Public Transit – Human Services Transportation Coordination Plan
2018-2021

Catholic Social Services of the Miami Valley
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Executive Summary

This plan is the Public Transit-Human Services Transportation Plan for Darke County. The Darke County Plan was initially developed in 2008 and was updated in 2017. This plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America’s Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five (5) years.

Transportation is a critical component of the communities in Darke County. Transportation provides access to jobs, education, health care, 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
   1. Senior Services
   2. Community Housing
   3. Darke County Board of Developmental Disabilities
   4. United Way
   5. Darke County Community Action Partnership
   6. Department of Job and Family Services
   7. Faith Based Community
   8. Spirit Medical Transport
   9. Integrity Ambulance Services
   10. Veteran’s Services

2. Identify and Prioritize community transportation needs
   1. County-Wide Transportation
   2. Affordable Transportation
   3. Early morning, Evening, Weekend and holiday Transportation
   4. County to county transportation

5. Establish a clear plan for achieving shared goals
   1. Establish framework for regular communication and collaboration, grant writing, among social service agencies and transportation providers.
   2. Determine lead agency or persons to coordinate efforts (may be various people from agencies willing to coordinate at first).
3. Include regular inter-agency meetings to discuss difficulties, brainstorming ways around them, idea sharing, etc.

4. Establish a framework to increase efficiencies, coordinating services and sharing resources including addressing liability, insurance, training, vehicle maintenance, and shared vehicle use procedures.

5. Seek grants/funding to address needs and achieve goals.

6. Promote the use of employer/employee tax benefits.

7. Increase the number of hours of available transportation (evenings and weekends).

8. Establish a core of drivers that could use various agency vehicles to assist with transportation needs.

9. Coordinate and consolidate dispatching and scheduling services.

10. Mobility Manager to coordinate services among agencies and other transportation providers.

11. Educate Darke county residents regarding more coordinated transportation opportunities and more affordable transportation options (marketing).

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

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

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

A focus group was held at Safe Haven on September 26, 2017. Flyers were sent to the disabled, elderly, low-income and general population as well as for-profit and non-profit organizations throughout Darke County.

There was 3 Planning Committee Meetings held with individuals invited to participate from the public as well as the private sector, for-profit and non-profit organizations, the elderly and disabled population.

Surveys were distributed to the public by handing them out on the transit, at senior events, to the disabled as well to agencies who provide transportation or reimburse for transportation.

This plan was developed and adopted by a planning committee. More information about the planning committee can be found in Appendix A.
I. Geographic Area
According to the U.S. Census Bureau, Darke County has an area of 600 square miles. Of those 600 square miles, only two square miles encompass water. The remaining land mass is predominately agricultural. Indiana is Darke County's western neighbor, and it borders the following Ohio counties: Mercer, Shelby, Miami, Montgomery, and Preble. Greenville is the county seat and by far its most populous city.

While there are no interstate highways passing through the county, the major thoroughfares are U.S. Route 36, U.S. Route 127, State Route 571, State Route 185, State Route 47, State Route 121, and State Route 722.

Map 1: Basic map of the geographic area covered by the plan
Map 2: Major trip generators in the geographic area.
II. Population Demographics

*(Information from U.S. Census Bureau)*

**Chart 1: Total Population Current and Projected for Five Years**

The population at the time of the last U.S. Census was 52,959. Since that time the population is estimated to have declined 2.2% to 51,778.

**Chart 2: Total Population by Age Group**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>2016 (%)</th>
<th>2010 (%)</th>
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</thead>
<tbody>
<tr>
<td>Persons under 5 years, percent, July 1, 2016</td>
<td>6.2%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Persons under 18 years, percent, July 1, 2016</td>
<td>24.0%</td>
<td>24.9%</td>
</tr>
<tr>
<td>Persons 65 years and over, percent, July 1, 2016</td>
<td>19.1%</td>
<td>16.9%</td>
</tr>
<tr>
<td>Persons under 5 years, percent, April 1, 2010</td>
<td></td>
<td>6.7%</td>
</tr>
<tr>
<td>Persons under 18 years, percent, April 1, 2010</td>
<td></td>
<td>24.9%</td>
</tr>
<tr>
<td>Persons 65 years and over, percent, April 1, 2010</td>
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<td>16.9%</td>
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**Chart 3: Total Population by Race**

