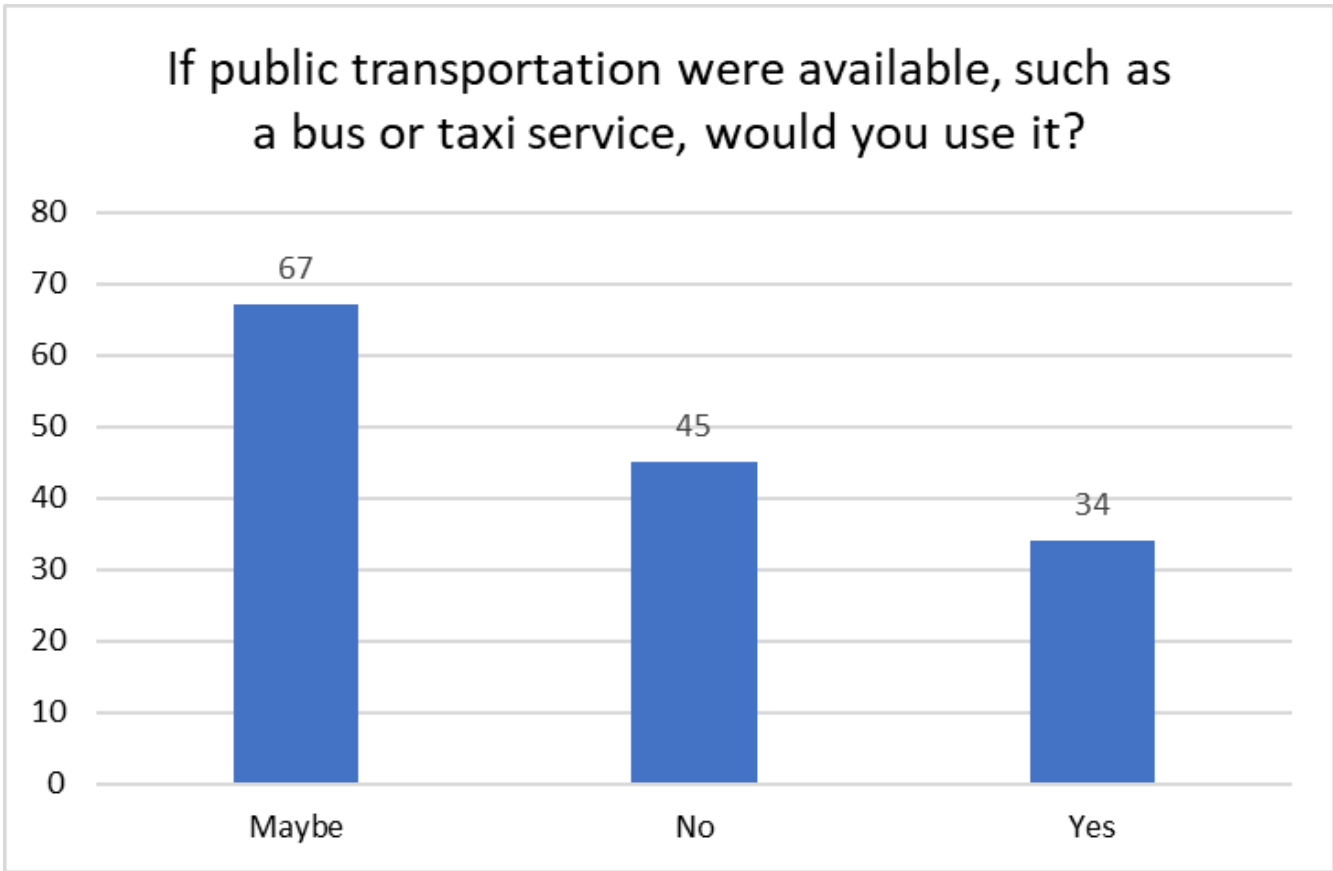
Putnam County was the top area where transportation was needed with 78% of the responses. The next most common destination was Allen County with 68% of the responses and Hancock County with 38% of the responses. Other destinations needed included: Auglaize, Defiance, Franklin, Henry, Lucas, Mercer, Paulding, Van Wert and Wood Counties.

Do you need transportation to any of the following areas?



Public Transportation

The survey asked respondents if they would use public transportation such as a city bus or taxi service. 23% of the respondents stated yes, 31% stated no and 46% stated maybe.

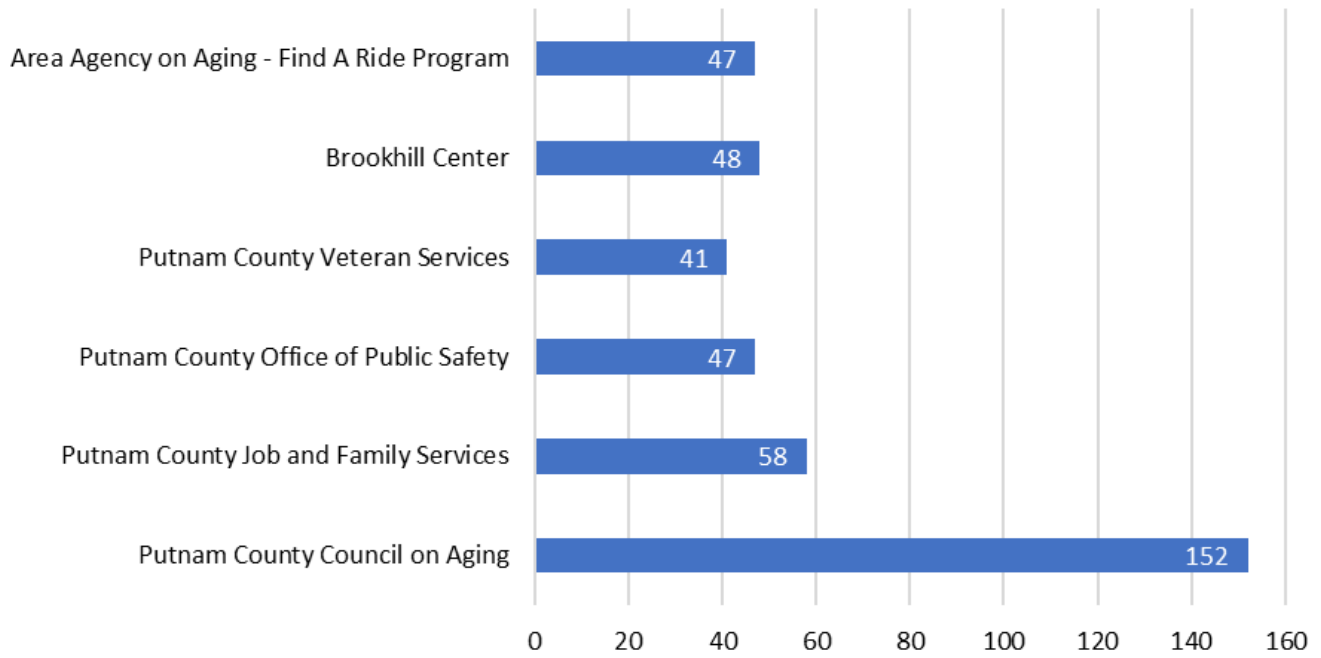


Community Transportation

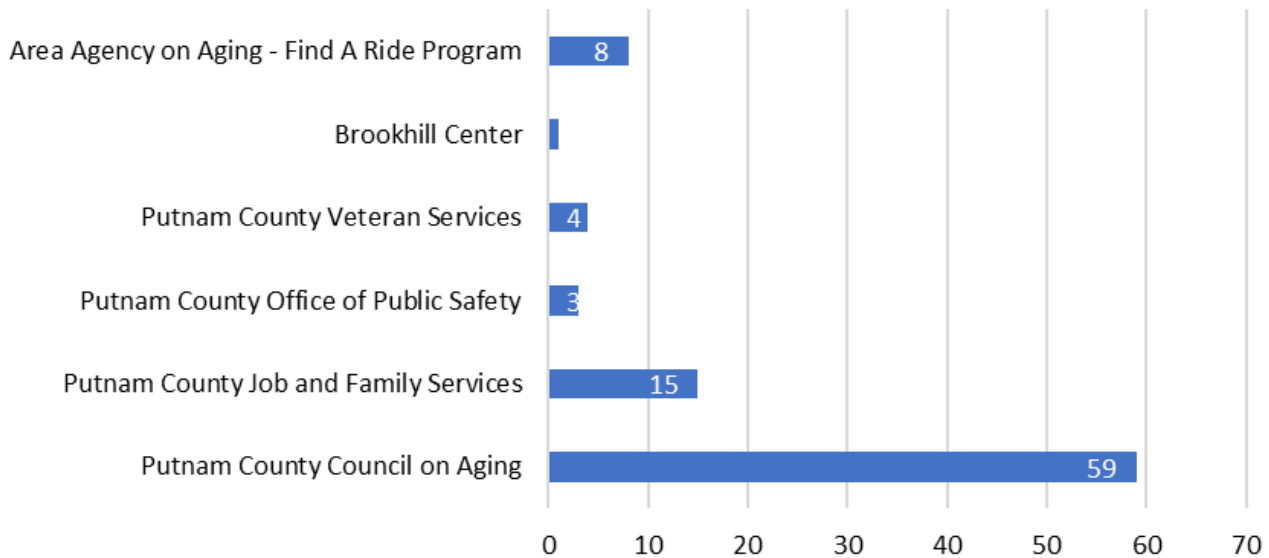
Survey respondents were asked about their familiarity with local community transportation options, whether they use those services, and if they do not, why not. Respondents were most familiar with the Putnam County Council on Aging, with 96% respondents aware of their services. Putnam County Job and Family Services 37% respondents aware of their services, Brookhill Center, Putnam County Office of Public Safety, and the Area Agency on Aging 3 had 30% of respondents aware of their services, and the Veteran Services Commission had 25% respondents familiar with their services. Of the respondents who use transportation services, the Putnam County Council on Aging was the most used with 87% of the respondents, Job and Family Services was next with 22% and the Area Agency on Aging was third with 12% of the responses.

Of the respondents (25%) who do not use human service transportation, the majority, 66%, stated they have their own car, 26% stated they do not need transportation and 5% stated they do not meet eligibility requirements, it's not available when I need it, and I don't know how to use it.

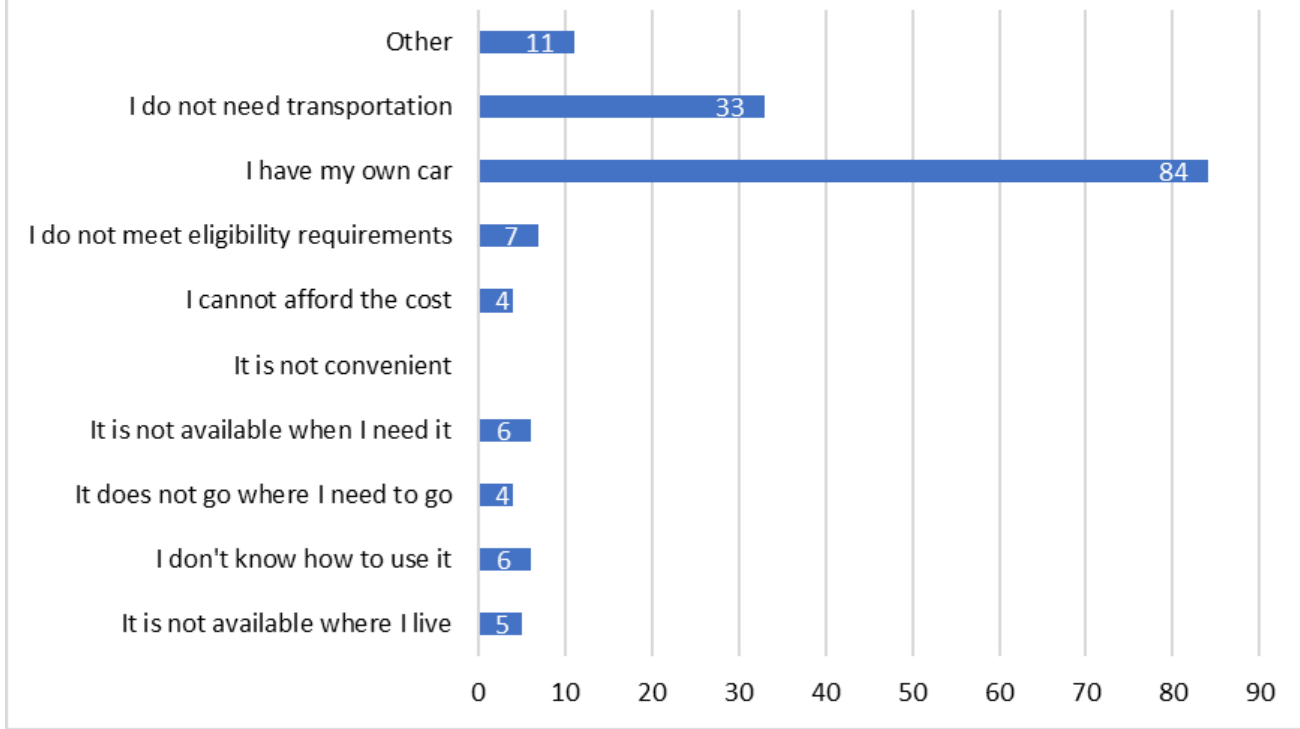
Please mark which Putnam County transportation services you are aware of



Which Putnam County transportation services have you used?

