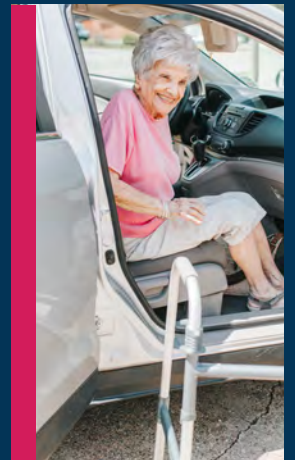


2020 COORDINATED PLAN

ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES



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 and September 8, 2016; and

WHEREAS, OKI gathered public input during FY20 while updating the Coordinated Public Transit-Human Services Plan through surveys of the general public via the OKI website, 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 September 10, 2020, hereby adopts the updated Coordinated Public Transit-Human Services Transportation Plan for the Cincinnati urbanized area.



KRIS KNOCHELMANN, PRESIDENT

Strategies to Address Gaps and Needs

The Coordinated Plan strategies address the gaps and needs identified in transportation services currently available to seniors and individuals with disabilities in the OKI region. The needs and strategies of this Plan have been developed with guidance from the 5310 Oversight Team and by considering the Federal 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 eight primary gaps and needs identified in the OKI Region, as described below.

Identified Need #1:

To expand transportation availability to target populations throughout the region

Strategy:

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

Identified Need #2:

To improve transportation service to target populations through more coordination among providers

Strategies:

- Establish a regional mobility management system to improve user access to services of transportation providers
- 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:

To 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
- Improve connectivity to transit stops through surrounding communities and neighborhoods

Identified Need #4:

To operate transportation services for target populations on a schedule that is more reliable and more frequent than currently available, during late nights and weekends, and coordinated with work shifts

Strategies:

- Prioritize funding for transportation providers who increase travel options for target populations during late nights and weekends
- Prioritize funding for transportation providers who increase travel options coordinated with second and third shift employment

Identified Need #5:

To 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:

To make fares more affordable for target populations

Strategies:

- Support programs providing fare subsidies or vouchers to users
- Support programs and partnerships that enable more affordable services

Identified Need #7:

To better serve target populations for travel to/from jobs and job-related destinations (such as training programs)

Strategies:

- Prioritize programs that offer affordable fares to/from employment and job-training sites
- Prioritize funding for projects/programs that provide transportation for second and third shift employment
- Prioritize funding for projects/programs that provide transportation for weekend employment
- Prioritize funding for projects/programs that improve transportation to areas of concentrated employment and job centers

Identified Need #8:

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

Strategy:

- Prioritize programs that include technology integration that improves system performance

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), signed into law on December 4, 2015 continues the Section 5310 program.

FAST Act 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 and FAST Act 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 transportation in the Greater Cincinnati Region, the Ohio-Kentucky-Indiana Regional Council of Governments (OKI) has engaged in multi-jurisdictional planning dating back to the 1960's, 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 2007 by the Governors of Ohio and Kentucky as the Designated Recipient for JARC and New Freedom federal funds in the Cincinnati urbanized area. In 2014, the Governors of Ohio, Kentucky and Indiana identified OKI as the designed recipient for the Section 5310 program in the Cincinnati urbanized area. OKI's responsibilities in southwest Ohio, northern Kentucky, and southeast Indiana consequently involve both developing a Coordinated Plan to improve mobility for these target populations and 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 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 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/FAST Act Section 3006

The Elderly Individuals and Individuals with Disabilities Program (Section 5310) supports transportation services to elderly persons and persons with disabilities. 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; and
- ❖ 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 funds available, and their applications are then reviewed based on the needs and priorities in the Coordinated Plan.

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 – 85% Fed/15% 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
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	0-15
Quantification of anticipated benefits	0-15

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 various workshops to discuss needs and gauge the most effective and feasible strategies for addressing them.

Work on this Coordinated Plan began in the summer of 2019 with systematic updating of contact information for transportation providers to the target populations and with a meeting of the 5310 Oversight Team in the fall to refine the updating process. The transportation providers were then contacted about their services 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.

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 in this Plan. Census data on Limited English Populations has also 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 different methods, three of which involved extensive outreach to the targeted population and those agencies serving them.

One method to assess transportation needs was analyzing Census data about employment areas and the target populations on a geographic basis and comparing it with the existing extent of transportation services to the target populations. A second method was surveying agencies providing transportation services to the target populations or serving clients that need or use it about perceived gaps and unserved needs.

A third method was a public survey available in either hard copy or online versions, publicized through transportation and social service agencies and through Facebook and Twitter. The survey was provided on www.oki.org and OKI's Facebook account, @okiregional for several weeks, 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.

The fourth method was to convene the TriState Transportation Equitable Opportunities Team (TTEOT) on August 25, 2020 that drew a total of 25 attendees, including representatives from transportation and social service agencies along with clients of these agencies who use their transportation services. This group includes members of the 5310 Oversight Team responsible for annually recommending section 5310 Federal funding awards in the region. A follow-up online survey was provided to attending TTEOT members for their additional input and comment on this plan.

The responses to the surveys and the comments made at the TTEOT meeting were very helpful in giving OKI a better picture of how transportation for the target populations is provided; 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 succeeding 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. All of these counties include urbanized 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.

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 certain types of users in certain areas for certain kinds of trips, based on agency missions. Taxi services, ride-hailing apps such as Uber, Lyft, and other private providers further expand travel opportunity 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 types of service vary greatly.

The target populations have different travel options depending on their individual needs, place of residence, and type of trip and destination. This chapter provides an inventory of the transportation service providers for them. The inventory is based upon transit provider information updated in 2020 for the 2050 Metropolitan Transportation Plan and information collected from transportation providers during the 2019 outreach efforts described in Chapter 1. While the inventory has some limitations such as some agencies did not participate in the survey, others may have been missed during outreach efforts, and still others are located outside OKI's defined eight-county planning area but may provide service to residents within it, it currently constitutes the best available information from which to develop recommendations. Nonetheless, 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 37 private agencies operating vehicles and providing transportation services to the target populations. Appendix C includes an agency profile for each transportation service provider in the inventory. Each profile includes a map of the geographic service area involved and characteristics of the provider, including descriptions of agency missions, types of users served, types and times of services provided, user eligibility requirements, and fares. The number of monthly trips provided by each agency is also included in order to indicate their volume of service.

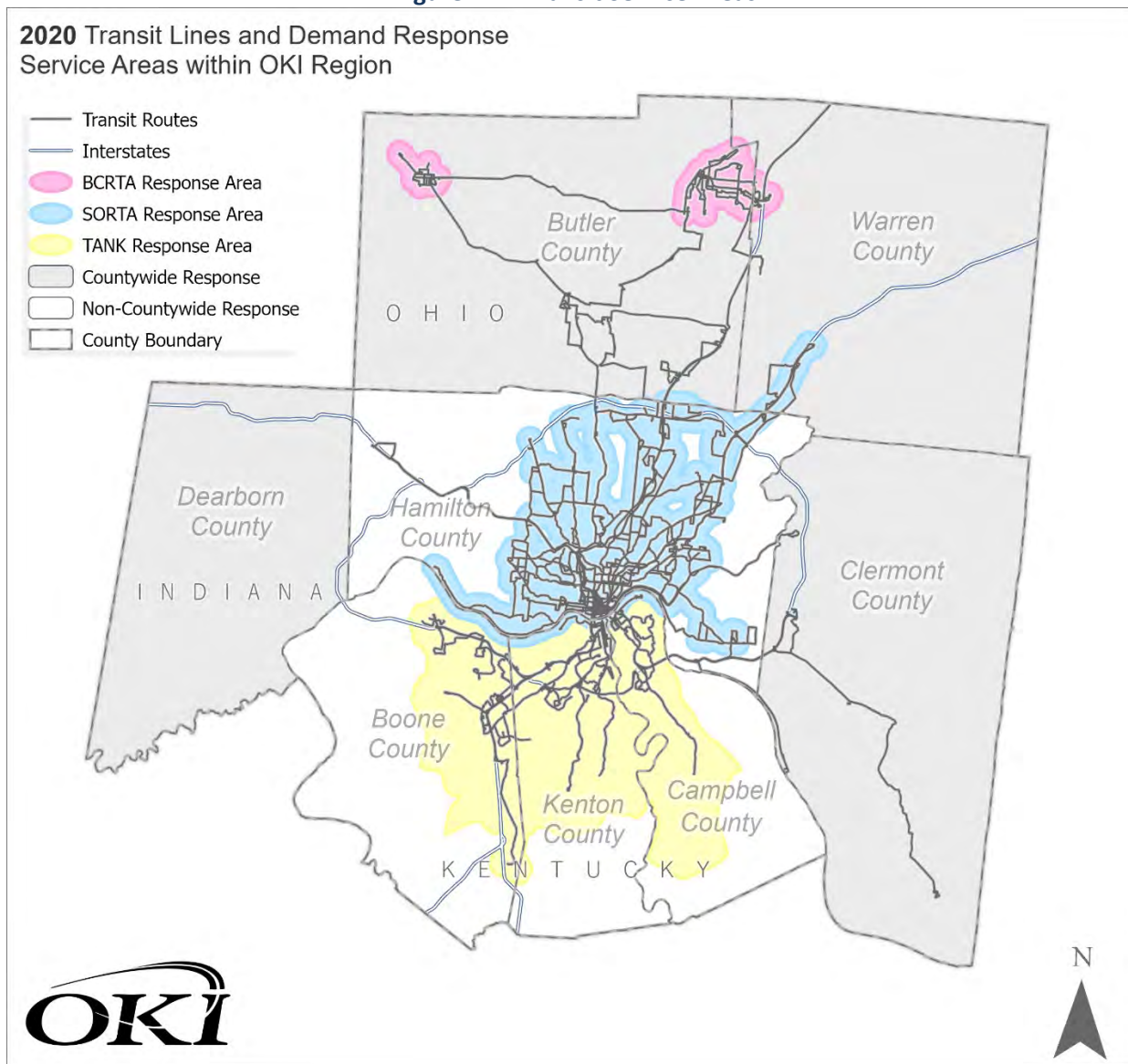
2.2 Transit Providers: Services and Service Areas

All the 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 seven of the eight counties. All transit providers offer paratransit options, including individualized rides without fixed routes or schedules, called demand response service. Three transit agencies provide both fixed route service and demand response service. The fixed route transit service covers much of the region’s central urbanized 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 provides service in Dearborn County. The areas served by public transit are represented in Figure 2-1 and detailed in Table 2-1.

Figure: 2-1. Transit Service Areas



All of these transit agencies make trips to some destinations outside of the area where their customers originate. The Southwest Ohio Regional Transit Authority (SORTA – more commonly referred to as “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 CBD. Among the four agencies that operate countywide demand response systems, the Butler County Regional Transit Authority (BCRTA) operates shuttle connectors to SORTA transit service; the Clermont Transportation Connection (CTC) operates two express routes from Clermont County to the Cincinnati CBD; Catch-A-Ride serves a total of 6 counties in southeast Indiana and offers a weekly service schedule to Greater Cincinnati destinations; 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.

Table 2-1. Areas Served and Trips Provided by Transit Providers

County	Transit Agency	1-way trips per month	Service Area
Butler County	Butler County Regional Transit Authority (BCRTA)	58,230	All of Butler County; City of Middletown; City of Oxford
Clermont County	Clermont Transportation Connection (CTC)	7,800	All of Clermont County; destinations also in Hamilton County
Dearborn County	Catch-A-Ride – operated by Lifetime Resources, Inc.	6,200 - 7000	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 (SORTA) also known as “Metro”	114,511	Cincinnati and other urbanized 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	3,500	All of Warren County; destinations also in Butler County
Northern Kentucky	Transit Authority of Northern Kentucky	9,200	Covington, Newport, and other urbanized areas in Boone, Campbell, and Kenton Counties; connections to Cincinnati CBD

Transit Fixed Route Service

As shown on Figure 2-1, 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 in Butler County;
- **Clermont Transportation Connection (CTC)** provides three fixed routes, including a shuttle connecting Felicity and Eastgate and two express routes providing service to the Cincinnati CBD;
- **Southwest Ohio Regional Transit Authority (SORTA)** serves much of Hamilton County; and
- **Transit Authority of Northern Kentucky (TANK)** serves parts of Boone, Campbell, and Kenton Counties in Northern Kentucky.

Transit Demand Response Service

Demand response service is offered by all seven transit providers. Demand response services are operated by BCRTA, SORTA, and TANK for people with disabilities who are unable to use their fixed route service and who are certified as eligible. SORTA 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 disabled citizens who are unable to use TANK's fixed route bus service. BCRTA also provides a paratransit demand response system which is curbside-to-curbside within $\frac{3}{4}$ mile of their fixed routes. Travel opportunity for those with specialized transportation needs is further expanded through SORTA'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 four transit agencies is countywide, curbside-to-curbside 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 Authority (WCTA)**

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 demand response service for six southeast Indiana counties, including Dearborn County. CTC operates an in-county shuttle service from Felicity to the Eastgate area, two express routes to the Cincinnati CBD, and provides demand response 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.

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

Table 2-2. Services per Transit Provider

Transit Agency	Fixed Route Service				Demand Response Service					
	Available	Reduced Fares or Special 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
BCRTA/ Butler County Regional Transit Authority	Middletown-Hamilton-Fairfield & Middletown-Oxford interurban shuttles; Hamilton/Fairfield shopping shuttles			In ¼ mile proximity to fixed route network	•	Only for job & medical shuttles		6 AM to 6 PM; 6 AM to 11PM for job shuttle		
CTC/Clermont Transportation Connection	2 express routes into Cincinnati and the Felicity-Eastgate shuttle			Through-out county	•	•	•	5:30 AM to 6:30 PM	5:30 AM to 6:30 PM	
Catch-A-Ride – Southeast Indiana Counties	Provides point deviation service in a directional route service with limited checkpoint stops in Madison (Jefferson County) only			Through-out 6 county southeastern Indiana area	•		•	6:00 AM To 6:00 PM; 8AM to 4PM for Point Deviation		
Southwest Ohio Regional Transit Authority (SORTA)	•	•	•	•	In ¼ mile proximity to fixed route network		•		4:11 AM to 1:45 AM Saturdays & Sundays 4 & 5 AM to about 1:30 AM	
TANK/Transit Authority of Northern Kentucky	•	•	•	•	In designated service area encompassing entire fixed route network		•		RAMP: 5 AM to 1 AM RAMP: Saturday Sunday	
Warren County Transit Service	•	•	•		Through-out 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 effect 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 and 2019. These have helped to 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 37 agencies that provide transportation services to the targeted population. Of that total, 35 operate vehicles. Twenty-seven provide service to the elderly; twenty four provide service to individuals with disabilities; and three include service to low-income individuals as part of their mission.

Figures 2-3, 2-4, and 2-5 show the relative intensity of service to the respective target populations including elderly individuals, disabled individuals and low income individuals, representing the highest levels of service with the darkest shading and the lowest levels of service with the lightest shading.

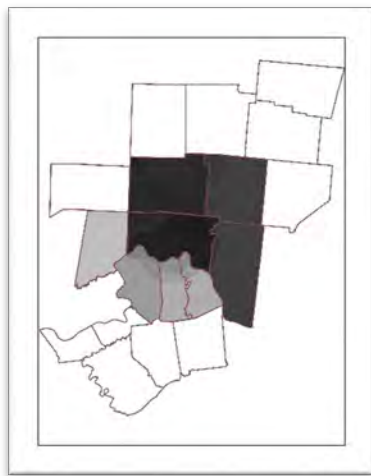


Figure 2-3 Elderly Service Intensity



Figure 2-4 Disabled Service Intensity

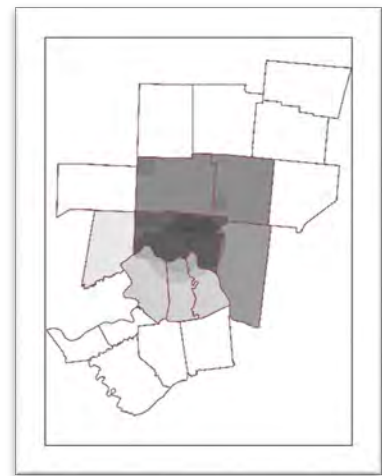
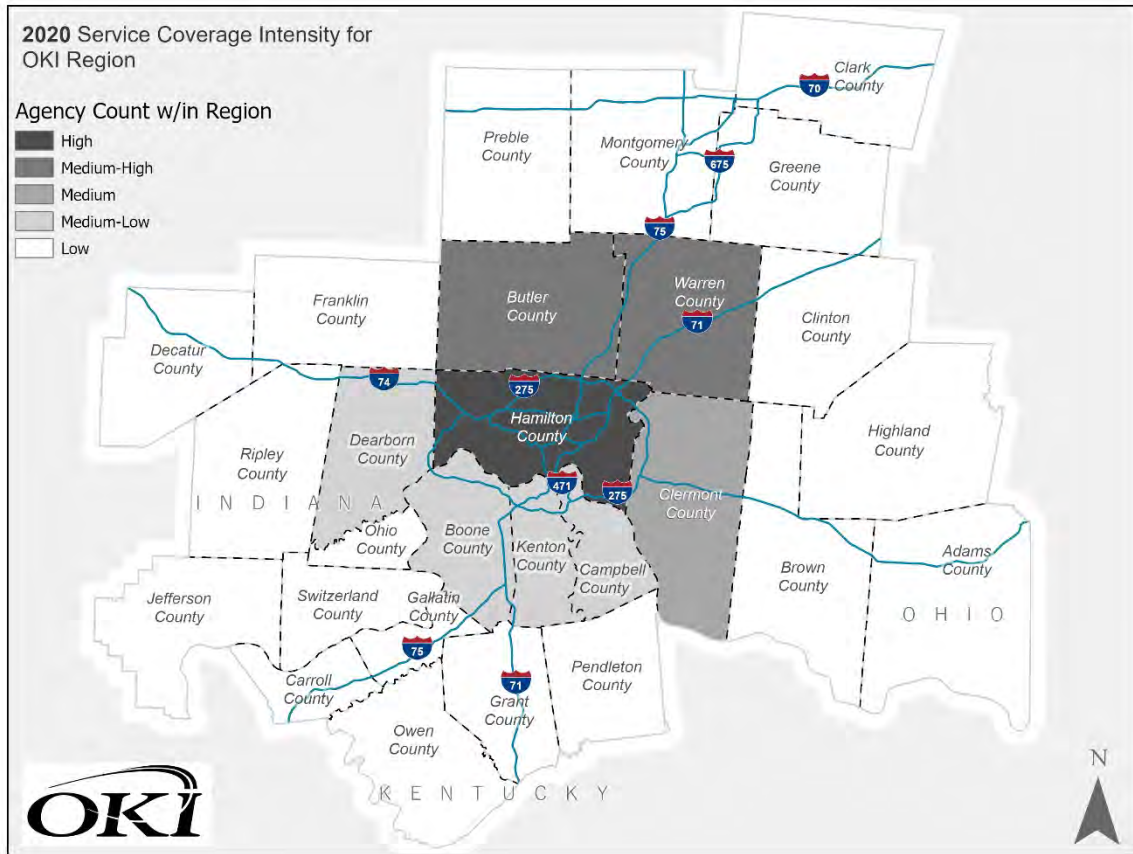


Figure 2-5 Low Income Service Intensity

Figure 2-6 compiles the service area of all 37 social service and private agency providers in the current inventory. As would be expected, the highest concentration of service opportunity is in the central portion of the region. There are also high concentrations in a few Butler County vicinities and in northwest Warren County.

Figure 2-6 Social Service Agency Coverage Intensity



In general, fewer options exist for trips to school (provided by about 10% of the agencies) and job training destinations (provided by about 20% of the agencies), while greater options exist for trips to the grocery (provided by 60% of the agencies) and medical-related trips (provided by over 70% of the agencies). Trips for social activities (provided by 60% of the agencies) and life maintenance (provided by 50% 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 2-3. Services per County

Area	Total Agencies	Elderly	Individuals with Disabilities	Low Income
Butler County	14	10	6	1
Clermont County	11	8	6	1
Hamilton County	20	16	10	2
Warren County	11	7	5	0
Northern Kentucky	9	5	6	0
Dearborn County	3	3	2	1

Table 2-3 shows the total number of agencies in each OKI county operating transportation services for the target populations and the number providing this service for each type of user. Overall, low-income users have the fewest specialized options. The number of specialized options for other types of users varies from county to county. More detail is provided in Appendix A.

Butler County has 14 agencies operating transportation services for the target populations, with ten of those providing service for elderly individuals. Six agencies

operate transportation services for individuals with disabilities and one for low income individuals.

Clermont County has 11 agencies operating transportation services for the target populations, with six of those providing service to individuals with disabilities.

Hamilton County, with 20 agencies operating transportation services for the target populations, has the highest number of such agencies of any county in the planning area. Sixteen of these agencies operate specialized transportation services for the elderly, ten operate transportation services for the individuals with disabilities and two for low-income individuals.

Warren County has 11 agencies operating transportation services for the target populations. Seven operate transportation services for the elderly, five operate transportation services for the individuals with disabilities.

The Northern Kentucky counties of Boone, Campbell and Kenton have nine agencies operating transportation services for the target populations. Five agencies serving Northern Kentucky provide transportation service to the elderly and six to individuals with disabilities. Dearborn County has the fewest number of agencies providing specialized transportation service in the region with six. Five of these provide service to the elderly and four to individuals with disabilities. Table 2-4 shows the time periods when specialized service is available in each OKI county. All of the agencies offer some service during business hours, generally between 9:00 a.m. and 5:00 p.m., but these hours vary greatly depending on the provider. More detail is provided in the Appendix A.

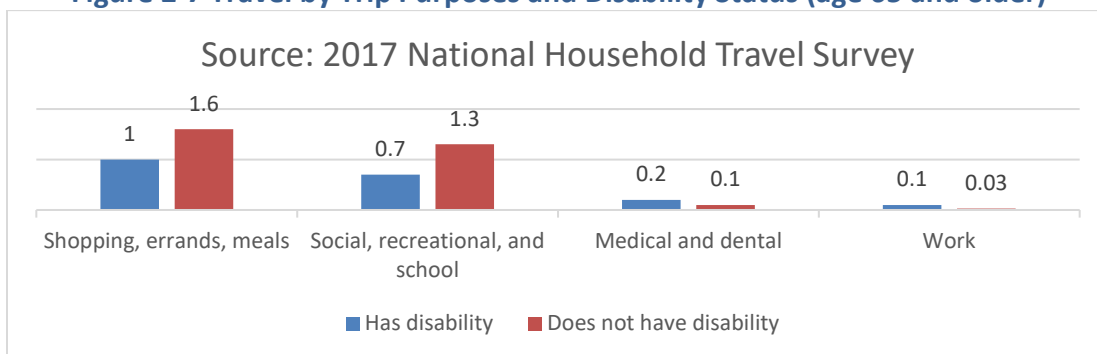
Table 2-4. Service Times per County

Area	Service Times Available			
	Weekdays	24/7	Evening (after 6:00PM)	Weekend
Butler County	6	1	1	2
Clermont County	3	0	1	0
Hamilton County	16	0	1	3
Warren County	2	0	0	0
Northern Kentucky	4	1	1	1
Dearborn County	1	0	0	0

Travel Patterns of Targeted Population

According to Travel Patterns of American Adults with Disabilities, a 2018 report published by the US Department of Transportation, people with disabilities average 2.6 trips per day compared with 3.6 trips per day by people without disabilities. People 65 and older with disabilities make an average of 2.1 trips per day versus 3.5 trips for people of the same age without disabilities. The majority of trips are for shopping/errands/meals and social/recreational/school, as seen in Figure 2.7. The Bureau of Labor Statistics projects the number of people age 65 or older in the labor force will increase from 9.3 million in 2016 to 14.6 million in 2026. 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.

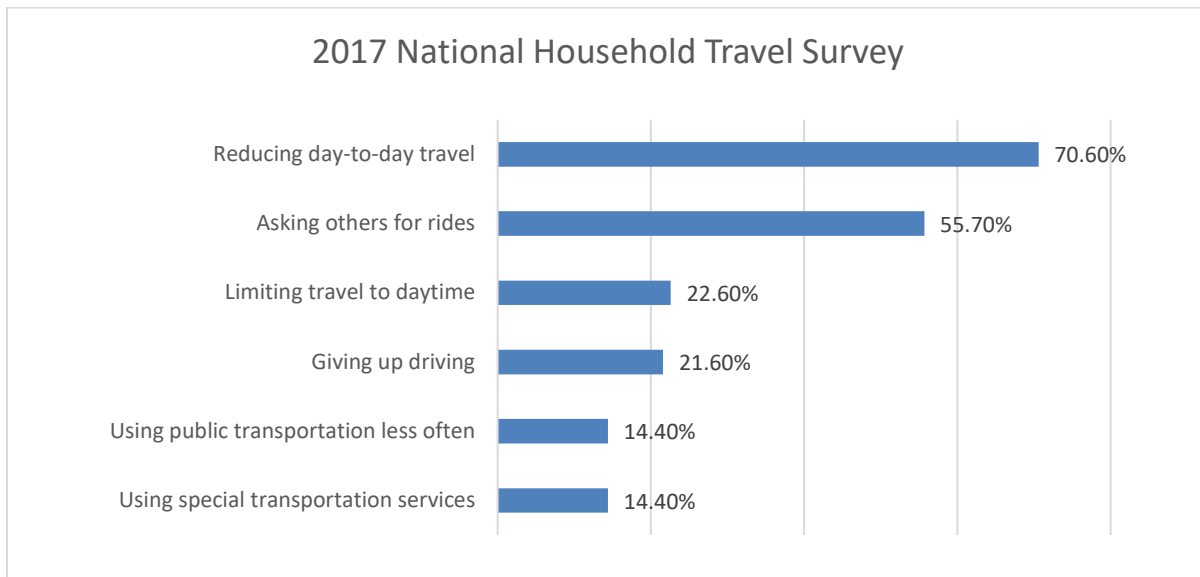
Figure 2-7 Travel by Trip Purposes and Disability Status (age 65 and older)



Compensating for Transportation Limitations

The 2017 National Household Travel Survey reports people age 18 to 64 with disabilities use a range of strategies to compensate for their transportation limitations. See Figure 2.8. The NHTS goes on to suggest 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 2-8 Compensating Strategies for People with Travel-Limiting Disabilities (age 18-64)



Service Provider Restrictions

Program restrictions sometimes create significant barriers for more prevalent specialized transportation service, as shared by some service providers during the March 2016 public meeting described in Chapter 3.

Specific requirements for each provider and person with contact with a Department of Developmental Disabilities client include maintaining an “individual service plan” for each client, completing 8 hours of training, receive training specific to each client, annual continuing education requirements, general liability insurance coverage, among other necessary qualifications.

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. There seems to be the ability to transport others in the same vehicle and even to combine with non-eligible destinations in the same journey. Hamilton County Job and Family Services’ website mentions 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 an 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, however, in the OKI region for getting past the hurdles of vehicle sharing through formal contracting arrangements between agencies. One example of this has been 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

A unique challenge in the OKI region when compared to most other metropolitan regions in the nation, 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 nearly 40 social service agencies who advocate for the transportation needs of their clients and directly provide transportation services to the target populations of the elderly, the disabled and low-income individuals.

Despite the benefit of fixed route 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 provided in the region 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 transit service.