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<tr>
<th>Race</th>
<th>2016 (%)</th>
<th>2010 (%)</th>
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<tbody>
<tr>
<td>White alone, percent, July 1, 2016</td>
<td>97.6%</td>
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<tr>
<td>White alone, percent, April 1, 2010</td>
<td>97.8%</td>
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<tr>
<td>Black or African American alone, percent, July 1, 2016</td>
<td>0.6%</td>
<td></td>
</tr>
<tr>
<td>Black or African American alone, percent, April 1, 2010</td>
<td></td>
<td>0.4%</td>
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<tr>
<td>Category</td>
<td>Percentage</td>
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<tr>
<td>American Indian and Alaska Native alone, July 1, 2016</td>
<td>0.2%</td>
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<tr>
<td>American Indian and Alaska Native alone, April 1, 2010</td>
<td>0.2%</td>
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<tr>
<td>Asian alone, July 1, 2016</td>
<td>0.4%</td>
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<td>Asian alone, April 1, 2010</td>
<td>0.3%</td>
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<tr>
<td>Native Hawaiian and Other Pacific Islander alone, July 1, 2016</td>
<td>Z</td>
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<tr>
<td>Native Hawaiian and Other Pacific Islander alone, April 1, 2010</td>
<td>Z</td>
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<tr>
<td>Two or More Races, July 1, 2016</td>
<td>1.1%</td>
<td></td>
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<tr>
<td>Two or More Races, April 1, 2010</td>
<td>0.9%</td>
<td></td>
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<tr>
<td>Hispanic or Latino, July 1, 2016</td>
<td>1.5%</td>
<td></td>
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<tr>
<td>Hispanic or Latino, April 1, 2010</td>
<td>1.2%</td>
<td></td>
</tr>
<tr>
<td>White alone, not Hispanic or Latino, July 1, 2016</td>
<td>96.3%</td>
<td></td>
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<tr>
<td>White alone, not Hispanic or Latino, April 1, 2010</td>
<td>97.0%</td>
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**Chart 4: Number and percentage of people with disabilities**

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<tr>
<th>Description</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>With a disability, under age 65 years, 2011-2015</td>
<td>9.9%</td>
</tr>
<tr>
<td>9.9% of the population ~ 5,126 people</td>
<td></td>
</tr>
</tbody>
</table>
Chart 5: Number and percentage of households with incomes below the federal poverty level

| Households in poverty, percent | 11.3 percent of households ~ 2,354 households |

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

| Persons in poverty, percent | 9.6% of the population~ 4971 people |

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

| Language other than English spoken at home | 1.9% |

III. Assessment of Available Services

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

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

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.

**Greenville Transit System (GTS):** Gaps exist getting individuals to their doctors who have offices outside of Greenville. GTS is also limited in their county service due to limited dollars to support the trips. The one duplication of services is when the Veteran’s Services is only allowed to transport Veterans to Dayton.

**Community Action Partnership (CAP):** High private pay fees creates gaps in transportation for those that are not covered by Medicaid funding for medical trips. CAP also runs into the duplication of services with the Veterans having to ride the Veteran Services van for trips to the VA.
**Spirit Medical Transport:** Gaps in Spirit’s transportation are for trips outside of Greenville. Duplication of services comes more from individuals having a choice of which transportation provider they use.

**Community Unity:** If an individual meets the financial guidelines and can demonstrate a doctor’s appointment or job interview Community Unity will give the individual either a $10 or $25 gas card. The individual can reapply every 6 months or no more than 2 times a year. The gas cards are purchased through donations and Darke County United Way.

**Inventory of Transportation Providers**
- American Cancer Society
- Ann Ditmer, Volunteer Driver
- Brethren Home
- Brookdale Greenville
- Churches of Darke County
- Community Unity
- Darke County Community Action Partnership
- Darke County Job and Family Services
- Greenville City Schools
- Greenville Transit System
- Ohio Medical Transport
- Person Centered Services
- Petermann Charter
- Safe Haven
- Spirit Medical Transport
- Valley Transport
- Versailles Heath Care
- Veterans Services Darke County
- Village Green
- Your Happy Place
Existing Transportation Services
The following information is based on tabulations from the survey and interview results. A total of 4 organizations provided information about their services.

List of Transportation Service Providers
Agency Name: Safe Haven
Transportation Service Type: Human Service Agency Adjustable Route
Other Services Provided: Structured day of classes, support groups, meals, hopeline, payeeship
Contact Information: Doug Metcalfe
Hours: Tuesday-Friday 9am-5pm
Service Area: Darke County
Eligibility Requirements: 18 or older in need of mental health support Web-site: www.safehaveninc.com

Agency Name: Greenville Transit System
Transportation Service Type: Open door transportation within the City of Greenville with limited service in Darke County
Other Services Provided: N/A
Contact Information: Pam Garland, Transit Manager
Hours: M-F 6am-7pm; Saturday 8am-7pm; Sunday 8am-1pm; County Service M-F 8am-4:30pm with 24 hours’ notice & driver availability
Service Area: City of Greenville with limited service in Darke County
Eligibility Requirements: Public Transportation – No requirements, open to anyone Web-site: www.cityofgreenville.org/2172/Transit-Home

Agency Name: Brethren Retirement Community (BRC)
Transportation Service Type: Wheelchair/Paratransit
Other Services Provided: N/A
Contact Information: Lisa Gasper
Hours: M-F 8am-4pm
Service Area: All over
Eligibility Requirements: Must be a resident of BRC
Web-site: www.bhrc.org

Agency Name: Darke County Job and Family
Transportation Service Type: Medical
Other Services Provided: N/A
Contact Information: DIANN LEE 937-548-4132 EXT 341
Hours: M-F 8am-4pm
Service Area: Ohio
Eligibility Requirements: Medicaid Eligible Web-site:
The table below provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