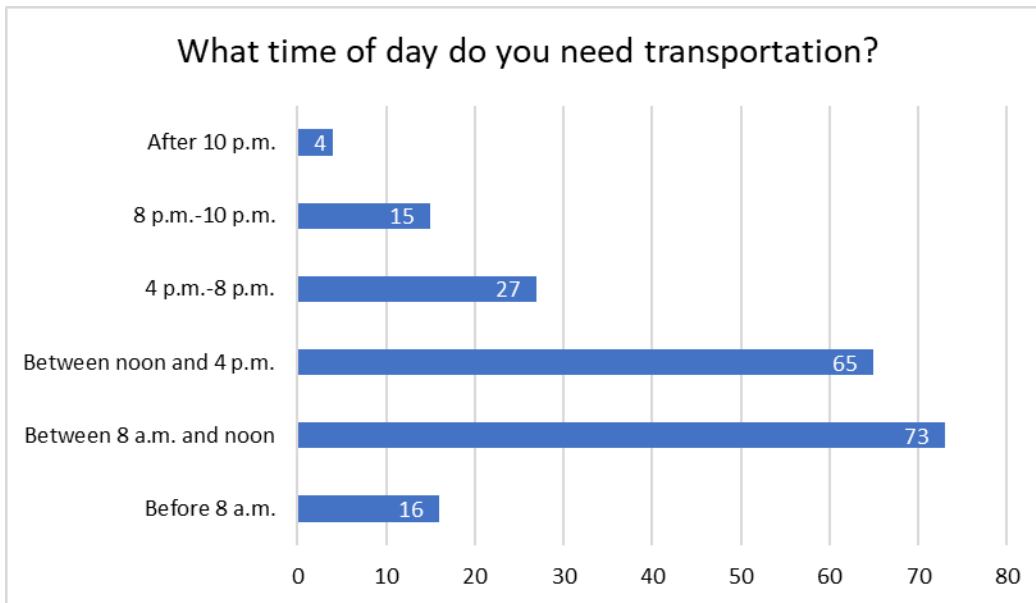


If you do not use transportation provided by a human service agency, please identify why not



Times of Day You Can Not Get Transportation

The survey asked respondents which time of the day do you generally need transportation. 69% of respondents stated they need rides between 8:00 am to noon, 61% stated between noon and 4:00 pm, and 25% stated they need transportation between 4:00 to 8:00 pm. 15% of participants stated they needed transportation before 8:00 am, 14% stated they needed transportation between 8:00 to 10:00 pm and 4% stated they needed transportation after 10:00 pm.



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. 14% of the respondents stated yes and 81% of the respondents stated no. The main reason for not having transportation was I do not drive or feel comfortable driving (37%). The next most common reason was I am disabled or have a medical issue (33%). The next most common responses were as follows:

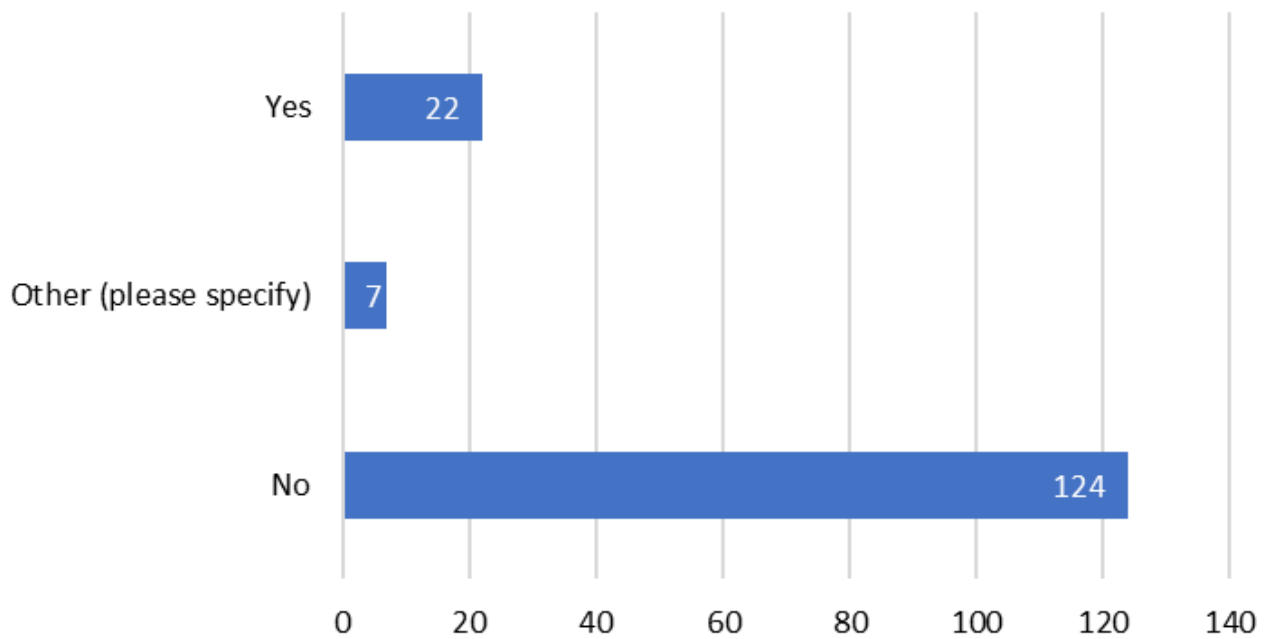
- I do not have a car (30%),
- No public transportation (30%),
- Transportation Not Available When I Need It (27%)
- I Do not have anyone to drive me (27%).
- I don't have a license (20%)
- I do not know who to call (13%)
- I am not eligible (13%)
- I don't have a reliable vehicle (13%)
- I can't afford car repair bills (13%)

Other responses included: I don't have money, I don't have insurance, transportation agency had a full schedule, and other.

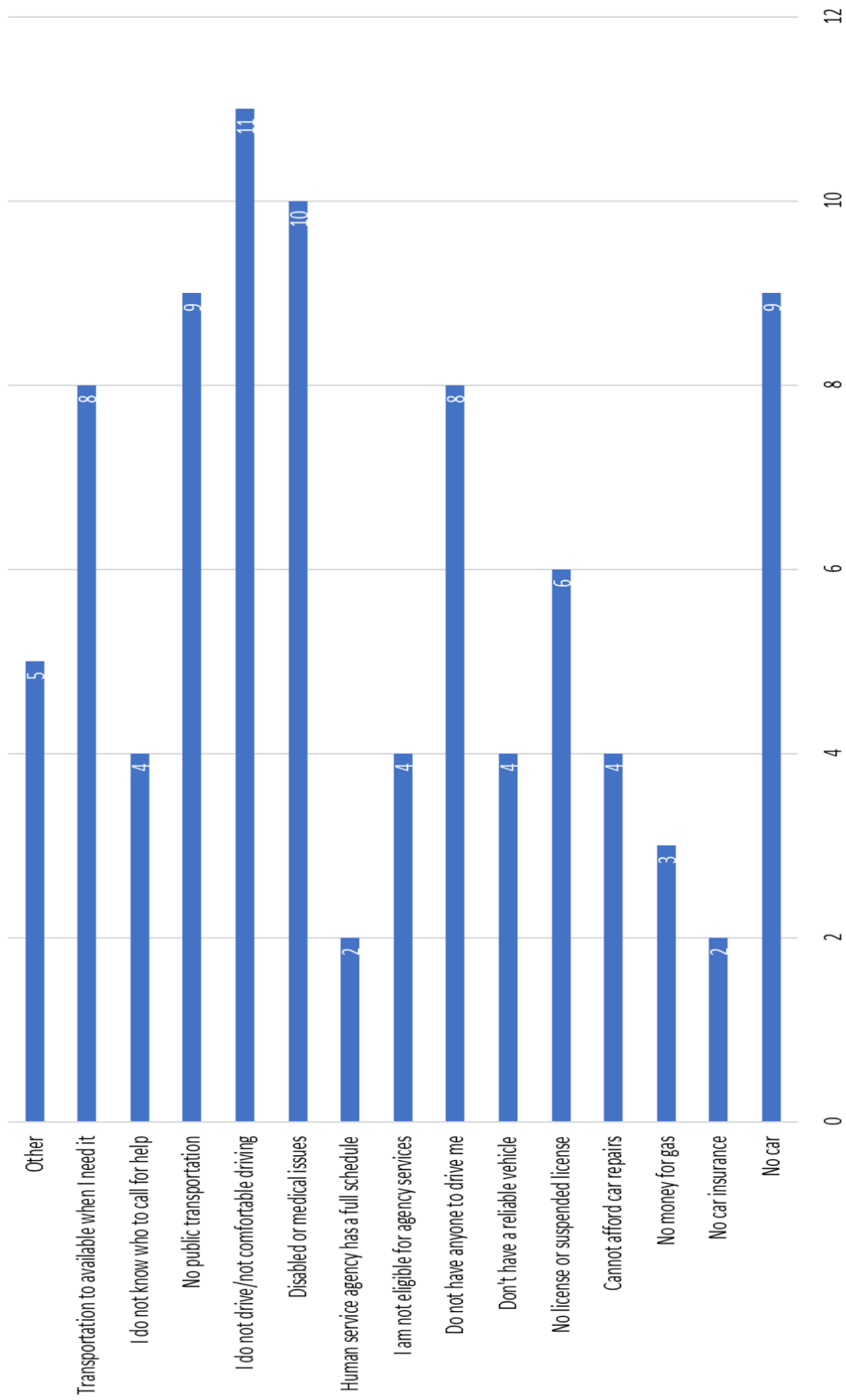
Respondents were also asked how often in the last 12 months has a lack of transportation prevented them from getting somewhere. 76% of the respondents stated never, 11% stated one to two times, 5% stated three to five times, 4% stated five to nine times and 4% stated 10 or more times.

Respondents were also asked what improvements/changes could be made to local transportation options to make them more appealing. 33% stated operate on the weekends, 32% stated if I could get transportation outside my county, 25% stated end later at night, 25% said have a fixed route with scheduled bus stops, 14% said start earlier in the morning, and 14% said more wheelchair accessible vehicles.

