

Allen, Auglaize, Mercer, and Van Wert Ohio

# West Central Ohio Coordinated Public Transit and Human Services Transportation Plan

2023-2027

Area Agency on Aging 3

**For more information about this plan please contact Leann Unverferth, Mobility Manager at 567-940-9725 or [lunverferth@psa3.org](mailto:lunverferth@psa3.org)**

**Funding for the development of this plan was provided by The Ohio Department of Transportation, Office of Transit**

# TABLE OF CONTENTS

Executive Summary.....3

I. Geographic Area.....5

    Local Demographic and Socio-Economic Data.....10

    Analysis of Demographic Data.....16

II. Assessment of Available Services.....16

    Inventory of Transportation Providers.....16

    Existing Transportation Providers.....17

    Assessment of Community Support for Transit.....27

    Safety.....28

    Vehicles.....28

    Summary of Existing Resources.....34

III. Assessment of Transportation Needs and Gaps.....35

    General Public and Stakeholder Meetings/Focus Groups.....35

    Surveys.....35

    Challenges to Coordinated Transportation.....37

    Summary of Unmet Mobility Needs.....38

IV. Goals and Strategies.....39

    Developing Strategies to Address Gaps and Needs.....39

    Goal #1.....39

    Goal #2.....40

    Goal #3.....41

    Goal #4.....42

V. Plan Adoption.....42

Appendix A: List of Planning Committee Participants.....43

    Agency Representation.....43

Appendix A-1: List of Planning Committee Participants: Ongoing.....44

    Agency Representation.....43

Appendix B: List of Annual Reviews and Plan Amendments.....45

    Annual Review.....45

    Amendment.....45

Appendix C: Definitions.....46

# Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Allen, Auglaize, Mercer, and Van Wert counties. The plan was initially developed in 2008 for Allen county and updated in 2015 to include Auglaize, Mercer, and Van Wert counties. The current updated coordinated transportation plan covers January 1, 2023- December 31, 2027. This plan fulfills the requirements of the Federal Transit Administration's (FTA) Infrastructure Investment and Jobs Act, signed into law in November of 2021.

Transportation is a critical component of the communities in Allen, Auglaize, Mercer, and Van Wert Counties. 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:

The Area Agency on Aging 3; The Allen County Regional Transit Authority (Fixed-Route Public Transportation and Paratransit); Allen, Auglaize, Mercer, and Van Wert County Job and Family Services; Area Senior Centers and Councils on Aging; Allen, Auglaize, Mercer, and Van Wert County Boards of Developmental Disabilities; Veterans Services Commissions; United Ways; Community Action Commissions; Behavioral Health Agencies; Senior housing complexes; dialysis centers; Health Departments; Hospitals; Housing Authorities; other non-profit and for-profit transportation agencies.

2. Identify and Prioritize community transportation needs:

- A. Increase the capacity to serve the unmet transportation needs of the region's population which includes:
  - Transportation during peak hours, early morning hours, evening hours, weekends, and holidays.
  - Transportation to and from employment.
  - Transportation for people with disabilities, older adults, and low-income individuals.
  - Transportation to increase community engagement.
- B. Provide more cost-effective service delivery.
- C. More options for same-day service to meet the needs of city and county residents.
- D. Survey local employers to identify employment transportation options including rideshare options and partnerships/contracts with existing transit companies.
- E. Improve the quality of transportation services provided.
- F. Ensure a wide range of available services are easily understood and accessible to residents.

3. Establish a clear plan for achieving shared goals:

Allen, Auglaize, Mercer, and Van Wert counties will continue to coordinate efforts with all transportation providers to achieve the goals and unmet needs as listed in the Coordinated Transportation Plan. Through partnerships and shared priorities, the counties will work together towards achieving the goals as stated in this document. The Mobility Management program through the Area Agency on Aging 3 will utilize this plan as a roadmap for future transportation initiatives throughout the region.

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;
- Social Service Providers
- Regional Planning
- Human services providers, and;
- The general public.

In order to ensure participation from the above groups the following stakeholder involvement activities were performed : This plan reflects the collaboration and cooperation undertaken by members of the FACTS, COLT, and Van Wert Coalitions, Area Agency on Aging 3, Allen County Regional Transit Authority, and the MPO. A planning committee reflective of the four-county region providing the oversight of the public planning process. The county commissioners of Allen, Auglaize, Mercer, and Van Wert Counties reviewed and approved the plan after it completed the public planning process. In April of 2019, updates were made to the plan including transition to the required ODOT templates, new surveys were distributed and analyzed, and new focus groups were conducted in an effort to ensure proper identification of unmet needs and goals for the region were identified.

This plan was developed and adopted by a planning committee The Citizens Accessibility and Advisory Committee in 2017. The FACTS coalition became the official planning committee in 2018 and worked to transition and update the plan. The FACTS coalition consists of representatives from the following organizations in Allen, Auglaize, Mercer, and Van Wert Counties:

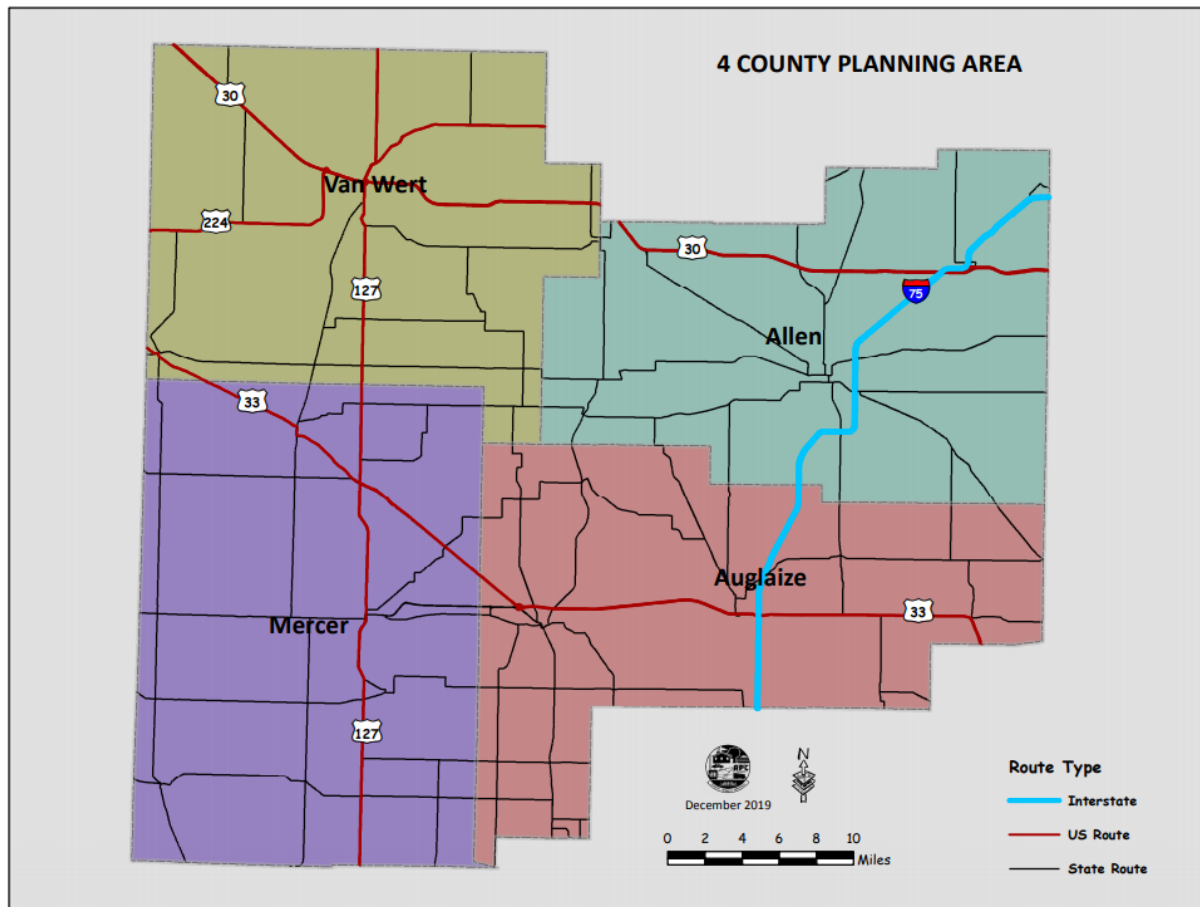
- Allen County Regional Transit Authority
- Lima Allen County Regional Planning Committee
- Allen County Job and Family Services
- Allen, Auglaize, Mercer, Putnam, and Van Wert County Councils on Aging
- Allen County Family and Children First Council
- Private for-profit transportation providers
- Allen County United Way
- Mental Health and Recovery Services Board (Allen, Auglaize, and Hardin)
- West Ohio Community Action Partnership
- Bittersweet Farms
- Allen County Board of Developmental Disabilities
- Marimor Industries
- Putnam County EMS
- Coleman Health Services
- Foundations Behavioral Health
- Mercy Health

More information about the planning committees can be found in Appendix A. The lead agency was transferred from the LARPC to AAA3 Mobility Management in January of 2018.

# I. Geographic Area

The 4-County region includes Allen, Auglaize, Mercer, and Van Wert Counties (Map 1) and is located in west central Ohio, east of the Indiana State line. Given the relative location of the region principal transportation routes reflect I-75, US 30, US 33, and SR 118. In fact, the region lies within 500 miles of the 10 largest cities of the central states as it is located mid way between Toledo and Cincinnati, Cleveland and Indianapolis, and Columbus and Fort Wayne.

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



## Major Trip Generators

| Table 1<br>Education Related Trip Generators |           |          |           |          |           |
|----------------------------------------------|-----------|----------|-----------|----------|-----------|
| Type                                         | Allen     | Auglaize | Mercer    | Van Wert | Totals    |
| High Schools                                 | 17        | 6        | 6         | 5        | 34        |
| Colleges                                     | 4         | 0        | 1         | 0        | 5         |
| Career Centers                               | 1         | 1        | 1         | 1        | 4         |
| Other                                        | 2         | 2        | 2         | 2        | 8         |
| <b>Totals</b>                                | <b>24</b> | <b>9</b> | <b>10</b> | <b>8</b> | <b>51</b> |

| Table 2<br>Healthcare Related Trip Generators |       |          |        |          |        |
|-----------------------------------------------|-------|----------|--------|----------|--------|
| Type                                          | Allen | Auglaize | Mercer | Van Wert | Totals |
| Physicians                                    | 283   | 42       | 42     | 26       | 393    |
| Registered Hospitals                          | 5     | 1        | 1      | 1        | 8      |
| Number of Beds                                | 830   | 131      | 88     | 109      | 1,158  |
| Licensed Nursing Homes                        | 14    | 10       | 6      | 2        | 32     |
| Number of Beds                                | 103   | 568      | 395    | 169      | 1,235  |
| Licensed Residential Care                     | 12    | 6        | 6      | 3        | 27     |
| Number of Beds                                | 742   | 417      | 308    | 200      | 1,667  |

| Table 3<br>Workforce and Employment |        |          |        |          |         |
|-------------------------------------|--------|----------|--------|----------|---------|
| Type                                | Allen  | Auglaize | Mercer | Van Wert | Totals  |
| Civilian Labor Force                | 47,900 | 25,000   | 23,400 | 15,100   | 111,400 |
| Employed                            | 45,900 | 24,200   | 22,800 | 14,600   | 107,500 |
| Unemployed                          | 1,900  | 800      | 600    | 500      | 3,800   |
| Unemployment Rate                   | 4.0%   | 3.0%     | 2.6%   | 3.3%     | 3.5%    |

## Population Demographics

Population demographics are an important factor in meeting regional transportation needs as they look at the components of the population and change over time. The total population of the 4-County region addressed by this Plan is roughly 217,400 persons; of which nearly half (47.1%) are Allen County residents. Census data predicts the region's population will continue to decline through 2040 with a projected loss of approximately 7,000 residents (3.18%) of the region's current population (Table 6). The region's population has been relatively stagnant over the last 40+ years and has lagged behind the growth experienced by the State and Nation (9.02 and 56.49% respectively).

### Total Population Current and Projected for Five Years

| Table 4<br>Population by County 1970-2019 |         |          |        |          |         |
|-------------------------------------------|---------|----------|--------|----------|---------|
| Year                                      | Allen   | Auglaize | Mercer | Van Wert | Region  |
| 1970                                      | 111,144 | 38,602   | 35,265 | 29,194   | 214,205 |
| 1980                                      | 112,241 | 42,554   | 38,334 | 30,458   | 223,587 |
| 1990                                      | 109,755 | 44,585   | 39,443 | 30,464   | 224,247 |
| 2000                                      | 108,473 | 46,611   | 40,924 | 29,659   | 225,667 |
| 2010                                      | 106,331 | 45,949   | 40,814 | 28,744   | 221,838 |
| 2019                                      | 102,351 | 45,656   | 41,172 | 28,275   | 217,454 |

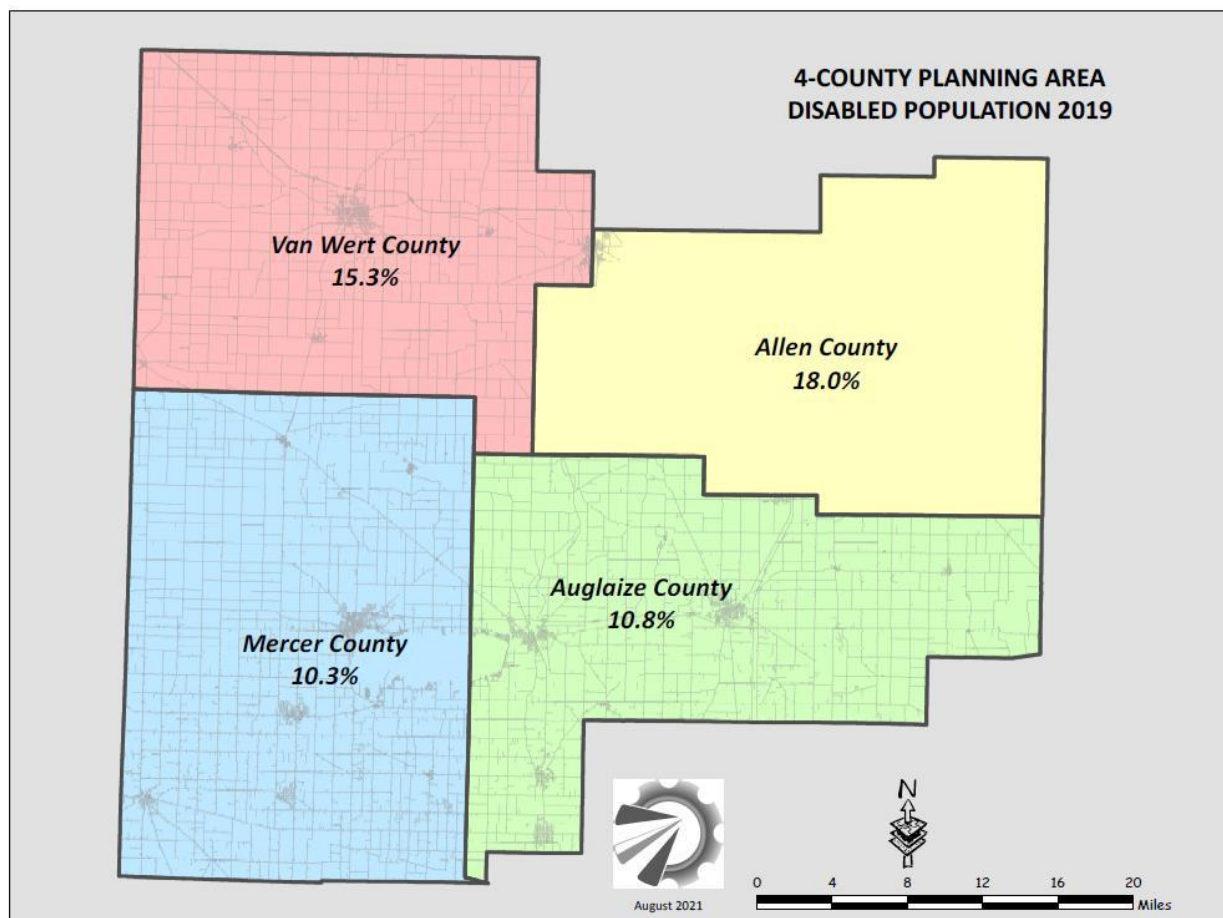
| Table 5<br>Population Projections by County 2020-2040 |         |          |        |          |         |
|-------------------------------------------------------|---------|----------|--------|----------|---------|
| Year                                                  | Allen   | Auglaize | Mercer | Van Wert | Totals  |
| 2020                                                  | 103,560 | 45,590   | 41,040 | 27,620   | 217,810 |
| 2030                                                  | 101,450 | 44,690   | 41,230 | 26,190   | 213,560 |
| 2040                                                  | 100,650 | 44,430   | 40,960 | 25,900   | 211,940 |

| Table 6<br>Total Population by Age Group |                |               |               |               |                |
|------------------------------------------|----------------|---------------|---------------|---------------|----------------|
| Age                                      | Allen          | Auglaize      | Mercer        | Van Wert      | Totals         |
| Under 5 Years                            | 6,385          | 2,915         | 2,826         | 1,679         | 13,805         |
| 5-17 Years                               | 14,732         | 8,210         | 7,656         | 4,961         | 35,559         |
| 18-24 Years                              | 10,336         | 3,739         | 3,350         | 2,294         | 19,719         |
| 25-44 Years                              | 24,828         | 10,239        | 8,926         | 6,467         | 50,460         |
| 45-64 Years                              | 27,042         | 12,735        | 11,125        | 7,755         | 58,657         |
| 65+ Years                                | 17,319         | 7,946         | 6,923         | 5,125         | 37,313         |
| <b>Total</b>                             | <b>100,642</b> | <b>45,784</b> | <b>40,806</b> | <b>28,281</b> | <b>215,513</b> |

| Table 7<br>2020 Minority Population by County |               |              |              |              |               |
|-----------------------------------------------|---------------|--------------|--------------|--------------|---------------|
|                                               | Allen         | Auglaize     | Mercer       | Van Wert     | Totals        |
| Black/African American                        | 12,213        | 229          | 252          | 344          | 13,038        |
| Hispanic                                      | 3,077         | 772          | 781          | 913          | 5,543         |
| Asian                                         | 766           | 197          | 179          | 95           | 1,237         |
| Hawaiian & Pacific Islander                   | 0             | 36           | 179          | 0            | 215           |
| Native American                               | 260           | 89           | 0            | 58           | 407           |
| Other Races                                   | 919           | 363          | 156          | 166          | 1,604         |
| Two or More Races                             | 3,533         | 599          | 393          | 407          | 4,932         |
| <b>Total</b>                                  | <b>19,681</b> | <b>1,931</b> | <b>1,818</b> | <b>1,662</b> | <b>25,092</b> |
| <b>Percent</b>                                | <b>19.0%</b>  | <b>4.2%</b>  | <b>4.5%</b>  | <b>5.9%</b>  | <b>33.6%</b>  |

| Table 8<br>Population with a Disability |        |          |        |          |        |
|-----------------------------------------|--------|----------|--------|----------|--------|
| Year                                    | Allen  | Auglaize | Mercer | Van Wert | Totals |
| Total with Disability                   | 16,230 | 4,884    | 4,182  | 4,276    | 29,572 |
| Percentage with a Disability            | 18.0%  | 10.8%    | 10.3%  | 15.3%    | 13.6%  |

