



Coordinated Public Transit – Human Services Transportation Plan

February 2025

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Chapter 1

Introduction to the Coordinated Plan

1.1 Federal Requirements and OKI's Role

[The Safe, Accountable, Flexible, Efficient Transportation Equity Act: a Legacy for Users \(SAFETEA-LU\)](#) passed by Congress in 2005 included a requirement to develop a coordinated public transit-human services transportation plan, hereafter referred to as the Coordinated Plan. At that time, the Coordinated Plan was expected to address three programs under [Title 49 of the U.S. Code \(U.S.C.\): Section 5310](#) (Elderly Individuals and Individuals with Disabilities); Section 5316 (Job Access and Reverse Commute or JARC) and Section 5317 (New Freedom). While the Section 5316 and Section 5317 programs have ended, the [Fixing America's Surface Transportation Act \(FAST Act\)](#), and now the [Bipartisan Infrastructure Law \(BIL\)](#), signed into law November 15, 2021, continues the Section 5310 program.

The BIL maintains the requirement that projects selected for funding under the Section 5310 program be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” While SAFETEA-LU, FAST Act, and BIL do not define a coordinated plan, Federal Transit Administration (FTA) guidance defines it as a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of older adults, individuals with disabilities and low-income individuals; lays out strategies for meeting these needs; and prioritizes services for these target populations.

As the Metropolitan Planning Organization (MPO) for the Greater Cincinnati Region, the Ohio-Kentucky-Indiana Regional Council of Governments (OKI) has engaged in multi-jurisdictional planning dating to the 1960s in a tri-state area with many jurisdictions, transportation providers and stakeholders. OKI began developing the first Coordinated Plan for the region in 2006. With the demonstrated support of transit and social service agencies in the region, OKI was identified in 2014 by the Governors of Ohio, Kentucky and Indiana as the designated recipient for the Section 5310 program in the Cincinnati urbanized area. With the release of the 2020 census, a subsequent update to the Cincinnati Urban Area eliminated all portions of Dearborn County, therefore removing any specialized transportation agency in Indiana from being eligible for 5310 funding. However, OKI has decided to include Dearborn County in the Coordinated Plan and continue to develop a plan to improve mobility for target populations throughout the entire OKI region, while also using the plan to guide decisions on funding for eligible transportation improvements.

OKI prepares the Coordinated Plan in concert with public, private and non-profit transportation providers, human social service agencies, passengers and their advocates, and other stakeholders who have an interest in the outcome of planning. OKI also leads the selection process in the region to determine which projects will be funded with the Section 5310 federal funds allocated to the region. These projects are then incorporated in long range metropolitan

and statewide transportation plans, short range Transportation Improvement Programs (TIPs), and short range Statewide Transportation Improvement Programs (STIPs).

Several elements are involved in the Coordinated Plan, as follows:

- Assessing transportation needs for individuals with disabilities and seniors
- Inventorying available services to identify areas of redundancy and gaps in service
- Identifying strategies to address identified gaps in service
- Identifying actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources through coordination
- Prioritizing implementation strategies

OKI adopted the first Coordinated Plan for the region in 2007, updated the inventory information for the Plan in 2009, and engaged system users and stakeholders to create a comprehensive update to the plan in 2012, 2016 and 2020. The Coordinated Plan has been and will be used both by funding applicants to document the need for their projects and by the responsible administrative agencies to make funding decisions.

1.2 Programs for Improving Transportation Services to Target Populations

The Coordinated Plan is aimed at providing transportation mobility options for older adults and individuals with disabilities where public transportation is not available or not adequate. Improvements to transportation for these target populations are funded through:

- Title 49, U.S.C. Section 5310

The purpose of the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) is to improve mobility for elderly persons and persons with disabilities by removing barriers to transportation service and expanding transportation mobility options. It provides funds for capital improvement (mostly vehicles and equipment), where public transportation is unavailable, inappropriate, or insufficient. Mobility management programs improving access to transportation services for these populations are also supported. Eligible recipients include:

- Private non-profit organizations
- State or local government authority
- Operators of public transportation services including private operators or public transportation services.

Agencies, businesses, and organizations that provide specialized transportation for elderly and disabled individuals can apply for available funds, and their applications are then reviewed based on the needs and priorities in the Coordinated Plan along with the scoring criteria developed by the 5310 Oversight Team.

1.3 Funding and the Project Selection Process

The 5310 grant program requires a local match to ensure projects are 100% funded. The FTA's contribution varies according to project type (please see below). Non-DOT funds and local and private funds can be used as the local match. Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation, such as Health and Human Services or Medicaid.

Local Match requirements by project type:

- Capital Projects – 80% Fed/20% Local Match
- Operating – 50% Fed/ 50% Local Match
- ADA or CAA compliant vehicles – 80% Fed/20% Local Match
- ADA or CAA vehicle-related equipment (on and attached to the vehicle) – 90% Fed/ 10% Local Match

OKI uses a competitive selection process to determine awards and funding distribution. All projects must be included in this Coordinated Public Transit-Human Services Transportation Plan. Applications for eligible 5310 projects and activities are scored on the competitive selection criteria listed below. Applications are submitted on www.oki.org using an application form.

Applications are scored with a total of 100 points distributed among six criteria, as follows:

Criteria	Points Available
Filling Gaps in service to target populations	0-15
Undertaking Coordinated Plan strategies	0-15
How well your project serves the target populations	0-15
Coordinated efforts to eliminate/reduce duplication in services	0-25
Project sustainability and steps taken to ensure success	0-15
Quantification of anticipated benefits	0-15
Use of technology bonus	0-5

1.4 The Updating Process for the Coordinated Plan and Targeted Outreach

OKI has continued to engage the public, private and non-profit transportation providers, human service agencies, passengers and their advocates, and other stakeholders who have an interest in the outcome of this plan and to prepare the necessary updates to the Coordinated Public Transit – Human Services Transportation Plan. This engagement has included online and hardcopy questionnaires, public meetings, and workshops to discuss needs and gauge the most effective and feasible strategies for addressing them.

Work on this Coordinated Plan update began in February 2024 with systematic updating of contact information for transportation providers to the target populations and with a meeting of

the Greater Cincinnati Region Paratransit Coordination to launch the specialized transportation providers questionnaire. The transportation provider questionnaire was developed to help update agency service information so that OKI could compare their current information with data about and from the target populations to help identify areas of redundancy or gaps in service. In November 2024, a meeting with the 5310 Oversight Team took place to refine the updating process and discuss findings from the public meeting and mobility survey.

The results of inventorying transportation services currently available to the targeted populations are provided in detail in [Chapter 2](#) of this Plan. Current information about the transportation needs of seniors and individuals with disabilities is provided in [Chapter 3](#) of this Plan. Information about low-income individuals, as previously required by Section 5316, has also been maintained and is included for reference. Census data on Limited English Populations has been included in this plan to help inform local agency Title VI planning. The information about needs and gaps in service was obtained through four methods, three of which involved extensive outreach to the targeted population and agencies that serve them.

One method to assess transportation needs was to analyze census data about employment areas and target populations on a geographic basis, then comparing it with existing transportation services to the target populations. Results are detailed in [Chapter 2](#). A second method was surveying agencies that provide transportation services to the target populations or their clients about perceived gaps and unserved needs. This was completed via the specialized transportation provider questionnaire.

A third method was a mobility survey available in hard copy and online versions, publicized through transportation and social service agencies and social media. The survey was developed using Survey Monkey and was accessible on OKI's website and social media for several months. The survey was distributed electronically via email, and hard copies were made available to transportation providers and social service agencies serving the target populations, along with direct appeals from these providers and agencies to their clients to respond to the survey. OKI staff also rode Metro Access vehicles administering the survey to riders.

The fourth method was to convene three separate meetings to discuss the Coordinated Plan and the needs and gaps in service. The first two meetings, the TriState Transportation Equitable Opportunities Team (TTEOT) met on February 21 and October 23, 2024, with each meeting drawing a more than of 20 attendees, including representatives from transportation and social service agencies along with clients of these agencies who use their transportation services. The third meeting was a public meeting on November 13, 2024, which was attended by more than 30 participants, many of whom were representatives of public transit agencies and social service agencies, along with their clients. The 5310 Oversight Team, which is responsible for annually recommending section 5310 Federal funding awards in the region, attended each meeting.

The responses to the questionnaire, the mobility survey, and comments from the TTEOT and public meetings were very helpful in giving OKI a better picture of how transportation for the target populations is provided. OKI learned more about the providers' interests, potential, and

obstacles for making improvements; the level of interest in different kinds of transportation for the target populations; the improvements needed and those most needed. These responses and comments contributed significantly to OKI’s analysis, reflected in the following chapters. [Chapter 2](#) is an inventory of transportation services currently available for the target populations in the region. [Chapter 3](#) is a description of gaps identified, and improvements needed in these transportation services. [Chapter 4](#) identifies strategies and coordinated actions to make improvements and fill service gaps, and [Chapter 5](#) identifies priorities for implementation.

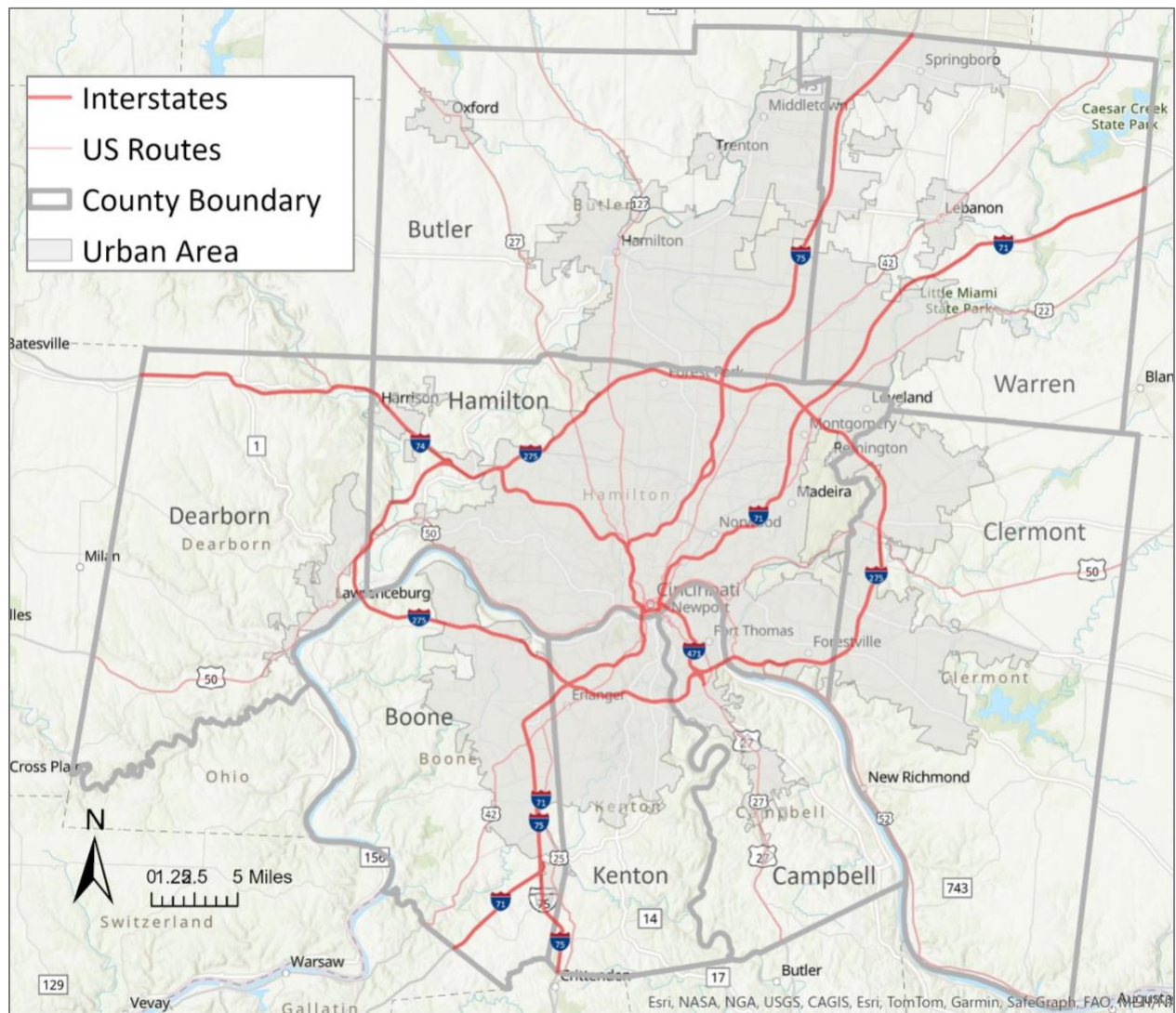
Chapter 2

Targeted Transportation Services in the OKI Region

2.1 Regional Overview

The geographic area covered by this plan includes Butler, Clermont, Hamilton and Warren Counties in Ohio; Boone, Campbell and Kenton Counties in Kentucky; and Dearborn County in Indiana. Seven of the eight counties, the exception being Dearborn County, IN, include the urban area eligible for federal funding under Section 5310 (Elderly Individuals and Individuals with Disabilities) program described in Chapter 1. The focus of this chapter will be to summarize the transportation services available to the target populations served by these programs.

Figure: 2-1 Coordinated Plan Coverage Area



A network of providers, including both public transit providers and private nonprofit agencies, make transportation available to the target populations throughout the OKI Region. Transit agencies serve the general public and users from the target populations in every county. Private nonprofit agencies expand the availability of transportation by serving specific types of users in geographic areas for certain types of trips, based on agency missions. Taxi services, ride-hailing apps such as Uber, Lyft, and other private providers further expand travel opportunities for the target populations. The result is that transportation services for the target populations cover a large area in the region, but the level and type of service vary greatly.

The target populations have different travel options depending on individual needs, place of residence, and type of trip and destination. This chapter provides an inventory of the transportation service providers for these needs. The inventory is based upon transit provider information updated in 2024 for the [2050 Metropolitan Transportation Plan Update](#) and information collected from specialized transportation providers during the 2024 outreach efforts described in Chapter 1. While the inventory has some limitations, as some agencies did not participate in the questionnaire and others are located outside OKI’s defined eight-county planning area but provide service to residents within the OKI region, it currently constitutes the best available information from which to develop recommendations. The inventory described in this Chapter will need to be updated periodically to remain current and expanded when new agencies are identified.

The inventory includes five transit agencies and 22 private social service agencies operating vehicles and providing transportation services to the target populations. It must be noted that there are fewer private agencies providing specialized transportation in 2024 than there were during the 2020 update, which was completed prior to the Covid-19 pandemic. The pandemic negatively impacted many private agencies. Some agencies, due to the economic impact of the pandemic, had to eliminate transportation services from their programs, while other agencies, such as CASS, Wesley Community Services and Meals on Wheels, merged. Appendix A includes an agency profile for each transportation service provider in the inventory. Each profile includes a map of the geographic service area and characteristics of the provider, including descriptions of agency missions, types of users served, types and times of services provided, user eligibility requirements, fares, obstacles to coordinating transportation services, and limitations to expanding transportation services. The number of vehicles owned, and number of monthly trips provided by each agency is also included to indicate their volume of service.

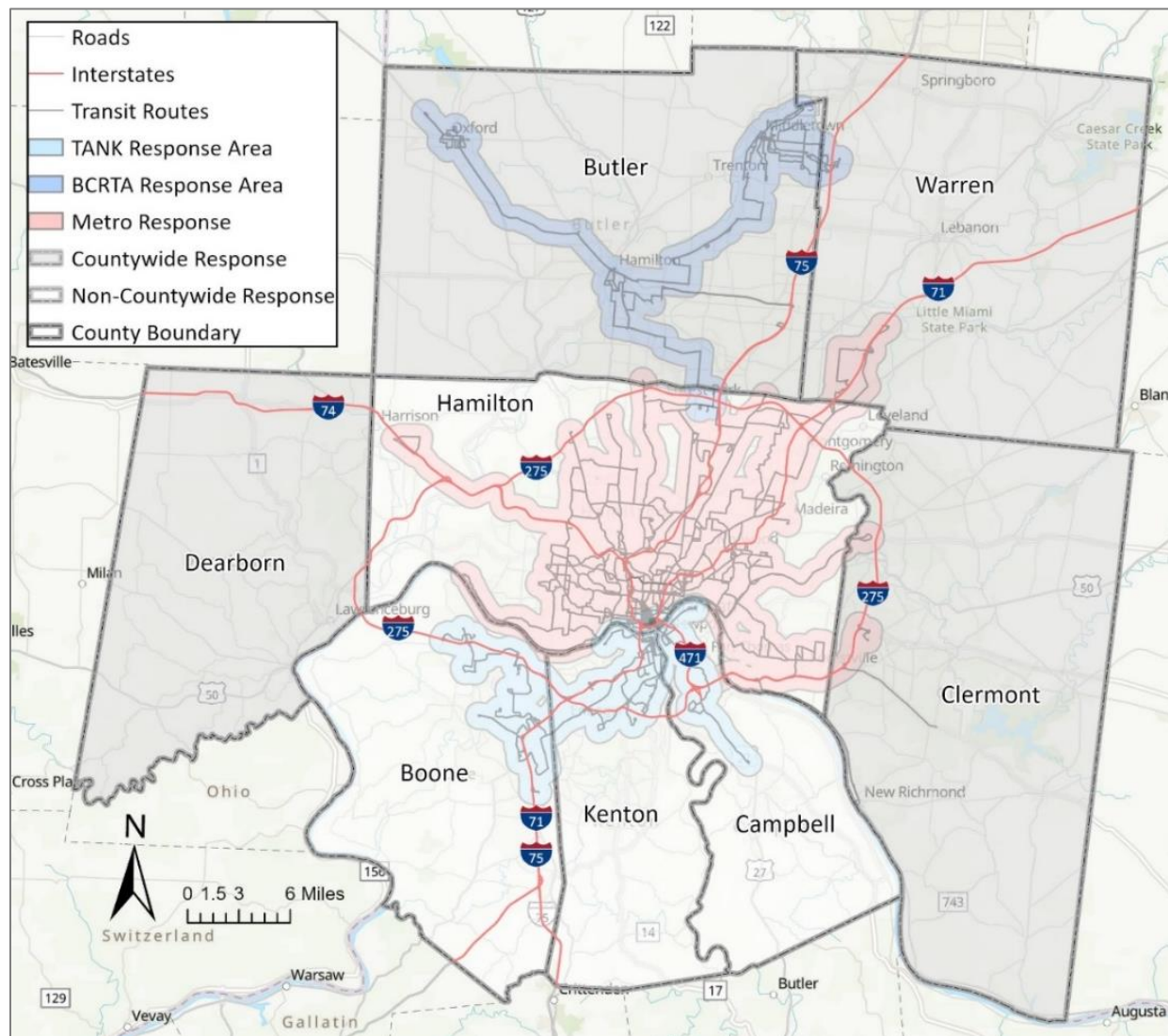
2.2 Transit Providers: Services and Service Areas

All of the public transit operators in the OKI region serve both the general public and people from the target populations. The Americans with Disabilities Act (ADA) requires public transit to be accessible to passengers with disabilities. Five transit agencies operate in the planning area, and there is some level of transit service in all eight counties. All transit providers offer paratransit options, including individualized rides without fixed routes or schedules, called demand response or paratransit service. Three transit agencies provide both fixed route service and demand response service (BCRTA, Metro, and TANK). The fixed route transit service covers

much of the region's central urban area, and three agencies operate demand response systems countywide.

Of the five transit agencies, three operate countywide in Butler, Clermont, and Warren Counties, respectively; one operates in a large portion of Hamilton County, Ohio; and one operates in portions of all three counties in Northern Kentucky. Catch-A-Ride, a private non-profit agency provides service to all of Dearborn County. The areas served by public transit are represented in Figure 2-2 and detailed in Figure 2-3.

Figure: 2-2 Transit Service Areas



All the transit agencies make trips to some destinations outside of the area where their customers originate. The Southwest Ohio Regional Transit Authority (Metro) serves Hamilton County and extends routes to limited areas in adjacent Butler, Clermont, and Warren Counties to connect riders to the Cincinnati Central Business District (CBD). The Transit Authority of

Northern Kentucky (TANK) operates routes to connect Northern Kentucky riders with the Cincinnati Central Business District (CBD). Among the four agencies that operate countywide demand response systems, the Butler County Regional Transit Authority (BCRTA) operates CincyLink, a commuter service between Butler and Hamilton counties; the Clermont Transportation Connection (CTC) operates two express routes from Clermont County to the Cincinnati CBD; Catch-A-Ride serves a total of six counties in southeast Indiana; and Warren County Transit Service (WCTS) provides connections to the Greater Dayton Regional Transit Authority South Hub transit center near the I-75 and I-675 interchange in Montgomery County, Ohio.

Figure: 2-3 Areas Served and Trips Provided by Transit Providers

County	Transit Agency	1-way trips per month (2023)	Service Area
Butler County	Butler County Regional Transit Authority (BCRTA)	58,990	All of Butler County; City of Middletown; City of Oxford
Clermont County	Clermont Transportation Connection (CTC)	2,258	All of Clermont County; destinations in Hamilton County (Cincinnati CBD)
Dearborn County	Catch-A-Ride (operated by Lifetime Resources, Inc.)	3,200 (2021 trips)	Six counties in Southeast Indiana including all of Dearborn County. Other counties include Decatur, Jefferson, Ohio, Ripley, and Switzerland
Hamilton County	Southwest Ohio Regional Transit Authority (Metro)	1,092,053	Cincinnati and other urban areas in Hamilton Co. (primarily east of the Great Miami River); route extensions into Butler, Clermont, and Warren counties
Warren County	Warren County Transit Service (WCTS)	2,668	All of Warren County; destinations also in Butler County
Northern Kentucky	Transit Authority of Northern Kentucky (TANK)	171,761	Covington, Newport, and other urban areas in Boone, Campbell, and Kenton counties; connection to Cincinnati CBD

Transit Fixed Route Service

As shown in Figure 2-2, fixed route service within the region is operated by the following four providers and is used by both the general public and some of the target populations with specialized transportation needs:

- **Butler County Regional Transit Authority** (BCRTA) serves within the city of Middletown, city of Oxford, and routes across Butler County
- **Clermont Transportation Connection** (CTC) provides two fixed routes and two express routes providing service to the Cincinnati CBD
- **Southwest Ohio Regional Transit Authority** (Metro) serves much of Hamilton County
- **Transit Authority of Northern Kentucky** (TANK) serves parts of Boone, Campbell, and Kenton Counties in Northern Kentucky

Transit Demand Response Service

Demand response (DR) service is offered by all six transit providers. DR services are operated by BCRTA, Metro, and TANK for people with disabilities who are unable to use their fixed route service and who are certified as eligible. Metro operates a program called Access, which is a public shared-ride service providing origin-to-destination transportation in small buses, for people whose disabilities prevent them from riding Metro buses. TANK operates the Regional Area Mobility Program (RAMP) which is a door-to-door paratransit service available to individuals with a disability and residents who are unable to use TANK's fixed route bus service. BCRTA also provides a paratransit DR system which is curb-to-curb. All three paratransit/DR services are operated within $\frac{3}{4}$ mile of their fixed routes. Travel opportunities for those with specialized transportation needs is further expanded through Metro's discounted fares for fixed route service for people who qualify based on age, disability, or income.

The demand response service operated by the other three transit agencies is countywide, curb-to-curb or door-to-door, and available to both the general public and people with specialized transportation needs. These systems are operated by:

- **Catch-A-Ride (Dearborn)**
- **Clermont Transportation Connection (CTC)**
- **Warren County Transit Service (WCTS)**

These three countywide demand response programs all provide additional transit services that expand transportation availability for the target populations to different degrees. Catch-A-Ride provides DR service for six southeast Indiana counties, including Dearborn County. CTC operates two express routes to the Cincinnati CBD and provides DR service at reduced fares for seniors and people with disabilities. WCTA provides discounted fares for demand response service for the elderly and people with disabilities.

Figure 2-4 summarizes the transportation services provided by each transit agency. Appendix A contains agency profiles that provide additional detail for each transit agency.

Figure 2-4 Services per Transit Provider

Transit Agency	Available	Fixed Route Service			Demand Response Service						
		Reduced Fares or Specialized Service based on			Availability of Curb-to-Curb or Door-to-Door Service						
		Age	Disability	Income	Area	General Public	Criteria for Eligibility	Reduced Fares	Weekday	Weekend	
Butler County Regional Transit Authority (BCRTA)	Regional Routes: Hamilton/Middletown Shuttle, Hamilton/Oxford Connector, Job Connector.			BGO (curb to curb DR Service) serves all of Butler County.		✓	BGO available to all Butler County residents. ADA paratransit service requires certification process.		6 AM to 11 PM		
	Oxford Routes: Campus Core, Campus Core w/Wal-Mart Flyer, Tollgate Loop, Western Campus/North Loop, Western Campus/North Loop w/Ditmer Flyer.			ADA Paratransit service: 3/4 mile of fixed route network.							
	Middletown Routes: Blue, Green, Gold, Red lines.										
Clermont Transportation Connection (CTC)	Two express routes into Cincinnati			Dial-A-Ride serves all of Clermont County.		✓	✓	✓	6 AM to 6 PM		
				ADA Paratransit service is offered within 3/4 mile of fixed route network.			✓	✓			
Catch-A-Ride (operated by Lifetime Resources)	✓			Throughout six county southeastern Indiana area.		✓		✓	6 AM to 6 PM		
Southwest Ohio Regional Transit Authority (Metro)	✓	✓	✓	✓	Metro Access (Dial-A-Ride): 3/4-mile proximity to fixed route network.			✓		4 AM to 1:30 AM	4 AM to 1:30 AM
					MetroNow (DR) operates in Springdale/Sharonville zone and Northgate/Mt. Healthy zone.		✓			8 AM to 9 PM	8 AM to 9 PM
Transit Authority of Northern Kentucky (TANK)	✓	✓	✓	✓	RAMP provides service In designated service area encompassing entire fixed route network.			✓		4:30 AM to 11 PM	5 AM to 10 PM
					Senior Transportation is an O-D service within TANK service area.			✓		8 AM to 5 PM	
Warren County Transit Service (WCTS)	✓	✓	✓		Throughout the county.			✓		6 AM to 6:30 PM	

2.3 Agency Providers: Services and Service Areas

Social service agencies and private providers supplement the transportation provided by transit agencies. Several social service agencies cover a diverse range of transportation needs through the combined efforts of individual agency services. An agency may provide specialized service to one type of user (e.g., people over age 60, people with a certain type of disability) or to the clients of one agency, or they may serve all types of users in one jurisdiction.

OKI has conducted surveys of agencies every four years since 2011; repeated in 2015, 2019, and now in 2024. The surveys have helped identify the range of transportation services provided by social service agencies. While the survey responses do not yield a completely comprehensive inventory, they do provide an indicator of the types of services available and where and when they are provided.

This plan inventories 22 social service agencies that provide transportation to the targeted population. All 22 agencies operate vehicles either owned by the agency or leased through another agency. Of the 22 agencies, 16 provide service to the elderly and 15 provide service to individuals with disabilities. While no agency surveyed provides transportation strictly for low-income residents, clientele of a few of the agencies can be considered low-income.

Figures 2-5 and 2-6 show the relative intensity of service to the respective target populations. This includes elderly and individuals with disabilities representing the highest levels of service with the darkest shading. The lowest levels of service are represented in the lightest shading.

Figure 2-5 Elderly Service Intensity

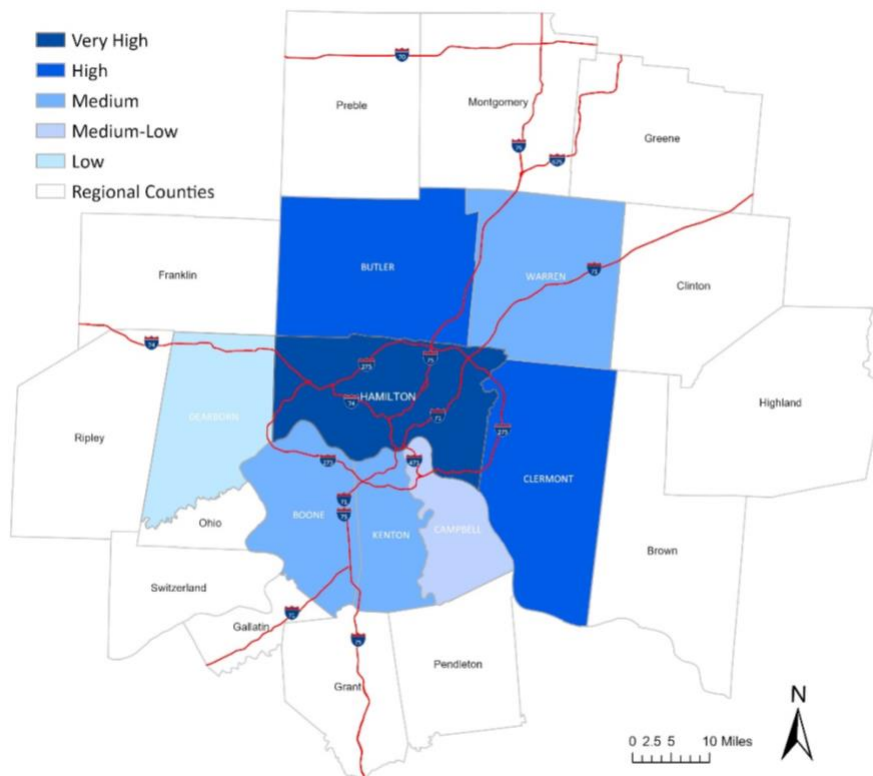


Figure 2-6 Individuals with a Disability Service Intensity

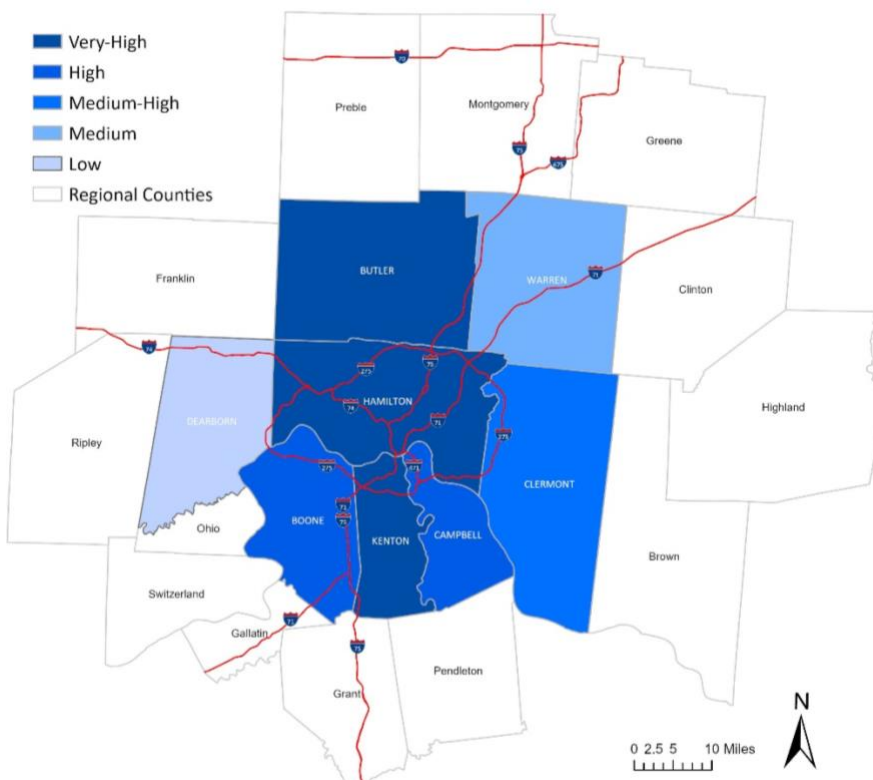
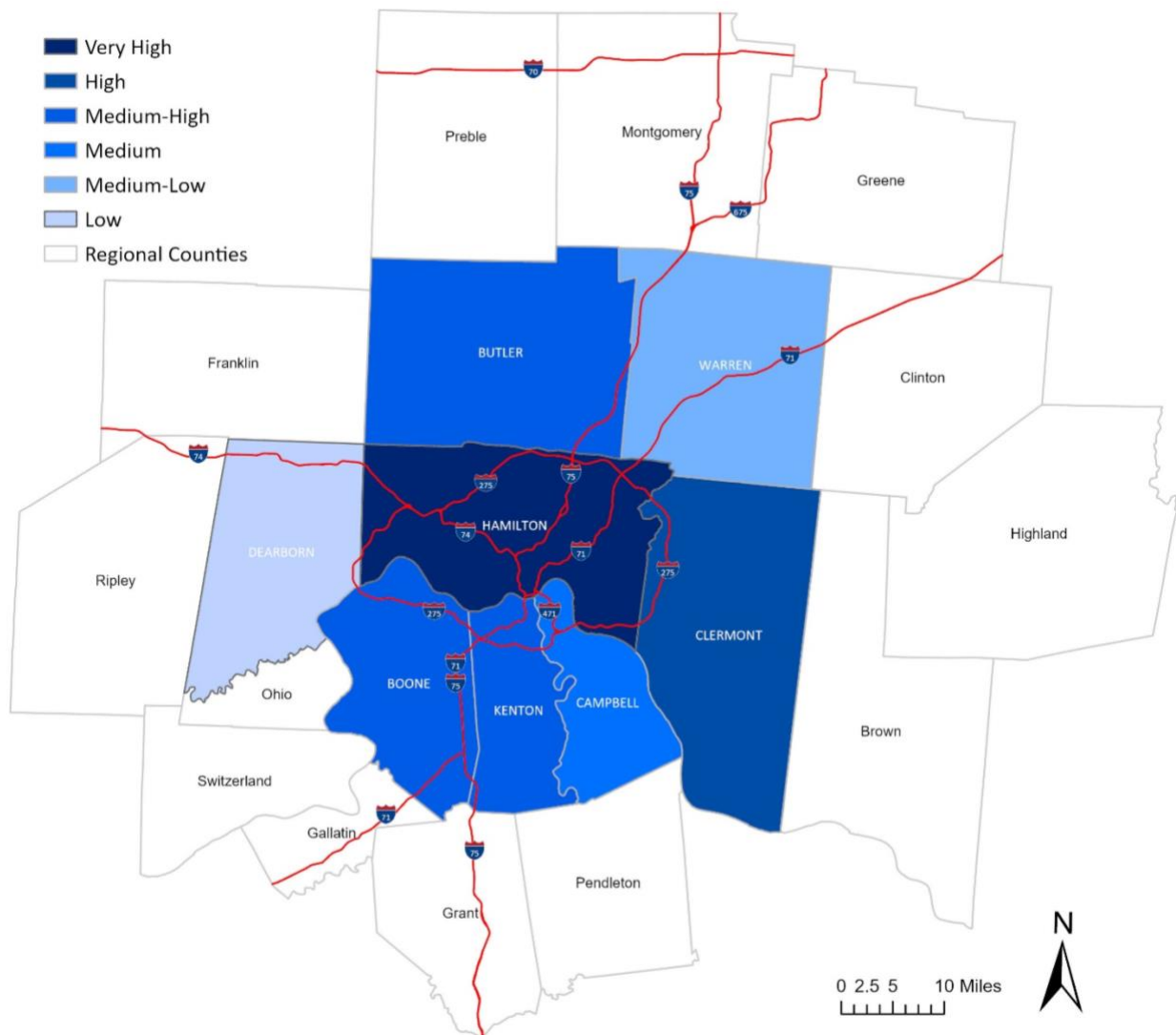


Figure 2-7 compiles the service area of all 22 social service and private agency providers in the current inventory. As would be expected, the highest concentration of service opportunity is in Hamilton County. There are also medium concentrations in the three northern Kentucky counties and in Butler County.

Figure 2-7 Social Service Agency Coverage Intensity



As was the case in 2020, in general, fewer options exist for trips to school (provided by 9 percent of the agencies) and job training destinations (provided by 23 percent of the agencies), while greater options exist for trips to the grocery store and for social activities (provided by 68 percent and 70 percent, respectively) and medical-related trips (provided by 77 percent of the agencies). Trips to social service agencies (provided by 41 percent of the agencies) and life maintenance (provided by 32 percent of the agencies) were also options from many of the agencies. More detail about the types of trips provided can be found in [Appendix A](#).

2.4 County Profiles of Transportation Services for the Target Populations

Table 2-8 shows the total number of private social service agencies in each OKI county operating specialized transportation services for the target populations, and the number providing this service for each type of user. The number of specialized options for other types of users varies from county to county. More detail is provided in Appendix A.