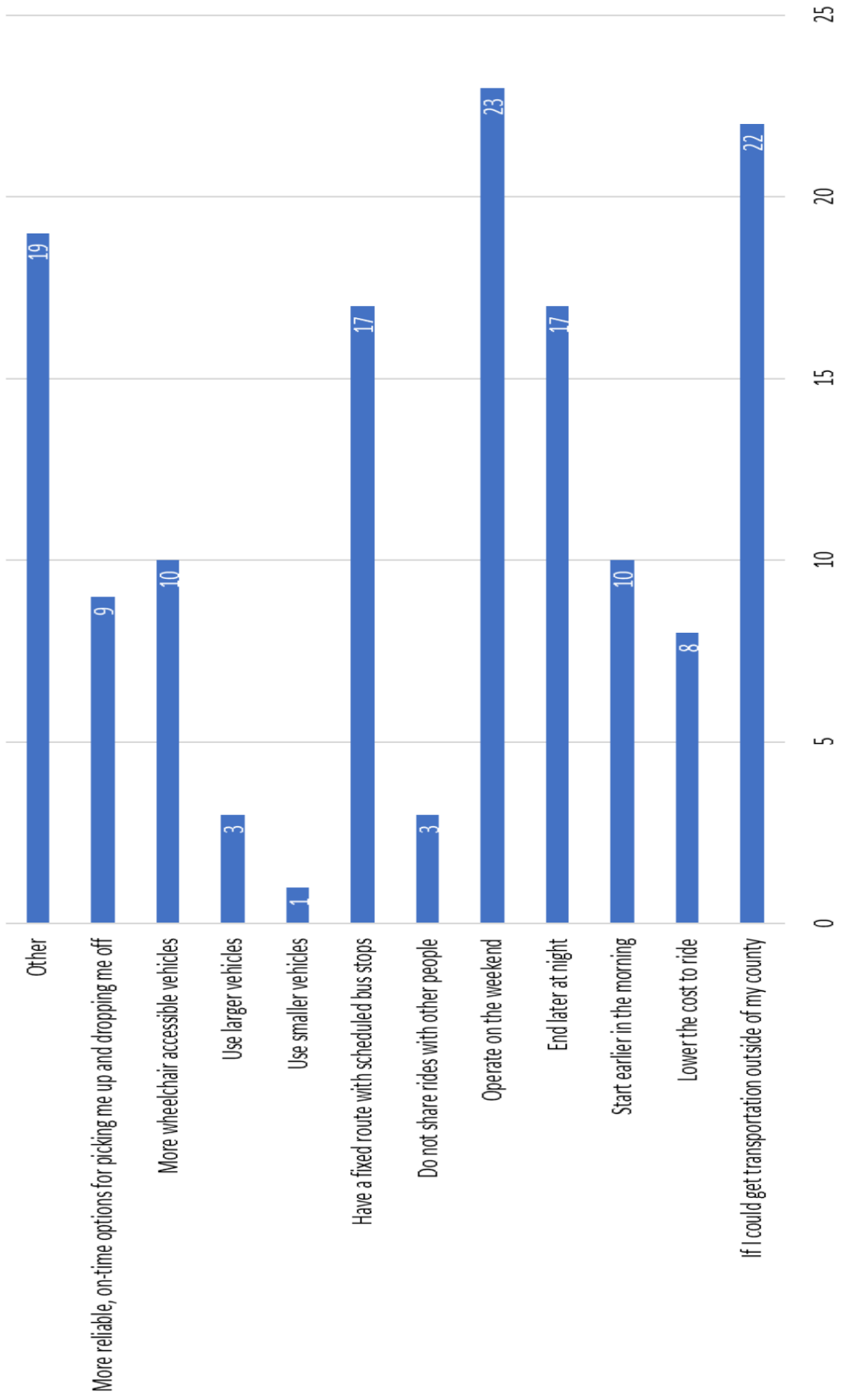
Does a lack of reliable transportation keep you from doing things you need or like to do?



If you answered yes to Question 16, what are the reasons?

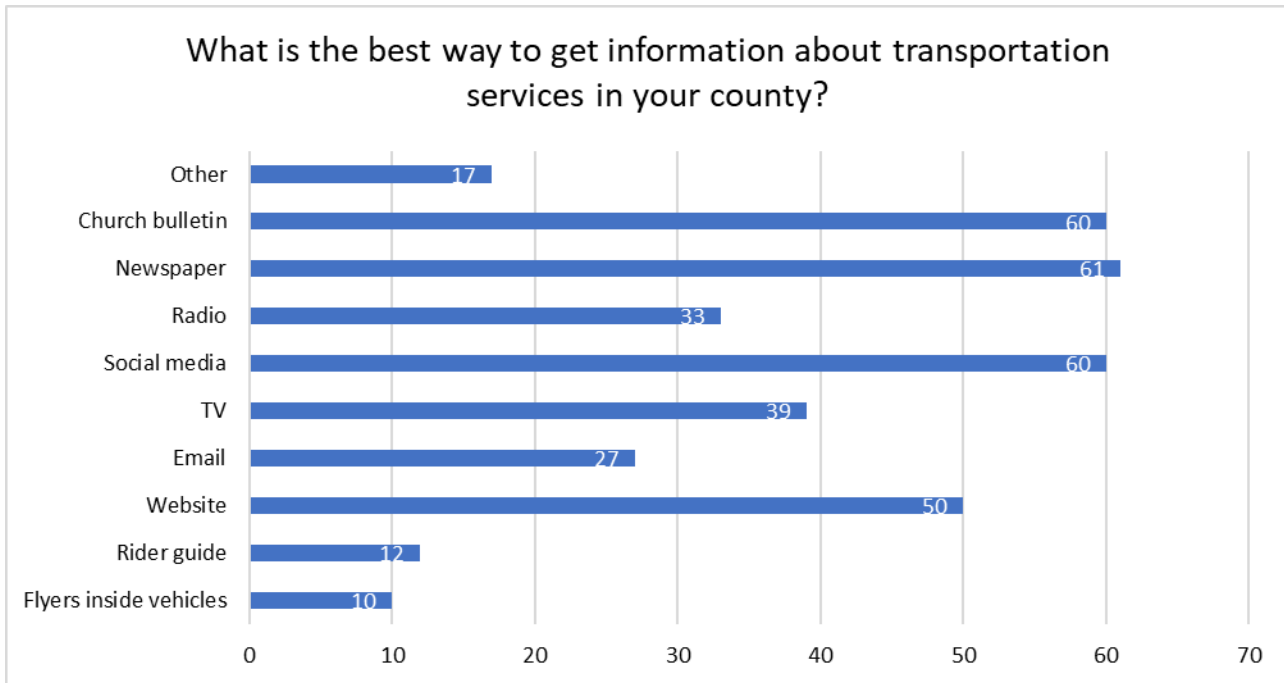


Improvements/changes



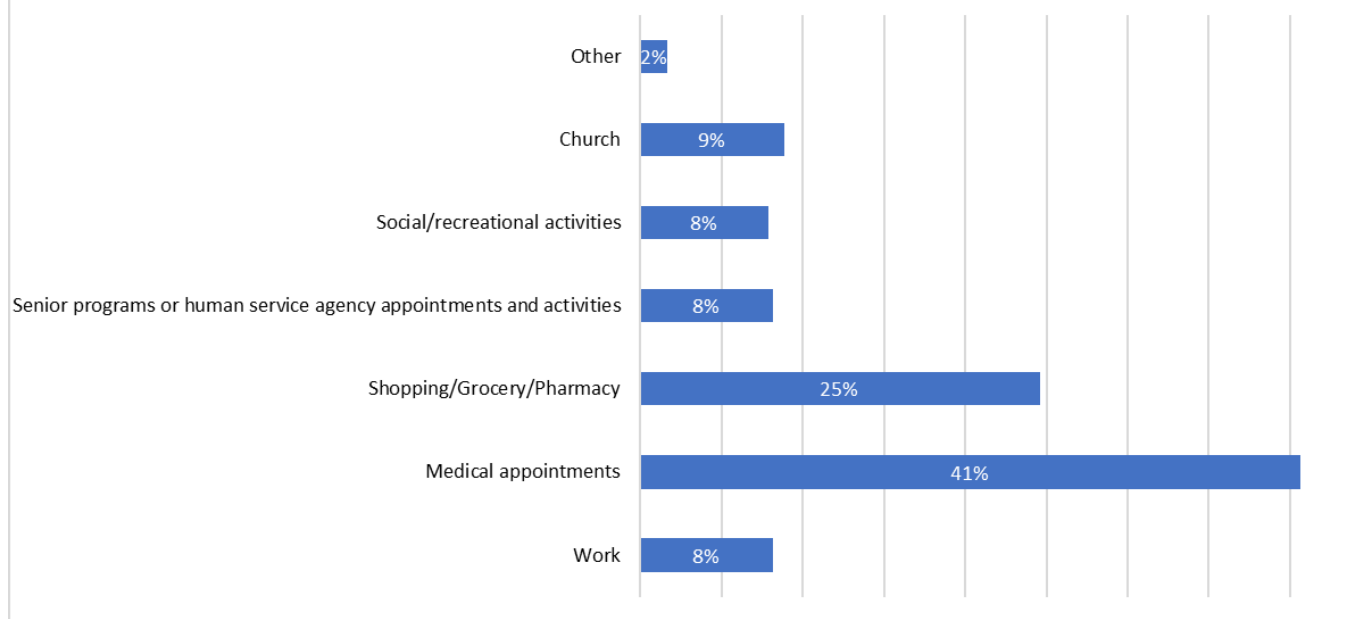
Transportation Information

The survey asked respondents what is the one best way to get information about transportation services in your county. 44% stated newspaper, 43% said social media, 43% said church bulletin, 36% stated website, 28% stated television, and 24% said radio.



The survey asked respondents what is your biggest transportation need for yourself or for the community in general? 41% said medical appointments, 25% said shopping/grocery/pharmacy, 9% said church, 8% said senior programs or human service agency appointments and activities, work, and social/recreational activities.

What do you feel is the biggest transportation need for yourself or for the community in general?



The survey asked respondents if they had any other ideas, comments, or issues concerning transportation that they would like to share, such as gaps in service, unmet needs, how transportation services have helped them or a loved one, etc. The following responses were received:

- Definitely gaps in service after "normal" business hours.
- We need more rides and hours.
- We don't use many of the Council on Aging services yet, but we are so appreciative the Council on Aging is here to help out. We have sent several people there to get help. Please don't ever go away. We did have help putting up a porch railing and Stan did an excellent job!
- In need of more than 1 driver at times. Transportation to and from work.
- Both Job and Family Services and Case Aide do an amazing job for our family/facility. Doing ok with transportation for now since some appointments are online. If that changes would need more drivers.
- One of the best things we ever done, was to build a ramp inside the garage. Never a worry about bad weather or slick wood.
- I only need help if I fall and can't get up.
- When I need a ride home from hospital stay. The one at Findlay when you leave the hospital, they charge a lot. And it would be nice if someone checked in on people who live alone.
- My late husband used Council on Aging transportation several times to medical appointments in Lima. Drivers were prompt, helpful and courteous. I am very appreciative of this service as he was using a walker and wheelchair and I couldn't handle this myself. Thank You!
- Last year when my husband was dying in the hospital, Council on Aging and Find A Ride got me there to visit. When he died, they got me to the funeral home, church and cemetery. I really appreciated it because I am in a wheelchair and needed the help.
- I have my own car.
- None right now.

- No.
- Need more available times for people with disabilities.
- With being a smaller community, sometimes people just aren't aware of what's available. I think there is a gap in updating the community in what is needed, as well as sending out information on resources available that they might not be aware of.
- So glad these services are available here.
- It may be a day soon when I may need some of these wonderful services.
- I think the Council on Aging has great services. I may have to use your services in the future.
- Right now we are able to care for ourselves and have family nearby and they will help but we know people who have used some of these services and do appreciate all the Council on Aging does in Putnam County.
- K & P Transportation was great in getting me to Bryan, OH for treatment. Council on Aging could not take me since Bryan is out of their service area. They only transport to adjacent counties.
- Our Putnam County Council on Aging provides many needed services in a friendly, and efficient way. Much appreciated in our county!!
- All my daughters live in Columbus. If possible, they try to come. So far, I can drive to Lima Mercy buildings only, by myself. I live along in Kalida. So far, I can get to places. Weather would be only reason I could not drive in the winter so far.
- Just get information out there so we know where to call for help.
- Needed in Putnam County for those who don't fit age requirements and later in day or weekends, especially for church.
- A system like Uber or Lyft would be a nice alternative.
- Following an accident, I was advised by doctor to not drive. This was a 2-month time period.
- I appreciate transportation to my medical appointments for my car was made in the 1980's and have decided I need to let it rest. So, I have become dependent on others to get me places. I admit I get frustrated not doing my own shopping or to church, etc.
- Once I had to change my doctor visitation because agency would not take me to Lucas County and agency would not take me to Defiance for an early morning appointment.
- I have had good service by the Council on Aging. Sure comes in handy. Drivers are super.
- Council on Aging is so good to our community! When people speak about the Council the words they say are just what we want to hear. Thank you for all you do!
- I think Council on Aging is super.
- The times I used the Council on Aging, no complaints. Everyone was so friendly and helpful.
- Thanks for your service.
- I spent my working years in California, Chicago, and Columbus and had transportation (trains and buses) in all those places. It'd be wonderful if it would be easier to get around in Putnam County.
- I appreciate home services, windows, lawn work.
- Transportation has helped me a great deal. I am 86 years old and no relatives around to help or take me to appointments when I need to bring someone along. People seem to think everyone has someone that's available but this is not true, especially is one is single.
- We use Putnam County Council on Aging for transportation needs and your group of folks (Cindy, drivers, etc.) are fantastic, very helpful and kind. Thank you for the great job you do.
- Right now I mostly depend on my daughter (65) and my sister who is in her 80's but that may be ending pretty soon. She has to drive 25 miles for my medical appointments.
- Continue to help with home like lawn care.