This chapter evaluates gaps in service based upon available geographic data as well as from 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 three target populations were identified according to 2012-2017 American Community Survey data 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 different geographic areas and this plan uses both census blocks and tracts to project data. Data for population with disabilities, elderly population with a disability, and limited English population were aggregated by census tracts while elderly and low income populations were aggregated by block groups. Next, OKI classified geographic areas both exceeding the threshold values and having a numerical incidence of more than 250 as areas with concentrations 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: Concentrations of Elderly Population

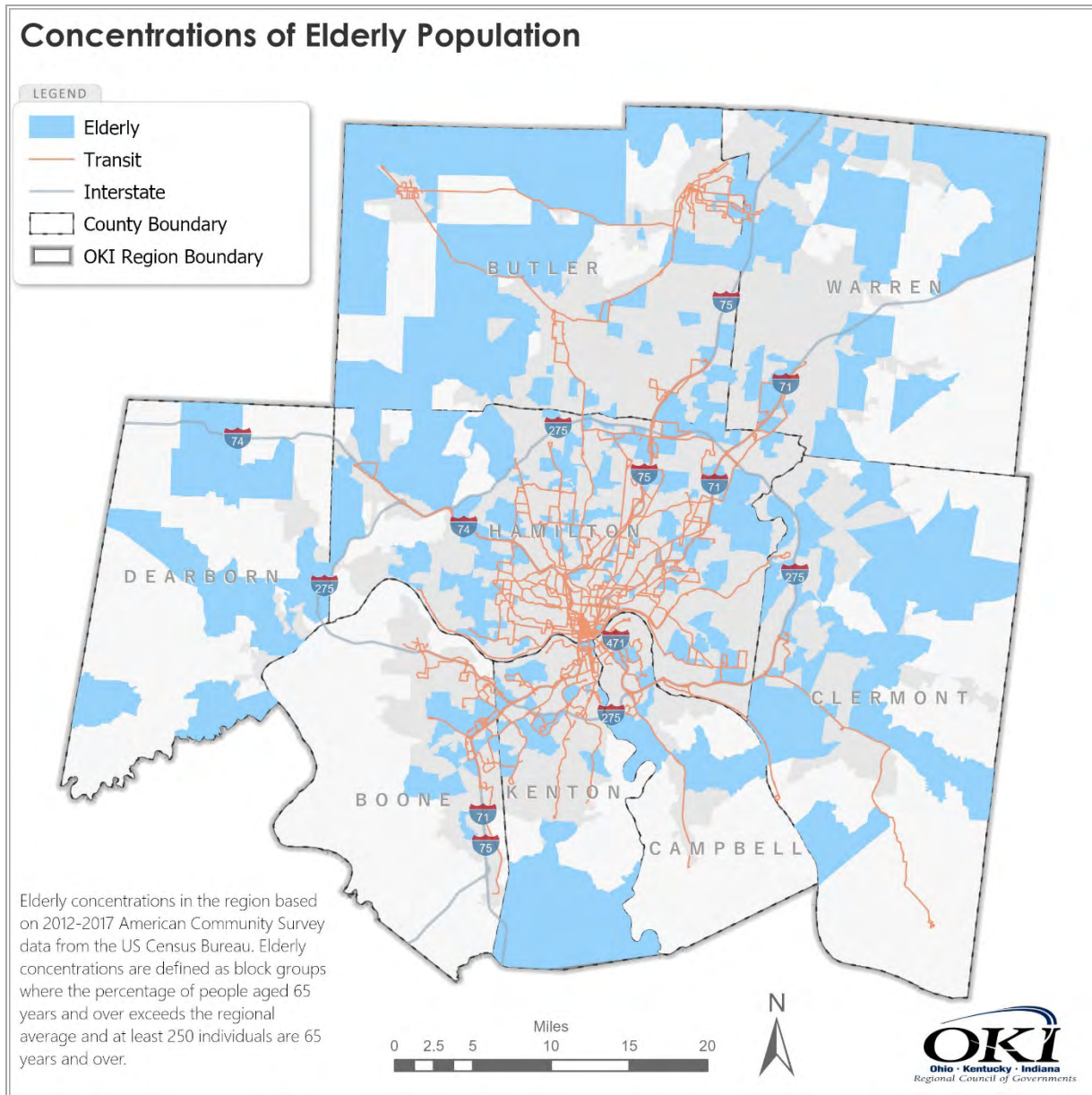


Figure 3-1 shows the areas where the number of elderly people (65 and older) is at or above the regional average of 14%. It is noteworthy that the percentage of elderly people in the region has increased from a 12% regional average in 2010 and is projected to continue to increase through 2050. In fact, while the percent of population in all age groups under 65 will be stable or lower in 2050, the percent in the oldest age cohort of 65-plus will grow to 18 percent.

Figure 3-2: Concentrations of People with Disabilities

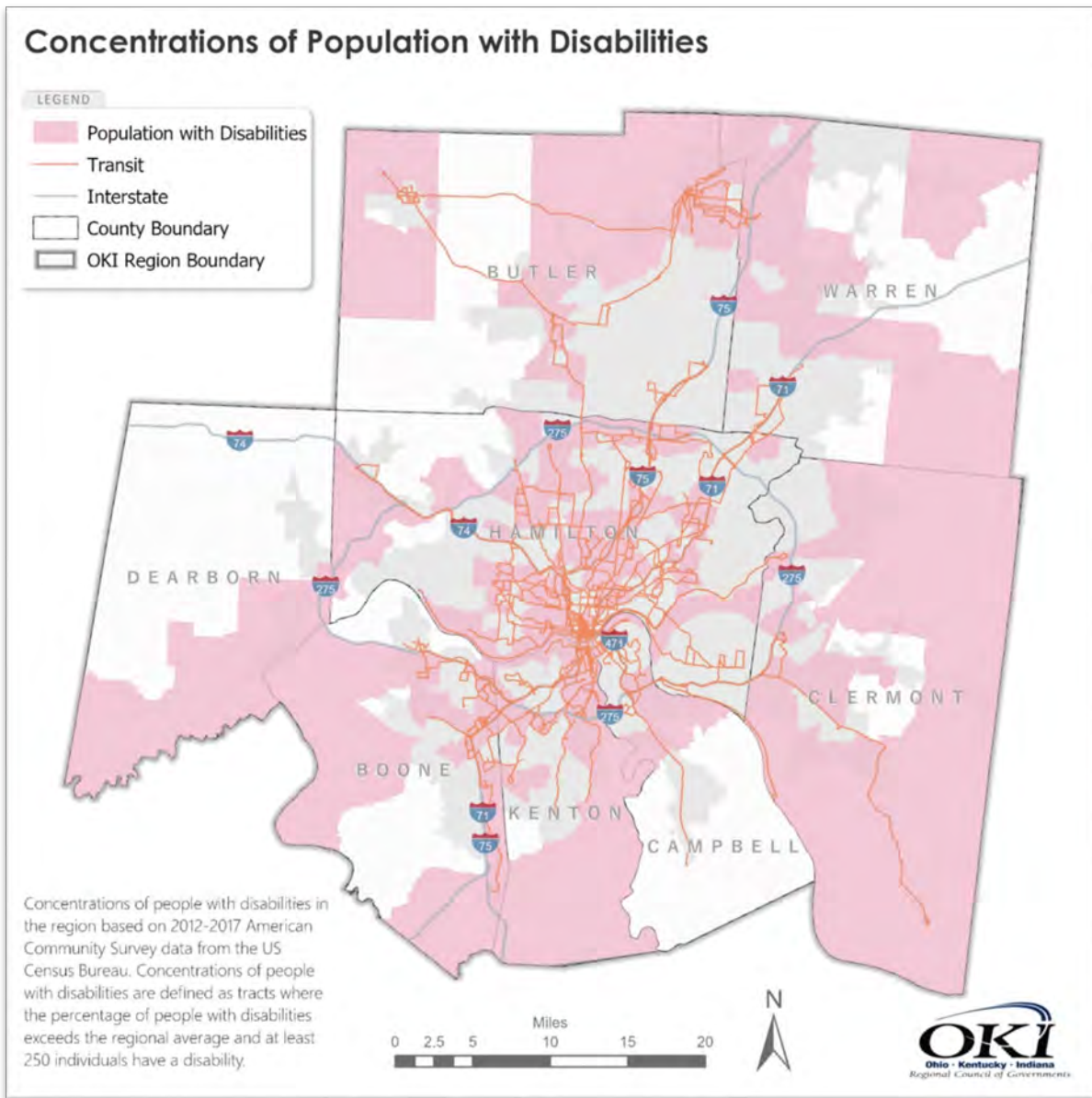


Figure 3-2 indicates areas where the number of people with disabilities is at or above the regional average of 12.2%. People with disabilities include non-institutionalized persons aged 16-64 with sensory, physical, mental or self-care disability or employment disability. Since 2010, concentrations of people with disabilities have fallen, but are also spreading across the region making transportation service delivery even more of a challenge.

Figure 3-3: Concentrations of Elderly Population with a Disability

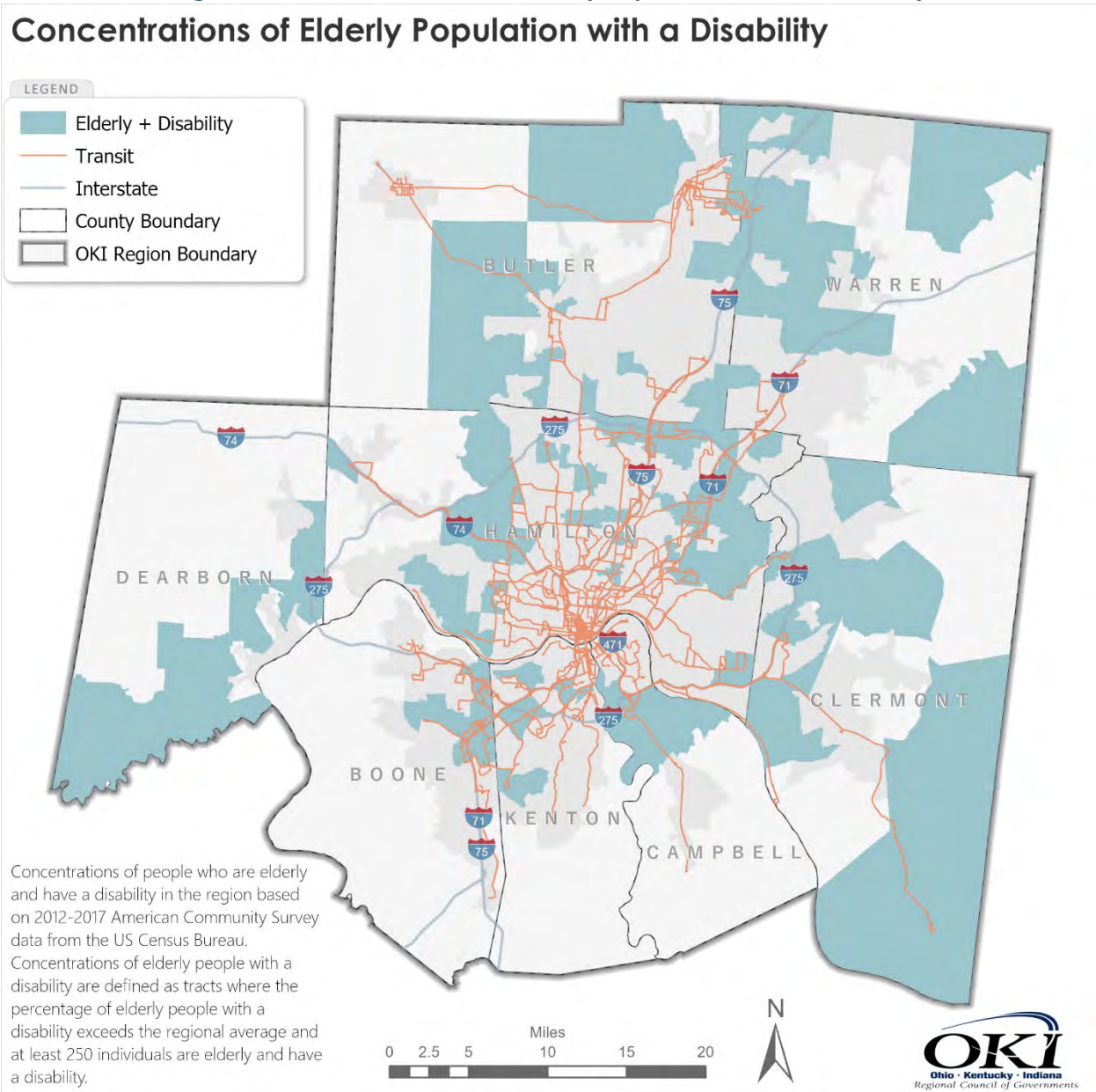


Figure 3-3 indicates areas where concentrations of elderly people that have a disability is at or above the regional average of 4.5%. Geographically, the areas are generally outside of the region’s urbanized area and mostly unserved by fixed route transit.

Figure 3-4: Concentrations of People with Low Incomes

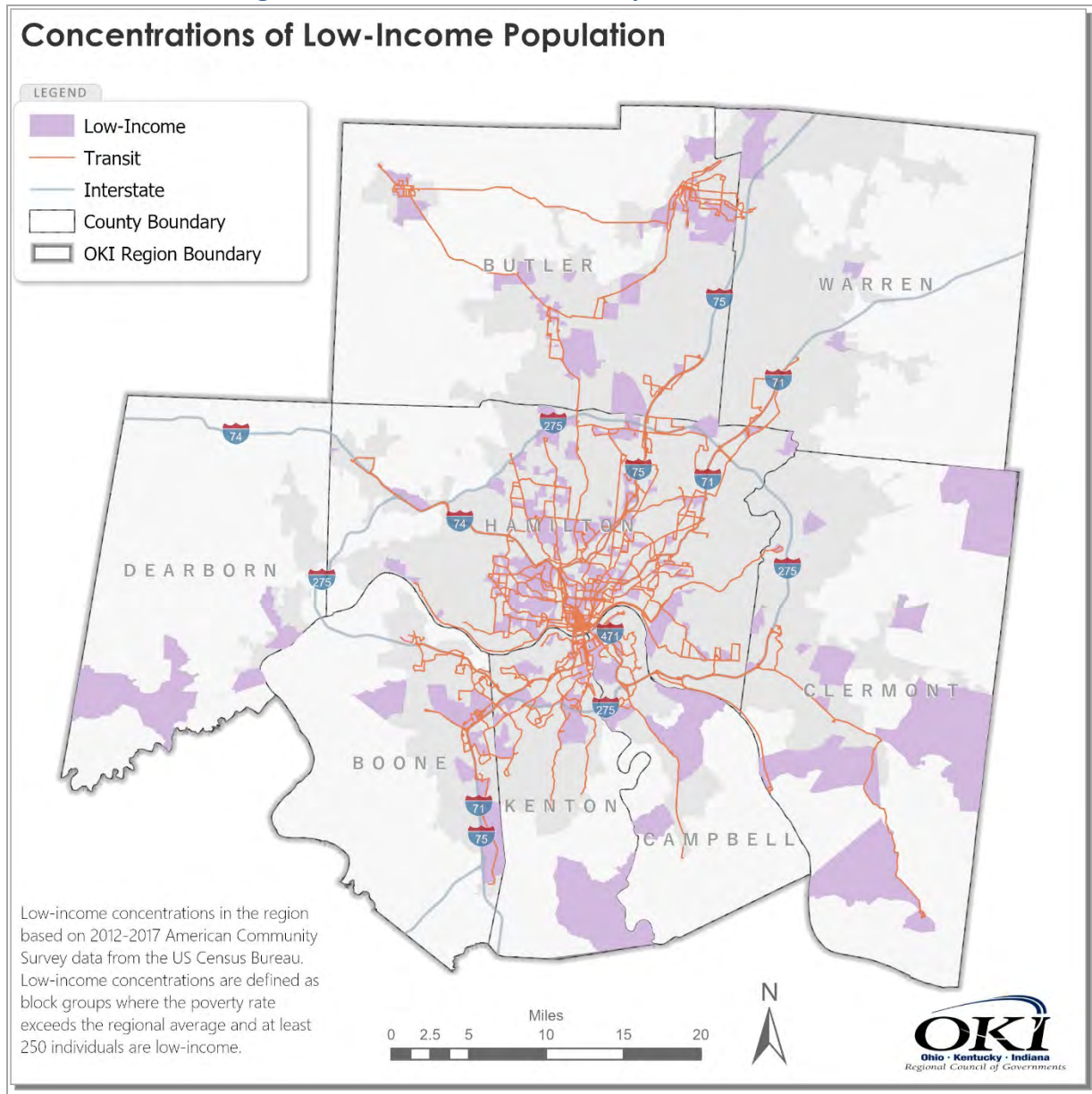


Figure 3-4 indicates areas where the number of people with low incomes is at or above the regional average of 13%. Concentrations are geographically widespread and include both urban and rural areas.

Figure 3-5: Concentrations of Limited English Population

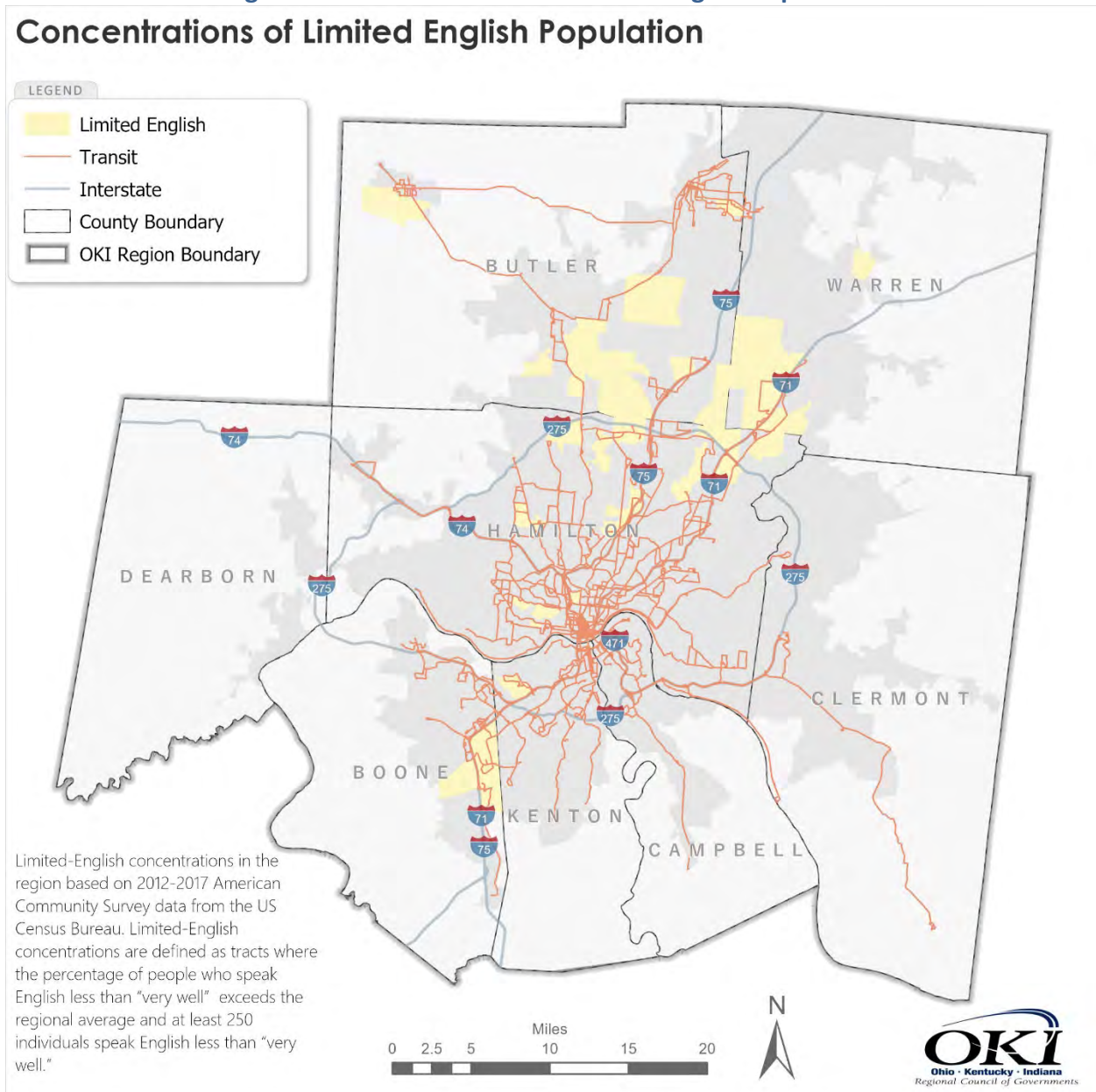


Figure 3-5 indicates areas where the number of people who speak English less than “very well” exceeds the regional average of 2.3%. Statistically, this is a very small portion of the overall populations, however, concentrations are found in tracts in five counties: Boone, Butler, Hamilton, Kenton, and Warren.

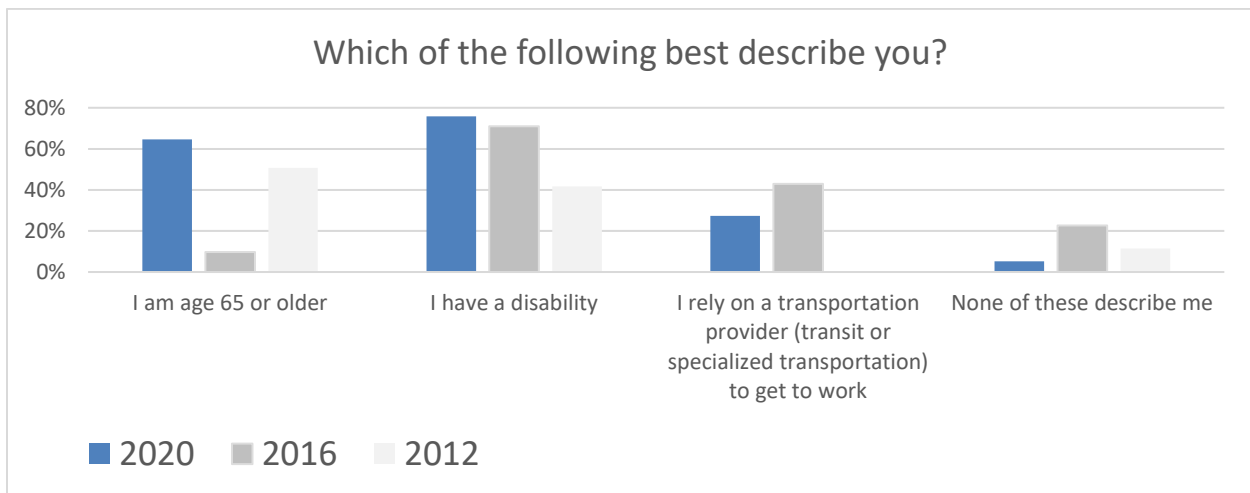
3.3 Needs Indicated by Public Surveys

In an ongoing effort to gauge specialized transportation needs and gaps in the region, OKI has periodically conducted on-line public questionnaires targeted toward seniors and individuals with disabilities. This plan includes input received from questionnaires made available and promoted publicly in 2012, 2016 and 2020. OKI sent public questionnaire requests to the agencies listed in this plan, as well as to over 100 additional agencies including local governments, workforce investment boards, emergency shelters and many more. In addition to requesting that these agencies participate in the public survey, OKI requested that those with the capability post links to the public questionnaire on their own websites for access by their clients. Upon request, OKI provided hard copy versions of the public survey to agencies unequipped with Internet access or preferring hardcopy versions to be available to their clients. OKI also posted the public 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 Twitter activity (@OKIRCOG). A total of 285 responses to the 2020 public questionnaire were received.

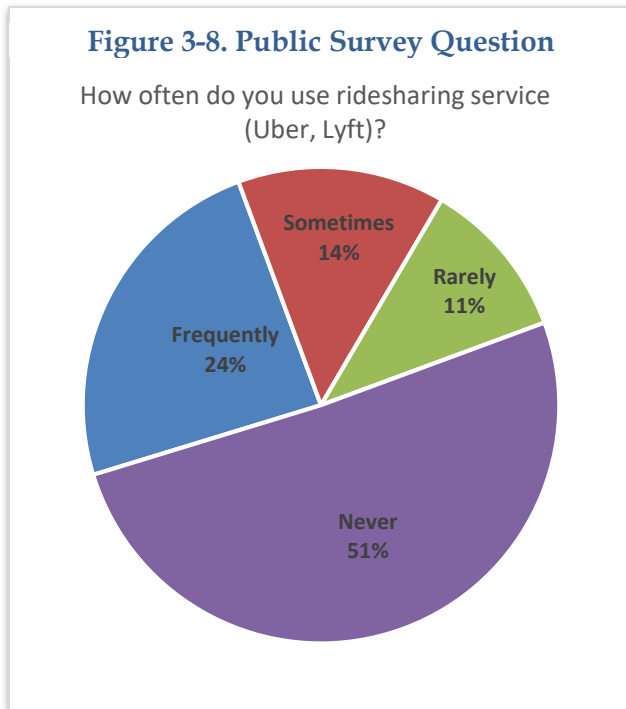


Input received from 2012 and 2016 continue to be used to inform the 2020 plan of regional trends and to balance the contrasting population type and area of residents representing the majority of respondents each survey year. In 2020, the majority of respondents described themselves as seniors having a disability. The majority of respondents in 2016 were from Hamilton County (80%) and described themselves as having a disability (70%). In 2012, the majority of respondents were from Warren County (60%) and 50% described themselves as being over the age of 65. 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 any trends.

Figure 3-7. Public Survey Question 2



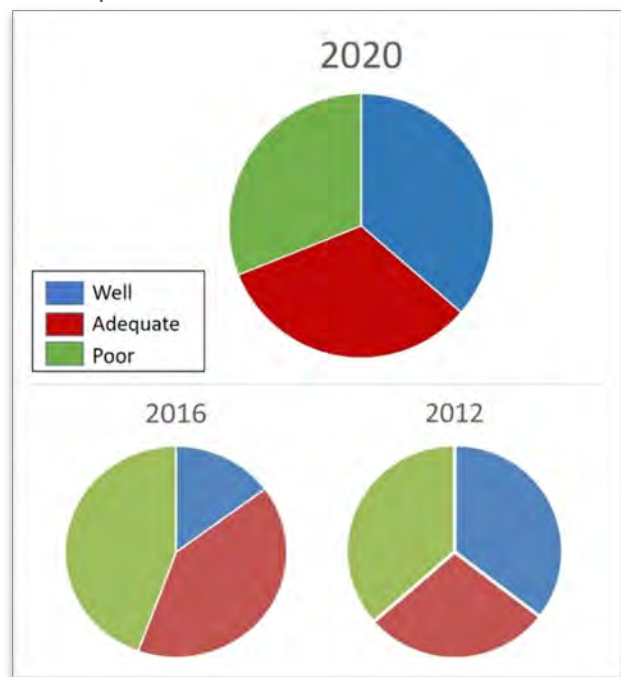
Respondents were asked their county of residence in order to provide a better understanding of specific geographic needs. The survey responses for all years tabulated by geographic area are included in Appendix B.



In 2020, a new question regarding the use of rideshare services was added to the questionnaire. About half of the respondents use ridesharing services such as Uber or Lyft at some level while the other half have never used such services. Results of all years indicate most respondents never use taxi service. In 2016, however, over 20% more respondents said they do use taxis, indicating this service is perhaps a more popular choice for individuals with disabilities. Of those who do use taxi service, about half rated taxis as serving their needs adequately or well. Comments regarding the expense and affordability of ridesharing and taxi services were predominant under the option to explain the negative response; other comments included that wheelchairs are not accommodated easily by either.

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 fairly evenly split on their opinion of how well public transit meets their needs as illustrated in Figure 3-9.

Figure 3-9. Public Survey Question
 How well does public transit meet your transportation needs?



The survey asks 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, fare affordability and weekend service were most cited as items in most need of improvement by more than 50% of those responding to the public surveys, as indicated in Table 3-3. Next-day or same-day service, frequency of service, and guaranteed ride home service were issues that also topped the list.