Figure 2-8 Services per County

Area Served	Total Agencies	Elderly	Individuals with Disabilities
Butler County	7	7	6
Clermont County	8	7	4
Hamilton County	11	10	6
Warren County	3	3	3
Boone County	7	3	5
Campbell County	6	2	5
Kenton County	7	3	6
Dearborn County	1	1	1

Hamilton County has 11 social service agencies operating specialized transportation services for the target populations, with 10 of those providing service for elderly individuals and six providing transportation services to individuals with disabilities.

Clermont County has eight social service agencies operating special transportation services, with seven of those agencies providing services to elderly individuals and four providing transportation services to individuals with disabilities.

Seven social service agencies provide specialized transportation to target populations within Butler, Boone, and Kenton counties. Seven agencies provide transportation to the elderly population within Butler County, and six agencies provide transportation to individuals with disabilities in Butler and Kenton counties.

Three social service agencies offer transportation in Warren County. Three agencies provide transportation for the elderly and three provide transportation to individuals with disabilities.

Figure 2-9 shows the time periods when specialized service is available in each OKI county. All agencies offer some service during business hours, generally between 9:00 a.m. and 5:00 p.m., but hours vary greatly depending on the provider. What is most noticeable is that no agency provides evening service, aside from the two agencies that offer service 24 hours per day seven days per week (VOA – Mid States and The Point Arc of Northern Kentucky). Just as noticeable is a lack of weekend service. More detail is provided in [Appendix A](#).

Figure 2-9 Service Time by Day per County

Area Served	Weekday	Weekend	Evening (after 6 PM)	24/7
Butler County	7	0	0	0
Clermont County	8	1	0	0
Hamilton County	11	1	0	0
Warren County	3	0	0	0
Boone County	5	0	0	2
Campbell County	4	0	0	2
Kenton County	5	0	0	2
Dearborn County	1	0	0	0

Figure 2-10 shows the type of specialized service provided by agencies in each OKI county. The most common is door-to-door service, followed by thru the door, fixed route and schedule services, and next-day service. The type of service offered the least by providers is same day service. More detail is provided in [Appendix A](#).

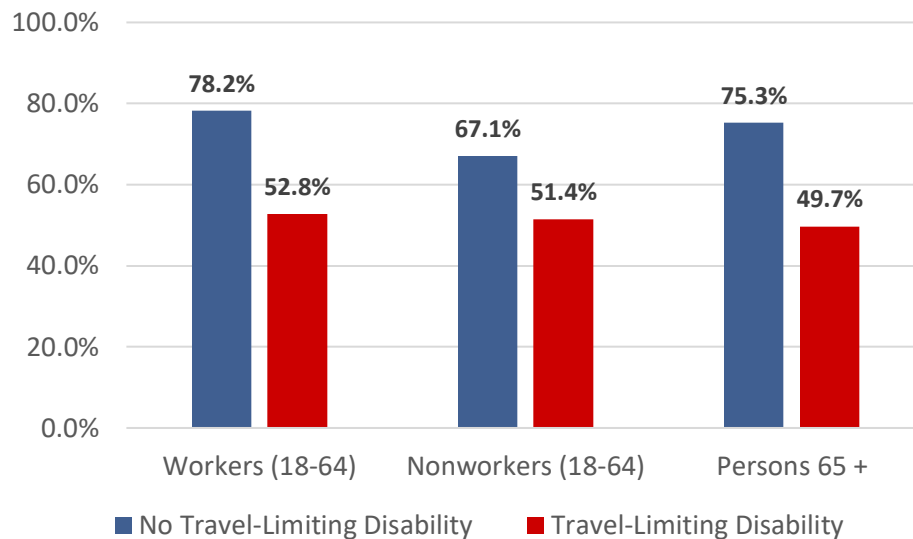
Figure 2-10 Service Type by Number of Agencies per County

Area Served	Fixed-Route & Schedule	Door to Door	Thru the Door	Demand Response	Same Day	Next Day
	3	2	2	2	1	3
Clermont County	4	5	3	2	1	2
Hamilton County	5	8	3	1	3	4
Warren County	2	2	1	0	0	2
Boone County	4	6	4	3	1	2
Campbell County	4	6	4	3	1	3
Kenton County	5	6	4	3	1	3
Dearborn County	0	1	0	1	1	1

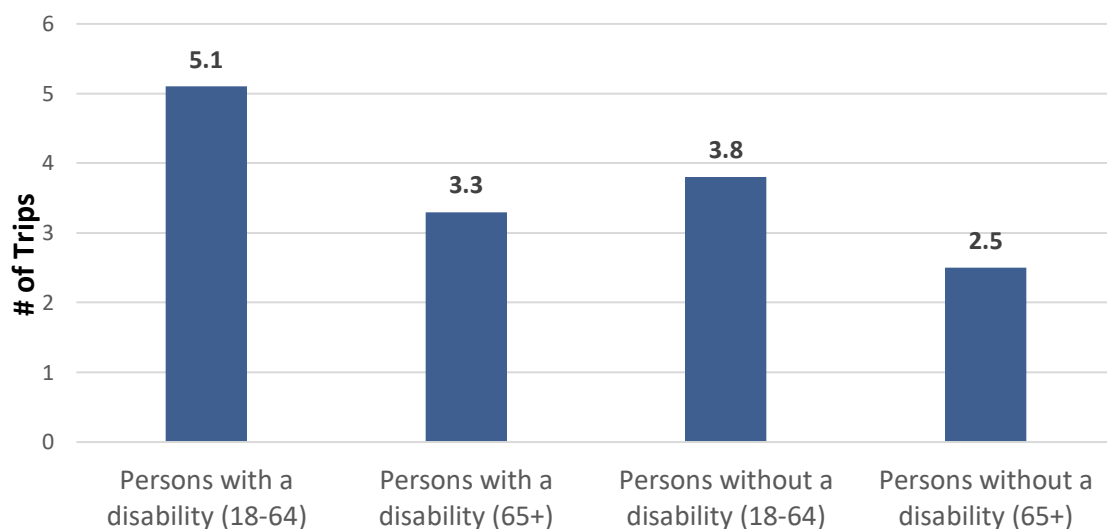
Travel Patterns of Targeted Population

According to Travel Patterns of American Adults with Disabilities, a 2022 report published by the US Department of Transportation, people between the ages of 18 and 64 with a disability made fewer trips per day on average (1.7 trips) than people without travel-limiting disabilities (2.3 trips). People 65 years of age and older with travel-limiting disabilities similarly made fewer trips per day (1.1 trips) than those persons without a disability (2.0 trips).

The 2022 US DOT report also looked at mode share for both workers and nonworkers aged 18 to 64. Figure 2-11 shows the mode share split for both persons with and without a travel-limiting disability.

Figure 2-11 Mode Share for Workers and Nonworkers with and without a Travel-Limiting Disability

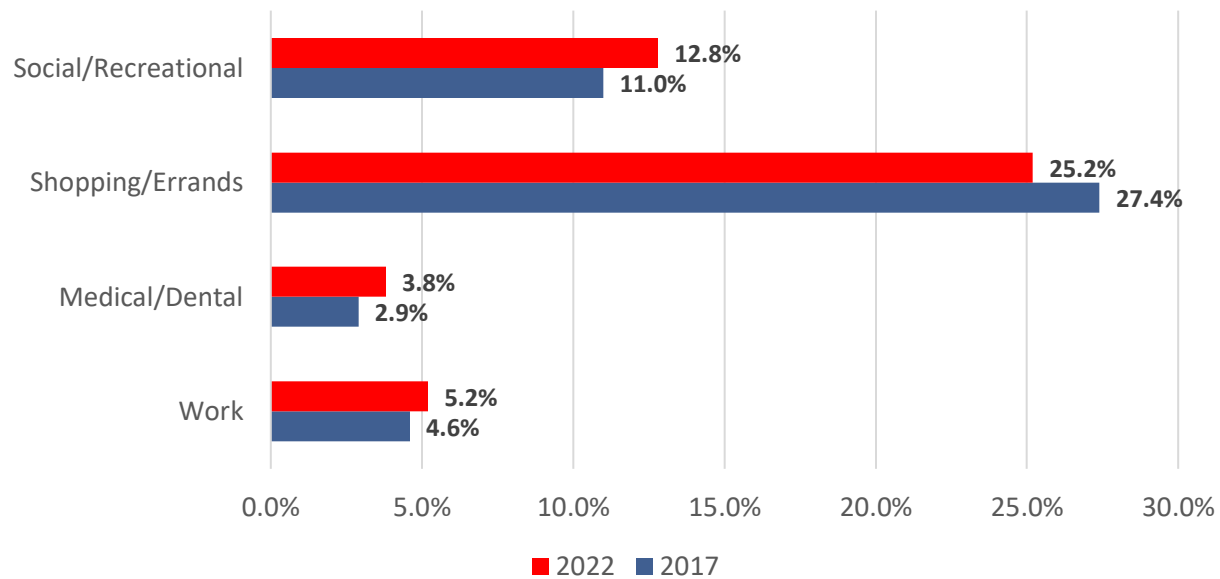
People aged 18 to 64 with disabilities averaged 5.1 rideshare trips in the prior 30 days from when surveyed, compared with 3.8 trips by people without disabilities. People 65 and older with disabilities used rideshare services for 3.3 trips during the prior 30 days versus 2.5 trips for people of the same age without disabilities.

Figure 2-12 Rideshare Trips for Persons with and without a Travel-Limiting Disability

When looking at trip purpose for the elderly population, the majority of trips are for shopping/errands/meals and social/recreational/school, with little change between 2017 and

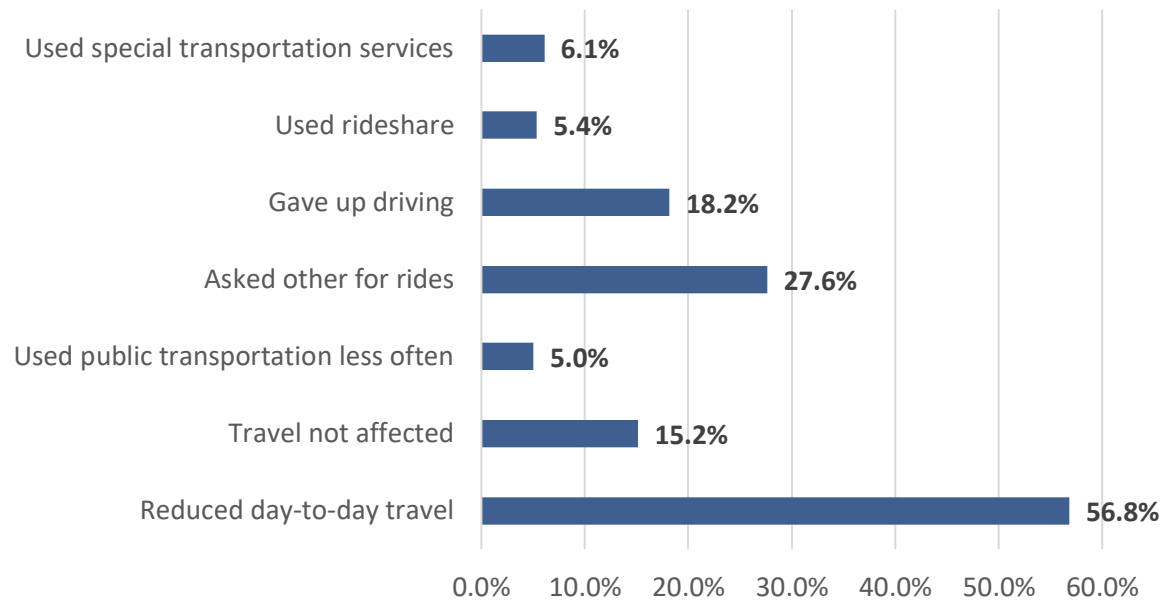
2022, as seen in Figure 2-13. The Bureau of Labor Statistics projects the number of people aged 65 or older in the labor force will increase from 11.2 million in 2023 to 14.8 million in 2033. This increase reflects growth in the population age 65 and older as well as growth in the labor force participation rates. Although work trips reflect the smallest portion this is expected to increase in the future.

Figure 2-13 Travel by Trip Purposes (age 65 and older)



Compensating for Transportation Limitations

The 2022 National Household Travel Survey reports people with disabilities use a range of strategies to compensate for their transportation limitations (Figure 2-14). The NHTS suggests that technology may help people with disability related transportation limitations by offering substitutes for trips, such as working remotely or shopping online; by connecting people to paratransit and ride-hailing services; and autonomous vehicle (AV) and other assistive technologies may someday help people travel who previously could not drive.

Figure 2-14 Compensating Strategies for People with Travel-Limiting Disabilities

Service Provider Restrictions

Program restrictions sometimes create significant barriers for more prevalent specialized transportation services, as shared by some service providers during the November 2024 public meeting described in Chapter 3.

Medicaid Transportation

Medicaid reimburses eligible recipients a certain amount per mile for medical related transportation through the Non-Emergency Transportation Program (NET). Rates for reimbursement varies based on requirements of the trip, as administered by county Departments of Job and Family Services. The reimbursement is claimed based on the eligibility of the recipient and the purpose of the trip. According to Hamilton County Job and Family Services, approval of a trip is required at least 5 days prior and provides for options such as bus tokens, accessible vans, ambulettes, taxi fare vouchers, gas cards, etc. Both Ohio and Kentucky make use of a waiver in the federal Medicaid guidelines designed to allow Medicaid eligible individuals with disabilities or chronic conditions to remain in their homes by covering home care services, adult day care, and expanded transportation for non-medical trips.

Vehicle Sharing Limitations

Issues preventing vehicle sharing between agencies primarily stem from restrictions placed on the agency from non-transportation related funding sources and/or insurance requirements. Vehicle and maintenance funding through the Federal 5310 program allows vehicle sharing between agencies, so long as the stated goals of the funding (serving elderly and disabled population needs) are being met.

There are model examples in the OKI region for getting past the hurdles of vehicle sharing through formal contracting arrangements between agencies. One is the arrangement between Clermont Senior Services and CTC, whereby CTC provided stop-gap service to Clermont Senior Services during times of high demand.

Limitations Crossing County or State Lines

Crossing county lines has also proven to be a barrier due to limited resources and funding. A unique challenge in the OKI region when compared to most other metropolitan regions, is the fact OKI spans three states. With regards to Medicaid reimbursement for travel outside one's county or state of residence, such travel is only approved on a case-by-case basis if equivalent treatment cannot be received within the subject county or state. This can result in someone in Northern Kentucky being transported to Lexington for a procedure that could be obtained in Cincinnati. For instance, a resident of northern Kentucky may use his or her Medicaid to pay for a procedure on the Ohio side of the river but would not be able to claim reimbursement for travel if the same procedure were available elsewhere in Kentucky, even as far away as Lexington or Louisville.

Chapter 3

Transportation Gaps and Needs of the Targeted Populations

3.1 Regional Overview

As described in Chapter 2, the region enjoys the benefit of having six transit agencies providing fixed route transportation to portions of seven counties in the OKI region. The region also enjoys the benefits of 22 social service agencies who advocate for the transportation needs of their clients and directly provide transportation services to the target populations of the elderly, disabled and low-income individuals.

Despite the benefit of fixed route and paratransit/demand response (DR) transit availability, there are many areas of the region beyond proximity to a fixed transit service provider. As described in Chapter 2, there are also many limitations to the transportation services for the target populations, most notably the lack of services available during evening and weekend time periods and the limited amount of specialized transportation services available to target populations residing beyond the proximity of fixed route and paratransit/DR transit service.

This chapter evaluates gaps in service based upon available geographic data, the perspective of the target populations, transportation providers and the public.

3.2 Needs Indicated by Local Data

Concentrations of the target populations most likely in need of, and eligible for, specialized transportation services within the eight county Coordinated Plan area were identified geographically in a multi-step process. In the first step, regional averages for the target populations were identified according to 2022 American Community Survey 5-Year estimates from the US Census Bureau. In the second step, these regional averages were used as threshold levels, so that numbers at and above the thresholds could be shown as indicators of concentrated population.

In addition to the Coordinated Plan’s target populations, this plan also considered low-income population and limited English population. Income of individuals served by 5310 funding investments is a consideration of the prioritization process and limited English populations (LEP) are required to be analyzed and addressed by 5310 funded agency’s Title VI plans.

The best data available for these populations are aggregated by census tracts to project data. Next, OKI classified geographic areas exceeding the threshold values by 50 percent of the target populations. Figures 3-1 through 3-6 illustrate the concentrations of the considered populations in the OKI region by population type.

Figure 3-1 shows the areas where the number of elderly people (65 and older) is at or above the regional average (15.2 percent) by 50 percent. It is noteworthy that the percentage of elderly people in the region has increased three percent, from a 12 percent regional average in 2010 to 15 percent in 2020 and is projected to increase by an additional one percent by 2050.

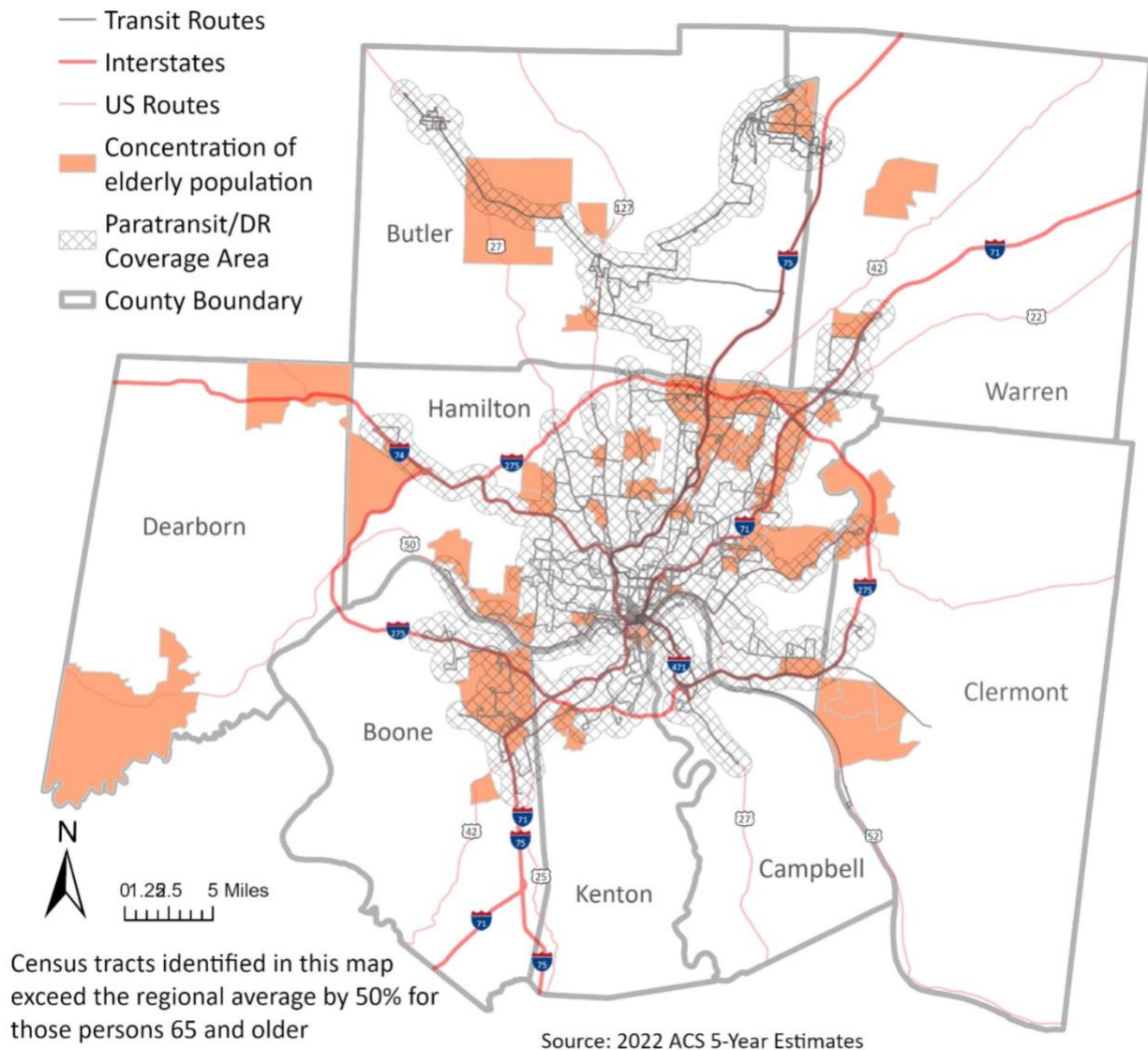
Figure 3-1 Concentrations of Elderly Population

Figure 3-2 indicates areas where the number of individuals with disabilities is at or above the regional average by 50 percent. People with disabilities include non-institutionalized persons aged 16-64 with sensory, physical, mental or self-care disability or employment disability. Since 2010, concentrations of individuals with disabilities have fallen, but are also spreading across the region making transportation service delivery even more of a challenge. You'll notice that large areas of individuals with disabilities are not within the paratransit/DR coverage area, including in Clermont and Butler counties.

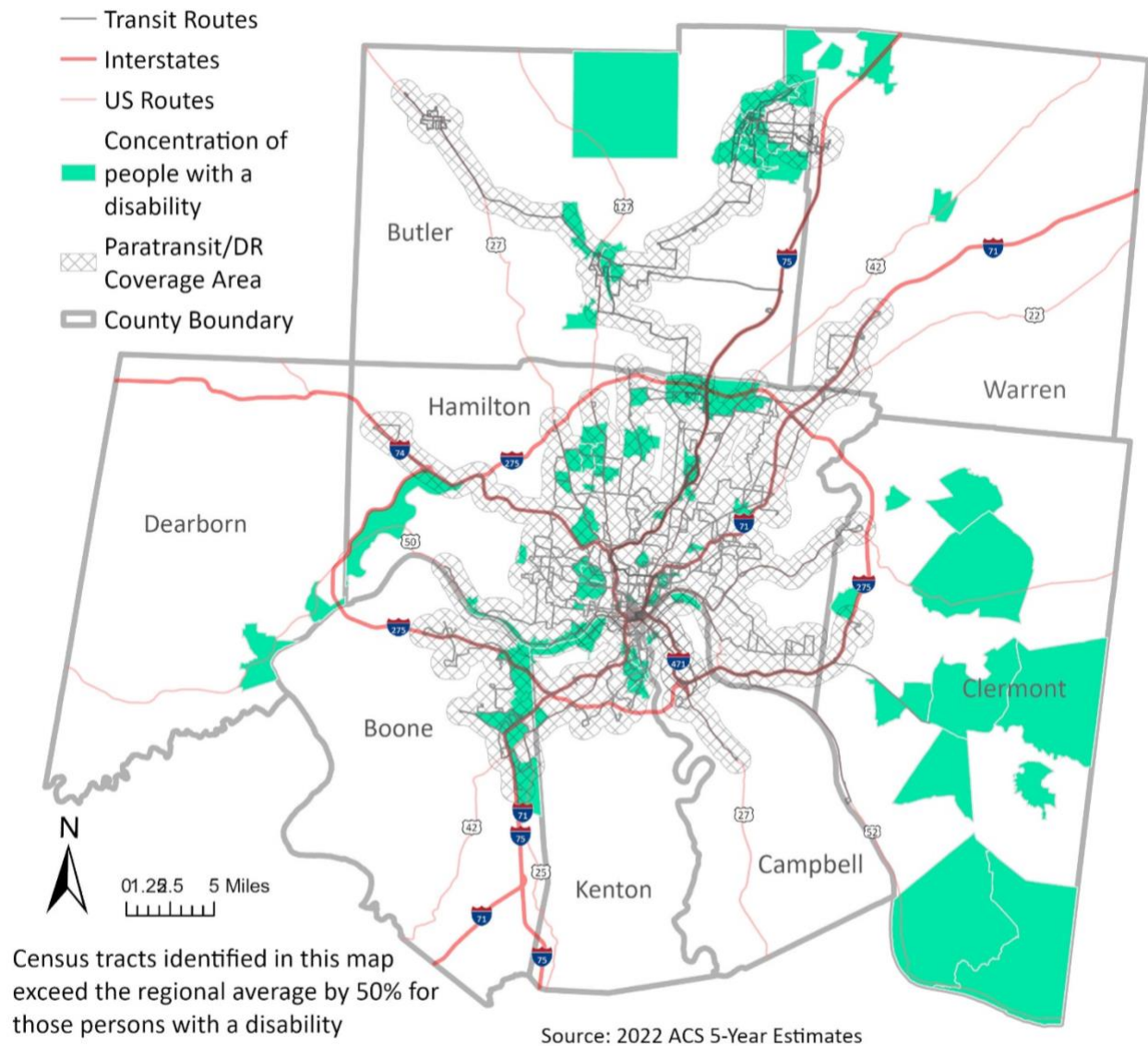
Figure 3-2 Concentrations of Individuals with Disabilities

Figure 3-3 indicates areas where concentrations of elderly individuals that have a disability is at or above the regional average by 50 percent. Geographically, the areas are generally within the region's urban area, with the majority of the census tracts served by both fixed route and paratransit/DR transit.

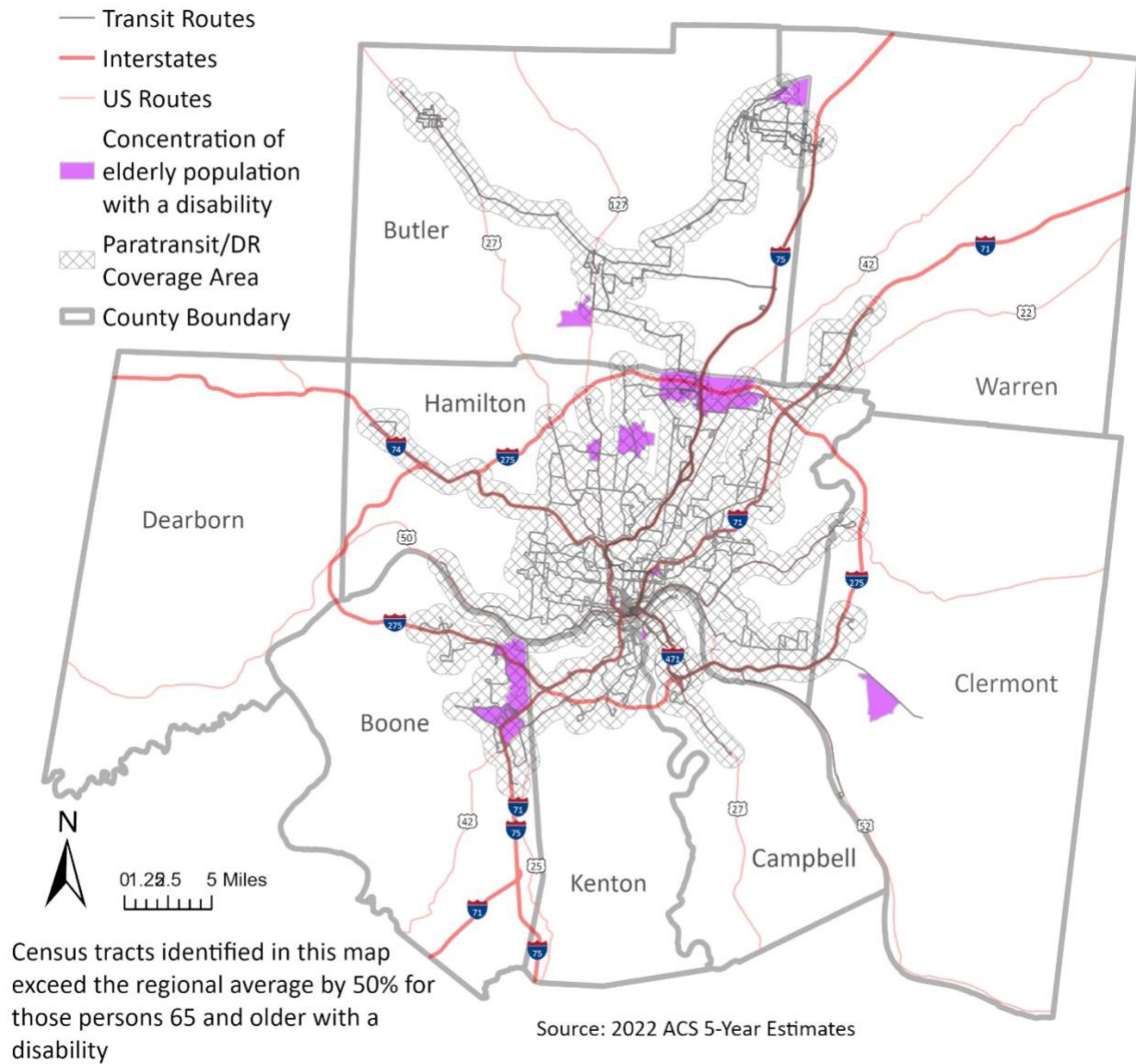
Figure 3-3 Concentrations of Elderly Population with a Disability

Figure 3-4 indicates areas where the number of individuals with low incomes is at or above the regional average (11.5 percent) by 50 percent. Concentrations are geographically widespread and include both urban and rural areas. While a majority of the areas with high concentrations of low income populations are served by fixed route and paratransit/DR transit services, there are census tracts further out in the more rural areas of the region not served by either transit service.

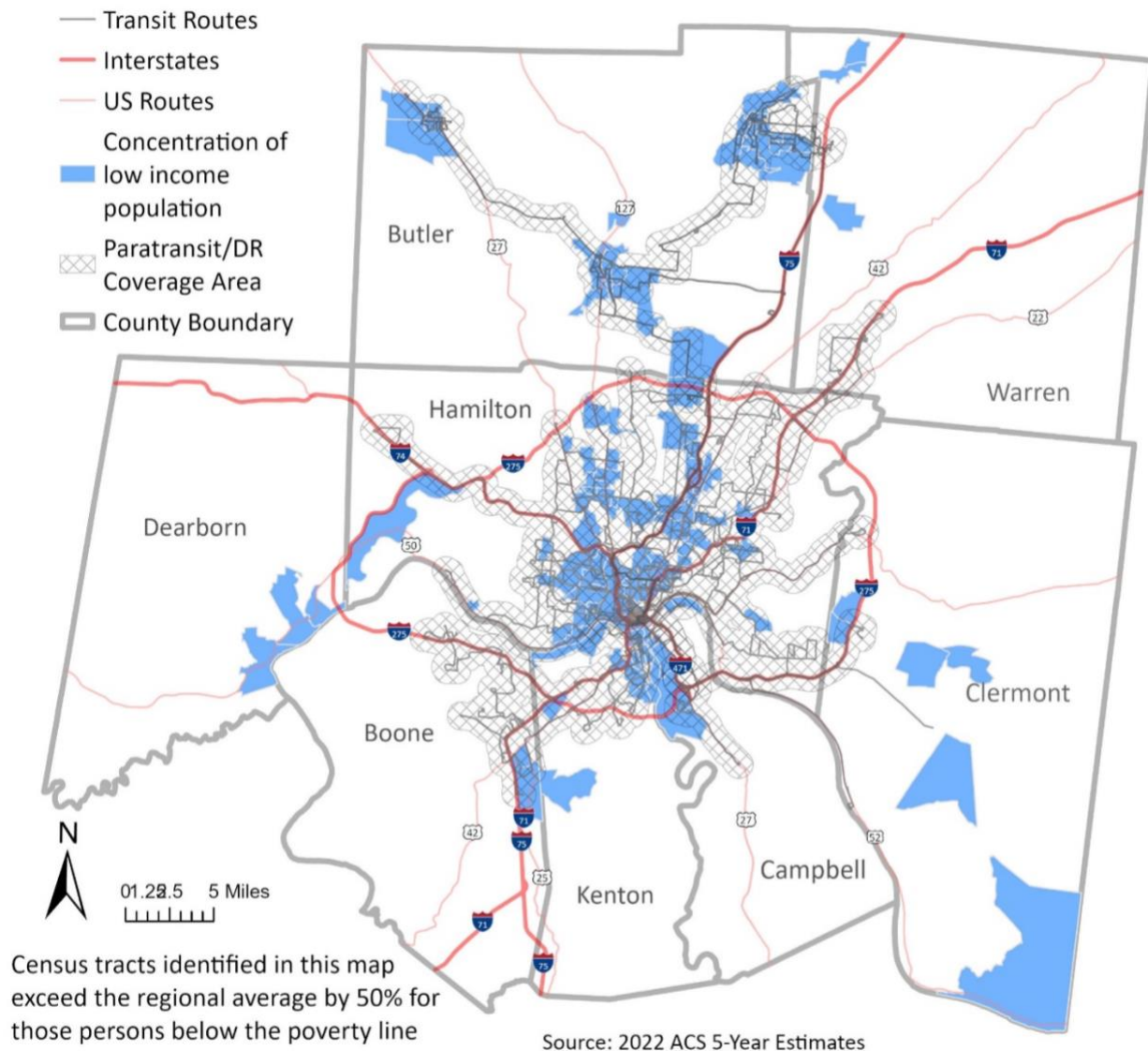
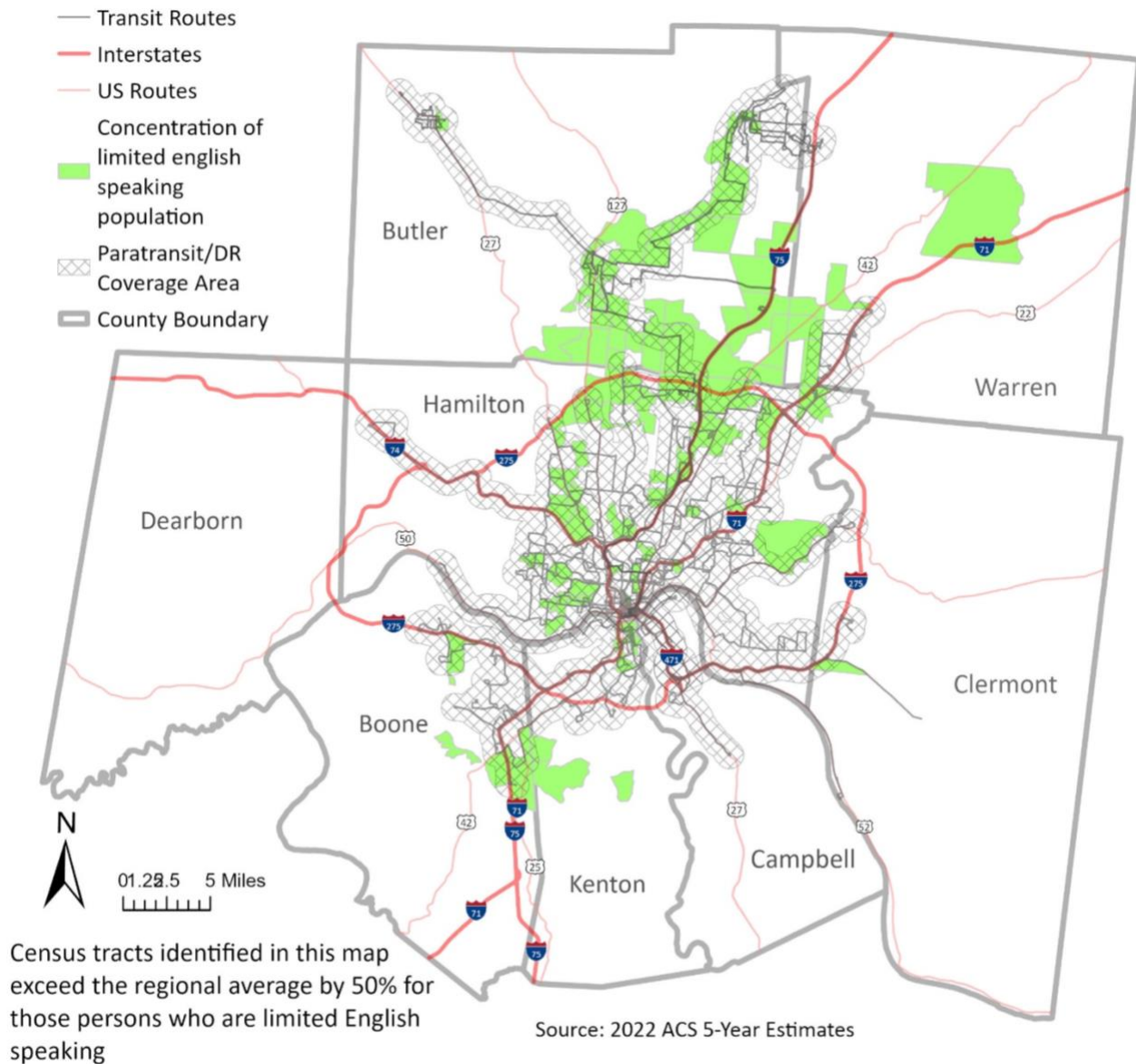
Figure 3-4 Concentrations of Individuals with Low Incomes

Figure 3-5 indicates areas where the number of people who speak English less than “very well” exceeds the regional average by 50 percent. Statistically, this is a very small portion of the overall population, however, concentrations are found in tracts in six counties: Boone, Butler, Clermont, Hamilton, Kenton, and Warren.