### Table 1: Organizational Characteristics

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Directly Operates Transportation (Yes/No)</th>
<th>Purchases Transportation from Another Agency (if Yes, Who?)</th>
<th>Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)</th>
<th>Number of Annual One-Way Passenger Trips</th>
<th>Average Number Trip Denials per Week</th>
<th>Are Vehicles Only Available for Human Service Agency Clients (Y/N)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Haven</td>
<td>Yes</td>
<td>No</td>
<td>Private NonProfit</td>
<td>2602</td>
<td>0</td>
<td>Yes</td>
</tr>
<tr>
<td>Greenville Transit System (GTS)</td>
<td>Yes</td>
<td>No</td>
<td>Public-City of Greenville</td>
<td>55,000</td>
<td>0-denials 6-turndowns</td>
<td>No</td>
</tr>
<tr>
<td>Brethren Retirement Community</td>
<td>Yes</td>
<td>Yes-Integrity, Spirit &amp; GTS</td>
<td>Private NonProfit</td>
<td>700</td>
<td>10</td>
<td>No</td>
</tr>
<tr>
<td>JFS</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>11,000</td>
<td>0</td>
<td>N</td>
</tr>
</tbody>
</table>

* 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 ADA PARATRANSIT, DEMAND RESPONSE, and HUMAN SERVICE.
AGENCY FIXED ROUTES. All 3 of the participating organizations provide services on weekdays. 1 operates transportation on Saturdays and 1 on Sundays. Evening services after 5pm are operated by 1 organizations. The following table depicts the transportation service characteristics by agency.

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Mode of Service</th>
<th>Days &amp; Hours of Operation</th>
<th>Provides Medicaid-Eligible Trips (Y/N)</th>
<th>Level of Passenger Assistance Provided</th>
<th>Training Courses Required for Drivers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Haven</td>
<td>Human Service Agency adjustable route</td>
<td>Tues-Fri 9am5pm</td>
<td>N/A</td>
<td>Curb-to-Curb &amp; Door-toDoor</td>
<td>Multiple Staff Trainings and Defensive Driving</td>
</tr>
<tr>
<td>Greenville Transit System</td>
<td>Wheelchair lift equipped vans</td>
<td>M-F 6am-7pm Sat 8am-7pm Sun 8am-1pm</td>
<td>Only Through JFS</td>
<td>Curb-to-Curb &amp; Door-toDoor upon request</td>
<td>DRIVE, Defensive Driving, Drug and Alcohol training, pre &amp; post inspections, Blood borne Pathogens, BCI, CPR/1st Aid</td>
</tr>
<tr>
<td>Brethren Retirement Community</td>
<td>Wheelchair Van</td>
<td>M-F 8am-4pm</td>
<td>N/A</td>
<td>Door-to-Door</td>
<td>DRIVE</td>
</tr>
<tr>
<td>JFS</td>
<td>VEHICLE</td>
<td>24HR SERVICE</td>
<td>Y</td>
<td>WHEELCHAIR/STRETCHER</td>
<td></td>
</tr>
</tbody>
</table>
Transportation-related expenses and revenues also differ by organization. Medicaid is a common revenue source for transportation operators in Darke County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

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

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Fare Structure</th>
<th>Donations Accepted (Y/N)</th>
<th>Number of Full-Time &amp; Part-Time Drivers</th>
<th>Number of Full-Time &amp; Part-Time Schedulers/Dispatchers</th>
<th>Revenue Sources (most recent Fiscal Year)</th>
<th>Total Annual Transportation Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Haven</td>
<td>Free</td>
<td>No</td>
<td>2 PT per County</td>
<td>N/A (drivers)</td>
<td>Darke Co UW, Tri County Board of Recovery &amp; Mental Health Services, Grants and Donations</td>
<td>$19,500 &amp; Vehicle replacement as needed</td>
</tr>
<tr>
<td>Greenville Transit System</td>
<td>City: $3 general public - $1 E&amp;D County rates per zone $5-$25</td>
<td>Y</td>
<td>4 full time 10 part time</td>
<td>1 full time 4 part time</td>
<td>5311 Grant; 5339 Grant; Contracts with JFS and local agencies, city, advertising, state grant, E/D Grant</td>
<td>2016 $642,375 for operating and $136,030 for capital</td>
</tr>
</tbody>
</table>
The following table provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more.

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

<table>
<thead>
<tr>
<th>Transportation Option</th>
<th>Availability</th>
<th>Cost</th>
<th>Usage</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>No options identified</td>
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</table>

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

**Table 5: Transportation Resources**

<table>
<thead>
<tr>
<th>Transportation Resource</th>
<th>Availability</th>
<th>Cost</th>
<th>Usage</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>No programs identified</td>
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</tbody>
</table>
The following table illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles.