Table 3-3: Ranking of Needed Improvements

**What improvements are needed to meet your transportation needs?
Please check all that apply.**

Answer Options	2020	2016	2012
Geographic area of service	1 33.7%	1 62.2%	46.0%
Evening service	21.8%	41.9%	46.0%
Weekend service	3 30.9%	44.6%	2 54.0%
Handicapped-accessible service	14.7%	36.5%	32.3%
Door-to-door service	21.4%	41.9%	43.9%
Through-the-door service / personal assistance with travel	5.6%	17.6%	19.2%
Next-day or same-day service	2 31.2%	41.9%	43.9%
Affordability of fares	17.5%	2 59.5%	1 59.6%
Destinations of medical trips	24.9%	32.4%	43.9%
Destinations of shopping and non-medical trips	28.4%	37.8%	44.4%
Destinations of employment trips	7.4%	36.5%	29.8%
Frequency of service	15.4%	3 48.6%	41.4%
Guaranteed ride home service	1.8%	36.5%	3 47.5%
Correlation of transportation schedule to work shift	11.9%	29.7%	26.3%
Availability of information on routes, schedules, etc.	6.3%	29.7%	37.4%
Ability to transfer between systems	5.6%	29.7%	21.7%
Ability to transfer between routes	7.4%	27.0%	21.2%

3.4 Agency Limitations to Expanding Service

In the fall of 2019, OKI surveyed the private non-profit agencies providing transportation services to seniors and individuals with disabilities in the region to verify their information for the agency profiles inventoried by this plan. In this survey, OKI asked each agency what limits their ability to expand transportation service. Table 3.4 lists the number of responses by county. Although needs by county differ, the cost of vehicle acquisition and their ongoing operational costs tended to be the most limiting factors of most agencies. A need for drivers was also indicated by two Clermont County agencies.

Area Served	Total Agencies	Condition of Vehicles	Need for Drivers	Operating Costs (fuel, maintenance)	Vehicle Capital Cost	Accessibility of Vehicles
Butler County	14	1	1	3	6	0
Clermont County	11	1	2	4	4	1
Hamilton County	20	1	1	5	6	1
Warren County	11	1	1	2	4	0
Northern Kentucky	9	1	1	2	2	1
Dearborn County	3	0	0	0	0	0

Needs Indicated by Public Meeting Discussions

OKI held a public meeting on March 10, 2016 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 serving clients from the target populations encouraging them to bring their clients, posted meeting information on the OKI website and made announcements using OKI social media outlets and 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. To best obtain information from attendees, OKI organized attendees by the population group of interest; either elderly or individuals with

disabilities. Thirty-six individuals participated representing twenty-seven agencies or organizations that operate transportation services for the target populations or serve the target populations who use them. Participants included both agency staff and clients. The region’s four transit agencies, SORTA/Metro, TANK, CTC, and BCRTA, also participated.

Participants were asked to discuss transportation needs of the target populations in small group sessions, 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. Discussion in each group focused on five questions about transportation service areas and needed improvements. Summarized below are common themes and issues raised during the public meeting discussions:

Limitation in service is not necessarily geographic but is based upon the number of vehicles available to serve, the type of assistance provided by drivers, and service area barriers created by funding limitations and insurance liabilities on providers. Comments were expressed in all break-out discussion groups regarding these limitations.

Destinations to which service should be provided – Hospitals and medical facilities topped the list when discussing destinations where service should be provided. Destinations for life essentials such as grocery stores, pharmacies, and doctors’ offices not necessarily near major medical facilities were described as trips often difficult to obtain or unaffordable for users.

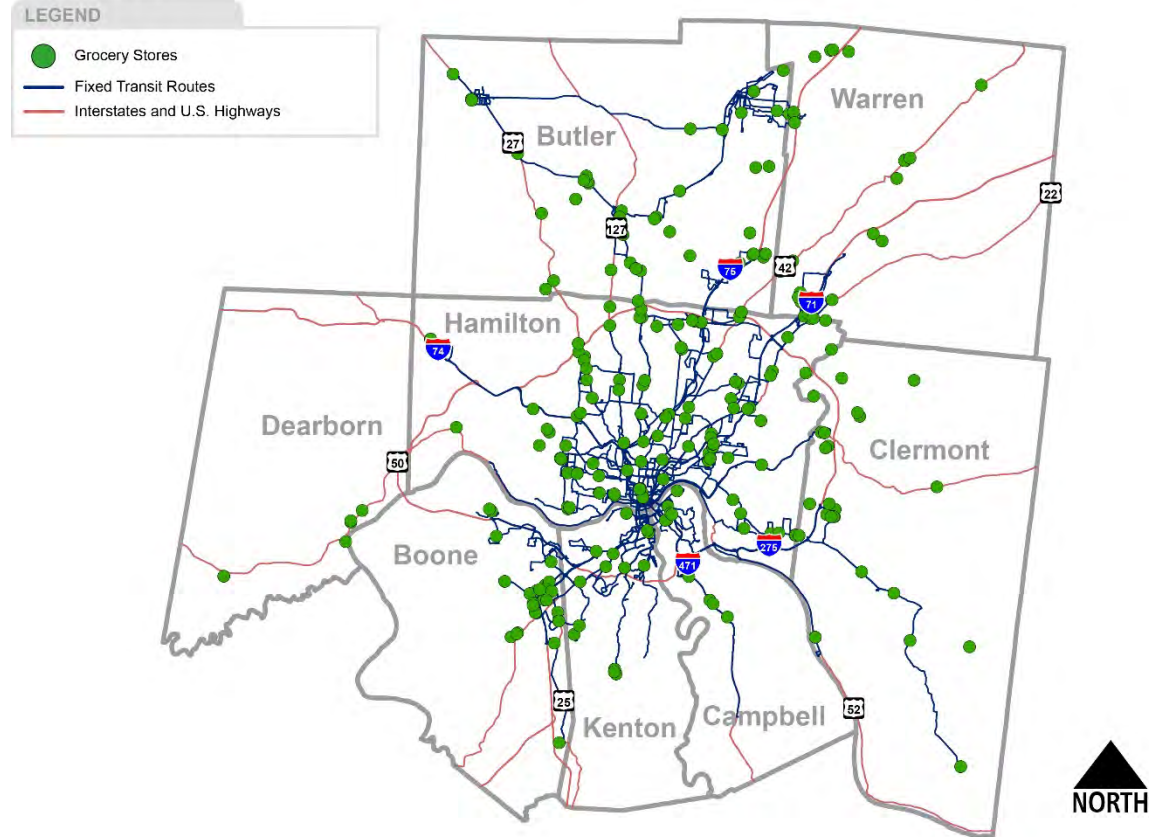
A need for service to non-emergency medical appointments was also expressed by discussion groups. Individuals in the target populations may put off routine or non-emergency medical appointments due to not having a convenient way to travel, which can lead to their medical issues becoming more serious.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

Figures 3-10 and 3-11, on the following page, depict locations health care facilities and urgent care locations across the region in proximity to current fixed route transportation.

Figure 3-12 depicts full line grocery store destinations across the region in proximity to fixed line transit.

Figure 3-12. Full Line Grocery Locations

Grocery Stores in the OKI Region

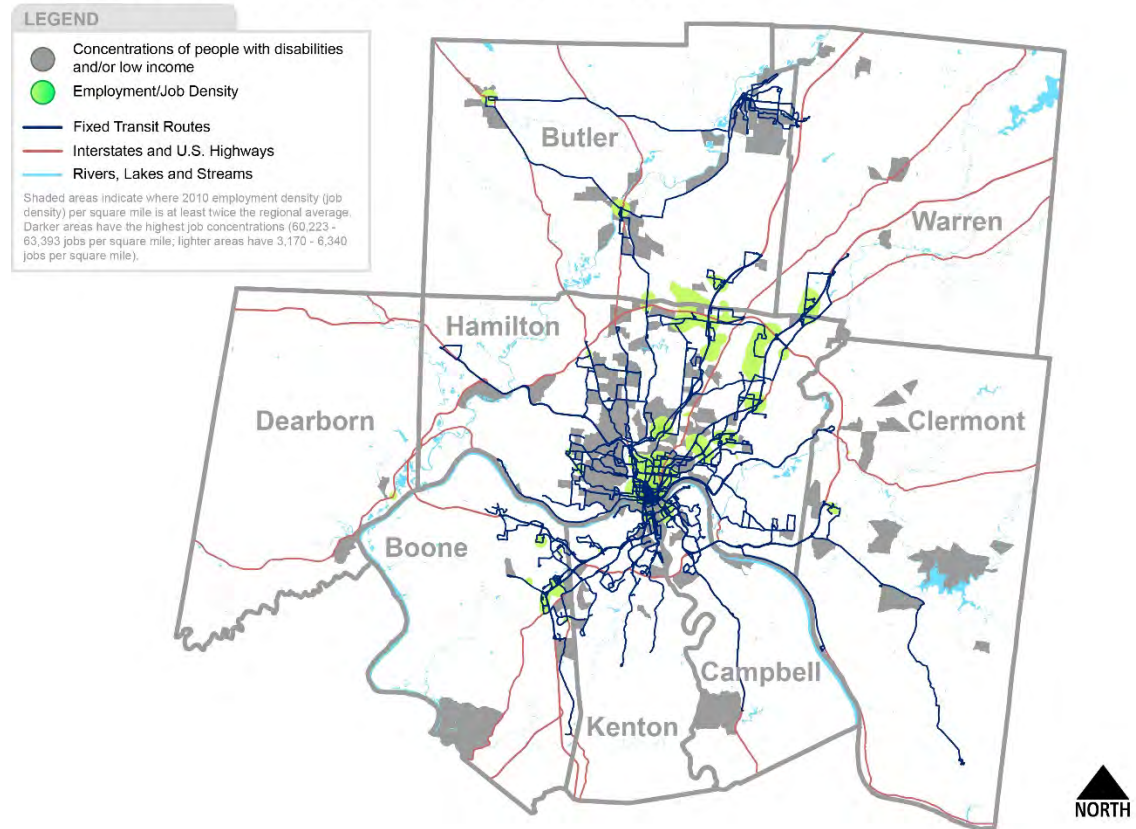


The region’s major employment centers, including downtown Cincinnati, Hebron, West Chester, Blue Ash and Mason were identified by discussion groups as needing priority service. Government service centers, major shopping centers and entertainment centers were also discussed as needing priority service for the target populations.

Figure 3-13, depicts areas with the highest concentration of jobs across the region.

Figure 3-13. Employment Density

OKI Regional Comparison of Areas with Special Transportation Needs, Jobs Centers, and Transit Routes



Areas where service overlaps or coordination could be improved – Sharing maintenance facilities and bulk fuel purchases were identified as potential areas where coordination could be improved and benefits could be realized. Having “real time” information was also mentioned as necessary in allowing for better coordination by all agencies. The concept of a central call center or clearinghouse, familiar with all agency programs to better serve clients, was discussed in every discussion group as a means for improving coordination among service providers.

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

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.
- Inadequate transportation options for low-income specialized transportation users, particularly for trips to work and job training opportunities.
- Very limited collaboration of service providers, particularly across county and state boundaries.
- Unaffordable fares, particularly for suburban and rural areas of the region.
- Inadequate number and variety of destination types available to users.
- No single point of information for users on current transportation options available.

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, and work on both plans was undertaken during the same time period. While the purpose of the OKI 2050 Regional Transportation Plan 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

This 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, 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 if they are to be effective. As described previously, these gaps and needs were based on information obtained from geographic analysis, responses to the public survey and responses to the survey 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:

To 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:

To improve transportation service to target populations through more coordination among providers.

Strategies:

- Establish a regional mobility management system to improve user access to services of transportation providers

- 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:

To 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
- Improve connectivity to transit stops through surrounding communities and neighborhoods

Identified Need #4:

To operate transportation services for target populations on a schedule that is more reliable and more frequent than currently available, during late nights and weekends, and coordinated with work shifts.

Strategies:

- Prioritize funding for transportation providers who increase travel options for target populations during late nights and weekends
- Prioritize funding for transportation providers who increase travel options coordinated with second and third shift employment

Identified Need #5:

To 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:

To make fares more affordable for target populations.

Strategies:

- Support programs providing fare subsidies or vouchers to users
- Support programs and partnerships that enable more affordable services

Identified Need #7:

To better serve target populations for travel to/from jobs and job-related destinations (such as training programs).

Strategies:

- Prioritize programs that offer affordable fares to/from employment and job-training sites
- Prioritize funding for projects/programs that provide transportation for second and third shift employment
- Prioritize funding for projects/programs that provide transportation for weekend employment
- Prioritize funding for projects/programs that improve transportation to areas of concentrated employment and job centers

Identified Need #8:

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

Strategies:

- Prioritize programs that include technology integration that improves system performance

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 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 is targeted to serving the populations served by these three federal programs and is the basis for awarding federal funding for them in most of the Cincinnati urbanized 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 that 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 urbanized 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 sub recipients 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. Table 5.1 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.

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.

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.

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

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

Table 5.1: Active 5310 Program Recipients by Project Type

5310 Program Active Subrecipients by Project Type	Population Served		Project Service Area							Vehicle Quantity
	Seniors	Disabled	Boone	Butler	Campbell	Clermont	Dearborn	Hamilton	Kenton	
Vehicles										
Abilities First Foundation		X								4
BAWAC		X								2
Central Connections (Middletown Area Senior Citizens, Inc.)	X									6
Cincinnati Area Senior Services	X									11
Clermont Senior Services Inc.	X									31
Colerain Township	X									1
Easter Seals Tristate, LLC	X	X								4
Episcopal Retirement Services	X									2
Greater Cincinnati Behavioral Health Services (formerly Clermont Counseling)		X								1
Knolls of Oxford - Maple Knoll Communities	X									2
Maple Knoll Village - Maple Knoll Communities	X									7
Mayerson Jewish Community Center	X	X								4
Mercy Health West Park	X	X								1
Ohio Living - Llanfair	X									1
Oxford Senior Citizens, Inc.										5
Partners in Prime										9
Point of Arc of Northern Kentucky		X								5
SEM Villa										1
Volunteers of America										2
Warren County Community Services										8
Wesley Community Services										10
Preventative Maintenance										
Clermont Senior Services Inc.	X									
Mayerson Jewish Community Center	X	X								
Oxford Senior Citizens, Inc.	X									
Partners in Prime	X									
SEM Villa	X	X								
Volunteers of America		X								
Warren County Community Services	X									
Wesley Community Services	X	X								
Equipment/Software										
Clermont Senior Services Inc.	X									
Lifetime Resources - Catch-a-Ride	X									
Mayerson Jewish Community Center	X	X								
Training										
Mayerson Jewish Community Center	X	X								
Mobility Management										
Cancer Justice Network	X	X								
Cincinnati Association for the Blind and Visually Impaired		X								
Northern Kentucky Area Development District	X	X								
Operations										
Butler County Regional Transit Authority	X	X								
Transit Authority of Northern Kentucky	X	X								

APPENDIX - Agency Profile Summary

Agency	Agency Type		Primary Type of Transportation User		
	Private Non-Profit	State or Local Gov't	Seniors	Disabled	Low Income
Abilities First	✓			✓	
BAWAC, Inc.	✓			✓	
Cancer Justice Network	✓				✓
Central Connections (Middletown Area Senior Citizens)	✓		✓		
Cincinnati Area Senior Services	✓		✓		
Cincinnati Association for the Blind & Visually Impaired	✓			✓	
Clermont Senior Services, Inc.	✓		✓		
Clovernook Center for the Blind and Visually Impaired	✓			✓	
Colerain Township Senior Center		✓	✓		
Community Services of Northern Kentucky - The Bill & Betsy Scheben Care Center	✓		✓	✓	
Day Share Senior Services	✓		✓	✓	
Deardoff Senior Center/Franklin Twp. Senior Bus	✓		✓		
Easter Seals TriState	✓			✓	
Episcopal Retirement Homes Transportation Services	✓		✓		
Errands and Services, LLC			✓		
Greater Cincinnati Behavioral Health Services	✓			✓	
Hyde Park Center for Older Adults	✓		✓		
Life Time Resources, Inc. Catch-A-Ride	✓		✓	✓	✓
Maple Knoll Communities	✓		✓		
Marielders (The Marielders, Inc.)	✓		✓		
Meda-Care Transportation			✓	✓	
Mercy Health - West Park Senior Living and Rehabilitation	✓		✓		
North College Hill Senior Center	✓		✓		
Northern Kentucky Area Development District		✓	✓		
Oxford Senior Citizens, Inc.	✓		✓		
Partners in Prime/Community First Solutions - The Fleet	✓		✓		
Point Arc of Northern Kentucky	✓			✓	

APPENDIX - Agency Profile Summary

SEM Villa Inc.	✓		✓		
Stepping Stones	✓		✓	✓	
The Jewish Community Center of Cincinnati DBA Mayerson JCC	✓		✓	✓	
The Knolls of Oxford	✓		✓		
UTS			✓	✓	
Veterans Hospital		✓	✓	✓	
Volunteers of America	✓			✓	
Warren Co. Community Services Inc.	✓		✓		
Wesley Community Services	✓		✓	✓	✓

APPENDIX - Agency Profile Summary

Provide Trips to (geographic area)

Agency	Butler County	Clermont County	Hamilton County	Warren County	N. Kentucky Counties	Dearborn County	Beyond OKI Reg.
Abilities First	✓			✓			✓
BAWAC, Inc.					✓		✓
Cancer Justice Network			✓				
Central Connections (Middletown Area Senior Citizens)	✓			✓			
Cincinnati Area Senior Services			✓				
Cincinnati Association for the Blind & Visually Impaired	✓	✓	✓	✓	✓		✓
Clermont Senior Services, Inc.		✓					
Clovernook Center for the Blind and Visually Impaired	✓	✓	✓	✓	✓		
Colerain Township Senior Center			✓				
Community Services of Northern Kentucky - The Bill & Betsy Scheben Care Center					✓		
Day Share Senior Services			✓				
Deardoff Senior Center/Franklin Twp. Senior Bus	✓			✓			✓
Easter Seals TriState	✓		✓	✓			
Episcopal Retirement Homes Transportation Services	✓	✓	✓	✓	✓	✓	
Errands and Services, LLC							
Greater Cincinnati Behavioral Health Services		✓					
Hyde Park Center for Older Adults			✓				
Life Time Resources, Inc. Catch-A-Ride						✓	✓
Maple Knoll Communities			✓				
Marielders (The Marielders, Inc.)			✓				
Meda-Care Transportation			✓				
Mercy Health - West Park Senior Living and Rehabilitation	✓	✓	✓	✓	✓	✓	
North College Hill Senior Center			✓				
Northern Kentucky Area Development District					✓		✓

APPENDIX - Agency Profile Summary

Agency	Butler County	Clermont County	Hamilton County	Warren County	N. Kentucky Counties	Dearborn County	Beyond OKI Reg.
Oxford Senior Citizens, Inc.	✓						
Partners in Prime/Community First Solutions - The Fleet	✓			✓			
Point Arc of Northern Kentucky					✓		
SEM Villa Inc.		✓	✓				
Stepping Stones		✓	✓				
The Jewish Community Center of Cincinnati DBA Mayerson JCC			✓				
The Knolls of Oxford	✓						
UTS	✓	✓	✓	✓			✓
Veterans Hospital		✓	✓		✓		
Volunteers of America					✓		
Warren Co. Community Services Inc.	✓			✓			
Wesley Community Services	✓	✓	✓				

Abilities First

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Abilities First offers quality rated childcare for children including those with differing abilities, education for children with Autism, from pre-school through second grade and we have onsite physical, occupational and speech therapy.

Types of specialized transportation users served

People that have mental or physical disabilities

Time that Service is Provided

24/7 everyday as needed

Type of Service Provided

Fixed route with fixed schedule; door-to-door, through-the-door, and same day service.

Eligibility Requirements

Transportation is provided for agency clients who need transportation to access our services.

Fares

- Charge nominal fee to transport children in our childcare to and from school
- Bill for transportation as allowed through the funding source.

1-Way Trips per Month

130

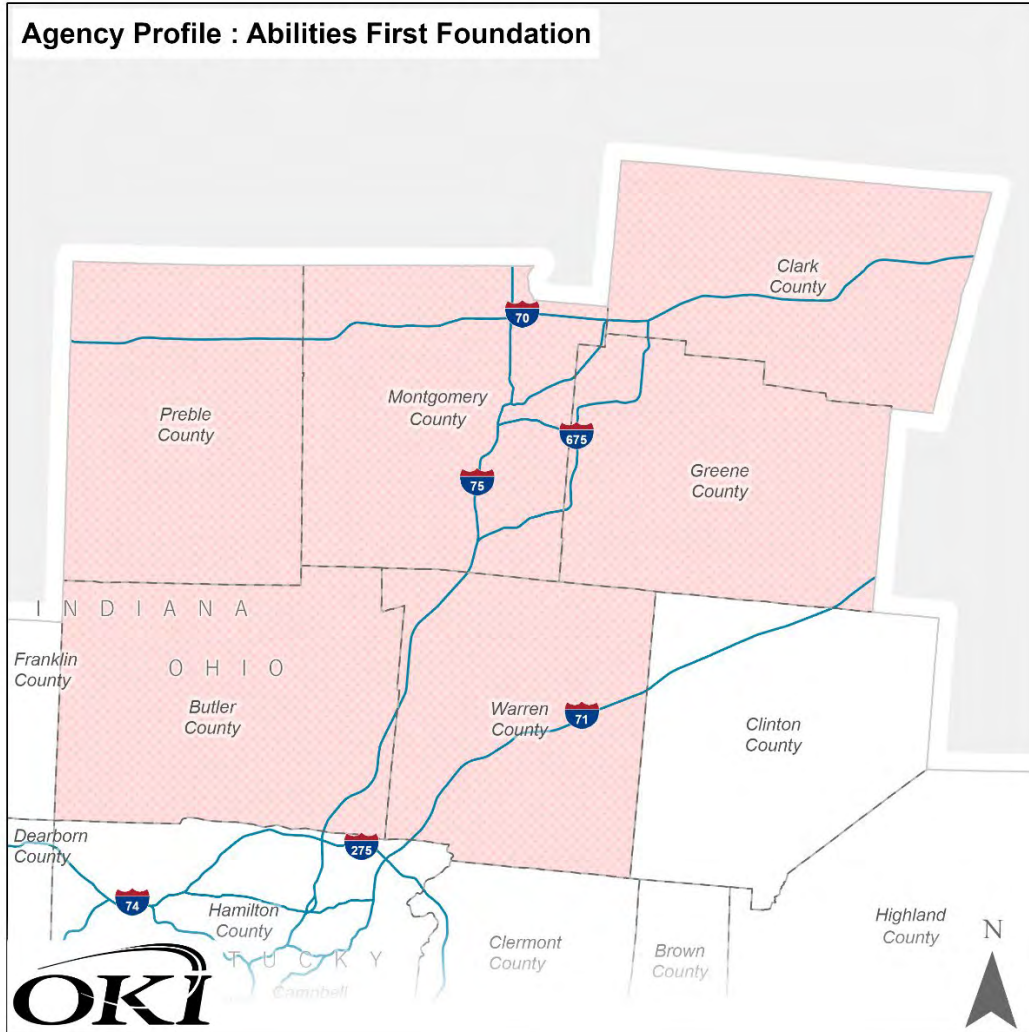
Type of Trips Provided

	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		

Abilities First

Transportation Service Area

Butler and Warren Counties in the OKI Region, with destinations in Hamilton County. Clark, Greene, Montgomery, and Preble Counties in Ohio outside of the OKI Region.



Destinations or Areas Served Most Frequently

Butler and Warren Counties

Additional Capacity: Monday-Friday services have capacity for additional users.

4710 Timber Trail Drive
Middletown, OH 45044

Contact: Connie Sandker
Phone: (513) 423-9496

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 counseling, vocational evaluation, 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 that have mental or physical disabilities

Time that Service is Provided

6AM – 6PM Monday - Friday

Type of Service Provided

Fixed route with fixed schedule; door-to-door service; next day service

Eligibility Requirements

Medicaid-eligible or private-pay or Vocational Rehabilitation authorized; must have a disability but not require an attendant.

Fares

Yes, use approved State Medicaid rates as contracted through LKLP (broker of services); rates vary by rider classification (determined by Case Manger, documentation from medical personnel)

1-Way Trips per Month

7,100

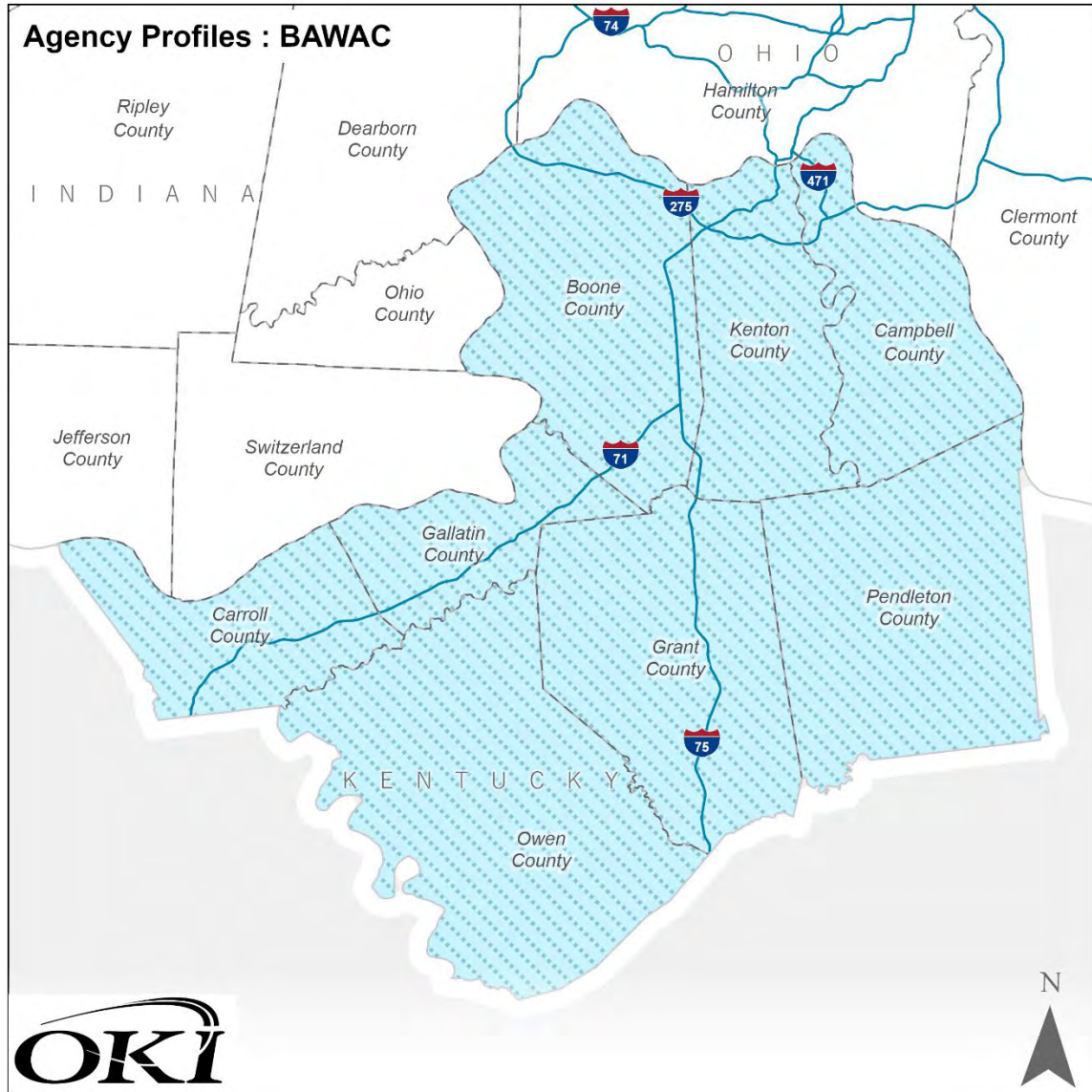
Type of Trips Provided

	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.