Figure 3-5 Concentrations of Limited English Population

3.3 Needs Indicated by Public Surveys

In an ongoing effort to gauge specialized transportation needs and gaps in the region, OKI has periodically conducted on-line mobility surveys targeted toward seniors and individuals with disabilities. This plan includes input received from surveys made available and promoted publicly in 2012, 2016, 2020, and 2024. OKI sent mobility survey requests to the agencies listed in this plan, as well as to over 75 additional agencies including local governments, workforce investment boards, emergency shelters and more. In addition to requesting that these agencies participate in the public mobility survey, OKI requested that those with the capability post links to the mobility survey on their own websites and social media accounts for access by their

clients. Upon request, OKI provided hard copy versions of the mobility survey to agencies preferring hardcopy versions to be available to their clients. OKI also posted the mobility survey on www.oki.org and promoted it through media releases and social media outlets, including OKI's Facebook page (@okiregional) and as part of OKI's X account (@OKIRCOG). A total of 381 responses to the 2024 mobility survey were received.



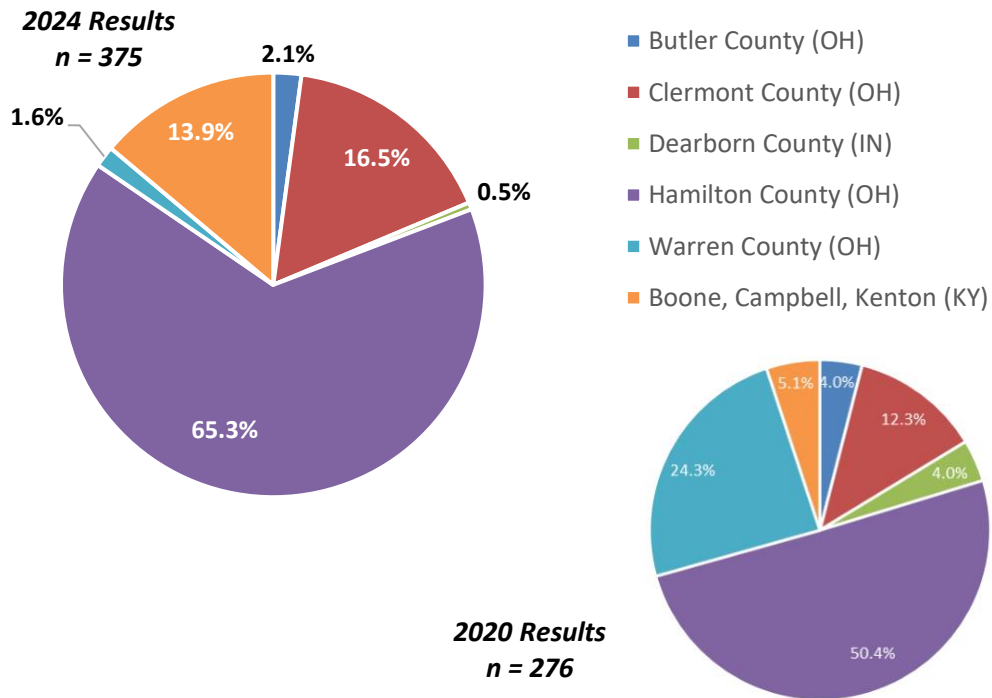
Input received in 2012, 2016 and 2020 continue to be used to inform the 2025 plan of regional trends and to balance the contrasting population type and area of residents representing the majority of respondents each survey year. In 2024, more than 65 percent of respondents lived in Hamilton County and 16.5 percent lived in Clermont County (Figure 3-6). In 2020, 50 percent were from Hamilton County while 24 percent were from Warren County. In 2016, the majority of respondents were from Hamilton County (80 percent).

Respondents were asked their county of residence in order to provide a better understanding of specific geographic needs. The survey responses tabulated by geographic area are included in [Appendix B](#).

More than 30 percent of respondents live in neighborhoods within Cincinnati. Others lived in communities in Hamilton County, OH (17 percent), Clermont County, OH (11.1 percent), Covington, KY (7.9 percent), Delhi Township, OH (5.3 percent), Colerain Township, OH (5.3 percent), and the remaining respondents spread across the other communities in the OKI region.

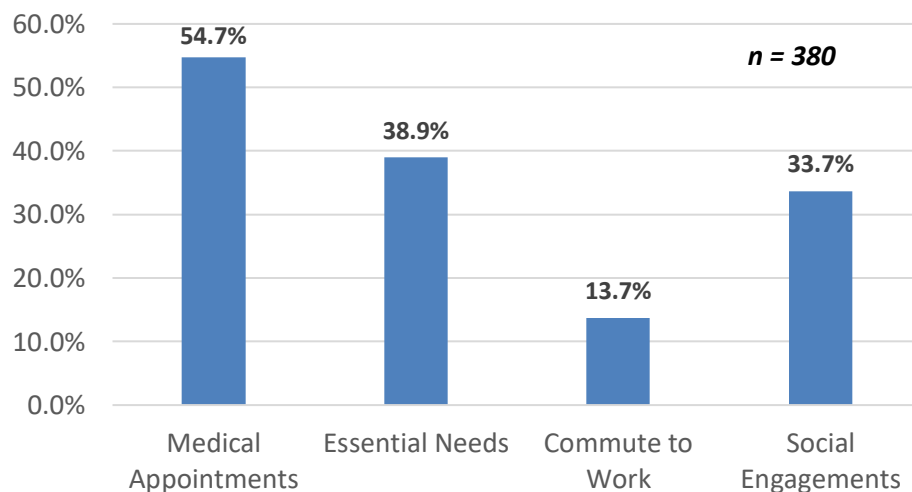
Considering input to the same questions by respondents over the years provides this plan with a greater balance of perspectives and allows for the consideration of trends.

Figure 3-6 Mobility Survey: Where Respondents Live



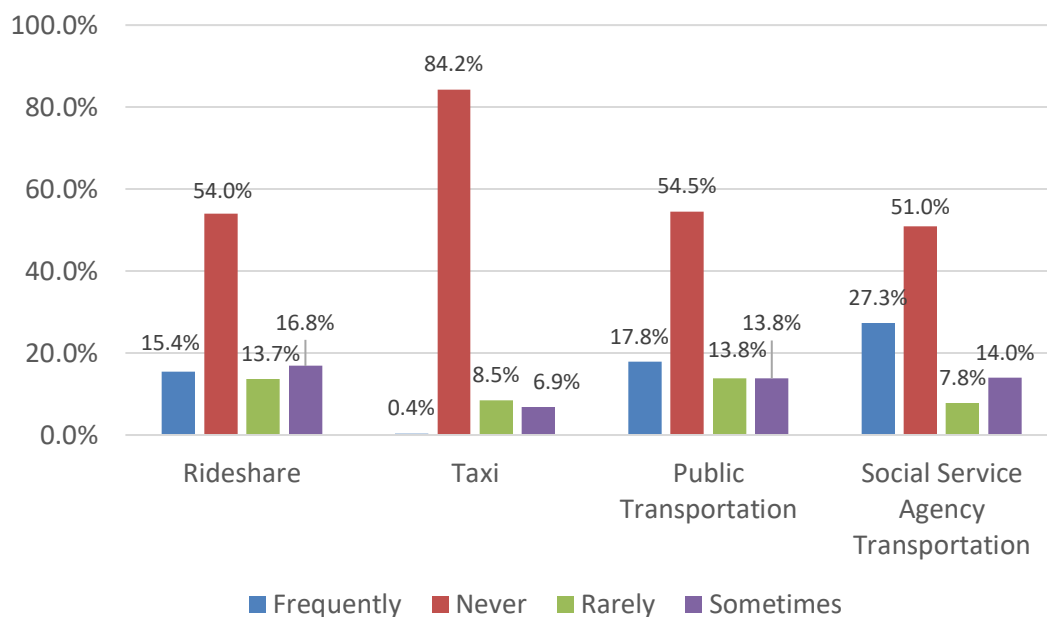
In 2024, a new question was added to the survey: what riders of specialized transportation use the service for (Figure 3-7). More than half of respondents indicated they use the service for medical appointments (54.7 percent), followed by essential needs (38.9 percent) and social engagements (33.7 percent). Of the other uses of specialized transportation, commuting to and from senior centers was predominantly mentioned by respondents.

Figure 3-7 Mobility Survey: Use of Specialized Transportation (2024)



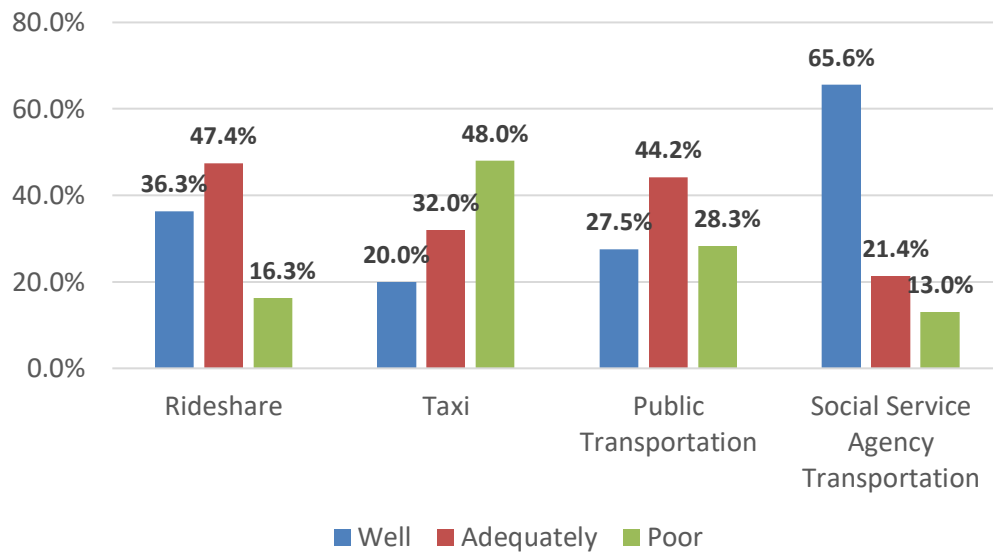
The mobility survey asked respondents to rate how often they use rideshare, taxi, public transportation and specialized transportation. More than one quarter (27.3 percent) of respondents frequently use transportation provided by specialized transportation providers followed by public transportation (17.8 percent), rideshare (15.4 percent), and taxi (0.4 percent). Just under half of the respondents use public transportation, ridesharing services such as Uber or Lyft, and specialized transportation at some level while the other half have never used such services. Results of all years indicate most respondents never use taxi service. In 2020, however, 15 percent more respondents said they used transportation services offered by specialized transportation providers. Of those who do use specialized transportation service in 2020, 90 percent said that service met their needs adequately or well.

Figure 3-8 Mobility Survey: How Frequent Rideshare, Taxi, Public Transportation, and Specialized Transportation is Used (2024)



Comparing responses from the years regarding public transit use, we see a higher percentage of respondents saying they frequently use transit. Still, the majority of respondents said they only sometimes, rarely or never use transit.

Respondents were then asked how well those transportation options met their needs (Figure 3-9). Of those respondents who answered the question, 66.5 percent indicated their social service agency transportation met their needs well, which was slightly lower than in 2020 (75.6 percent). Respondents also indicated they were less satisfied with rideshare, public transportation, and taxi service in 2024 than in 2020, with nearly 50 percent of respondents in both 2020 and 2024 indicating taxi service was poor in meeting their needs.

Figure 3-9 Mobility Survey: How Well Received Transportation Services Met the Needs of Riders (2024)

The survey asked respondents to select from a list of specific improvements needed to meet their transportation needs. Although the most popular selections change year to year, geographic area of service, more next day or same day service options, more destinations for shopping trips, and weekend service were most cited as items in most need of improvement by those responding to the mobility surveys (2016, 2020, 2024). Next-day or same-day service, frequency of service, and guaranteed ride home service were issues that also topped the list.

Figure 3-10 Ranking of Needed Improvements

Answer Options	2024	2020	2016
More Through-the-Door Service Options	5.3%	5.6%	17.6%
More Destinations for Employment Trips	7.1%	6.3%	36.5%
Correlation of Transportation Schedule to Work Shift	7.1%	1.8%	29.7%
Ability to Transfer Routes	7.9%	11.2%	27.0%
More Accessible Service Options	13.7%	14.7%	36.5%
Availability of Information on Routes and Schedules	16.1%	11.9%	29.7%
More Evening Service Options	18.4%	21.8%	41.9%
More Destinations for Medical Trips	19.2%	26.0%	32.4%
More Frequency of Service	19.7%	22.5%	48.6%
Guaranteed Ride Home Service	20.3%	15.4%	36.5%
More Affordable Fares	20.8%	17.5%	59.5%
More Weekend Service Options	23.2%	30.9%	44.6%
More Destinations for Shopping Trips	23.2%	28.4%	37.8%
More Next Day or Same Day Service Options	26.1%	31.2%	41.9%
More Door-to-Door Service Options	26.1%	21.4%	41.9%
Geographic Area of Service	30.3%	33.7%	62.2%

3.4 Agency Limitations to Expanding Service

In the spring and summer of 2024, OKI surveyed the private non-profit agencies that provide transportation services to seniors and individuals with disabilities in the region to verify their information for agency profiles inventoried by this plan. In this survey, OKI asked each agency what limits their ability to expand transportation service. Figure 3-11 lists the number of responses by county. Although needs by county differ, the need for drivers and vehicle capital cost tended to be the most limiting factors of most agencies. A need for operating costs was indicated by 12 agencies spanning all eight counties.

Figure 3-11 Agency Limitations to Expanding Services

Area Served	Total Agencies	Condition of Vehicles	Need for Drivers	Operating Costs	Vehicle Capital Cost	Accessibility of Vehicles
Butler County	6	0	4	4	2	1
Clermont County	4	0	4	2	1	0
Hamilton County	10	2	4	4	4	2
Warren County	3	0	3	1	2	1
Boone County	5	2	2	1	2	2
Campbell County	5	2	2	1	2	2
Kenton County	5	2	2	1	2	2
Dearborn County	1	0	1	1	1	0

Needs Indicated by Public Meeting Discussions

OKI held a public meeting on November 13, 2024 to discuss needs and elicit suggestions for improving transportation services to elderly and individuals with disabilities. In addition to issuing media notices, OKI invited agencies in the region that serve clients from the target populations to share the survey with their clients, posted meeting information on the OKI website, made announcements using OKI social media and shared at various OKI meetings leading up to the event.



The public meeting provided attendees with the opportunity to identify transportation needs and suggest improvements through facilitated discussion. Thirty-two individuals participated representing twenty-four agencies or organizations that operate transportation services for the target populations or serve the target populations who use them. Participants included agency staff and clients. Representatives of Metro, TANK, BCRTA, and CTC also participated.

Participants were asked to discuss transportation needs of the target populations, following presentations that provided overviews of the Coordinated Plan, the data and processes used in

the Plan update, and how the Plan is used to guide decisions on the use of federal funds in the OKI Region. Summarized below are common themes and issues raised during the public meeting discussion. A full transcript of meeting notes are provided in [Appendix C](#).

- A need for a resource library of transportation providers to help social service agencies and riders secure rides to appointments.
- Geography is a barrier to providing adequate transportation, including service outside of the I-275 loop and trips crossing county boundaries.
- There is a need for expanded hours of service during the week and on weekends to meet demand from riders.
- The costs associated with alternate forms of transportation such as Uber/Lyft is cost prohibitive.
- Passenger drop-off and pickup at medical facilities has become an encumbrance due to valet services.

Destinations to which service should be provided

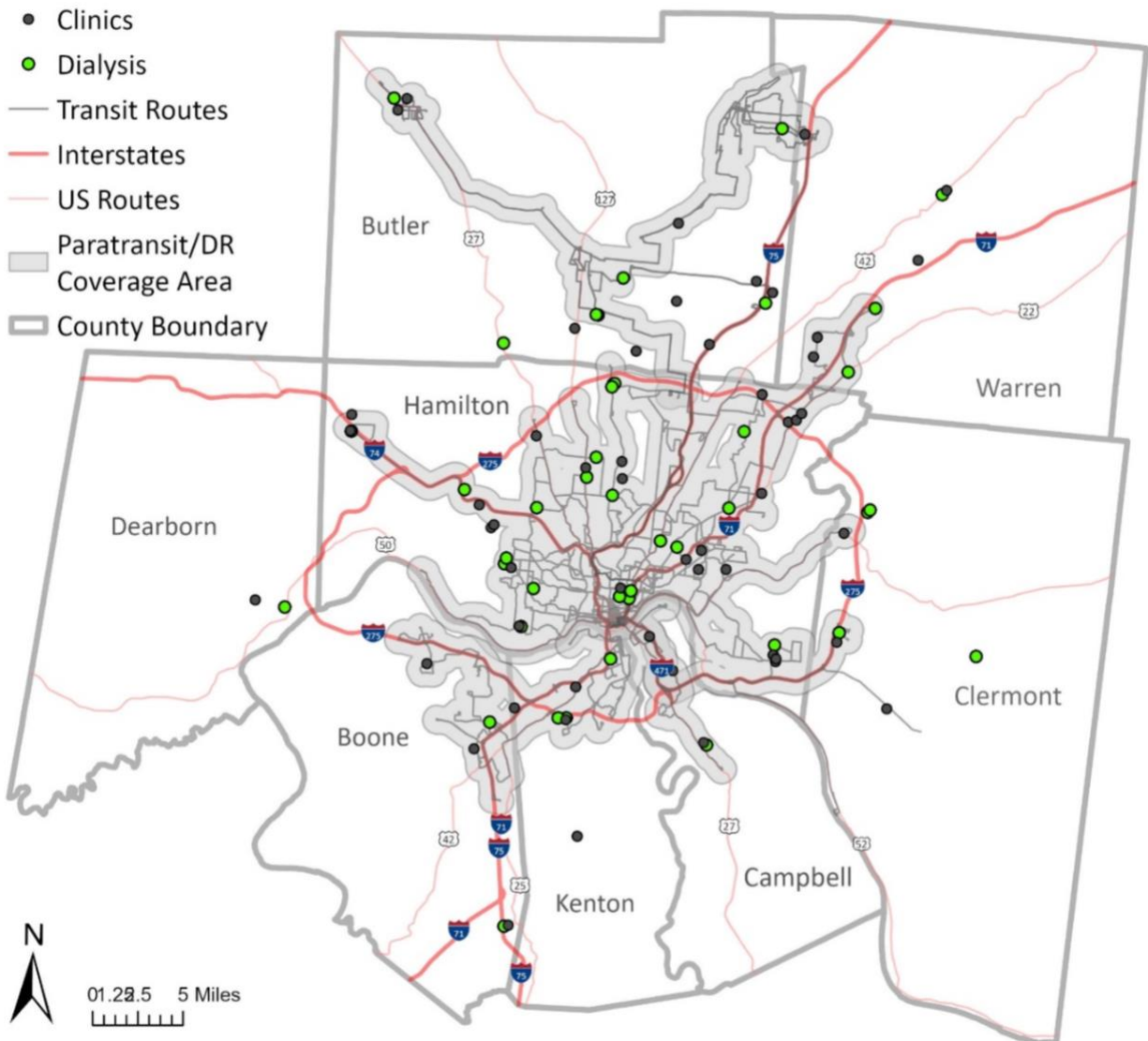
When discussing where service should be provided, hospitals and medical facilities topped the list. Trips to grocery stores, pharmacies, and doctors' offices not near major medical facilities were described as often difficult to obtain or unaffordable for users.

The need for service to non-emergency medical appointments was also expressed by discussion groups. Individuals in the target populations may put off routine or non-emergency medical appointments due to not having a convenient way to travel, which can lead to medical issues becoming more serious. It was also mentioned that ambulance services are sometimes used, which would not be necessary if more convenient services were available for such trips.

Figures 3-12 to 3-14 on the following pages depict the locations of hospitals, health care centers and urgent care locations across the region in proximity to current fixed route and paratransit/demand response (DR) transportation. Paratransit and DR transportation are shared-ride complementary services, providing origin-to-destination transportation for people whose disabilities prevent them from riding fixed route transit buses. These services are offered within $\frac{3}{4}$ of a mile of any fixed route service.

There are more than 100 clinics and dialysis centers in the OKI region including Little Clinics, outpatient centers, and orthopedics centers, of which 31 percent are located outside of the paratransit/DR transportation coverage area.

Figure 3-12 Health Care Centers by Type



There are more than 40 urgent care facilities throughout the eight-county region, of which 30 percent were outside of the paratransit/DR transportation coverage area.

Figure 3-13 Urgent Care Locations

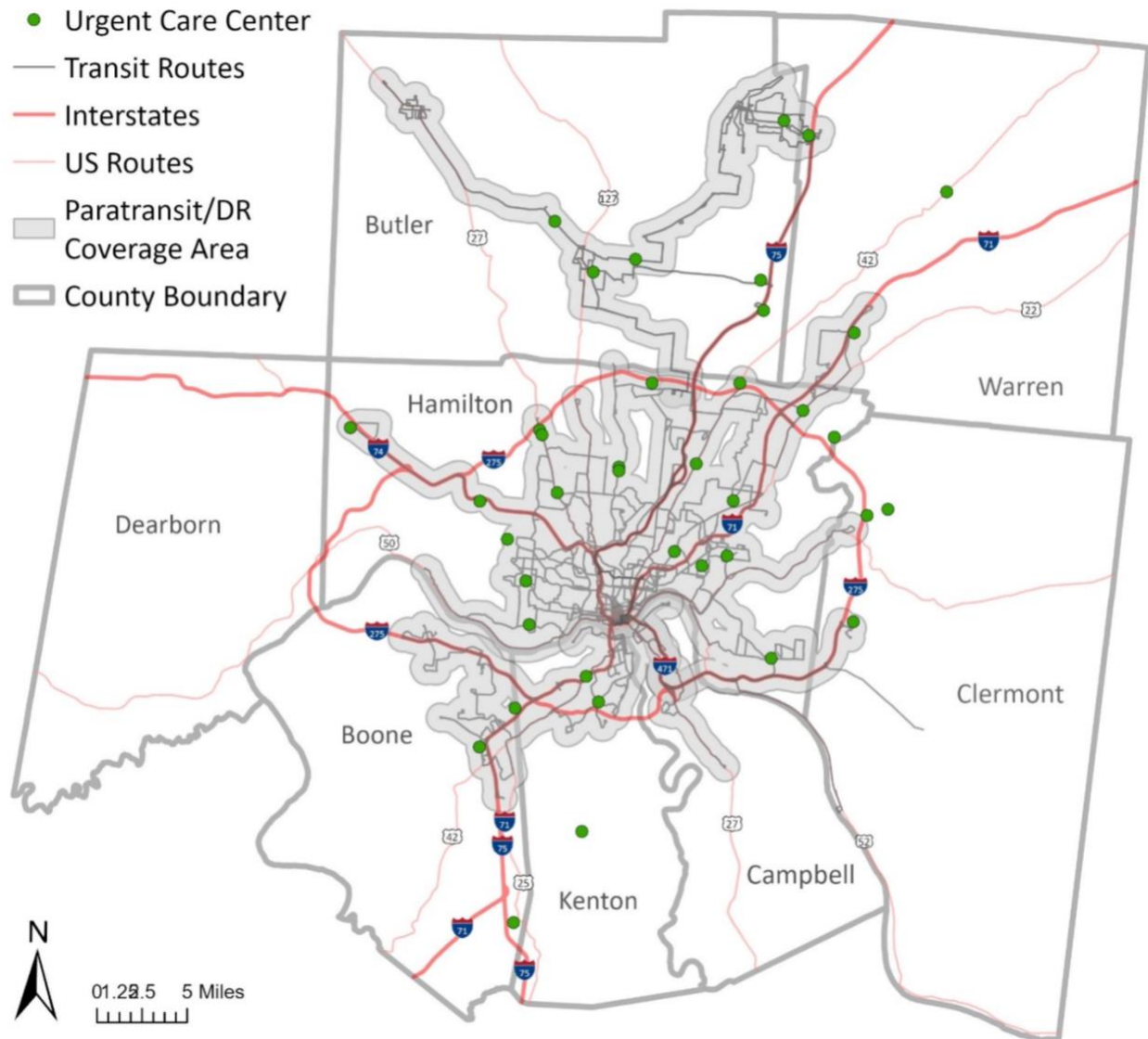


Figure 3-14 depicts the hospitals across the region. Of the 38 hospitals in the region 34 percent are outside of the paratransit/DR transportation coverage area.

Figure 3-14 Hospital Locations

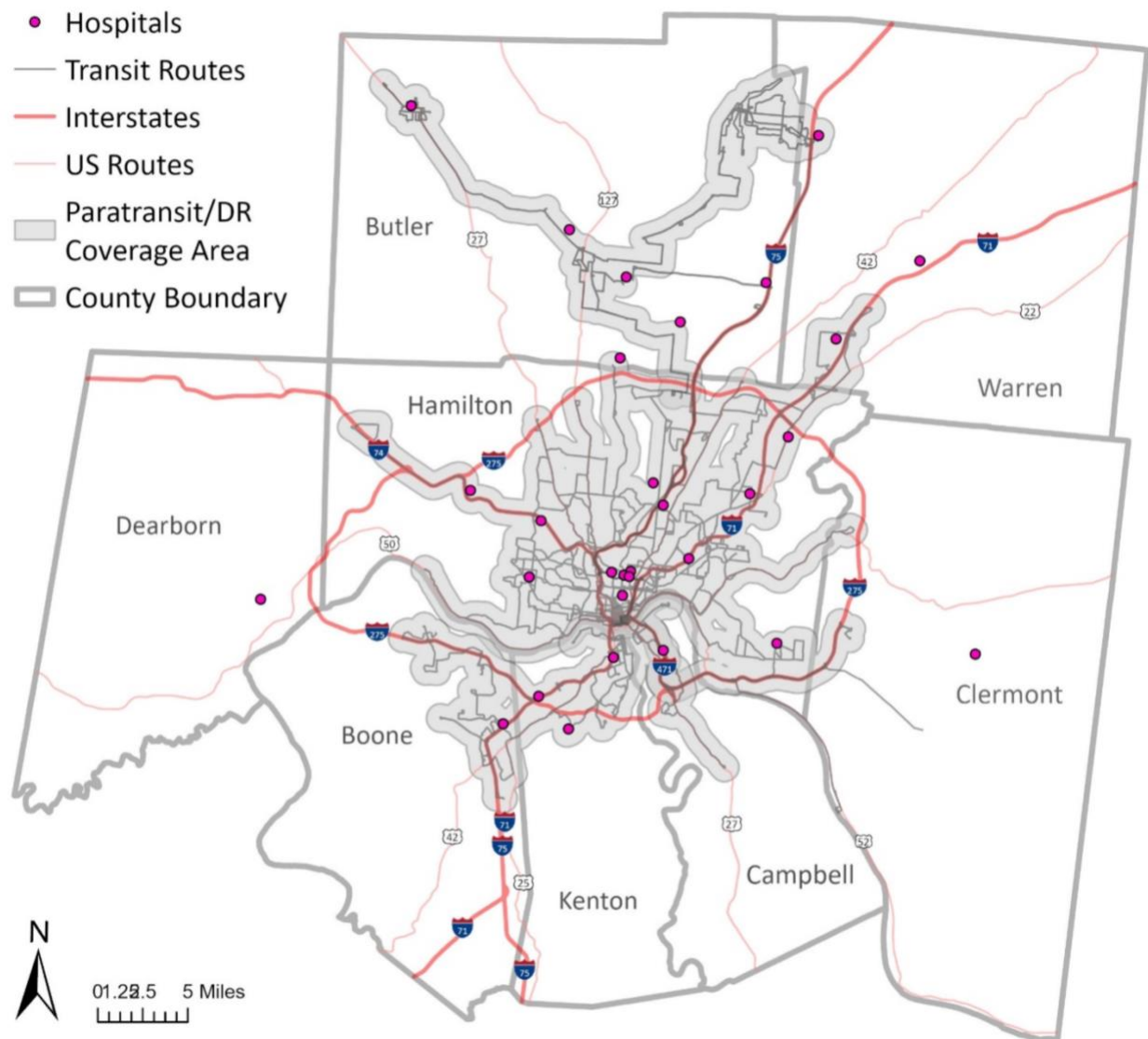
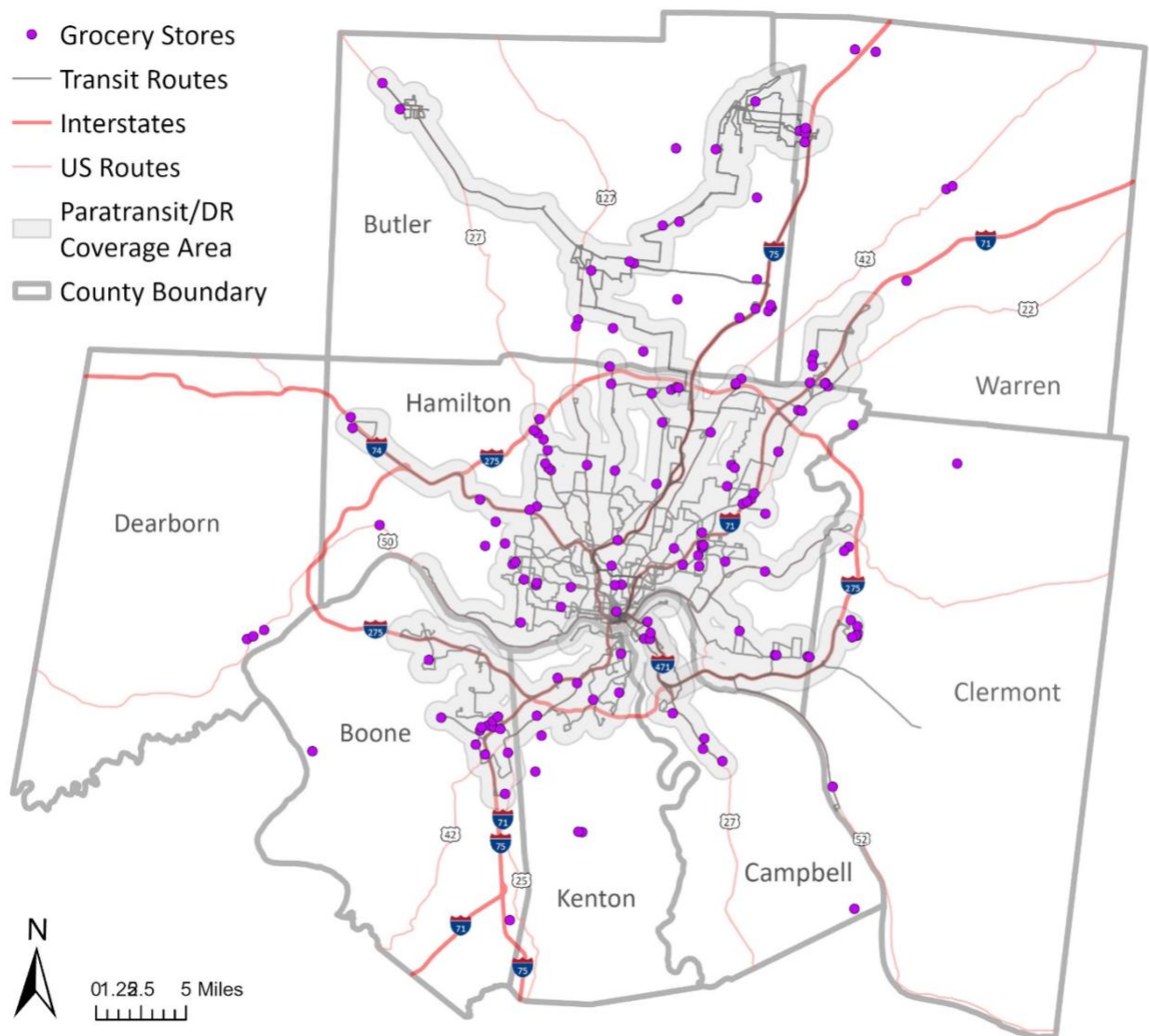


Figure 3-15 depicts all 190 full line grocery store destinations across the region. Similar to health care centers, hospitals, and urgent care centers 35 percent of stores are outside of the paratransit/DR transportation coverage area.

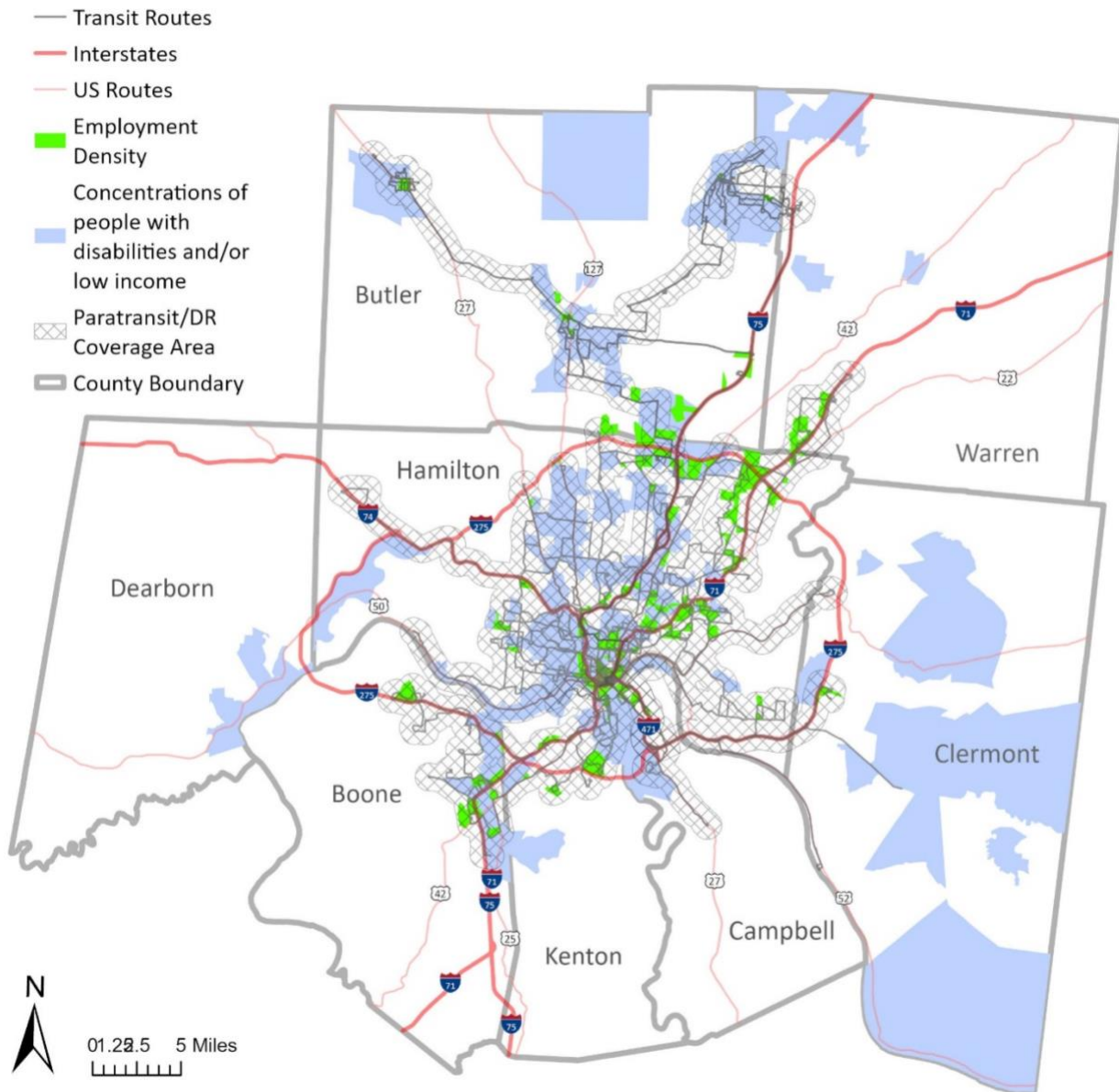
Figure 3-15 Full Line Grocery Store Locations



The region's major employment centers, including downtown Cincinnati, Hebron, Florence, Fort Mitchell, Newport, Covington, Oakley, Sharonville, West Chester, Blue Ash and Mason were identified as having a high density of jobs. Of the areas with the highest density of jobs less than 10 percent were outside of the paratransit/DR transportation coverage area.