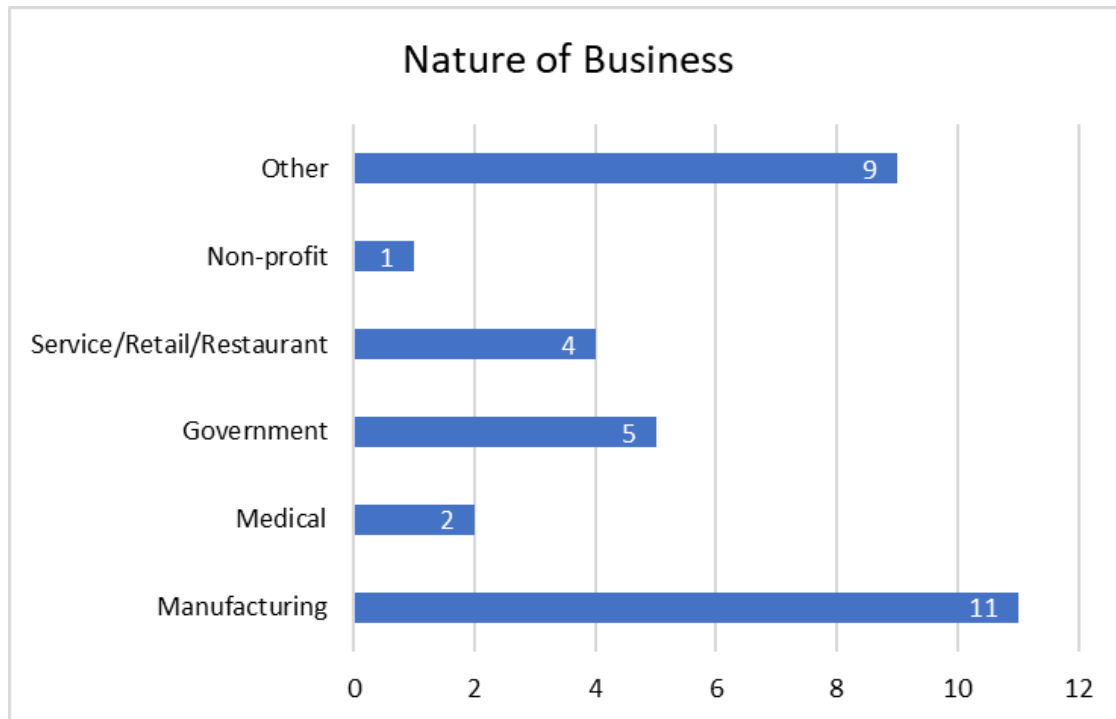
- None.
- More on demand transportation options and transportation for further distances and evening and weekend hours. Our county is fortunate to have services offered by the Council on Aging. Their service is wonderful and all the staff are friendly, helpful and courteous.
- Of course, our county is car dependent but I never lived in a city. It's too bad that Lima isn't like it used to be when my mom lived there during WW2 and could walk to uptown to work at Metropolitan or to the town square or YW with her friends who she lived in half of a house. I saw that Jeanne Verhoff works for some transportation but I haven't had need for it. I just know that people drive too fast even on country roads, and yikes on 30 the other day I drove to Upper Sandusky and 70 mph wasn't fast enough for other cars bummed me out. I appreciate semi drivers but their trucks scare me.
- I do not have a physical, economical, or age-related need for transportation. I was just thinking it might be good for the environment and could be a way to save money with the rising cost of gas. Not sure if I was meant to respond to this survey.
- It seems like most of the transportation is for seniors. I am sure others could use transportation too....
- Please offer a service option for disabled people of all ages like Hancock County does. I used that often when I used to live in that county. I would like to work outside of the home, but it is extremely difficult because of the lack of transportation options in our great county.
- would love to be able to go to civic center or marathon center and other social events outside of Ottawa Ohio.
- No.
- Transportation availability for those under age 60.
- Weekend for fun like dinner w friends or the ball games in town. Be nice to balance dr. visits and pharmacy w something fun like getting to our granddaughters wedding on a Saturday or church Sundays.
- Have used Putnam county council on aging in the past, received great service, but I know sometimes they could use more vehicles and help.

Employer Survey Results Summary

Putnam County Employers were also invited to participate in a survey. 33 employers responded to the survey. Of those 33, 15 chose to remain anonymous. The employers who chose to identify themselves were the following:

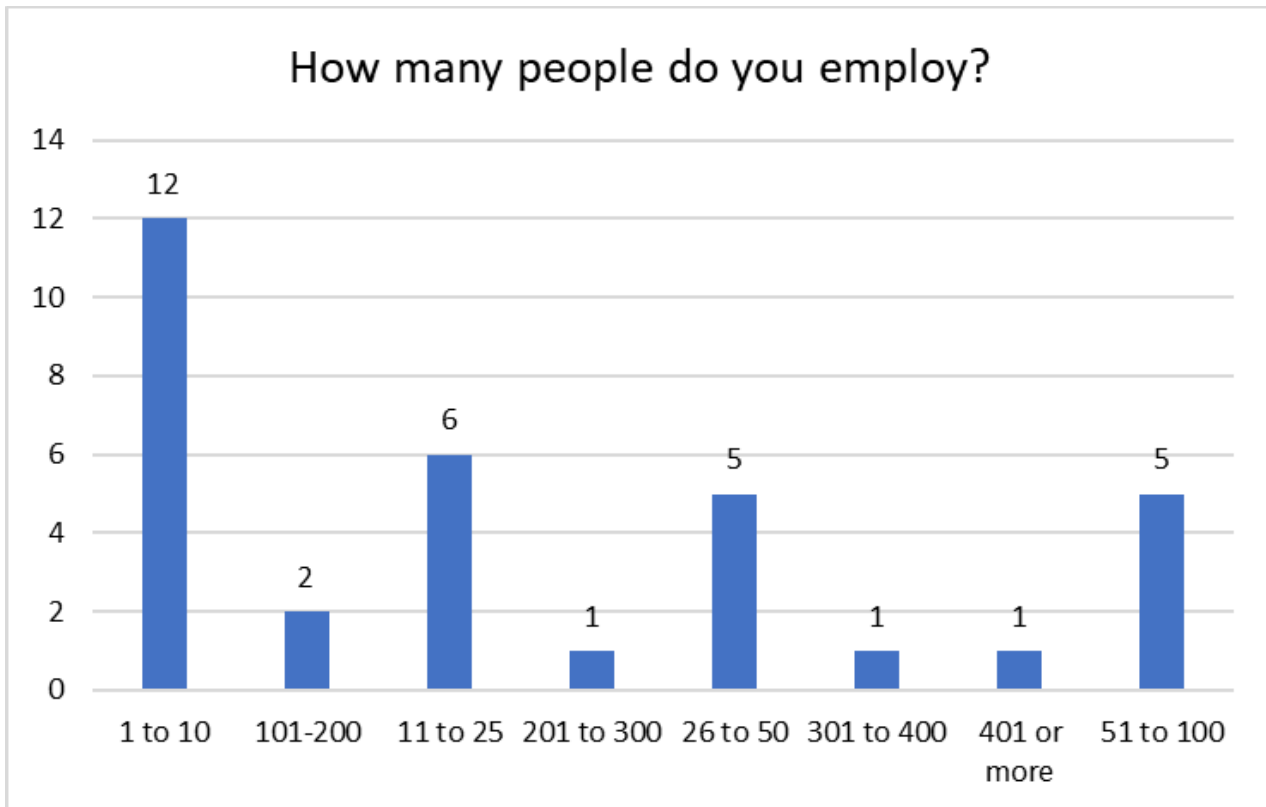
- B-K Tool and Design
- Endera
- Jackson Township
- KNG Energy
- Kalida Manufacturing, Inc.
- Miller
- Miller Precision Manufacturing Industries
- Nelson Manufacturing Co.
- Oakhaven Residential Care Center
- Ohio Logistics
- Palpac
- Partners 5 LLC
- Putnam County CIC Economic Development Office
- Putnam County Health Department
- Remlinger Manufacturing
- Village Hardware
- Village of Ottawa
- Village of Ottoville

Of these employers, 34% were in manufacturing, 16% were in government, 13% were service/retail/restaurant, 6% were in the medical field, and 3% were non-profit organizations. The remaining employers were financial, communications, natural gas distributor, township, etc.

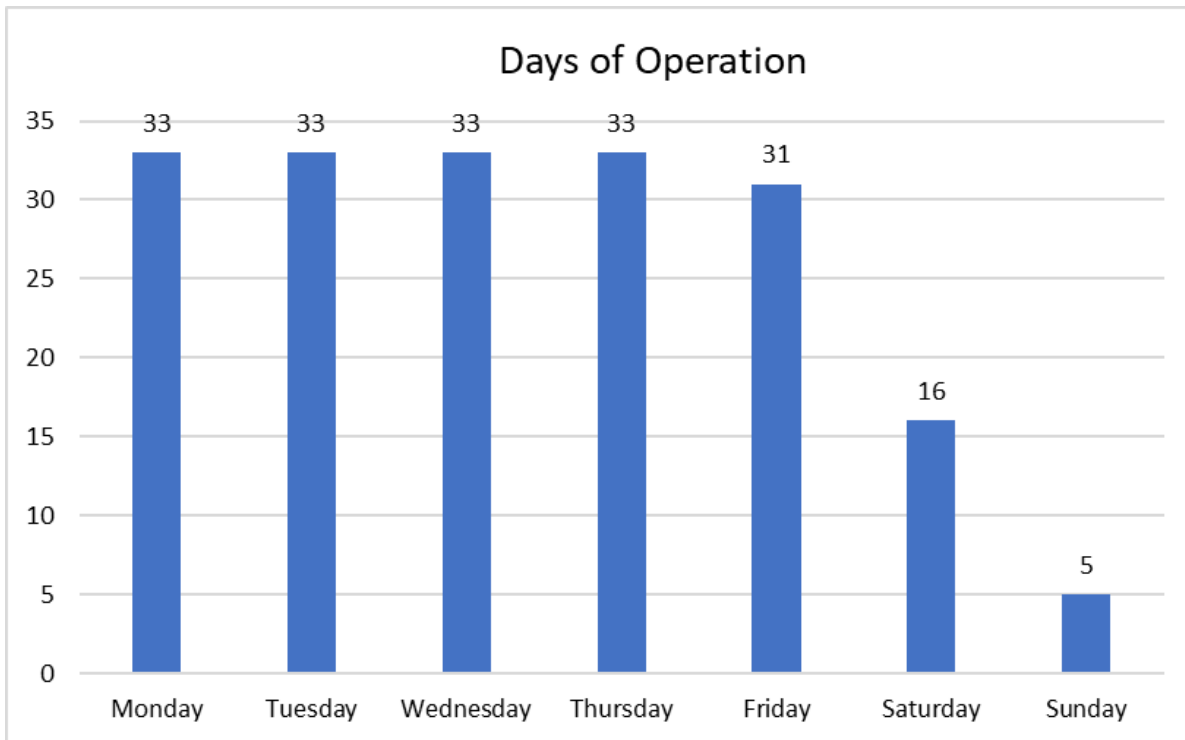


Employers were asked how many people they employ and 33 respondents answered this question as follows:

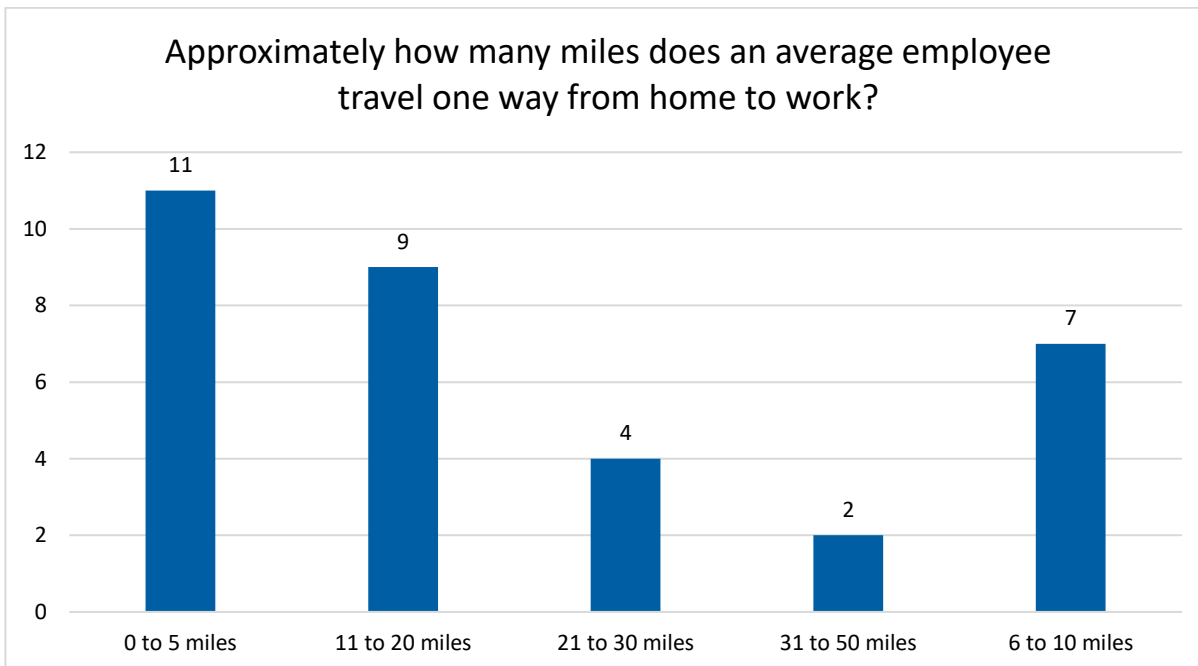
- 36% stated they have 1-10
- 18% stated they have 11-25
- 15% stated they have 26-50
- 15% stated they have 51-100
- 6% stated they have 101-200
- 3% stated they have 201-300
- 3% stated they have 301-400
- 3% stated they have 401 or more.



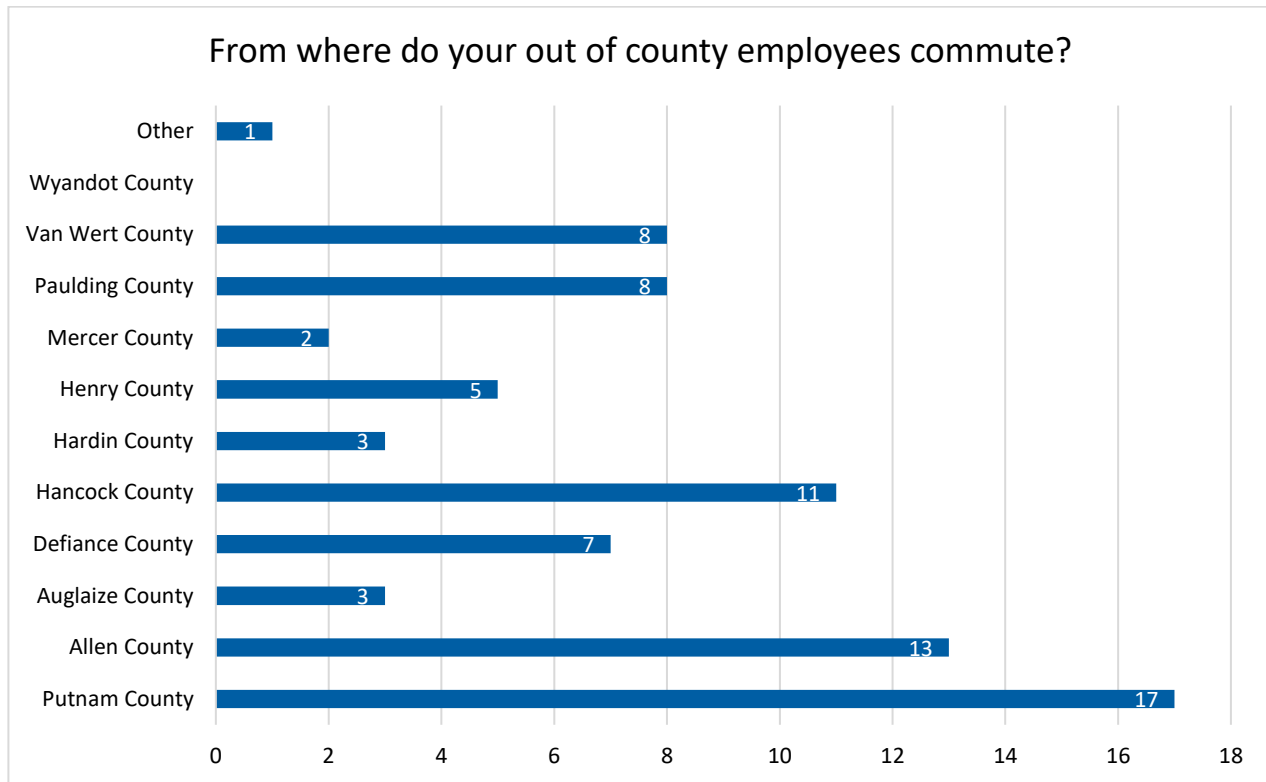
For the days of operation, 33 respondents answered this question. 100% of the respondents operate Monday through Thursday, 94% operate on Fridays, 48% operate on Saturday and 15% operate on Sunday.



According to employers, 33% of employees travel 0 to 5 miles from home to work, 21% travel 6 to 10 miles, 27% travel 11 to 20 miles, 12% travel 21 to 30 miles and 6% travel 31 to 50 miles.

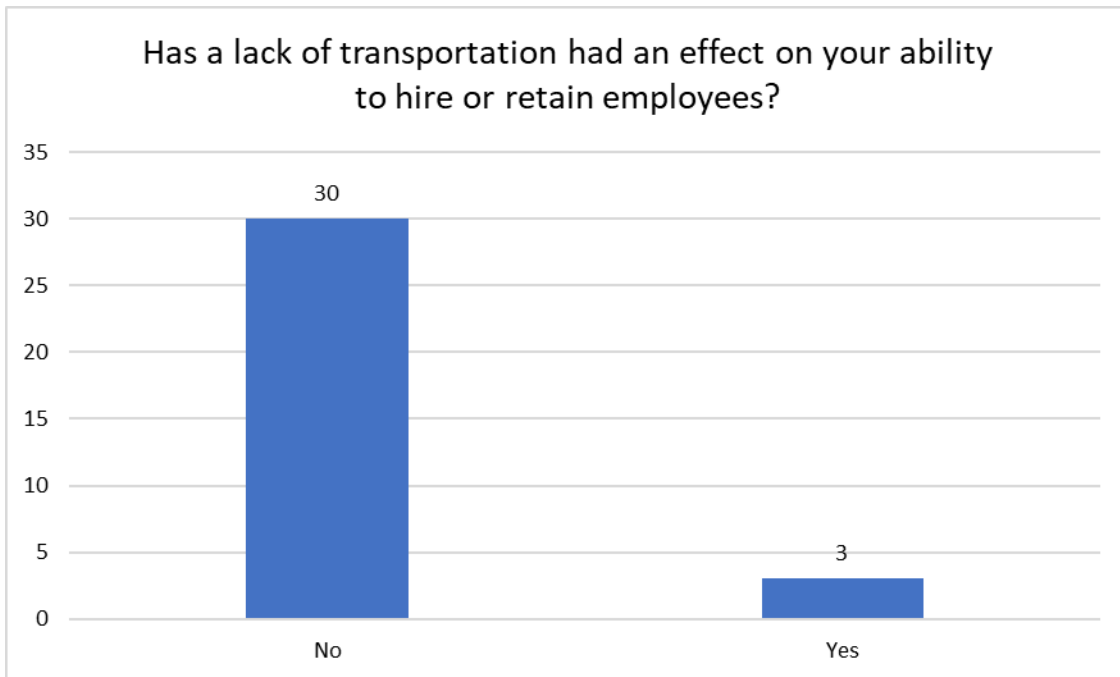


The most common location employees commute from is Putnam County with 59% of responses. Other common locations are Allen (45%), Auglaize (10%), Defiance (24%), Hancock (38%), Hardin (10%), Henry (17%), Mercer (7%) Paulding (28%) and Van Wert (28%) Counties.

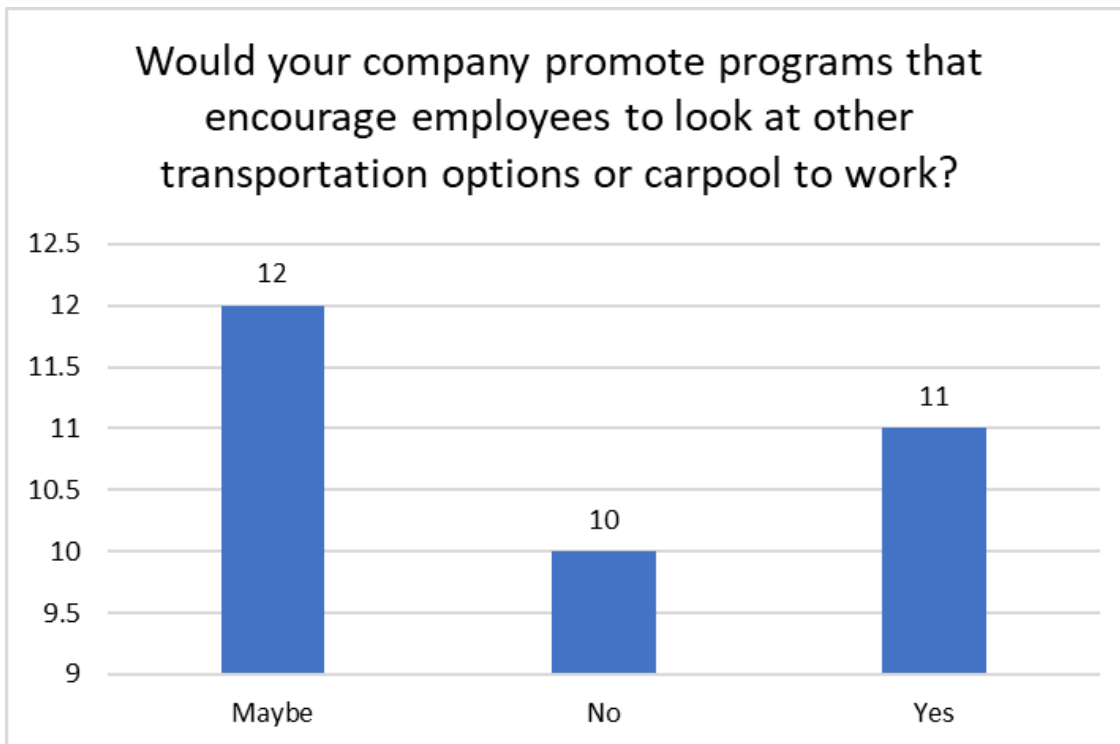


When asked which transportation options employees use to get to work, employers believe that nearly 100% use a personal vehicle. For those employees that do not have a personal vehicle, they carpool with co-workers (18%) or they use family and friends (12%) to get to work.