Map 2: Percentage of Individuals with Disabilities by county



Number and Percentage of households with incomes below the federal poverty level:

| Table 9<br>2015 Poverty Status by Family Status |                |               |                     |              |
|-------------------------------------------------|----------------|---------------|---------------------|--------------|
| Family Type                                     | Total Families | Percent       | Families in Poverty | Percent      |
| Married with Children                           | 17,655         | 30.1%         | 1,186               | 6.7%         |
| Male alone with Children                        | 2,350          | 4.0%          | 531                 | 22.6%        |
| Female alone with Children                      | 6,731          | 11.5%         | 3,153               | 46.8%        |
| Family with no Children                         | 31,841         | 54.4%         | 1,123               | 3.5%         |
| <b>Total</b>                                    | <b>58,577</b>  | <b>100.0%</b> | <b>5,993</b>        | <b>79.6%</b> |

| Table 10<br>Below the Federal Poverty Level (FPL) |               |              |              |              |               |
|---------------------------------------------------|---------------|--------------|--------------|--------------|---------------|
|                                                   | Allen         | Auglaize     | Mercer       | Van Wert     | Totals        |
| > 50% of FPL                                      | 6,622         | 1,842        | 914          | 1,344        | 10,722        |
| 50-99% of FPL                                     | 8,173         | 2,064        | 1,874        | 1,756        | 13,867        |
| <b>Total</b>                                      | <b>14,795</b> | <b>3,906</b> | <b>2,788</b> | <b>3,100</b> | <b>24,589</b> |
| <b>Percent</b>                                    | <b>14.8%</b>  | <b>8.7%</b>  | <b>7.0%</b>  | <b>11.1%</b> | <b>11.5%</b>  |

| Table 11<br>Poverty Status of Families |       |          |        |          |        |
|----------------------------------------|-------|----------|--------|----------|--------|
|                                        | Allen | Auglaize | Mercer | Van Wert | Totals |
| Below FPL                              | 2,785 | 890      | 462    | 573      | 4,710  |
| Percentage                             | 10.4% | 6.9%     | 4.1%   | 7.1%     | 8.0%   |

| Table 12<br>Percent of Population that is Limited English Proficient (LEP) |       |          |        |          |        |
|----------------------------------------------------------------------------|-------|----------|--------|----------|--------|
|                                                                            | Allen | Auglaize | Mercer | Van Wert | Totals |
| Total LEP                                                                  | 831   | 235      | 296    | 174      | 1,536  |
| Percent LEP                                                                | 0.84% | 0.55%    | 0.78%  | 0.65%    | 0.74%  |

## Local Demographic and Socio-Economic Data

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

Exhibit 1 illustrates the areas where the number of older adults (age 65 and older) is at or above the four-county region average.

**Exhibit 1 : Maps of Population Density of Individuals Age 65 and Older (Percentage and by Tract)**

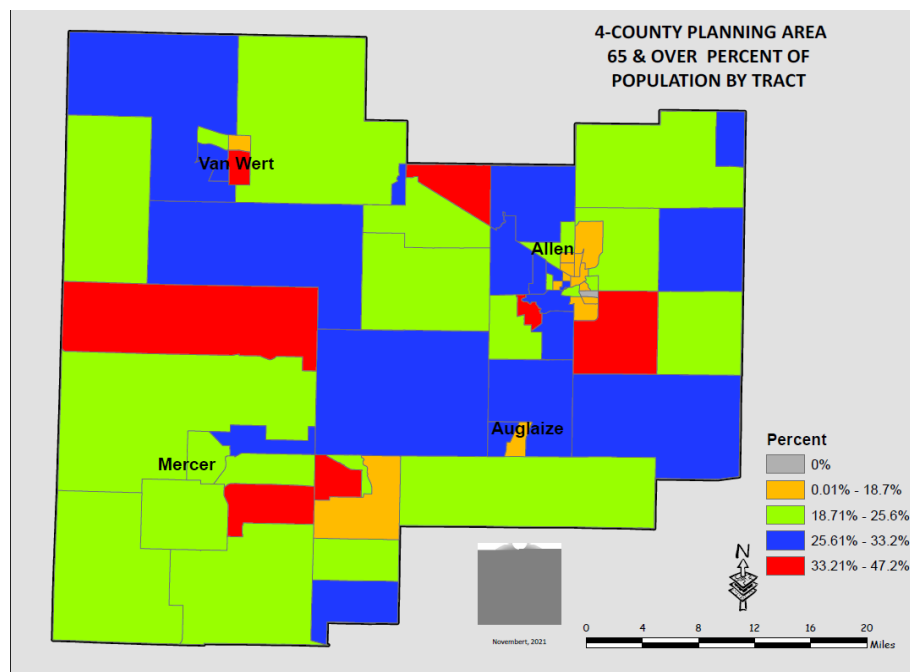
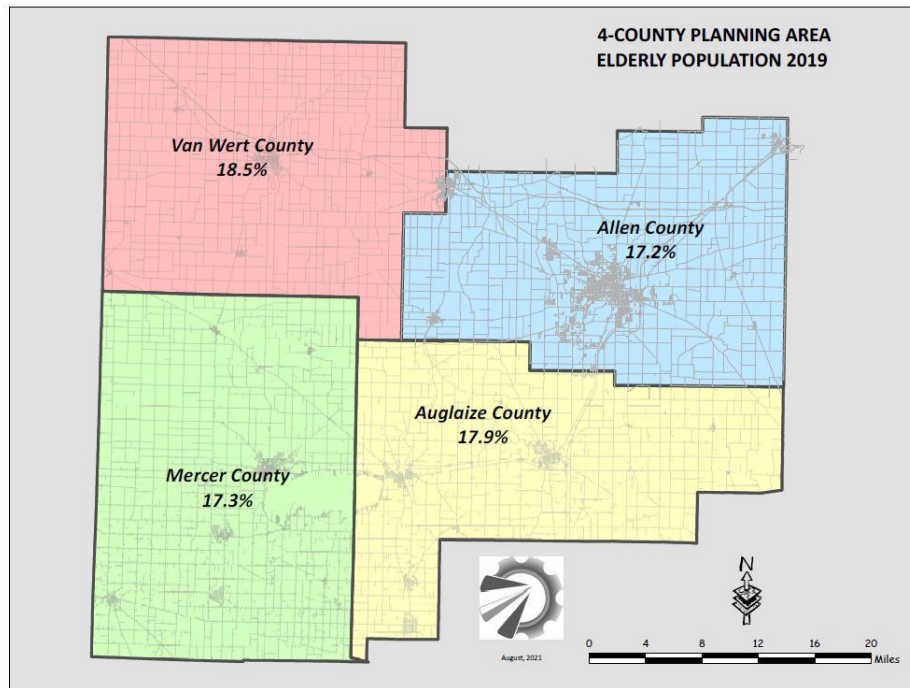


Exhibit 2 indicates the areas where the number of zero vehicle households is above the Allen, Auglaize, Mercer, and Van Wert average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit 2: Maps of Percentage/Density (by tract) of Zero Vehicle Households

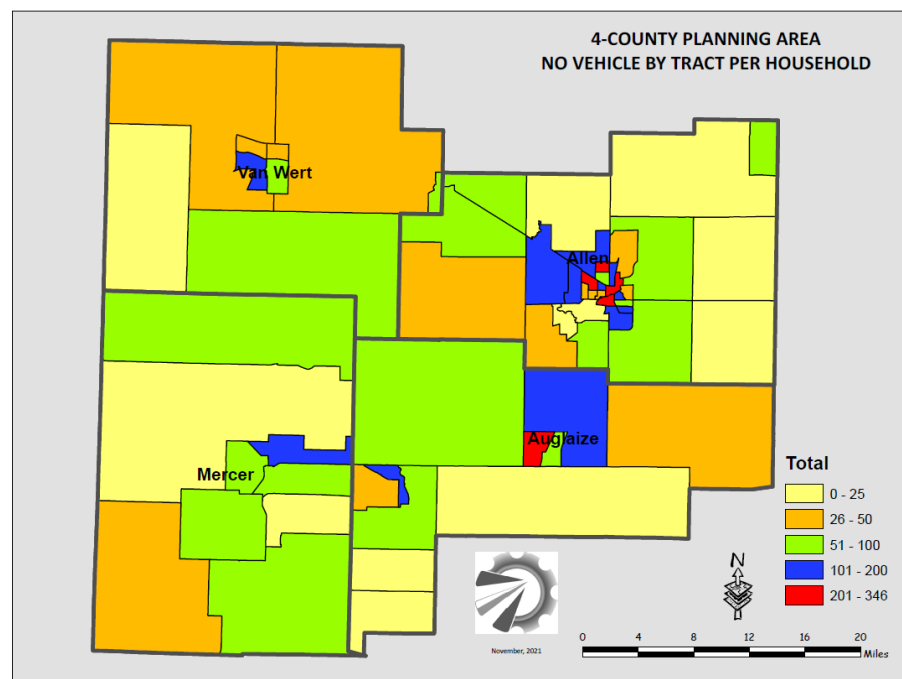
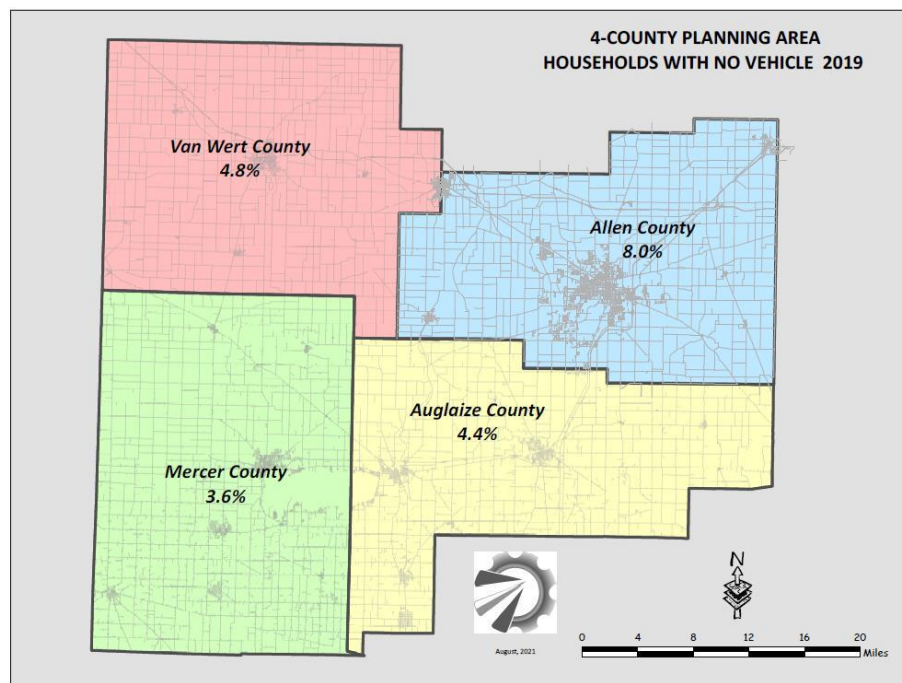
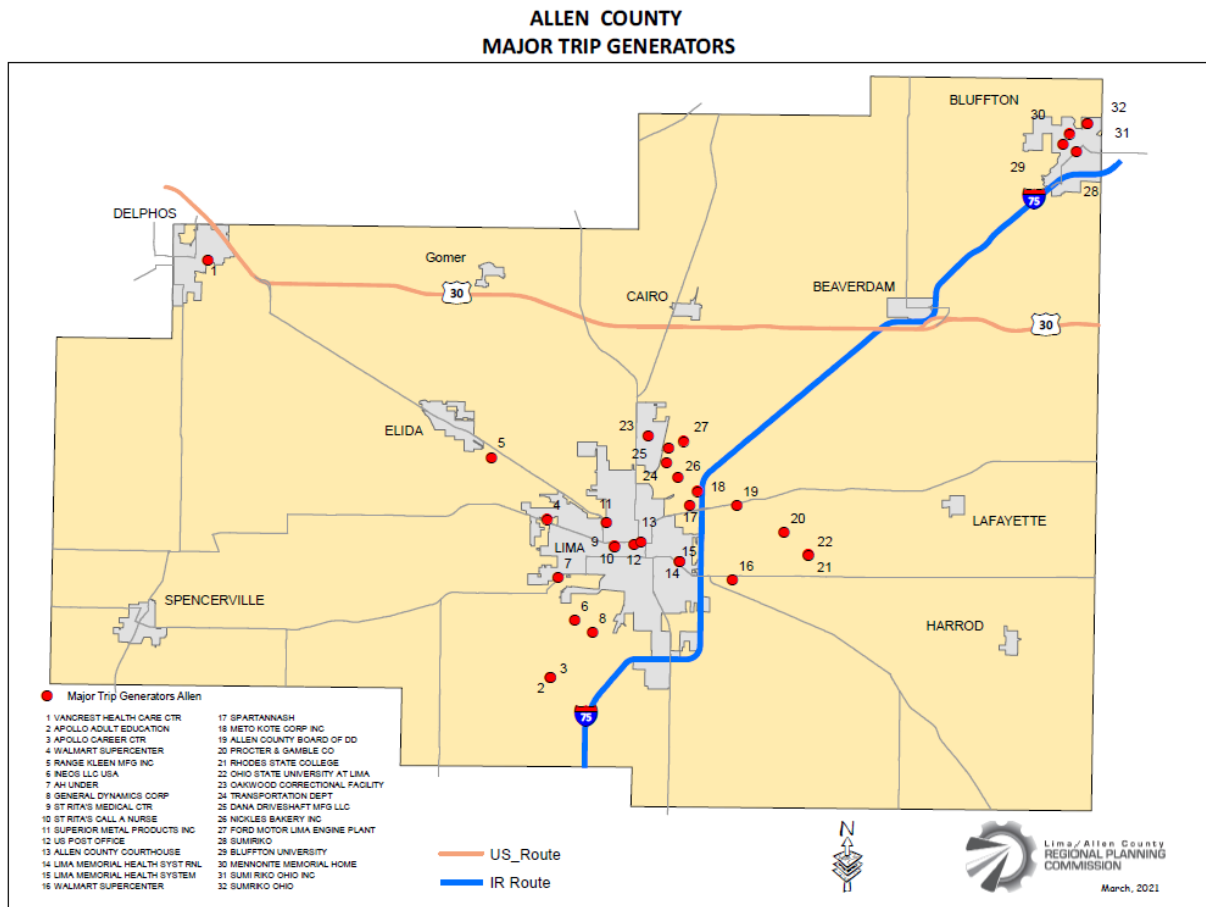


Exhibit 3 illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle. Major trip generators include employers, grocery stores, major healthcare facilities, nursing/assisted living centers, social services agencies, and major education facilities.