Figure 3-16 depicts areas with the highest concentration of jobs across the region.

Figure 3-16 Employment Density



Areas where service overlaps or coordination could be improved

Having “real time” information was also mentioned as necessary in allowing for better coordination by all agencies.

Trips from Ohio to Northern Kentucky destinations and visa-versa were explained to often be problematic for service providers who were limited by funding restrictions and required to provide service within state boundaries. The resulting situation is that a user in Northern Kentucky being required to travel to a medical facility in Lexington rather than Cincinnati despite the greater travel distance. Also mentioned was the difficulty social service agencies

experience offering transportation services from one county to another, due to limitations in funding.

Overall, the following constitute the major gaps identified in transportation service for the target populations in the OKI region:

- Inadequate transportation options during evenings, late nights, and weekends for elderly, disabled and low-income populations.
- Limited collaboration and coordination of service providers, particularly across county and state boundaries.
- Inadequate number and variety of destination types available to users.
- No single point of information for users on current transportation options is available.
- Lack of adequate resources to provide sufficient transportation across the OKI region.

Chapter 4

Strategies to Improve Transportation for Target Populations

4.1 The Context for Strategy Development

As a metropolitan planning agency, OKI is responsible for long range transportation planning as well as for developing a coordinated plan for transportation services to target populations. Work on both plans was undertaken during the same time period. While the purpose of the OKI 2050 Regional Transportation Plan Update is to improve the transportation system for the entire population of the region, and the focus of the OKI Coordinated Plan is to improve transportation for target populations in the region, the broad goals of the OKI 2050 Plan were also considered as this Plan was developed. As additional strategies to improve specialized transportation are identified, they should be consistent with these regional transportation goals:

Figure 4-1: OKI 2050 Regional Transportation Plan Goals

- **Safety**
- **Infrastructure Condition**
- **Mobility and Congestion**
- **Environmental Sustainability**
- **Economic Vitality**

Safety

The transportation system should work to reduce the risk of crashes that cause death or injuries. The plan will consider recommendations to address problem crash locations for all travel modes, with the goal of reducing vehicle accidents.

Infrastructure Condition

The plan's foundation is preserving and optimizing the region's existing transportation system and infrastructure. In addition to improvement projects to meet this goal, the 2050 Plan includes a roadway maintenance and transit operation budget.

Mobility and Congestion

This goal can also be referred to as System Performance or how well people and commodities can move with greater speed and less congestion to improve efficiency.

Environmental Sustainability

Strategies that promote the effective and efficient use of natural resources would reduce mobile source emissions, and they would benefit other environmental issues and quality of life. Transportation recommendations that increase green infrastructure and promote multimodal travel alternatives while reducing vehicle trips can help address this goal.

Economic Vitality

In addition to the four performance goals presented in MAP-21 and continued in The FAST Act and the Bipartisan Infrastructure Law (BIL), OKI has added a fifth goal of Economic Vitality. The transportation network can support the economic vitality of the region by enabling global competitiveness, productivity and efficiency.

4.2 Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for target populations in the OKI region should address the service gaps and user needs identified in Chapter 3 in order to be effective. As described previously, these gaps and needs were based on information obtained from geographic analysis, responses to the mobility survey and responses to the questionnaire of agencies operating transportation services or social services for the target populations.

OKI developed strategies to address the gaps and needs with guidance from the 5310 Oversight Team, and by considering the 5310 Specialized Transportation Program, the primary federal funding program available to support Plan implementation. In addition to other eligible activities, the Specialized Transportation program provides federal funds for the purchase of equipment to support transportation services for the elderly and people with disabilities where existing transportation is unavailable, inappropriate, or insufficient.

Not all strategies are activities specifically eligible for funding under the existing programs, nor is it expected that sufficient funding will be available to achieve every strategy identified. In addition, regional 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 seven primary gaps and needs identified in the OKI Region, as described below.

Identified Need #1:

Expand transportation availability to target populations throughout the region.

Strategies:

- Prioritize funding requests that expand existing providers' capabilities by increasing areas of affordable service and capacities to serve more individuals

Identified Need #2:

Improve transportation service to target populations through more coordination among providers.

Strategies:

- Establish a regional mobility management system to improve user access to transportation provider services.
- Continue support of the TriState Transportation Equitable Opportunity Team (TTEOT), a forum for transportation and social service providers and funding entities to network with one another, to share information about relevant programs and policies, and to identify opportunities for coordination.
- Establish a coordinated and sustained resource for users to learn about opportunities/programs that could serve their needs.
- Ensure coordination of projects/programs by requiring funding applicants to:
 - Identify any other agencies in the service area for the proposed project and demonstrate an attempt to coordinate;
 - Compare service hours and areas of nearby agencies with those that are being proposed in the application;
 - Review and describe any impediments to coordination, such as funding or agency restrictions; and
 - Document any coordination efforts.

Identified Need #3:

Better serve people who use wheelchairs or who need physical assistance to travel.

Strategies:

- Prioritize funding for new vehicles capable of transporting an individual in a wheelchair.
- Prioritize training programs for those serving disabled individuals (drivers, traveler's aides, etc.).
- Prioritize projects including amenities at transit stops or vehicle pick-up areas for disabled individuals.
- Establish first and last mile transportation options to improve connectivity to fixed route transit stops.

Identified Need #4:

Operate transportation services for target populations during late nights and weekends.

Strategies:

- Prioritize funding for transportation providers who increase travel options for target populations during late nights and weekends

Identified Need #5:

Increase the types of destinations offered to target populations.

Strategies:

- Prioritize funding for providers offering multiple destination types.
- Prioritize funding for providers offering multiple destination types on a single trip.

Identified Need #6:

Integrate new technologies that improve mobility service accessibility and/or reduce operating costs.

Strategies:

- Prioritize programs that include technology integration that improves system performance.

Identified Need #7:

Establish a mobility manager in each county to improve awareness of mobility options and promote collaboration amongst transportation providers throughout the OKI region.

Strategies:

- Implement outreach to identify the most needed resources for outreach and education.
- Identify and pursue regional connectivity through cross county coordination with a focus on major trip generators such as medical centers and major employers.
- Launch and use Gohio Mobility as a regional resource
 - Train mobility managers to use Gohio Mobility as the tool to update county-level transportation provider information. Information updated will include service availability, eligibility information, trip booking requirements, and payment options.
 - Train mobility managers to confidently share Gohio Mobility as a resource for human service organizations, employers, caregivers, and disadvantaged populations. Sharing the resource will include training for its use.

- Invite members of the public to join a Gohio Mobility user working group to evaluate experiences with the tool. Track successes and needed improvements as identified from this group. Evaluate opportunities for improvement with the Ohio Association of Regional Councils.

Identified Need #8:

Improve public perception of both public and private transportation.

Strategies:

- Develop public engagement campaigns and programs that promote and educate the public about the benefits of public and private transportation.

4.3 Implementing Strategies to Address Gaps and Needs

Implementing these strategies should be considered a dynamic process subject to ongoing review by the Oversight Team and responsive both to new opportunities for funding and collaboration and to the development of new organizations and technologies.

Chapter 5

Plan Implementation

5.1 Establishing Priorities

Implementation of this plan is expected to occur through efforts made by transit agencies and other transportation providers for target populations in the OKI region, including in projects and programs that they initiate. Priorities for implementation include projects or programs that address the needs identified in Chapter 4 of this plan.

It is expected that many of the efforts undertaken to implement this plan will rely, at least in part, on federal funding available through the Federal Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) Program. This Coordinated Public Transit – Human Services Transportation Plan aims to serve the populations served by these federal programs and is the basis for awarding federal funding for them in most of the Cincinnati urban area.

The following general evaluation criteria will be used for project selection and are consistent with the federal Program Guidance and Application Instructions, which include selecting projects that:

1. Address gaps in current service provisions for targeted communities as defined in the local coordinated plan;
2. Make use of available resources and leverage resources to the extent possible;
3. Coordinate with other federal programs (e.g., coordinated services, financial partnerships);
4. Can be achieved with the given technical capacity of the project sponsor; and
5. Demonstrate evidence of broad solicitation for input (coordinated planning process).

In addition to meeting these general criteria, funding requests that address the identified needs and advance the associated strategies identified in Chapter 4 will receive a higher score in the competitive selection process than those that do not. The strategies in Chapter 4 and the criteria considered for grant applications were developed and maintained with input from the 5310 Oversight Team and thus reflect the direct experience and expertise of transportation providers for the target populations.

5.2 Additional Considerations

In addition to addressing the identified needs and strategies, applications for funding will also be evaluated based on how the project addresses the following considerations:

- **Service to targeted populations** - Targeted populations include elderly individuals and individuals with disabilities for Section 5310. Applicants must provide a description of how their project will provide service to the identified targeted populations.

- **Elimination or reduction of duplication in services** - To ensure appropriate levels of communication have occurred with other agencies providing similar services, the applicant will be asked to describe efforts taken to help eliminate or reduce duplication in services and to indicate other agencies contacted and the results of such efforts, including any letters, agreements, or contracts.
- **Sustainability** - Once a project has been initiated, it is important that the project sustain itself. The low-income or disabled population may become dependent upon the services, and applicants need to take precautions so that these services can be continued should the federal funds become unavailable in the future. Applicants in the Cincinnati Urban area should indicate how their projects will be sustained after the funding period is complete; accordingly, projects that demonstrate contingency planning for alternate funding sources will be stronger and will receive higher priority.

The project selection process also involves the 5310 Oversight Team working with OKI to evaluate applications for funding. To avoid any bias in the process, individual members of the 5310 Oversight Team do not participate in evaluating their own projects if they have submitted grant applications. The expertise and involvement of the 5310 Oversight Team provides additional and valuable perspective from providers and advocates of transportation services for target populations.

5.3 Implementation Projects

OKI prepares a Program of Projects (POP) with each 5310 funding award cycle which generally occurs annually. The POP lists agencies that are approved for funding as subrecipients of OKI and provides a narrative describing details of the project or program being funded. Adhering to FTA eligibility requirements, OKI awards various types of projects that have demonstrated the ability to fill gaps and address needs identified by this plan. The types of projects are listed below and each has the potential to address multiple Identified Needs of this plan. Tables 5-1 through 5-7 lists the 5310 funded projects that are currently active in the OKI region.

Vehicles

Additional vehicles allow for expanded transportation service where agencies are expanding their fleet size to provide service to new areas; agencies can share vehicles to address the need for more coordination; all vehicles funded by this program are equipped with wheelchair lifts or ramps enabling better service to people who use wheelchairs. Increased scheduling opportunities and types of destinations served, including jobs, are also possible to address when agencies are able to expand their fleet size. Fare costs can be reduced or kept lower when significant portions of vehicle costs are covered by the 5310 program. New technologies such as cleaner fuel alternatives can be included with new vehicles that address the need to improve service accessibility and/or reduce operation costs.

Figure 5-1 Active 5310 Program Recipients by Vehicle Quantity

5310 Program Active Subrecipients	Seniors	Disabled	Boone	Butler	Campbell	Clermont	Dearborn	Hamilton	Kenton	Warren	Vehicle Quantity
Aventura at West Park	✓										1
BAWAC		✓									7
Clermont Senior Services	✓										33
Colerain Township	✓										1
Community First Solutions - The Fleet	✓	✓									10
Community Services of Northern Kentucky (Scheben Care Center)		✓									3
Easter Seals Redwood	✓	✓									1
Episcopal Retirement Services	✓										2
Knolls of Oxford	✓										3
Mapleknoll Communities	✓	✓									2
Mayerson Jewish Community Center	✓	✓									4
Meals on Wheels (Wesley Community Services)	✓										13
Oxford Senior Citizens	✓	✓									5
Point Arc of Northern Kentucky		✓									3
SEM Villa		✓									1
Stepping Stones	✓	✓									2
Transit Alliance of Butler County	✓	✓									1
VOA Mid-States		✓									2
Warren County Community Services	✓	✓									10

Preventative Maintenance

Funding the routine maintenance of vehicles helps ensure a longer and more productive life span of vehicles used by an agency. This funding also enables agencies to apply the offset costs to other important agency needs to better serve their customers.

Figure 5-2 Active 5310 Program Recipients by Preventative Maintenance

5310 Program Active Subrecipients	Seniors	Disabled	Boone	Butler	Campbell	Clermont	Dearborn	Hamilton	Kenton	Warren
Clermont Senior Services	✓									
Episcopal Retirement Services	✓									
Mayerson Jewish Community Center	✓	✓								
Meals on Wheels (Wesley Community Services)	✓									
Point Arc of Northern Kentucky		✓								
Warren County Community Services	✓	✓								

Equipment/Software

Equipment and software include accessible lift systems, communication devices, and mobility management devices and software, with the goal of improving access to transportation services where existing options are inadequate or unavailable.

Figure 5-3 Active 5310 Program Recipients by Equipment/Software

5310 Program Active Subrecipients	Seniors	Disabled	Boone	Butler	Campbell	Clermont	Dearborn	Hamilton	Kenton	Warren
Clermont Senior Services	✓									
home52 (Council on Aging)	✓	✓								
Lifetime Resources	✓	✓								
Mayerson Jewish Community Center	✓	✓								
Meals on Wheels (Wesley Community Services)	✓									
Point Arc of Northern Kentucky		✓								

Training

Training includes the training of agency staff to better serve their senior and/or customers with disabilities as well as the training of individuals themselves to better utilize the mobility options available to them.

Figure 5-4 Active 5310 Program Recipients by Travel Training

5310 Program Active Subrecipients	Seniors	Disabled	Boone	Butler	Campbell	Clermont	Dearborn	Hamilton	Kenton	Warren
Cincinnati Association for the Blind and Visually Impaired	✓									

Mobility Management

Mobility Management programs range from regional call center programs that offer a one-stop contact for individuals needing transportation service to more specialized service meeting the needs of specific users.

Figure 5-5 Active 5310 Program Recipients by Mobility Management

5310 Program Active Subrecipients	Seniors	Disabled	Boone	Butler	Campbell	Clermont	Dearborn	Hamilton	Kenton	Warren
BAWAC		✓								
home52 (Council on Aging)	✓	✓								
Northern Kentucky Area Development District	✓	✓								

Operations

Funding is provided to transit agencies when needed to help them provide specialized transportation service specifically to seniors and/or individuals with disabilities.

Figure 5-6 Active 5310 Program Recipients by Operations

5310 Program Active Subrecipients	Seniors	Disabled	Boone	Butler	Campbell	Clermont	Dearborn	Hamilton	Kenton	Warren
Transit Authority of Northern Kentucky (TANK)	✓	✓								

Figure 5-7 Active 5310 Program Recipients by Third Party Contract for Services

5310 Program Active Subrecipients	Seniors	Disabled	Boone	Butler	Campbell	Clermont	Dearborn	Hamilton	Kenton	Warren
Cancer Justice Network	✓	✓								

Appendix A

Agency Profile Summary

Figure A-1 Agency Type by Transportation User Type

Agency	Private Non-Profit Agency	State or Local Gov't or Agency	Transportation User Type: Elderly	Transportation User Type: Individuals with Disabilities
	✓		✓	
BAWAC, Inc.	✓			✓
Cancer Justice Network	✓		✓	✓
Catch-a-Ride	✓		✓	✓
Cincinnati Association for the Blind and Visually Impaired	✓			✓
Clermont Senior Services, Inc.	✓		✓	
Colerain Township		✓	✓	
Community First Solutions – The Fleet	✓		✓	✓
Easter Seals Redwood	✓		✓	✓
Episcopal Retirement Services	✓		✓	
home52, LLC	✓		✓	✓
Jewish Community Center of Cincinnati	✓		✓	✓
Marielders	✓		✓	
Meal on Wheels	✓		✓	
NKADD		✓	✓	
Oxford Senior Citizens	✓		✓	✓
Scheben Care Center	✓			✓
SEM Villa, Inc.	✓			✓
Stepping Stones	✓		✓	✓
The Knolls of Oxford	✓		✓	
The Point Arc of Northern Kentucky	✓			✓
Transit Alliance of Butler County	✓		✓	✓
UC -Impact Innovations		✓		✓
VOA Mid-States	✓			✓
Warren County Community Services, Inc.	✓		✓	✓

Figure A-2 Agency Geographic Reach

Agency	Boone	Butler	Campbell	Clermont	Dearborn	Hamilton	Kenton	Warren
						✓		
BAWAC, Inc.	✓		✓				✓	
Cancer Justice Network						✓		
Catch-a-Ride					✓			
Cincinnati Association for the Blind and Visually Impaired	✓	✓	✓	✓	✓	✓	✓	✓
Clermont Senior Services, Inc.				✓				
Colerain Township						✓		
Community First Solutions – The Fleet		✓						
Easter Seals Redwood	✓	✓				✓	✓	
Episcopal Retirement Services	✓			✓		✓		
home52, LLC						✓		
Jewish Community Center of Cincinnati		✓	✓	✓		✓	✓	✓
Marielders				✓		✓		
Meal on Wheels	✓		✓	✓		✓	✓	
NKADD	✓		✓				✓	
Oxford Senior Citizens		✓						
Scheben Care Center	✓		✓				✓	
SEM Villa, Inc.				✓				
Stepping Stones		✓		✓		✓		✓
The Knolls of Oxford		✓						
The Point Arc of Northern Kentucky	✓		✓				✓	
Transit Alliance of Butler County		✓						
UC -Impact Innovations						✓		
VOA Mid-States	✓		✓				✓	
Warren County Community Services, Inc.		✓						

Aventura at West Park

Agency Type: Nursing

Agency mission statement or general description of services

Aventura at West Park has been a destination for senior living and rehabilitation on the west side of Cincinnati for more than thirty years. A full continuum of care is available, from residential care apartments, long term nursing care to the short-term rehabilitation unit featuring all private rooms.

The community offers every level of care to accommodate the needs of senior citizens. The campus offers assisted and independent living apartments, subacute and long-term inpatient nursing care.

Types of specialized transportation users served

People who are elderly

Time that Service is Provided

8 AM – 5 PM, Monday-Friday

Type of Service Provided

Door to Door, Thru the Door, Same Day, and Next Day

Eligibility Requirements

N/A

Are Discounts Provided if Demand Response Service Is Not Offered?

Discounts offered to elderly persons

Fares

N/A

Number of Vehicles Owned by Agency

Vans: 1

Buses: 1

Cars: 1

Number of Vehicles Not Owned but Operated by Agency

N/A

1-Way Trips per Month

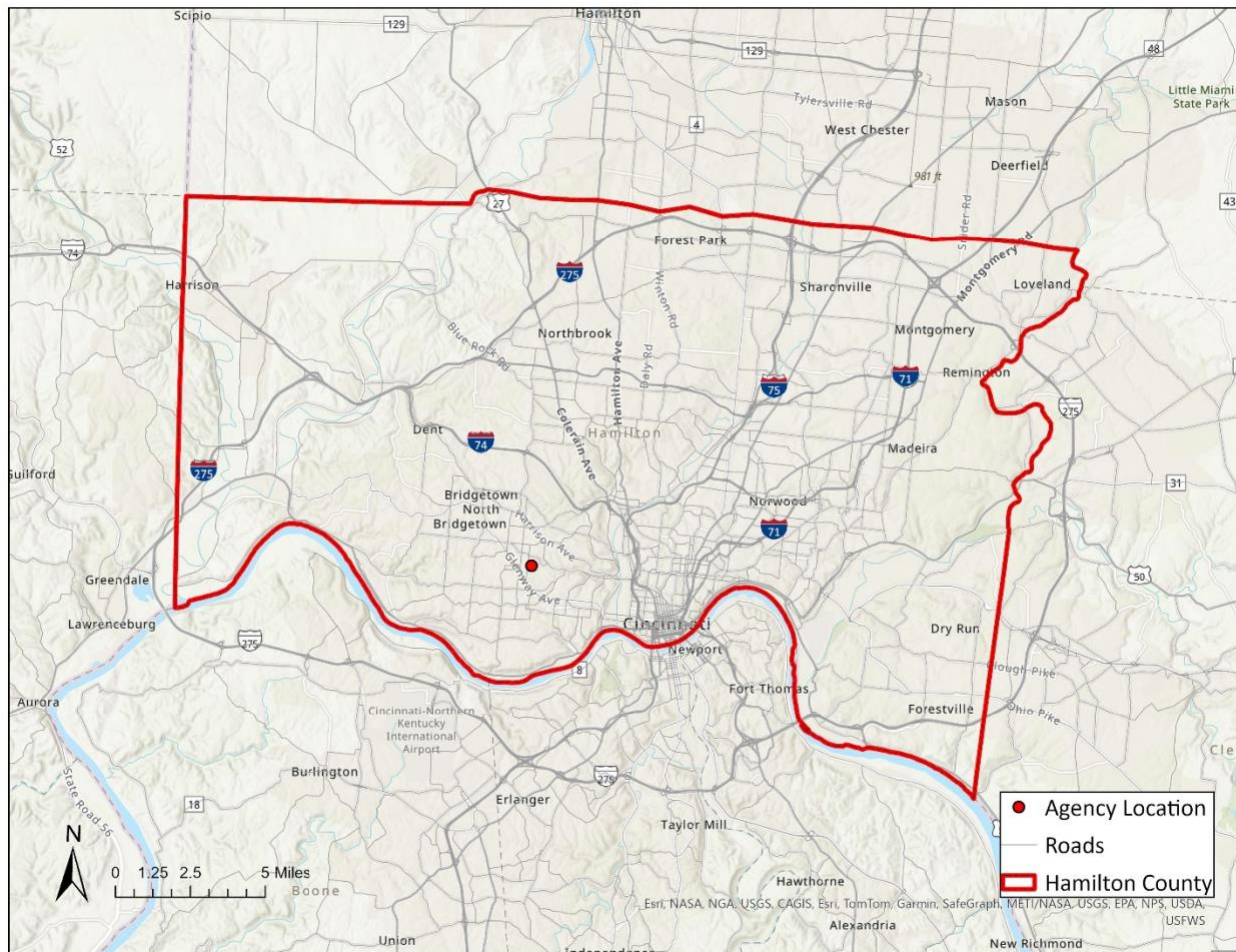
4

Aventura at West Park

Type of Trips Provided

✓	General transportation		Places of employment
	Transit agency		Job training
	Residential/home service	✓	Grocery shopping
	Nursing homes, retirement centers, senior centers	✓	Other life maintenance: shopping, post office, banking
✓	Social service agencies/organizations		Social or entertainment
✓	Medical transportation		School
	Adult day care		

Transportation Service Area



Aventura at West Park

Destinations or Areas Served Most Frequently

West side of Hamilton County and Clifton

Most Requested Destinations Not Served

Doctor Appointments

Additional Capacity: Yes, weekends and evenings if needed.

Major Obstacles to Coordinating Specialized Transportation Services

N/A

Limitations to Expanding or Improving Specialized Transportation Services

N/A

Agency Contact Information

Michelle Hodapp

Phone: (513) 451-8900

2950 West Park Dr.

Cincinnati, OH 45211

<https://aventuraatwestpark.com/>

BAWAC, Inc.

Agency Type: Private Non-Profit

Agency mission statement or general description of services

To develop and maximize the vocational potential and quality of life of adult persons with disabilities or other barriers to employment, through the flexible integration of life and work skills training, job placement, support services, and employment in a therapeutic or community-based remunerative work environment.

Types of specialized transportation users served

People have ambulatory issues and use a wheelchair or walker

Time that Service is Provided

6AM – 6PM Monday - Friday

Type of Service Provided

Fixed route with fixed schedule; door-to-door service; thru the door

Eligibility Requirements

Medicaid is required for medical and ADT trips provided by Federated Transportation Services of the Bluegrass (FTSB) in Kentucky.

Fares

Transportation services coordinated through NKADD and St. Elizabeth, there is a fee of \$45 per trip.

Number of Vehicles Owned by Agency

Vans: 36

Buses: 5

Cars: 2

Number of Vehicles Not Owned but Operated by Agency

10 (owned by OKI/Metro/NKADD)

1-Way Trips per Month

0-5

Type of Trips Provided

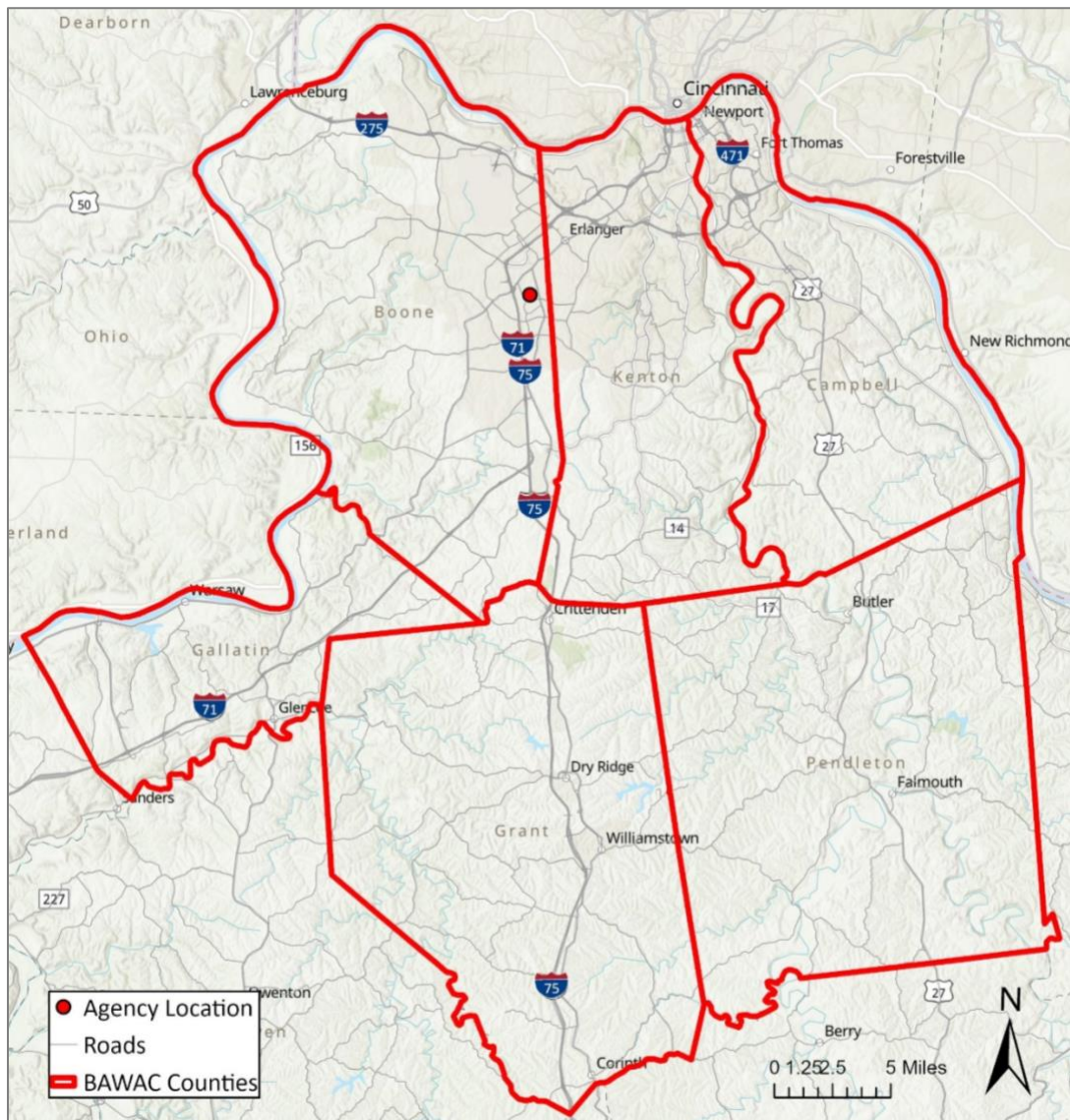
	General transportation	√	Places of employment
	Transit agency		Job training
	Residential/home service		Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
√	Adult day care		

BAWAC, Inc.

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
		Geographic coverage			Lower fares
		Evening service		√	Medical trips
		Weekend service		√	Non-medical trips
	√	Handicapped accessible service		√	Employment trip
	√	Door to door			Inter-agency coordination
√		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



BAWAC, Inc.

Destinations or Areas Served Most Frequently

Day programs and medical transportation

Additional Capacity

Have limited additional capacity for wheelchair accessible riders.

Most Requested Destinations Not Served

Restaurants and hair salons

Major Obstacles to Coordinating Specialized Transportation Services

Hours of operation

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers and accessibility of vehicles

Contact Information

Dave Minear

Phone: (859) 630-8175

7970 Kentucky Drive

Florence, KY 41042

<https://bawac.org/>

Cancer Justice Network

Agency Type: Private Non-Profit Agency

Agency mission statement or general description of services

The mission of the Cancer Justice Network (CJN) is to assist low-income and minority populations in Cincinnati with receiving early and timely screening and treatment for cancer, through the provision of timely transportation options. CJN is a growing network of partner non-profit agencies sharing the mission of helping low-income elderly and disabled Cincinnati residents overcome bureaucratic and logistical barriers to receiving screening and treatment for cancer. It currently has 20 partner agencies and is a non-profit organization. Most transportation services are provided through a partnership with Cincinnati Area Senior Services (CASS).

Types of specialized transportation users served

People who are elderly, people who have mental and physical disabilities and people who are low income. Many of those served are either homeless or at risk of becoming homeless.

Time that Service is Provided

Monday – Friday, 8:30 AM – 4:30 PM

Type of Service Provided

Door-to-Door and Next Day

Eligibility Requirements

Transportation services are provided primarily to the elderly, disabled, and minority residents of Hamilton County.

Fares

None

Number of Vehicles Owned by Agency

N/A

Number of Vehicles Not Owned but Operated by Agency

N/A

1-Way Trips per Month

200

Type of Trips Provided

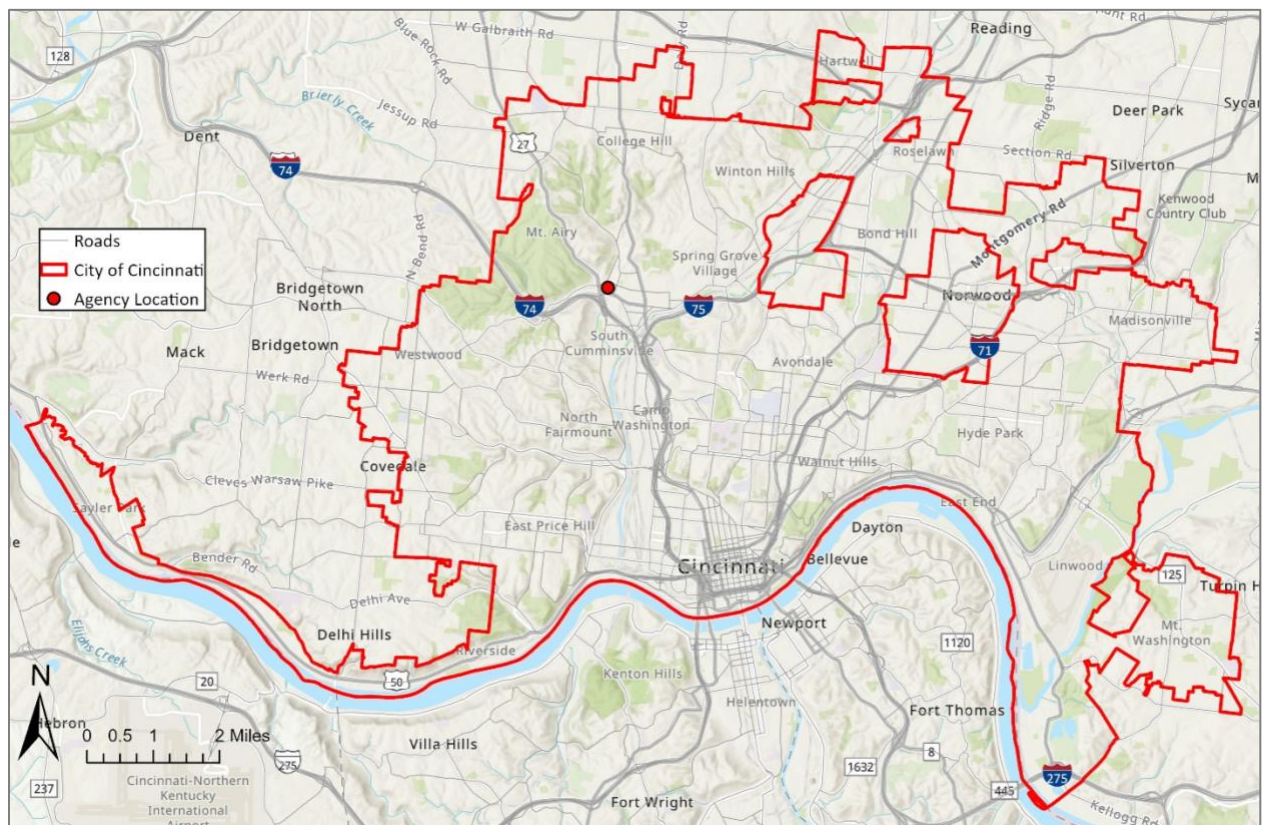
	General transportation	Places of employment
	Transit agency	Job training
	Residential/home service	Grocery shopping
	Nursing homes, retirement centers, senior centers	Other life maintenance: shopping, post office, banking
	Social service agencies/organizations	Social or entertainment
✓	Medical transportation	School
	Adult day care	

Cancer Justice Network

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
√		Geographic coverage			Lower fares
√		Evening service		√	Medical trips
√		Weekend service			Non-medical trips
√		Handicapped accessible service			Employment trip
		Door to door		√	Inter-agency coordination
		Through-the-door to through-the door			Other
√		Next-day or same-day service			

Transportation Service Area



Cancer Justice Network

Destinations or Areas Served Most Frequently

Hospitals in Hamilton County

Most Requested Destinations Not Served

Hospitals

Additional Capacity: Yes, after 4:30 via Lyft

Major Obstacles to Coordinating Specialized Transportation Services

Limitations on geographic service area and hours of operation.

Limitations to Expanding or Improving Specialized Transportation Services

Accessibility of vehicles

Agency Contact Information

Steve Sunderland, PhD.

Phone: (513) 919-2538

4129 Georgia Avenue

Cincinnati, OH 45223

Cincinnati Association for the Blind and Visually Impaired

Agency Type: Private Non-Profit

Agency mission statement or general description of services

CABVI's Mission Statement is: "Empowering people who are blind or visually impaired with opportunities to seek independence." Our goal is to fulfill our mission through primary programs that include: Early Childhood and Youth Service, Social Services, Vision Rehabilitation Therapy, Orientation and Mobility Services, Low Vision Services, Radio Reading Services, Talking Book Machine Services, Personalized Talking Print Services, Volunteer Services, and Assistive Technology Services. Additionally, CABVI provides multiple employment opportunities for people who are blind or visually impaired in a light industrial operation as well as service employment opportunities in a base supply center, office supply customer service center, contract closeout processing locations, and in transportation logistics.

Types of specialized transportation users served

People who are blind or visually impaired, including those who are elderly and/or low-income.

Days and Times that Service is Provided?

N/A

Type of Service Provided

N/A

Eligibility Requirements

Travel Training is provided to people who are blind or visually impaired to and from CABVI.