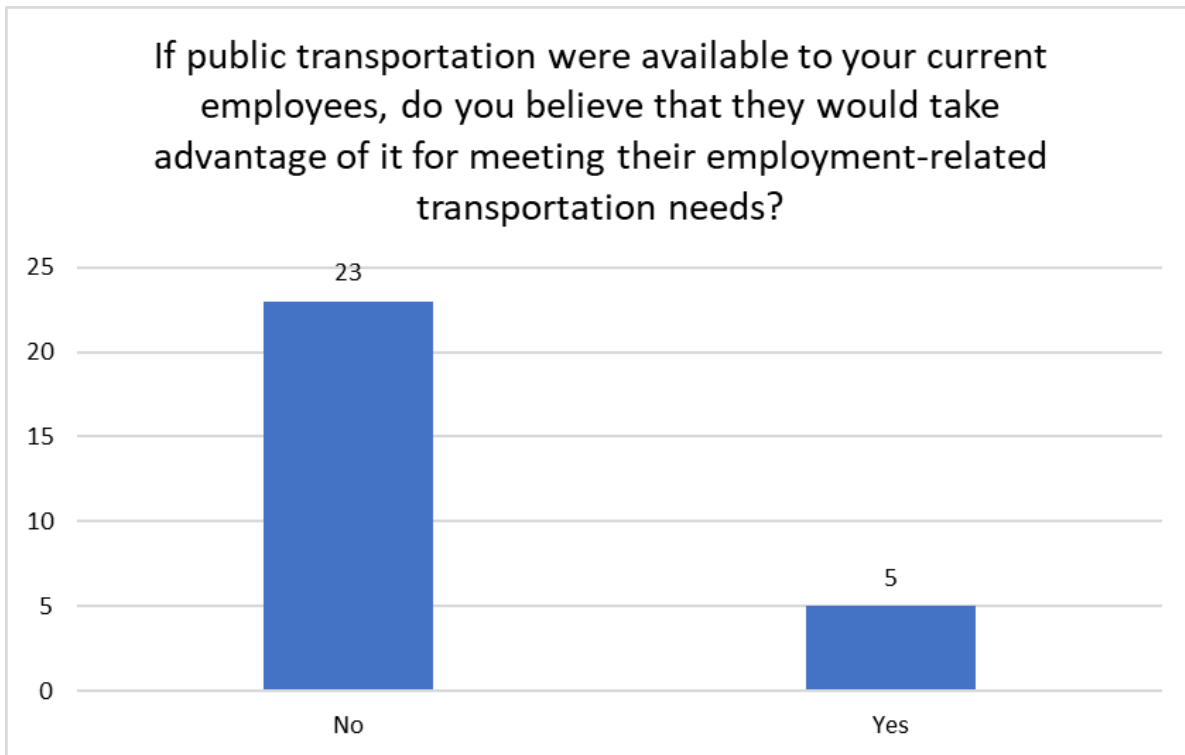
According to the Putnam County employers, only 3 respondents (9%) stated that a lack of reliable transportation has had an effect on their ability to hire or retain employees.



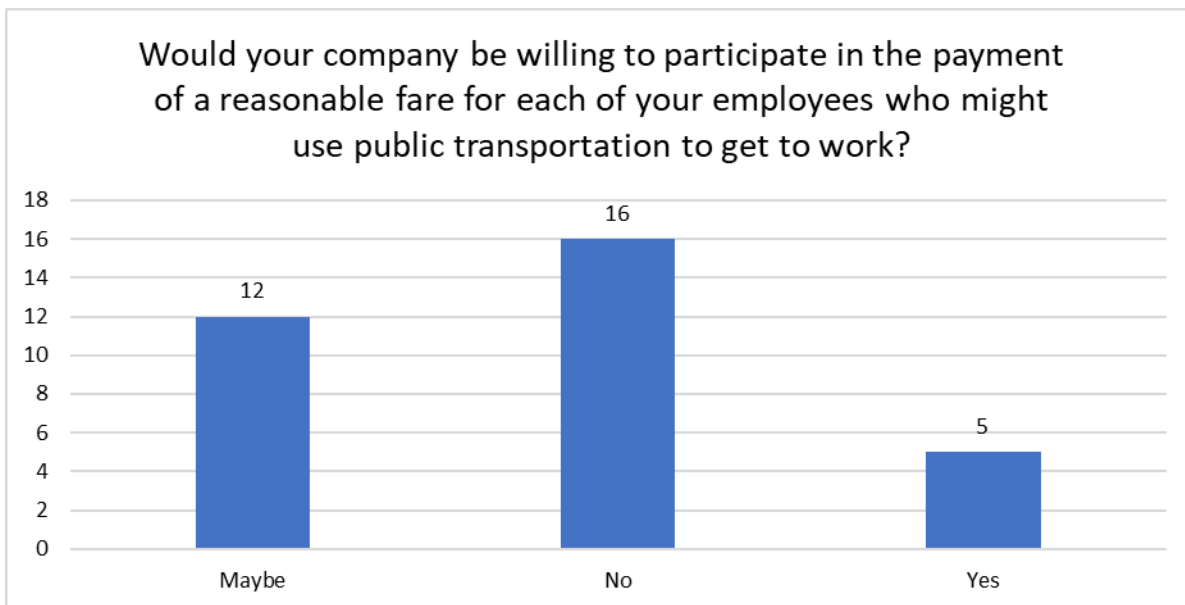
When asked if employers would be willing to promote programs that encourage employees to take other transportation options or carpool to work, 11 respondents (33%) said yes, 10 respondents (30%) said no, and 12 (36%) said maybe.



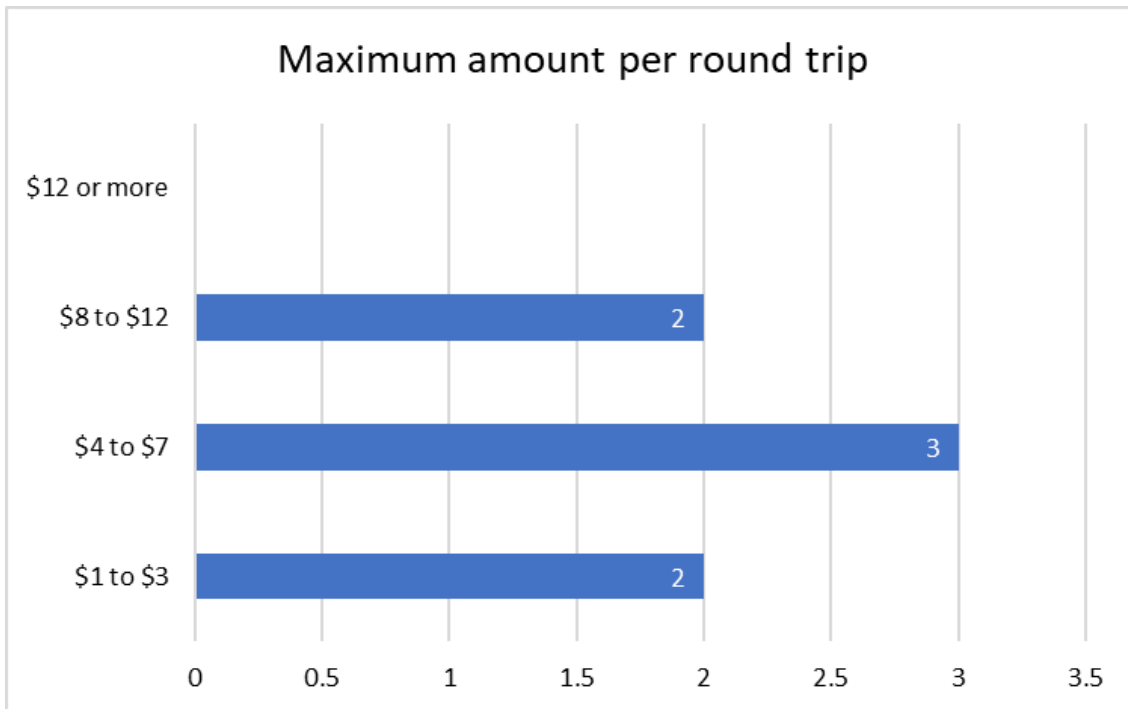
When employers were asked if current employees would take advantage of public transportation for their employment related transportation needs and seeking gainful employment, 23 (81%) responded no and 5 (19%) responded yes.



When employers were asked if they would 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, 16 (48%) responded no, 5 (15%) responded yes and 12 (36%) responded maybe.



Of the 5 companies that responded yes, 3 (43%) may be willing to pay \$4 to \$7 per round trips, 2 (29%) may be willing to pay \$1 to \$3, and 2 (29%) may be willing to pay \$8 to \$12 per round trip.



Employers were asked how the transportation coalition committee could help them improve transportation for their company and their employees. The following responses were received:

- We would look at paying fares for people to make their scheduled appointments with us.
- Nothing at this time.
- Not applicable.
- Large employers need transportation options. People are barely scraping by and have option for public transportation versus putting gas in the vehicle or fixing it when broken down would be beneficial.
- 20 largest employers in the county representing 3400 jobs continue to mention an interest in coordinated transportation for its associates.
- Pay fares for people to make their scheduled appointments with us.
- Need for qualified employees are our biggest challenge.
- Major employers state their need for transportation for their associates regularly.
- Not needed.
- Provide electric shuttle buses for free transportation of employees in and out of the county.
- Need overpasses for railways. People are always getting stuck waiting on a train.
- Control train stoppage and blocking of streets.

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:

- We are a small employer but feel it's important for large employers to have transportation options. People are barely scraping by and having options for public transportation versus putting gas in the vehicle or fixing it when broken down would be very beneficial.
- Believe a great idea for some people.
- While our organization does not have an immediate need, we felt it was important to participate in this survey because we represent most of the major employers in the county and we hear their transportation needs on a regular basis. In 2021 we held a workforce consortium for the 20 largest employers in the county. Their companies represented over 3,400 jobs in the county and every company mentioned an interest in coordinated public transportation for its associates.
- Our county people are independent and have adequate transportation.
- None.
- I believe we could recruit more if there was transportation available (Bussing). We come across some associates that don't have drivers license. And now more than ever the higher gas prices.
- We have clients with special needs that do not have transportation to work, volunteer, etc.

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 early morning hours, 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.
- Lack of employment transportation.
- Workforce and vehicle shortages
- Technology, such as scheduling software, would improve efficiency and coordination of services.
- Funding and rising costs for vehicles, gas, maintenance, mobility management, operating expenses, technology, etc.
- More awareness and cooperation.

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
1 st	Cooperation and communication among local and regional stakeholders.	Public Meeting Highest priority for immediate on on-going implementation.
2 nd	Increased knowledge of available transportation options among the general public as well as influencers of public opinion.	Public meeting, focus groups and surveys High Priority
3 rd	Operational funding options to support and expand accessible transportation options within Putnam County.	Public Meeting and Provider Survey High Priority
4 th	Identify and fill gaps in transportation services and unmet needs.	Public Meeting, focus groups and surveys Medium High Priority
5 th	Explore the possibility of expanding public transportation to Putnam County	Public meeting and Provider Survey. Medium 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, Area Agency on Aging 3 and HHWP Community Action Commission 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 5 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 work to encourage cooperation and communication among local and regional stakeholders to meet transportation needs.

Needs addressed: Giving local public officials, regional stakeholders and other social service agencies a better understanding of the available transportation options, gaps in service and unmet needs in the local community will help members find ways to improve transportation services and options for all Putnam County residents.

- **Strategy 1.1:** Each county lead agency/mobility manager will maintain a strong local and regional transportation coalition of transportation stakeholders to improve coordination, share updates, and address transportation concerns.

Timeline for implementation: 2023 and ongoing.

Action Step: Regional and county transportation coalitions will meet quarterly with interim meetings scheduled on an as-needed basis.

Parties responsible for implementation: Agencies leading each coalition at the county level and the HHWP Community Action Commission on the regional level.

Parties responsible for supporting implementation: Mobility managers, lead agencies, local coalition members and community stakeholders.

Resources needed: Space for meetings, copies of relevant information for meetings, staff time for sending out information, organizing and attending meetings.

Cost range: No additional costs; staff costs for time and travel to meetings.

Funding source: 5310 and 5311 operating grants; donations contract revenue; local grants, levy funds.

Performance Measures:

- Number of local and regional meetings held.
- Number of stakeholders attending meetings.
- Number of new members, including community members, added to the coalition.

- **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: Continuing and ongoing.

Action Step:

- a. Each lead agency/mobility manager will maintain an active presence in coalition meetings.
- b. Each lead agency/county coalition will work with their respective mobility managers to ensure transportation options in each county are up to date and inform them of any changes.

Parties responsible for implementation: Local lead agencies; mobility managers.