Transportation Service Area

Boone, Campbell, and Kenton Counties in the OKI Region; Grant, Pendleton, Carroll, Gallatin, and Owen Counties outside the OKI Region.



Destinations or Areas Served Most Frequently

Boone, Campbell, and Kenton Counties

Additional Capacity: Monday-Friday services have capacity for additional users between the hours of 6AM to 6PM.

7970 Kentucky Drive
Florence, KY 41042

Contact: Dave Minear
Phone: (859) 371-4410

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 Access 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, communications center and three contract closeout processing locations.

Types of specialized transportation users served

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

Time that Service is Provided

As Needed

Type of Service Provided

Demand Response/On Demand

Eligibility Requirements

Transportation services are provided to people who are blind or visually impaired to and from CABVI.

Fares

None

1-Way Trips per Month

n/a

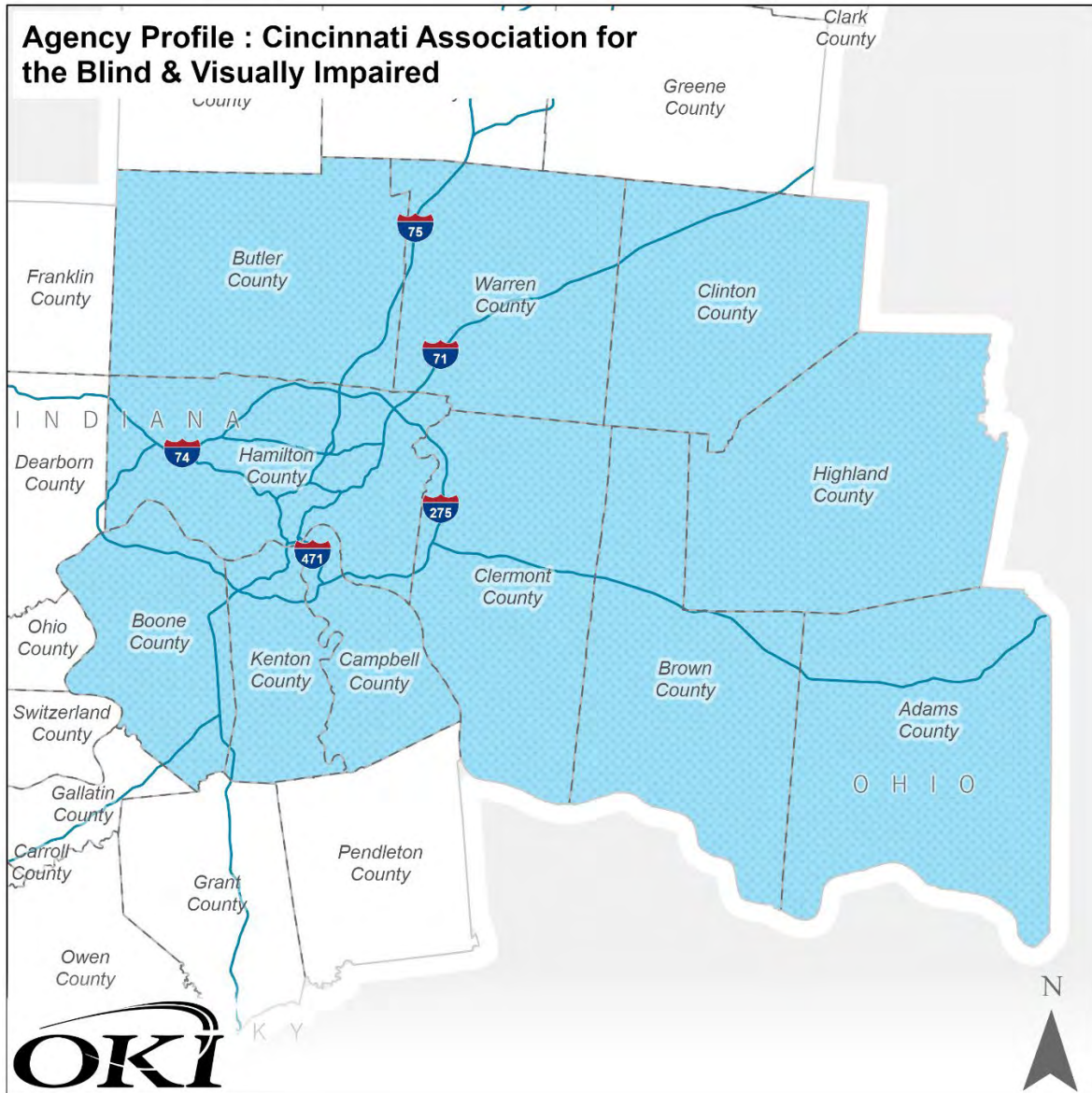
Type of Trips Provided

	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		

Cincinnati Association for the Blind and Visually Impaired

Transportation Service Area

All 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

Transportation to and from Cincinnati Association for the Blind and Visually Impaired

2045 Gilbert Avenue
Cincinnati, OH 45202

Contact: Patsy Baughn, Community Relations & Development Manager

Phone: 513-487-4218

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

As Needed

Type of Service Provided

Demand Response/On Demand

Eligibility Requirements

Transportation services are provided primarily to the elderly and disabled. Medicare, Medicaid, or commercial insurance coverage are not required.

Fares

None

1-Way Trips per Month

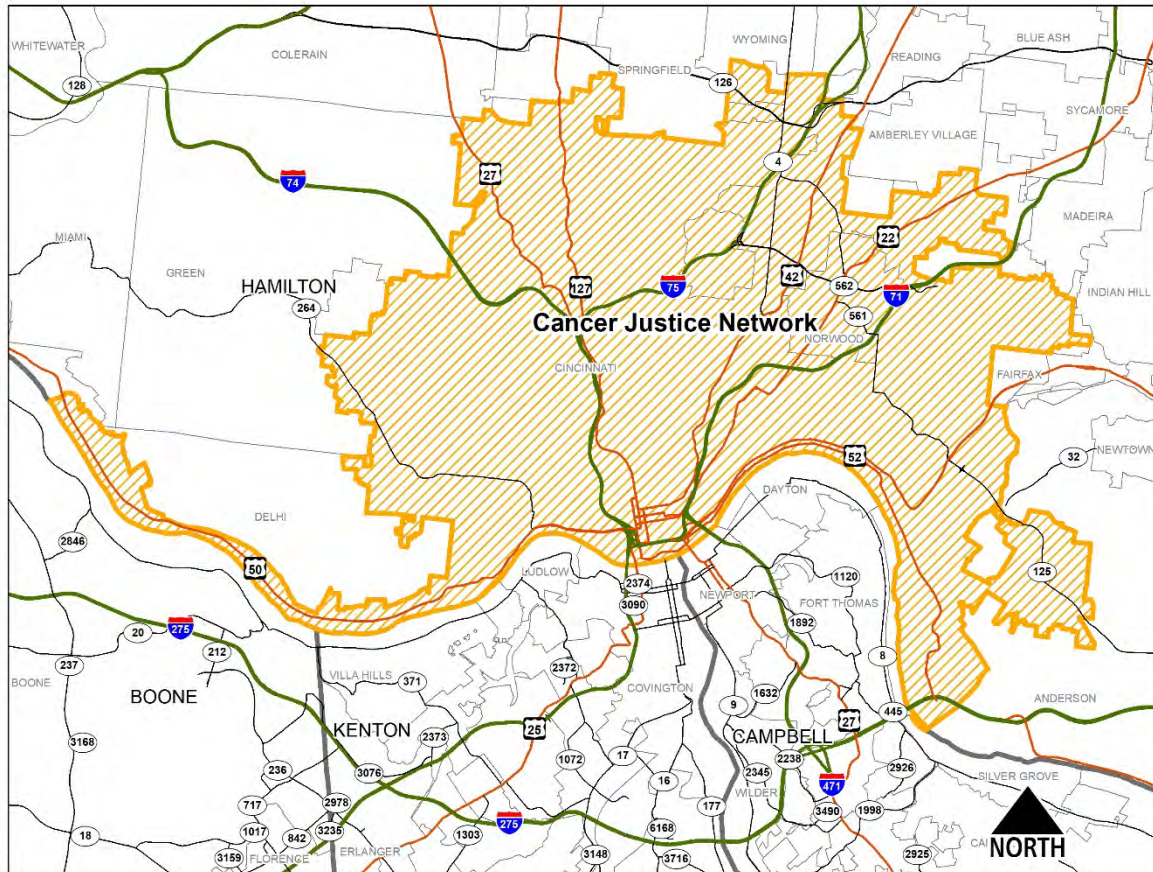
n/a

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		

Cancer Justice Network

Transportation Service Area
City of Cincinnati



Destinations or Areas Served Most Frequently

Primary care clinics in Downtown Cincinnati and treatment sites affiliated with UC Health.

4129 Georgia Avenue
Cincinnati, OH 45223

Contact: Steve Sunderland, PhD.

Phone: (513) 919-2538

Central Connections

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Central Connections, a nonprofit senior center in Middletown, Ohio, promotes whole-person wellness and serves the needs of adults over age 50 by providing nutritious meals, exercise and fitness classes, transportation services, health screenings, recreation, volunteer opportunities, and social and educational events and programs.

Types of specialized transportation users served

People aged 60 and older

Time that Service is Provided

6 AM – 6 PM, Monday – Friday for medical appointments; 8:30 AM – 4:30 PM, Monday – Friday for other appointments

Type of Service Provided

Demand response; door-to-door service

Eligibility Requirements

- To the general public for persons aged 60 and older for non-emergency medical and/or recreational trips.
- The general public may use the service for a fee.

Fares

Subsidized for seniors

Fee for non-subsidized persons

1-Way Trips per Month

1,700

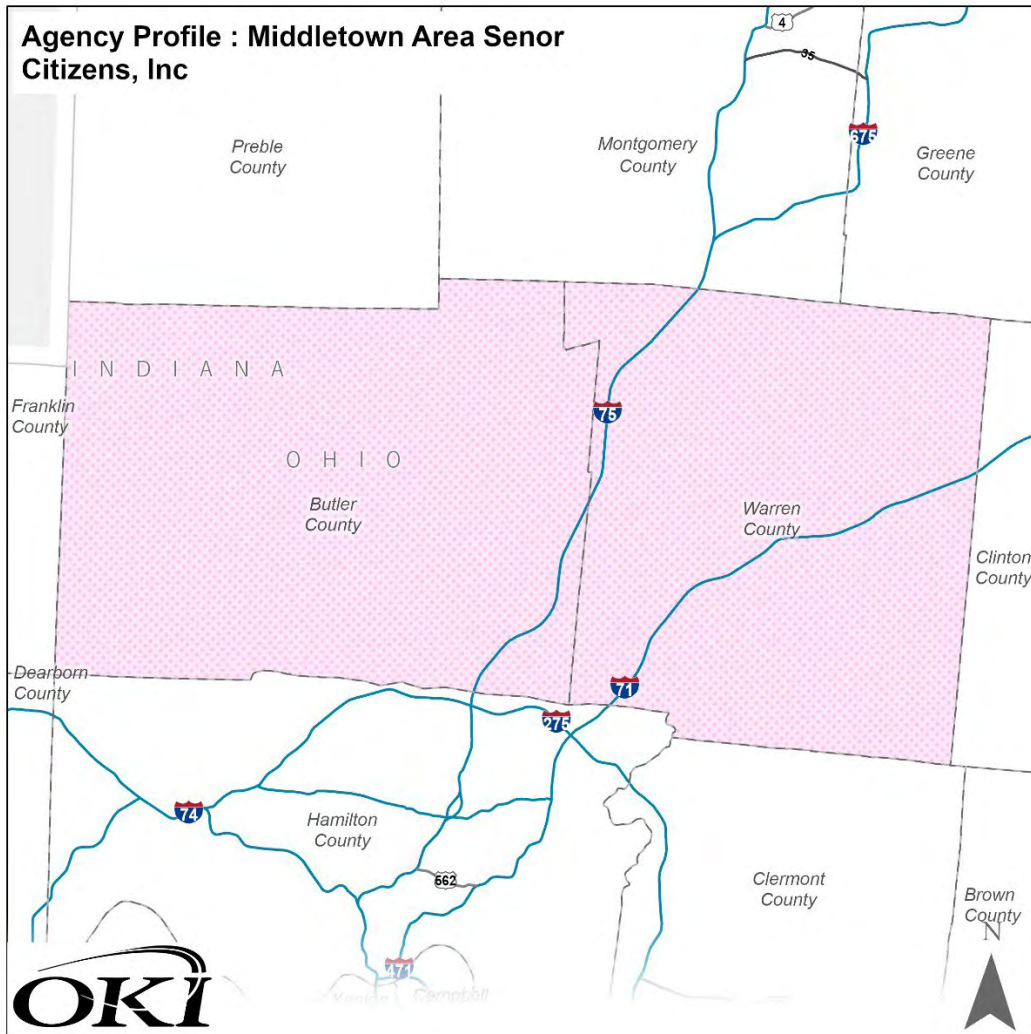
Type of Trips Provided

	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		

Central Connections

Transportation Service Area

Butler and Warren Counties; including Middletown, Monroe, Trenton, and Franklin



Destinations or Areas Served Most Frequently

Cincinnati, Dayton, Fairfield, and Hamilton

3907 Central Avenue
Middletown, OH 45044

Contact: Monica Smith

Phone: (513) 217-2491

Cincinnati Area Senior Services

Agency Type: Private Non-Profit

Agency mission statement or general description of services

To promote the independence and preserving the dignity of older adults.

Vision:

- To be the community leader in advocating for the needs of older, at-risk adults
- To constantly evolve and improve our services through continuous review
- To excel in fiscal management and efficiency of operation
- To demonstrate ownership, respect, and accountability at all levels

Types of specialized transportation users served

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

Time that Service is Provided

8:30 A.M. to 4:30 P.M., Monday – Friday; some limited evenings and weekends with advance planning

Type of Service Provided

Fixed route with fixed schedule that is door-to-door and next-day service

Eligibility Requirements

Age 60 and older

Fares

Donations are encouraged; \$3 one-way for medical transportation

1-Way Trips per Month

3,900

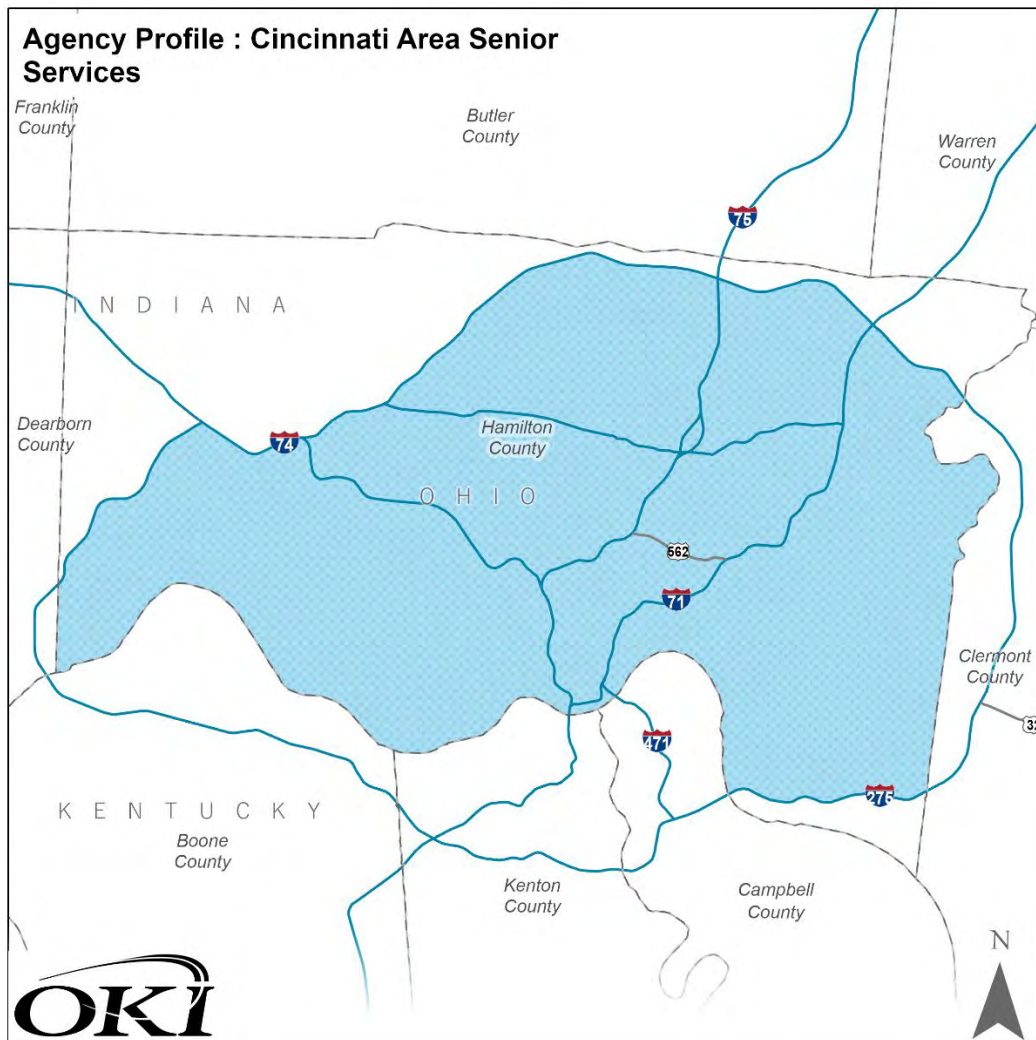
Type of Trips Provided

	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		

Cincinnati Area Senior Services

Transportation Service Area

Hamilton County within the I-275 beltway and west



Destinations or Areas Served Most Frequently

Grocery stores, Doctors offices

2368 Victory Parkway #300
Cincinnati, OH 45203

Contact: Connie Baker

Phone: (513) 721-4330

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

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

Time that Service is Provided

8 A.M. to 5 P.M., Monday – Friday (all requests are reviewed for availability); Weekends, early morning, and evening hours of service is scheduled based on need and availability

Type of Service Provided

Demand-response/ on-demand that is door-to-door or through-the-door to through-the-door, and same-day or next-day service

Eligibility Requirements

Clermont County resident and age 60 and older

Fares

\$2 round-trip within Clermont County; \$4 round-trip outside Clermont County; donation-based service

1-Way Trips per Month

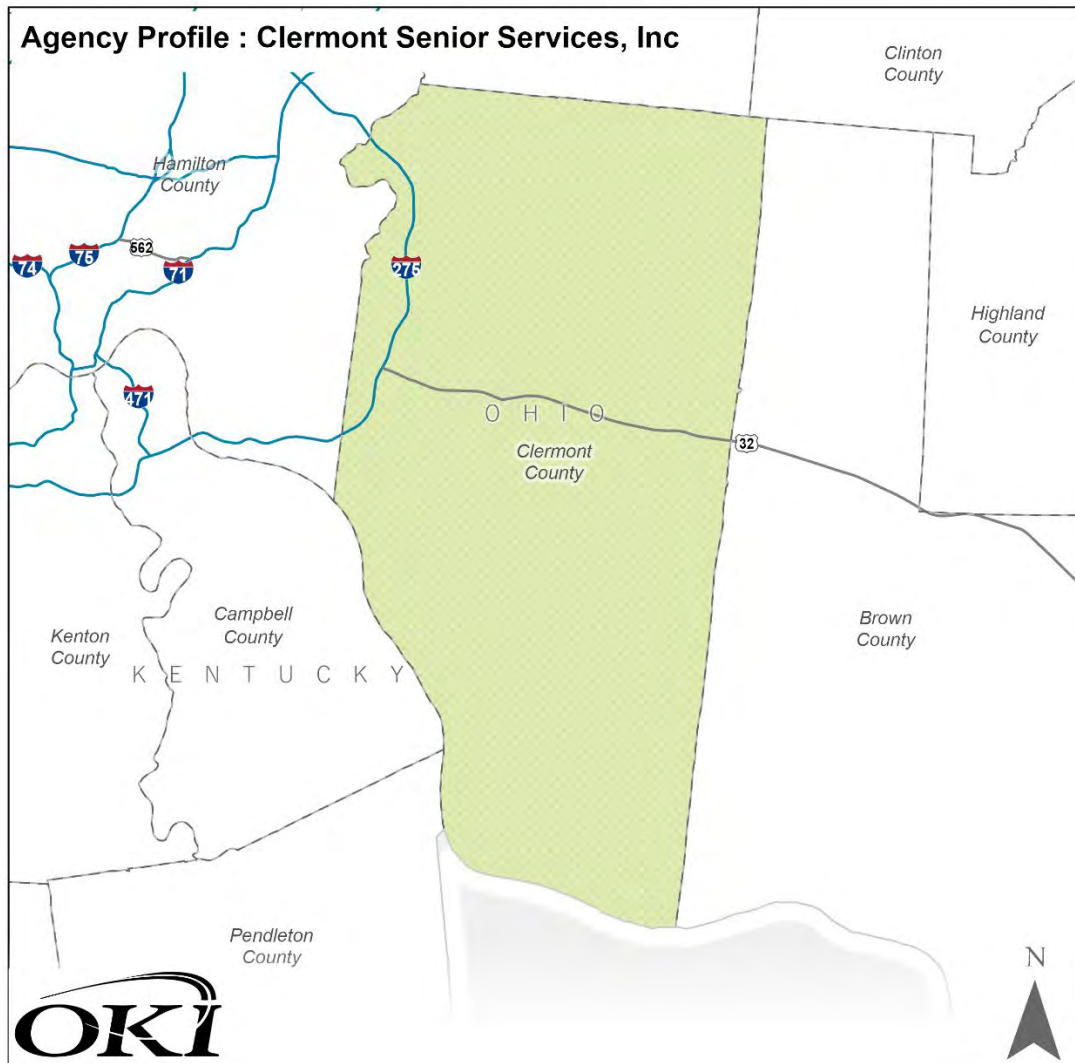
4,600

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		

Clermont Senior Services, Inc.

Transportation Service Area
Clermont County



Destinations or Areas Served Most Frequently

Medical and wellness facilities in the Greater Cincinnati area

2085 James E. Sauls Sr. Drive
Batavia, OH 45103

Contact: Bill DeHass

Phone: (513) 724-1255

Clovernook Center for the Blind and Visually Impaired

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Our mission is to empower people who are blind and visually impaired to be self-sufficient and full participants in their communities. Clovernook was founded as a residence for blind women in 1903 and over the last century has evolved into a multi-faceted organization with an array of services and a skilled staff to address the needs of people with visual impairments. Innovative programs including community living support and a youth initiative with a focus on developing the skills people with visual impairments need to become independent in the community. An array of employment services help individuals maximize their earning potential and job satisfaction, both on site in our manufacturing center and in the local job market.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities or low-income; specialize in serving people with visual impairments

Time that Service is Provided

Weekdays; occasionally weekends or evenings

Type of Service Provided

Through-the-door to through-the-door service

Eligibility Requirements

Blind or visually impaired

Fares

None

1-Way Trips per Month

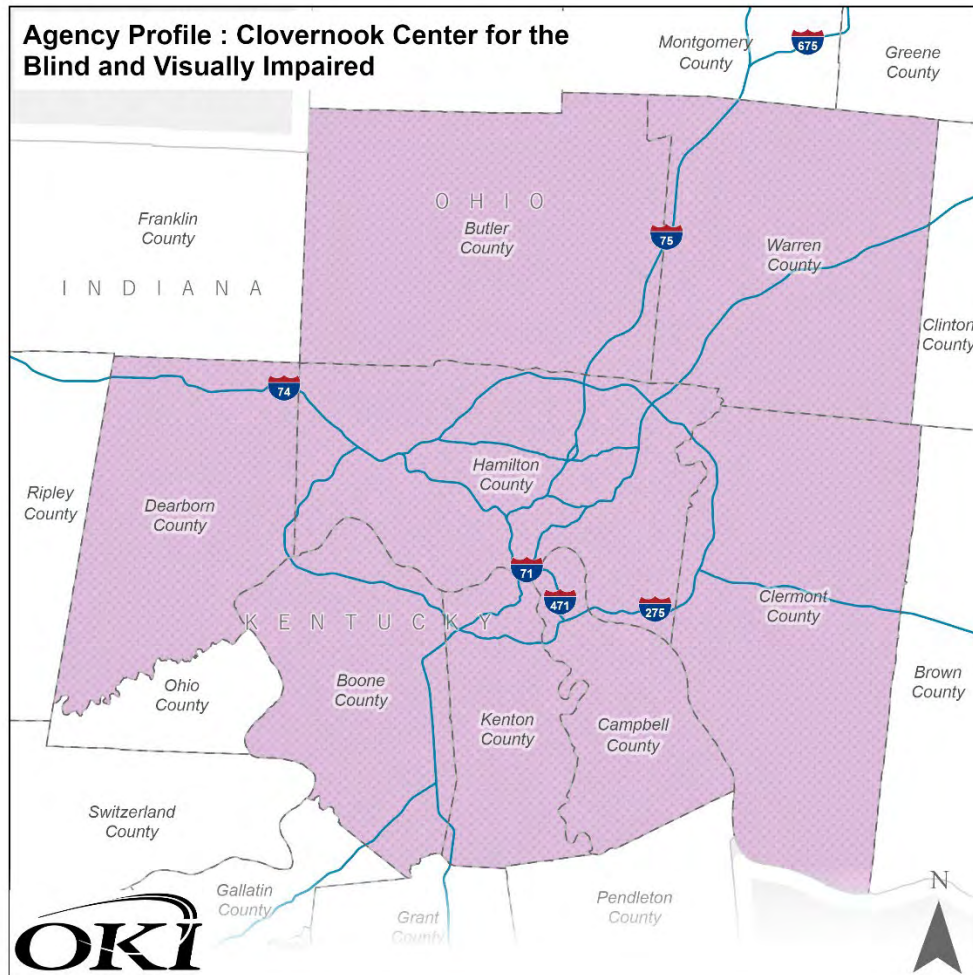
40-50

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		

Clovernook Center for the Blind and Visually Impaired

Transportation Service Area
All counties in the OKI Region



Destinations or Areas Served Most Frequently

Hamilton County

7000 Hamilton Avenue
Cincinnati, OH 45231

Contact: Keith Crothers

Phone: (513) 728-6247

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, people who have mental and physical disabilities and people who are low income

Time that Service is Provided

Monday-Friday 8 AM-4PM; plus four Friday evenings per year

Type of Service Provided

Demand Response/On Demand

Eligibility Requirements

Member of the Colerain Township Senior & Community Center

Fares

\$3 Suggest Donation

1-Way Trips per Month

245

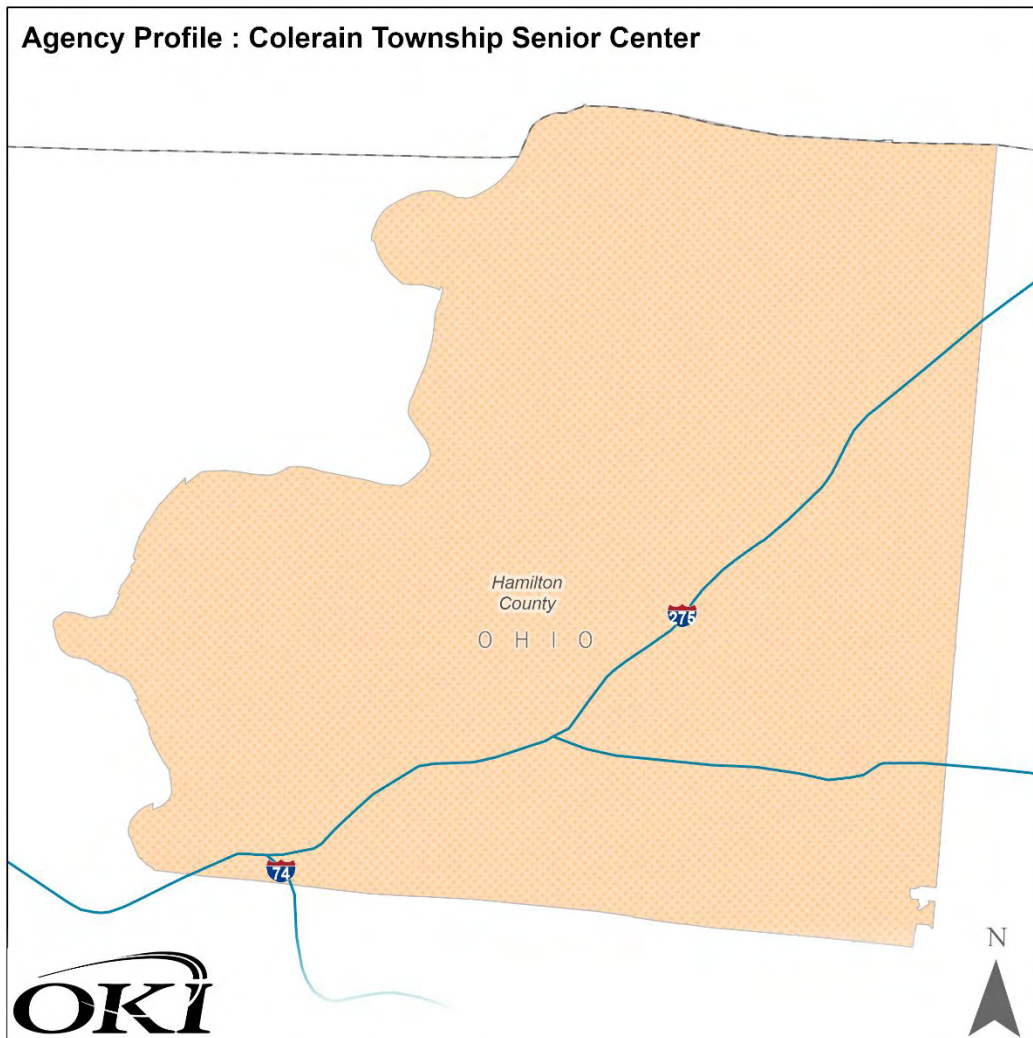
Type of Trips Provided

√	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

Transportation Service Area

Colerain Township Senior Center provides services throughout Colerain Township in Hamilton County, OH.