Are Discounts Provided if Demand Response Service Is Not Offered

N/A

Fares

N/A

Number of Vehicles Owned by Agency

N/A

Number of Vehicles Not Owned but Operated by Agency

N/A

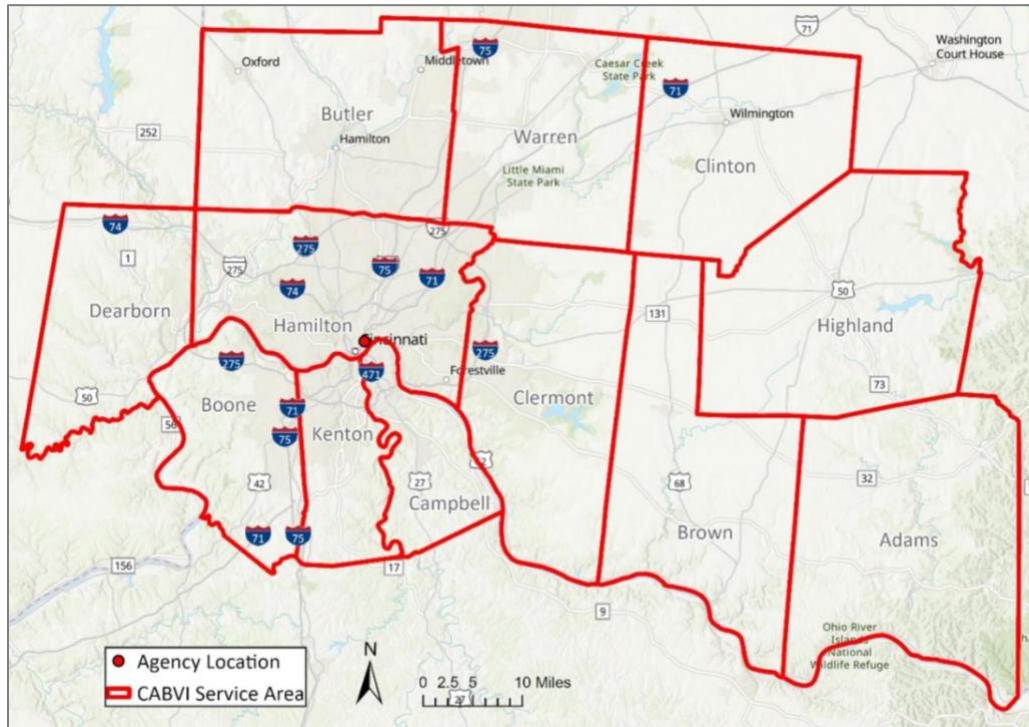
1-Way Trips per Month

N/A

Cincinnati Association for the Blind and Visually Impaired

Transportation Service Area

Travel Training services are provided for people who are blind or visually impaired in the Ohio and Kentucky counties in the OKI Region, as well as Adams, Brown, Clinton, and Highland Counties in Ohio.



Destinations or Areas Served Most Frequently

N/A

Additional Capacity

N/A

Most Requested Destinations Not Served

N/A

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds, eligibility requirements of users, limitations on geographic service area, hours of operation, and preference for an independent operation

Limitations to Expanding or Improving Specialized Transportation Services

N/A

Contact Information

Patsy Baughn, Community Relations & Development Manager

Phone: (513) 487-4218

2045 Gilbert Avenue

Cincinnati, Ohio 45202

<https://cincyblind.org/>

Clermont Senior Services, Inc.

Agency Type: Private Non-Profit

Agency mission statement or general description of services

To improve the quality of life for older adults by providing a broad range of home and community based services, enabling them to remain as active and independent as possible

Types of specialized transportation users served

Transportation users are older adults, 60 years of age and older

Time that Service is Provided

8 AM - 4:30 PM, Monday to Friday

Type of Service Provided

Thru the Door and Demand Response

Eligibility Requirements

Clermont County resident and age 60 and older

Are Discounts Provided if Demand Response Service Is Not Offered?

N/A

Fares

There is no fee for service, though we do request a donation for the assistance provided.

Number of Vehicles Owned by Agency

Vans: 9

Buses: 19

Number of Vehicles Not Owned but Operated by Agency

N/A

1-Way Trips per Month

2,500

Type of Trips Provided

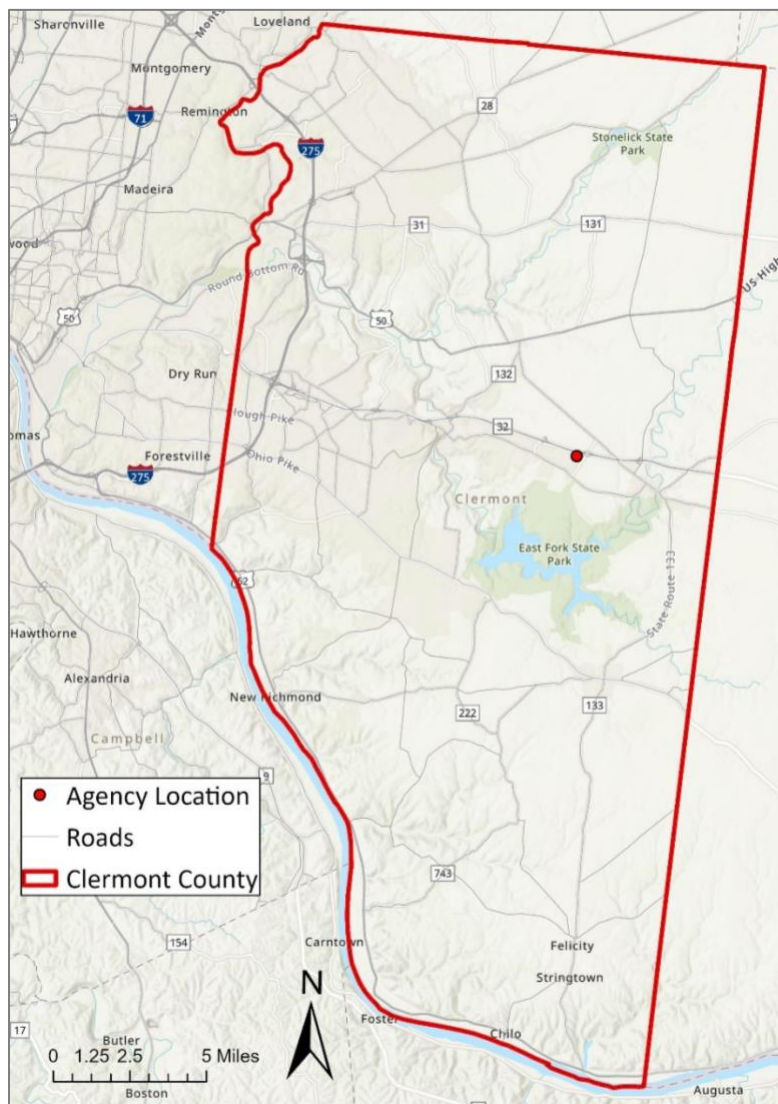
	General transportation		Places of employment
	Transit agency		Job training
	Residential/home service	√	Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
√	Adult day care		

Clermont Senior Services, Inc.

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
		Geographic coverage			Lower fares
√		Evening service		√	Medical trips
		Weekend service	√		Non-medical trips
	√	Handicapped accessible service			Employment trip
		Door to door			Inter-agency coordination
	√	Through-the-door to through-the door			Other
√		Next-day or same-day service			

Transportation Service Area



Clermont Senior Services, Inc.

Destinations or Areas Served Most Frequently

Clermont County and portions of Hamilton County

Most Requested Destinations Not Served

Social activities and various non-medical appointments

Additional Capacity: No

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds, hours of operation and labor shortage.

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers and operating costs (fuel, maintenance)

Contact Information

Contact: Bill DeHass

Phone: (513) 724-1255

2085 James E. Sauls Sr. Drive

Batavia, OH 45103

<https://www.clermontseniors.com/>

Colerain Township

Agency Type: State or Local Government Authority

Agency mission statement or general description of services

Mission Statement: Engaging our residents, businesses, and visitors to create a vibrant and safe community through innovation, continuous improvement, and our commitment to excellence.

Description of Services: Colerain Township Senior Center serves over 400 clients each year. Through art classes, senior fitness classes, music, various games, afternoon trips around the Greater Cincinnati area, daytime parties, and evening dances, in addition to healthy meals, and most important grocery shopping, the service provided keeps Colerain Township seniors independent and living in their own homes. Drivers assist clients to and from the vehicle, assist with wheelchairs and other mobility devices, and assist with packages and other courtesies.

Types of specialized transportation users served

People who are elderly

Time that Service is Provided

Monday-Friday, 8 AM-4:30 PM

Type of Service Provided

Fixed Route & Scheduled, Door-to-Door, Same Day

Eligibility Requirements

N/A

Fares

\$3 Suggest Donation

Number of Vehicles Owned by Agency

Buses: 1

Number of Vehicles Not Owned but Operated by Agency

N/A

1-Way Trips per Month

284

Type of Trips Provided

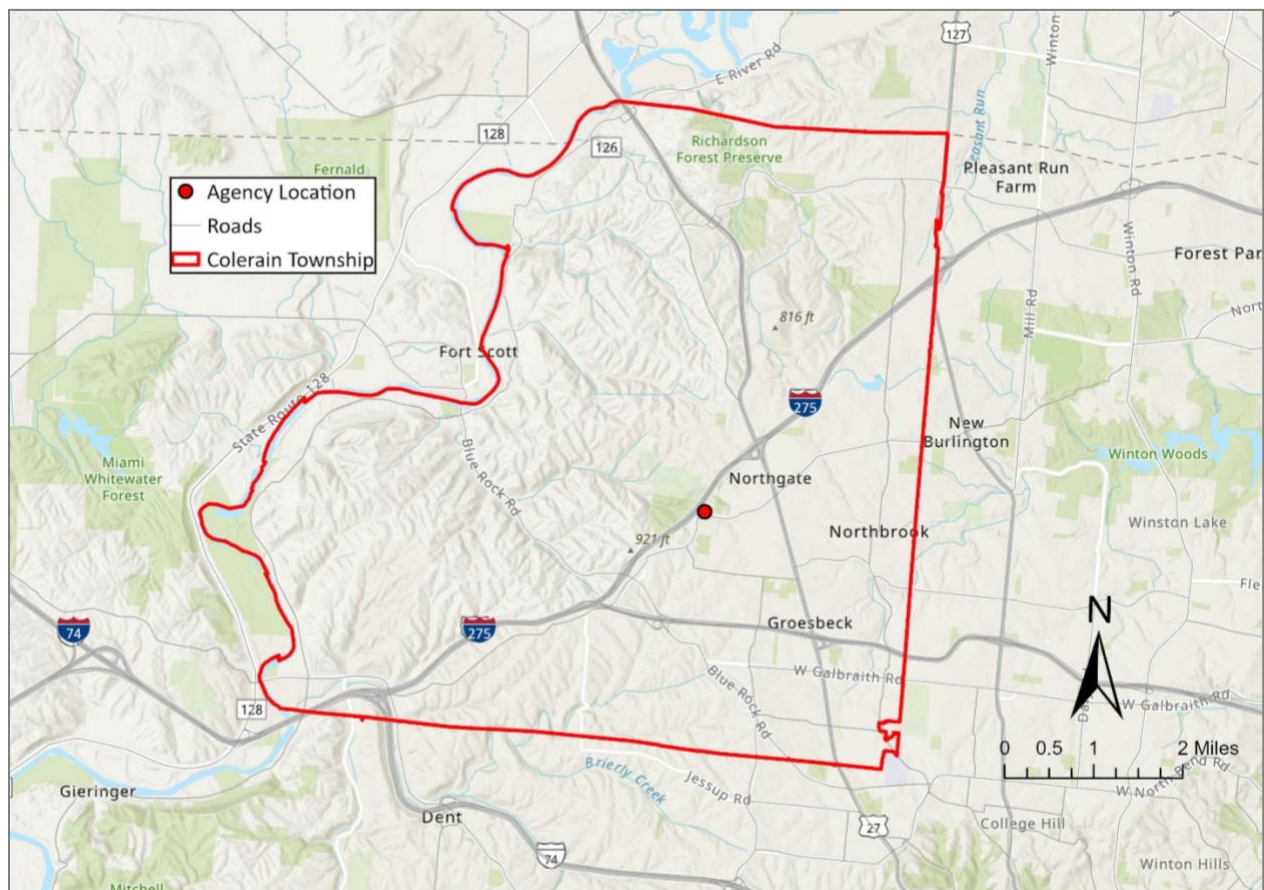
√	General transportation		Places of employment
	Transit agency		Job training
	Residential/home service	√	Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
	Social service agencies/organizations	√	Social or entertainment
	Medical transportation		School
	Adult day care		

Colerain Township

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
		Geographic coverage			Lower fares
		Evening service			Medical trips
		Weekend service			Non-medical trips
		Handicapped accessible service			Employment trip
		Door to door			Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



Colerain Township

Destinations or Areas Served Most Frequently

Colerain Township

Most Requested Destinations Not Served

N/A

Additional Capacity

No

Major Obstacles to Coordinating Specialized Transportation Services

Hours of operation and staffing.

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers and vehicle capital cost.

Contact Information

Mike Alder

Phone: (513) 245-5448

4200 Springdale Road

Cincinnati, OH 45251

<https://www.colerain.org/>

Community First Solutions – The Fleet

Agency Type: Private Non-Profit

Agency mission statement or general description of services

The vision of Community First Solutions (parent company)/Partners in Prime (subsidiary)/The Fleet Transportation (department) is to identify and develop innovative and sustainable programs that enhance individual lives.

Types of specialized transportation users served

Serve individuals 60 years of age and older of all types, especially low income. Transportation is also provided for individuals that live and rehab at our facilities.

Time that Service is Provided

Monday to Friday, 7 AM – 5 PM

Type of Service Provided

Thru the Door, Demand Response, Same Day, Next Day

Eligibility Requirements

Contracted through COA and must qualify for the Elderly Services Program and/or be 60+ and fill out a NAPIS form or reside in one of our facilities.

Discounts for Demand Response service

N/A

Are Discounts Provided if Demand Response Service Is Not Offered?

None

Fares

Community First Solutions is a provider for the Council of Aging of Southwest Ohio receiving Title III and Elderly Services (ESP) funds. There is no fee for riders for the Title II program. Some individuals may be required to pay a co-pay for the ESP program. Fares for facility transports are structured based upon private, long-term care and skilled care status as well as location destination.

Number of Vehicles Owned by Agency

Vans: 12

Buses: 3

Number of Vehicles Not Owned but Operated by Agency

3 leased and the rest are provided through the 5310 Grant program

1-Way Trips per Month

1,050

Community First Solutions – The Fleet

Type of Trips Provided

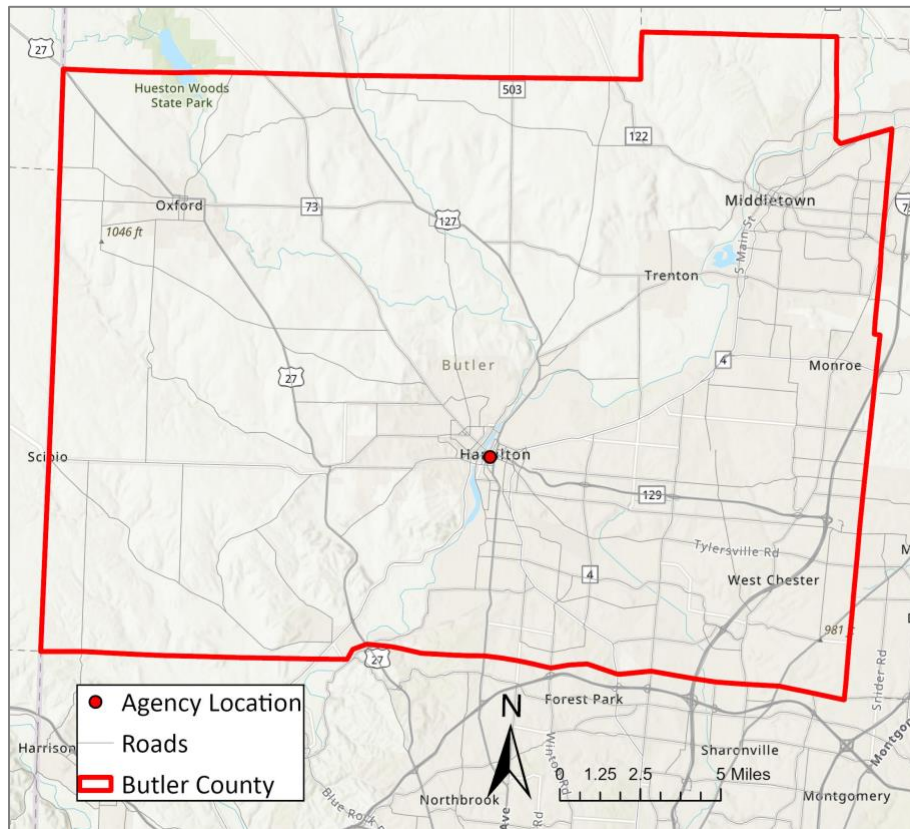
√	General transportation		Places of employment
	Transit agency		Job training
√	Residential/home service	√	Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
	Social service agencies/organizations		Social or entertainment
√	Medical transportation		School
	Adult day care		Pharmacy

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
√		Geographic coverage			Lower fares
		Evening service		√	Medical trips
		Weekend service	√		Non-medical trips
√		Handicapped accessible service	√		Employment trip
√		Door to door	√		Inter-agency coordination
√		Through-the-door to through-the door			Other
√		Next-day or same-day service			

Community First Solutions – The Fleet

Transportation Service Area



Destinations or Areas Served Most Frequently

Hamilton and Fairfield

Most Requested Destinations Not Served

Dialysis treatments

Additional Capacity: Yes, Monday to Friday, 7:30 AM to 4:30 PM

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds, eligibility requirements of users, and limitations on geographic service area.

Limitations to Expanding or Improving Specialized Transportation Services

Operating costs (fuel, maintenance)

Contact Information

Ed Giuliano

Phone: (513) 867-9195

230 Ludlow Street

Hamilton, OH 45011

<https://www.community-first.org/>

Easter Seals Redwood

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Easter Seals TriState's mission is to empower individuals with disabilities and disadvantages to more fully live, learn, work, and play in our communities. Our vision is a community where everyone experiences the pride of achievement and the security of belonging. We provide vocational, educational, employment, therapeutic and recreational programs and services to over 12,000 teens and adults who face multiple barriers to their educational, employment, and quality of life goals. Youth (age 14 and up) and working age adults with developmental disabilities

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Days and Times that Service is Provided

Weekdays during normal daytime hours, mornings and afternoons.

Type of Service Provided

Fixed route with fixed schedule and curb-to-curb service. Outings: mid-day, luncheon, movie, etc.

Eligibility Requirements

Eligibility for services through the local county board of development disability or have a Medicaid waiver.

Are Discounts Provided if Demand Response Service Is Not Offered N/A

Fares

Trips are paid for by the local county board of developmental disability, Intermediate Care Facility for the Developmentally Disabled, or Medicaid waiver. There is no charge to the individual being transported.

Number of Vehicles Owned by Agency

Vans: 12

Buses: 8

Number of Vehicles Not Owned but Operated by Agency None

1-Way Trips per Month 400-420

Round Trips per Month 30

Type of Trips Provided

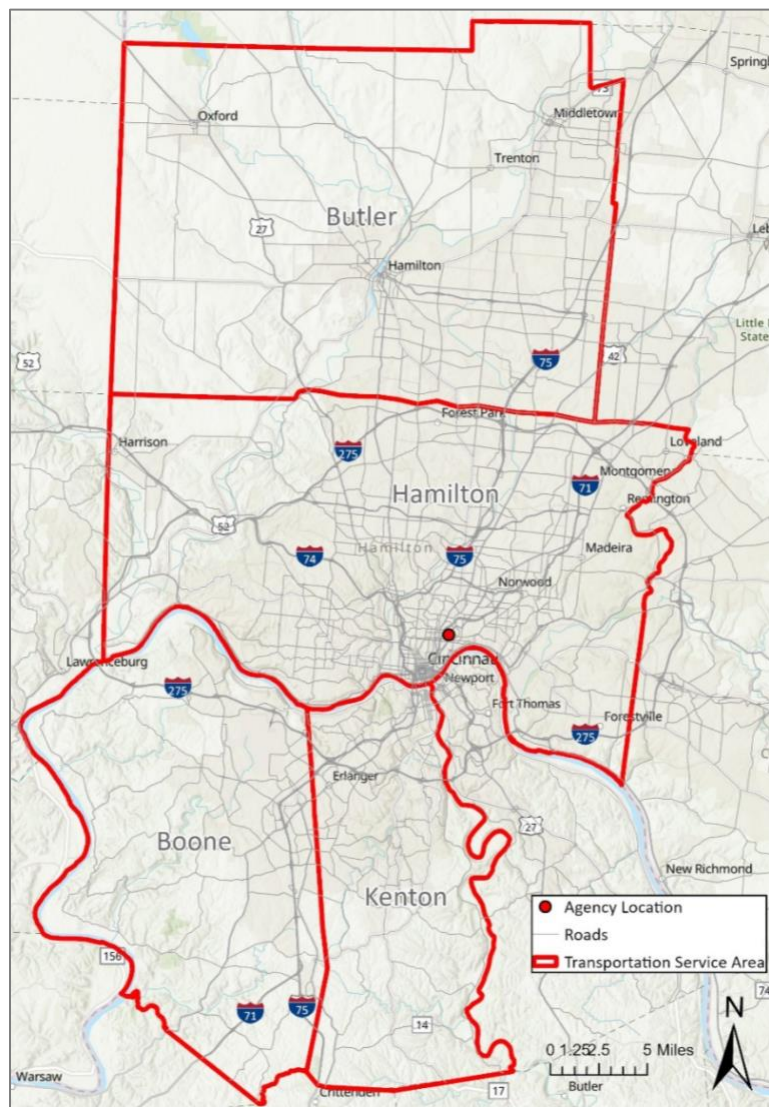
√	General transportation	√	Places of employment
	Transit agency	√	Job training
√	Residential/home service		Grocery shopping
	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
√	Adult day care		

Easter Seals Redwood

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
√		Geographic coverage			Lower fares
√		Evening service	√		Medical trips
√		Weekend service	√		Non-medical trips
	√	Handicapped accessible service			Employment trip
	√	Door to door	√		Inter-agency coordination
√		Through-the-door to through-the door	√		Other
		Next-day or same-day service			

Transportation Service Area



Easter Seals Redwood

Destinations or Areas Served Most Frequently

Greater Cincinnati area & Outside 275 Loop – Hamilton County, and Hamilton, Fairfield, Middletown, Trenton-Butler County.

Most Requested Destinations Not Served

Clermont County

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds, eligibility requirements of users, limitations on geographic service area, and hours of operation

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers and vehicle capital cost

Contact Information

Daniel A. Guilkey

dguilkey@eastersealsredwood.org

(513) 884-1615

71 Orphanage Rd

Ft Mitchell KY, 41017

<https://www.eastersealsredwood.org/>

Jarrold Singleton

jsingleton@eastersealsredwood.org

(513) 869-1987

1910 Fairgrove Ave

Hamilton OH, 45011

Episcopal Retirement Services

Agency Type: Private Non-Profit

Agency mission statement or general description of services

The mission of Episcopal Retirement Services is to enrich the lives of older adults in a person-centered, innovative, and spiritually based way.

Types of specialized transportation users served

People that are elderly

Days and Times that Service is Provided

Transportation is available to residents in our Continuing Care Retirement Communities (CCRCs) and Affordable Living Communities throughout the week for pre-scheduled outings. In our CCRCs, residents may also reserve private transportation whenever needed. In Affordable Living, staff service coordinators assist residents in arranging transportation for specific needs and appointments.

Type of Service Provided

Door to Door service

Eligibility Requirements

Transportation is provided to the residents of Episcopal Retirement Homes.

Fares (primarily for CCRC residents)

- Car or Small Van - \$20 per hour
- Wheelchair-Lift Vehicle - \$35 per hour
- Evening/ Weekend Trip - \$35 per hour
- Airport Weekday - \$45 per trip
- Airport Weekend - \$60 per trip
- Hyde Park – Approximately \$5 each way; University Hospital – Approximately \$10 each way
- Minimum \$5 per trip
- Rides outside I-275 loop or more than 15 miles from facility cost full time of the driver

Number of Vehicles Owned by Agency

Vans: 7

Cars: 6

Buses: 3

Number of Vehicles Not Owned but Operated by Agency? None

Type of Trips Provided

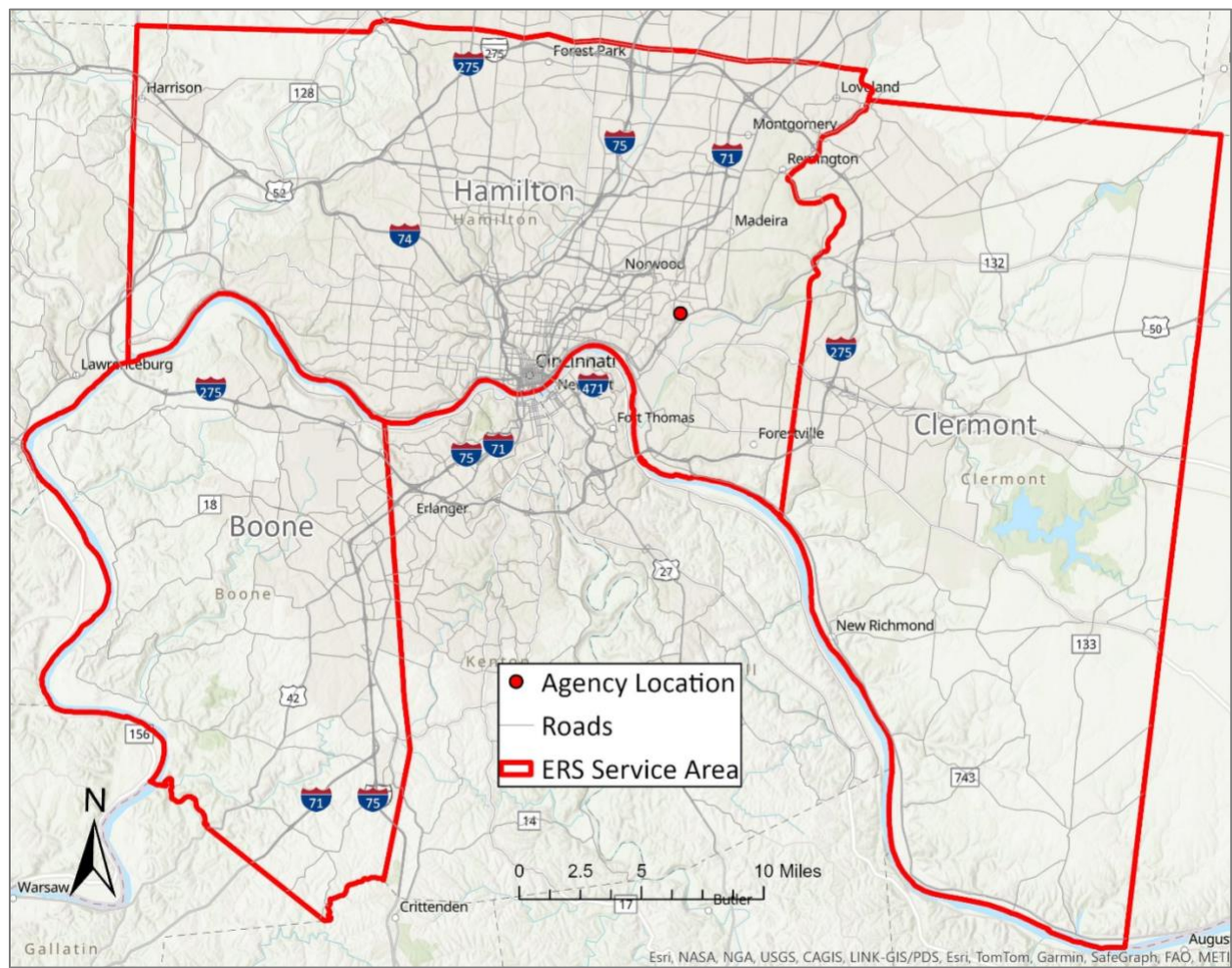
X	General transportation		Places of employment
	Transit agency		Job training
X	Residential/home service	X	Grocery shopping
X	Nursing homes, retirement centers, senior centers	X	Other life maintenance: shopping, post office, banking
X	Social service agencies/organizations	X	Social or entertainment
X	Medical transportation		School
	Adult day care		

Episcopal Retirement Services

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
	X	Geographic coverage			Lower fares
		Evening service			Medical trips
		Weekend service		X	Non-medical trips
	X	Handicapped accessible service			Employment trip
	X	Door to door	X		Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



Episcopal Retirement Services

Destinations or Areas Served Most Frequently

Greater Cincinnati/Northern KY demographic of residents. Trips most frequently taken include grocery and big box stores, outings and medical and personal appointments. MOW vehicles are used to deliver meals to homebound seniors.

Additional Capacity

We have many older adults in need of transportation, particularly within our Affordable Living communities, than we are able to serve. The demand for home delivery MOW services is also a challenge to keep up with due to lack of drivers. MOW Swipe 'N' Dine will expand this year to new communal locations which will drive the need for an additional vehicle to transport the meals.

Most Requested Destinations Not Served

More outings and trips to grocery/big box stores.

Major Obstacles to Coordinating Specialized Transportation Services

Limitations on geographic service area and lack of funds

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers, operating costs (fuel, maintenance), vehicle capital cost, accessibility of vehicles.

Contact Information

Joy Blang

Phone: (513) 979-2313

3870 Virginia Avenue

Cincinnati, OH 45227

<https://www.episcopalretirement.com/>

home52, LLC

Agency Type: Private, non-profit

Agency mission statement or general description of services

home52 programs and services align with Council on Aging’s mission to help individuals remain independent in their homes and communities. Products and services created and launched by home52 are managed and administered by Council on Aging staff.

Types of specialized transportation users served

Older adults and adults with mental and physical disabilities.

Time that Service is Provided

Monday-Friday 6 AM-6 PM for prescheduled and On-Demand. 6 AM-6 PM on weekends for prescheduled trips only.

Type of Service Provided

Through the Door and Same Day

Eligibility Requirements

Hamilton and Clermont County residents enrolled in certain Council on Aging programs, participants supported by various grants or contracts, and self-pay is available.

Are Discounts Provided if Demand Response Service Is Not Offered?

We occasionally have grant funding to provide free or subsidized transportation to low-income older adults or adults with disabilities who have specialized transportation needs.

Fares

Trips provided are paid for by funders or individual riders as self-pay. Cost varies based on the type of vehicle, provider, and length of the trip.

Number of Vehicles Owned by Agency

None. home52 Transportation is a transportation coordination center that contracts with multiple transportation providers to provide high-quality through-the-door transportation.

Number of Vehicles Not Owned but Operated by Agency

35 + vehicles available (we have 18 contracted providers and the flexibility to expand the fleet to meet ridership needs)

1-Way Trips per Month

4,000

Type of Trips Provided

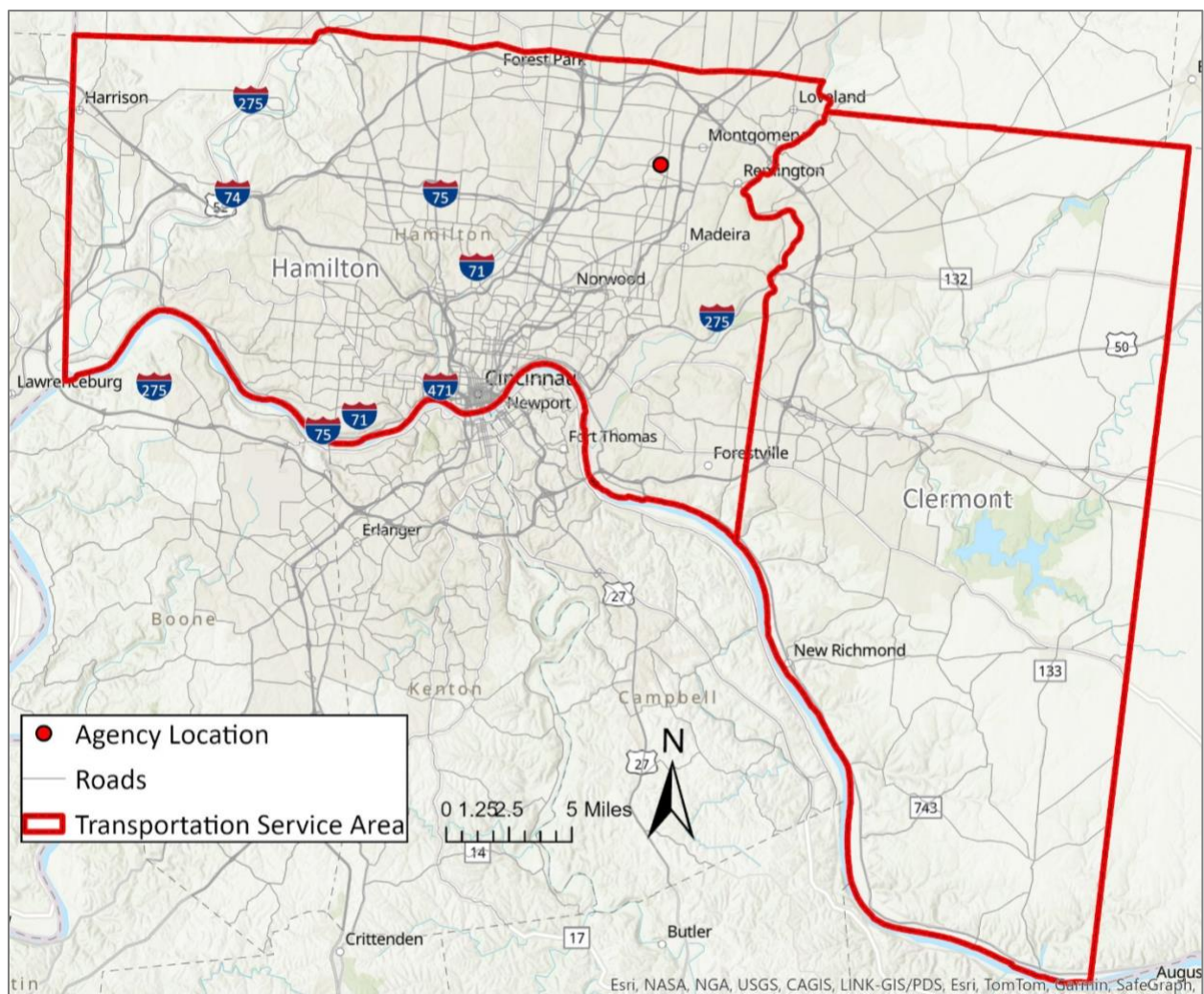
	General transportation		Places of employment
	Transit agency		Job training
	Residential/home service	√	Grocery shopping
√	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
√	Adult day care		

home52, LLC

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
	√	Geographic coverage		√	Lower fares
√		Evening service			Medical trips
	√	Weekend service			Non-medical trips
		Handicapped accessible service	√		Employment trip
		Door to door		√	Inter-agency coordination
		Through-the-door to through-the door			Other
	√	Next-day or same-day service			

Transportation Service Area



home52, LLC

Destinations or Areas Served Most Frequently

Non-emergency medical transportation to a variety of healthcare facilities and pharmacies. Non-medical transportation such as grocery stores and places of worship.

Additional Capacity: Yes, there is capacity to increase the number of trips provided and the provider network has the ability to increase their vehicle counts to meet home52 business needs.

Most Requested Destinations Not Served

Requests for social activities on the weekends that are difficult to cover.

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds, limitations on geographic service area, and hours of operation.

Limitations to Expanding or Improving Specialized Transportation Services

Operating costs

Agency Contact Information

Judy Eschmann

Phone: (513) 345-8683

4601 Malsbary Road

Blue Ash, OH 45242

<https://www.home52.org/>

Jewish Community Center of Cincinnati

Agency Type: Private Non-Profit

Agency mission statement or general description of services

The Center's Senior Adult Services is a multi-service program designed to help maintain independence and to improve the quality of life for seniors in the community. This program directly responds to our mission and the goals as we provide many services in an effort to help seniors achieve independence and a higher quality of life.

Types of specialized transportation users served

Seniors and persons with a disability

Time that Service is Provided

9 AM – 1 PM, Monday to Friday

Type of Service Provided

Fixed Route & Scheduled, Door-to-Door, Next Day

Eligibility Requirements

Age 60 and older with poor mobility due to lack of physical well being, low income, and inadequate family support systems

Are Discounts Provided if Demand Response Service Is Not Offered?

Discounts offered to elderly and disabled populations

Fares

Request donation of \$3 from seniors

Number of Vehicles Owned by Agency

Vans: 3

Buses: 6

Cars: 2

Number of Vehicles Not Owned but Operated by Agency

N/A

1-Way Trips per Month

250

Type of Trips Provided

√	General transportation		Places of employment
	Transit agency		Job training
	Residential/home service		Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
	Adult day care		

Interest in Expanding Service					
Possibly	Priority	Service	Possibly	Priority	Service
√		Geographic coverage			Lower fares
		Evening service	√		Medical trips
		Weekend service	√		Non-medical trips
√		Handicapped accessible service			Employment trip
√		Door to door	√		Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

[illegible]

Jewish Community Center of Cincinnati

Destinations or Areas Served Most Frequently

JCC and Hamilton County

Additional Capacity: Additional capacity available Monday through Friday along current route but would need additional drivers.

Most Requested Destinations Not Served

Out of county and out of state trips and trips to the airport.