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



### Allen County Major Trip Generators

#### Major Employers in Allen County

- Range Kleen
- SpartanNash
- Nickles Bakery
- Proctor & Gamble
- INEOS LLC
- MetoKote
- Superior Metal
- Sumriko
- Dana
- Ford Motor (Lima)
- General Dynamics

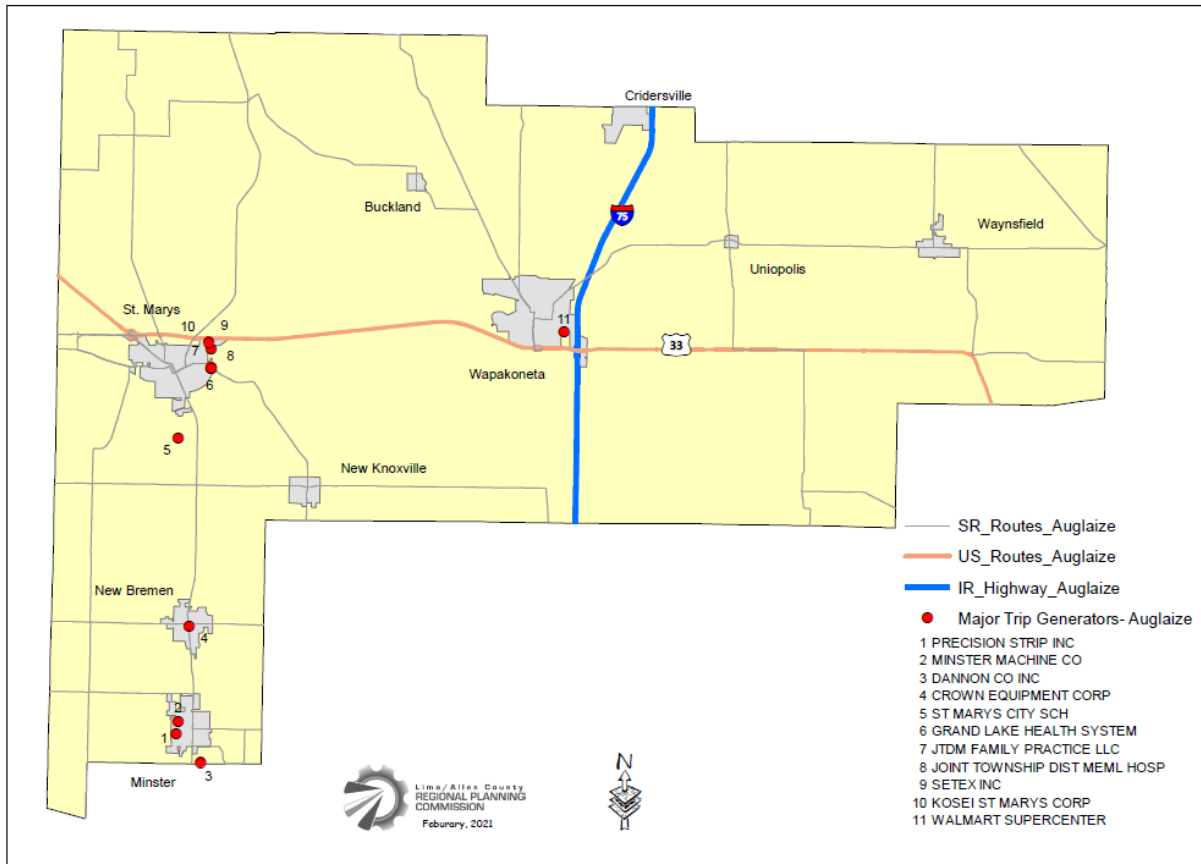
#### Major Healthcare Facilities, Nursing/Assisted Living, and Social Service Agencies in Allen County:

- Vancrest Health Care
- St. Rita's Medical Center
- Lima Memorial
- Allen County Board of DD
- Mennonite Memorial
- Allen County Job & Family Services
- WOCAP

#### Major Education Facilities in Allen County

- Apollo Career Center
- Bluffton University
- Ohio State University (Lima)
- The University of Northwestern Ohio
- Rhodes Stage College

## AUGLAIZE COUNTY MAJOR TRIP GENERATORS



### Major Trip Generators in Auglaize County

#### Major Employers in Auglaize County:

- |                        |                         |                  |
|------------------------|-------------------------|------------------|
| • Precision Strip Inc  | • Minster Machine       | • Dannon Co Inc. |
| • Crown Equipment Inc. | • Kosei St. Marys Corp. | • Setex Inc.     |

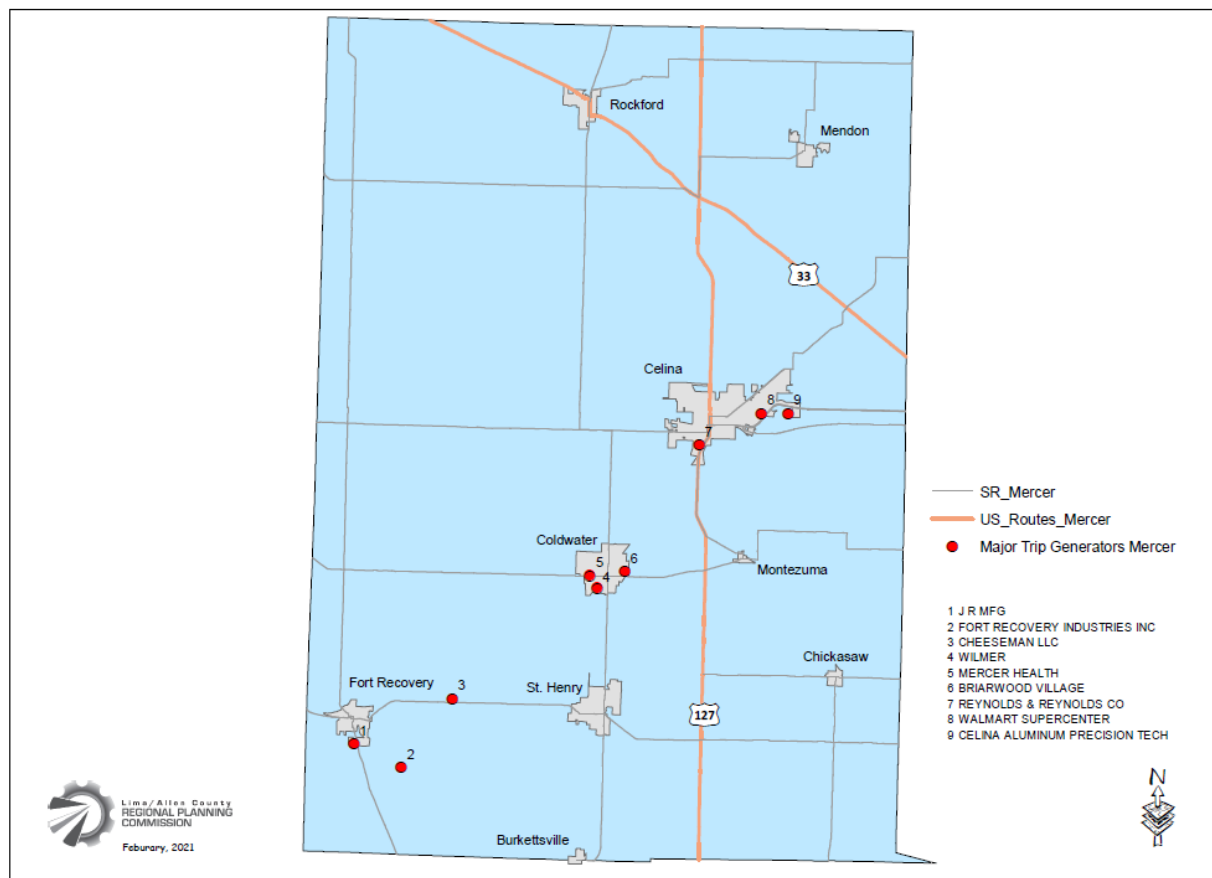
#### Major Healthcare Facilities, Nursing/Assisted Living, and Social Service Agencies in Auglaize County:

- |                                     |                     |
|-------------------------------------|---------------------|
| • Grand Lake Health System          | • JTDM Practice LLC |
| • Joint Township Dist. Mem Hospital |                     |

#### Major Education Facilities in Auglaize County:

- St. Marys City Schools

## MERCER COUNTY MAJOR TRIP GENERATORS



### Major Trip Generators in Mercer County

Major Employers in Mercer County:

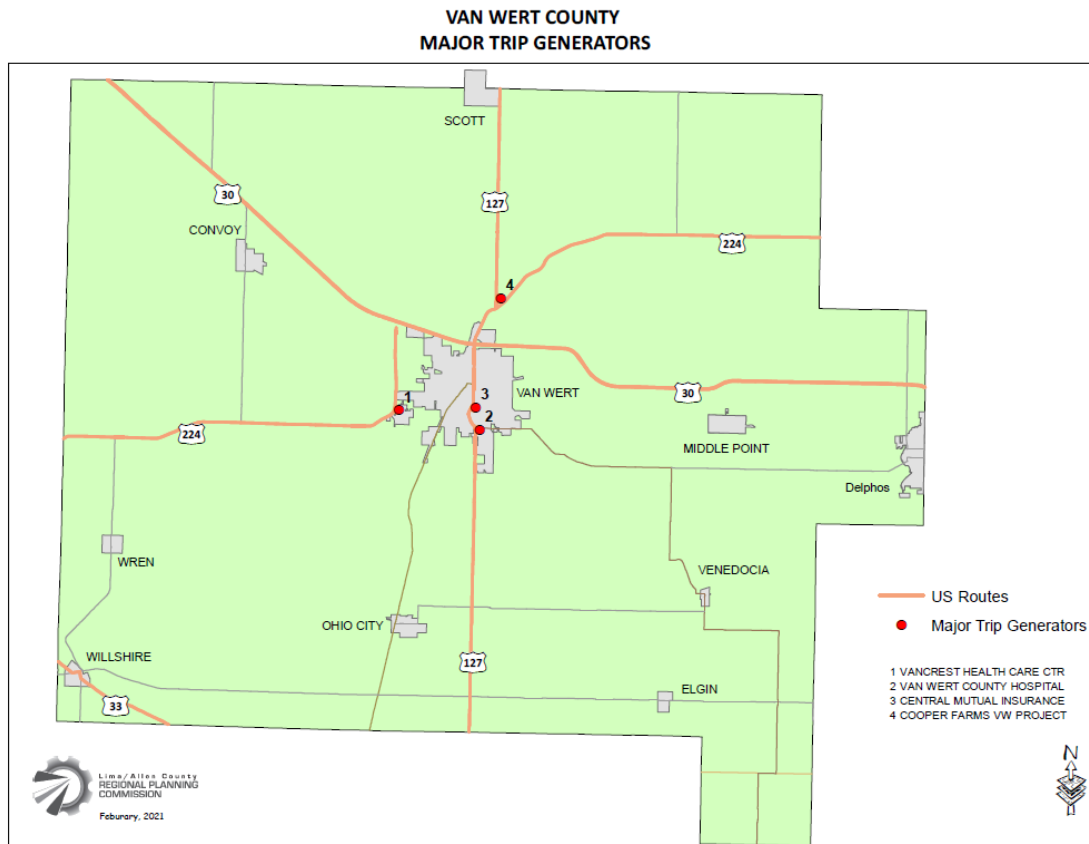
- JR Manufacturing
- Wilmer
- Fort Recovery Industries
- Reynolds & Reynolds
- Cheeseman LLC
- Celina Aluminum Precision

Major Healthcare Facilities, Nursing/Assisted Living, and Social Service Agencies in Mercer County:

- Mercer Health
- Briarwood Village

Major Education Facilities in Mercer County:

- Wright State University Lake Campus



### Major Trip Generators in Van Wert County

#### Major Employers in Van Wert County:

- Cooper Farms Van Wert Project
- Danfoss
- Tenneco
- Braun Ambulance
- Central Insurance
- Teijen

#### Major Healthcare Facilities, Nursing/Assisted Living, and Social Service Agencies in Mercer County:

- Vancrest Health Care Center
- Hearth and Home Assisted Living
- Van Wert Job & Family Services
- Ohio Health Van Wert County Hospital
- Homestead at Towne Center
- Family Healthcare of Northwest Ohio

#### Major Education Facilities in Van Wert County:

- Vantage Career Center
- Northwest State Community College

#### Developmental Disabilities:

- Thomas Edison Center

#### Subsidized Housing:

- National Church Residence Homestead Village
- Westwood Senior Apartments
- Apple Glen Apartments
- Quail Run Apartments
- Frontier Run

## Analysis of Demographic Data

The demographic data indicates that the percentage of individuals aged 65 or older is similar in all four counties (Allen, Auglaize, Mercer, and Van Wert). This suggests the density of individuals aged 65 or older is greater in the three, more rural counties. These areas have the fewest affordable transportation options available.

A significantly higher percentage of zero vehicle households are found in Allen County compared to surrounding counties as seen in (exhibit 1) revealing a population in need of transportation services or programs. In the more rural counties of Auglaize, Mercer, and Van Wert Counties, the tracts indicating the greatest density of individuals over the age of 65 correlates with the tracts with the greatest density of zero vehicle households. This demonstrates a great need for affordable transportation options for those individuals over the age of 65.

Major Trip Generators in Allen County are located mostly in Lima. Major trip generators in Auglaize County are located primarily in St. Marys and Minster. Major Trip Generators in Mercer County are located primarily in Celina and Coldwater. Major Trip generators in Van Wert County are located mostly in the city of Van Wert. The rural areas of these counties need to travel to these cities in order to gain access to job opportunities, medical facilities, food access, social service agencies, and educational institutions.

Based on the demographic data above, it is crucial that affordable transportation options are available for community members residing in the rural area of the county, especially seniors and zero vehicle households, in order to connect them to a variety of services available elsewhere in their respective counties.

## II. 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 Allen, Auglaize, Mercer, and Van Wert counties 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.

Interviews were conducted with each of the identified stakeholders.

The purpose of the interview was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities.

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

## Inventory of Transportation Providers

Allen County Regional Transit Authority  
Allen County Job and Family Services  
Area Agency on Aging 3  
Auglaize County Council on Aging  
Bittersweet at Betty's Farms  
CanTransportU  
Clymer Medical Transport

Allen County Council on Aging Inc.  
American Cancer Society- Road to Recovery  
Allen County Veterans Service Commission  
Auglaize County Veterans Services  
Black and White Cab Co.  
Coleman Professional Services  
Delphos Senior Citizens

Destination Care  
Hometown Transportation, LLC  
K&P Medical Transport  
Lyft  
Mercer County Council on Aging  
Mercer Residential Services  
Right At Home  
Spirit Medical Transport  
True Blue Transport  
Van Wert County Council on Aging

Easy Transit  
Integrity Ambulance Service  
Lima-Allen County Paramedics  
Marimor Industries  
Mercer County Job and Family Services (vouchers only)  
Luther Homes Society  
Smart Start Transportation  
Thomas Edison Center  
Uber  
Westwood Behavioral Health

## Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 26 organizations provided information about their services.

### Allen County

Agency Name: Allen County Regional Transit Authority (RTA)  
Transportation Service Type: Public Transportation  
Other Services Provided: Uplift  
Contact Information: 419-222-2782  
Hours: Monday-Friday 5:20am-7:20pm; 7:15pm-11:00pm (Micro transit); Saturday 7:30AM-4:50PM  
Service Area: Fixed Route- City of Lima, Uplift- Allen County, Micro transit  
Eligibility Requirements: Uplift- disability preventing use of the fixed route service  
Website: [www.acrta.com](http://www.acrta.com)

Agency Name: Allen County Council on Aging Inc.  
Transportation Service Type: Elderly and Disabled  
Contact Information: 419-228-5135  
Hours: Monday-Friday 8:00am-4:30pm  
Service Area: Allen County  
Eligibility Requirements: 60+  
Website: [www.accoa.org](http://www.accoa.org)

Agency Name: Allen County Job and Family Services  
Transportation Service Type: Demand Response  
Other Services Provided: Public Assistance, social services, workforce development  
Contact Information: 419-228-2621  
Hours: Monday-Friday 7:30AM-4:30PM  
Service Area: Allen County  
Eligibility Requirements: Income  
Website: [www.acjfs.org](http://www.acjfs.org)

Agency Name: Allen County Veterans Service Commission  
Transportation Service Type: Veterans  
Contact Information: 419-223-8522  
Hours: Monday-Friday  
Service Area: Lima to Dayton VA  
Eligibility Requirements: Eligible veterans  
Website: [www.allencountyvsc.com](http://www.allencountyvsc.com)

Agency Name: Bittersweet at Betty's Farm  
Transportation Service Type: Adult Day Service for Developmental Disabilities  
Other Services Provided: Social programs for individuals with developmental disabilities.  
Contact Information: 419-999-9174  
Hours: 24 hours a day, 7 days a week  
Service Area: Allen County  
Website: [www.bittersweetfarms.org/day-programs](http://www.bittersweetfarms.org/day-programs)

Agency Name: Hometown Transportation, LLC.  
Transportation Service Type: Ambulatory, Wheelchair, Ambulette  
Contact Information: 419-962-9405  
Hours: 24/7  
Service Area: Allen, Auglaize, Mercer, Van Wert

Agency Name: Marimor Industries  
Transportation Service Type: NMT waiver, Opportunities for Ohioans with Disabilities, employment  
Other Services Provided: Day habilitation  
Contact Information: [transportation@marimorindustries.org](mailto:transportation@marimorindustries.org); 419-221-1226  
Hours: 24/7  
Service Area: Allen County  
Website: [www.marimorindustries.org/transportation/](http://www.marimorindustries.org/transportation/)

Agency Name: Right at Home  
Transportation Service Type: Elderly and Disabled, private  
Other Services Provided: Homemaking, Hygiene, Wellness, Respite  
Contact Information: 419-224-2610  
Hours: 24/7  
Service Area: Allen County, out-of-town through contract  
Eligibility Requirements: Private pay, Buckeye, Paramount  
Website: [www.rightathome.net/lima](http://www.rightathome.net/lima)

### **Auglaize County**

Agency Name: Auglaize County Council on Aging  
Transportation Service Type: Elderly and Disabled  
Other Services Provided: Personal care, homemaker, wellness information  
Contact Information: 419-394-8252  
Hours: 8:30am-4:30pm  
Service Area: Auglaize County (out of county through Find A Ride or PASSPORT contracts)  
Eligibility Requirements: Auglaize County resident  
Website: [www.auglaizeseniorservices.com](http://www.auglaizeseniorservices.com)

Agency Name: Auglaize County Veterans Services  
Transportation Service Type: Veterans  
Other Services Provided: Financial Assistance, Healthcare, Compensation, Pension and Widows Pension  
Contact Information: 419-739-6750  
Hours: Monday-Friday 8:00am-4:30pm  
Service Area: Auglaize County  
Eligibility: Veteran  
Website: [www.auglaizecounty.org/resources/veterans-service](http://www.auglaizecounty.org/resources/veterans-service)

Agency Name: True Blue Transit  
Transportation Service Type: On Demand  
Contact Information: 419-910-1103  
Hours: Call to Schedule  
Service Area: Auglaize and surrounding  
Eligibility Requirements: private pay, wheelchair transport if available  
Website: Facebook: [www.facebook.com/truebluetransportllc](https://www.facebook.com/truebluetransportllc)