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Name of Scheduling Software</th>
<th>Do you have an App for Transportation (Y/N)?</th>
<th>Name of Dispatching Software</th>
<th>AVL System/GPS (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greenville Transit System</td>
<td>Ecolane</td>
<td>Yes</td>
<td>Ecolane</td>
<td></td>
</tr>
</tbody>
</table>
Assessment of Community Support for Transit
Greenville Transit System is supported by the City of Greenville but due to the lack of funding can’t meet the needs of trips from individuals that live outside the city and trips out of the county. The hours of operations also provide challenges for individuals with 2nd and 3rd shift jobs and not being able to transport more than 2 wheelchairs at a time limits picking and taking more individuals to and from appointments.

Vehicles
Survey/Interview participants listed a combined total of 13 vehicles. Approximately 92% of the vehicles are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (Table 7).

All of the transportation providers except one provide at least 1 wheelchair accessible vehicles, while some organizations have an entire fleet of wheelchair accessible vehicles. The Wheelchair vehicles are used to take the elderly and disabled individuals to both medical and non-medical appointments in the county and to other counties. According to response from the focus group held, the community felt there is a need for more wheelchair accessible vehicles but there hasn’t been a need shown at this time according to trip denial logs. If the hours and days expand as well as the county transportation there could be a need for an expanded fleet of wheelchair vehicles in the future. As vehicles age, they require additional maintenance, may break down more often, and become costlier to operate. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided.
<table>
<thead>
<tr>
<th>Veh #</th>
<th>Make</th>
<th>Model</th>
<th>Year</th>
<th>Vin #</th>
<th>Capacity</th>
<th>WC Capacity</th>
<th>Days of the Week Vehicle is in Service</th>
<th>Service Hours</th>
<th>Vehicle Condition</th>
<th>Program to which Vehicle is Assigned (if applicable)</th>
<th>Service Area</th>
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</thead>
<tbody>
<tr>
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**Table 7: Vehicle Utilization Table**

- **Safe Haven**
  - Darke Ford 350 2010 A54134 11 0 Tues-Friday 9am-5pm Good/Fair Safe Haven Darke

- **Greenville Transit System (GTS)**
  - 44 Ford LTN 2008 DB59635 10 2 Mon-Fri 6am-7pm 8am-7pm 8am-1pm Fair GTS City of Greenville w/ Limited service in Darke Co
  - 45 Ford 21-pass LTV 2008 DB51339 14 2 Mon-Fri 6am-7pm 8am-7pm 8am-1pm Good GTS City of Greenville w/ Limited service in Darke Co
  - 46 Ford 25-pass LTV 2008 DB56585 16 2 Mon-Fri 6am-7pm 8am-7pm 8am-1pm Good GTS City of Greenville w/ Limited service in Darke Co
  - 47 Ford 25-pass LTV 2011 DB05251 20 6 Mon-Fri 6am-7pm 8am-7pm 8am-1pm Good GTS City of Greenville w/ Limited service in Darke Co
<table>
<thead>
<tr>
<th>Veh #</th>
<th>Make</th>
<th>Model</th>
<th>Year</th>
<th>Vin #</th>
<th>Capacity</th>
<th>WC Capacity</th>
<th>Days of the Week Vehicle is in Service</th>
<th>Service Hours</th>
<th>Vehicle Condition</th>
<th>Program to which Vehicle is Assigned (if applicable)</th>
<th>Service Area</th>
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<tr>
<td>48</td>
<td>Ford</td>
<td>LTN</td>
<td>2013</td>
<td>DB28843</td>
<td>9</td>
<td>3</td>
<td>Mon-Fri Saturday Sunday</td>
<td>6am-7pm 8am-7pm 8am-1pm</td>
<td>Very Good</td>
<td>GTS</td>
<td>City of Greenville w/ Limited service in Darke Co</td>
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<td>49</td>
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<td>DB17302</td>
<td>12</td>
<td>2</td>
<td>Mon-Fri Saturday</td>
<td>6am-7pm 8am-7pm</td>
<td>Excellent</td>
<td>GTS</td>
<td>City of Greenville</td>
</tr>
<tr>
<td>51</td>
<td>Ford</td>
<td>LTV-HC</td>
<td>2014</td>
<td>DB17303</td>
<td>12</td>
<td>2</td>
<td>Sunday</td>
<td>8am-1pm</td>
<td></td>
<td>GTS</td>
<td>City of Greenville w/ Limited service in Darke Co</td>
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<tr>
<td>52</td>
<td>Ford</td>
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<td>2016</td>
<td>DC01174</td>
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<tr>
<td>53</td>
<td>Ford</td>
<td>LTV-HC</td>
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<td>DC01176</td>
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<td>Mon-Fri Saturday Sunday</td>
<td>6am-7pm 8am-7pm 8am-1pm</td>
<td>Excellent</td>
<td>GTS</td>
<td>City of Greenville w/ Limited service in Darke Co</td>
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<tr>
<td>#</td>
<td>Make</td>
<td>Model</td>
<td>Year</td>
<td>Contact Status</td>
<td>Rating</td>
<td>Availability</td>
<td>Time</td>
<td>Condition</td>
<td>Driver Type</td>
<td>Notes</td>
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<tr>
<td>1</td>
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<td>W/C Van</td>
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<td>Mon-Friday</td>
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<td>BRC</td>
<td>All over</td>
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<td>F450</td>
<td>2016</td>
<td>No response</td>
<td>14</td>
<td>Mon-Friday</td>
<td>8am-4pm</td>
<td>Excellent</td>
<td>BRC</td>
<td>All over</td>
<td></td>
</tr>
</tbody>
</table>
Summary of Existing Resources
There have been 18 different transportation providers identified in Darke County. Two out of the 18 do not directly provide transportation but offer a reimbursement and 1 is a volunteer driver. With the exception of Greenville Transit System the remaining 14 providers target a specific population and are not available to the general public.