Major Obstacles to Coordinating Specialized Transportation Services

Qualified drivers for buses and changing needs from group transportation to more individual transportation.

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers

Contact Information

Chris Ellison

Phone: (513) 722-7222

8485 Ridge Road

Cincinnati, OH 45236

<https://mayersonjcc.org/>

Catch-a-Ride (Lifetime Resources)

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Working together to provide services that help people maintain their independence.

Types of specialized transportation users served

All populations

Time that Service is Provided

Monday through Friday, 6 AM – 6 PM

Type of Service Provided

Door-to-Door, Demand Response, Same Day, Next Day

Eligibility Requirements

Open to the general public. Discounts offered to elderly, disabled, and children under 16 years of age.

Are Discounts Provided if Demand Response Service Is Not Offered?

Discounts are offered to elderly, disabled and children under the age of 16.

Fares

Standard: \$3.00

Reduced: \$2.00

Subscription: \$4.50

All rides cost an additional \$.25 per mile over 5 miles

Number of Vehicles Owned by Agency

Vans: 11

Buses: 16+

Number of Vehicles Not Owned but Operated by Agency

25 (owned by INDOT, Historic Hoosier Hills)

1-Way Trips per Month

3,879 (1,379 in Dearborn County)

Type of Trips Provided (Check those that apply)

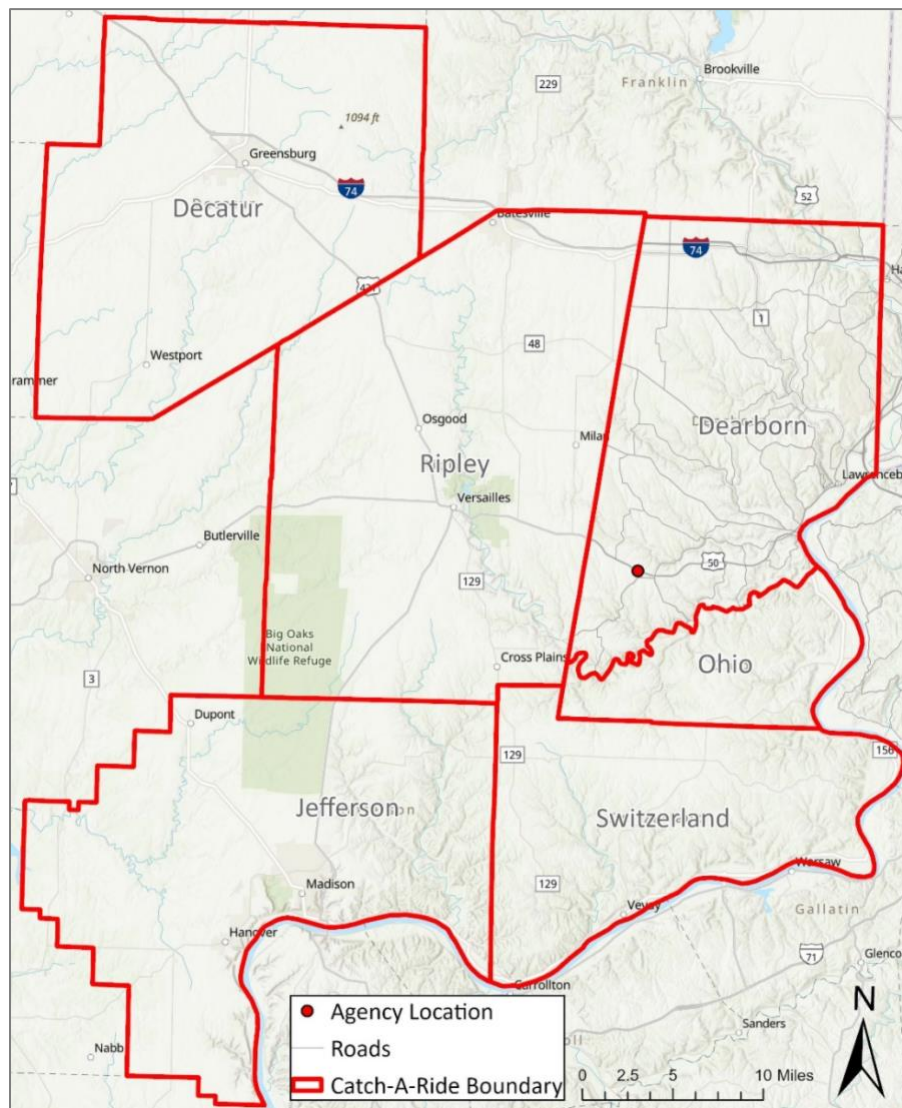
✓	General transportation	✓	Job training
✓	Transit agency	✓	Grocery shopping
✓	Residential/home service	✓	Other life maintenance: shopping, post office, banking
✓	Social service agencies/organizations	✓	Social or entertainment
✓	Medical transportation	✓	School
✓	Adult day care		Other: any general trip request with associated fare
✓	Places of employment		

Catch-a-Ride (Lifetime Resources)

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
		Geographic coverage			Lower fares
		Evening service			Medical trips
		Weekend service			Non-medical trips
		Handicapped accessible service			Employment trip
		Door to door		✓	Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



Catch-a-Ride (Lifetime Resources)

Destinations or Areas Served Most Frequently

Doctors' Offices, Grocery Stores, Dialysis, etc.

Most Requested Destinations Not Served

Dialysis, doctors' offices, and destinations outside of our service area.

Additional Capacity: No**Major Obstacles to Coordinating Specialized Transportation Services**

Restrictions on use of program funds, eligibility requirements of users, limitations on geographic service area, and hours of operation.

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers, operating costs (fuel, maintenance), vehicle capital cost.

Contact Information

Erin Thomas

Phone: (812) 432-6231

13091 Benedict Drive

Dillsboro, IN 47018

<https://lifetime-resources.org/catch-a-ride/>

Marielders (The Marielders, Inc.)

Agency Type: Private Non-Profit

Agency mission statement or general description of services

To provide services and activities to area residents ages 55 and older so they may remain independent in their own homes and active members in the community.

Types of specialized transportation users served

People that are elderly (Ages 55 and older)

Time that Service is Provided

Monday through Friday, 9 AM – 4 PM

Type of Service Provided

Door-to-Door, Next Day

Eligibility Requirements

N/A

Are Discounts Provided if Demand Response Service Is Not Offered?

Riders are encouraged to donate \$2 per round trip.

Fares

None; donations accepted

Number of Vehicles Owned by Agency

Vans: 1

Cars: 1

Number of Vehicles Not Owned but Operated by Agency

N/A

1-Way Trips per Month

200

Type of Trips Provided

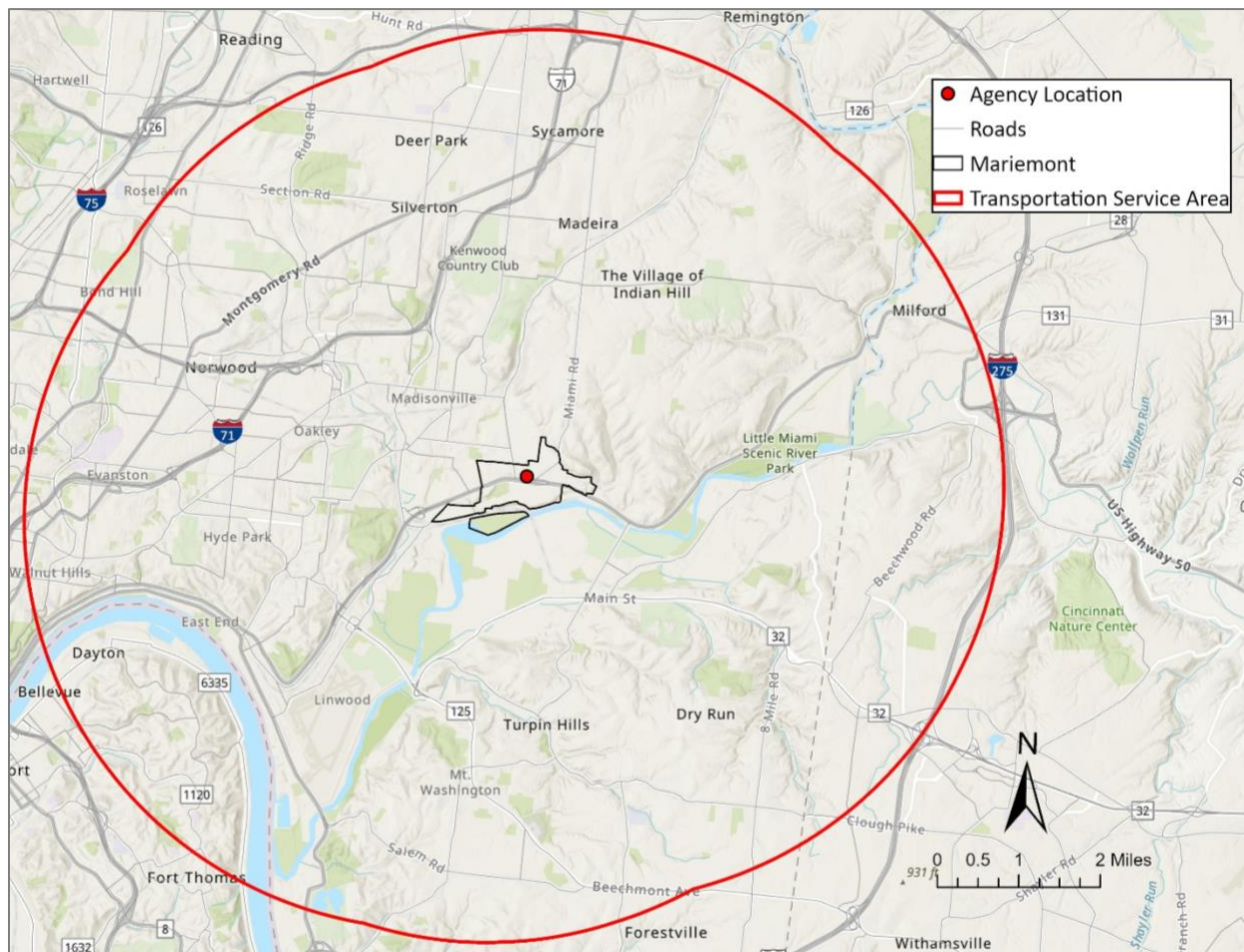
✓	General transportation		Places of employment
	Transit agency		Job training
✓	Residential/home service	✓	Grocery shopping
	Nursing homes, retirement centers, senior centers	✓	Other life maintenance: shopping, post office, banking
✓	Social service agencies/organizations	✓	Social or entertainment
✓	Medical transportation		School
	Adult day care		

Marielders (The Marielders, Inc.)

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
		Geographic coverage			Lower fares
		Evening service		√	Medical trips
		Weekend service	√		Non-medical trips
√		Handicapped accessible service			Employment trip
		Door to door	√		Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



Marielders (The Marielders, Inc.)

Destinations or Areas Served Most Frequently

Medical transportation, grocery store, pharmacy, hair stylists, community events, local restaurants, the gym, etc.

Most Requested Destinations Not Served

Medical transportation and shopping destinations.

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds.

Limitations to Expanding or Improving Specialized Transportation Services

Operating costs (fuel, maintenance)

Additional Capacity: Yes, other than Wednesdays there are periods of downtime for the drivers.

Contact Information

Erin Rothfuss

Phone: (513) 271-5588

6923 Madisonville Road

Cincinnati, OH 45227

<https://www.marielders.org/>

Meal on Wheels of SW Ohio & Northern Kentucky

Agency Type: Private Non-Profit

Agency mission statement or general description of services

To deliver essential services that promote the independence of seniors so they may remain in the comfort of their own homes.

Types of specialized transportation users served

Transportation users consist of individuals 60 years of age and older

Time that Service is Provided

8 AM – 4:30 PM, Monday through Friday

Type of Service Provided

Fixed Route & Scheduled, Door-to-Door, Thru the Door, Demand Response, next day as available

Eligibility Requirements

Riders must be 60 years of age and older

Discounts for Demand Response service

No

Are Discounts Provided if Demand Response Service Is Not Offered?

No

Fares

No cost for group transportation. Contract provider for Home52 transportation for medical transportation. Private Pay also available.

Number of Vehicles Owned by Agency

Vans: 7

Buses: 10

Number of Vehicles Not Owned but Operated by Agency

N/A

1-Way Trips per Month

3,600

Type of Trips Provided

√	General transportation		Places of employment
	Transit agency		Job training
√	Residential/home service	√	Grocery shopping
√	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
√	Adult day care		

Meal on Wheels of SW Ohio & Northern Kentucky

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
√		Geographic coverage		√	Lower fares
		Evening service		√	Medical trips
√		Weekend service	√		Non-medical trips
	√	Handicapped accessible service			Employment trip
	√	Door to door	√		Inter-agency coordination
	√	Through-the-door to through-the door			Other
√		Next-day or same-day service			

Transportation Service Area

All trips must originate with the I-275 loop, but they will travel outside of the loop for a destination appointment.



Meal on Wheels of SW Ohio & Northern Kentucky

Destinations or Areas Served Most Frequently

All of Hamilton County; primarily Downtown, Over the Rhine, Anderson, Avondale, Fairmount, Evanston, Price Hill, Madisonville, Oakley, Northside, Roselawn, Walnut Hills; senior centers/community centers; medical providers; grocery stores; recreational events

Additional Capacity: Willing to expand fleet and drivers if funding supported

Most Requested Destinations Not Served

Medical trips that begin before and after business hours. Non-medical trips to nursing homes and hospitals to visit loved ones. Trips for those under 60 without a disability

Major Obstacles to Coordinating Specialized Transportation Services

Lack of funding in general and restrictions on use of current program funds

Limitations to Expanding or Improving Specialized Transportation Services

Operating costs (fuel, maintenance), and vehicle capital cost. Increased salary demands of qualified drivers

Contact Information

Connie Baker, COO

Phone: (513) 559 - 4485

2091 Radcliff Drive

Cincinnati, OH 45204

<https://www.muchmorethanameal.org/senior-services>

Northern Kentucky Area Development District

Agency Type: State or Local Government Authority

Agency mission statement or general description of services

Kentucky's fifteen Area Development Districts comprise a statewide network of multi-county planning and development organizations. They serve as a forum, clearinghouse, technical center, convener for the region and provide continuity to projects during the transition of local elected officials. The ADDs strive to foster regional strategies, solutions and partnerships that achieve sustainable economic growth and improve the overall quality of life for the citizens of Kentucky. Services provided include adult daycare, senior advocacy, elder abuse prevention, and other services for seniors in the community.

Types of specialized transportation users served

People who are elderly

Type of Service Provided

Mobility Management

Eligibility Requirements

Services are provided to individuals who are elderly

Destinations or Areas Served Most Frequently

Medical appointments and various shopping needs.

What type of transportation services do your clients need

Same day service

What assistance do you provide to your clients when obtaining transportation services

Reservation or scheduling, referral to providers, coordinate transportation connections, and coordinate with agencies to schedule services.

Does your agency have interest in coordinating transportation services

Yes. Having a one-stop call center to help our clients get to where they need to be by using all options and agencies working together to help clients in all 8 counties.

What are your clients' needs for expanding specialized transportation services

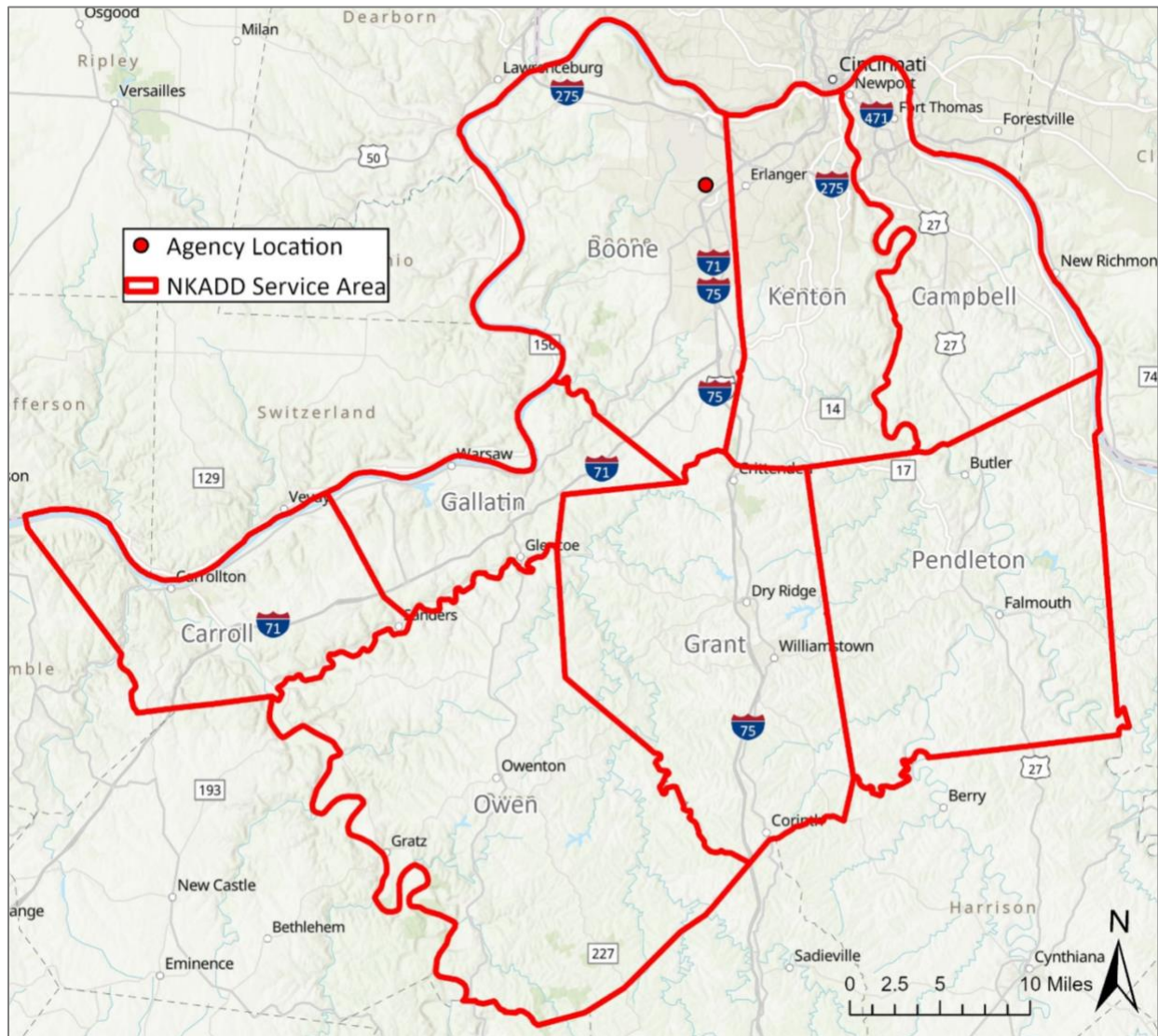
Geographic area, P. M. service, weekend service, handicap accessible vehicles, lower fares, medical trips, non-medical trips, trips to employment, and interagency coordination.

Type of Trips Coordinated

	General transportation		Places of employment
	Transit agency	√	Job training
√	Residential/home service	√	Grocery shopping
√	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
√	Adult day care		

Northern Kentucky Area Development District

Transportation Service Area



Contact Information

Jeff Thelen

Phone: 859-283-1885

22 Spiral Drive

Florence, KY 41042

<https://www.nkadd.org/>

Oxford Senior Citizens, Inc.

Agency Type: Private Non-profit

Agency mission statement or general description of services

To provide physical, spiritual, social, educational, vocational, and intellectual programs for adults 50 years and older, and to act as an advocacy agency for them.

Types of specialized transportation users served

People that are elderly or have physical disabilities.

Time that Service is Provided

9 AM – 4 PM, Monday - Friday

Type of Service Provided

Door-to-door service; same-day service; and next-day service.

Eligibility Requirements

60 years minimum; short or long-term disability

Fares

Yes; suggested donation

Number of Vehicles Owned by Agency

Vans: 1

Buses: 2

Cars: 4

Number of Vehicles Not Owned but Operated by Agency

None

1-Way Trips per Month

660

Type of Trips Provided

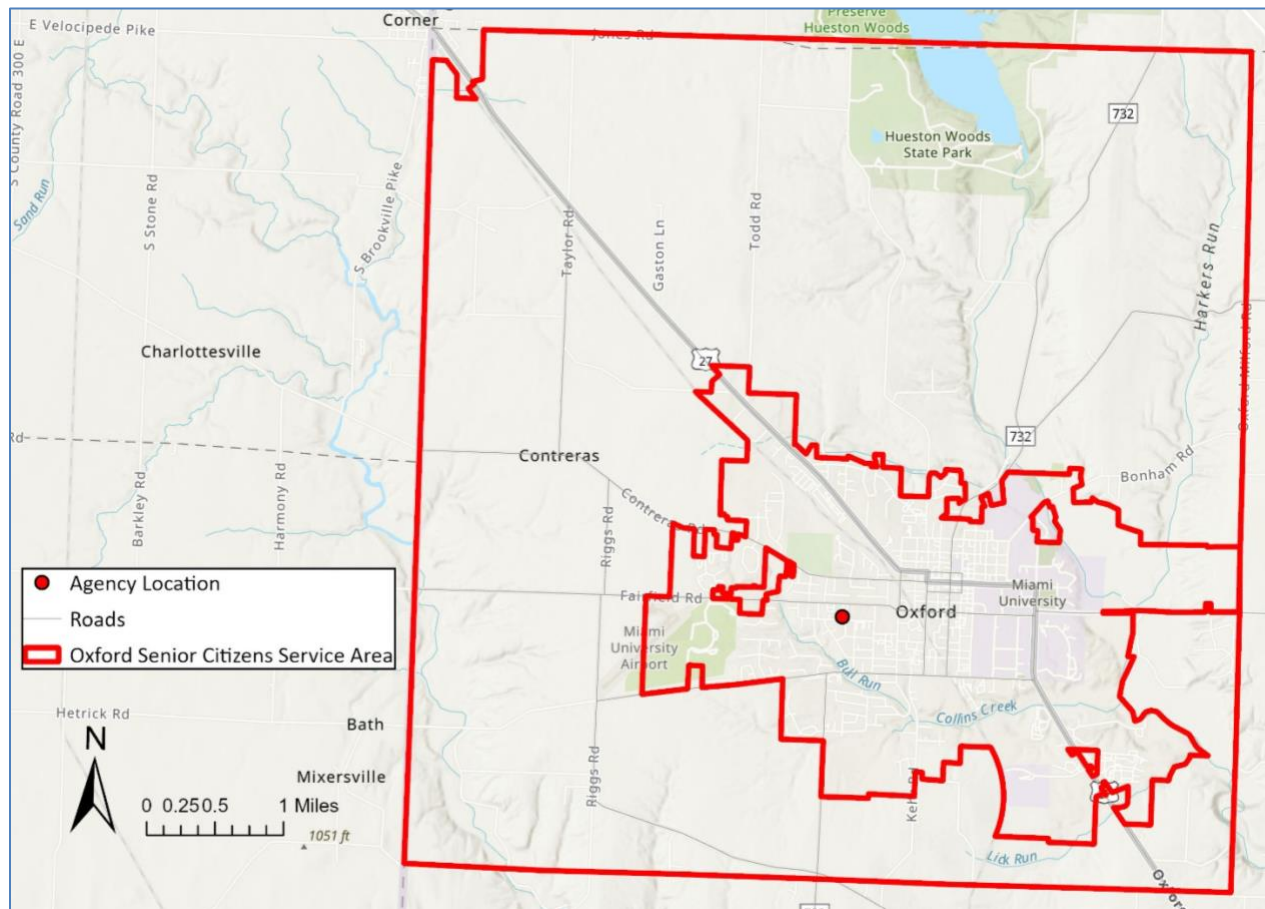
√	General transportation	√	Places of employment
	Transit agency		Job training
	Residential/home service	√	Grocery shopping
	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
√	Adult day care		

Oxford Senior Citizens, Inc.

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
√		Geographic coverage			Lower fares
√		Evening service			Medical trips
	√	Weekend service			Non-medical trips
		Handicapped accessible service			Employment trip
		Door to door			Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



Oxford Senior Citizens, Inc.

Destinations or Areas Served Most Frequently

Greater Oxford area, primarily McCollough Hyde Hospital, Kroger's, Walmart, and local doctor's offices.

Additional Capacity

Have additional capacity that is based on staff availability.

Most Requested Destinations Not Served

Out of town medical appointments and evening and weekend transportation.

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds; hours of operation; reimbursement rate for trips.

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers and operating costs (fuel, maintenance).

Contact Information

Emily Liechty

Phone: (513) 523-8100

922 Tollgate Drive

Oxford, OH 45056

<https://www.oxfordsenior.org/>

The Point Arc of Northern Kentucky

Type of Transportation Provider: Social Service Agency

Agency mission statement or general description of services

To provide opportunities to people with intellectual and developmental disabilities (I/DD) to reach their highest potential educationally, residentially, socially and vocationally.

Types of specialized transportation users served

People that have mental disabilities

Time that Service is Provided

Service is offered 24/7

Type of Service Provided

Door-to-door service, Thru the Door, Demand Response/On-Demand, Same Day, Next Day

Eligibility Requirements

Be a resident of The Point Arc of NKY residential homes.

Are Discounts Provided if Demand Response Service Is Not Offered?

Discounts are offered to elderly, disabled and low income residents

Fares: None

Number of Vehicles Owned by Agency

Vans: 12

Buses: 1

Cars: 1

Number of Vehicles Not Owned but Operated by Agency:

N/A

1-Way Trips per Month

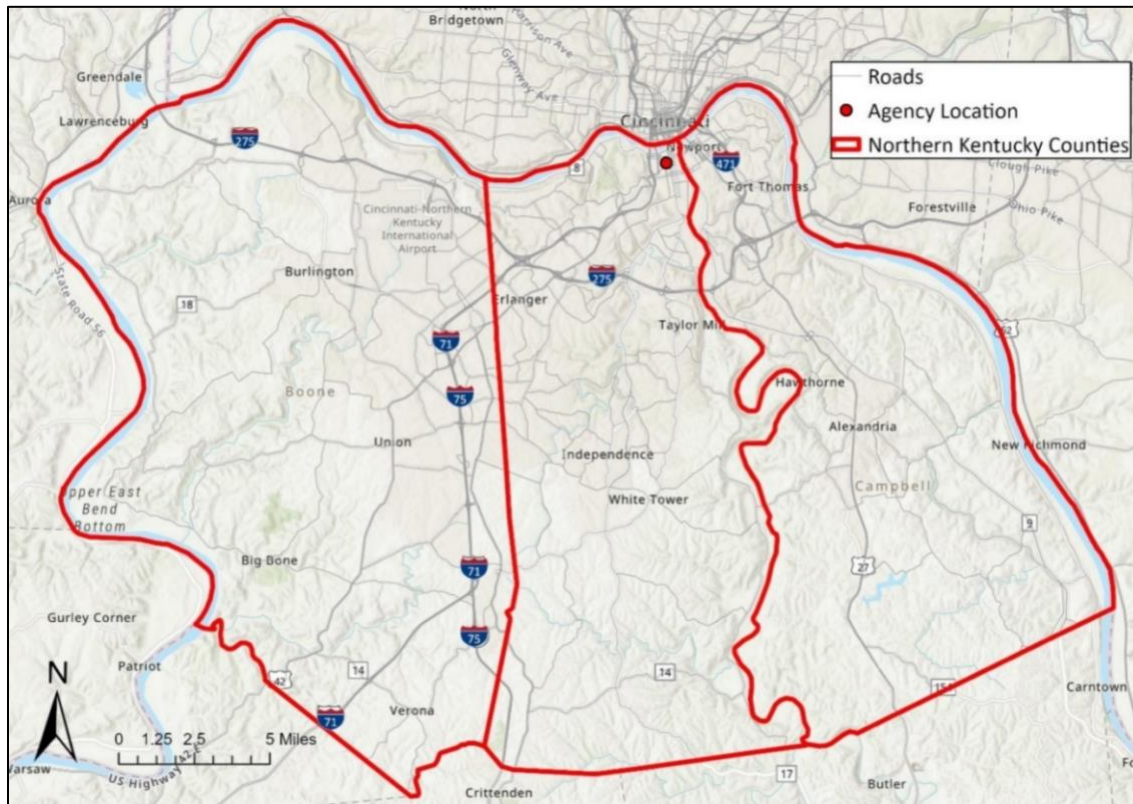
1-5

Type of Trips Provided

√	General transportation	√	Places of employment
	Transit agency		Job training
√	Residential/home service	√	Grocery shopping
	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
√	Adult day care		

The Point Arc of Northern Kentucky

Transportation Service Area



Destinations or Areas Served Most Frequently

Community outings and medical appointments

Most Requested Destinations Not Served

Community outings

Additional Capacity

No

Major Obstacles to Coordinating Specialized Transportation Services

Hours of operation and level of supervision required for each individual.

Limitations to Expanding or Improving Specialized Transportation Services

Condition of vehicles, operating costs (fuel, maintenance), vehicle capital cost, and accessibility of vehicles

Contact Information

Ashley Edwards
Phone: (859) 628-1338
104 W. Pike Street
Covington, KY 41011

<https://thepointarc.org/>

Appendix A

Scheben Care Center (Community Services of Northern Kentucky)

Agency Type: Private Non-Profit

Agency mission statement or general description of services

To provide a daily program of community based activities, supportive person centered health care and support for the attainment of individualized personal goals and choices to medically compromised and/or differently abled younger adults and the elderly. Thereby improving their quality of life and assist individuals so that they remain connected to their natural support networks. Our goal is to empower the disabled and elderly to self-advocate, assist them with making informed decisions, participate in their community, pursue personal growth and independence and exercise their right to have choices in everyday life regarding community inclusion, employment and privacy.

Types of specialized transportation users served

Daily transportation to and from day programs/sheltered workshops or community jobs for the intellectual and developmentally disabled population.

Time that Service is Provided

Monday to Friday, 6 AM – 10:30 AM and 1:30 – 6:30 PM

Type of Service Provided

Fixed Route and Scheduled service, Door to Door

Eligibility Requirements

Persons 16 years of age or older who have a medical, physical, social, and/or cognitive disabilities.

Are Discounts Provided if Demand Response Service Is Not Offered? No

Fares

Transportation is a covered service under Medicaid Waivers and is determined by the Federated Transportation Services of the Bluegrass (FTSB) annually as they are the broker and Scheben Care Center is the subcontractor.

Number of Vehicles Owned by Agency

Buses: 5

Cars: 2

Number of Vehicles Not Owned but Operated by Agency: N/A

1-Way Trips per Month

1,521

Type of Trips Provided

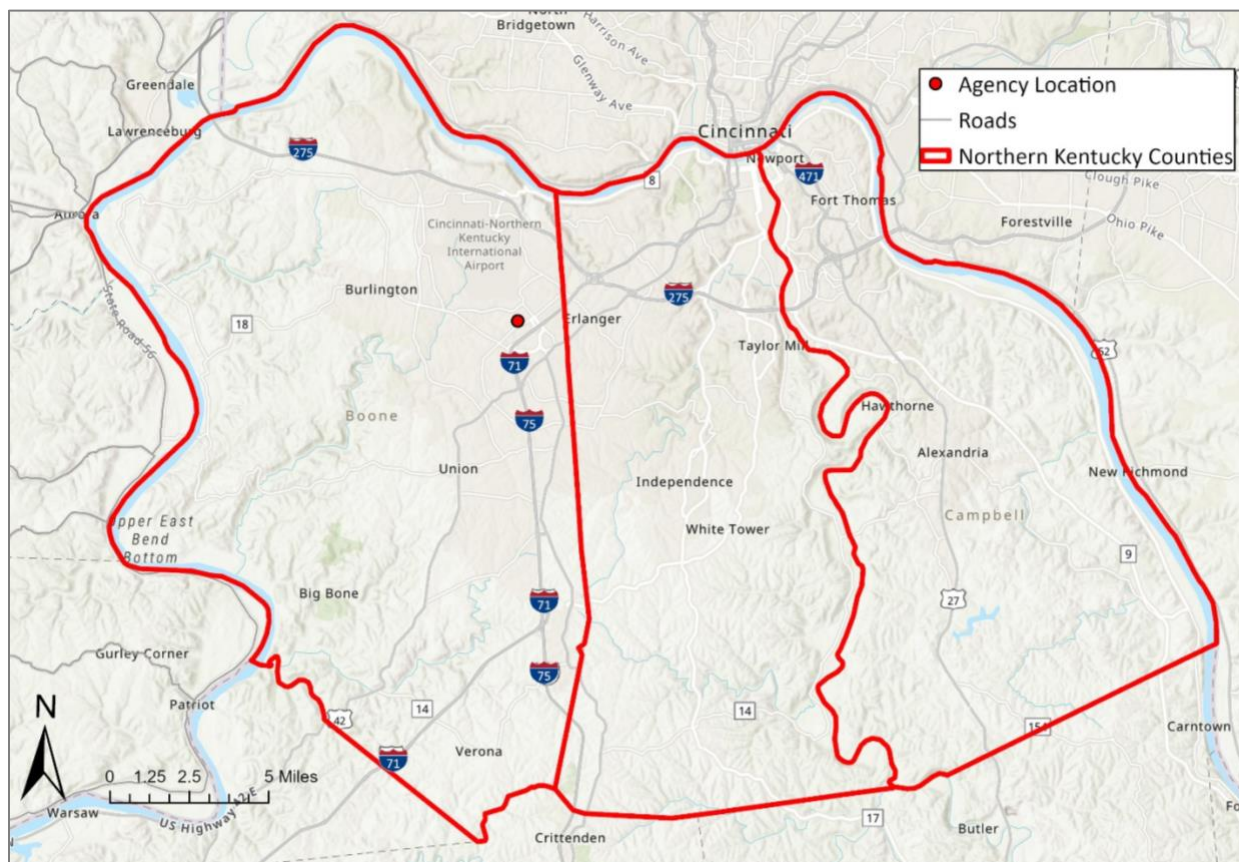
	General transportation	√	Places of employment
	Transit agency	√	Job training
	Residential/home service		Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations		Social or entertainment
	Medical transportation		School
√	Adult day care		

Scheben Care Center (Community Services of Northern Kentucky)

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
		Geographic coverage			Lower fares
		Evening service			Medical trips
		Weekend service			Non-medical trips
✓		Handicapped accessible service	✓		Employment trip
✓		Door to door			Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



Scheben Care Center (Community Services of Northern Kentucky)

Destinations or Areas Served Most Frequently

Boone and Kenton counties

Most Requested Destinations Not Served

Will provide transportation to any day training/community employment or social service agency if possible

Additional Capacity: Yes, from 6 AM to 5:30 PM

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds and eligibility requirements of users

Limitations to Expanding or Improving Specialized Transportation Services

Condition of vehicles, need for drivers and vehicle capital cost

Contact Information

Lisa West

Phone: (859) 801-1239

31 Spiral Drive

Florence, KY 41042

<https://www.schebencarecenter.org/>

SEM Villa, Inc.

Agency Type: Private Non-Profit

Agency mission statement or general description of services

The SEM communities which include SEM Villa, SEM Laurels, SEM Terrace and SEM Manor provide a non-profit ministry dedicated to providing services for low income elderly and disabled residents. SEM serves persons of varying economic circumstances, ethnic origins and religious affiliations. The SEM communities strive to preserve and promote human dignity, self-determination, individual freedom and accustomed lifestyle.

The SEM Community vision is to be a home where companionship and caring relationships thrive through empowerment and personal choice.

Types of specialized transportation users served

Residents that are in wheelchairs and use walkers

Time that Service is Provided

Monday to Friday, 15 hours per week

Type of Service Provided

Fixed route with Fixed Schedule, Door-to-Door Service,

Eligibility Requirements

Resident of one of four SEM communities. All residents are low-income elderly or physically disabled.

Are Discounts Provided if Demand Response Service Is Not Offered?