Resources needed: Staff time for meetings and updates.

Cost range: Cost of mobility managers salaries.

Funding source: 5310 and 5311 operating grants; donations contract revenue; local grants, levy funds.

Performance Measures:

- Number of coordinated projects introduced by the mobility manager/lead agency.
- Number of community outreach activities performed by the lead agency/mobility manager.
- Number of updates shared on transportation services in the county.
-

- **Strategy 1.3:** Each county coalition will increase participation and input from community members on its transportation coalition.

Timeline for implementation: 2023 and on-going.

Action Step: Each county coalition will identify key community stakeholders currently not participating in the local transportation planning process and will relay the importance of the coalition's work and invite them to be a participant.

Parties responsible for implementation: Local lead agencies; transportation coalition; mobility managers.

Resources needed: Staff time, meeting space.

Cost range: None

Funding source: Not needed

Performance Measures:

- Number of new members, including community members, added to the coalition.

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.

Needs addressed: A greater knowledge of the available transportation options is needed by the public, social services agencies, elected officials, etc. in Putnam County and the four-county region so access to medical appointments, shopping, and activities of daily living are not hampered resulting in residents being connected to vital services for independent living

- **Strategy 2.1:** County coalitions will work together to improve and enhance marketing for all transportation providers and services to create awareness of transportation options.

Timeline for implementation: 2023 and on-going

Action Steps:

- Mobility managers or county lead agencies should meet at least twice a year with all the county’s transportation providers both non-profit and for-profit services to determine best practices in marketing of their services to residents.
- Solicit stories/video from transportation providers and users, particularly seniors and those with disabilities, detailing how important transportation services are in their daily lives. Find other transportation-related information for human interest features. Pitch those stories to local/state/national media outlets.
- Post provider information and updates to web and social media channels, with posts shared by providers themselves and their partners.

Parties responsible for implementation: Mobility manager, lead agencies, coalition members.

Parties responsible for supporting implementation: Other local transportation providers and local stakeholders.

Resources needed: staff time.

Cost range: Mobility manager’s salary, cost of marketing materials.

Funding source: 5310 grant funding.

Performance Measures:

- Number and types of marketing strategies developed.
 - Number of outlets where transportation information is posted/available.
 - Number of community outreach activities performed by coalition members.
 - Results from surveys/focus groups to ascertain if the community is more knowledgeable about local transportation options.
- **Strategy 2.2:** A centralized place will be maintained for individuals to access information on available community transportation options.

Timeline for implementation: Current and continuous.

Action Step: The HHWP will maintain annually updated transportation resource guides for each of the four counties in the regional plan on its website. The Area Agency on Aging 3 will also maintain transportation options for the counties it serves.

Parties responsible for implementation: HHWP and AAA3 Mobility Manager.

Parties responsible for supporting implementation: Lead agency and coalition members.

Resources needed: Mobility management staff time; software.

Cost range: \$500-\$1,000

Funding source: 5310 funds; local funds and grants; transportation contract revenues.

Performance Measures: Number of “hits” on the transportation websites.

Goal 3: The Hancock, Hardin, Wyandot and Putnam region will work to provide operational funding options to support and expand accessible transportation options within the four-county region.

Needs addressed: The need for expanded affordable transportation opportunities in all four counties to support, sustain, and expand services and drivers for current transportation providers to meet increased demand for activities of daily living (medical appointments, social service appointments, shopping, employment opportunities, etc.)

- **Strategy 3.1:** Local coordination partners will work together to secure funding to purchase vehicles and to help supplement funds for vehicle maintenance, operating costs, scheduling software, and mobility management in an attempt to sustain, maintain, and expand transportation services.

Timeline for implementation: 2023 and ongoing.

Action Step:

- a. County coalition partners will work to increase daily ride availability.
- b. County coalition partners will continue to support and use programs that attempt to fill transportation gaps.
- c. Providers will explore options for transportation contracts and partnerships with local human service agencies and available local and state grants to increase revenue for local matching funds needed for purchases through ODOT for vehicles, software and other program support.

Parties responsible for implementation: Local 5310 and 5311 transportation providers.

Parties responsible for supporting implementation: Mobility managers, lead agencies.

Resources needed: Grant writing, staff time for meetings, planning and training.

Cost range: \$5,000-\$10,000 depending on scale of projects.

Funding source: Local matching funds, contract revenue, local and state grants 5310 and 5311 funding.

Performance Measures:

- Number of client's served.
 - Number of trips provided.
 - Number of vehicles providing transportation services within Putnam County.
 - Number of replacement and expansion vehicles received.
 - Number of new types of technology introduced to improve efficiency.
- **Strategy 3.2:** Local coordination partners will work together to build community investment in public and private transportation services.

Timeline for implementation: 2023 and ongoing.

Action Step: Local lead agencies, mobility managers will meet with local county and municipal leaders and key community stakeholders to build support for transportation options for local and regional residents, particularly seniors, low income citizens and those with disabilities

Parties responsible for implementation: Lead agencies, mobility managers, county transportation coalitions.

Parties responsible for supporting implementation: Mobility Managers, lead agencies, coalition members.

Resources needed: Staff time, materials, travel and meeting expenses.

Cost range: \$500-\$1,000.

Funding source: Local private and public funds, regional and state grants, 5310 and 5311 funding opportunities.

Performance Measures:

- Number of new funding sources/contracts secured.
- Number of meetings held.

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

Needs addressed: Finding gaps in service in order to develop plans to meet those unmet transportation needs, which include, but are not limited to, transportation during peak hours, early morning hours, evening hours, weekends, and holidays, increased demand from aging population, more outreach to outlying areas, etc.

- **Strategy 4.1:** Utilize local transportation coalition, lead agency and mobility management to identify gaps in service and develop solutions.

Timeline for implementation: 2023 and ongoing.

Action Step: Continue to meet and build relationships with employers, human service agencies and transportation users.

Parties responsible for implementation: Mobility managers, lead agencies in each county.

Parties responsible for supporting implementation: County transportation coalitions, transportation providers and the public.

Resources needed: Continue mobility management grant; surveys and meetings to get continued feedback from employers, human service agencies and transportation users.

Cost range: Expenses for mobility management.

Funding source: 5310 funding.

Performance Measures:

- Number of new people receiving transportation services.
- Number of new services added to address unmet needs.
- Decrease in the number of trip denials being reported.

- **Strategy 4.2:** Support transportation for people with disabilities, older adults and low-income individuals and the general public for daily activities (medical appointments, essential errands, employment, social activities, recreational activities, etc.)

Timeline for implementation: 2023 and ongoing.

Action Step:

- Explore more on-demand, affordable local transportation service and support infrastructure that enhances accessibility for all.
- Explore volunteer transportation programs.
- Continue to use programs and services that attempt to fill transportation gaps.

Parties responsible for implementation: Local transportation coalitions

Parties responsible for supporting implementation: Local transportation providers and local government.

Resources needed: Planning for increased accessible infrastructure for streets and parking lots; additional transportation providers; increase in vehicles and drivers.

Cost range: Dependent on scale.

Funding source: ODOT 5310 and 5311 funding for vehicles, drivers and increased operations; local grants; tax levy funds.

Performance Measures:

- Number of residents satisfied with transportation services
- Gaps and unmet needs reduced
- Number of trips provided in each county increased.
- Number of new people receiving transportation services.
- Number of new services added to address unmet needs.
- Increase in local funding in support of transportation services for people with disabilities, older adults, low income individuals, and the general public.

Goal 5: The Hancock, Hardin, Wyandot and Putnam County region will explore the possibility of expanding public transportation to Putnam County.

Needs addressed: Expanding transportation options, such as Rural Public Transit and contract/fee for services, for residents who don't qualify for current available transportation options in Putnam County, such as employment transportation, on-demand transportation, under age 60 residents, and further distance transports such as Columbus, Cleveland, etc.

Strategy 5.1: Lead agencies in Putnam County will discuss with local stakeholders in conjunction with their respective mobility manager in county transportation coalition meetings whether their counties would benefit from and could fund a 5311 rural public transit program.

Timeline: 2023 and ongoing.

Action Steps:

- County transportation coalitions will meet with local stakeholders to determine if public transportation is needed in the county.
- County transportation coalitions will meet with county commissioners, area public transit providers, ODOT and others to determine all steps needed to begin the process of bringing rural public transit to the county.

Parties responsible for supporting implementation: County lead agencies, mobility manager, HHWP Community Action Commission, and Putnam County Transportation Coalition members.

Resources Needed: Staff time, meeting space

Cost Range: Minimal

Performance Measures:

- Number of meetings conducted.
- Number of new funding sources identified and secured.
- Documentation of the need for public transit in the county through a feasibility study.

VI. Plan Adoption

Full Plan Update – 2017

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.

Annual Update – 2018

September 7, 2018	Annual Update of the Putnam County Coordinated Transportation Plan.
October 12, 2018	The Putnam County Coordinated Transportation Plan submitted to ODOT and Putnam County Transportation Stakeholders.

Annual Update – 2019

September 6, 2019	Annual Update of the Putnam County Coordinated Transportation Plan.
October 16, 2019	The Putnam County Coordinated Transportation Plan submitted to ODOT and Putnam County Transportation Stakeholders.

Annual Update – 2020

October 20, 2020	Annual Update of the Putnam County Coordinated Transportation Plan.
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- November 13, 2020 The Putnam County Coordinated Transportation Plan submitted to ODOT and Putnam County Transportation Stakeholders.
- Annual Update – 2021 Did not complete since the annual update takes place during the last 3 to 4 months of the year and the full update would be started in early 2022.

Full Plan Update – 2022

- April 7, 2022 Putnam County Public Meeting
- April 19, 2022 Focus group with older adults
- April 21, 2022 Focus group with individuals with disabilities
- April 26, 2022 Focus group with older adults
- September 30, 2022 Putnam County Transportation Meeting to review goals and strategies.
- September 30, 2022 Putnam County Transportation Meeting to approve final plan
- October 24, 2022 Regional transportation meeting with Hancock, Hardin, Wyandot and Putnam Counties to approve final plan.
- November 4, 2022 Final plan submitted to stakeholders and ODOT.

Annual Update – 2024

- March 14, 2024 Annual Update of the Putnam County Coordinated Transportation Plan.
- April 1, 2024 The Putnam County Coordinated Transportation Plan submitted to ODOT and Putnam County Transportation Stakeholders.

Annual Update – 2026

- February 26, 2026 Annual Update of the Putnam County Coordinated Transportation Plan.
- March 19, 2026 The Putnam County Coordinated Transportation Plan submitted to ODOT and Putnam County Transportation Stakeholders.

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 jodi@putnamcoa.org.

Agency Representation

Name	Agency
Jennifer Horstman	ADAMHS Board
Leann Unverferth and Shelby Poling	Area Agency on Aging 3
Sally Suter	Brookhill
Crystal Weitz	HHWP Community Action Commission
LeAnda Hoeff	Pathways Counseling Center
Michael Boaz	Putnam County Board of Developmental Disabilities.
Jodi Warnecke	Putnam County Council on Aging, Inc.
Kim Rieman	Putnam County Health Department
Krista Pruitt	Putnam County HomeCare and Hospice
John Folks	Putnam County Job and Family Services
Brian Hilvers	Putnam County Office of Public Safety
Karl Schimmoeller	Workforce Partnership of Putnam County

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: jodi@putnamcoa.org

Appendix B: List of Annual Reviews and Plan Amendments

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

Name: Jodi Warnecke

Agency: Putnam County Council on Aging, Inc.

Phone Number: 419-523-4121

E-mail Address: jodi@putnamcoa.org

Annual Review

Putnam County's original Coordinated Transportation Plan was developed in 2008 and last updated in 2017 and now in 2022. The last annual review took place at the end of 2020. At that time there were no changes made to the coordinated plan. In 2021, the Putnam County Transportation Coalition did not conduct an annual update since the full update to the plan would take place starting in 2022.

The Putnam County Transportation Committee met on September 7, 2018 to conduct the annual review of Putnam County's Coordinated Transportation Plan. The Transportation Plan was reviewed in its entirety and the committee determined that no changes were needed at this time.

The Putnam County Transportation Committee met on September 6, 2019 to conduct the annual review of Putnam County's Coordinated Transportation Plan. The Transportation Plan was reviewed in its entirety and the committee determined that no changes were needed at this time.