### **Mercer County**

Agency Name: Mercer County Council on Aging  
Transportation Service Type: Elderly and Disabled  
Other Services Provided: Chore, homemaker, outreach  
Contact Information: 419-586-1644  
Hours: Monday-Friday 8:00am-4:30pm  
Service Area: Mercer County, out-of-county through contract  
Eligibility Requirements: 60 plus and Mercer County resident (who no longer drives) or disabled under 60 with supporting documentation from a doctor that cannot drive (medical appointments only)  
Website: [www.mccoa.net](http://www.mccoa.net)

Agency Name: Mercer County Department of Veterans Services  
Transportation Service Type: Veterans  
Contact Information: 419-586-3542  
Hours: Monday 8:30am-5:00pm; Tuesday-Friday 8:00am-4:00pm  
Eligibility Requirements: Mercer County Veteran  
Website: [www.mercercountyohio.org/county-services/veteran-services/](http://www.mercercountyohio.org/county-services/veteran-services/)

### **Van Wert County**

Agency Name: Van Wert County Council on Aging Transportation Service  
Transportation Service Type: Elderly and Disabled  
Other Services Provided: Medicare Assistance, meals, social and recreational activities  
Contact Information: 419-238-5011  
Hours: Monday-Friday 8:00am-4:00pm (early morning/early evening medical upon request);  
Saturday & Holiday Medical Transportation available upon request  
Service Area: Van Wert County (out of county through contract)  
Eligibility Requirements: over 60 Van Wert County resident, under 60 with disability through Find A Ride contract.  
The agency has vehicles equipped with hydraulic lifts for wheelchairs. As well, the agency has modified minivans that can accommodate wheelchairs.  
Website: [www.coavw.org](http://www.coavw.org)

Agency Name: Van Wert Transport  
Transportation Service Type: On Demand  
Contact Information: 419-771-3553  
Hours: 9:00am-9:00pm  
Service Area: Van Wert and surrounding counties  
Eligibility Requirements: Private Pay  
Website: Facebook: [www.facebook.com/vwtransportion](https://www.facebook.com/vwtransportion)

Agency Name: Van Wert County Job and Family Services  
Transportation Service Type: On Demand  
Other Services Provided: Public Assistance, social services, workforce development

Contact Information: 419-238-5430  
Hours: Monday- Friday 8:00am-4:30pm  
Service Area: Van Wert County resident  
Eligibility Requirements: Medicaid  
Website: [www.vanwertcountyohio.gov/services/job\\_and\\_family\\_services/index.php](http://www.vanwertcountyohio.gov/services/job_and_family_services/index.php)

### **Multiple Counties**

Agency Name: Area Agency on Aging 3/ Find A Ride  
Transportation Service Type: Human Service Transportation/ Elderly and Disabled  
Other Services Provided: Nutrition, Health and Wellness, Medicaid waiver services, etc.  
Contact Information: 419-222-7723  
Hours: Monday-Friday 8:00am-4:30pm  
Service Area: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, and Van Wert  
Eligibility Requirements: over the age of 60, under the age of 60 with a disability  
Website: [www.aaa3.org/my-transportation](http://www.aaa3.org/my-transportation)

Agency Name: Black and White Cab Company  
Transportation Service Type: Private Transportation  
Contact Information: 419-222-6161  
Hours: 24 hours a day, 7 days a week  
Service Area: Allen County, outside of county as requested

Agency Name: CanTransportU  
Transportation Service Type: Human Service Transportation  
Contact Information: Contracts with Find A Ride only  
Hours: As Requested  
Service Area: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, and Van Wert.  
Eligibility Requirements: Elderly or Disabled

Agency Name: Coleman Professional Services  
Transportation Service Type: Human Service Transportation  
Other Services Provided: Behavioral Health  
Contact Information: 419-229-2222  
Hours: As Requested for Behavioral Health Treatment  
Service Area: Allen, Auglaize, Hardin  
Eligibility Requirements: Coleman client  
Website: [www.colemanservices.org](http://www.colemanservices.org)

Agency Name: Clymer Medical Transport  
Transportation Service Type: Human Service Transportation  
Contact Information: 419-222-3786  
Hours: Monday-Friday 4:30am-9:30pm; Saturday 4:30am-5:00pm  
Service Area: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, Van Wert, Logan, Shelby, Champaign, Darke, Preble, and Clark Counties.  
Eligibility Requirements: General Public

Agency Name: Delphos Senior Citizens  
Transportation Service Type: Elderly and Disabled  
Other Services Provided: Chore Service, health screenings, outreach, social and recreational activities  
Contact Information: 419-692-1331  
Hours: Monday-Friday 7:00am-5:00pm

Service Area: Lima, Van Wert, Ottoville, and Spencerville  
Eligibility Requirements: 60+  
Website: [www.delphosseniorcitizens.weebly.com](http://www.delphosseniorcitizens.weebly.com)

Agency Name: Destination Care  
Transportation Service Type: Human Service Transportation  
Contact Information: 567-712-1813  
Hours: Monday-Saturday 6:00am-6:00pm  
Service Area: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam and Van Wert Counties.  
Eligibility Requirements: Buckeye, Molina, and Paramount coverage. Also contracted with Find A Ride for non-Medicaid.

Agency Name: GoBus  
Transportation Service Type: Public Transportation  
Other Services Provided: Bus trips from Van Wert to Columbus and back with stops at Delphos, Lima and Kenton.  
Contact Information: 888-95-GOBUS or buy tickets online  
Hours: Daily trips, contact Go Bus for departure and arrival time.  
Service Area: Bus trips from Van Wert to Columbus and back with stops at Delphos, Lima and Kenton.  
Website: [www.ridegobus.com](http://www.ridegobus.com)

Agency Name: Integrity Ambulance  
Transportation Service Type: private  
Other Services Provided: Emergency Ambulance Service, Advanced Life Support, Basic Life Support, Non-Emergency Ambulance Service, Wheelchair Transport, IV Initiation, Bariatric Transport  
Contact Information: 937-316-6100  
Hours: 24-hour dispatch  
Service Area: Allen, Auglaize, Hancock, Hardin, Mercer, Putnam and Van Wert Counties.  
Eligibility Requirements: Medicaid wheelchair transports for Medicaid pay, 50-mile limit for transportation from private residence.  
Website: [www.integrityambulance.com/](http://www.integrityambulance.com/)

Agency Name: K&P Medical Transport  
Transportation Service Type: Medicaid, Elderly and Disabled, private pay  
Contact Information: 419.785.3246 x6  
Hours: Monday-Friday 5:00am-9:00pm, Saturday 5:00am-5:00pm, Sunday by request  
Service Area: Allen, Auglaize, Defiance, Fulton, Hancock, Henry, Paulding, Putnam, Mercer, Van Wert, Williams & Wood counties.  
Eligibility Requirements: Medicaid, private pay, or through Find A Ride contract

Agency Name: Lyft  
Transportation Service Type: On-Demand  
Contact Information: download app or [www.lyft.com](http://www.lyft.com)  
Hours: 24/7  
Service Area: Where Drivers are Available  
Eligibility Requirements: Ambulatory Only  
Website: [www.lyft.com](http://www.lyft.com)

Agency Name: Smart Start Transit  
Transportation Service Type: Non-Emergency Medical Transportation  
Contact Information: 419-236-9877  
Hours: Monday-Friday 5:00am-9:30pm; Saturday/Sunday 5:00am-5:30pm

Service Area: Allen, Auglaize, Hancock, Hardin, Putnam, Van Wert  
Eligibility Requirements: Private Pay, Wheelchair Transports for Medicaid  
Website: [www.my-smartstart.com/](http://www.my-smartstart.com/)

Agency Name: RideConnect (Catholic Social Services of the Miami Valley)  
Transportation Service Type: On Demand  
Other Services Provided: Social Services, Senior Services, Guardianship Services  
Contact Information: 833-289-0227 ext: 1195  
Hours: Call to schedule  
Service Area: Auglaize and Mercer Counties  
Website: [www.cssmv.org/services/mobility-management/rideconnect/](http://www.cssmv.org/services/mobility-management/rideconnect/)

Agency Name: Spirit Medical Transport, LLC.  
Transportation Service: On Demand  
Contact Information: 937-548-2800  
Hours: Call to schedule (24/7)  
Website: [www.spiritmedicaltransport.com/](http://www.spiritmedicaltransport.com/)

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

| <b>Agency Name</b>                              | <b>Directly Operates Transportation</b> | <b>Purchases Transportation from Another Agency (if Yes-Who?)</b>                                                 | <b>Legal Authority</b> | <b>Number of Annual One-Way Passenger Trips</b> | <b>Average Number of Trip Denials per Week</b> | <b>Are Vehicles only Available for Human Service Agency Clients*</b> |
|-------------------------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------|------------------------------------------------|----------------------------------------------------------------------|
| Allen County Council on Aging (ACCOA)           | Yes                                     | No                                                                                                                | Private Non-Profit     | 22,699                                          | 2                                              | Yes                                                                  |
| Allen County Job & Family Services (ACDJFS)     | Yes                                     | ACRTA, B&W Cab Co, DSC, K&P                                                                                       | Public                 | 24,611                                          | 2-3                                            | Yes                                                                  |
| Allen County Regional Transit Authority (ACRTA) | Yes                                     | No                                                                                                                | Public                 | 36,459 (ADA)                                    | 0                                              | No                                                                   |
| Area Agency on Aging 3 (AAA3)                   | No                                      | ACCOA, ACRTA, Aug COA, CTU, CMT, DSC, Hardin COA, HATS, K&P, LHS, MCCOA, Put EMS, R@H, Smart Start, Spirit, VWCOA | Private Non-Profit     | 17,000                                          | 0                                              | N/A                                                                  |
| Auglaize County Council on Aging (Aug COA)      | Yes                                     | AAA3                                                                                                              | Private Non-Profit     | 23,687                                          | 2                                              | No                                                                   |
| Clymer Medical Transport (CMT)                  | Yes                                     | No                                                                                                                | Private Non-Profit     | 13,702                                          | 7.25                                           | No                                                                   |
| Coleman Professional Services                   | Yes                                     | No                                                                                                                | Private Non-Profit     | N/A                                             | 0                                              | Yes                                                                  |
| Delphos Senior Citizens, Inc (DSC)              | Yes                                     | No                                                                                                                | Private Non-Profit     | 3,716                                           | 6                                              | No                                                                   |
| Foundations Behavioral Health Center (FBHS)     | Yes                                     | N/A                                                                                                               | Private Non-Profit     | N/A                                             | N/A                                            | Yes                                                                  |
| K&P Medical Transport (K&P)                     | Yes                                     | No                                                                                                                | Public                 | 65,000                                          | 0                                              |                                                                      |
| Lima/Allen County Paramedics                    | Yes                                     | No                                                                                                                | Private Non-Profit     | N/A                                             | N/A                                            | No                                                                   |
| Marimor Industries                              | Yes                                     | B&W Taxi                                                                                                          | Private Non-Profit     | 41,022                                          | 0                                              | Yes                                                                  |
| Mercer County Council on Aging (MCCOA)          | Yes                                     | N/A                                                                                                               | Private Non-Profit     | 6,064                                           | 0                                              | No                                                                   |
| Mercer County Board of DD                       | No                                      | MCBDD Service Providers                                                                                           | Public                 | 42,251                                          | N/A                                            | Yes                                                                  |
| Mercer County Job & Family Services             | No                                      | No                                                                                                                | Public                 | 1,272                                           | N/A                                            | Yes                                                                  |
| Mercer Residential Services Inc (MRSI)          | Yes                                     | No                                                                                                                | Private Non-Profit     | 1,572                                           | N/A                                            | Yes                                                                  |
| Our Home Family Resource Center (OHFRC)         | No                                      | No                                                                                                                | Private Non-Profit     | 120                                             | N/A                                            | Yes                                                                  |
| Thomas Edison Center                            | Yes                                     | No                                                                                                                | Private Non-Profit     | N/A                                             | N/A                                            | Yes                                                                  |
| Van Wert Council on Aging (VWCOA)               | Yes                                     | No                                                                                                                | Private Non-Profit     | 7,276                                           | 0                                              | No                                                                   |
| Van Wert County Hospital                        | No                                      | No                                                                                                                | Private Non-Profit     | N/A                                             | N/A                                            | No                                                                   |
| Van Wert Job and Family Services                | Yes                                     | No                                                                                                                | Public                 | 626                                             | N/A                                            | Yes                                                                  |
| Westwood Behavioral Health Center               | Yes                                     | No                                                                                                                | Private Non-Profit     | 500                                             | 1                                              | Yes                                                                  |

\* Answering “Yes” indicates that your agency is closed door. Your agency is considered closed door if you ONLY provide transportation to your facility as a courtesy or if you ONLY serve a particular clientele that are enrolled in your agency programs (i.e., members of a sheltered workshop, or residents in a nursing home).

Answering “No” indicates that your agency is open door. This means the service is open to the public or a segment of the general public defined by age, disability, or low income. For example, if an agency provides general transportation for anyone in the community who is over the age of 60, they are considered “open door”. For example, an individual who is 60 or over can request transportation to a doctor’s appointment or the grocery store regardless of their affiliation with your agency.

The participating organizations provide a wide range of transportation including fixed route, ADA paratransit, Demand Response, On-Demand, and Human Service Agency Fixed Routes. 11 of the participating organizations provide services on weekdays. 3 operate transportation on Saturdays and 1 on Sundays. Evening services after 5:00 pm are operated by 4 organizations. The following table depicts the transportation service characteristics by agency.

| Table 14<br>Transportation Service Characteristics |                                                               |                                   |                         |                                        |                                                                                                                                       |
|----------------------------------------------------|---------------------------------------------------------------|-----------------------------------|-------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Agency Name                                        | Mode of Service                                               | Days & Hours of Operation         | Provides                |                                        |                                                                                                                                       |
|                                                    |                                                               |                                   | Medicaid Eligible Trips | Level of Passenger Assistance Provided |                                                                                                                                       |
| Training Courses Required for Drivers              |                                                               |                                   |                         |                                        |                                                                                                                                       |
| Allen County Council on Aging (ACCOA)              | Demand Response                                               | M-F, 8a-4:30p                     | Yes                     | Door through Door                      | DRIVE, Adult CPR, First Aid, Bloodborne Pathogens, Defensive Driving, Passenger Assistance Training (PAT), Safety, Sensitivity        |
| Allen County Job & Family Services (ACD/JS)        | Demand Response                                               | M-F, 8a-4:30p                     | Yes                     | Curb to Curb                           | Defensive Driving                                                                                                                     |
| Allen County Regional Transit Authority (ACRTA)    | Demand Response, Fixed Route, ADA Complementary Micro Transit | M-F, 5:20a-11p<br>Sat 7:30a-4:50p | Yes                     | Door to Door                           | MUJ, ADA, Adult & Child CPR, Bloodborne Pathogens, Defensive Driving, PAT, First Aid, Safety, Sensitivity                             |
| Area Agency on Aging 3 (AAA3)                      | Demand Response                                               | M-F, 8a-4:30p                     | Yes                     | Door through Door                      | N/A                                                                                                                                   |
| Auglaize County Council on Aging (Aug COA)         | Demand Response                                               | M-F, 8:30a-4:30p                  | No                      | Door through Door                      | DRIVE, Adult & Child CPR, First Aid, Bloodborne Pathogens, Defensive Driving, PAT, Safety, Sensitivity                                |
| Clymer Medical Transport (CMT)                     | Demand Response                                               | M-Sat, 4a-9:30p                   | Yes                     | Door through Door                      | DRIVE, Defensive Driving, Adult & Child CPR, First Aid, HIPPA, SUR-LOK, Bloodborne Pathogen, Lift Operation, PAT, Safety, Sensitivity |
| Coleman Professional Services                      | Demand Response                                               | M-F, 8a-5p                        | Yes                     | Door through Door                      | None                                                                                                                                  |
| Delphos Senior Citizens, Inc (DSC)                 | Demand Response                                               | M-F, 7a-5p                        | Yes                     | Door through Door                      | DRIVE, First Aid, Adult CPR, PAT, Defensive Driving, Bloodborne Pathogens, Passenger Relations                                        |
| Destination Care Medical Transport LLC             | Demand Response                                               | M-F, 3a-7p                        | Yes                     |                                        |                                                                                                                                       |
| K&P Medical Transport (K&P)                        | Demand Response                                               | M-F, 5a-9p; Sat, 5a-5p            | Yes                     | Door through Door                      |                                                                                                                                       |
| Lima/Allen County Paramedics                       | Demand Response                                               | M-F, Sat, 24 hours                | N/A                     | Door through Door                      | Paramedic & EMT Training                                                                                                              |
| Marimor Industries                                 | Demand Response, Subscription                                 | 24/7                              | No                      | Curb to Curb                           | Adult CPR, First Aid, Defensive Driving                                                                                               |
| Mercer County Council on Aging (MCCOA)             | ADA Pratransit (Elderly & Disabled)                           | M-F, 8a-5p                        |                         | Door through Door                      |                                                                                                                                       |
| Van Wert Council on Aging (VWCOA)                  | ADA Pratransit (Elderly & Disabled)                           | M-F, 8a-4p                        |                         | Door through Door                      |                                                                                                                                       |