Destinations or Areas Served Most Frequently

Colerain Township Senior & Community Center, and area grocery stores (Kroger, Meijer and Wal-Mart).

3251 Springdale Road
Cincinnati, OH 45251

Contact: Mike Alder

Phone: (513) 245-5753

Community Services of Northern Kentucky

Agency Type: Private Non-Profit

Agency mission statement or general description of services

The mission of the Community Services Adult Day Health Program is to provide a daytime program of supervised therapeutic activity, supportive health care, and support for the attainment of personal goals to medically compromised and/or disabled younger adults and the elderly, thereby improving their quality of life and delaying or eliminating the need for institutionalization. Our goal is to empower the disabled and elderly to self-advocate, pursue personal growth and independence and have choices in everyday life.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

Weekdays during normal daytime hours

Type of Service Provided

Fixed route with fixed schedule and door-to-door service

Eligibility Requirements

Approval by Medicaid.

Fares

Trips are paid for by Medicaid. There is no charge to the individual being transported.

1-Way Trips per Month

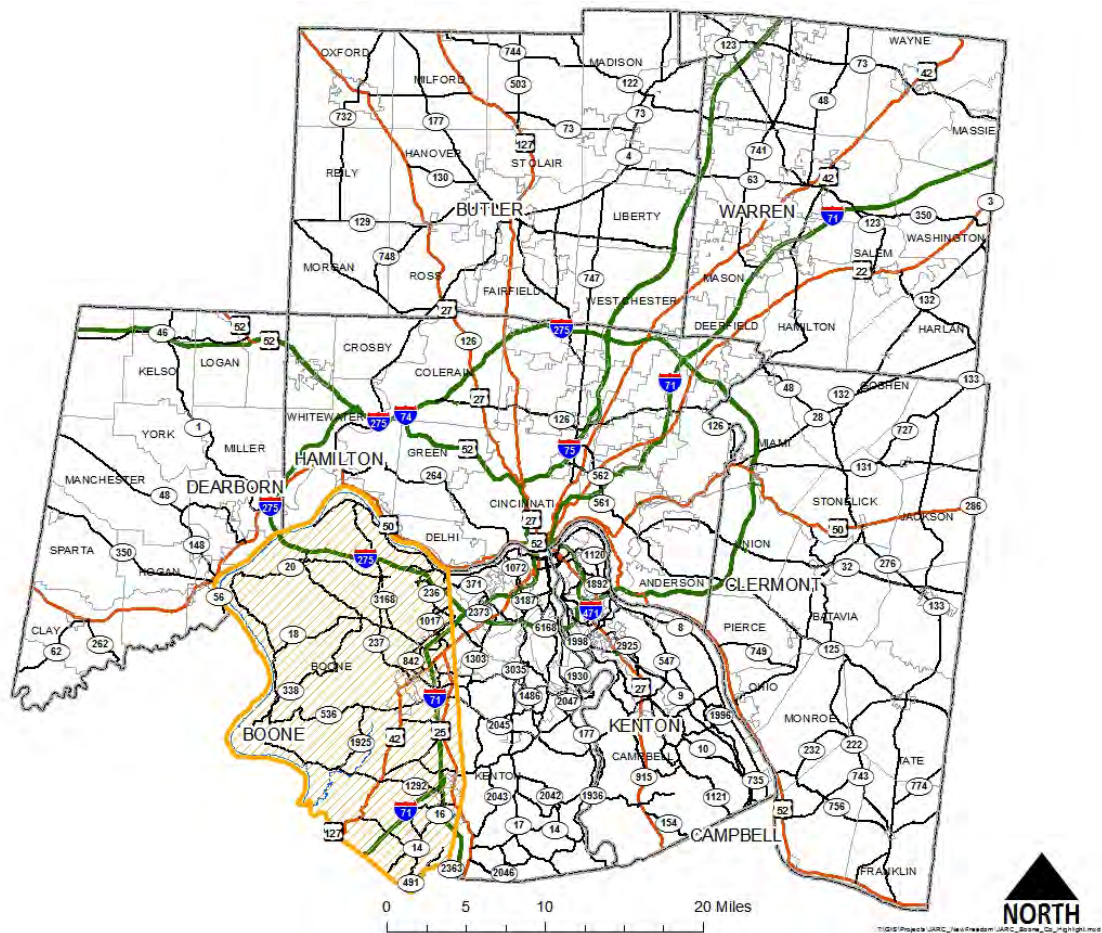
428

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		

Community Services of Northern Kentucky

Transportation Service Area
Primarily Boone County, Kentucky



Destinations or Areas Served Most Frequently

Boone County, Kentucky

From the individuals' home/group home to the Community Services of Northern Kentucky facility at 31 Spiral Drive, Florence, Kentucky.

31 Spiral Drive
Florence, KY 41042

Contact: Lisa West

Phone: (859) 525-1128

Day Share Senior Services

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Day Share is the premier day care provider of social, recreational, rehabilitative and dementia-oriented treatment, offering clients the preferred alternative care setting within the long-term care continuum. Day Share offers Home Health services, Adult Day Program and Transportation. Our organization is committed to the provision of quality Adult Day Services for the elderly and support to their families. We believe that through the daily intervention of health, social and recreational services we can improve the quality of life for the elderly and reduce their incidences of isolation

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

Normal daytime hours, mornings and afternoons

Type of Service Provided

Door-to-door service

Eligibility Requirements

Medical appointments and for participants in the Adult Day Program

Fares

n/a

1-Way Trips per Month

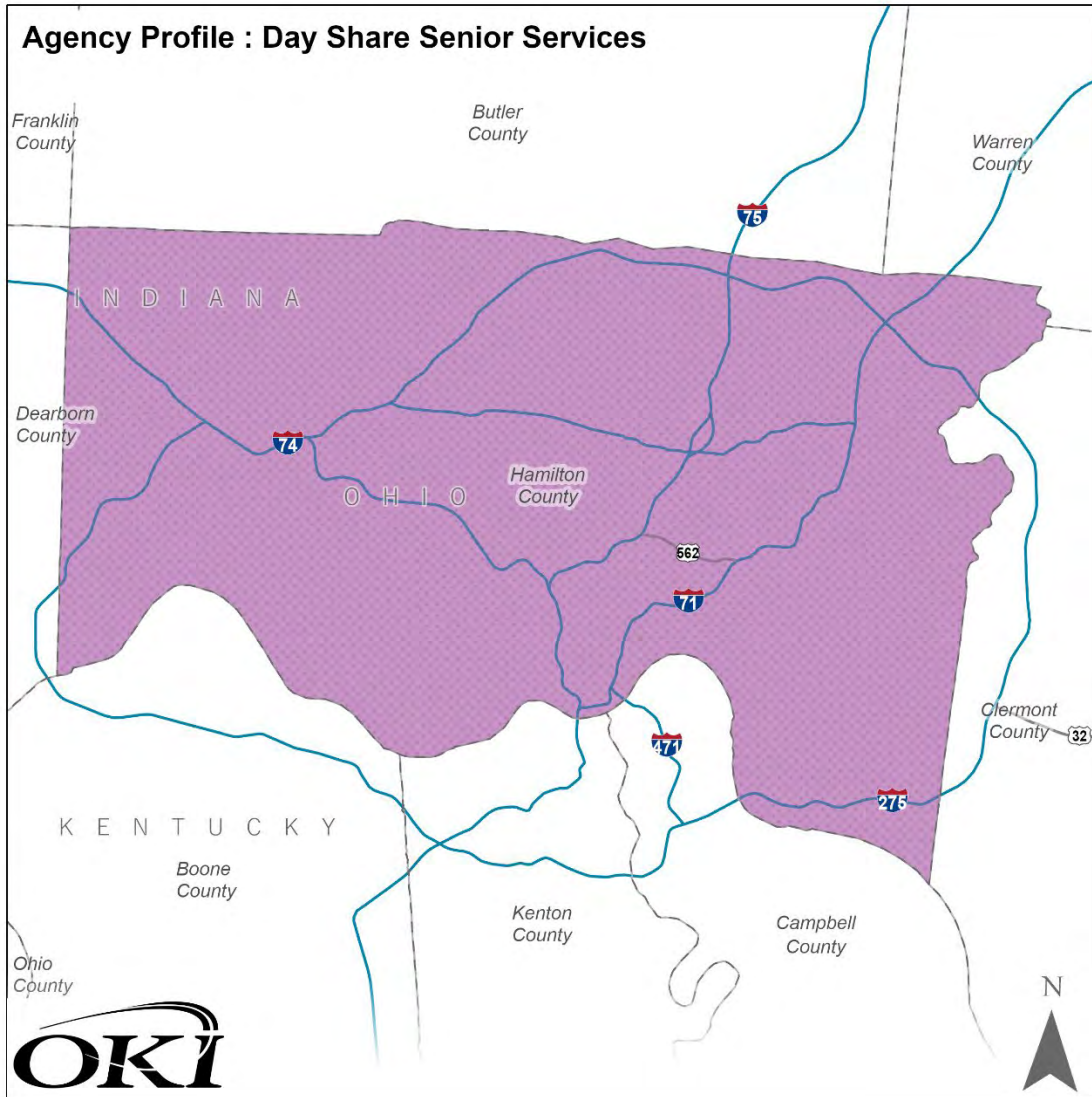
n/a

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		

Day Share Senior Services

Transportation Service Area
Hamilton County



Destinations or Areas Served Most Frequently

Local hospitals and medical facilities; to and from the Adult Day Program

5915 Glenway Avenue
Cincinnati, OH 45238

Contact: Jeffrey Gault
Phone: (513) 451-1100

Deardoff Senior Center/ Franklin Township Senior Bus

Agency Type: Private Non-Profit

Agency mission statement or general description of services

The Deardoff Senior Center promotes the social, physical, and emotional well being of its members by implementing and maintaining quality education, recreational and wellness programs and activities. The Center is a resource and referral agency, offers scheduled luncheons and free bus transportation.

Types of specialized transportation users served

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

Time that Service is Provided

Weekdays; weekend and evenings by special request from Deardoff Senior Center Director and approval by Franklin Township Trustees

Type of Service Provided

Fixed route with fixed schedule; door-to-door service and through-the-door to through-the-door service; next-day service:

- Deardoff Senior Center
- 2 independent senior apartments (Sherman Glen Retirement and Meadow Crossings Retirement)
- Dialysis patients
- Job-related for disabled

Eligibility Requirements

Age 60 and over; or disabled with a documented disability

Fares

No

1-Way Trips per Month

10

Type of Trips Provided

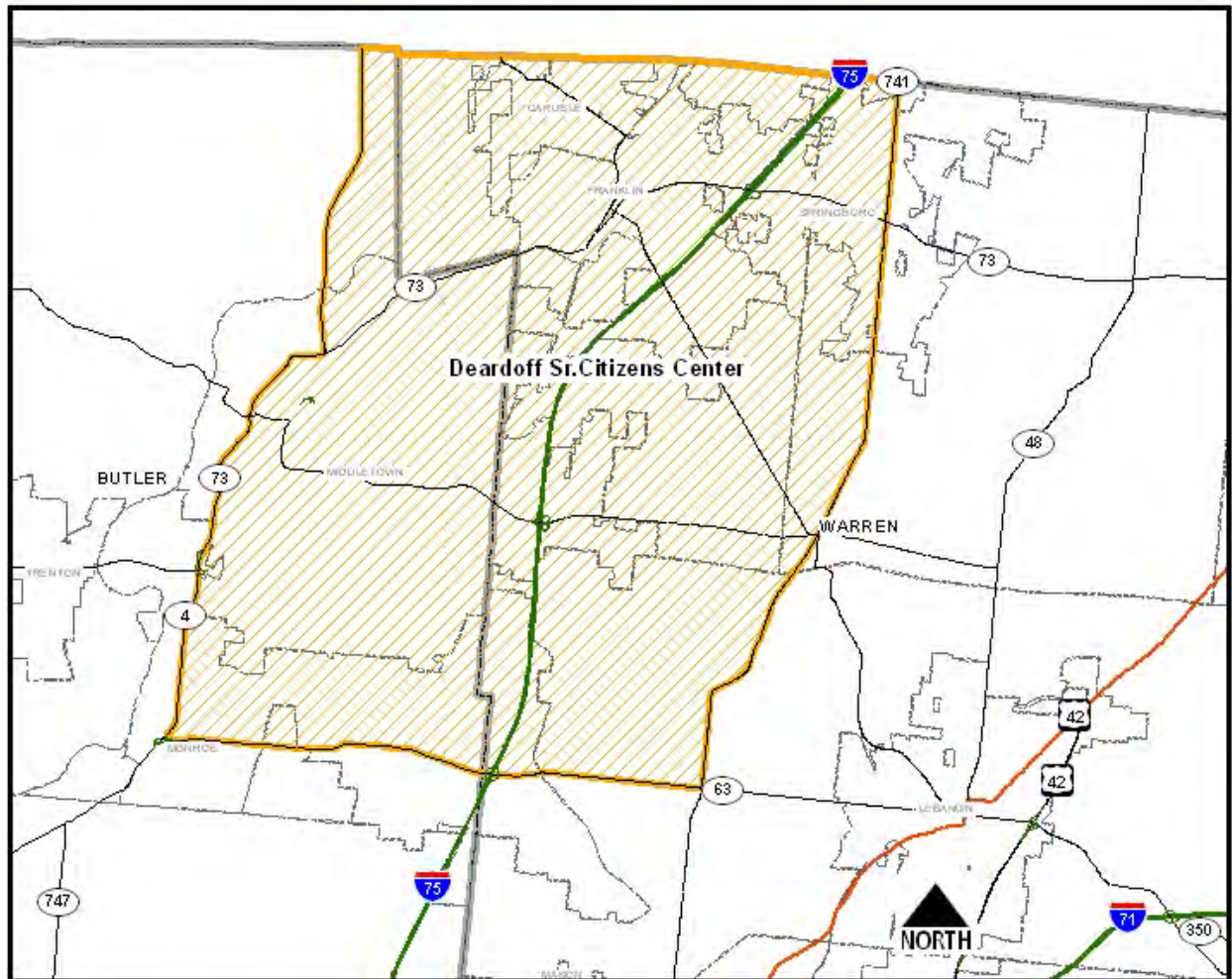
√	General transportation	√	Places of employment
	Transit agency		Job training
√	Residential/home service	√	Grocery shopping
√	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√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

Deardoff Senior Center/ Franklin Township Senior Bus

Transportation Service Area

Area bordered by SR 725 on the north, SR 63 on the south, SR 741 on the east, and Rt. 4 on the west; trips from Warren County to Butler and Montgomery Counties

OKI Plan: Franklin Twp., Cities of Carlisle and Franklin and portions of Middletown



Destinations or Areas Served Most Frequently

City of Franklin, Franklin Township, and Carlisle; Butler and Montgomery Counties

605 S River Street
Franklin, OH 45005

Contact: Mildred J. Brown / Helen Campbell

Phone: (937) 743-8100

Easter Seals TriState

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. Easter Seals TriState provides programs and services to the following populations:

- youth (age 14 and up) and working age adults with developmental disabilities
- older adults with disabilities
- adults facing employment barriers (i.e. criminal record, chronic un/under employment)
- youth at risk of dropping out of school or are disengaged from the formal school system
- recent military veterans who are having difficulties transitioning back to civilian life.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

Weekdays during normal daytime hours, mornings and afternoons; Evening service provided for YMCA Enclave Program

Type of Service Provided

Fixed route with fixed schedule and curb-to-curb service

Eligibility Requirements

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

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.

1-Way Trips per Month

174

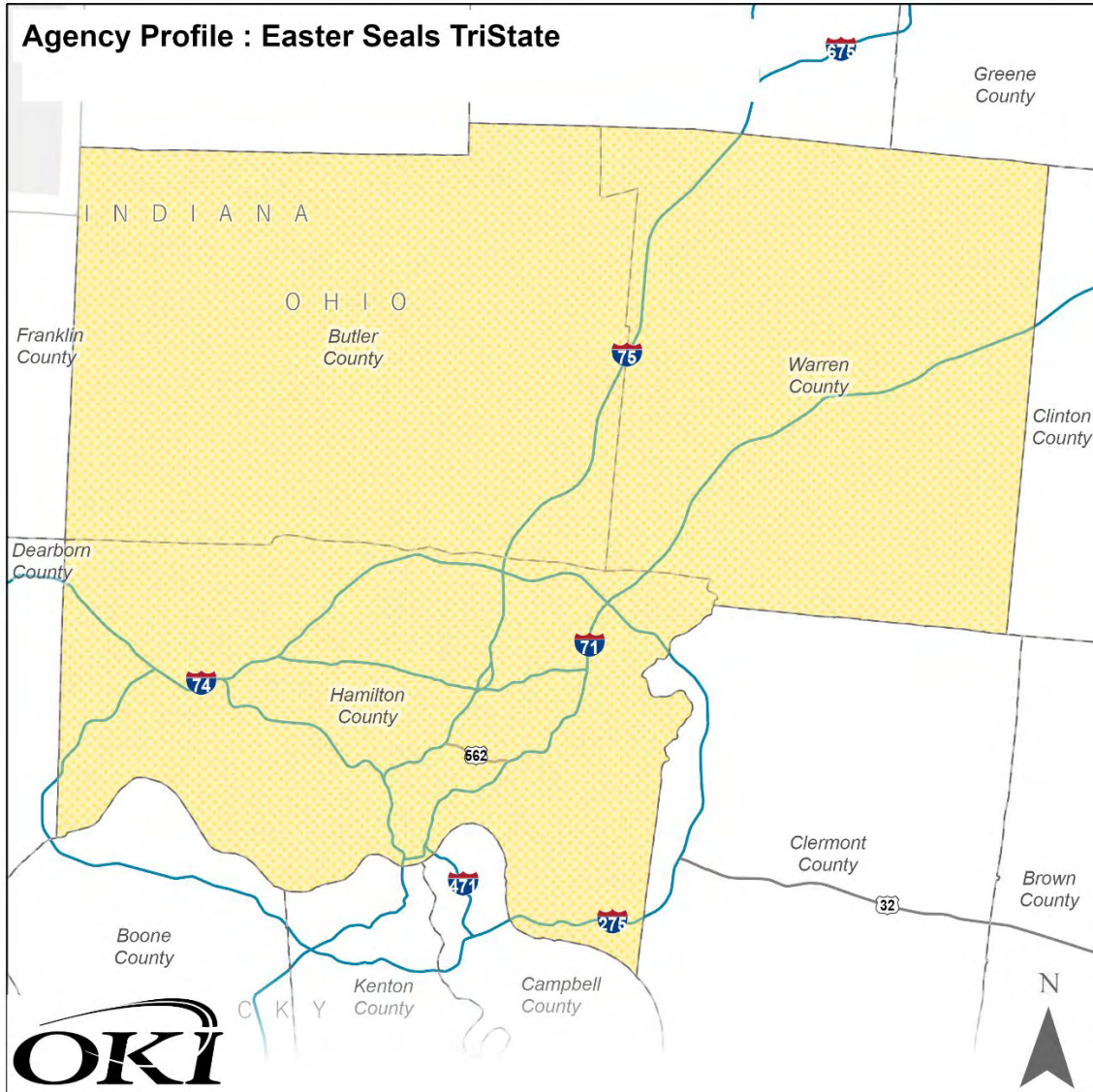
Type of Trips Provided

√	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 TriState

Transportation Service Area

Hamilton County, Butler County, with occasional service to Warren County



Destinations or Areas Served Most Frequently

Greater Cincinnati area, primarily Hamilton and Butler counties

2901 Gilbert Avenue
Cincinnati, OH 45206

Contact: Brenda Pierce

Phone: (513) 347-1566

Episcopal Retirement Homes Transportation Services

Agency Type: Private Non-Profit

Agency mission statement or general description of services

The mission of Episcopal Retirement Homes 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

Time that Service is Provided

24/7 as needed

Type of Service Provided

Door-to-door service

Eligibility Requirements

Transportation is provided to the residents of Episcopal Retirement Homes.

Fares

- 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

1-Way Trips per Month

n/a

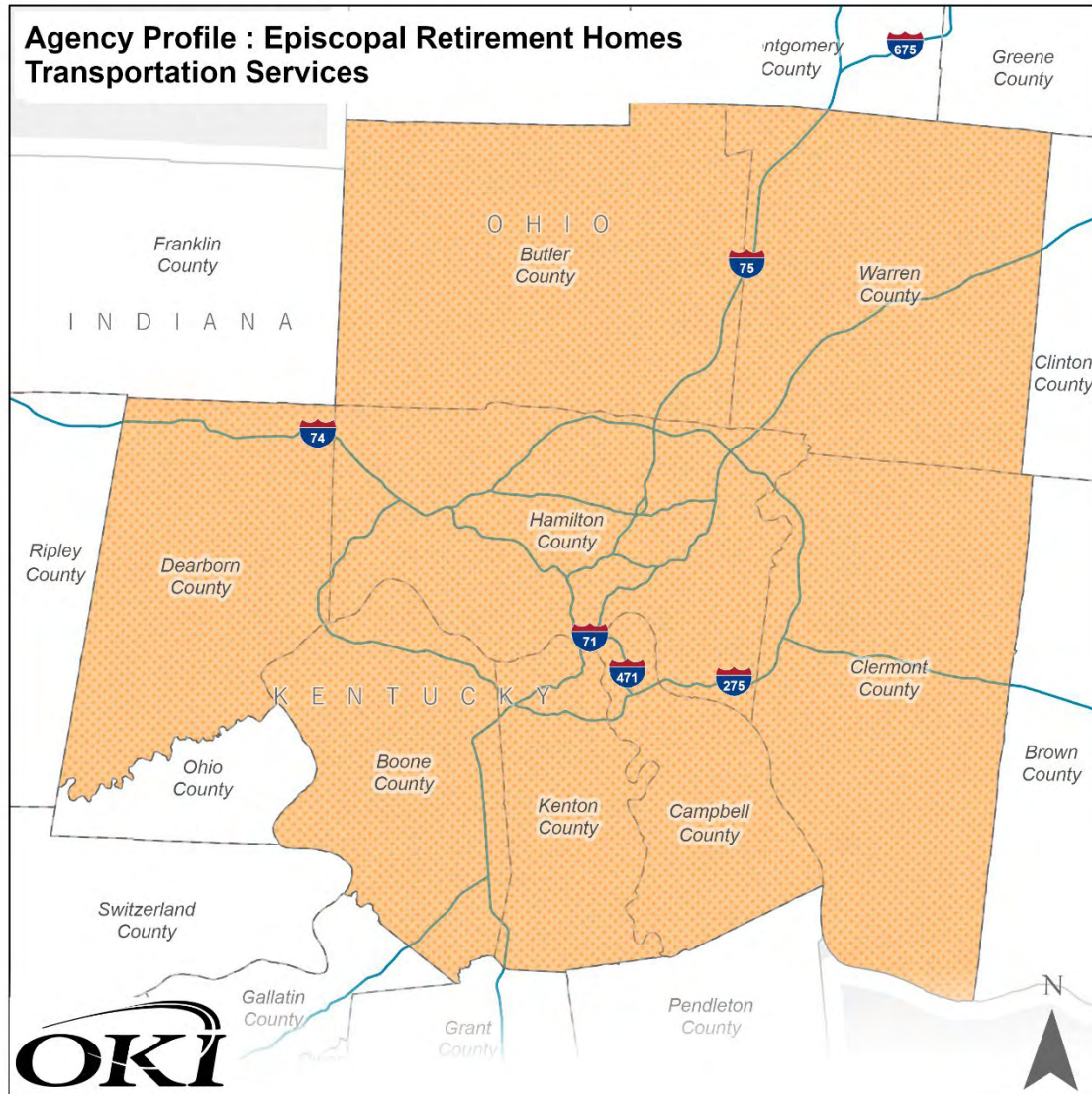
Type of Trips Provided

√	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		

Episcopal Retirement Homes Transportation Services

Transportation Service Area

The OKI region



Destinations or Areas Served Most Frequently

Hyde Park, University Hospital, CVG Airport

3870 Virginia Avenue
Cincinnati, OH 45227

Contact: Susan Cleverly
Phone: (513) 979-2209

Errands and Services

Agency Type: Private LLC

Agency mission statement or general description of services

We provide courteous, reliable, insured transportation to seniors.

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

none.