Discounts for elderly and low-income populations

Fares

\$3.00 round trip

Number of Vehicles Owned by Agency

Buses: 1

Number of Vehicles Not Owned but Operated by Agency

N/A

1-Way Trips per Month

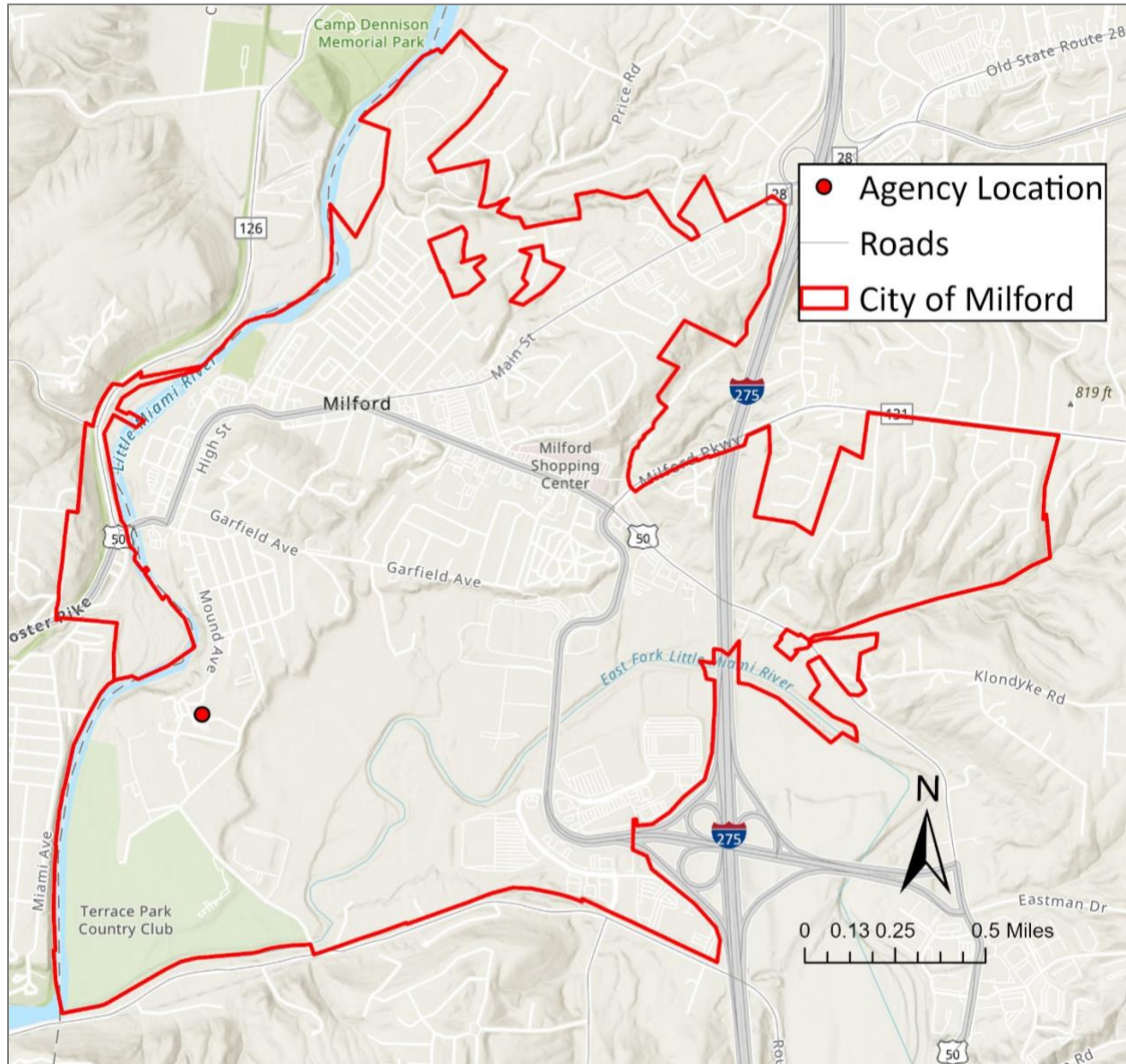
40

Type of Trips Provided

General transportation		Places of employment
Transit agency		Job training
Residential/home service	√	Grocery shopping
Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
Social service agencies/organizations	√	Social or entertainment
Medical transportation		School
Adult day care		Other

SEM Villa, Inc.

Transportation Service Area



SEM Villa, Inc.

Destinations or Areas Served Most Frequently

Milford

Most Requested Destinations Not Served

Medical Appointments

Additional Capacity

No

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds and hours of operation.

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers and operating costs (fuel, maintenance)

Contact Information

Julie Foley, Administrator

Phone: (513) 831-3262

201 Mound Street

Milford, OH 45150

<https://www.semvilla.org/>

Stepping Stones

Agency Type: Private Non-Profit

Agency mission statement or general description of services

To increase independence, improve lives and promote inclusion for children and adults with disabilities. Agency serves close to 1,000 children and adults with disabilities: severe autism, cerebral palsy, down syndrome, intellectual disabilities, seizure disorders, bi-polar disorder, brain injury, intermittent explosive disorder, multiple disabilities and medical needs. Year-round programs include preschool, adult services, weekend respites, and alternative education for elementary and high school students with severe autism. Seasonal programs include summer day and overnight camps and Saturday Kids Club (school-year program offering extracurricular activities for school children with disabilities). Stepping Stones was founded in 1963 and is known for identifying unmet needs and meeting them.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

Monday to Friday, 9 AM – 3 PM

Type of Service Provided

Fixed Route and Scheduled Service

Eligibility Requirements

Must be a client of Stepping Stones

Are Discounts Provided if Demand Response Service Is Not Offered?

Medicaid provides mileage

Fares No

Number of Vehicles Owned by Agency

Vans: 8

Buses: 1

Number of Vehicles Not Owned but Operated by Agency

N/A

1-Way Trips per Month

N/A

Type of Trips Provided

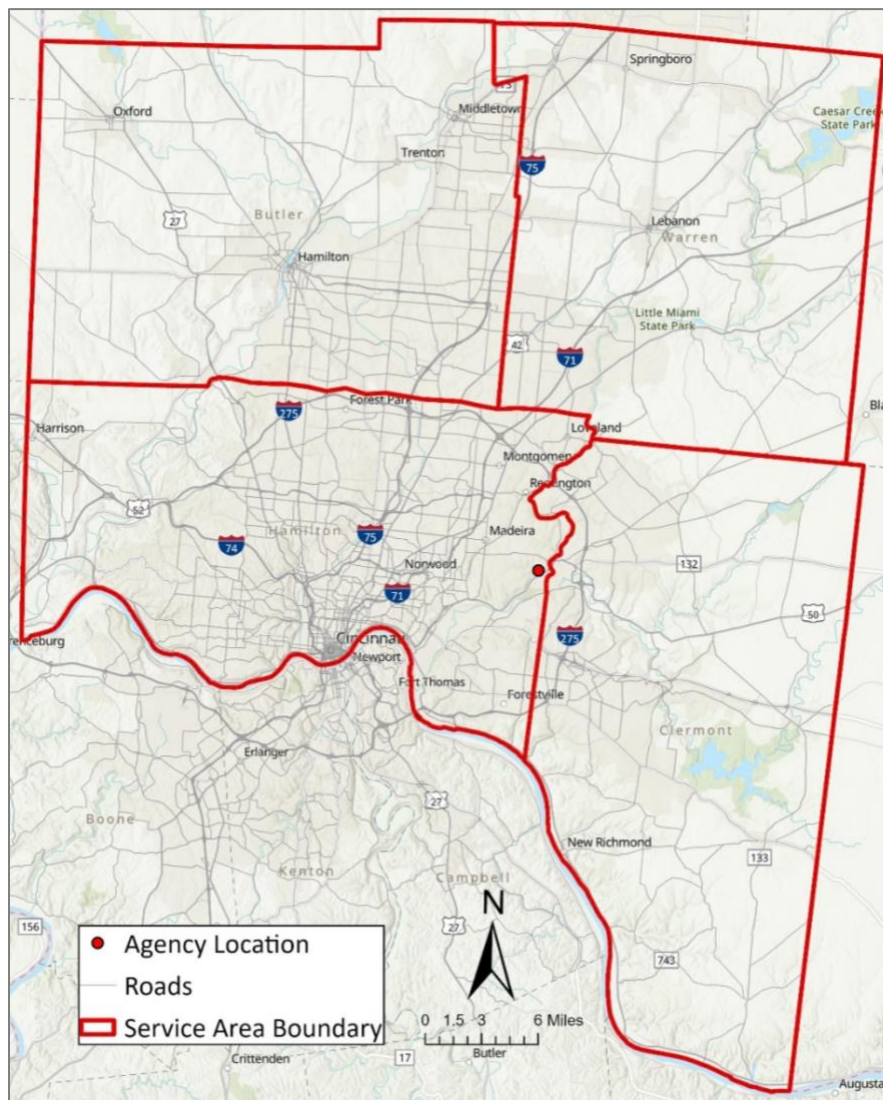
	General transportation		Places of employment
	Transit agency		Job training
	Residential/home service		Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
	Social service agencies/organizations	√	Social or entertainment
	Medical transportation		School
√	Adult day care		

Stepping Stones

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
	√	Geographic coverage			Lower fares
		Evening service			Medical trips
		Weekend service			Non-medical trips
	√	Handicapped accessible service			Employment trip
		Door to door			Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



Stepping Stones

Destinations or Areas Served Most Frequently

Community outing throughout the southwest region

Most Requested Destinations Not Served

N/A

Additional Capacity

No

Major Obstacles to Coordinating Specialized Transportation Services

N/A

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers and vehicle capital cost

Contact Information

Chris Adams

Phone: (513) 965-5111

5060 Given Road

Cincinnati, OH 45234

<https://steppingstonesohio.org/>

The Knolls of Oxford

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Maple Knoll Communities, Inc. is recognized as a growing provider of outstanding senior communities and services that allow those we serve to thrive in a stimulating and dignified environment—achieved through creativity and responsible fiscal stewardship.

We strive to create a space tailored to each individual’s needs and wants, from offering various programs and activities to providing a serene and peaceful environment.

Types of specialized transportation users served

People that are elderly.

Time that Service is Provided

Monday to Friday, 8 AM – 6 PM

Type of Service Provided

Demand response/On-Demand

Eligibility Requirements

Resident or in the care of The Knolls of Oxford or there for rehabilitation.

Are Discounts Provided if Demand Response Service Is Not Offered?

Discounts are offered to elderly, disabled and low-income residents

Fares

Included in the cost of residency or medical stay.

Number of Vehicles Owned by Agency

Vans: 1

Buses: 2

Cars: 1

Number of Vehicles Not Owned but Operated by Agency

1 (Busam)

1-Way Trips per Month

500

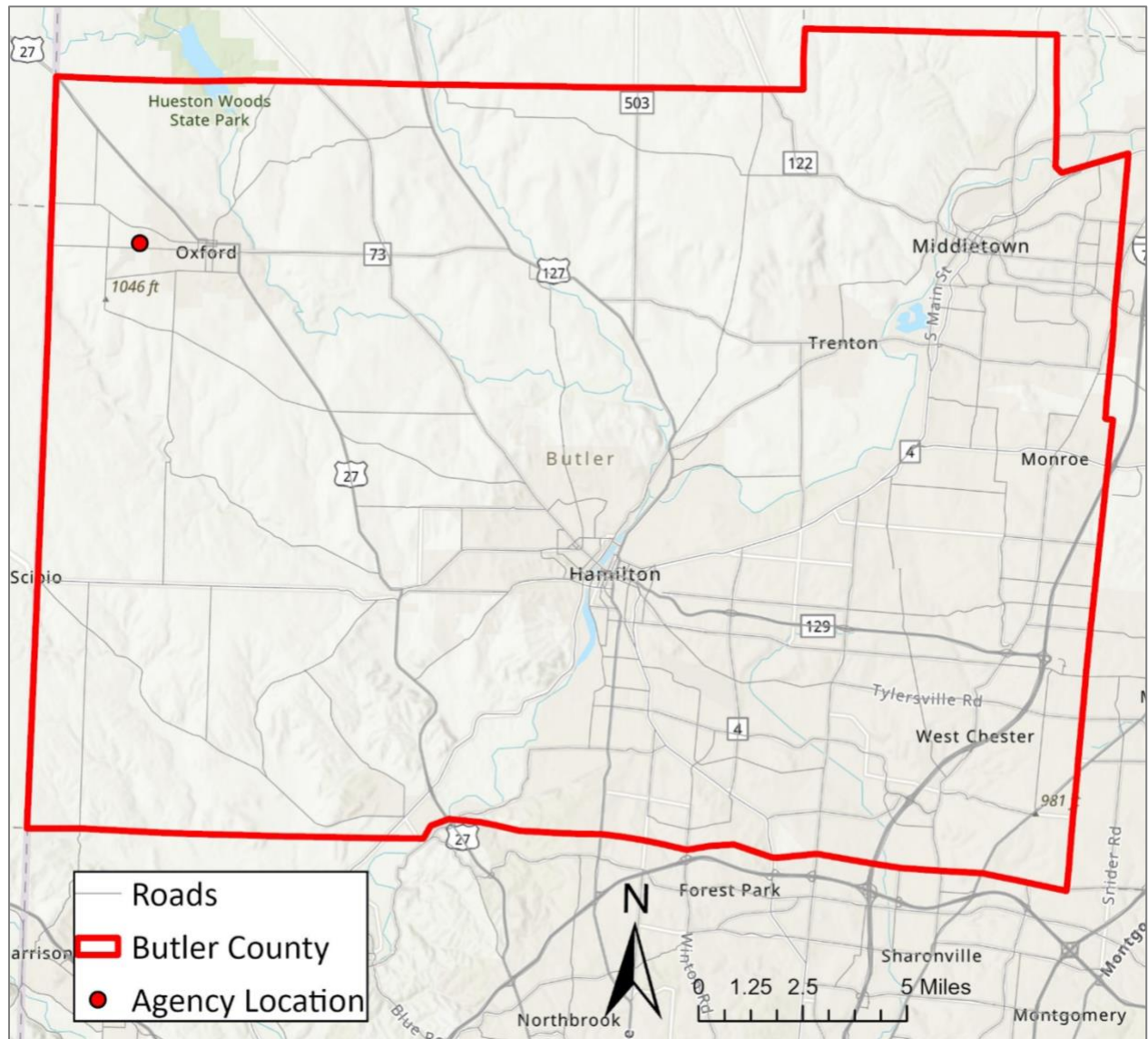
Type of Trips Provided

	General transportation		Places of employment
	Transit agency		Job training
	Residential/home service	√	Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
	Adult day care		Other*

The Knolls of Oxford

- Trips provided to Miami University for cultural, educational and wellness events (their recreation center serves our residents for a place to have physical activities, for example). We also provide trips in partnership with other social service groups, like Oxford Senior Center and for youth programs in Oxford.

Transportation Service Area



The Knolls of Oxford

Destinations or Areas Served Most Frequently

Oxford, Hamilton, and Cincinnati areas

Most Requested Destinations Not Served

Limited to medical transportation within approximately 60-75 miles. Haircuts and pharmacy trips are often requested.

Additional Capacity: No**Major Obstacles to Coordinating Specialized Transportation Services**

Restrictions on use of program funds, eligibility requirements of users, limitations on geographic service area, hours of operation, and preference for an independent operation.

Limitations to Expanding or Improving Specialized Transportation Services

Budget is the limiting factor to expanding transportation

Contact Information

Steve Hughes

Phone: (513) 524-7771

6727 Contreras Road

Oxford, OH 45056

<https://knollsoxford.org/>

Transit Alliance of Butler County

Agency Type: Private Non-Profit

Agency mission statement or general description of services

The Transit Alliance of Butler County (TABC) is a 501c3 non profit organization based in Butler County, Ohio. TABC's Board of Directors is made of community volunteers from social service and other organizations with an interest in locally coordinated transportation to improve the mobility and lives of Butler County residents. TABC is specifically focused on advocating for and increasing the availability of affordable transportation. The TABC provides subsidized transportation options through the Butler County Regional Transit Authority.

Types of specialized transportation users served

The TABC brokers transportation services for BCRTA by connecting individuals with transportation provided by the BCRTA.

Days and Times that Service is Provided?

The TABC works with the BCRTA, which provides services Monday – Friday, 6 AM – 11 PM

Type of Service Provided

While TABC does not provide trips themselves, they connect individuals to BCRTA, which offers Fixed Route & Schedule, Door to Door, Demand Response, Same Day, and Next Day service.

Are Discounts Provided if Demand Response Service Is Not Offered

The TABC offers subsidized transportation options for BCRTA demand response service and BCRTA Commuter service for eligible individuals.

Fares

Fares charged by BCRTA include \$5.00 for DR services and \$5.00 for commuter service each way.

Number of Vehicles Owned by Agency

Buses: 1

Number of Vehicles Not Owned but Operated by Agency

None

Type of Trips Provided

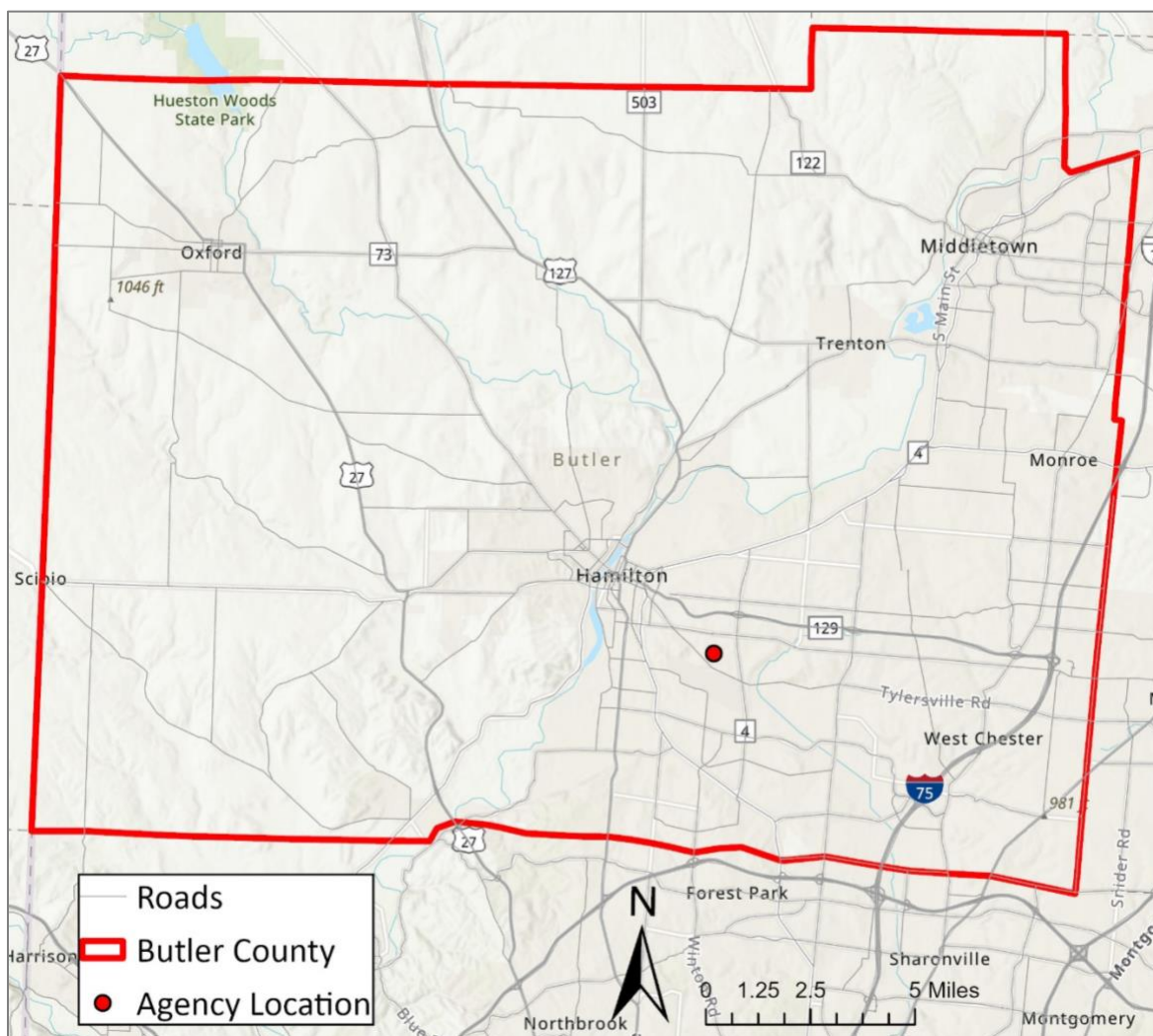
√	General transportation	√	Places of employment
√	Transit agency	√	Job training
√	Residential/home service	√	Grocery shopping
√	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation	√	School
√	Adult day care		

Transit Alliance of Butler County

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
	√	Geographic coverage			Lower fares
		Evening service			Medical trips
	√	Weekend service			Non-medical trips
		Handicapped accessible service			Employment trip
		Door to door			Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



Transit Alliance of Butler County

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds, limitations on geographic service area, and hours of operation

Limitations to Expanding or Improving Specialized Transportation Services

N/A

Contact Information

Shawn Cowan

cowans@butlercountyrta.com

Phone: (513) 785-5398

Hamilton, Ohio 45011

<https://transitalliancebc.org/>

University of Cincinnati - Impact Innovations

Agency Type: Public Research Institution

Agency mission statement or general description of services

IMPACT Innovation is a community integrated program for adults with intellectual and developmental disabilities (I/DD) located within the College of Education, Criminal Justice, Human Services, and Information Technology at the University of Cincinnati. We provide opportunities for young adults with significant sensory, behavioral and communication issues to experience educational, health and wellness and employment experience opportunities on campus. IMPACT is a division of the Developmental Disabilities Education Center (IDD Education Center), whose mission is to create meaningful, life changing experiences for people with I/DD through innovative research, education, and service.

Types of specialized transportation users served

Adults with intellectual or developmental disabilities

Time that Service is Provided

Monday-Friday 7 - 9 AM and 3 – 5 PM

Type of Service Provided

Door to Door

Eligibility Requirements

Enrolled program participants

Are Discounts Provided if Demand Response Service Is Not Offered?

N/A

Fares

None

Number of Vehicles Owned by Agency

Vans: 3

Number of Vehicles Not Owned but Operated by Agency: N/A

1-Way Trips per Month 120-127

Type of Trips Provided

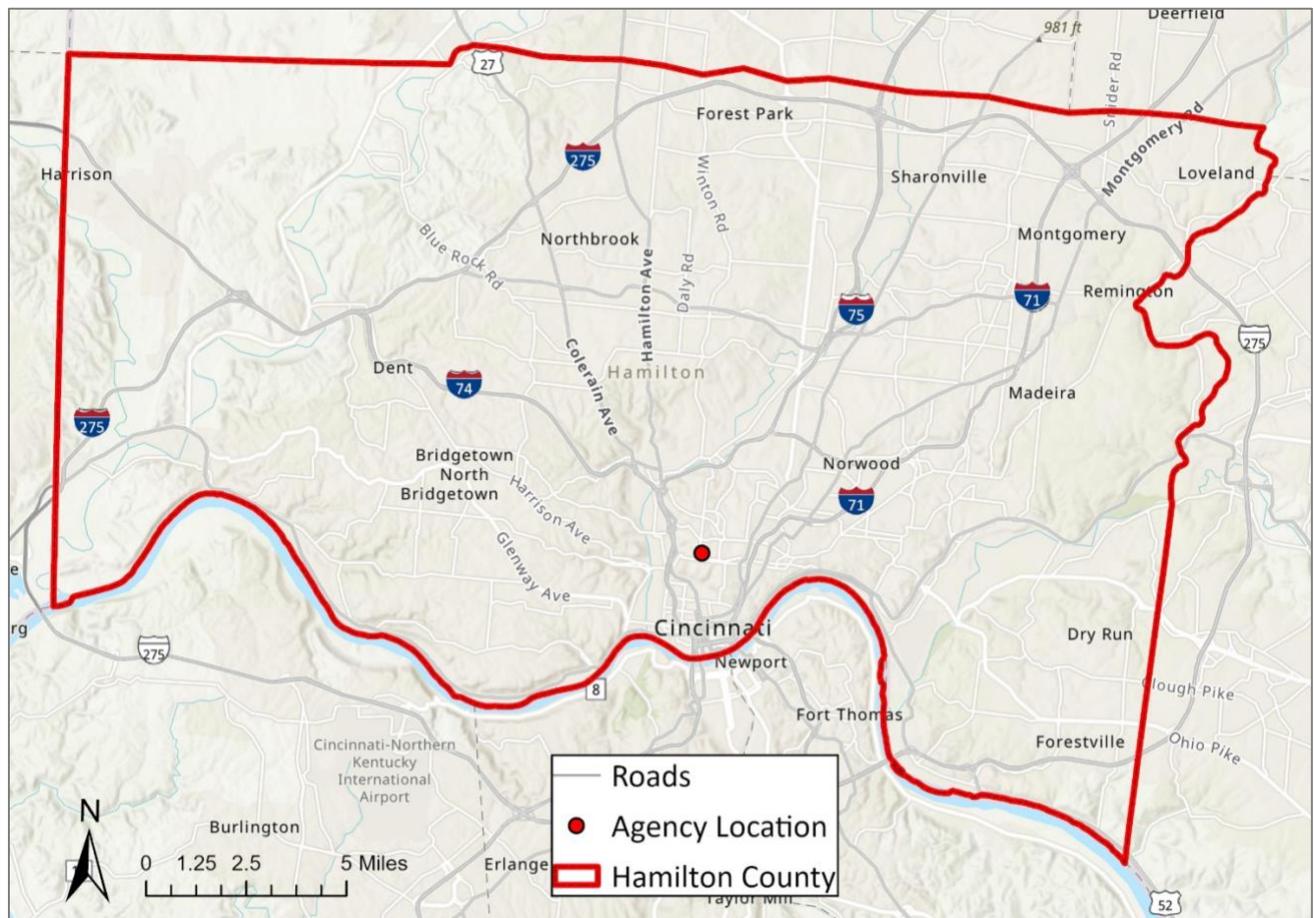
	General transportation		Places of employment
	Transit agency	√	Job training
	Residential/home service		Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
	Social service agencies/organizations		Social or entertainment
	Medical transportation	√	School
√	Adult day care		

University of Cincinnati - Impact Innovations

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
	√	Geographic coverage			Lower fares
		Evening service			Medical trips
√		Weekend service		√	Non-medical trips
√		Handicapped accessible service	√		Employment trip
	√	Door to door	√		Inter-agency coordination
		Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



University of Cincinnati - Impact Innovations

Destinations or Areas Served Most Frequently

University of Cincinnati

Additional Capacity

No

Most Requested Destinations Not Served

N/A

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds and lack of funding source for vehicles to expand fleet.

Limitations to Expanding or Improving Specialized Transportation Services

Condition of vehicles, operating costs (fuel, maintenance), vehicle capital cost, and accessibility of vehicles.

Contact Information

Meredith Finn

Phone: (513) 602-1058

2610 University Circle, Suite 505, Teachers-Dyer Complex

Cincinnati, OH 45221

<https://cech.uc.edu/schools/education/IDDEdCenter/impact.html>

Volunteers of America Mid-States Inc.

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Volunteers of America Mid-States creates positive change in the lives of individuals and communities through a ministry of service. Volunteers of America's Northern Kentucky Developmental Disability Services program includes three Supportive Living Homes that house three individuals each, three Group Living Homes housing six or seven individuals each, six family-based residential homes (adult foster care), community living supports, community access and case management.

Volunteers of America staff ensure that living arrangements are customized to each resident's unique needs. Self-care skills are taught to participants in order to foster independence and enhance personal development. Skills include cooking, cleaning, money management, interpersonal relations, use of public transportation, and use of neighborhood resources.

Those who are able are encouraged to become involved in their communities, which is made possible through Volunteers of America's in-home support staff, day programs, supportive employment, and other specialized services.

Types of specialized transportation users served

Intellectually disabled persons

Time that Service is Provided

24/7

Type of Service Provided

Door to Door, Thru the Door, Demand Response/On Demand, Next Day

Eligibility Requirements

N/A

Fares: None

Number of Vehicles Owned by Agency

Vans: 6

Buses: 2

Number of Vehicles Not Owned but Operated by Agency: N/A

1-Way Trips per Month

150

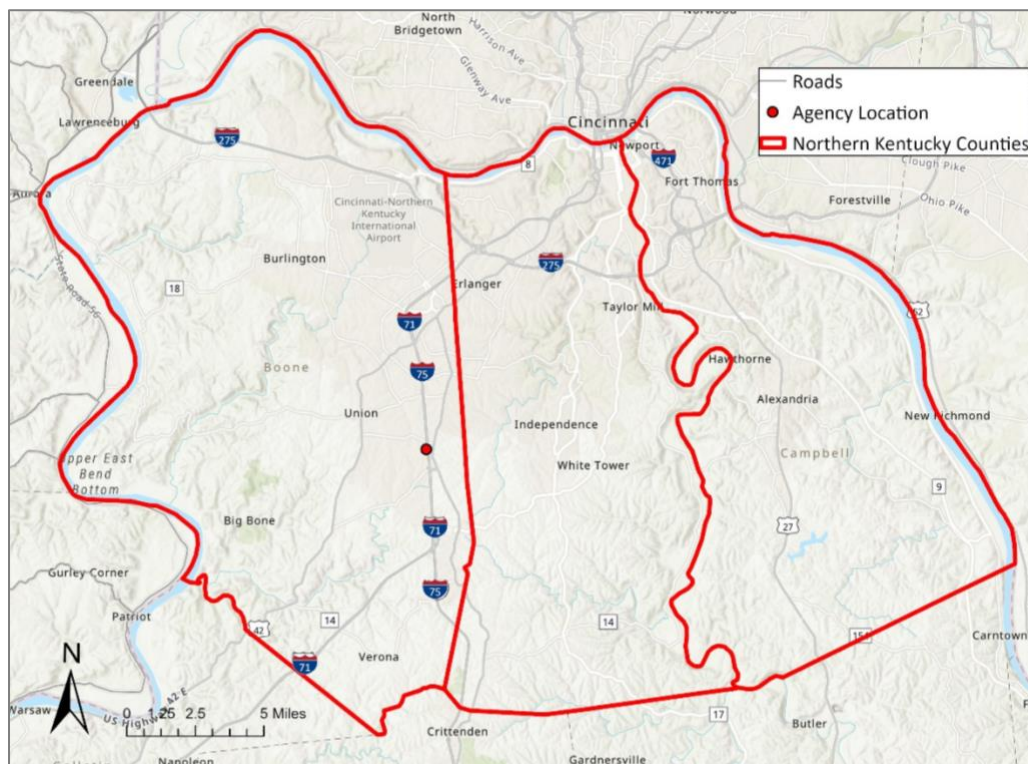
Volunteers of America Mid-States Inc.

Type of Trips Provided

✓	General transportation	✓	Places of employment
✓	Transit agency	✓	Job training
✓	Residential/home service	✓	Grocery shopping
✓	Nursing homes, retirement centers, senior centers	✓	Other life maintenance: shopping, post office, banking
✓	Social service agencies/organizations	✓	Social or entertainment
✓	Medical transportation		School
✓	Adult day care		

Transportation Service Area

Volunteers of America Mid-States operates 38 distinct programs in Kentucky, Tennessee, Southern Indiana, Southern Ohio and West Virginia. Volunteers of America's Northern Kentucky Developmental Disabilities Services programs are located in Florence, Independence and Fort Thomas, Kentucky in Boone, Kenton and Campbell counties.



Volunteers of America Mid-States Inc.

Destinations or Areas Served Most Frequently

Northern Kentucky

Additional Capacity

No

Most Requested Destinations Not Served

Family visits

Major Obstacles to Coordinating Specialized Transportation Services

Having good operating vehicles

Limitations to Expanding or Improving Specialized Transportation Services

Limitations include only being able to provide transportation to clients that live in their facilities.

Contact Information

Andrea Walden

Phone: (859) 372-5600

12885 Frogtown Connector Road

Walton, KY 41094

<https://www.voamid.org/>

Warren County Community Services, Inc. (WCCS)

Agency Type: Private Non-Profit

Agency mission statement or general description of services

WCCS is Warren County's Community action agency serving Warren County residents of all ages with a wide scope of services. WCCS offers medical and non-medical group transportation to seniors who are 60 and older and live in Warren County. WCCS provides services to over 700 clients and account for 55% of the medical transportation provided in Warren County.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities or low-income

Time that Service is Provided

Monday to Friday, 7 AM – 5 PM

Type of Service Provided

Door to Door, Thru the Door, and Next Day

Eligibility Requirements

Care Management/Elderly Services Program: A Warren County resident that is 60 years and older with a need for services, determined during a home visit by an ESP care manager.

Are Discounts Provided if Demand Response Service Is Not Offered?

Discounts offered to elderly persons

Fares

A fare/fee is not charged to the customers, but funding for the program is provided by Council on Aging

Number of Vehicles Owned by Agency

Vans: 11

Buses: 2

Number of Vehicles Not Owned but Operated by Agency

8 (OKI)

1-Way Trips per Month

260

Type of Trips Provided

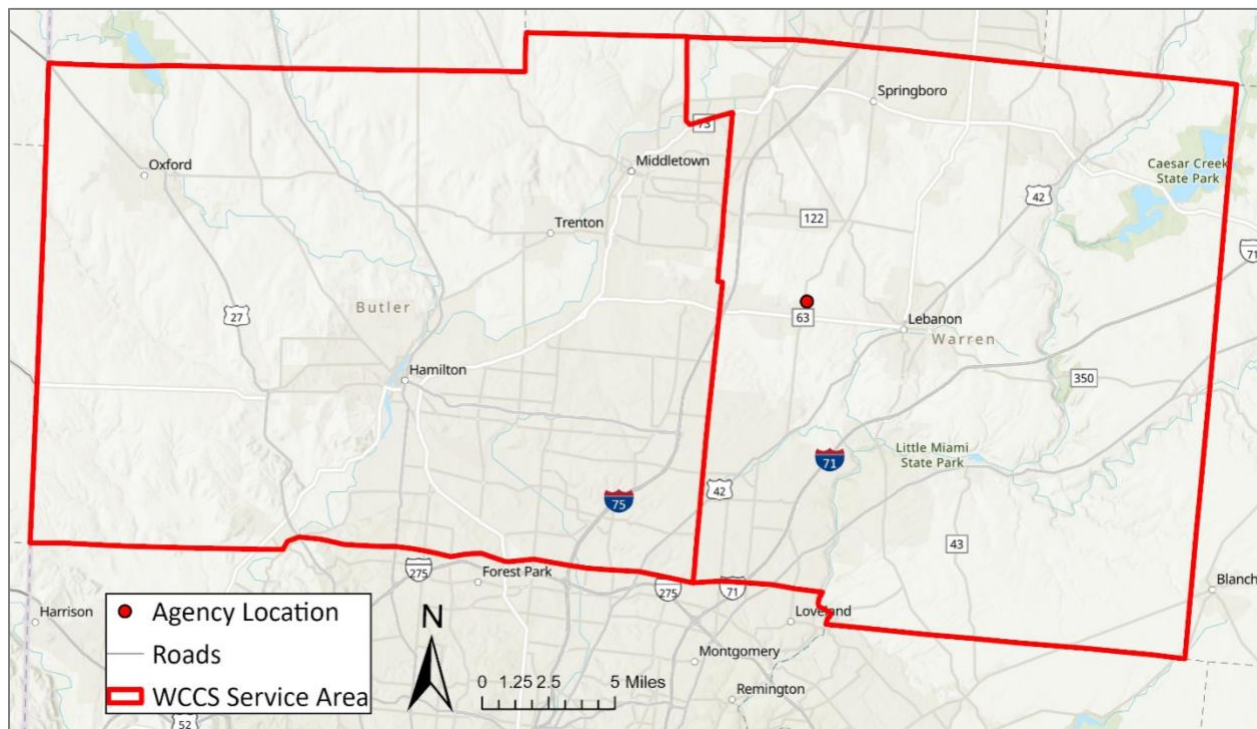
	General transportation		Places of employment
	Transit agency		Job training
	Residential/home service	√	Grocery shopping
	Nursing homes, retirement centers, senior centers		Other life maintenance: shopping, post office, banking
	Social service agencies/organizations	√	Social or entertainment
√	Medical transportation		School
	Adult day care		

Warren County Community Services, Inc. (WCCS)

Interest in Expanding Service

Possibly	Priority	Service	Possibly	Priority	Service
√		Geographic coverage			Lower fares
√		Evening service		√	Medical trips
√		Weekend service		√	Non-medical trips
	√	Handicapped accessible service			Employment trip
	√	Door to door			Inter-agency coordination
	√	Through-the-door to through-the door			Other
		Next-day or same-day service			

Transportation Service Area



Warren County Community Services, Inc. (WCCS)

Destinations or Areas Served Most Frequently

Lebanon, Cincinnati, and West Chester

Additional Capacity: Yes, Monday to Friday, with additional staff and vehicles.