The gaps in transportation occur with people who reside in communities outside of Greenville. Due to funding, the transit is unable to accommodate all the requests for trips for those who live in the county or have the need to go to another county for appointments.

**Greenville Transit System (GTS):** Gaps exist getting individuals to their doctors who have offices outside of Greenville. GTS is also limited in their county service due to limited dollars to support the trips.

**Community Action Partnership (CAP):** High private pay fees create gaps in transportation for those that are not covered by Medicaid funding for medical trips. CAP also runs into the duplication of services with the Veterans having to ride the Veteran Services van for trips to the VA.

**Spirit Medical Transport:** Gaps in Spirit’s transportation are for trips outside of Greenville. Duplication of services comes more from individuals having a choice of which transportation provider they use.

**Community Unity:** If an individual meets the financial guidelines and can demonstrate a doctor’s appointment or job interview, Community Unity will give the individual either a $10 or $25 gas card. The individual can reapply every 6 months or no more than 2 times a year. The gas cards are purchased through donations and Darke County United Way.
IV. Assessment of Transportation Needs and Gaps

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

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

Catholic Social Services of the Miami Valley and a variety of stakeholders in the area attempted to solicit input and requested participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholder and the general public is available upon request.

The following methods were used to assess transportation needs and gaps

- Assessment of data and demographics
- Unmet Needs Surveys
- Public Focus Groups
- Transportation Surveys

Local Demographic and Socio-Economic Data

Data for each target population group were aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data are valuable because they offer a comparison of where the highest and lowest population densities who are most likely to need transportation. This information can then be compared to the locations of (1) major trip generators, and (2) available transportation services.
The following Exhibit 1 illustrates the areas where the number of older adults (age 65 and older) is at or above the county average.

**Exhibit 1: Map of Population Density of Individuals Age 65 and Older**
Exhibit 2 below indicates the areas where the number of zero vehicle households is above the county average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit 2: Map of Density of Zero Vehicle Households
Exhibit 3 below indicates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

Exhibit 3: Map of Major Trip Generators
Darke County Nursing Homes

-Brother's Retirement Community
-Village Green Health Campus
-Heartland of Greenville
-Brookdale Greenville
-Darke County Home
-Treaty City Manor
-Oakley Place
-Versailles Health Care Center
-Rest Haven

Map credit: ©2017 Google
Recreational/Industries

Untitled layer
- YMCA of Darke County
- Greenville Technology Inc
- Wayne Industries

Map data ©2017 Google
Darke County Low-Income/Senior Housing

- Hunters Oak Apartments
- 309 Oxford Dr
- Wayne Crossing
- Olive Mobile Home Park
- Fox Run Senior Apartments
- Birchwood Gardens Apartments
- Knollwood Commons Apartments
- East Spearmint Street
Darke County Health Care

Map data ©2017 Google
City/Government Places

Untitled layer
- Darke County Courthouse
- Community Action Partnership
- Greenville Post Office
- Greenville Transit System
- Ohio Department of Job and Family Services
- Greenville Public Library
- Chase Bank
- Fifth Third Bank & ATM
Restaurants

- KFC
- The Bistro Off Broadway
- Wendy's
- McDonald's
- Kathy's Restaurant
- McDonald's
- Bob Evans
Analysis of Demographic Data
The highest percentage of zero-vehicle households in Darke County is concentrated in and around the county’s villages and townships. The most significant numbers are located in and around Greenville and Union City.

With the percentage of either the elderly or disabled in Darke County, the need for transportation is a necessity, especially transportation outside of the city limits of Greenville. The majority of the trip generators are in the city of Greenville in Darke County: to Walmart, to medical appointments, to low-income housing and to social service agencies.

General Public and Stakeholder Meetings/Focus Groups
Catholic Social Services facilitated 3 stakeholder meetings and a public participation meeting to discuss the unmet transportation needs and gaps in mobility and transportation. More information about what meetings were held and attendance at those meetings is available upon request.

Michelle Caserta-Bixler, Mobility Manager from Catholic Social Services discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan in 2017 that have helped to address some of the unmet transportation needs and gaps in services for the area.

Stakeholders were asked to review the gaps in transportation services and needs from the 2017 plan and 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.

No changes to the needs/gaps list were identified so the ranking remained the same.