Fares

n/a

1-Way Trips per Month

n/a

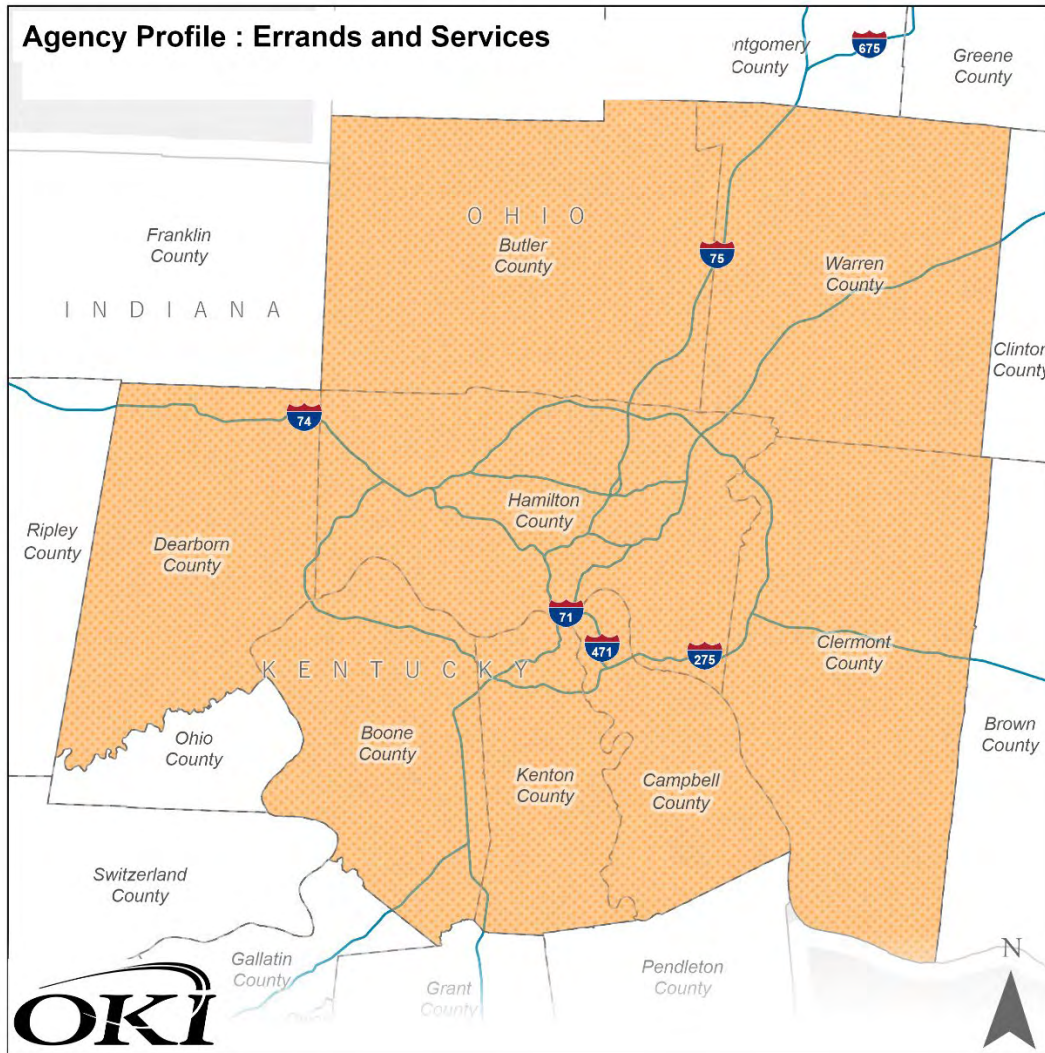
Type of Trips Provided

√	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		

Errands and Services

Transportation Service Area

The OKI region



Destinations or Areas Served Most Frequently

Area Hospitals, Airports, Local tourist attractions, Great American Ballpark, Cintas Center, 5/3rd Bank Arena, Cincinnati Museums, Aronoff Center for the Arts, Music Hall

10999 Reed Hartman Highway
Suite 219
Cincinnati, OH 45242

Contact: Yasna Hood
Phone: (513) 891-2367

Greater Cincinnati Behavioral Health Services

Agency Type: Private Non-Profit

Agency mission statement or general description of services

GCBHS mission is to help people discover and use their strengths to attain and sustain their social and emotional well being to lead productivity and fulfilling lives. In order for clients to achieve positive mental health and well being, they need to physically get to the services available at GCBHS offices and in the community as well as Phoenix Place, a consumer clubhouse. Transportation is critical to obtain and maintain supported employment and to obtain needed human service benefits such as Social Security, housing, and Medicaid. Clients also need transportation to community events in order to avoid becoming isolated in their community.

Types of specialized transportation users served

People that have mental health disabilities

Time that Service is Provided

- Prime time: 7 AM – 6 PM, Monday – Friday
- Secondary time: 6 PM – 10 PM – for evening groups
- Other times: As needed to accommodate clients, client specific weekend hours by appointment

Type of Service Provided

Demand response; door-to-door service, specializes in services to Mental Health clients, particularly those with (SPMI) severe and persistent mental illnesses.

Eligibility Requirements

- Individuals with a mental health disability
- Clermont or Hamilton residents who meet the disability requirement.
- Age 16 and over
- Client of LifePoint Solutions or Phoenix Place
- Program enrollment into case management services, therapy services, vocational services, Senior Connection, or Phoenix Place

Fares

None

1-Way Trips per Month

Approximately 149 one way trips per month; when all vehicles are in use.

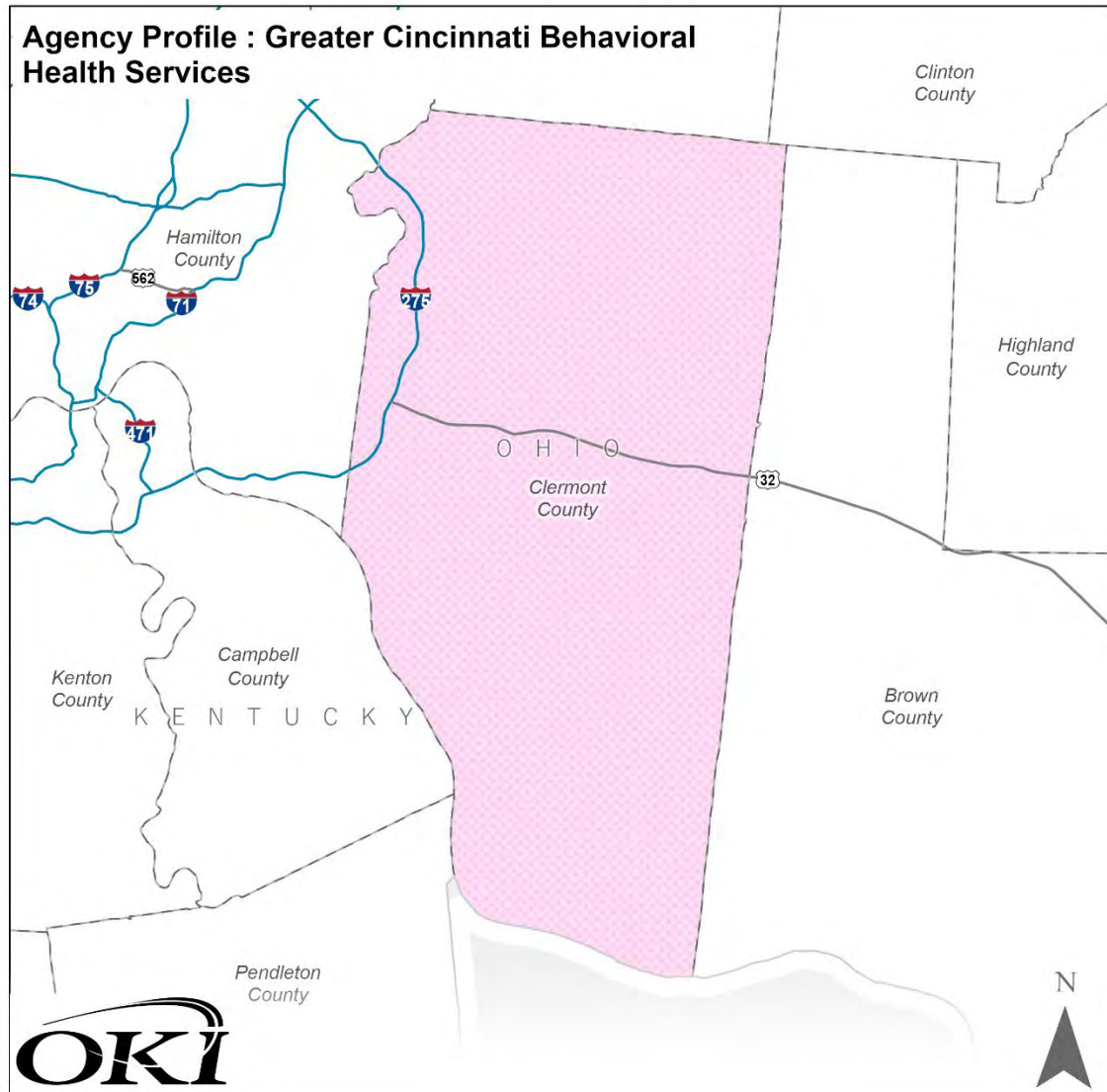
Type of Trips Provided

√	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 Counseling Center, Inc.dba LifePoint Solutions

Transportation Service Area

Clermont and portions of Hamilton County and group homes in Hamilton, Adams, Brown and Warren Counties



Destinations or Areas Served Most Frequently

Amelia, Batavia, Bethel, Cherry Grove, Mt. Carmel, Milford, and Withamsville

43 East Main Street
Amelia, OH 45102

Contact: Derrick Thompson
Phone: (513) 947-7120

Hyde Park Center for Older Adults

Agency Type: Private Non-Profit

Agency mission statement or general description of services

To enhance the intellectual, physical, social and spiritual well-being of older adults through supportive services and engaging activities. Transportation services are provided by the agency to and from the Hyde Park Center. In addition to transportation, the Center also provides case management services, wellness activities and congregate meals.

Types of specialized transportation users served

People that are elderly

Time that Service is Provided

8:45 AM to 3:30 PM

Type of Service Provided

Door-to-door service

Eligibility Requirements

Must reside in the service areas

Fares

Donation basis

1-Way Trips per Month

n/a

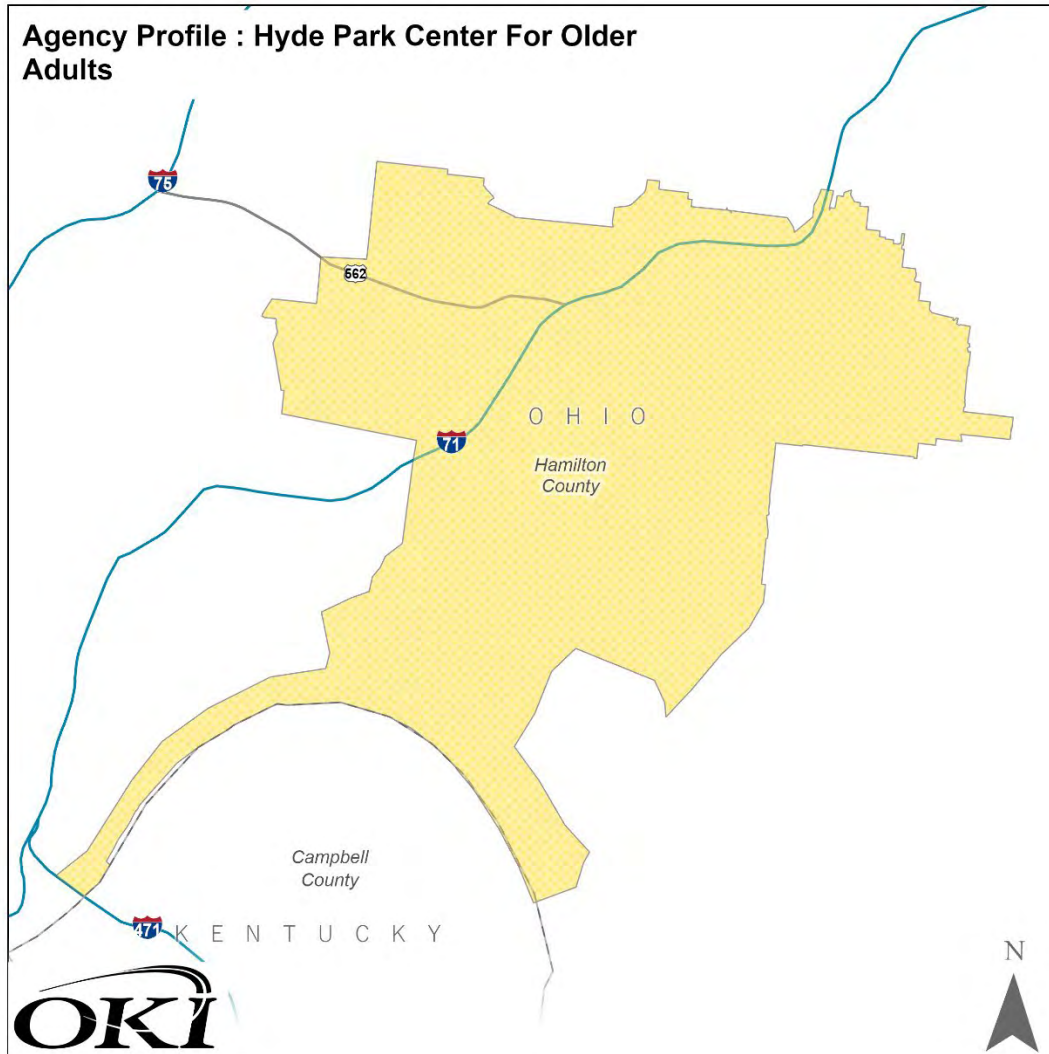
Type of Trips Provided

	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		

Hyde Park Center for Older Adults

Transportation Service Area

Neighborhoods of East End, Hyde Park, Madisonville, Mount Lookout, Oakley, O'Bryonville, and South Norwood



Destinations or Areas Served Most Frequently

Doctors office, dentist, grocery store, business appointment or to the Center

Additional Capacity: Monday-Friday, 8:45AM- 3:30PM

2800 Erie Avenue
Cincinnati, OH 45208

Contact: Susan Pittman
Phone: (513) 321-6816

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

People that are elderly or have physical disabilities or low-income; also, Russian speaking immigrants

Time that Service is Provided

Weekdays, weekends, and evenings

Type of Service Provided

Fixed route with fixed schedule and demand response; on-demand service that is door-to-door and same-day service

Eligibility Requirements

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

Fares

Request donation of \$3 from seniors

1-Way Trips per Month

2,600

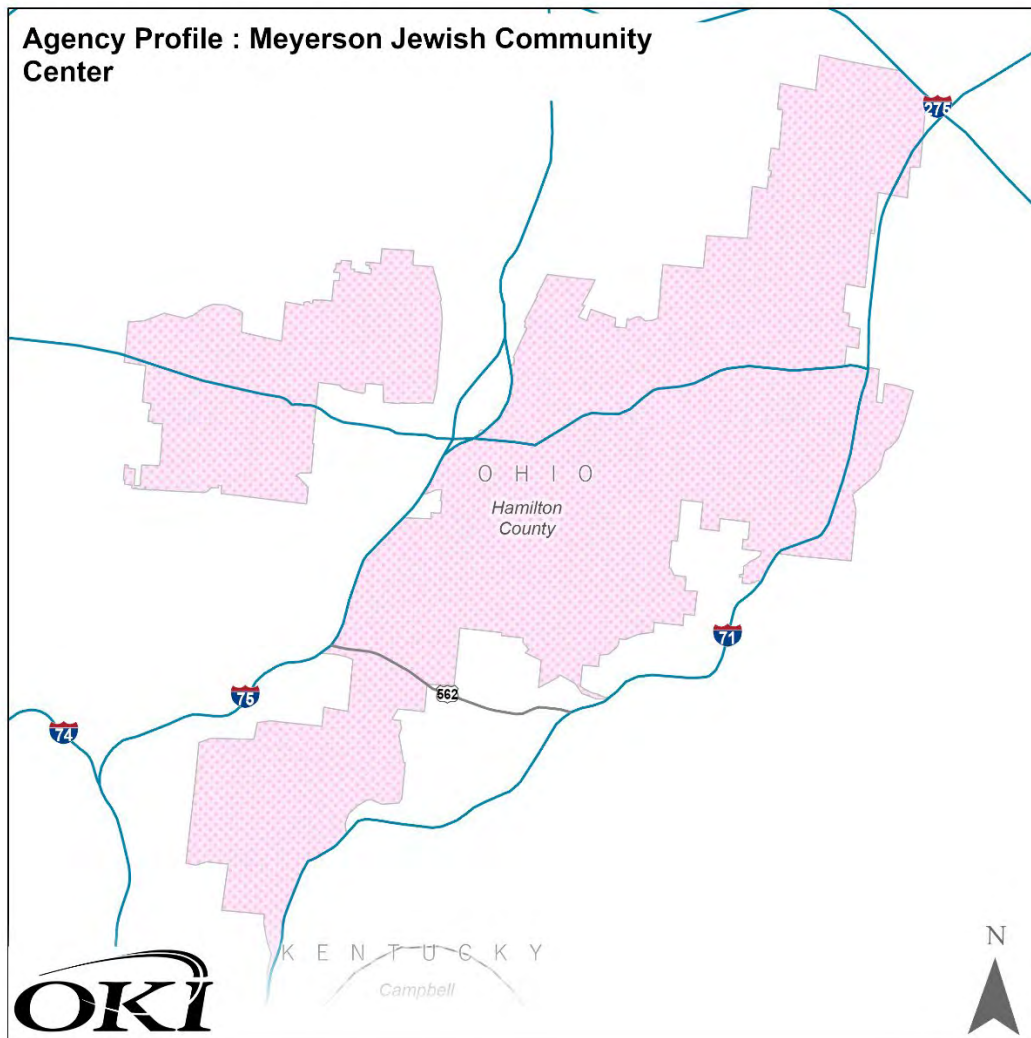
Type of Trips Provided

√	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		

Jewish Community Center of Cincinnati

Transportation Service Area

- The program for the senior adults is the only transportation program that serves the areas of Amberley, Edgemont, Golf Manor, North Avondale, and Roselawn.
- In addition, we serve seniors who reside in other areas that include; Avondale, Bond Hill, Blue Ash, Deer Park, Finneytown, Kenwood, Mason, Paddock Hills, Pleasant Ridge, Reading, Silverton, and Wyoming and need or desire to participate in the Jewish Community Center Senior Adult Service's programs and activities.



Destinations or Areas Served Most Frequently

Roselawn (zip codes 45237 and 45236) and the northern side of Cincinnati

Additional Capacity: Monday-Friday fixed route services have capacity for additional users.

8485 Ridge Road
Cincinnati, OH 45236

Contact: Chris Ellison
Phone: (513) 722-7255

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.

Services:

Demand Response

Point Deviation Service (Madison Only)

Types of specialized transportation users served

All populations

Time that Service is Provided

Monday through Friday 6 am - 6pm

Point Deviation; 8 am – 4pm

Type of Service Provided

- 1) Demand Response for Dearborn, Decatur, Jefferson, Ohio, Ripley, and Switzerland counties in Indiana
- 2) Point Deviation service which runs in a directional route pattern with limited checkpoint stops

Eligibility Requirements

Open to the general public, based on availability first come first serve basis.

Fares

Standard: \$1.50

Reduced: \$.75

Subscription: \$3.50

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

The reduced fares are available for adults over 60 years of age, children under 13 years of age and persons with a permanent disability.

1-Way Trips per Month

Between 6,200 - 7,000 per month

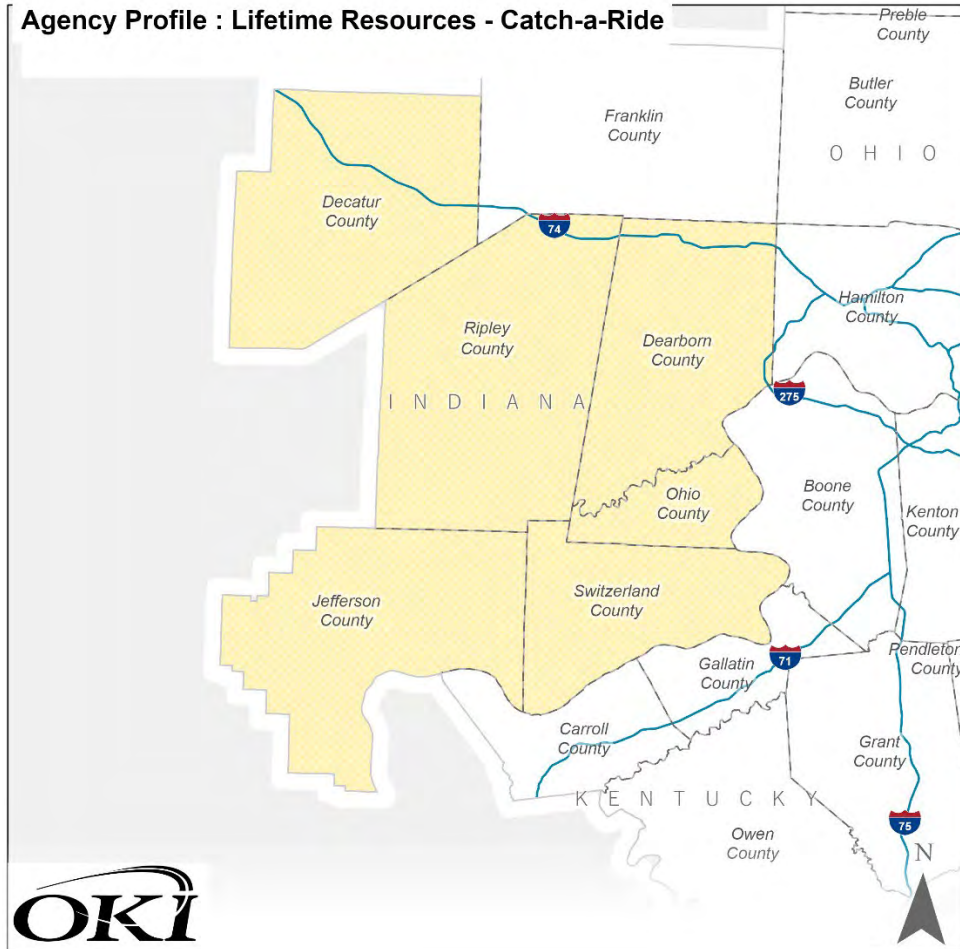
Type of Trips Provided (Check those that apply)

√	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: any general trip request with associated fare

Catch-a-Ride (Lifetime Resources)

Transportation Service Area

Dearborn, Decatur, Jefferson, Ohio, Ripley, and Switzerland counties in Indiana



Destinations or Areas Served Most Frequently

- Dearborn
- Jefferson
- Ripley
- Decatur

Additional Capacity: Varies

13091 Benedict Drive
Dillsboro, IN 47018

Contact: Michelle Guidice

Phone: (800) 330-7603

Maple Knoll Communities

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Maple Knoll Communities, Inc. is a non-profit, continuum of services provider dedicated to helping older adults live to their highest potential as individuals who seek independence, good health and personal fulfillment. Maple Knoll Communities, Inc. is committed to providing the means to help older adults achieve a wellness-based lifestyle. As a nationally recognized leader in the care and support of older adults since 1848, Maple Knoll Communities, Inc. has offered innovative, holistic residential and community-based programs that improve the quality of life and respond to individuals' changing needs as they age.

Types of specialized transportation users served

People who are elderly including individuals with disabilities, minority, and low-income populations.

Time that Service is Provided

Monday through Friday, as needed.

Type of Service Provided

On Demand/Demand Response

Eligibility Requirements

Services are provided to individuals who are elderly.

Fares

None

1-Way Trips per Month

~600

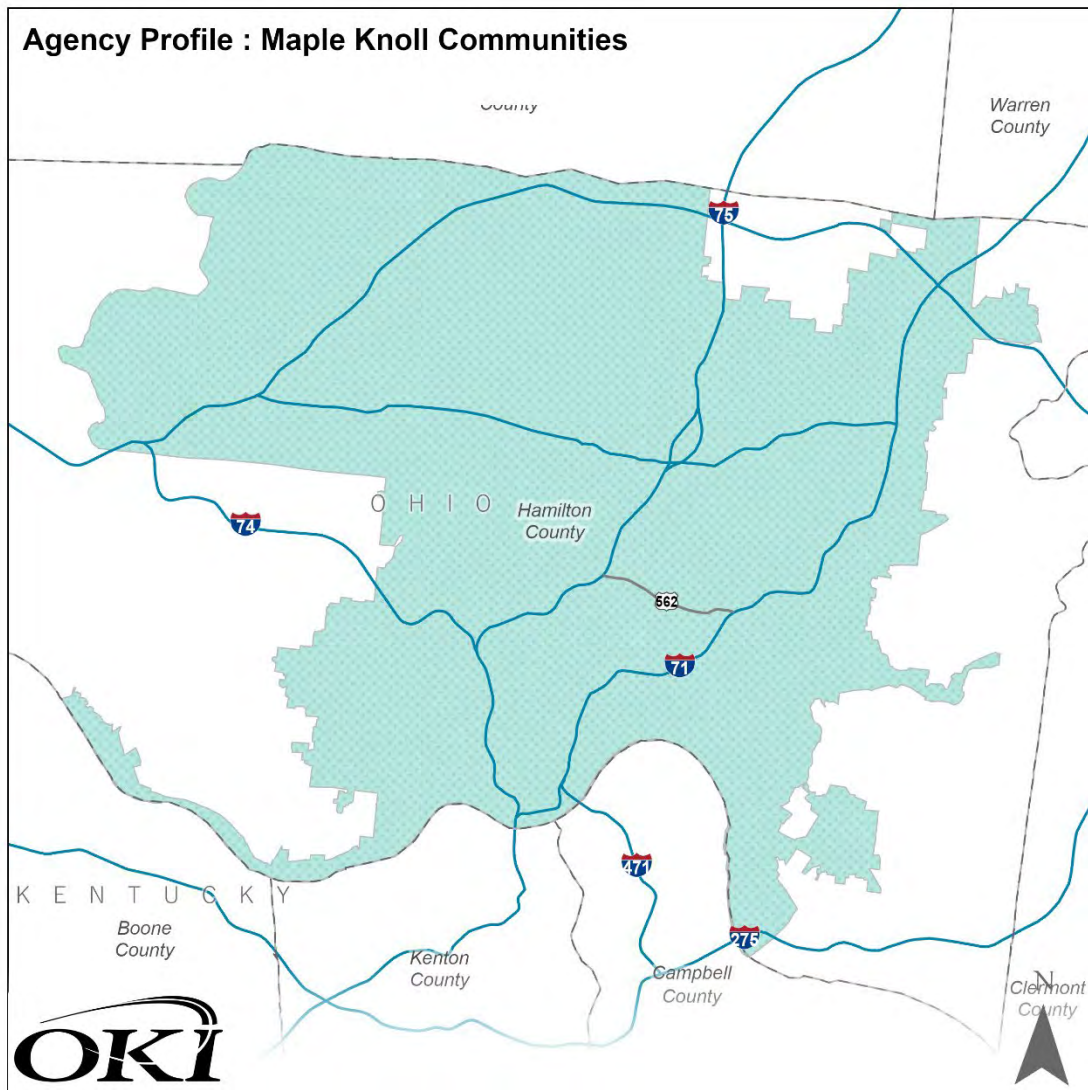
Type of Trips Provided

	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		

Maple Knoll Communities

Transportation Service Area

The City of Cincinnati and northern portions of Hamilton County.



Destinations or Areas Served Most Frequently

Medical, therapy, and dialysis appointments, as well as community centers, churches, grocery stores, and other daily needs.

11275 Springfield Pike
Cincinnati, OH 45246

Contact: Joshua Howard
Phone: (513) 686-1004

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

9:15 A.M. – 4 P.M., Monday - Friday

Type of Service Provided

- 1) A van shuttle that provides next-day service (operates weekdays in service area as described below) to travel to local businesses, restaurants, library, banks, etc.
- 2) A service provided by volunteers from the community to assist members with travel to doctor appointments.