Transportation-related expenses and revenues also differ by organization. Older Americans Act Title IIIB, PASSPORT, Levy, Medicaid, Title XX, are common revenue sources for transportation operators in Allen, Auglaize, Mercer, and Van Wert Counties. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

| Agency Name                                     | Fare Structures | Donations Accepted | Number of Full Time & Part Time Drivers | Number of Full Time & Part Time Dispatchers | Revenue Sources (most recent Fiscal Year)                                                                                      | Total Annual Transportation Expenses |
|-------------------------------------------------|-----------------|--------------------|-----------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| Allen County Council on Aging (ACCOA)           | No Fee          | Yes                | 5 Full Time/7 Part Time                 | 2                                           | Senior Services Levy, PASSPORT, Title IIIB                                                                                     | \$425,030                            |
| Allen County Job & Family Services (ACDJFS)     | No Fee          | No                 | Contracts                               | 0                                           | Title XX, PRC, TANF, FSET, WIOA                                                                                                | \$272,373                            |
| Allen County Regional Transit Authority (ACRTA) | Yes             | Yes                | 20 Full Time/5 Part Time                | 2                                           | FTA, ODOT, Fares, Fuel Sales, Lease, Lottery, Vending, City Assistance                                                         | \$2,917,677                          |
| Area Agency on Aging 3 (AAA3)                   | No Fee          | Yes                | N/A                                     | 2                                           | 5310, Older Americans Act, United Way, St. Rita's/Mercy Health, American Cancer Society In-Kind, Coleman Professional Services | \$75,000                             |
| Auglaize County Council on Aging (Aug COA)      | No Fee          | Yes                | 5 Full Time/3 Part Time                 | 2                                           | Levy Money                                                                                                                     | \$66,187                             |
| Coleman Professional Services                   | No Fee          | No                 | 10 Full Time                            | N/A                                         | Medicaid, Mental Health & Recovery Services Board                                                                              | \$30,000                             |
| Delphos Senior Citizens, Inc (DSC)              | No Fee          | Yes                | 4 Part Time/2 Subs                      | 2                                           | Title XX, PASSPORT, Find a Ride (FAR), Contracts, United Way, Donations, Levy Money                                            | \$214,687                            |
| Lima/Allen County Paramedics (LACP)             | Yes             | No                 | 30 Full Time/8 Part Time                | N/A                                         | N/A                                                                                                                            | N/A                                  |
| Lutheran Homes                                  | No Fee          | No                 | 1 Full Time/1 Part Time                 | N/A                                         | N/A                                                                                                                            | N/A                                  |
| Marimor Industries                              | Yes             | No                 | 19 Part Time                            | 2                                           | 5310, Medicaid, Opportunities for Ohioans with Disabilities                                                                    | N/A                                  |
| Mercer County Council on Aging (MCCOA)          | No Fee          | Yes                | 6 Part Time                             | N/A                                         | PASSPORT, Donations, Levy Money                                                                                                | \$240,485                            |
| Mercer County Job & Family Services             | N/A             | N/A                | N/A                                     | N/A                                         | N/A                                                                                                                            | N/A                                  |
| Mercer Residential Services Inc (MRSI)          | Yes             | No                 | 10 Full Time/1 Part Time                | N/A                                         | N/A                                                                                                                            | \$416,527                            |
| Thomas Edison Center                            | No Fee          | No                 | 9 Part Time                             | N/A                                         | N/A                                                                                                                            | \$84,000                             |
| Van Wert County Council on Aging (VWCOA)        | No Fee          | Yes                | 5 Part Time                             | 1                                           | Levies, United Way, Donations                                                                                                  | \$37,680                             |
| Van Wert County Job & Family Services           | No Fee          | No                 | 1 Part Time                             | N/A                                         | N/A                                                                                                                            | \$42,662                             |

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.

| Transportation Option | Availability | Cost                           | Usage                | Service Area                                                         |
|-----------------------|--------------|--------------------------------|----------------------|----------------------------------------------------------------------|
| Lyft/Uber             | 24/7         | Varies Based on Trip           | App                  | Allen, Auglaize, Mercer, Van Wert (depending on driver availability) |
| Gohio Commute         | 4            | Determined by Ride Share Match | www.gohiocommute.com | Allen, Auglaize, Mercer, Van Wert                                    |
| Black & White Cab Co  | 1            | Varies Based on Trip           | 1                    | Allen                                                                |

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

| Table 17                 |              |      |       |              |
|--------------------------|--------------|------|-------|--------------|
| Transportation Resources |              |      |       |              |
| Transportation Resource  | Availability | Cost | Usage | Service Area |
| ACRTA- Travel Training   | As Scheduled | Free | N/A   | Allen        |

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

| Table 18               |                             |                                       |                              |                |
|------------------------|-----------------------------|---------------------------------------|------------------------------|----------------|
| Technology             |                             |                                       |                              |                |
| Agency Name            | Name of Scheduling Software | Do you have an app for Transportation | Name of Dispatching Software | AVL System/GPS |
| Area Agency on Aging 3 | Assisted Rides              | No                                    | N/A                          | No             |
| ACRTA                  | Ecolan                      | No                                    | Ecolan                       | Yes            |



## Assessment of Community Support for Transit

Community support takes various forms across the region. Most often we look at the relationships the individual agencies have forged within their respective community. The extent of the relationships indicates a certain level of community support and an acknowledgement of the services being provided by the transportation provider. The more vigorous outreach practiced by the agency the broader community support. Many of the government services and not-for profit providers receive some measure of public funding from federal, state and/or local governments. However, in this region public support is expressed in terms of public levies and foundation support. The various Councils on Aging currently receive some level of support from a county-wide property tax. The ACRTA receives limited financial support from the City of Lima. ACRTA successfully passed a levy in May 2019 that can be used toward local match requirements.

The AAA3 Mobility Management Program serves as the coordinating force for organizations and individuals in Allen, Auglaize, Hardin, Mercer, Putnam, and Van Wert Counties. Funding and additional support for the program has been and currently is provided by the Ohio Department of Transportation, the Area Agency on Aging 3, multiple assisted living and nursing facilities, the Mental Health and Recovery Services Board of Allen, Auglaize, and Hardin Counties, Local Substance Use Recovery Programs, West Ohio Community Action Partners, Councils on Aging in Allen, Auglaize, Hardin, Mercer, Putnam, and Van Wert Counties, Boards of Developmental Disabilities in Allen, Auglaize, Hardin, Mercer, Putnam, and Van Wert Counties, and Allen County Department of Jobs and Family Services. The AAA3 Mobility Management Program continues to support transportation and active transportation efforts, conduct outreach and training to individuals and organizations, and advocate for transportation at local meetings, including:

- Allen County Regional Transit Authority Board meetings
- FACTS Coalition meeting (hosted by Mobility Manager)
- Lima Allen County Regional Planning Commission
- Ohio Public Transportation Mobility Managers meeting
- Ohio Department of Transportation Mobility Managers meeting
- Ohio Association of Area Agencies on Aging
- SEAT Transit Peer Conference
- Council on Aging for Allen, Auglaize, Hardin, Mercer, Putnam, and Van Wert Counties
- Putnam County Transportation Coalition meeting
- Hancock County Transportation Coalition meeting
- Hardin County Transportation Coalition meeting
- HHWP Regional Transportation Coalition meeting
- Multi-Agency Partnership meeting (MAP)
- Healthy Families Expo
- Allen County Family and Children First Council
- Allen County Job and Family Services Partner meeting
- United Way of Greater Lima Director's meetings
- Community Organizations Linking Together (COLT)
- Community Transportation Association of America Conference
- US Aging Conference
- Citizens Accessibility Advisory Committee
- Bike and Pedestrian Task Force
- Allen County Board of DD Independence Fair
- Allen County Community Health Improvement Planning meetings

## Safety

Transportation plays a key role in disaster preparedness, response, and recovery. Several Allen, Auglaize, Mercer, and Van Wert County transportation providers take part in their county's Emergency Disaster Preparedness Plan and are able to assist in times of disaster or evacuation. Examples of how local transportation providers collaborate with local emergency management may include, but not be limited to assist in evacuations, transport emergency responders, store emergency vehicles at their facilities, serve on disaster preparedness committee, serve as disaster shelters, etc. In addition, safe and reliable transportation is a high priority for all Allen, Auglaize, Mercer, and Van Wert County transportation providers. In the event of an emergency requiring residents to be evacuated, The EMA has established MOUs with the FACTS coalition and the Regional Transit Authority.

| Table 19                      |                                                          |                                                                            |                                                                                                                                                        |                                                            |
|-------------------------------|----------------------------------------------------------|----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Emergency Management Agencies |                                                          |                                                                            |                                                                                                                                                        |                                                            |
|                               | Allen                                                    | Auglaize                                                                   | Mercer                                                                                                                                                 | Van Wert                                                   |
| Address                       | 200 N West St<br>Lima OH 45802                           | 209 S Blackhof St, #206<br>Wapakoneta OH 45895                             | 321 Riley St<br>Celina OH 45822                                                                                                                        | 1220 Lincoln Hwy<br>PO Box 602<br>Van Wert OH 45891        |
| Phone                         | 419-993-1404                                             | 419-739-6725                                                               | 419-586-6468                                                                                                                                           | 419-238-1300                                               |
| Website                       | <a href="http://www.allen-ema.com">www.allen-ema.com</a> | <a href="http://www.auglaizecounty.org/ema">www.auglaizecounty.org/ema</a> | <a href="http://www.mercercounty.org/county-services/emergency-management-agency">www.mercercounty.org/county-services/emergency-management-agency</a> | <a href="http://www.vanwertema.com">www.vanwertema.com</a> |

## Vehicles

Participants in the planning process listed a combined total of 129 vehicles. Approximately 60% of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 18).

Some the transportation providers provide at least 1 wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. Currently, providers are able to meet the demand for individuals utilizing wheelchairs. However, when an individual requires a wheelchair accessible vehicle it reduces the provider pool to choose from and can be cost prohibitive. Additionally, as the need for transportation services continue to rise, the number of providers available with wheelchair accessible vehicles will be insufficient to meet the demand. As vehicles age, they require additional maintenance, may break down more often, and become more costly to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.

Table 19

Vehicle Utilization Table

| Vehicle                          | Make   | Model         | Year | VIN               | Capacity | W/C Capacity | Vehicle in Service |             | Vehicle Condition | Assigned Program (if applicable) | Service Area                            |
|----------------------------------|--------|---------------|------|-------------------|----------|--------------|--------------------|-------------|-------------------|----------------------------------|-----------------------------------------|
| Allen County Council on Aging    |        |               |      |                   |          |              |                    |             |                   |                                  |                                         |
| 989ZIB                           | Ford   | Transit       | 2019 | 1FDES8PM9KK887653 | 8        | 2            |                    |             | Excellent         |                                  |                                         |
| 987ZIB                           | Ford   | Transit       | 2019 | 1FDES8PMOKK887718 | 8        | 2            |                    |             |                   |                                  |                                         |
| 37681                            | Ford   | Pacer II      | 2017 | 1FDEE3FS3HDC37681 | 8        | 2            |                    |             |                   |                                  |                                         |
| 49164                            | Ford   | Pacer II      | 2016 | 1FDEE3FS1GDC49164 | 8        | 2            |                    |             |                   |                                  |                                         |
| 32891                            | Ford   | Pacer II      | 2015 | 1FDEE3FLOFDA32891 | 8        | 2            |                    |             |                   |                                  |                                         |
| 102302                           | MV-1   | MV-1          | 2014 | 57WMD2A69EM102302 | 4        | 1            |                    |             |                   |                                  |                                         |
| 75816                            | Ford   | 3DC           | 2014 | 1FDEE3FL5EDA75816 | 8        | 2            | M-F                | 8a-4:30p    | Very Good         | 5310                             | Allen                                   |
| 76538                            | Ford   | Pacer II      | 2012 | 1FTDS3EL8CDA67538 | 8        | 2            |                    |             |                   |                                  |                                         |
| 22855                            | Ford   | 35D           | 2011 | 1FTDS3EL68DA22855 | 9        | 1            |                    |             |                   |                                  |                                         |
| 10994                            | Ford   | 35D           | 2010 | 1FTDS3EL6ADA10994 | 9        | 1            |                    |             |                   |                                  |                                         |
| 106ZBQ                           | Dodge  | Grand Caravan | 2017 | 2C7WDGBG5HR793110 | 8        | 2            |                    |             |                   |                                  |                                         |
| 259ZCE                           | Ford   | E350          | 2018 | 1FDEE3FS3JDC01544 | 8        | 2            |                    |             |                   |                                  |                                         |
| 25590                            | Ford   | E350          | 2009 | 1FTDS34L69DA25590 | 9        | 1            |                    |             | Good              |                                  |                                         |
| Auglaize County Council on Aging |        |               |      |                   |          |              |                    |             |                   |                                  |                                         |
| Eagle #5                         | Ford   | E350          | 2017 | 1FDEE3S8HDC64049  | 12       | 2            |                    |             | Fair              |                                  |                                         |
| Hosanna #7                       | Ford   | E350          | 2019 | 1FDEE3FS3KDC74947 | 12       | 2            |                    |             |                   |                                  |                                         |
| Torpedo #12                      | Ford   | E350          | 2021 | 1FDEE3FN2MDC14347 | 12       | 2            |                    |             |                   |                                  |                                         |
| Happy Trails #9                  | Ford   | E350          | 2023 | 1FDEE3FN3PDD14929 | 12       | 2            |                    |             |                   |                                  |                                         |
| Willie                           | Dodge  | Grand Caravan | 2015 | 2C7WDGBGFR614262  | 3        | 1            | M-F                | 8a-4p       | Good              | 5310                             | Allen Auglaize<br>Mercer Shelby         |
| Sunny #11                        | Ford   | E350          | 2024 | 1FDEE3FN2RDD02712 | 12       | 2            |                    |             |                   |                                  |                                         |
| Ivory #10                        | Dodge  | MMV           | 2018 | 2C7WDGBG0HR808712 | 2        | 1            |                    |             |                   |                                  |                                         |
| New Bus #6                       | Ford   | E350          | 2023 | 1FDEE3FN0PDD32210 | 12       | 2            |                    |             |                   |                                  |                                         |
| Bittersweet at Betty's Farm      |        |               |      |                   |          |              |                    |             |                   |                                  |                                         |
| #23 LIMA                         | Ford   | Econoline 350 | 2014 | 1FBNE3BL5EDA67696 | 12       |              |                    | 7:45a-4:15p | Fair              | Adult Day Services               | Lima & Surrounding<br>Allen County      |
| #26 LIMA                         | Dodge  | Entervan      | 2017 | 2C7WDGBG4HR718575 | 6        | 0            | M-F                |             | Good              |                                  |                                         |
| Clymer Medical Transport         |        |               |      |                   |          |              |                    |             |                   |                                  |                                         |
| 100                              | Nissan | Altima        | 2010 | 1N4L3AP0FC499095  | 4        | 0            |                    |             | Excellent         | N/A                              | Allen, Auglaize,<br>Champaign, Hancock, |
| 101                              | Dodge  | Caravan       | 2011 | 2D4RN4DG4BR765439 | 5        | 1            |                    |             | Fair              | N/A                              | Hardin, Logan,                          |
| 102                              | Toyota | Sienna        | 2013 | 5TDKK3DC4ES427274 | 3        | 1            | M-Sat              | 4a-7p       | Excellent         | N/A                              | Mercer, Putnam,<br>Shelby, Van Wert     |
| 103                              | Honda  | Accord        | 2014 | 1HGCM56347A103952 | 4        | 0            |                    |             | Good              | N/A                              |                                         |

| Vehicle                   | Make     | Model           | Year | VIN               | Capacity | W/C Capacity | Vehicle in Service |       | Vehicle Condition | Assigned Program (if applicable) | Service Area                                                                                               |
|---------------------------|----------|-----------------|------|-------------------|----------|--------------|--------------------|-------|-------------------|----------------------------------|------------------------------------------------------------------------------------------------------------|
| Clymer Medical Transport  |          |                 |      |                   |          |              |                    |       |                   |                                  |                                                                                                            |
|                           |          |                 |      |                   |          |              | Days               | Hours |                   |                                  |                                                                                                            |
| 104                       | Toyota   | Camry           | 2015 | 4T1BF1FK8DU252143 | 4        | 0            |                    |       | Excellent         | N/A                              | Allen, Auglaize, Champaign, Hancock, Hardin, Logan, Mercer, Putnam, Shelby, Van Wert                       |
| 105                       | Dodge    | Caravan         | 2017 | 2D4RN4DGC8R765364 | 3        | 1            |                    |       | Fair              | N/A                              |                                                                                                            |
| 107                       | Chrysler | Towne & Country | 2010 | 2A4RR5D14AR422819 | 3        | 1            |                    |       | Good              | N/A                              |                                                                                                            |
| 108                       | Toyota   | Sienna          | 2014 | 5TDYK3DC2ES444715 | 3        | 1            |                    |       | Excellent         | N/A                              |                                                                                                            |
| 111                       | Honda    | Accord          | 2009 | 1HGCP26369A055969 | 4        | 0            |                    |       | Good              | N/A                              |                                                                                                            |
| 112                       | Honda    | Accord          | 2015 | 1HGCR2F74FA267584 | 4        | 0            |                    |       | Excellent         | N/A                              | Darke<br>Miami<br>Preble                                                                                   |
| 113                       | Honda    | Accord          | 2007 | 1HGCM56417A002791 | 4        | 0            |                    |       | Good              | N/A                              |                                                                                                            |
| 114                       | Toyota   | Sienna          | 2013 | 5TDKK3DC1DS292785 | 3        | 1            |                    |       | Excellent         | N/A                              |                                                                                                            |
| 115                       | Toyota   | Camry           | 2014 | 4T4BF1FKXER440721 | 4        | 0            |                    |       | Excellent         | N/A                              | Allen, Auglaize, Champaign, Darke, Hancock, Hardin, Logan, Mercer, Miami, Preble, Putnam, Shelby, Van Wert |
| 116                       | Toyota   | Sienna          | 2012 | 5TDYK3DC4CS229589 | 3        | 1            |                    |       | Excellent         | N/A                              |                                                                                                            |
| 117                       | Toyota   | Sienna          | 2013 | 5TDYK3DCXDS378221 | 3        | 1            |                    |       | Excellent         | N/A                              |                                                                                                            |
| 118                       | Dodge    | Caravan         | 2010 | 2D4RN4DE7AR263571 | 3        | 1            |                    |       | Fair              | N/A                              |                                                                                                            |
| 119                       | Toyota   | Sienna          | 2013 | 5TDKK3DC5DS304260 | 3        | 1            |                    |       | Excellent         | N/A                              |                                                                                                            |
| 120                       | Toyota   | Sienna          | 2014 | 5TDYK3DC2ES452040 | 3        | 1            |                    |       | Excellent         | N/A                              |                                                                                                            |
| 121                       | Toyota   | Sienna          | 2013 | 5TDKK3DC4DS405094 | 3        | 1            |                    |       | Excellent         | N/A                              |                                                                                                            |
| 122                       | Toyota   | Sienna          | 2015 | 5TDZK3DC3FS682224 | 3        | 1            |                    |       | Excellent         | N/A                              |                                                                                                            |
| Coleman Behavioral Health |          |                 |      |                   |          |              |                    |       |                   |                                  |                                                                                                            |
| 1                         | Toyota   | Corolla         | 2017 | 2T1BURHE0HC89370  | 3        |              |                    |       |                   |                                  | Allen<br>Auglaize<br>Hardin                                                                                |
| 2                         | Toyota   | Corolla         | 2017 | 2T1BURHE8HC909008 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 3                         | Toyota   | Corolla         | 2017 | 2T1BURHE8C911065  | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 4                         | Toyota   | Corolla         | 2017 | 2T1BURHE3HC923026 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 5                         | Toyota   | Sienna          | 2017 | 5TDKZ3DC8HS830061 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 6                         | Toyota   | Corolla         | 2017 | 2T1BURHE4HC940515 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 7                         | Toyota   | Corolla         | 2017 | 2T1BURHE5HC89357  | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 8                         | Toyota   | Corolla         | 2019 | 2T1BURHEXKC164513 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 9                         | GMC      | Savanna         | 2013 | 1GTW7FCA2D1126146 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 10                        | Toyota   | Corolla         | 2005 | 1NXBR32E252364036 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 11                        | Toyota   | Corolla         | 2019 | 2T1BURHE0KC128720 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 12                        | Toyota   | Corolla         | 2019 | 2T1BURHE8KC134507 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 13                        | Toyota   | Corolla         | 2019 | 2T1BURHE8KC129842 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 14                        | Toyota   | Corolla         | 2019 | 2T1BURHE6KC126602 | 3        |              |                    |       |                   |                                  |                                                                                                            |
| 15                        | Toyota   | Corolla         | 2019 | 2T1BURHE4KC166189 | 3        |              |                    |       |                   |                                  |                                                                                                            |