Most Requested Destinations Not Served

Doctor Appointments

Major Obstacles to Coordinating Specialized Transportation Services

Restrictions on use of program funds and need for additional vans.

Limitations to Expanding or Improving Specialized Transportation Services

Need for drivers, operating costs (fuel, maintenance), vehicle capital cost, and accessibility of vehicles.

Contact Information

Amy Houpey

Phone: (513) 695-2256

570 N. State Road 741

Lebanon, OH 45036

<https://www.wccsi.org/sitepages/HOME.html>

Appendix B

Mobility Survey

Figure B-1 Where Do You Live?

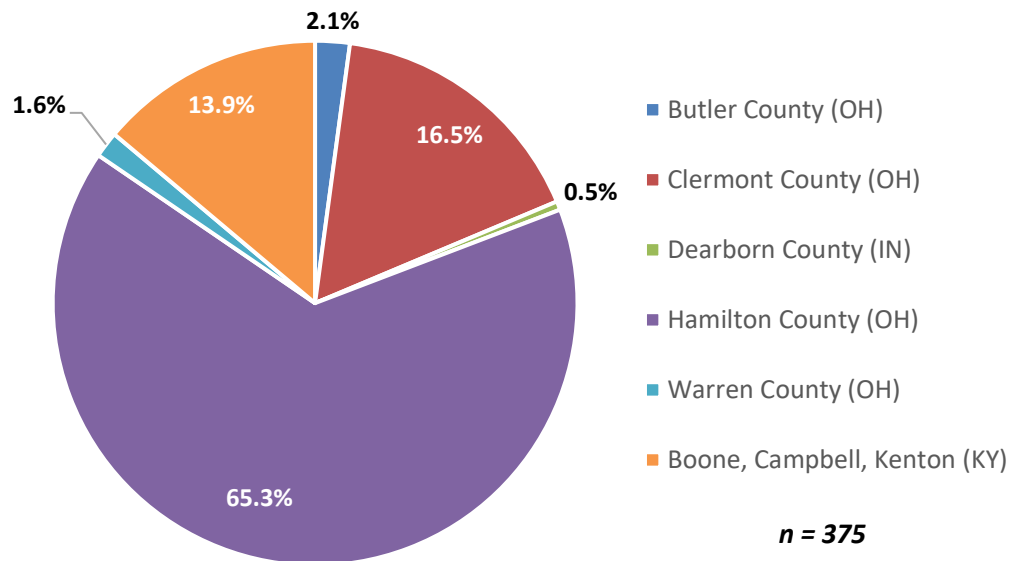


Figure B-2 In What Community Do You Live?

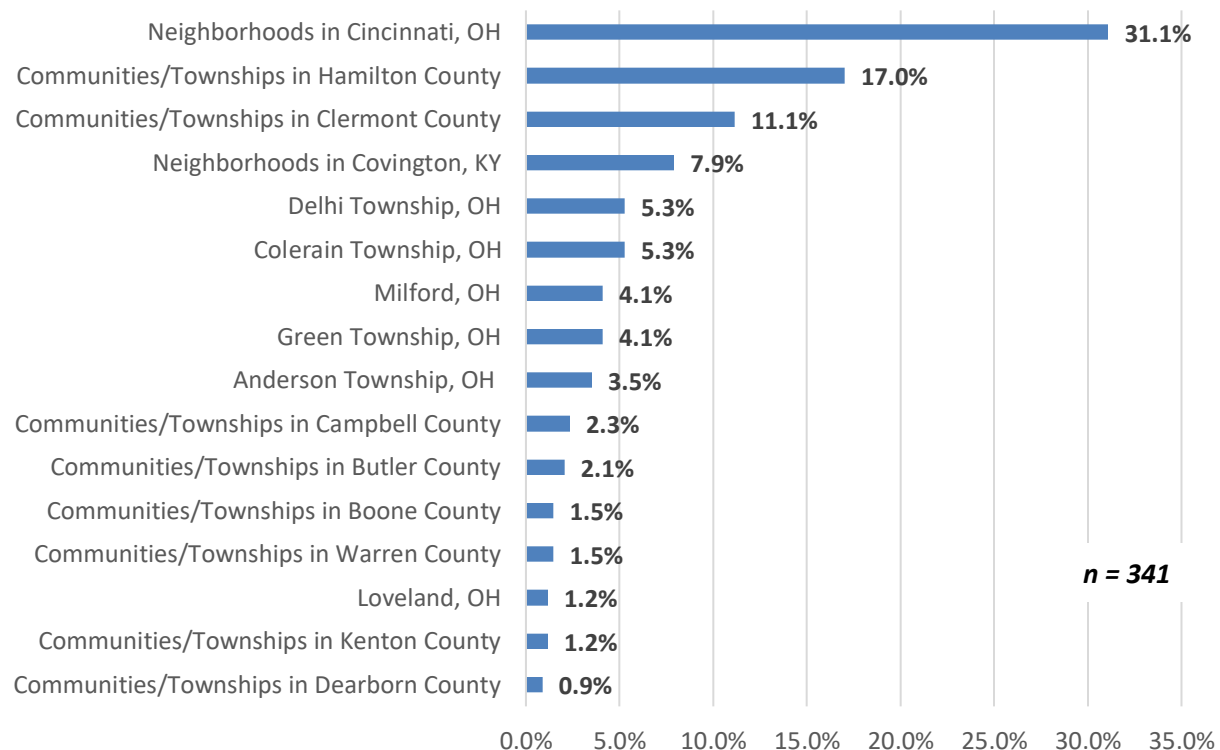


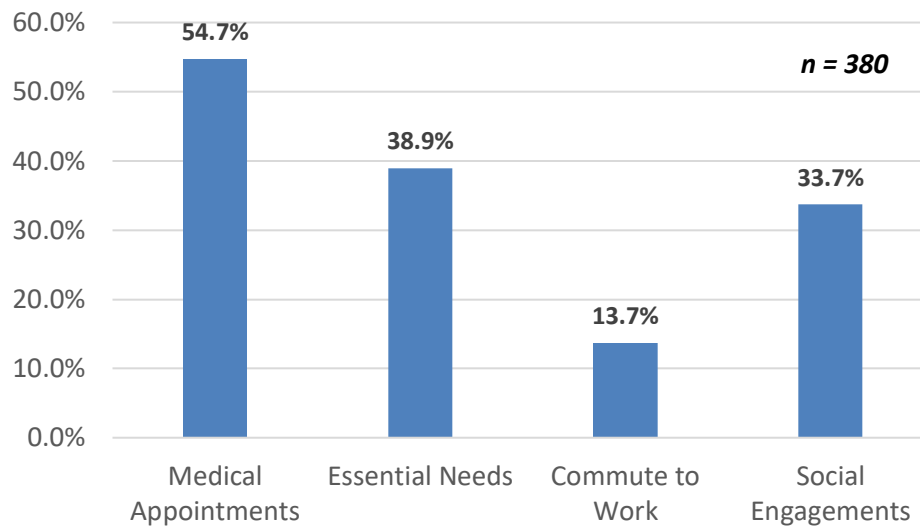
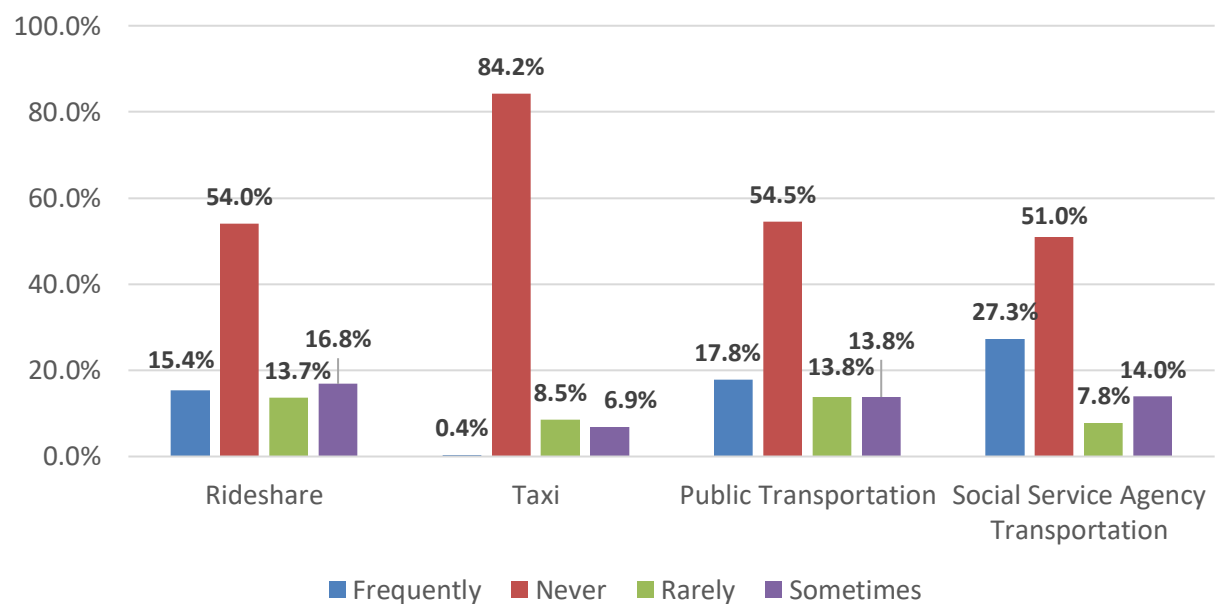
Figure B-3 What Do You Use Transportation Service For?**Figure B-4 How Often Do You Use the Following Transportation Services?**

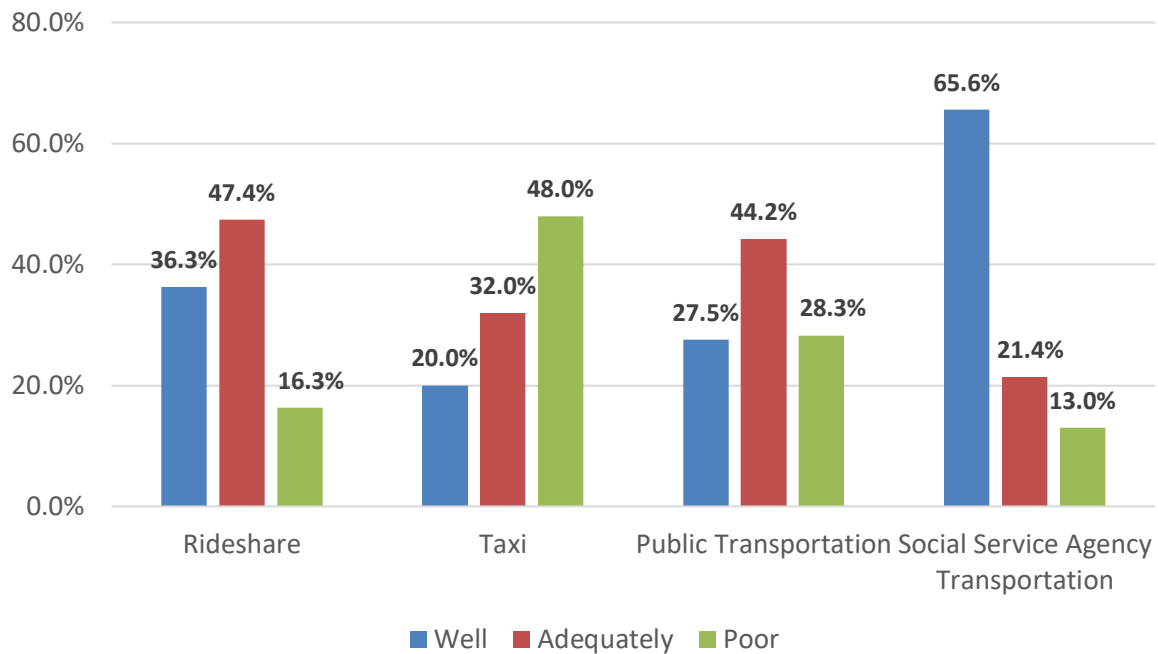
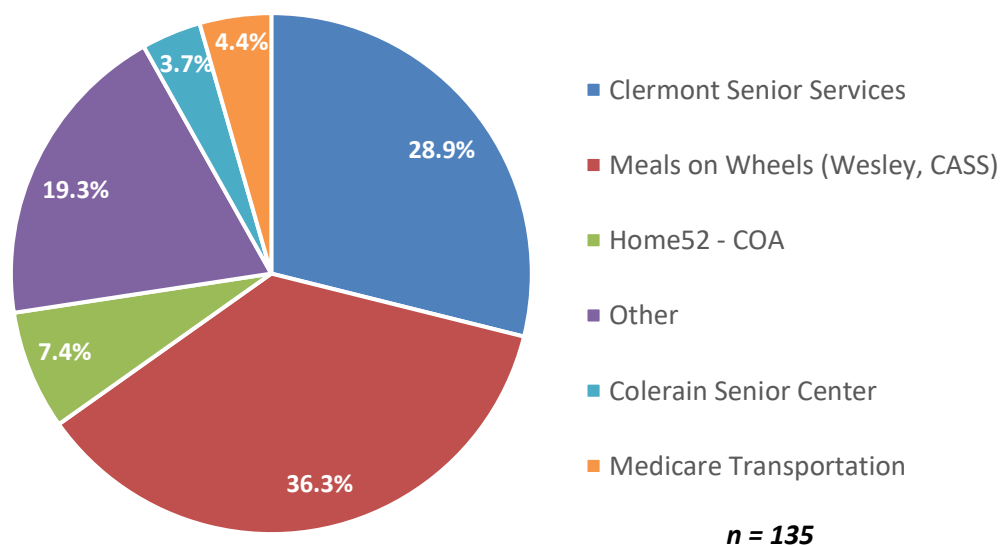
Figure B-5 How Well Do These Transportation Services Meet Your Transportation Needs?**Figure B-6 What Social Service Agency Transportation Service Do You Use?**

Figure B-7 Which Transit System Serves Your Area?

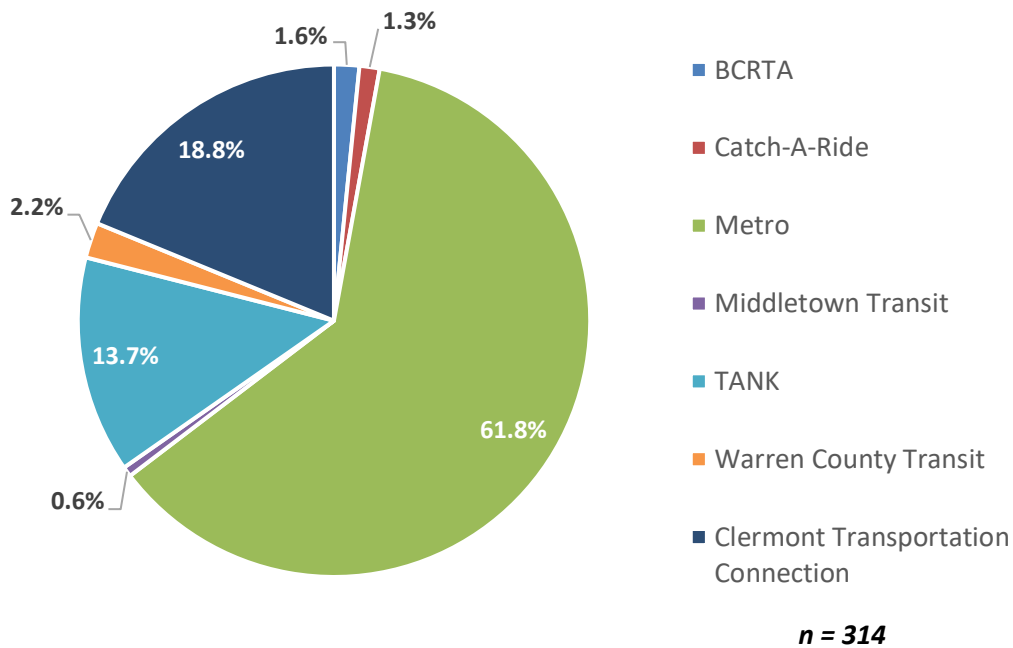


Figure B-8 Do You Use Another Transportation Service Other than Taxi, Rideshare, Public Transit, or Social Service Agency to Get Around?

Transportation Service	Number
Cigna - Valley Transportation	1
Cincinnati Area Senior Services (CASS)	3
CASS, Meals on Wheels, JCC	1
Council on Aging (home52)	1
ERS Services	1
ERS Services, Meals on Wheels	1
Federated	1
Friends and family	33
home52	1
Meals on Wheels	5
Medicaid Transportation	2
Medicare Transportation	4
Metro bus / friend	1
Molina Transportation	1
My caregiver	1
Rideshare	4
Use personal vehicle	18
Total	79

Figure B-9 What Changes Would Most Improve Your Transportation Service?

Answer Options	Percentage
Geographic Area of Service	30.3%
More Next Day or Same Day Service Options	26.1%
More Door-to-Door Service Options	26.1%
More Weekend Service Options	23.2%
More Destinations for Shopping Trips	23.2%
More Affordable Fares	20.8%
Guaranteed Ride Home Service	20.3%
More Frequency of Service	19.7%
More Destinations for Medical Trips	19.2%
More Evening Service Options	18.4%
Availability of Information on Routes and Schedules	16.1%
More Accessible Service Options	13.7%
Ability to Transfer Routes	7.9%
More Destinations for Employment Trips	7.1%
Correlation of Transportation Schedule to Work Shift	7.1%
More Through-the-Door Service Options	5.3%

Figure B-10 Additional Comments

Comments
95% of the drivers are rude, they make the rules as they go. I would like them to have the rules posted somewhere on the bus so we can know the rules. They won't give you change if you give them \$20, \$10, \$5. They won't walk in the grass; they don't knock on the door to see if you're in or not. If it's cold or hot they won't come in and get you, if you have any ailments that is affected by the weather, you have to wait outside in extreme heat and cold. I have a letterhead from Cincinnati Eye Institute stating they won't help me in and out of the office. I have a letter head from UC Hospital and Pain Management Center stating they won't help me in and out. If you wait inside, they say it's a no show. Some people don't know where the correct entrance is when coming to pick me up.
A system-wide map would be a huge help — for example, like the subway map given out for free in New York City. I know there is a map on the Metro web site but it's hard to read on the phone. And the maps included on bus schedules demand a lot of prior detailed knowledge of the area's geography that users may not have.
Metro Access is wonderful!
Access needs an app and website to schedule on.
Access to care for handicapped is not working.
All drivers are careful, courteous, helpful, kind, and pleasant.
As a Business Enterprise worker under the Randolph Sheppard Act, I would like it if Access could take me to work in Sharonville and drop me off before 7 am. and not have to spend hours on the bus to get home.
Batavia Senior Services are fabulous.
Better promotion of service options.
Clermont bus drivers are very polite.
Clermont County (Amelia) to Anderson Township Senior Center, including handicapped access, is what I need.
Clermont Senior Services has great service.

Comments
Clermont Senior Services meets my needs.
Dano taxi is able to dropoff but not pickup in City of Cincinnati (\$10,000 fine if they do). This means I can't go to bank in Mt Washington or Christ Hospital. I could take a taxi there but would be stranded. Need more taxi options or lift Dano restrictions. Hope you can help. Being old and not driving is HARD! Thanks.
Erlanger does not have public transportation to serve this City.
Expand routes and focus on the first and last mile portion of the trip.
How to contact when services are needed.
I am very grateful for this service.
I have been approved for Metro Access; I am just afraid to use it the first time.
I have problems with Metro Access during evening pickups. I have a standing reservation for pickup at my job between 4:30 and 5 PM. I have waited until 6 PM some nights to be picked up. I have gotten home as late as 7:45 PM. Typical pick up time is around 5:15, typical drop off is usually 6:30 PM. The commute time from here to my home is only 1/2 hour or about 15 miles. I find this totally unacceptable. It seems to me that they need to have better scheduling, as well as more drivers. Thank you for putting out the survey!
I just wish Metro Access in Cincinnati was not so expensive. I also wish they would get rid of their transportation windows, and give me a specific time the driver will be there to pick me up. It would be nice to be able to track where my driver is with an app on my phone.
I planned a trip with Medicare 8 days prior they were late for my appointment.
I would love the ability to know when my Access bus arrives or is near without having to wait outside in the cold, heat or rain.
I would love to see the Metro Now services come to my area.
I'd like to have an app that tracks the Metro Access bus rather than calling for ETA. Schedule Access trips online. Shorter pick-up windows and shorter ride times. Continued improvement in timeliness.
I'd like to have ride/shuttle service available within Anderson to get to doctor appointments, get to Aldi's, Kroger, Target. I really need a way to get home from the Metro bus stop at the Town Center, or the bus stop at Christ. There needs to be some sort of door-to-door transportation available within the township to enable better mobility for elderly and disabled who live here.
Living in Miami Twp (Clermont) is frustrating because I live right on the border of Hamilton County. CTC has extremely limited options for transport into Hamilton County. Perhaps having a bus for medical appts, a bus for work transport (usually will be set schedules), and a bus for social/entertainment/shopping (generally more centralized —eg. Old Milford, Kenwood Towne Center, Jungle Jim's Eastgate). Also, having transport to a Metro stop would work in most scenarios outside Clermont.
Love the services.
Medicare transportation is not the best for being punctual when picking the client up.
More access to electric scooters.
Need more buses and drivers for Clermont Senior Services.
Notification from driver of arrival for pickup.
Pick ups have been a nightmare, one time in 95 degrees heat I had to wait 3 1/2 hours for my return ride.
Please have BRT in Covington and Newport to downtown Cincinnati. I would use TANK if I didn't have to wait 30-60 minutes for the next bus.
Please provide ways individuals in need of these services can be connected. If you don't have a dedicated network of services, you are out of luck.
The fact that Metro Access does not serve our area (it did previously) is a great detriment to Anita Schneider and us. She now comes to our house rarely whereas she used to come more frequently. This

Comments
seems to be poor public policy since I think we help pa's for Access. This policy has significantly affected Anita's life!
Please, please, please extend bus service down Beechmont past 5 Mile road. So many businesses near by, and people can't get to them.
RAMP/TANK have provided excellent service.
Recommend using a grant or some other funds to assist riders who make \$35 thousand or less annually.
Respectful NKY ride schedulers. She is rude and disrespectful to handicap people.
Service is excellent.
Service is great.
Service is very good.
Setting up a RAMP ride is very inconvenient.
Shorter rides for Metro Access services.
Should have a text message notification of real-time 15 minute arrival notice.
TANK is a wonderful service.
The drivers are very nice and helpful.
The drivers have been fantastic.
The only thing I have to say when you have the same pick up every week you should not have to call every week if it's the same.
The testing of free rides with UC students was HUGE for connecting students with the city and helping local economies, please consider reintroducing that with the introduction of bus rapid transit to the city.
The transportation company I use is not on time mainly in the afternoon sometimes caused by being stuck at a kid's house and going into traffic that overwhelms my session.
There is a company that drops you there and picks you up after the office closed.
Very pleased with the drivers and setting up my appointments.
We need an Metro Access pass card for Access riders.
When using a transportation service other than the Public Transit System, I'm always anxious about the service provider showing up to pick me up. I've been stood up before and left stranded. Separately, I'd like reliable information about using Transportation Services to & from large entertainment venues (i.e., concerts, theater, festivals, etc.).
When you finish your appointments call for pickup rather than having to wait.
When you say you serve within the I-275 loop but won't even go to places in the I-275 loop. I live in Colerain and have therapy on Harrison Ave and you don't go there.
Wonderful services.

Appendix C

November 13, 2024, Public Meeting Attendees and Notes

Attendees

1. Brett Porter, OKI
2. Summer Jones, OKI
3. Bob Koehler, OKI
4. Julia Brossart, OKI
5. Sarah Hull, Warren County Community Services
6. Emily Liechty, Oxford Senior Citizens
7. Tracie Black, Metro
8. Donna Roe, Metro
9. Andy Mays, Clermont Transportation Connection (CTC)
10. Kimberly Hodge, Scheben Care Center
11. Steve Sunderland, Cancer Justice Network
12. Michelle Guidice, Lifetime Resources
13. Charli Muszynski, TriHealth
14. Connie Baker, Meals on Wheels
15. Jennifer Harcourt, Clermont Senior Services
16. John Myres, Council on Aging
17. Antoinette Moore, Council on Aging
18. Masarra Nakouzi, Council on Aging
19. Laura Brinson
20. Jenny Kammes, TANK
21. Olivia Tussey, TANK
22. Kathy Kessler, Cincinnati Association for the Blind
23. Ashley Edwards, The Point Arc
24. Erin Rothfuss, MariElders
25. Liz Peak, Regional Mobility Group
26. Jones, Fenley, UC
27. Jeff Thelen, Northern Kentucky ADD
28. Dee Henry, Independence Alliance
29. Luke Morgon, BCRTA
30. Shawn Cowan, BCRTA
31. Christopher Ellison, Mayerson JCC
32. Andrea Henderson, ODOT
33. Briana Moss, YWCA
34. Dan Tobergte

Coordinated Plan Public Meeting Notes

- **Erin Rothfuss (MariElders):** Many of her riders need rides to medical appointments but do not know where to find the transportation services to provide the rides. She receives 3-4 phone calls a day from patients not in their service area asking for rides to medical appointments
 - Need a resource library of transportation services that they can point riders to when they can't provide the necessary transportation.
- **Steve Sunderland (Cancer Justice Network):** Hospitals aren't sympathetic to helping us figure out the hours within which we can work. Also, an issue is hospitals scheduling medical appointments for patients at their branches located outside of the I-275 loop, which is a barrier for transportation providers who don't go outside the loop.
 - Cancer Justice Network tries to work with mobility managers to help communicate with community organizations and religious institutions to schedule medical appointments between 8 AM and 4 PM, Monday through Friday, for their clients so that they can access transportation providers who only offer transportation during those hours. But they hope transportation providers can expand their service hours to meet the needs of these clients. They also hope that they could establish a direct connection between the religious institutions and transportation providers.
 - Another barrier has been getting clients from the religious institutions to ride the transportation service when offered.
- **Emily Liechty (Oxford Senior Center):** Provide both medical and non-medical transportation for clients who are 60 plus years, or anyone with a disability.
 - Challenges: 20 rides per day with 2 drivers
 - Need more drivers because they have a staffing shortage
 - They are able to provide transportation to medical appointments local to Oxford but outside of Oxford is a challenge.
 - Reimbursements don't make up difference in cost for having driver for a full day.
 - Need for more accessible vehicles.
- **Dee Henry (Independence Alliance):** 275 loop is a big barrier, especially in Hamilton County. Not available for Metro Access, or equivalent, outside of loop. Need to expand Metro Access to other counties, and to reach all of Hamilton County.
 - County to county transportation is a big barrier as many services don't cross county lines.
 - Connections between DR services and public transit is a barrier
 - A non-medical obstacle is with people looking to move and needing available transportation to tour apartment units. Housing authorities lack the funding and transportation options to assist.
- **Uber/Lyft:** No accessible vehicles or rights (service animals) in our region, but accessible vehicle programs offered in other cities.
 - Cost is also barrier for Uber/Lyft
- **Kathy Kessler (Cincinnati Association for the Blind):** Clients with guide dogs are always turned away when they reserve Uber/Lyft. Cost is also a big issue.

- **Sunderland:** Clients are frightened of using transportation, so working with them to become more comfortable.
 - Need churches and religious institutions to help provide transportation?
- **Shawn Cowan (BCRTA):** Offer service M-F till 11pm
 - Cost is a barrier to offering later service and weekend service.
 - They receive a lot of applications within their paratransit service area for their demand response service which takes up a lot of their resources and availability. Their demand response service does extend beyond the paratransit service area but there aren't enough resources to cover the demand.
- **Emily Liechty:** Definite interest in weekend and evening services
 - At one time they offered transportation services on Sunday to riders looking to go to church. Offering service to Sunday services would be beneficial but finding volunteer drivers, at a minimum of one Sunday per month, is a challenge. They have the vehicles and the resources to train the volunteers but there is a reluctance from the churches and volunteers to assume the responsibility of driving the vehicles.
 - Door to door service is needed for their clients.
 - Trouble finding paid drivers during the week
 - Finding volunteers is still costly because they still need to pay for the drug screen, training, etc.
- **Erin Rothfuss:** Longer trips are more difficult to provide.
- **Steve Sunderland:** We work with religious institutions Friday-Sunday conducting health fairs at their locations but need vehicle support to transport the clients because main transportation provider doesn't offer service on the weekends. Uber and Lyft aren't economically feasible either.
- **Kathy Kessler:** Main issues are around transporting clients to work and doctors appointments.
 - Need door-to-door services
 - Cincinnati Association for the Blind doesn't offer transportation services, but Kathy Kessler is mobility manager and teaches clients how to use transportation and get around.
- **Jennifer Harcourt (Clermont Senior Services):** Only provide transportation to persons 60 years and older within Clermont County. They have a large fleet with enough staff, so they don't deny rides to anyone, so weekend service isn't in demand because they primarily do transportation for medical appointments.
 - They offer door-to-door service but are running into issues with downtown hospitals as they are moving toward valet services, making it difficult to drop a client off at the front door when that is reserved for valet. They are relegated to dropping riders off at the side or back of the building, which can be difficult for someone with a disability.
- **Steve Sunderland:** There must be a better way to communicate to the hospitals that while valet service is beneficial to some, it's not for a large portion of the clientele who rely on specialized transportation services.
 - Might be worth creating a coalition of agencies that can go to the hospitals together to voice their concerns over this issue.

- **Antoinette Moore (home52):** Barriers include cross county transportation. Working to expand to Clermont County as well as transportation and training to assist specialized transportation for memory impaired individuals and behavioral health clients.
- **Memory impairments:** Need to find drivers who are able to both drop off and pick up clients. Lots of times drivers who get to know specific clients and routes aren't available later in the day to pick up those clients so new drivers don't have knowledge of clients so that becomes an issue.
- **Connie Baker (Meals on Wheels):** Crossing county lines is an obstacle. The further away the appointment, that driver is then pulled from other routes for the day. The cost is much greater because the driver stays at the appointment waiting for client to finish.
- For most of these agencies, staffing isn't an issue. They are able to find drivers.
- Reimbursements work on trip basis but agency eats cost of the hourly driver who stays at appointment because that driver can't go and complete another requested trip.
- **Liz Peak:** Developing a mobility guide to help individuals navigate each hospital.
 - Trouble getting through to all the hospitals to complete guide.
 - Guide should be completed and printed this week.
- Make it a point to get agencies and hospitals to make passenger drop offs a priority. Access vehicles, transport vehicles, etc. get stacked up at entrance making it difficult to drop off riders. Hospitals and businesses say go somewhere else, which is wrong message. Navigating this is important.
- **Dan (user of service):** TANK Ramp – Price is a little high but that's okay. Value the service.

Appendix D

Resolution

OKI 2025-04

RESOLUTION

OF THE EXECUTIVE COMMITTEE OF THE OHIO-KENTUCKY-INDIANA REGIONAL COUNCIL OF GOVERNMENTS

ADOPTING THE UPDATED COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN FOR THE OKI REGION

WHEREAS, the Coordinated Public Transit-Human Services Transportation Plan is expected to address Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) of Title 49 of the U.S. Code; and

WHEREAS, OKI has been named the Designated Recipient for Section 5310 federal funds allocated to the Cincinnati urbanized area by the Governors of Ohio, Kentucky, and Indiana in 2014; and

WHEREAS, the Designated Recipient is responsible for developing and maintaining a Coordinated Public Transit-Human Services Transportation Plan as a basis for awarding Section 5310 federal funds; and

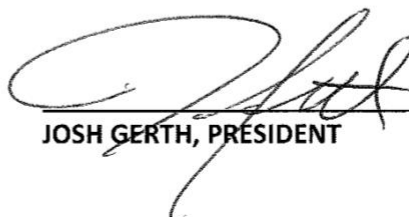
WHEREAS, OKI adopted the original Coordinated Public Transit-Human Services Plan August 9, 2007; and

WHEREAS, OKI adopted updates to the Coordinated Public Transit-Human Services Plan May 10, 2012, September 8, 2016, and September 10, 2020; and

WHEREAS, OKI gathered public input during FY24 and FY25 while updating the Coordinated Public Transit-Human Services Plan through surveys of the general public, surveys of transit agencies and surveys of social/human service organizations in the region; and

WHEREAS, OKI has or will provide all annual certifications and assurances to FTA required for the 5310 program along with this update: Now, therefore,

BE IT RESOLVED that the Executive Committee of the Ohio-Kentucky-Indiana Regional Council of Governments, at its regular public meeting of February 13, 2025, hereby adopts the updated Coordinated Public Transit-Human Services Transportation Plan for the Cincinnati urbanized area.


JOSH GERTH, PRESIDENT

BDP
2/13/25

RESOLUTION EXHIBIT

OKI Coordinated Public Transit – Human Services Transportation Plan

February 2025

Strategies to Address Gaps and Needs

The Coordinated Plan developed strategies to address the gaps and needs with guidance from the 5310 Oversight Team, and by considering the 5310 Specialized Transportation Program, the primary federal funding program available to support Plan implementation. In addition to other eligible activities, the Specialized Transportation program provides federal funds for the purchase of equipment to support transportation services for the elderly and people with disabilities where existing transportation is unavailable, inappropriate, or insufficient.

Not all strategies are activities specifically eligible for funding under the existing programs, nor is it expected that sufficient funding will be available to achieve every strategy identified. In addition, regional 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 seven primary gaps and needs identified in the OKI Region, as described below.

Identified Need #1:

Expand transportation availability to target populations throughout the region.

Strategies:

- Prioritize funding requests that expand existing providers' capabilities by increasing areas of affordable service and capacities to serve more individuals

Identified Need #2:

Improve transportation service to target populations through more coordination among providers.

Strategies:

- Establish a regional mobility management system to improve user access to transportation provider services.
- Continuing support of the Tristate Transportation Equitable Opportunity Team (TTEOT), a forum for transportation and social service providers and funding entities to network with one another, to share information about relevant programs and policies, and to identify opportunities for coordination.
- Establish a coordinated and sustained resource for users to learn about opportunities/programs that could serve their needs.
- Ensure coordination of projects/programs by requiring funding applicants to:

RESOLUTION EXHIBIT

OKI Coordinated Public Transit – Human Services Transportation Plan

February 2025

- Identify any other agencies in the service area for the proposed project and demonstrate an attempt to coordinate;
- Compare service hours and areas of nearby agencies with those that are being proposed in the application;
- Review and describe any impediments to coordination, such as funding or agency restrictions; and
- Document any coordination efforts.

Identified Need #3:

Better serve people who use wheelchairs or who need physical assistance to travel.

Strategies:

- Prioritize funding for new vehicles capable of transporting an individual in a wheelchair.
- Prioritize training programs for those serving disabled individuals (drivers, traveler's aides, etc.).
- Prioritize projects including amenities at transit stops or vehicle pick-up areas for disabled individuals.
- Establish first and last mile transportation options to improve connectivity to fixed route transit stops.

Identified Need #4:

Operate transportation services for target populations during late nights and weekends.

Strategies:

- Prioritize funding for transportation providers who increase travel options for target populations during late nights and weekends

Identified Need #5:

Increase the types of destinations offered to target populations.

Strategies:

- Prioritize funding for providers offering multiple destination types.
- Prioritize funding for providers offering multiple destination types on a single trip.

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OKI Coordinated Public Transit – Human Services Transportation Plan

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Identified Need #6:

Integrate new technologies that improve mobility service accessibility and/or reduce operating costs.

Strategies:

- Prioritize programs that include technology integration that improves system performance.

Identified Need #7:

Establish a mobility manager in each county to improve awareness of mobility options and promote collaboration amongst transportation providers throughout the OKI region.

Strategies:

- Implement outreach to identify the most needed resources for outreach and education.
- Identify and pursue regional connectivity through cross county coordination with a focus on major trip generators such as medical centers and major employers.
- Launch and use Gohio Mobility as a regional resource
 - Train mobility managers to use Gohio Mobility as the tool to update county-level transportation provider information. Information updated will include service availability, eligibility information, trip booking requirements, and payment options.
 - Train mobility managers to confidently share Gohio Mobility as a resource for human service organizations, employers, caregivers, and disadvantaged populations. Sharing the resource will include training for its use.
 - Invite members of the public to join a Gohio Mobility user working group to evaluate experiences with the tool. Track successes and needed improvements as identified from this group. Evaluate opportunities for improvement with the Ohio Association of Regional Councils.

Identified Need #8:

Improve public perception of both public and private transportation.

Strategies:

- Develop public engagement campaigns and programs that promote and educate the public about the benefits of public and private transportation.