Eligibility Requirements

Reside in service area, aged 55 and older, and able to get in and out of vehicle on their own

Fares

None; donations accepted

1-Way Trips per Month

200

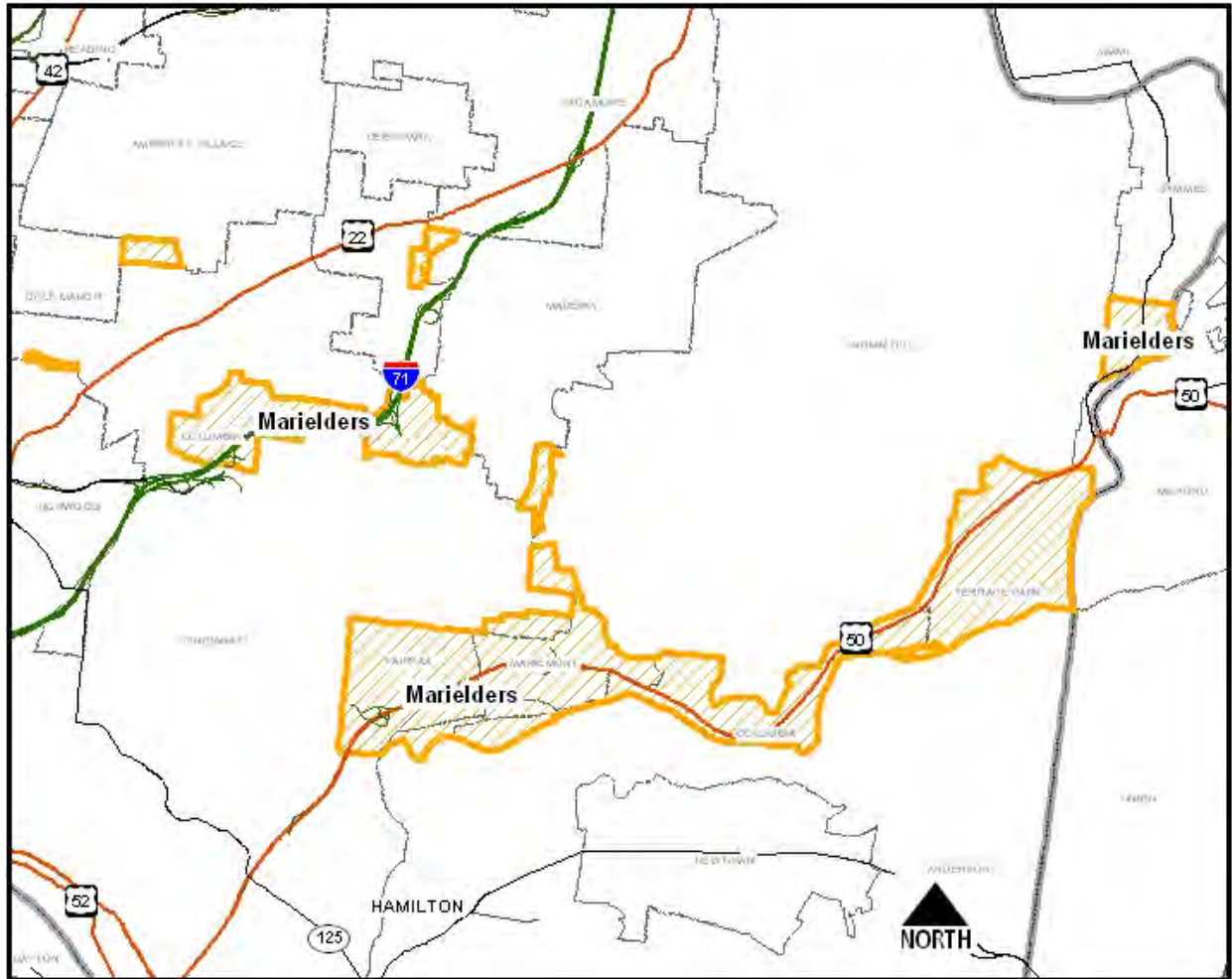
Type of Trips Provided

√	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.)

Transportation Service Area

Fairfax, Madison Place, Mariemont, Plainville, and Terrace Park



Destinations or Areas Served Most Frequently

Fairfax, Madison Place, Mariemont, Plainville, and Terrace Park

6929 Madisonville Road
Cincinnati, OH 45227

Contact: Kathy Chapman-Dick

Phone: (513) 271-5588

Meda-Care Transportation, Inc.

Agency Type: Private For Profit

Agency mission statement or general description of services

To provide medical transportation services

Types of specialized transportation users served

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

Time that Service is Provided

7 days per week by reservation – 24-hour notice to schedule

Type of Service Provided

Door-to-door service

Eligibility Requirements

Medical appointments for ESP and PASSPORT

Fares

- \$65 round trip inside the I-275 loop
- Price increases outside the I-275 loop

1-Way Trips per Month

n/a

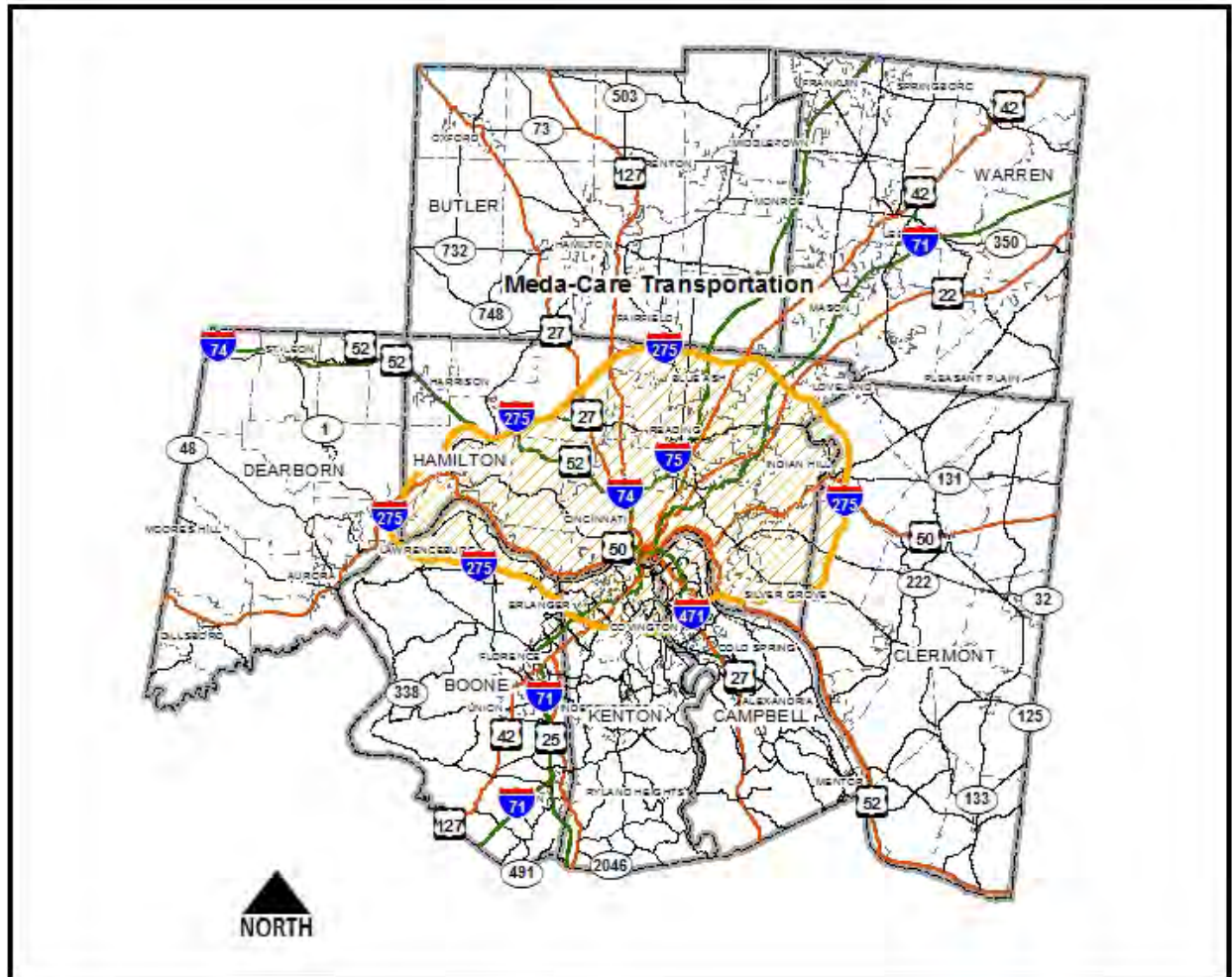
Type of Trips Provided

	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		

Meda-Care Transportation, Inc.

Transportation Service Area

Greater Cincinnati within the I-275 loop



Destinations or Areas Served Most Frequently

Local hospitals and medical facilities

10490 Taconic Terrace
Cincinnati, OH 45215

Contact: Rad Galitsky

Phone: (513) 521-4799

Mercy Health – West Park Senior Living and Rehabilitation

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Mercy Health – West Park is a senior-living community providing independent and assisted living, long-term care nursing, short-term skilled rehabilitation. Through their mission, Mercy Health extends the healing ministry of Jesus by improving the health of their communities with emphasis on people who are poor and under-served.

Types of specialized transportation users served

People that are elderly or have physical disabilities

Time that Service is Provided

Weekdays. Evening service is also provided for special events as organized by the Mercy Health – West Park Activities Department.

Type of Service Provided

Door-to-door service, thru-the-door to thru-the-door service, same-day service

Eligibility Requirements

Resident of Mercy Health – West Park

Fares

No fare.

1-Way Trips per Month

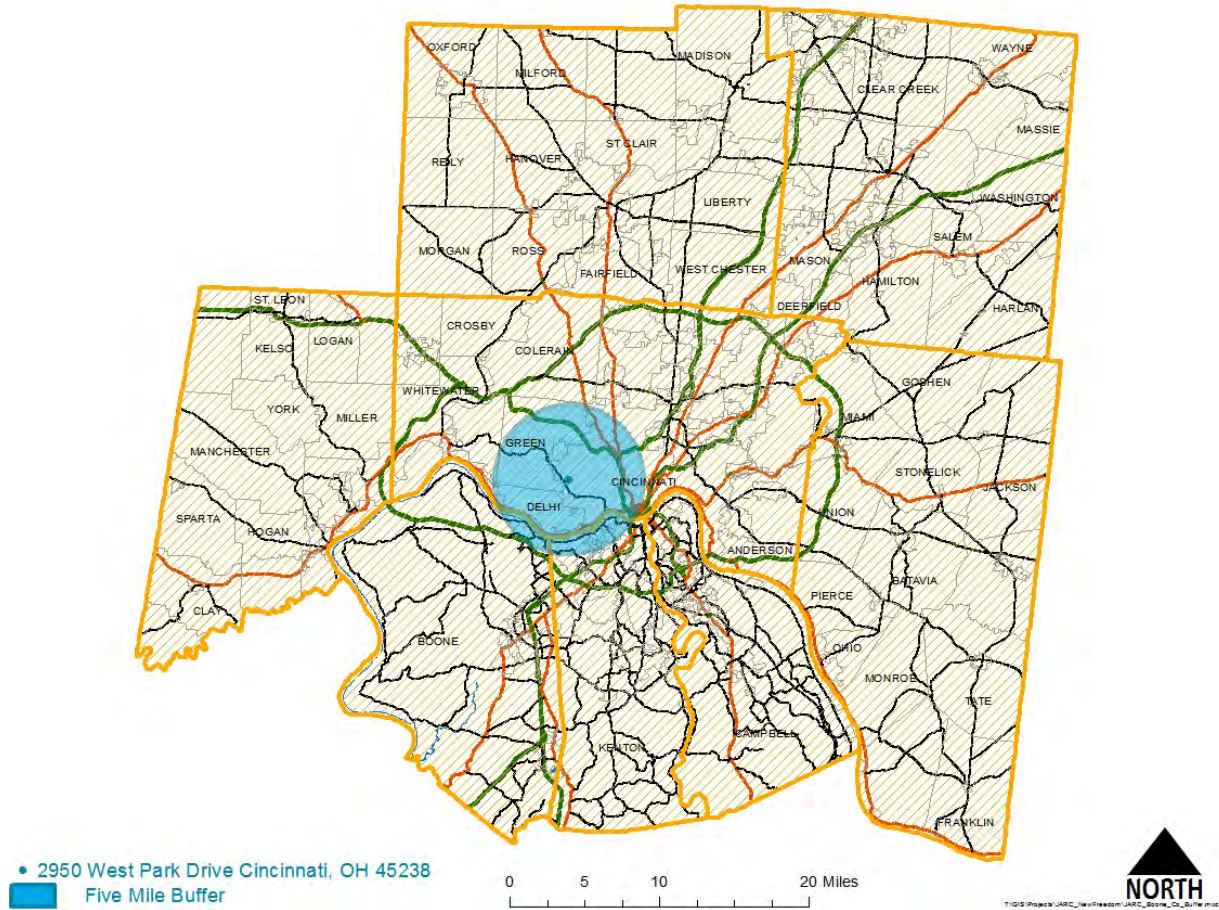
902

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		

Mercy Health – West Park Senior Living and Rehabilitation

Transportation Service Area
Entire Tri-state region



Destinations or Areas Served Most Frequently

Hospitals, medical offices, restaurants, and entertainment venues across Hamilton County and the Tri-state area. Transportation for errands (e.g. grocery, retail, banking) are provided within a 5 mile radius of Mercy Health – West Park.

2950 West Park Drive
Cincinnati, OH 45238

Contact: Michelle Hodapp

Phone: (513) 347-8222

North College Hill Senior Center

Agency Type: Private Non-Profit

Agency mission statement or general description of services

North College Hill Senior Center has served area seniors for thirty years. Our mission is to help seniors remain active and vital members of our community. To meet our mission we offer people 55 and older many exciting and diverse activities, as well as being an information resource at the Center. Wellness programming, educational events, recreational activities, and trips are among the offerings at the center. Along with this, we provide over 200 meals per month at the center and over 2200 meals per month in the community through Meals-On-Wheels. The center also provides over 3000 one way passenger trips each year. North College Hill Senior Center serves over three hundred different seniors each month and over 650 different members each year.

Types of specialized transportation users served

People that are elderly or have physical disabilities

Time that Service is Provided

Weekdays

Type of Service Provided

Door-to-door service; same-day service

Eligibility Requirements

60 and over (and companions)

Fares

Requested donation: \$3 per round-trip

1-Way Trips per Month

250

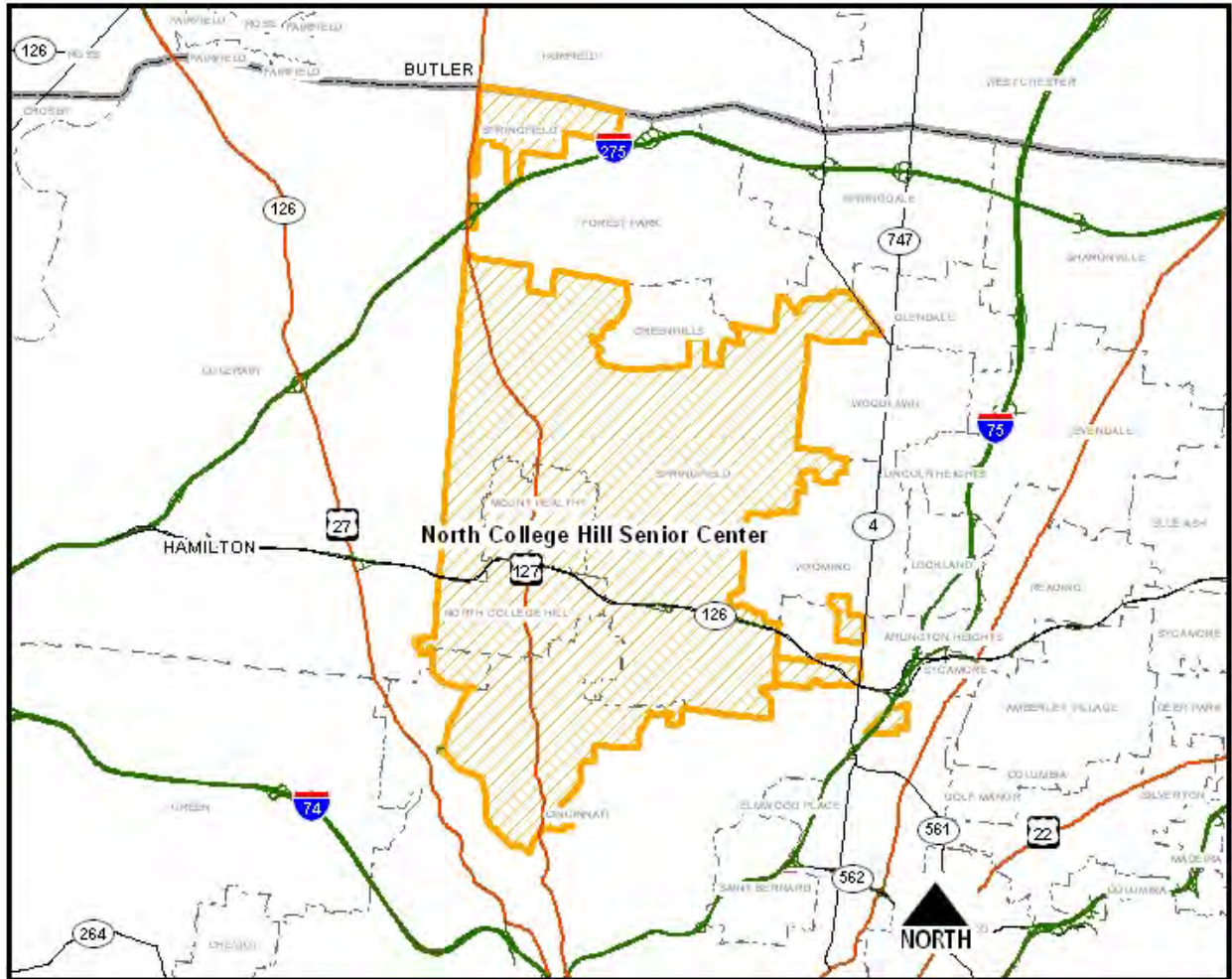
Type of Trips Provided

	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		

North College Hill Senior Center

Transportation Service Area

College Hill, Finneytown, Mt. Healthy, North College Hill, Springfield Township, and some of western Hamilton County



Destinations or Areas Served Most Frequently

Same as geographic service area

1586 Goodman Avenue
Cincinnati, OH 45224

Contact: Brandy May

Phone: (513) 521-3462

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 or low-income

Time that Service is Provided

Weekdays and limited rides on Sunday morning

Type of Service Provided

Door-to-door service and through-the-door to through-the-door service; same-day and next-day service

Eligibility Requirements

60 years minimum; disabled of any age

Fares

Yes; suggested donation

1-Way Trips per Month

500

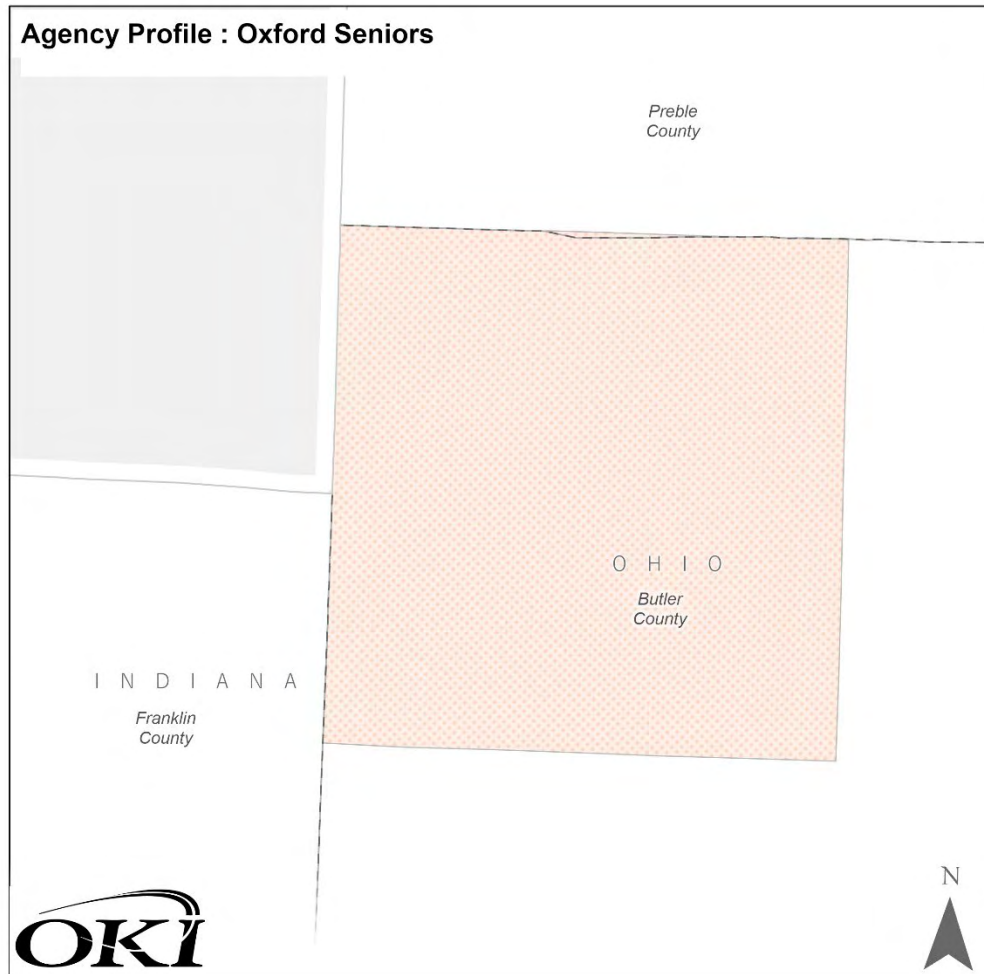
Type of Trips Provided

√	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		

Oxford Senior Citizens, Inc.

Transportation Service Area

City of Oxford and Oxford Township; trips to Hamilton by appointment



Destinations or Areas Served Most Frequently

Medical appointments, grocery shopping

922 Tollgate Drive
Oxford, OH 45056

Contact: Steve Schabl

Phone: (513) 523-8100

Partners in Prime/Community First Solutions – The Fleet

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Partners in Prime, formerly Senior Citizens, Inc. Butler County, provides diverse enrichment and supportive opportunities that enhance the quality of life for older adults in southern Butler County. Individuals and the community benefit through the education, nutrition, recreation, social service, transportation, and wellness programs.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

7:30 AM – 4:30 PM, Monday – Friday

Type of Service Provided

Demand response; suggest several days advance scheduling

Eligibility Requirements

60 years of age or older; phone pre-screening for first-time users at 513-867-9195. Many riders referred by payers such as PASSPORT and Butler County Elderly Services program.

Fares

Suggested contribution of \$5.00 per one way trip; this may be waived based on rider having referral payment source (both rider and driver will know in advance). Private pay trips also available at negotiated rates.

1-Way Trips per Month

1350

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

Partners in Prime – Prime Transportation

Transportation Service Area

Southern Butler and Warren Counties



Destinations or Areas Served Most Frequently

Fort Hamilton Hospital, Mercy South Hospital, DaVita Dialysis Center and Dialysis Specialists of Fairfield

230 Ludlow Street
Hamilton, OH 45011

Contact: Ed Giuliano

Phone: (513) 867-9195

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

Schedule appointments between 9:00AM and 2:00PM to allow time for transportation to and from appointments.

Type of Service Provided

Door-to-door service

Eligibility Requirements

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

Fares

None

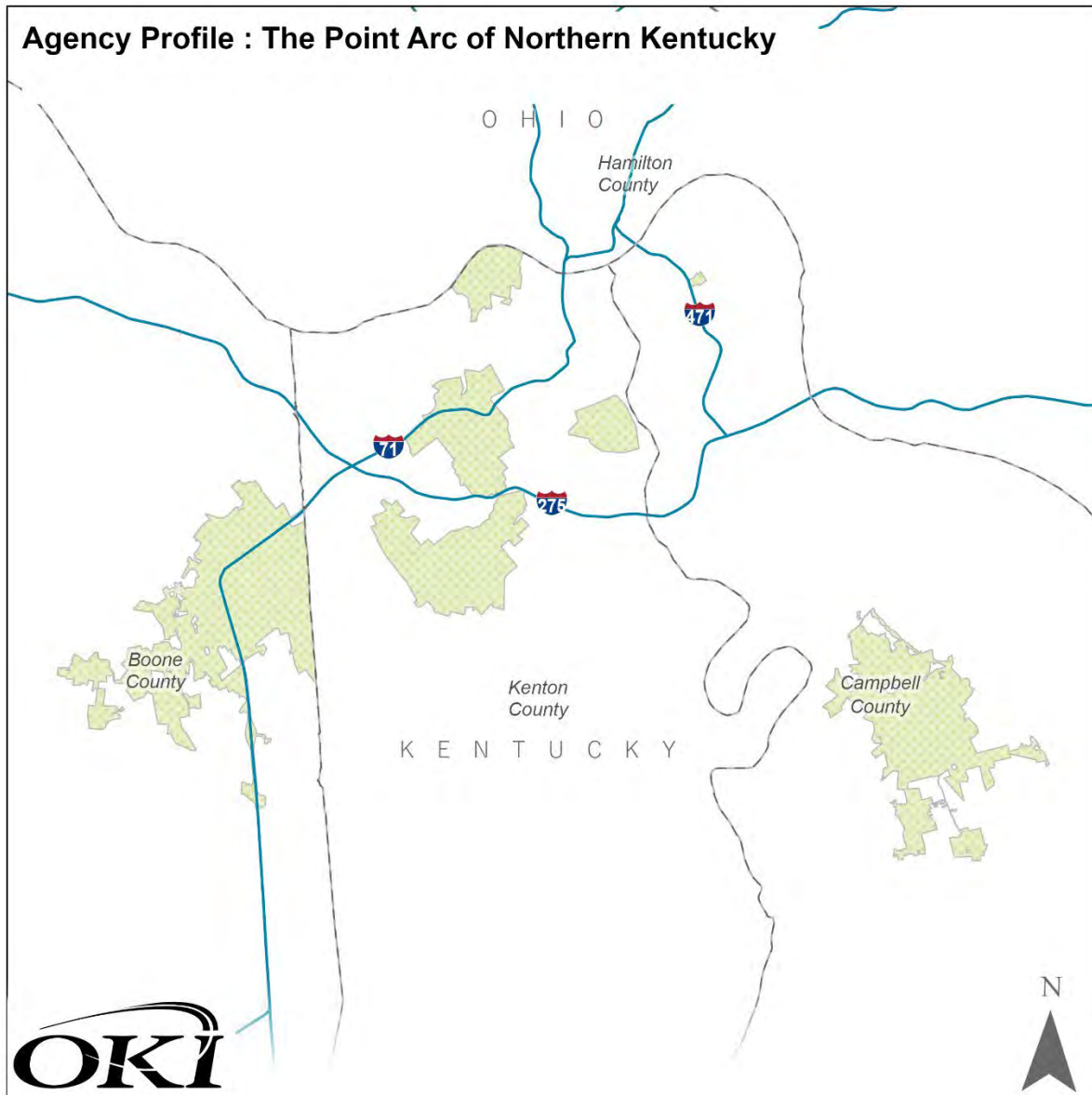
Type of Trips Provided

	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		

The Point Arc of Northern Kentucky

Transportation Service Area

Transportation is only provided for individuals who live in The Point Arc of NKY residential homes.
(Woodlawn, Edgewood, Alexandria, Ludlow, Burlington, Latonia, Florence and Ft. Mitchell)



Destinations or Areas Served Most Frequently
Community outings and medical appointments

104 W. Pike Street
Covington, KY 41011

Contact: Ashley Edwards
Phone: (859) 491-9191

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 endeavor to minister to the whole person and strives to operate our residential facilities which preserves and promotes human dignity, self determination, individual freedom and accustomed lifestyle.

Types of specialized transportation users served

People that are elderly, have physical disabilities, mental disabilities, and low income.