| Vehicle                              | Make   | Model              | Year | VIN                | Capacity | W/C Capacity | Vehicle in Service |           | Vehicle Condition | Assigned Program (if applicable) | Service Area                     |  |
|--------------------------------------|--------|--------------------|------|--------------------|----------|--------------|--------------------|-----------|-------------------|----------------------------------|----------------------------------|--|
| Coleman Behavioral Health            |        |                    |      |                    |          |              |                    |           |                   |                                  |                                  |  |
|                                      |        |                    |      |                    |          |              | Days               | Hours     |                   |                                  |                                  |  |
| 16                                   | Toyota | Corolla            | 2019 | 2T1BURHE1KC140343  | 3        |              |                    |           |                   |                                  | Allen Auglaize Hardin            |  |
| 17                                   | Toyota | Corolla            | 2020 | JTDEPRAE2L0009054  | 3        |              |                    |           |                   | N/A                              |                                  |  |
| 18                                   | Toyota | Yaris              | 2019 | 3MYDLBYV8KY518646  | 3        |              |                    |           |                   |                                  |                                  |  |
| Delphos Senior Citizens              |        |                    |      |                    |          |              |                    |           |                   |                                  |                                  |  |
| 2020                                 | Ford   | Transit            | 2020 | 1FDAX2C85LK874714  | 8        | 2            |                    | 5         | Good              |                                  | Delphos Area, Lima, and Van Wert |  |
| 2023-B                               | Ford   | Transit            | 2023 | 1FBAX2C85PKA43300  | 7        | 2            |                    | 5         | Excellent         |                                  |                                  |  |
| 2016                                 | Dodge  | Caravan            | 2016 | 2C7WDGBG2GR202858  | 5        | 1            |                    | 5         | Good              |                                  |                                  |  |
| 2023-O                               | Ford   | Transit            | 2023 | 1FDAX2C84PKA19917  | 7        | 2            |                    | As needed | Excellent         |                                  |                                  |  |
| 2017                                 | Braun  | Entervan           | 2017 | 2C7WDGBG6HR718562  | 5        | 1            |                    | 5         | Good              |                                  |                                  |  |
| Foundations Behavioral Health Center |        |                    |      |                    |          |              |                    |           |                   |                                  |                                  |  |
| 1                                    | Chevy  | Impala             | 2015 | 2G11X55L9S9134159  | 6        |              |                    |           | Good              |                                  | Mercer                           |  |
| 2                                    | Chevy  | Impala             | 2008 | 2G1WTK8K581326762  | 6        |              |                    |           | Fair              |                                  |                                  |  |
| 3                                    | Chevy  | Impala             | 2010 | WG1WA5EK7A1238199  | 6        |              |                    |           | Fair              |                                  |                                  |  |
| 4                                    | Chevy  | Impala             | 2008 | WG1WB58K989225812  | 6        |              |                    |           | Fair              |                                  |                                  |  |
| 5                                    | Chevy  | Cobalt             | 2007 | 1G1AK55F077402216  | 5        |              |                    | M-F       | Poor              |                                  |                                  |  |
| 6                                    | Chevy  | Cruze              | 2015 | 1G1PA55N0F7101432  | 5        |              |                    |           | Good              |                                  |                                  |  |
| 7                                    | Chevy  | Cruze              | 2011 | 1G1PC5SH387139586  | 5        |              |                    |           | Good              |                                  |                                  |  |
| 8                                    | Chevy  | Express Van        | 2014 | 1G1AZG1FG2F1112158 | 11       |              |                    |           | Good              |                                  |                                  |  |
| Marimor Industries                   |        |                    |      |                    |          |              |                    |           |                   |                                  |                                  |  |
| 1                                    | Ford   | Transit bus        | 2017 | 1FDEE3FS5HDC37679  | 12       | 2            |                    | 5         |                   |                                  | Allen                            |  |
| 2                                    | Ford   | Transit bus        | 2017 | 1FDEE3FS1HDC37680  | 12       | 2            |                    | 5         |                   |                                  |                                  |  |
| 5                                    | Ford   | Transit bus        | 2017 | 1FDEE3FS8HDC68375  | 12       | 2            |                    | 5         |                   |                                  |                                  |  |
| 6                                    | Ford   | Transit bus        | 2017 | 1FDEE3FS8HDC68389  | 12       | 2            |                    | 5         |                   |                                  |                                  |  |
| 7                                    | Ford   | Transit            | 2019 | 1FBZX2ZMXKKA75014  | 14       | 0            |                    | 7         |                   |                                  |                                  |  |
| 9                                    | Ford   | Modified/W/C       | 2014 | 1FTNS2EW2EDA18430  | 7        | 2            |                    | 7         |                   |                                  |                                  |  |
| 10                                   | Ford   | Passenger          | 2010 | 1FBNE3BL7ADA92626  | 11       | 0            |                    | 7         |                   |                                  |                                  |  |
| 11                                   | Ford   | Modified/W/C       | 2011 | 1FTDS3EL1BDA22861  | 9        | 3            |                    | 7         |                   |                                  |                                  |  |
| 12                                   | Ford   | Modified/W/C       | 2011 | 1FTDS3ELGBDA91447  | 9        | 3            |                    | 7         |                   |                                  |                                  |  |
| 14                                   | Ford   | Modified/W/C       | 2011 | 1FTDSEL4BDA91446   | 9        | 3            |                    | 7         |                   |                                  |                                  |  |
| 15                                   | GMC    | Savannah Passenger | 2011 | 1GJW7RFA7C1185455  | 11       | 0            |                    | 7         |                   |                                  |                                  |  |
| 16                                   | Ford   | Transit W/C        | 2020 | 1FDAX2C81LK812839  | 7        | 2            |                    | 7         |                   |                                  |                                  |  |
| 17                                   | Ford   | Modified W/C       | 2012 | 1FTDS3EL1CDA67543  | 9        | 3            |                    | 7         |                   |                                  |                                  |  |
| 8 hrs M-F                            |        |                    |      |                    |          |              |                    |           |                   |                                  |                                  |  |
| 24/7                                 |        |                    |      |                    |          |              |                    |           |                   |                                  |                                  |  |
| Good                                 |        |                    |      |                    |          |              |                    |           |                   |                                  |                                  |  |

| Vehicle                                      | Make         | Model              | Year | VIN               | Capacity | W/C Capacity | Vehicle in Service |                                 | Vehicle Condition | Assigned Program (if applicable) | Service Area |
|----------------------------------------------|--------------|--------------------|------|-------------------|----------|--------------|--------------------|---------------------------------|-------------------|----------------------------------|--------------|
| Marimor Industries                           |              |                    |      |                   |          |              |                    |                                 |                   |                                  |              |
| 20                                           | Ford         | Modified W/C       | 2013 | 1FTDS3ELXDD802033 | 9        | 2            | 7                  |                                 |                   |                                  |              |
| 21                                           | GMC          | Savannah Passenger | 2014 | 1GJW7RFGXE1172786 | 11       | 0            | 7                  |                                 |                   |                                  |              |
| 22                                           | GMC          | Savannah Passenger | 2014 | 1GJW7RFG8E1173452 | 11       | 0            | 7                  |                                 |                   |                                  |              |
| 23                                           | Ford         | Modified W/C       | 2014 | 1FTDS3EL7EDA90344 | 9        | 2            | 7                  | 24/7                            | Good              |                                  | Allen        |
| 25                                           | Thomas       | Frontliner         | 2000 | 4UZAAXBV02CJ71895 | 26       | 6            | 7                  |                                 |                   |                                  |              |
| 26                                           | Dodge        | Grand Caravan W/C  | 2019 | 2C7WDGBGKXR779484 | 5        | 1            | 7                  |                                 |                   |                                  |              |
| 27                                           | Dodge        | Grand Caravan W/C  | 2019 | 2C7WDGBG6KR779417 | 5        | 1            | 7                  |                                 |                   |                                  |              |
| 28                                           | Ford         | Transit W/C        | 2020 | 1FDAX2C88LKB12840 | 7        | 2            | 7                  |                                 |                   |                                  |              |
| Lima Allen County Regional Transit Authority |              |                    |      |                   |          |              |                    |                                 |                   |                                  |              |
| V2007                                        | Ford         | E450               | 2007 | 1FDXE45PX7DA27041 | 12       | 2            |                    |                                 | Fair              |                                  |              |
| 2050                                         | Tesco        | Ford               | 2012 | 1FDFE4FS3CDA32512 | 16       | 4            |                    |                                 | Good              |                                  |              |
| 2053                                         | Tesco        | Ford               | 2012 | 1FDFE4FS2CDB21925 | 18       | 4            |                    |                                 | Good              |                                  |              |
| 2054                                         | Tesco        | Ford               | 2012 | 1FDFE4FS1CDB21933 | 18       | 4            |                    |                                 | Good              |                                  |              |
| 2057                                         | Eldorado     | Bus 35'            | 2013 | 5WEASSKN1EH487119 | 30       | 3            |                    |                                 | Good              |                                  |              |
| 2058                                         | Eldorado     | Bus 35'            | 2013 | 5WEASSKNXEH487188 | 30       | 3            |                    |                                 | Good              |                                  |              |
| 2059                                         | Ford         | E3FC               | 2018 | 1FDEE3F6XJDC29702 |          |              |                    |                                 | Good              |                                  |              |
| 2060                                         | Ford         | E3FC               | 2018 | 1FDEE3F61JDC29703 |          |              |                    |                                 | Good              |                                  |              |
| 2062                                         | Tesco        | Chevrolet          | 2015 | 1GB6G5CL1C1180536 | 19       | 3            |                    |                                 | Good              |                                  |              |
| 2063                                         | American Bus | Ford 450           | 2016 | 1FDFE4FSXGDC53420 | 18       | 3            |                    |                                 | Good              |                                  |              |
| 2064                                         | American Bus | Ford 450           | 2016 | 1FDFE4FS1GDC57808 | 18       | 3            |                    | M-F<br>5a-9:50p<br>Sat<br>6a-6p | Good              | N/A                              | Allen        |
| 2065                                         | American Bus | Ford 450           | 2016 | 1FDFE4FS3GDC53419 | 18       | 3            |                    |                                 | Good              |                                  |              |
| 2066                                         | American Bus | Ford 450           | 2016 | 1FDFE4FS1GDC53421 | 18       | 3            |                    |                                 | Good              |                                  |              |
| 2067                                         | American Bus | Ford 450           | 2016 | 1FDFE4FS8GDC57806 | 18       | 3            |                    |                                 | Good              |                                  |              |
| 2068                                         | American Bus | Ford 450           | 2016 | 1FDFE4FSXGDC57807 | 18       | 3            |                    |                                 | Good              |                                  |              |
| 2002                                         | Tesco        | MV1                | 2016 | 57WMD2C68GM100427 | 3        | 1            |                    |                                 | Good              |                                  |              |
| 2003                                         | Tesco        | MV1                | 2016 | 57WMD2C68GM100430 | 4        | 1            |                    |                                 | Good              |                                  |              |
| 21T                                          | Ford         | F250               | 2011 | 1FTBF2B60CEA13486 | 2        | 0            |                    |                                 | N/A               |                                  |              |
| 2001                                         | Tesco        | MV1                | 2016 | 57WMD2C6XGM100090 | 3        | 1            |                    |                                 | Excellent         |                                  |              |
| 2004                                         | Tesco        | MV1                | 2016 | 57WMD2C6XGM100588 | 3        | 1            |                    |                                 | Excellent         |                                  |              |
| 1045                                         | Gillig       | Bus 35'            | 2009 | 15GG8271491176678 | 33       | 4            |                    |                                 | Poor              |                                  |              |
| 1046                                         | Gillig       | Bus 35'            | 2009 | 15GG8271491176679 | 33       | 4            |                    |                                 | Poor              |                                  |              |
| 1055                                         | Gillig       | Bus 35'            | 2013 | 15GG82711D1182478 | 30       | 2            |                    |                                 | Good              |                                  |              |

| Vehicle                                      | Make     | Model         | Year | VIN               | Capacity | W/C Capacity | Vehicle in Service |             | Vehicle Condition | Assigned Program (if applicable) | Service Area |
|----------------------------------------------|----------|---------------|------|-------------------|----------|--------------|--------------------|-------------|-------------------|----------------------------------|--------------|
| Lima Allen County Regional Transit Authority |          |               |      |                   |          |              |                    |             |                   |                                  |              |
| 1056                                         | Gillig   | Bus 35'       | 2013 | 15GC82713D1182479 | 30       | 2            |                    |             | Good              |                                  | Allen        |
| 1059                                         | Gillig   | Bus 35'       | 2014 | 15GGB2717E1182079 | 33       | 4            |                    |             | Good              |                                  |              |
| 1060                                         | Gillig   | Bus 30'       | 2014 | 15GGE2710E1092750 | 25       | 2            |                    |             | Good              |                                  |              |
| 1070                                         | Gillig   | Bus 29'       | 2016 | 15GGE2718G1093082 | 23       | 2            |                    |             | Good              |                                  |              |
| 1071                                         | Gillig   | Bus 35'       | 2016 | 15GGB2719H1186204 | 31       | 4            |                    |             | Good              |                                  |              |
| 1072                                         | Gillig   | Bus 35'       | 2018 | 15GGB2717J3191489 | 30       |              | M-Sat              | -9:50pSat6a | Excellent         | N/A                              |              |
| 1073                                         | Gillig   | Bus 35'       | 2018 | 15GGB2713J3191490 | 30       | 2            |                    |             | Excellent         |                                  |              |
| 1074                                         | Gillig   | Bus 35'       | 2019 | 15GGB2717K3192093 | 29       | 3            |                    |             | Excellent         |                                  |              |
| 1075                                         | Gillig   | Bus 35'       | 2019 | 15GGB2719K3192094 | 29       | 3            |                    |             | Excellent         |                                  |              |
| 1076                                         | Gillig   | Bus 35'       | 2019 | 15GGB2710K3192095 | 29       | 3            |                    |             | Excellent         |                                  |              |
| 13E                                          | Ford     | Explorer      | 2013 | 1FM5K887DGB71161  | 8        | 0            |                    |             | N/A               |                                  |              |
| Trolley                                      | Chance   | Trolley       | 1991 | 1C9CS2DS5MW077587 | 20       | 0            |                    |             | N/A               |                                  |              |
| Van Wert County Council on Aging             |          |               |      |                   |          |              |                    |             |                   |                                  |              |
| 7006                                         | Dodge    | Caravan       | 2009 | 602742            |          |              |                    |             |                   | N/A                              | Van Wert     |
| 7007                                         | Dodge    | Braun Caravan | 2016 | 202887            |          |              |                    |             | Good              | 5310                             |              |
| 7003                                         | Lincoln  | MKZ           | 2009 | 615892            |          |              |                    |             |                   | N/A                              |              |
| 7002                                         | Dodge    | Caravan       | 2017 | 826496            |          |              |                    |             |                   | N/A                              |              |
| 7008                                         | Ford     | Transit 350   | 2019 | 839519            |          |              | M-F                | 8a-4p       | Very Good         | 5310                             |              |
| 7009                                         | Plymouth | Voyager       | 2021 | 602123            |          |              |                    |             | Excellent         |                                  |              |
| 7010                                         | Ford     | E 350         | 2022 | A69688            |          |              |                    |             |                   |                                  |              |
| 7004                                         | Jeep     | Compass       | 2024 | T135657           |          |              |                    |             |                   | N/A                              |              |

## Summary of Existing Resources

The Area Agency on Aging 3's Mobility Management Project covers 6 of the 7 traditional counties served by the agency. Hancock County has a designated Mobility Manager housed through HHWP Community Action and serves Hancock and Wyandot Counties.