Participants discussed more than 5 mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies and grant applications. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.
Surveys
The following survey summary includes the information gained from surveys that were performed, 92 surveys from the general public, including 23% of individuals with disabilities, 17% of older adults, and 48% of low-income individuals completed the survey. In Darke County 27% of the individuals that returned the survey were not identified as elderly, disabled or low-income.

Of the 92 surveys returned 75% of the individuals said they still drive while 24% say they no longer drive, and 60% of the individuals surveyed own a car to drive. 29% of the individuals say they rely on family and/or friends for transportation and 11% say they take the public transit to go to appointments.

The biggest need expressed throughout the surveys is the need for transportation availability on nights and weekends as well as transportation to the Villages outside of the city of Greenville. There is also the need for transportation options to go to appointments outside of Darke County and transportation for employment for the low-income individuals.

A new survey to address employee transportation needs was distributed through social service agencies and was available online at Survey Monkey. Due to the limited response of only 28 surveys the committee felt the survey did not fully or accurately represent Darke County.
Challenges to Coordinated Transportation

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

- Greenville Transit doesn’t have the funding for county transportation
- Transportation for the working population
- Transportation for school age children to and from school and after school activities
- Liability issues to share vehicles: Insurance and funding/payment of trips
- Coordinated trainings for drivers
- Transportation not funded by Medicaid
Summary of Unmet Mobility Needs
The following table describes the identified unmet transportation needs that were identified and the method used to identify and prioritize each need. Needs are listed in order of their rank in highest to lowest priority.

**Exhibit 4: Prioritized Unmet Mobility Needs**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Unmet Need Description</th>
<th>Method Used to Identify and Rank Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>County-Wide Transportation</td>
<td>Agency Survey &amp; Focus Group Surveys</td>
</tr>
<tr>
<td>2</td>
<td>Transportation for those not covered by a funding source</td>
<td>Agency Survey &amp; Focus Group Surveys</td>
</tr>
<tr>
<td>3</td>
<td>Early Morning &amp; Evening Transportation</td>
<td>Agency Survey &amp; Focus Group Surveys</td>
</tr>
<tr>
<td>4</td>
<td>County to County Transportation</td>
<td>Trip Denial Log</td>
</tr>
</tbody>
</table>
V. Goals and Strategies

Developing Strategies to Address Gaps and Needs

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

Based on information gathered throughout the planning process, Catholic Social Services of the Miami Valley and the Planning Committee developed the following strategies to address the gaps and unmet transportation needs. Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished. Nonetheless, these strategies have been tailored to 4 of the identified primary gaps and needs.

Below is an outline describing the prioritized strategies to address each of the identified unmet transportation needs and gaps in service. The implementation timeframes listed below are near-term (present-2018); mid-term (2-3 years or 2019-2020); and long term (4 years or 2021). Actions that should occur throughout the planning years are listed as “continuous.”

Goal #1: County-Wide Transportation

Need(s) Being Addressed: No public transportation for Darke County

This is the #1 unmet need. This goal is to address the need for transportation for those individuals that live outside the city, in the villages in Darke County, where the transit doesn’t have the funding to meet.

Strategy 1.1:
Secure funding through grants or levy to extend county services

Timeline for Implementation: near-term to identify funding; mid-term to secure funding

Action Steps:

1. Identify stakeholders in the community to assist with funding - completed
2. Research funding opportunities through federal and local grants - completed
3. Research the feasibility of using volunteer drivers
4. Educate the community on available transportation resources - ongoing
Parties Responsible for Leading Implementation: Mobility Manager, County Commissioners Grant Coordinator, Director United Way

Parties Responsible for Supporting Implementation: Darke County Planning Committee

Resources Needed: Mobility Manager, funding, contract services, vehicles, volunteers, technology, capital needs, local cash, and marketing

Potential Cost Range: Staff time involved, local match of grants

Potential Funding Sources: Section 5310 Program, grants, state and local funds, levy

Performance Measures/Targets:

1. Reduction of unmet needs by 5% within the first year
2. Obtain 1 new grant/funding source within 2-3 years
3. Compare Job and Family Services reimbursement rates for county trips to other counties within 2-3 years

Goal #2: Provide Transportation That Supports Employment and Non-Medical Trips in Darke County

Need(s) Being Addressed: Providing individuals the opportunity to secure and maintain employment when transportation is a barrier.

Transportation needs for those who have to pay privately for transportation, such as employees getting to work and individuals going to non-medical appointments.

Strategy 2.1:
Coordinate with local industries in Darke County to provide reliable transportation to gain and sustain employment.