The Putnam County Transportation Committee met on October 20, 2020, via Zoom due to the coronavirus pandemic, to conduct the annual review of Putnam County's Coordinated Transportation Plan. The Transportation Plan was reviewed in its entirety and the committee determined that no changes were needed at this time.

The Putnam County Transportation Committee met on March 14, 2024 to conduct the annual review of Putnam County's Coordinated Transportation Plan. The Transportation Plan was reviewed in its entirety and the committee determined that no changes were needed at this time.

The Putnam County Transportation Committee met on February 16, 2026 to conduct the annual review of Putnam County's Coordinated Transportation Plan. The Transportation Plan was reviewed in its entirety and the committee determined that no changes were needed at this time.

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 - 2022

This survey is being conducted by the Putnam County Transportation Coalition in order to update the county's Coordinated Public Transit – Human Services Transportation Plan, which is required by the Ohio Department of Transportation every 5 years. The coalition is led by Jodi Warnecke with the Putnam County Council on Aging and consists of several community organizations who are working together to improve transportation options for our residents. The coalition is asking for your help in improving transportation services by taking a few minutes to complete this survey. Your input does make a difference! If you have any questions or need additional information, please contact Jodi Warnecke at 419-523-4121 or jodi@putnamcoa.org.

1. Zip code of your primary residence? _____.

2. Do you consider yourself? (Please select one)

- White African American/Black Hispanic
 Asian Native American Indian Other (please list)

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

4. I consider myself (Please check all that apply):

- Low Income Disabled Veteran Single parent
 Student Senior Citizen (Age 60 and older) None of the above

5. What is your household's annual income?

- Less than \$20,000 \$60,000 to \$79,999
 \$20,000 to \$39,999 \$80,000 to \$99,999
 \$40,000 to \$59,999 More than \$100,000

6. Do you have a disability which requires a mobility aid?

- Yes No
If yes: Wheelchair/Scooter Walker Cane Other _____

7. What types of transportation do you use in a typical year? (Please check all that apply.)

- Personal Vehicle Human Services Agencies (Council on Aging, Job &
Family Services, Veteran Services, Office of Public
Safety, AAA3 – Find A Ride)
 Carpool
 Taxi/Uber/Lyft
 Ride with family of friends Other _____
 Frequently bike or walk

8. Which of the following best describes you? (Please select one.)

- Employed outside your home
- Employed in your home
- Unemployed
- Retired
- Homemaker
- Student
- Other: _____

9. Currently, how do you travel from home to doctor appointments, essential errands, social activities, work, etc.? (Please select all that apply.)

- Personal Vehicle
- Ride with family and/or friends
- Walk/Bicycle
- Carpool
- Faith Based Organization
- Taxi/Uber/Lyft
- Volunteer transportation program
- Amtrak/Greyhound
- I don't go anywhere
- Putnam County Council on Aging
- Human Service Agencies
- Job and Family Services
- Office of Public Safety/EMA
- Brookhill Center
- Veteran Services
- Area Agency on Aging 3 – Find A Ride
- Other (Please list: _____)

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

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

11. What time of day do you need transportation?

- Before 8:00 a.m.
- 8:00 a.m. to Noon
- Noon to 4:00 p.m.
- 4:00 to 10:00 p.m.
- After 10:00 p.m.

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

- Allen County
- Auglaize County
- Cuyahoga County
- Defiance County
- Franklin County
- Hancock County
- Henry County
- Lucas County
- Mercer County
- Paulding County
- Putnam County
- Van Wert County
- Wyandot County
- Other (Please list: _____)

13. 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/Shopping
- Beauty Salon/Barber Shop
- Social Service Agency Appointment
- Recreational Activities
- Visit Family/Friends
- Work
- Hospital
- Pharmacy
- Church
- Social Events
- School
- Volunteer Activities
- Bank
- Post Office
- Restaurant
- Day Care
- I don't need transp.
- Other _____

14. 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 do not know how to use it.
- It does not go where I need to go.
- It is not available when I need it.
- It is not convenient.
- I cannot afford the cost.
- I do not meet eligibility requirements.
- I have my own car.
- I do not need transportation.
- Other _____

15. Does a lack of reliable transportation keep you from doing things you need or like to do?

- Yes
- No
- Other _____

16. If you answered yes to Question 15, what are the reasons? (Please check all that apply)

- No car
- No car insurance
- No money for 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
- 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.
- Other (please list _____)

17. In the past year how often has a lack of transportation prevented you from getting somewhere?

- 1-2 times
- 3-5 times
- 6-9 times
- More than 10 times
- Never

18. 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 get transportation outside my county
- 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: _____)

19. What is the 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: _____)

20. What’s most important when using transportation service?

- Ease of scheduling
- Safety
- Friendly/helpful staff
- Flexibility to change trip plans
- Length of ride/wait time
- Tighter pick-up window/more precise scheduling
- Other _____

21. What would you like to see to improve transportation in your community?

- Cheaper transportation services
- More available transportation services
- More bicycle/pedestrian friendly streets
- Additional wheelchair accessible vehicles
- More rideshare program
- Other (please list: _____)

22. If public transportation was available, such as a city bus or taxi service, would you use it?

- Yes
- No
- Maybe

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

Agency	Aware of Services v	Used Services v
Putnam County Council on Aging		
Putnam County Job and Family Services		
Putnam County Office of Public Safety		
Putnam County Veteran Services Commission		
Brookhill Center		
Area Agency on Aging 3 – Find A Ride		

24. What do you feel is the biggest transportation need for you, or for the community in general?

- Work
- Medical appointments
- Shopping/Grocery/Pharmacy
- Social/Recreational activities
- Church
- Senior Programs or Human Service Agencies appointments and activities
- Other (please list: _____)

25. Do you have any other ideas, comments, or issues concerning transportation that you would like to tell us? (Gaps in service, unmet needs, how transportation services have helped you or a loved one, etc.)

Please return the survey by **April 30, 2022** to the Putnam County Council on Aging at **1425 E. Fourth Street, Ottawa, OH 45875** or jodi@putnamcoa.org.

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

This survey is being conducted by the Putnam County Transportation Coalition in order to update the county's Coordinated Public Transit – Human Services Transportation Plan, which is required by the Ohio Department of Transportation every 5 years. The coalition is led by Jodi Warnecke with the Putnam County Council on Aging and consists of several community organizations who are working together to improve transportation options for our residents. The coalition needs 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! If you have any questions or need additional information, please contact Jodi Warnecke at 419-523-4121 or jodi@putnamcoa.org.

1. Identification of Organization (optional)

Company Name:

2. Nature of Business

- | | |
|--|---|
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Service/Retail/Restaurant |
| <input type="checkbox"/> Medical | <input type="checkbox"/> Non-Profit |
| <input type="checkbox"/> Government | <input type="checkbox"/> Other (please list: _____) |

3. How many people do you employ?

- | | | |
|-----------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> 1 to 10 | <input type="checkbox"/> 51 to 100 | <input type="checkbox"/> 301 to 400 |
| <input type="checkbox"/> 11 to 25 | <input type="checkbox"/> 101 to 200 | <input type="checkbox"/> 401 or more |
| <input type="checkbox"/> 26 to 50 | <input type="checkbox"/> 201 to 300 | |

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

- | | |
|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Friday |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> Saturday |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> Sunday |
| <input type="checkbox"/> Thursday | |

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

- | | | |
|--|---|---|
| <input type="checkbox"/> 0 to 5 miles | <input type="checkbox"/> 11 to 20 miles | <input type="checkbox"/> 31 to 50 miles |
| <input type="checkbox"/> 6 to 10 miles | <input type="checkbox"/> 21 to 30 miles | <input type="checkbox"/> 51 or more miles |

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

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

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

Shift	Start Time	End Time
1 st Shift		
2 nd Shift		
3 rd 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, Find A Ride, 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
- Maybe

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?

- 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 Maybe

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

- \$1 to \$3 \$8 to \$12 Other (please specify: _____)
 \$4 to \$7 \$12 or more

15. Name something the Putnam County Transportation Coalition could do for your company to improve transportation for your company and its employees?

16. What do you feel is the biggest transportation need for you, or for the community in general?

- Work
 Medical Appointments
 Shopping/Grocery/Pharmacy
 Senior programs or human service agency appointments and activities.
 Social/Recreational Activities
 Church
 Other (please list: _____)

17. Do you have any other ideas, comments or issues concerning current or future public transportation that you would like to tell us about (gaps in service, unmet needs, how transportation services have helped your business and/or employees)?

Please return the survey by **April 30, 2022 to the Putnam County Council on Aging at 1425 E. Fourth Street, Ottawa, OH 45875 or jodi@putnamcoa.org.**

If you have any questions, please contact 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

This survey is being conducted by the Putnam County Transportation Coalition in order to update the county's Coordinated Public Transit – Human Services Transportation Plan, which is required by the Ohio Department of Transportation every 5 years. The coalition is led by Jodi Warnecke with the Putnam County Council on Aging and consists of several community organizations who are working together to improve transportation options for our residents. The coalition is asking for your help in improving transportation services by taking a few minutes to complete this survey. Your input does make a difference! If you have any questions or need additional information, please contact Jodi Warnecke at 419-523-4121 or jodi@putnamcoa.org.

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

2. What type of organization are you?

- Private, non-profit Public
 Private, for profit Other (please specify) _____

3. What is the geographic area that you serve?

- Anywhere within Putnam County
 Within city or village limits
 Within city or town limits (please list towns) _____

4. 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.)

- | | | |
|---|---|---|
| <input type="checkbox"/> Adult Day Care | <input type="checkbox"/> Home Health Care | <input type="checkbox"/> Recreational/Social |
| <input type="checkbox"/> Child Day Care | <input type="checkbox"/> Housing | <input type="checkbox"/> Rehabilitation |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Information and Referral | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Education and Training | <input type="checkbox"/> Job Training | <input type="checkbox"/> Residential Care |
| <input type="checkbox"/> Employment Services | <input type="checkbox"/> Medicaid | <input type="checkbox"/> Social Services |
| <input type="checkbox"/> Head Start | <input type="checkbox"/> Medical/Dental | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Home Delivered Meals | <input type="checkbox"/> Mental Health | <input type="checkbox"/> Other (please list: _____) |

5. Does your agency have eligibility requirements? Yes No

6. If yes to the previous question, what are your eligibility requirements?

- | | | |
|-------------------------------------|---|---|
| <input type="checkbox"/> Age | <input type="checkbox"/> Elderly (60 and older) | <input type="checkbox"/> Youth |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Income | <input type="checkbox"/> Other (please list: _____) |

7. 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) _____

8. 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) _____

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

- Yes No

10. If yes, what is the client reimbursement rate and what was the total amount spent on client transportation reimbursement in 2021?

<p>Client Reimbursement Rate:</p> <p>Amount spent on client transportation reimbursement in 2021:</p>
--

11. Does your organization own and operate vehicles to provide transportation to your clients?
 Yes No (If NO, skip to question 30)

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

13. Does your agency provide Medicaid eligible transportation? Yes No

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

<p>If yes, what is the fare structure?</p>

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

<p>If yes, what is the suggested donation amount?</p>
--

16. 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	

17. 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	

18. Are agency drivers required to be CDL certified? Yes No

19. How many one-way trips did your agency provide in 2021?

20. Does your agency track trip denials? Yes No

If yes, how many trip denials did your agency have in 2021?

21. 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) _____

22. 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
- Other (please list): _____

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

24. What is the name of the transportation scheduling and/or dispatching software (if any) used by the agency?

25. Does the agency have an app for passengers to use when scheduling, verifying a trip, cancelling or locating vehicles? Yes No

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

Yes No

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

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

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

29. What do you feel is the biggest transportation need for you, or for the community in general?

- Work
- Medical Appointments
- Shopping/Grocery/Pharmacy
- Senior programs or human service agency appointments and activities.
- Social/Recreational Activities
- Church
- Other _____.

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

31. 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 **April 30, 2022 to the Putnam County Council on Aging at 1425 E. Fourth Street, Ottawa, OH 45875 or jodi@putnamcoa.org.**

If you have any questions, please contact Jodi Warnecke at 419-523-4121.

Thank you for your time and interest!