In Allen County, the Allen County Regional Transit Authority (ACRTA) provides public transportation through both fixed-route and Uplift (paratransit) services. ACRTA successfully passed a levy in May of 2019, positioning them to expand and enhance their existing services. Allen County voters continue to support the Allen County Council on Aging, and Delphos Senior Center to provide transportation to individuals over the age of 60 and offer other supportive services to assist in maintaining independence in that population. Allen County Job and Family Services provides NET (non-emergency transportation services) for Medicaid eligible customers. NET provides transportation to and from Medicaid providers. Transportation authorization may be in the form of bus passes, cab or van service, or mileage reimbursement. Individuals must complete a medical transportation application in order to be eligible.

Auglaize County is much more limited with regards to transportation options. The Auglaize County Council on Aging provides transportation to individuals over the age of 60 using levy dollars. Job and Family Services provides Medicaid recipients gas reimbursements.

Mercer County Council on Aging provides transportation to Mercer County residents aged 60 or older through the use of levy dollars. Mercer County JFS supports Medicaid eligible individuals by providing gas vouchers/reimbursements to medical appointments. Mercer County has very limited public transportation and has expressed interest in applying for 5311 funds to support a rural public transit option to increase access for the public to medical and non-medical needs. Mercer County receives transportation services through the Find A Ride project through the Area Agency on Aging 3.

Van Wert County Council on Aging and Delphos Senior Citizens Center provide transportation to VW County residents aged 60 or older through the use of levy dollars. VWJFS employs a part-time driver to assist with Medicaid transportation but can also offer gas voucher/reimbursements to Medicaid eligible individuals.

### III. Assessment of Transportation Needs and Gaps

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

Area Agency on Aging 3 hosted 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.

The following methods were used to assess transportation needs and gaps

- Assessment of data and demographics
- Public surveys were distributed, organizations were sent surveys, stakeholder meetings were held as well as focus groups in the counties.

#### General Public and Stakeholder Meetings/Focus Groups

Area Agency on Aging 3 hosted and facilitated local meetings and focus groups to discuss the unmet transportation needs and gaps in mobility and transportation. 13 people participated in the meetings. Of those, 5 self-identified as older adults and 0 self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

During the meeting, the Area Agency on Aging 3 Mobility Manager presented highlights of historical coordinated transportation in Allen, Auglaize, Mercer, and Van Wert counties 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 stakeholders were asked to review the gaps in transportation services and needs from the previous plan/or update and identify any gaps that were no longer valid and any new needs/gaps, which the facilitator deleted/added to/from a list. 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.

#### Surveys

The following survey summary includes information gained from surveys that were distributed to gain information for transportation needs in Allen, Auglaize, Mercer, and Van Wert counties. The survey was made available through mass mailings, through AAA3, online access, and QR codes available to the general public. 95.82% of respondents were over the age of 60. 49.62% of respondents self-identified as having a disability that required them to use a cane, walker, wheelchair, or other device to help them get around.

Of the 263 surveys returned 57.25% of the individuals indicated they had utilized their own vehicles, while 39% indicated they had utilized family and friends for transportation to work/appointment/shopping/social activities/etc. in the last 12 months.

**Question #1-** Mark ALL of the Transportation you or your family have used in the last 12 months to travel to work, appointments, shopping, social activities, etc. (Mark all that apply)

| <u>Answer Choices</u>             | <u>Responses</u> | <u>Percentage</u> |
|-----------------------------------|------------------|-------------------|
| Fixed Route Public Transportation | 9                | 3.43%             |
| RTA Uplift                        | 8                | 3.05%             |
| Find a Ride                       | 29               | 11.06%            |
| Family/Friends                    | 104              | 39.69%            |
| Personal Vehicle                  | 150              | 57.25%            |
| Uber/Lyft                         | 4                | 1.53%             |
| Other (please specify)*           | 68               | 25.95%            |

\*Other included COAs/Senior Centers, Coleman/Recovery Coach, Buckeye Health, CPS, Car, Veteran's services, Black & White Cab, Clymer Medical Transport, Insurance, Senior bus ride, Bicycle/Walking, None, and Did not answer.

When asked about what days/times they most often need transportation, 30.14% indicated Monday-Friday in the morning, 22.81% indicated Monday-Friday in the afternoon, 4.94% endorsed Monday-Friday in the evening, and 6.08% marked weekends.

**Question #2-** When do you most often need transportation? (Mark all that apply)

| <u>Answer Choices</u>    | <u>Responses</u> | <u>Percentage</u> |
|--------------------------|------------------|-------------------|
| Monday-Friday Mornings   | 80               | 30.14%            |
| Monday-Friday Afternoons | 60               | 22.81%            |
| Monday-Friday Evenings   | 13               | 4.94%             |
| Weekends                 | 16               | 6.08%             |
| Other (please specify)*  | 123              | 46.77%            |

\*Other responses included: Drive myself, Daily errands/activities, Monthly, As needed, Various time daily, For medical appointments, When cannot use personal vehicle, When doctor says do not drive, A combination of the days and times in question, None, and Did not answer.

When asked if you or family member/friends ever need transportation outside of your county but never have it, 74.33% indicated "No", 9.96% indicated "Yes", and 15.70% endorsed "sometimes".

Respondents were also asked to identify what they felt was the biggest transportation need for them, or for their community in general. 65.23% responded with medical appointments, 51.95% responded with shopping/grocery/pharmacy, and 28/90% responded with "other".

**Question #3-** Which of the following are your most visited destinations when transportation is available to you? (Mark all that apply)

| <u>Answer Choices</u>       | <u>Responses</u> | <u>Percentage</u> |
|-----------------------------|------------------|-------------------|
| Work                        | 12               | 4.58%             |
| Medical Appointments        | 186              | 70.72%            |
| Shopping, Grocery, Pharmacy | 147              | 56.10%            |
| Senior Center               | 28               | 10.69%            |
| Social Activity             | 40               | 15.27%            |
| Church                      | 61               | 23.28%            |
| Other (please specify)*     | 66               | 25.19%            |

\*Other responses included: JFS and Bank, School, Evening transportation that doesn't cost a fortune, Pay bills, Pick up prescriptions, Need for bus covering a larger area, Lima doctors and Findlay doctors, No issues, Safe walking areas without worrying of being hit by cars, bikes, etc., Meals, Take a ride to get out of my home, Providing rides for family members, None, and Did not answer.

## 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:

- Passengers by Eligibility Type
- Costs per Mile
- Costs per Trip
- Cost per Passenger
- Passengers per Trip
- Vehicle Maintenance Costs
- Driver Training Costs
- Administrative Overhead
- Adequate funding
- Limiting rules and regulations, both federal and state
- Potential increase in cost of liability insurance
- Agencies protective of their vehicles and hesitant to share
- Determining fair shared cost

Annual Review: 2023-2024 (additional challenges):

- Cost of vehicle acquisition and increased timeline to acquire vehicles.
- Increased Driver wages
- Lack of specialized medical providers in rural counties (requires more travel)

## 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.

| Table 20<br>Prioritized Unmet Mobility Needs |                                                               |                                                                           |
|----------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------------------|
| Rank                                         | Unmet Need Description                                        | Method Used to Identify & Rank Need                                       |
| 1                                            | Employment Transportation                                     | Coalition meetings, transportation surveys, public participation meetings |
| 2                                            | NEMT Transportation options                                   | Coalition meetings, transportation surveys, public participation meetings |
| 3                                            | Increase demand response options                              | Coalition meetings, transportation surveys, public participation meetings |
| 4                                            | Evening and weekend services                                  | Coalition meetings, transportation surveys, public participation meetings |
| 5                                            | Increase public awareness of transportation options           | Coalition meetings, transportation surveys, public participation meetings |
| 6                                            | Increase funding for wheelchair accessible vehicles           | Coalition meetings, transportation surveys, public participation meetings |
| Allen                                        | Employment Transportation: JFS provides 90 days, income based | Coalition meetings, transportation surveys, public participation meetings |
| Auglaize                                     | No Public Transit                                             | Coalition meetings, transportation surveys, public participation meetings |
| Mercer                                       | No Public Transit                                             | COLT Coalition                                                            |
| Van Wert                                     | No Public Transit                                             | Coalition meetings, transportation surveys, public participation meetings |

## IV. Goals and Strategies

### Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, the Area Agency on Aging 3 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 four 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 Allen, Auglaize, Mercer, and Van Wert region will work toward improved partnership coordination and overall coordination.**

**Needs Being Addressed:** Transportation Providers, stakeholders, and community members who utilize transportation services will communicate, cooperate, and work collaboratively to meet the transportation needs of the region.

#### **Strategy 1.1: The region will continue to maintain and expand membership for the FACTS coalition.**

**Timeline for Implementation:** Ongoing

##### **Action Steps:**

1. FACTS coalition will meet quarterly with Allen, Auglaize, Mercer, and Van Wert stakeholder and FACTS coalition members.
2. Continue to identify stakeholders.
3. Increase community participation of those over the age of 60, and anyone with a disability to assist with planning.

**Parties Responsible for Leading Implementation:** Area Agency on Aging 3/Mobility Manager, lead agency for the Coordinated Plan.

**Parties Responsible for Supporting Implementation:** FACTS coalition members, Mobility Manager

**Resources Needed:** meeting space, mileage, staff time, meeting supplies, marketing.

**Potential Cost Range:** No direct costs

**Potential Funding Sources:** ODOT 5310 funding for Mobility Management

##### **Performance Measures/Targets:**

1. Number of FACTS coalition meetings held
2. Number of stakeholders attending transportation meetings
3. Number of new coalition members
4. Number of trips provided through AAA3 Find A Ride project

#### **Strategy 1.2: Mobility Manager will serve as a liaison and transportation expert for each county.**

**Timeline for implementation:** Ongoing

**Action Step:**

1. Mobility Manager will maintain an active presence in coalition meetings and will facilitate the quarterly FACTS coalition meetings.

**Parties Responsible for Leading Implementation:** AAA3 Mobility Manager

**Parties Responsible for Supporting Implementation:** Mobility Manager and FACTS Coalition Members

**Resources Needed:** Mobility Manager's salary and travel expenses, supplies for meetings.

**Cost Range:** Mobility Manager's salary, travel, office supplies

**Funding Sources:** ODOT 5310 Mobility Management funding from ODOT, local match

**Performance Measures/Targets:**

1. Number of Coordinated Projects introduced by Mobility Manager/Lead Agency
2. Mobility Manager/Lead Agency's level of introducing key people who can meet needs.
3. Number of community outreach activities performed by the Mobility Manager.

**2023-2024 Goal Progress Update:**

The FACTS Coalition has increased their coordination efforts by adding 17 new stakeholders since the beginning of 2023. AAA3 Mobility Management continues to host quarterly TAC meetings where coordinated plan goals are discussed. AAA3 Mobility Management continues to recruit new members at local partnership meetings as well as through current connections within FACTS. Additionally, community outreach to the public has increased and as a result, end users of transportation have begun attending meetings.

**2024-2025 Goal Progress Update:**

The FACTS Coalition has increased their coordination efforts by adding 17 new stakeholders since the last plan update. AAA3 Mobility Management continues to host quarterly TAC meetings where coordinated plan goals are discussed. Additionally AAA3 Mobility Management has initiated sub-committees for each Goal within the FACTS Coalition. AAA3 Mobility Management continues to recruit new members at local partnership meetings as well as through current connections within FACTS. Additionally, community outreach to the public has increased and as a result, end users of transportation have begun attending meetings.

**2025-2026 Goal Progress Update:**

The FACTS Coalition has increased their coordination efforts by adding 16 new stakeholders since the last plan update. AAA3 Mobility Management continues to host quarterly TAC meetings where coordinated plan goals are discussed. AAA3 Mobility Management has begun holding TAC meetings in each county with a focus on the unmet needs and progress made in those counties. AAA3 Mobility Management continues to recruit new members at local partnership meetings as well as through current connections within FACTS. Additionally, community outreach to the public has increased and as a result, end users of transportation have begun attending meetings.

**Goal #2: The FACTS Coalition will work to educate and increase knowledge of available transportation options among the general public as well as influencers of local public opinion.**

**Needs Being Addressed:** Increase public awareness of transportation options. Community members and public officials gain a better awareness of transportation options and efforts that exist. Address gaps in transportation service.

**Strategy 2.1: FACTS Coalition will work to create an awareness campaign to promote transportation options within the region and identify new resources.**

**Timeline for Implementation:** Ongoing

**Action Steps:**

1. Develop a flow chart to be accessible on-line that assists individuals with navigating their options.
2. A web-based resource guide will be maintained on the AAA3 website, and information included in marketing materials to be distributed to the community.

3. Engage and foster relationships with transportation providers that traditionally have not participated in coordinated efforts.
4. Promote ride-share options and other non-traditional transportation options.

**Parties Responsible for Leading Implementation :** AAA3 Mobility Manager

**Parties Responsible for Supporting Implementation:** Ohio Department of Transportation, local transportation providers, FACTS Coalition members.

**Resources Needed :** Marketing dollars, staff time, technology.

**Potential Cost Range:** Dependent upon project

**Funding Sources:** ODOT 5310 Mobility Management funding, local match

**Performance Measures/Targets:**

1. New transportation providers/community organizations attending FACTS coalition.
2. Resource guide developed, distributed, and kept updated with most current information.

### **2023-2024 Goal Progress Update:**

AAA3 Mobility Management has updated the AAA3 transportation website to include all transportation options available to the community in Allen, Auglaize, Mercer, and Van Wert Counties. AAA3 has also updated Find A Ride brochures and marketing materials to be distributed at community events. AAA3 Mobility Management has marketed at transition fairs, No-Wrong Door events, OMJ partnership meetings, Mercer County COLT, Multi-Agency Partnership meetings, senior health fairs, senior resource networks, county boards of developmental disabilities, and local, state, and national conferences. AAA3 Mobility Management also presented on contracted services (Find A Ride) at the 2023 US Aging Conference in Salt Lake City, UT. Additionally, AAA3 Mobility Management has promoted and helped to maintain the online resource, Gohio Mobility.

### **2024-2025 Goal Progress Update:**

AAA3 Mobility Management continues to maintain the AAA3 transportation website, which includes all transportation options available to the community in Allen, Auglaize, Mercer, and Van Wert Counties. AAA3 Mobility Management is developing county specific pamphlets with transportation information. AAA3 Mobility Management has marketed at transition fairs, No-Wrong Door events, OMJ partnership meetings, Mercer County COLT, Multi-Agency Partnership meetings, senior health fairs, senior resource networks, county boards of developmental disabilities, and local, state, and national conferences. Additionally, AAA3 Mobility Management continues to promote the online resource, Gohio Mobility.

### **2025-2026 Goal Progress Update:**

AAA3 Mobility Management continues to maintain the AAA3 transportation website, which includes all transportation options available to the community in Allen, Auglaize, Mercer, and Van Wert Counties. AAA3 Mobility Management has developed county specific pamphlets with transportation information. These pamphlets have begun to be distributed locally. AAA3 Mobility Management will be introducing a quarterly Mobility Newsletter to be distributed electronically. This newsletter will highlight MM initiatives through the 4 county region. AAA3 Mobility Management has marketed at transition fairs, No-Wrong Door events, OMJ partnership meetings, Mercer County COLT, Multi-Agency Partnership meetings, senior health fairs, senior resource networks, county boards of developmental disabilities, and local, state, and national conferences. Additionally, AAA3 Mobility Management continues to promote the online resource, Gohio Mobility.

### **Goal #3: The Allen, Auglaize, Mercer, and Van Wert Region will work to secure additional funding sources to support and expand accessible transportation options.**

**Needs Being Addressed:** Employment Transportation, NEMT transportation options, increase funding for wheelchair accessible vehicles. Funding sources are often limited to specific services, limited geographic areas, specific eligibility criteria for individuals to receive services, etc. Additional goals being addressed include no public transit in Auglaize, Mercer, and Van Wert Counties.

### **Strategy 3.1: Local Coordination partners will work together to sustain, maintain, and expand transportation services.**

**Timeline for Implementation:** Ongoing

**Action Steps:**

1. Work toward filling transportation gaps.
2. Consider 5311 funding for rural counties of Auglaize, Mercer, and Van Wert.

**Parties Responsible for Leading:** Mobility Manager, and all transportation providers in Allen, Auglaize, Mercer, and Van Wert Counties.

**Parties Responsible for Supporting:** FACTS coalition, Mobility Manager

**Resources Needed:** Capital and Operating expenses

**Funding Sources:** ODOT Section 5310, ODOT Section 5311, local match dollars, General Revenue Funds, unrestricted funding.

**Performance Measures:**

1. Number of Individuals served
2. Number of trips taken
3. Number of vehicles providing transportation services within four-county region

**2023-2024 Goal Progress Update:**

AAA3 Mobility Management has secured 5 new Memorandums of Understanding (MOU) with agencies who provide local funding which aids in drawing down federal funds. Additionally, AAA3 Mobility Management secured an MOU with Allen County Job and Family Services to assist with employment transportation for those with no other community options. AAA3 Mobility Management has attempted to discuss public transportation in rural counties, with little movement.

**2024-2025 Goal Progress Update:**

AAA3 Mobility Management has secured 3 new Memorandums of Understanding (MOU) with agencies who provide local funding which aids in drawing down federal funds. These MOUs help to assist with employment transportation for those with no other community options. AAA3 Mobility Management has attempted to discuss public transportation in rural counties, with little movement.

**2025-2026 Goal Progress Update:**

AAA3 Mobility Management has secured 1 new Memorandum of Understanding (MOU) to provide local funding which aids in drawing down federal funds. This MOU will help to assist with employment transportation for those with no other community options. AAA3 Mobility Management has supported neighboring counties in their efforts to bring public transportation to their communities, in the hopes of connecting the region through public transit.