Timeline for Implementation: Mid-term, continuous

Action Steps:

1. Work with Human Resource Departments at local industries and staffing agencies to identify why employees are not able to get to work or maintain employment once hired - ongoing
2. Explore the option of car/van pooling and/or ridesharing - ongoing
3. Explore the option of employers prepaying for employees to ride the transit - completed
4. Explore tax break options for employers for transportation
5. Explore feasibility of implementing a “Rides to Work Program” - **completed**

Parties Responsible for Leading Implementation: Mobility Manager and United Way Director

Parties Responsible for Supporting Implementation: Darke County Planning Committee

Resources Needed: Staff time, funding, additional drivers, and vehicles

Potential Cost Range: Staff time and potential cost of additional vehicles and drivers

Potential Funding Sources: Section 5310 Program and federal, state & local grants

Performance Measures/Targets:

1. Conduct exit interviews with employees upon leaving a position to determine reason
2. Implement one rideshare program at local industry.
3. Secure jobs for 2 individuals in Darke County by using rideshare program
4. Secure one funding source for prepaid trips to be used for employment

---

**Strategy 2.2:**

**Increase number of county trips at an affordable cost**

Timeline for Implementation: Mid-term and continuous

Action Steps: *Ongoing*

1. Develop feeder routes from Darke County to surrounding counties - **$1 per mile**
2. Coordinate pick-up and drop-off locations in surrounding counties
3. Research funding options to fund county trips

Parties Responsible for Leading Implementation: Greenville Transit System Director and Mobility Manager

Parties Responsible for Supporting Implementation: Darke County Planning Committee

Resources Needed: Staff time, funding, additional drivers, and vehicles

Potential Cost Range: Staff time and potentially cost of additional vehicles and drivers

Potential Funding Sources: Section 5310 Program and federal, state & local grants

Performance Measures/Targets:

1. Establish 1 feeder route to a surrounding county within timeline
2. Secure one additional funding source to support county trips
3. Increase county ridership by 5% of current numbers

**Strategy 2.3:**

**Develop a volunteer driver program**

Timeline for Implementation: Mid-term and continuous

Action Steps: **Ongoing**

1. Research grant opportunities to support volunteer driver program
2. Research liability insurance options for volunteer drivers
3. Survey local churches & Greater Greenville Ministerial Association for volunteers to drive

Parties Responsible for Leading Implementation: Lead Agency to be named and Mobility Manager

Parties Responsible for Supporting Implementation: Darke County Planning Committee

Resources Needed: Staff time, funding, additional drivers, and vehicles

Potential Cost Range: Staff time and potentially cost of additional vehicles and drivers

Potential Funding Sources: Section 5310 Program and federal, state & local grants

Performance Measures/Targets:

1. Obtain start up monies for volunteer driver program
2. Secure liability insurance for program
3. Recruit and train a minimum of 2 volunteer drivers
Goal #3: Expand Current Transportation Services in Darke County to Meet Public Needs

Need(s) Being Addressed: Fill the gaps for individuals needing transportation during peak hours, early morning hours, evening hours, weekends and holidays

Strategy 3.1:
Investigate the need for expanded transit hours and days – Need is present but financial support isn’t completed
Timeline for Implementation: Mid-term and continuous

Action Steps:
1. Create a survey to identify the need for expanded hours and days
2. Identify community organizations and industries to distribute surveys to
3. Use a log to track unmet needs due to hours and days transportation is unavailable - completed
4. Expand transit fleet if the need is identified to expand hours and/or days
5. Hire more drivers to meet expansion of fleet and expanded hours and/or days – Need more drivers

Parties Responsible for Leading Implementation: Greenville Transit System Director and Mobility Manager

Parties Responsible for Supporting Implementation: Darke County Planning Committee

Resources Needed: Funding, Vehicles, Additional Drivers, Technology, Marketing

Potential Cost Range: Cost of additional vehicles and drivers

Potential Funding Sources: Section 5310 Program, state and county funds, grants

Performance Measures/Targets:
1. Distribute surveys to a minimum of 10 community organizations and industries
2. Collect data received from unmet needs log to assess the need for expansion of hours and/or days
3. Secure 1 funding source to support additional vehicles and drivers due to expanded hours and/or days.
Goal #4: Increase County to County Transportation

Need(s) Being Addressed: Individuals getting from county to county for medical and non-medical appointments

Strategy 4.1: Increase number of county trips at an affordable cost

Timeline for Implementation: Mid-term and continuous

Action Steps:

1. Develop feeder routes from Darke County to surrounding counties
2. Coordinate pick-up and drop-off locations in surrounding counties
3. Research funding options to fund county trips

Parties Responsible for Leading Implementation: Greenville Transit System Director and Mobility Manager

Parties Responsible for Supporting Implementation: Darke County Planning Committee

Resources Needed: Staff time, funding, additional drivers, and vehicles

Potential Cost Range: Staff time and potential cost of additional vehicles and drivers

Potential Funding Sources: Section 5310 Program and federal, state & local grants

Performance Measures/Targets:

1. Establish 1 feeder route to a surrounding county within timeline
2. Secure one additional funding source to support county trips
3. Increase county ridership by 5% of current numbers
VI. Plan Adoption

The plan development/update process included older adults, individuals with disabilities, members of the general public, and representatives from public, private and non-profit transportation and human services providers. The process included stakeholder meetings, public surveys and focus groups. Once the draft was completed it was made available for public comment at various locations such as the Senior Housing, Low-Income Housing as well as Darke County Job and Family Services and the Darke County Transit System. The Plan was also made available at Catholic Social Services of the Miami Valley.