**Goal #4: The Allen, Auglaize, Mercer and Van Wert region will work to identify and fill gaps in transportation service and unmet needs.**

**Needs Being Addressed:** Increase demand response options, evening and weekend services. Fill transportation gaps for individuals needing transportation during peak hours, early morning hours, evening hours, weekends, and holidays.

**Strategy 4.1 Utilize local transportation coalitions, mobility management, and community survey to identify gaps in service and develop solutions.****Strategy 4.2 Support transportation for people with disabilities, older adults and low-income individuals.****Action Steps:**

1. Explore more demand response and on-demand, affordable services.
2. Explore volunteer transportation programs.
3. Continue to use programs and services that attempt to fill transportation gaps.
4. Promote Find A Ride to fill transportation gaps as well as AAA3 Mobility Management

**Parties responsible for leading implementation:** AAA3 Mobility Manager, FACTS Coalition

**Resources Needed:** Funding, Staff time, building space, publication and printing materials, and capital needs.

**Funding Source:** Current ODOT 5310 funding (Operating and MM)

**Performance Measures:**

1. Number of trips provided in peak hours
2. Marketing of Find A Ride and current providers of peak hour services
3. Number of volunteer transportation opportunities explored

**2023-2024 Goal Progress Update:**

AAA3 Mobility Management has completed six focus groups within Allen, Auglaize, Mercer, and Van Wert Counties to discuss gaps in transportation, what is working, and the general safety of available transportation services. AAA3 Mobility Management has continued to work with Catholic Social Services for RideConnect, a volunteer driver program in Auglaize and Mercer counties. AAA3 Mobility Management has conducted surveys surrounding Find A Ride services. The FACTS Coalition continues to collaborate on non-traditional means of transportation and rare transportation concerns.

**2024-2025 Goal Progress Update:**

AAA3 Mobility Management has completed six focus groups within Allen, Auglaize, Mercer, and Van Wert Counties to discuss gaps in transportation, what is working, and the general safety of available transportation services. AAA3 Mobility Management has continued to work with Catholic Social Services for RideConnect, a volunteer driver program in Auglaize and Mercer counties. AAA3 Mobility Management has conducted surveys surrounding transportation services. AAA3 Mobility Management is currently exploring a ride chaperone program to assist individuals that need a trusted adult to check them out after certain medical procedures.

**2025-2026 Goal Progress Update:**

AAA3 Mobility Management has completed three focus groups within Allen, Auglaize, Mercer, and Van Wert Counties to discuss gaps in transportation, what is working, and the general safety of available transportation services. AAA3 Mobility Management has continued to work with Catholic Social Services for RideConnect, a volunteer driver program in Auglaize and Mercer counties. AAA3 Mobility Management lead a transportation panel discussion in Mercer county. AAA3 Mobility Management has launched Trusted Riders, a ride chaperone program to assist individuals that need a trusted adult to check them out after certain medical procedures. AAA3 Mobility Management has partnered with County Boards of DD to promote the Blue Envelope Program, a voluntary, localized initiative designed to assist drivers with autism spectrum disorder (ASD), cognitive, or communication challenges during traffic stops.

## VI. Plan Adoption

The FACTS coalition developed a timeline for the Plan's adoption to: (a) ensure the planning process was inclusive; (b) the DRAFT Plan was fully vetted while it circulated thru the 4-County region; and (c) that transportation providers would be eligible for the FTA 5310 Grant Program. Surveys and focus groups occurred throughout the summer of 2019. Public meetings occurred July 3rd, 2019, and July 17<sup>th</sup>, 2019.

Additional Focus Groups were held in the Summer of 2023 and Spring of 2024. This Coordinated plan was published for public comment in August of 2022 and approved by county commissioners in April of 2023.

The FACTS coalition voted on the adoption of this document.

## 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 Leann Unverferth.

### Agency Representation

|                                                           |                                                   |
|-----------------------------------------------------------|---------------------------------------------------|
| Alice Curth- Delphos Senior Citizens                      | Ken Penix- Coleman Behavioral Health              |
| Adam Wagner- K&P Medical Transport                        | Kim Bruns- West Ohio Community Action             |
| Erin Hardesty- United Way of Great Lima                   | Kevin Matthews- Van Wert Council on Aging         |
| Bob Warren- Auglaize County COA                           | Joe Lewis- Marimor Industries                     |
| Brian Hathaway- Spirit Medical Transport                  | Lisa Steffen- Lima/Allen Regional Planning        |
| Carole Ennekin- Family and Children First Council (Allen) | Margaret Lawrence- Coleman Behavioral Health      |
| Cory Noonan- Allen County Commissioners                   | Shaunna Basinger- Lima Allen Regional Planning    |
| Chad Premo- Lima Allen County Paramedics                  | Mike Hensley- Allen County Council on Aging       |
| Candy Prowant- Destination Care                           | Joe Patton- Allen County Job and Family Services  |
| Heather Joliff- Clymer Medical Transport                  | Josh Parker- Allen County Job and Family Services |
| Jacob King- Rhodes State/Low Vision Coalition             | Rashawna Perry- Marimor Industries                |
| Jerry Hunt- Bittersweet at Betty's Farms                  | Sandra Bullock- Right At Home Senior Care         |
| Julie Gossard- Auglaize County Job and Family Services    | Sarah Beery- Clymer Medical Transport             |
| Karen Garland- ACRTA                                      | Dawn Daughtery- Mercer County Council on Aging    |
| Lori McGuire- ACRTA                                       | Melodie Conley- Allen County Board of DD          |

## Appendix A-1: List of Planning Committee Participants: Ongoing

### Agency Representation

#### Updated list for 2023 and 2024:

|                                                            |                                                               |
|------------------------------------------------------------|---------------------------------------------------------------|
| Alice Curth- Delphos Senior Citizens                       | Kathy Wills- Van Wert Co. General Health District             |
| Adam Wagner- K&P Medical Transport                         | Lori McGuire- ACRTA                                           |
| Amber Martin- City of Lima                                 | Karen Blumhorst- Capabilities                                 |
| Erin Hardesty- United Way of Greater Lima                  | Ken Penix- Coleman Behavioral Health                          |
| Bob Warren- Auglaize Council on Aging                      | Kim Bruns- West Ohio Community Action                         |
| Brian Hilvers- Putnam County EMA                           | Kevin Matthews- Van Wert Council on Aging                     |
| Carole Enneking- Family and Children First Council (Allen) | Joe Lewis- Marimor Industries                                 |
| Christa Bauer- Lima Memorial Hospital                      | Margaret Lawrence- Coleman Behavioral Health                  |
| Cory Noonan- Allen County Commissioners                    | Mike Hensley- Allen County Council on Aging                   |
| Chad Premo- Lima Allen County Paramedics                   | Joe Patton- Allen County Job and Family Services              |
| Candy Prowant- Destination Care                            | Josh Parker- Allen County Job and Family Services             |
| Chelsie Niese- Bridge Home Health and Hospice              | Rashawna Perry- Marimor Industries                            |
| Dawn Daughtery- Mercer County Council on Aging             | Sandra Bullock- Right At Home Senior Care                     |
| Diane Gable- Foundations Behavioral Health                 | Sarah Beery- Clymer Medical Transport                         |
| Erinn Sellers- Van Wert JFS                                | Shelly Gearing- Allen County Department of Health             |
| Heather Joliff- Clymer Medical Transport                   | Sherrye Lamma- Auglaize County Veterans Services              |
| Jacob King- Rhodes State/Low Vision Coalition              | Tammie Colon- MHR SB                                          |
| Jerry Hunt- Bittersweet at Betty's Farms                   | Tammy Smith- Allen County Board of DD                         |
| Jodi Warnecke- Putnam County Council on Aging              | Tonya Dye- IACRPC                                             |
| Julie Gossard- Auglaize County Job and Family Services     | Trey McDonald- Right At Home                                  |
| Julie Champa- Bittersweet at Betty's Farms                 | Tom Berger- Allen Co Ofc of Homeland Security & Emergency Mng |
| Karen Garland- ACRTA                                       |                                                               |

### Updated list for 2025:

Adam Wagner- K&P Medical Transport  
Alice Curth – Delphous Senior Citizens  
Amber Jones – Area Agency on Aging 3  
Amber Martin – City of Lima  
Beca Sheidler – United Way  
Beth Butler – Venture Link  
Bob Warren – Auglaize Council on Aging  
Carole Enneking- Allen County Family & Children First Council  
Chelsea Rue – Allen County Family & Children First Council  
Chelsie Neise- Bridge Home Health & Hospice  
Crystal Brewer – Ohio Department of Travel  
Dawn Daughtery- Mercer County Council on Aging  
Ella Napier- Allen County Council on Aging  
Erin Hardesty – United Way  
Heather Jurosic – Grand Lake Health Systems  
Jerry Hunt- Bittersweet at Betty's Farms  
Jessie Doyle – Allen County Job & Family Services  
Joe Lewis – Marimor Industries

Joe Paton – Allen County Job & Family Services  
Katelynn Inez- Lima Allen County Regional Planning Commission  
Kelli Dodson – Fresenius Kidney Care Lima  
Kevin Matthews- Van Wert Council on Aging  
Leann Unverferth – Area Agency on Aging 3, Mobility Manager  
Liz Yost  
Lori McGuire- Allen County Regional Transit Authority  
Megan Kinnear- Lima Allen County RPC  
Michael Burkholder – Ohio Department of Job & Family Services  
Mike Hensley- Allen County Council on Aging  
Robert (Bob) Warrner- Auglaize Council on Aging  
Sara Beery- Clymer Medical Transport  
Shelby Poling – Area Agency on Aging 3, Mobility Navigator  
Shelly Gearing- Allen County Public Health  
Stefanie Motter – Area Agency on Aging 3,  
Tammy Smith – Allen Co Board of Developmental Disabilities  
Will Thompson – Allen County Veterans Service Office

### Updated List for 2026:

Auglaize Q2

Mercer Q2

Van Wert Q2

Adam Wagner- K&P Medical Transport  
Alice Curth- Delphos Senior Citizens  
Amber Jones- Area Agency on Aging 3  
Amber Martin- City of Lima  
Amy Jacobs- Mercer County COA  
Angela Nickell- Mercer County JFS  
Beca Sheidler- United Way of Greater Lima  
Beth Butler- Venture Linx  
Blair Tempic- Mercer County Veterans Services  
Bob Warren- Auglaize County COA  
Brent Richter- Village of New Bremen  
Carole Enneking- Allen County FCFC  
Chelsea Rue- Allen County FCFC  
Chelsie Neise- Bridge Home Health & Hospice  
Colleen Barry- LACRPC  
Crystal Brewer- ODOT  
Crystal Weitz- HHWP CAC  
Dawn Daughtery- Mercer County COA  
Destination Care  
Diane Gable- Foundations Behavioral Health Services  
Doug Bertke- Valco Industries  
Elizabeth Rinderle  
Ella Napier- Allen County COA  
Erin Hardesty- United Way of Greater Lima  
Erin Schimmoeller  
Erin Szippel- Van Wert County COA  
Heather Jurosic- Joint Twp. District Memorial Health  
Heather Robinson- Catholic Social Services  
Jacob King- Low Vision Coalition  
Jacob Rigali  
Jen Edwards

Jerry Hunt- Bittersweet at Betty's Farms  
Jo Douglas  
John Folk- Putnam County JFS  
Joe Lewis- Marimor Industries  
Katelynn Inez- LACRPC  
Kelly Dodson- Fresenius of Lima  
Kevin Matthews- Van Wert COA  
Lauren Buchanan  
Leann Unverferth- Area Agency on Aging 3  
Liz Yost  
Lori McGuire- Allen County RTA  
Marcy Jett- YWCA  
Margaret Lawrence- Coleman Services  
Mary Steele- Area Agency on Aging 3  
Megan Kinnear- LACRPC  
Melissa Browder- Mercer County COA  
Michael Burkholder- Ohio Dept of JFS  
Nikki Boose- Hardin County COA  
Reba Wall- Allen MET Housing  
Rob Link- Mercer County Veterans Services  
Sandra- Right at Home  
Sarah Bery- Clymer Medical Transport  
Shelby Poling- Area Agency on Aging 3  
Shelly Gearing- Allen County Public Health  
Sherri Recker- Putnam County Health Dept  
Tammy Smith-Zak- Allen County Board of DD  
Terri Stewart- Mercer County COA  
Tre McDonald- Right at Home  
Tonya Sieftring- Auglaize County Board of DD  
Tova Brunk- Allen County OMJ  
Valeria Jones- Venture Linx

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting a planning committee, The Area Agency on Aging 3 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:

Leann Unverferth  
Area Agency on Aging 3, Mobility Manager  
567-940-9725  
lunverferth@psa3.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:

Leann Unverferth  
Area Agency on Aging 3, Mobility Manager  
567-940-9725

## Annual Review

### Annual Review 2023-2024:

The FACTS Coalition (transportation advisory committee) met on Wednesday May 29, 2024, in-person at the Allen County Regional Transit Authority and online through Teams, to conduct the annual review of the West Central Ohio Coordinated Transportation Plan for Allen, Auglaize, Mercer, and Van Wert Counties. The plan was reviewed; the coalition made no substantive changes to the plan. The FACTS Coalition voted on May 29, 2024, to adopt the plan. The lead agency submitted the annual review with updates, to the Ohio Department of Transportation on June 7, 2024.

### Annual Review 2024-2025:

The FACTS Coalition (transportation advisory committee) met on Wednesday June 11, 2025, in-person at the Area Agency on Aging 3 and online through Teams, to conduct the annual review of the West Central Ohio Coordinated Transportation Plan for Allen, Auglaize, Mercer, and Van Wert Counties. The plan was reviewed; the coalition made no substantive changes to the plan. The FACTS Coalition voted on June 11, 2025, to adopt the updates. The lead agency submitted the annual review with updates, to the Ohio Department of Transportation on June 13, 2025.

### Annual Review 2025-2026:

The Van Wert TAC met on May 18, 2026, in person at the Van Wert County Council on Aging to conduct an annual review of the West Central Ohio Coordinated Transportation Plan for Allen, Auglaize, Mercer, and Van Wert Counties (WCOCTP). The committee approved of the updates, and recommended the FACTS Coalition adopt the updates.

The Auglaize TAC met on May 20, 2026, in person at the Auglaize County Board of Commissioners, and online through Teams, to conduct an annual review of WCOCTP. The committee approved of the updates, and recommended the FACTS Coalition adopt the updates.

The Mercer TAC met on May 22, 2026, in person at the Mercer County Council on Aging to conduct an annual review of the WCOCTP. The committee approved of the updates, and recommended the FACTS Coalition adopt the updates.

The FACTS Coalition (TAC) met on Wednesday June 3, 2026, in-person at the Area Agency on Aging 3 and online through Teams, to conduct the annual review of the West Central Ohio Coordinated Transportation Plan for Allen, Auglaize, Mercer, and Van Wert Counties. The plan was reviewed; the coalition made no substantive changes to the plan. The FACTS Coalition voted on June 3, 2026, to adopt the plan. The lead agency submitted the annual review with updates, to the Ohio Department of Transportation on June 5, 2026.

## Amendment

If the plan has been amended between annual reviews, include that information here.

## 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.

## West Central Ohio Coordinated Public Transit & Human Services Transportation Plan Annual Review 2026

At its meeting on **May 18, 2026** the Van Wert County TAC reviewed the current Coordinated Public Transit & Human Services Transportation Plan, specifically focusing on the 2025-2026 updates to the Goals, Agency Representation, and Annual Review Updates. Finding these updates satisfactory, the Van Wert County TAC recommends the FACTS Coalition move forward with adopting the Annual Review as written.

Tim Szippel VNCOA  
Name & Agency

Michael A. Burkhart ODJFS-OWS  
Name & Agency

Kevin Curtis DSC  
Name & Agency

Kevin T. Matthews - VWCCOA  
Name & Agency KEVIN MATTHEWS

At its meeting on **May 20, 2026** the Auglaize County TAC reviewed the current Coordinated Public Transit & Human Services Transportation Plan, specifically focusing on the 2025-2026 updates to the Goals, Agency Representation, and Annual Review Updates. Finding these updates satisfactory, the Auglaize County TAC recommends the FACTS Coalition move forward with adopting the Annual Review as written.

Mike Burkholder ODJFS  
Name & Agency

Joe Vires Auglaize Co Veterans  
Name & Agency SUC

Eric L. Hester Auglaize County  
Name & Agency BOCC

Eric Hagaman Auglaize Co. Council  
Name & Agency on Aging

At its meeting on **May 22, 2026** the Mercer County TAC reviewed the current Coordinated Public Transit & Human Services Transportation Plan, specifically focusing on the 2025-2026 updates to the Goals, Agency Representation, and Annual Review Updates. Finding these updates satisfactory, the Mercer County TAC recommends the FACTS Coalition move forward with adopting the Annual Review as written.

At its meeting on **June 3, 2026** the FACTS Coalition reviewed the current Coordinated Public Transit & Human Services Transportation Plan, specifically focusing on the 2025-2026 updates to the Goals, Agency Representation, and Annual Review Updates. Finding these updates satisfactory, the FACTS Coalition moves to adopt the Annual Review as written.

Reba Wall - Allen Met Housing  
Name & Agency

Megan Linnas Lima-Allea Co.  
Name & Agency Regional Planning  
Commission

Loi McGuire - Allen County RT  
Name & Agency

Stephane Low VISSW  
Name & Agency COALITION

Marcy Jett - YWCA  
Name & Agency

Alie Cova Delphos  
Name & Agency Senior  
Citizens, Inc.

Sammy Smith - ACBDD  
Name & Agency

Erin Szippel VNCOA  
Name & Agency

SBK - DMJ/  
Name & Agency ACJFS  
Tdra Brn K

Kevin Matthews  
Name & Agency KEVIN MATTHEWS  
VNCCOA