After the public comment period a public forum was held on Monday November 6, 2017 after which the plan was signed and adopted by the Planning Committee and Darke County Commissioners before being submitted to Ohio Department of Transportation.
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.

### Agency Representation

<table>
<thead>
<tr>
<th>Name</th>
<th>Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michelle Caserta-Bixler</td>
<td>Catholic Social Services of the Miami Valley</td>
</tr>
<tr>
<td>Stacy Stapleton</td>
<td>Catholic Social Services of the Miami Valley</td>
</tr>
<tr>
<td>Tammy Bergman</td>
<td>Darke County Commissioners</td>
</tr>
<tr>
<td>Jordan Francis</td>
<td>Wayne Healthcare</td>
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<tr>
<td>Pam Garland</td>
<td>Greenville Transit System</td>
</tr>
<tr>
<td>Jeff Cassell</td>
<td>Greenville City Schools</td>
</tr>
<tr>
<td>David Meade</td>
<td>Person Centered Services (DD)</td>
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<tr>
<td>Ann Ditmer</td>
<td>Volunteer Driver</td>
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<tr>
<td>Christy Baker</td>
<td>United Way</td>
</tr>
<tr>
<td>Evelyn Axt</td>
<td>Area Agency on Aging</td>
</tr>
<tr>
<td>Doug Metcalfe</td>
<td>SafeHaven</td>
</tr>
<tr>
<td>Sharon Fellers</td>
<td>Grace Resurrection Community Center</td>
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<tr>
<td>Diann Lee</td>
<td>Darke County Job and Family Services</td>
</tr>
<tr>
<td>Kristalynn Bush</td>
<td>Darke County Community Action Partnership</td>
</tr>
<tr>
<td>Julie Lecklider</td>
<td>Darke County Community Action Partnership</td>
</tr>
<tr>
<td>Jeff Vaughn</td>
<td>CORSP Gateway Youth Program</td>
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<tr>
<td>Lisa Gasper</td>
<td>Brethren Retirement Community</td>
</tr>
<tr>
<td>Mindy Stebbins</td>
<td>Darke County Senior Outreach</td>
</tr>
<tr>
<td>Mary Lane</td>
<td>Staffmark</td>
</tr>
<tr>
<td>Tisha Bates</td>
<td>Wayne Healthcare</td>
</tr>
</tbody>
</table>
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, Catholic Social Services of the Miami Valley 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:

Michelle Caserta-Bixler, Mobility Manager
Catholic Social Services of the Miami Valley
937.575.7115 mcaserta@cssmv-sidney.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:

Michelle Caserta-Bixler, Mobility Manager
Catholic Social Services of the Miami Valley
937.575.7115 mcaserta@cssmv-sidney.org

Annual Review
Darke County plan had not been updated or review since the adoption in 2008.

Annual Review 2018
Darke County Coordinated Plan’s Annual Review was held on October 17, 2018. The Committee felt the geographic data and the population demographics were unchanged from the 2017 amended plan as well as the transportation gaps and needs. There have been no new transportation providers identified since 2017. A new survey to address employee transportation needs was distributed through social service agencies and was available online at Survey Monkey. Due to the limited response of only 28 surveys the committee felt the survey did not fully or accurately represent Darke County.

The committee feels that with healthcare and DD services moving outside the city limits there will be a greater need for county transportation funds to subsidize the transit trips.

The goals and strategies were reviewed to determine progress. It was determined no goals were completed but several strategies were completed, although some strategies will remain as ongoing and have been marked as such in the plan under the goals section.
Amendment: November 17, 2017
This plan was amended through the process of a Planning Committee and Public input starting in August 2017 with the final draft submitted to Ohio Department of Transportation on November 17, 2017.

Amendment: October 17, 2018
This plan was amended to show the completion of action steps under strategies 1.1, 2.1 and 3.1 in the goals section as well as the action steps and strategies that will be ongoing. Under goal #3 Strategy 3.1 there has been a need identified to expand transit hours but there is currently no financial support to complete strategy so this will continue to be a point of interest in the upcoming year.

This plan was amended through the process of a Planning Committee and submitted to Ohio Department of Transportation for approval in November 2018.
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 – The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

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

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

Section 5311 Program – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000 where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Sub recipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.
Section 5307 Program – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.

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

Unmet Transportation Needs – Transportation that is wanted or desired but is not currently available.
Darke County Planning Committee

RESOLUTION

A RESOLUTION SUPPORTING THE DARKE COUNTY PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION COORDINATION PLAN TO BE SUBMITTED TO THE STATE OF OHIO DEPARTMENT OF TRANSPORTATION.

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

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

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

WHEREAS, a local committee with participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public met on March 9, 2018, June 20, 2018, and October 17, 2018; and
WHEREAS, the local committee reviewed and recommended through consensus Darke County Public Transit-Human Services Transportation Coordination Plan to be submitted to the State of Ohio Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED BY THE DARKE COUNTY PLANNING COMMITTEE:

That this resolution takes effect immediately upon its adoption.

ADOPTED BY THE DARKE COUNTY PLANNING COMMITTEE THIS NOVEMBER 8, 2018