Time that Service is Provided

Weekdays, Weekends (for special events), and Evenings (for special entertainment outings)

Type of Service Provided

Fixed route with fixed schedule, door-to-door service, thru-the-door to thru-the-door service, scheduled events/trips.

Eligibility Requirements

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

Fares

\$3.00 - \$6.00 round trip

1-Way Trips per Month

40

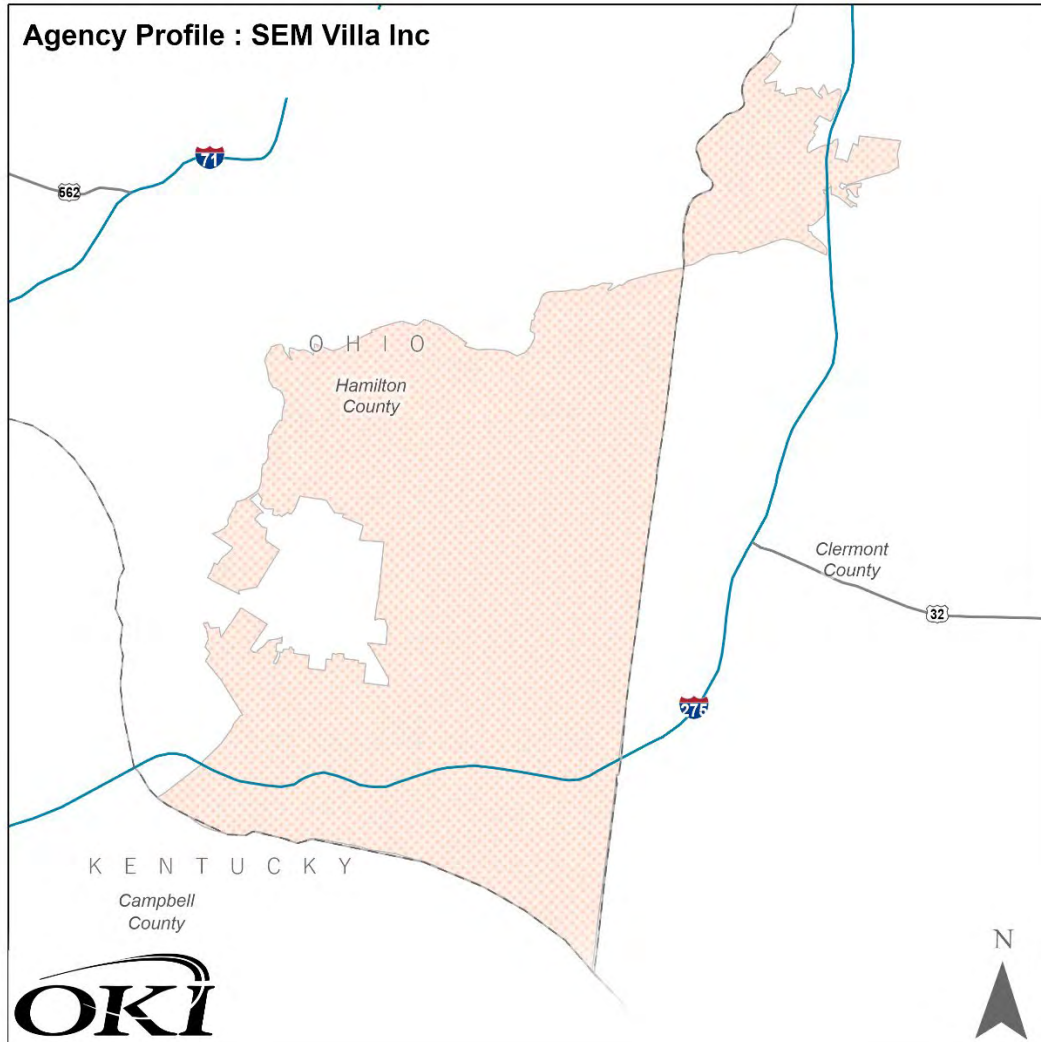
Type of Trips Provided

√	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

Service for four SEM communities in the Milford, Anderson Township and greater east side of Cincinnati/Hamilton County.



Destinations or Areas Served Most Frequently

Milford, Anderson Township and greater east side of Cincinnati and Hamilton County.

201 Mound Street
Milford, OH 45150

Contact: Julie Foley, Administrator

Phone: (513) 831-3262

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 respite, 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

8 AM – 3 PM, 7 days a week

Type of Service Provided

Demand response; door-to-door and same-day service

Eligibility Requirements

All individuals are served through county DD programs

Fares

No

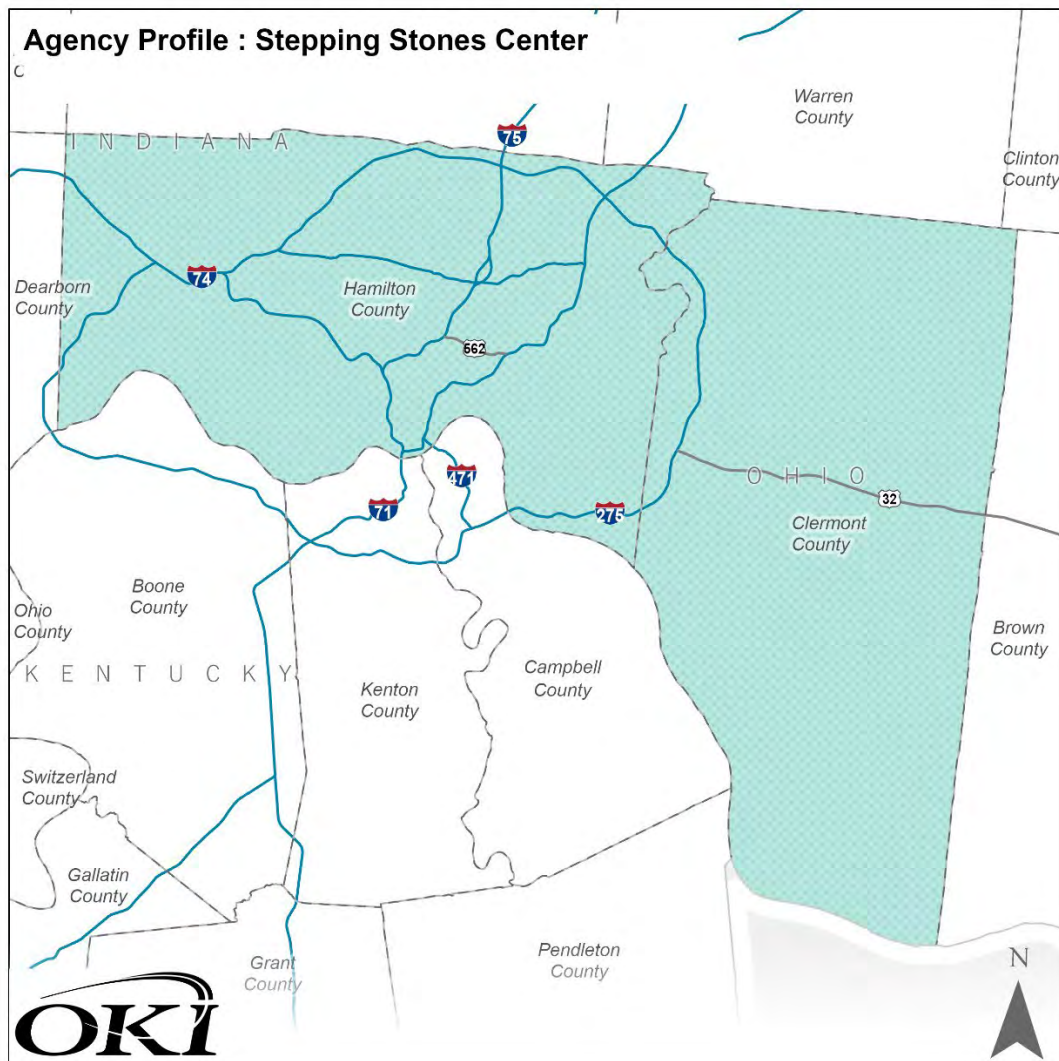
1-Way Trips per Month

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

Transportation Service Area
Clermont and Hamilton Counties



Destinations or Areas Served Most Frequently
Tri-State Area (Ohio, Kentucky, and Indiana)

5060 Given Road
Cincinnati, OH 45243

Contact: Christine Guillory

Phone: (513) 965-5101

The Knolls of Oxford

Agency Type: Private Non-Profit

Agency mission statement or general description of services

The Knolls of Oxford is a non-profit continuing care retirement community, owned and operated by Maple Knoll Communities Inc., with a history of more than 165 years of serving older adults. The Knolls of Oxford is a Continuing Care Retirement Community designation by CARF, the International Commission on Accreditation of Rehabilitation Facilities. Maple Knoll Communities is a nonprofit organization, and its communities offer a full continuum of care for its residents.

Types of specialized transportation users served

People that are elderly. Some residents have physical disabilities, mental disabilities, and some are low income.

Time that Service is Provided

24/7

Type of Service Provided

Fixed route with fixed schedule, door-to-door service, thru-the-door to thru-the-door service, demand response/on-demand, same-day service, next-day service

Eligibility Requirements

Resident or in the care of The Knolls of Oxford or in partnership with social service organizations for activities, community service and/or outreach.

Fares

No

1-Way Trips per Month

440

Type of Trips Provided

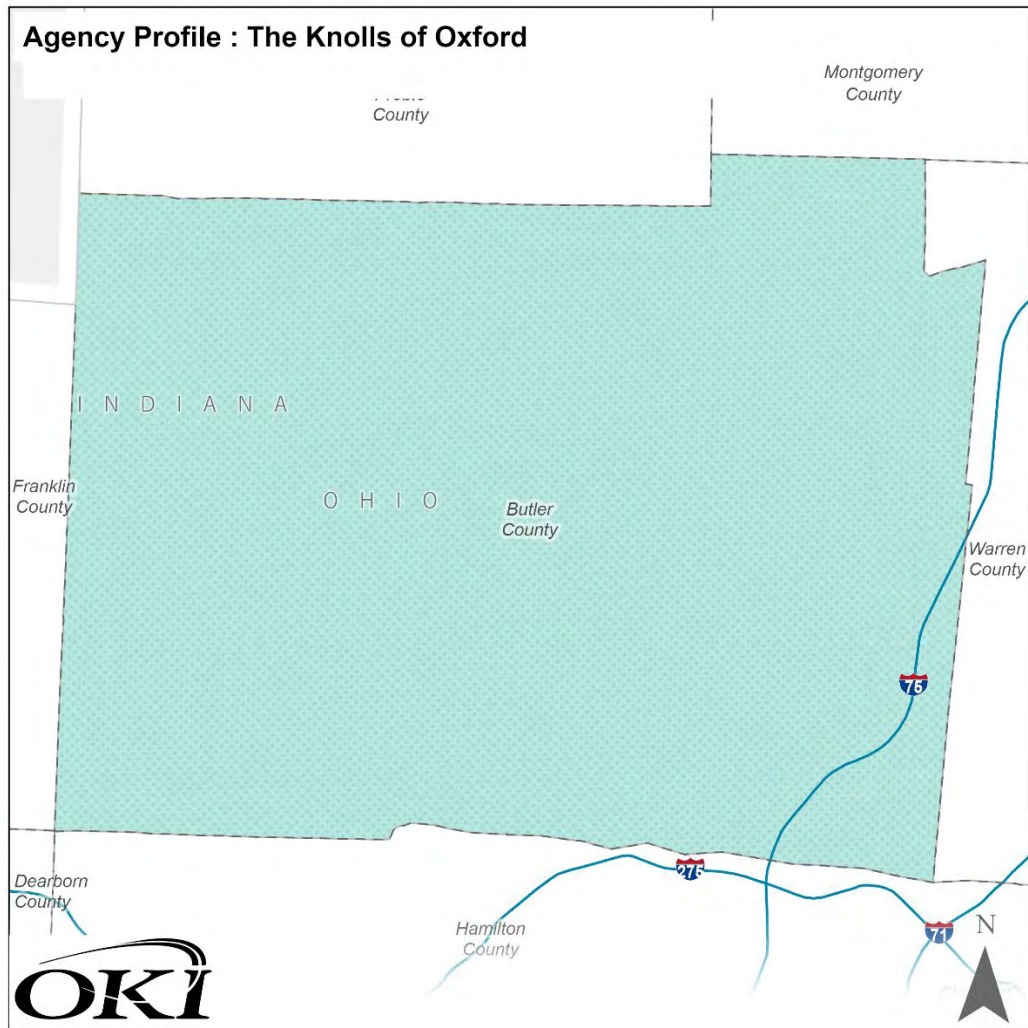
√	General transportation		Places of employment
	Transit agency		Job training
√	Residential/home service	√	Grocery shopping
√	Nursing homes, retirement centers, senior centers	√	Other life maintenance: shopping, post office, banking
√	Social service agencies/organizations	√	Social or entertainment
√	Medical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

- * 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.

The Knolls of Oxford

Transportation Service Area

Primarily Oxford, Ohio and Butler County vicinities. Will travel up to a 75 mile radius from the campus/community.



Destinations or Areas Served Most Frequently

Destinations in Oxford, Ohio for basic needs and medical/health transportation: grocery store, errands, banks, doctor appointments, pharmacy, Miami University campus. There are also transportation needs at times to Cincinnati, Dayton, Hamilton, Middletown and occasionally Richmond, Indiana.

6727 Contreras Road
Oxford, OH 45056

Contact: Steve Hughes

Phone: (513) 524-7771

UTS

Agency Type: Private For Profit

Agency mission statement or general description of services

UTS provides high quality transportation solutions. Our unsurpassed safety records, quality assurance standards, drivers and vehicles are only a few reasons why more than 100 local agencies and school districts rely on us for their transportation needs. For over 30 years, UTS has exceeded our clients' expectations. What sets UTS apart from the other vendors is our ongoing dedication to safety, superior customer care and continued investment in the latest transportation industry technology.

Types of specialized transportation users served

People that are elderly or have mental or physical disabilities

Time that Service is Provided

24/7 everyday as needed

Type of Service Provided

On-demand;

Eligibility Requirements

None

Fares

Through government contract

1-Way Trips per Month

66,000

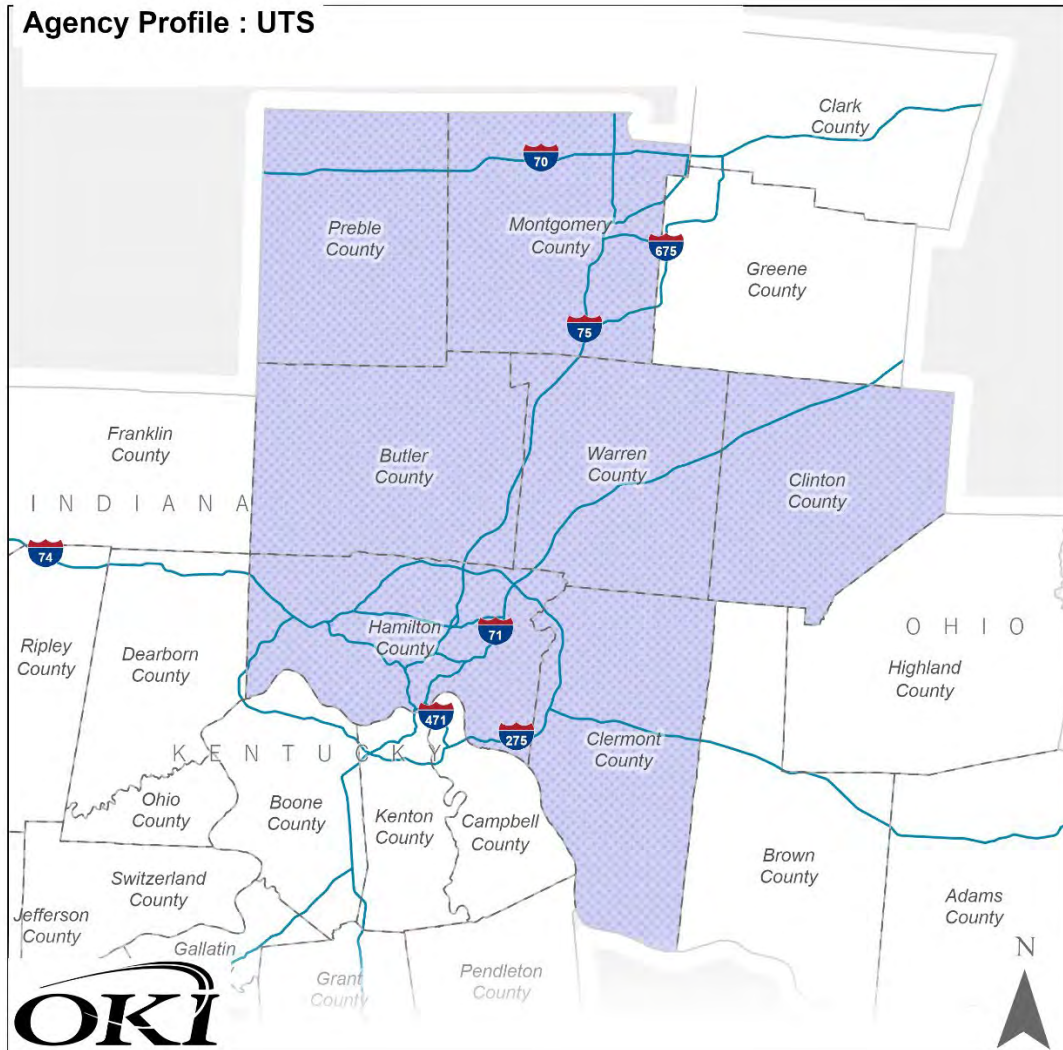
Type of Trips Provided

√	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		

UTS

Transportation Service Area

Southwest and Central Ohio, counties include Butler, Hamilton, Warren, Clermont in the OKI region, and Preble, Montgomery, and Clinton in Ohio.



Destinations or Areas Served Most Frequently

Cincinnati region

5284 Winton Road
Fairfield, OH 45014

Contact: Susan Smith

Phone: (513) 858-7918

Veterans Hospital

Agency Type: Government

Agency mission statement or general description of services

To provide sick and disabled veterans transportation to and from the VA medical facility

Types of specialized transportation users served

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

Time that Service is Provided

n/a

Type of Service Provided

Door-to-door service

Eligibility Requirements

Must be a veteran and meet one of the following criteria:

- 30% or greater service connected disability
- Homebound
- Aide in attendance
- Income with no dependents

Fares

Needs MD authorization – MD must complete written request for transportation

1-Way Trips per Month

n/a

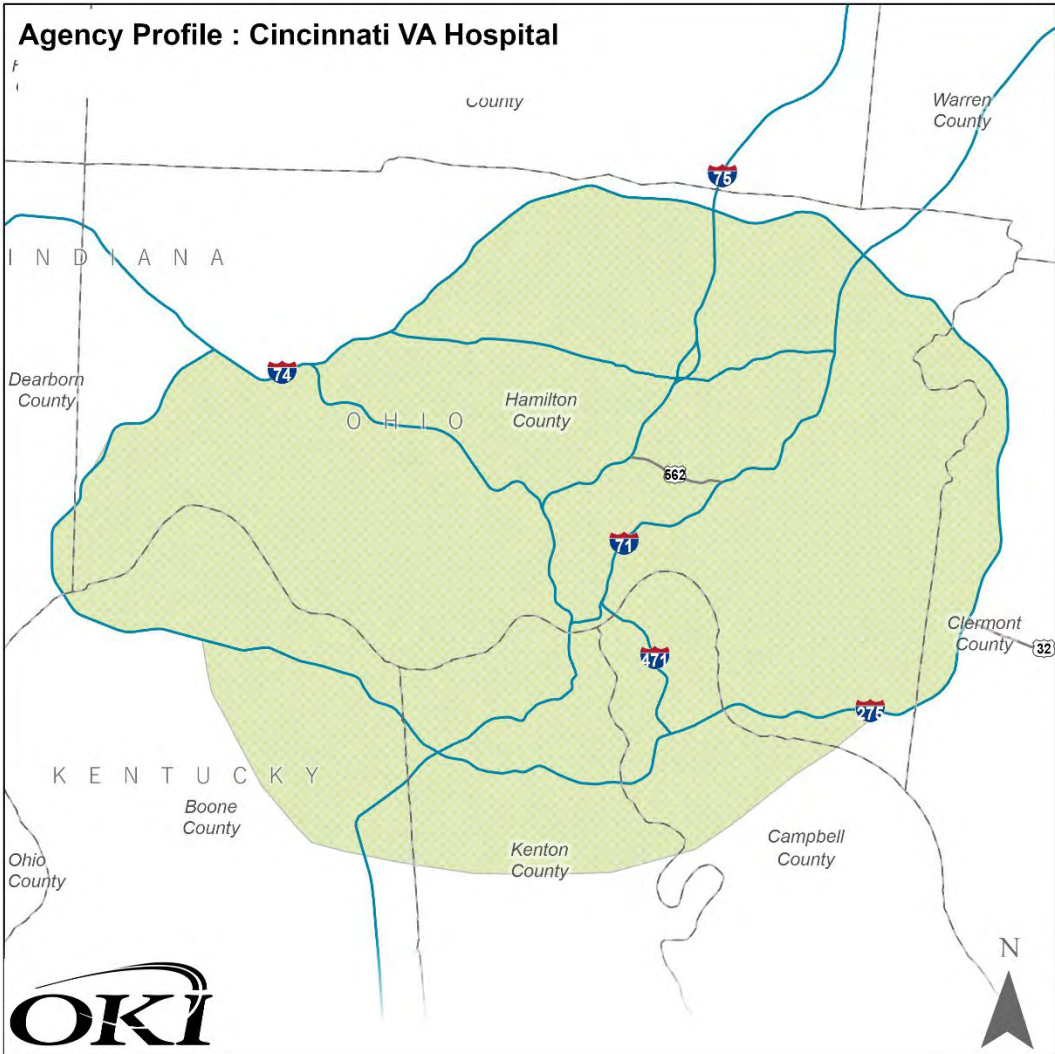
Type of Trips Provided

	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		

Veterans Hospital

Transportation Service Area

All areas of Ohio and parts of Kentucky and Indiana



Destinations or Areas Served Most Frequently

VA medical facilities

3200 Vine Street
Cincinnati, OH 45220

Contact: Charles McGrevey

Phone: (513) 475-6502 or (513) 475-6504

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

People who are elderly, people who have mental and physical disabilities and people who are low income

Time that Service is Provided

24/7

Type of Service Provided

Demand Response/On Demand

Eligibility Requirements

Medicaid-eligible or private-pay or Vocational Rehabilitation authorized; must have a disability but not require an attendant.

Fares

None

1-Way Trips per Month

426

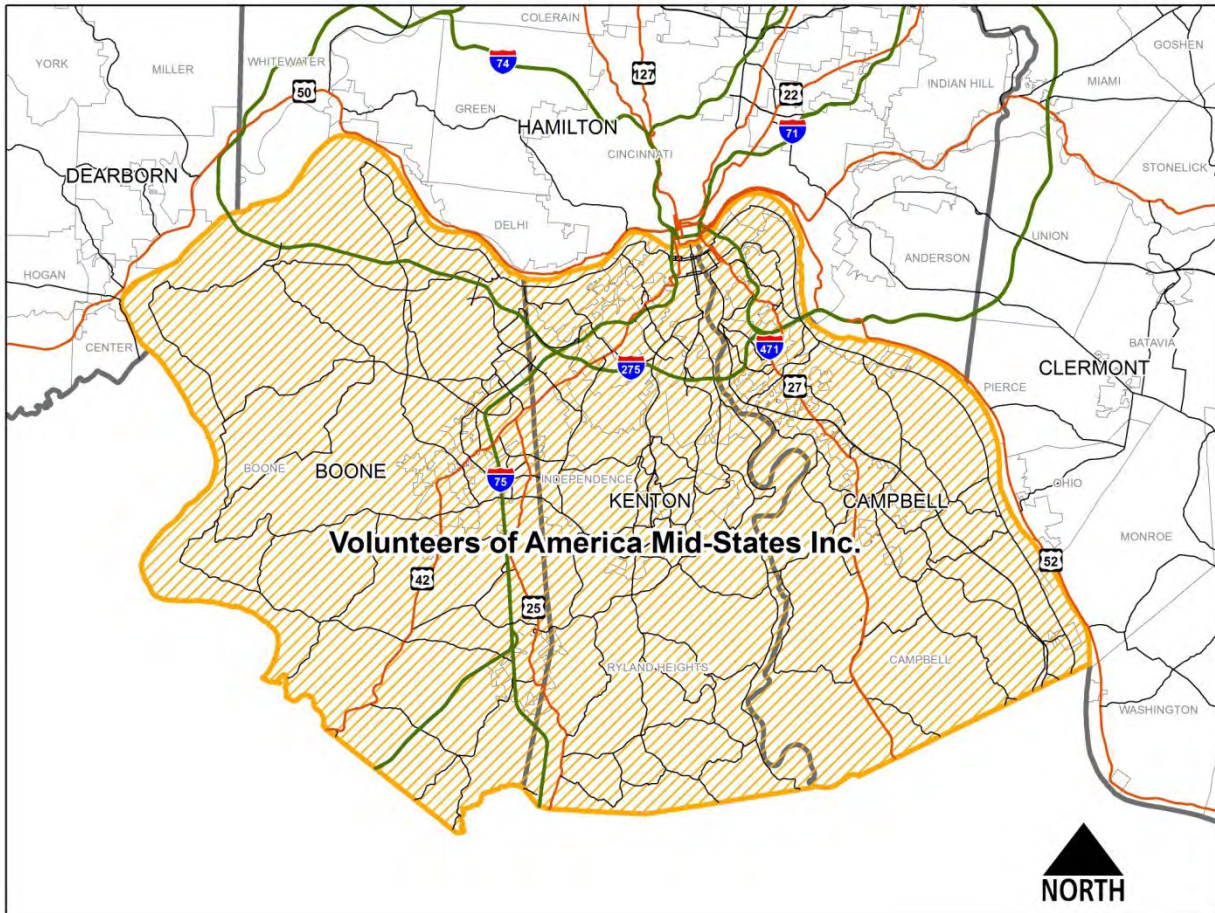
Type of Trips Provided

√	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		

Volunteers of America Mid-States Inc.

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.



Destinations or Areas Served Most Frequently

Area hospitals, doctor's offices, and community centers within the Northern Kentucky tri-county area

570 S Fourth Street, Suite 100
Louisville, KY 40202

Contact: Andrea Walden

Phone: (502) 636-0771

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

8AM – 5PM, Monday – Friday; earlier or later trips as scheduled

Type of Service Provided

Demand response/ on-demand that is door-to-door or through-the-door to through-the-door service; same-day or next-day service as schedule allows

Eligibility Requirements

- Medical transportation: 60 years and older with a need for services evidenced by some functional loss or inability to complete at least two ADL's and/or IADL's
- Non-medical transportation: group of at least 3 people that is picked up at one location and going to the same destination

Fares

Yes; donations are accepted

Medical transportation may involve a cost share based on income, but this money is for the administrative agency (AAA) and not our service

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		

Wesley Community Services

Agency Type: Private Non-Profit

Agency mission statement or general description of services

Wesley Community Services seeks to support the independence of seniors and individuals with disabilities by providing a range of home and community based services that allows a full and productive life in their own homes.

Types of specialized transportation users served

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

Time that Service is Provided

4 AM – 9 PM, Monday - Saturdays

Type of Service Provided

Demand response; door-to-door or through-the-door to through-the-door service; same-day service

Eligibility Requirements

Primarily transport individuals with disabilities to job sites; seniors to medical appointments and able to provide social transportation, and private pay transportation to seniors.

Fares

Reimbursed for trips through contracts

Transportation available for private pay: cost determined by the trip distance

1-Way Trips per Month

2,500

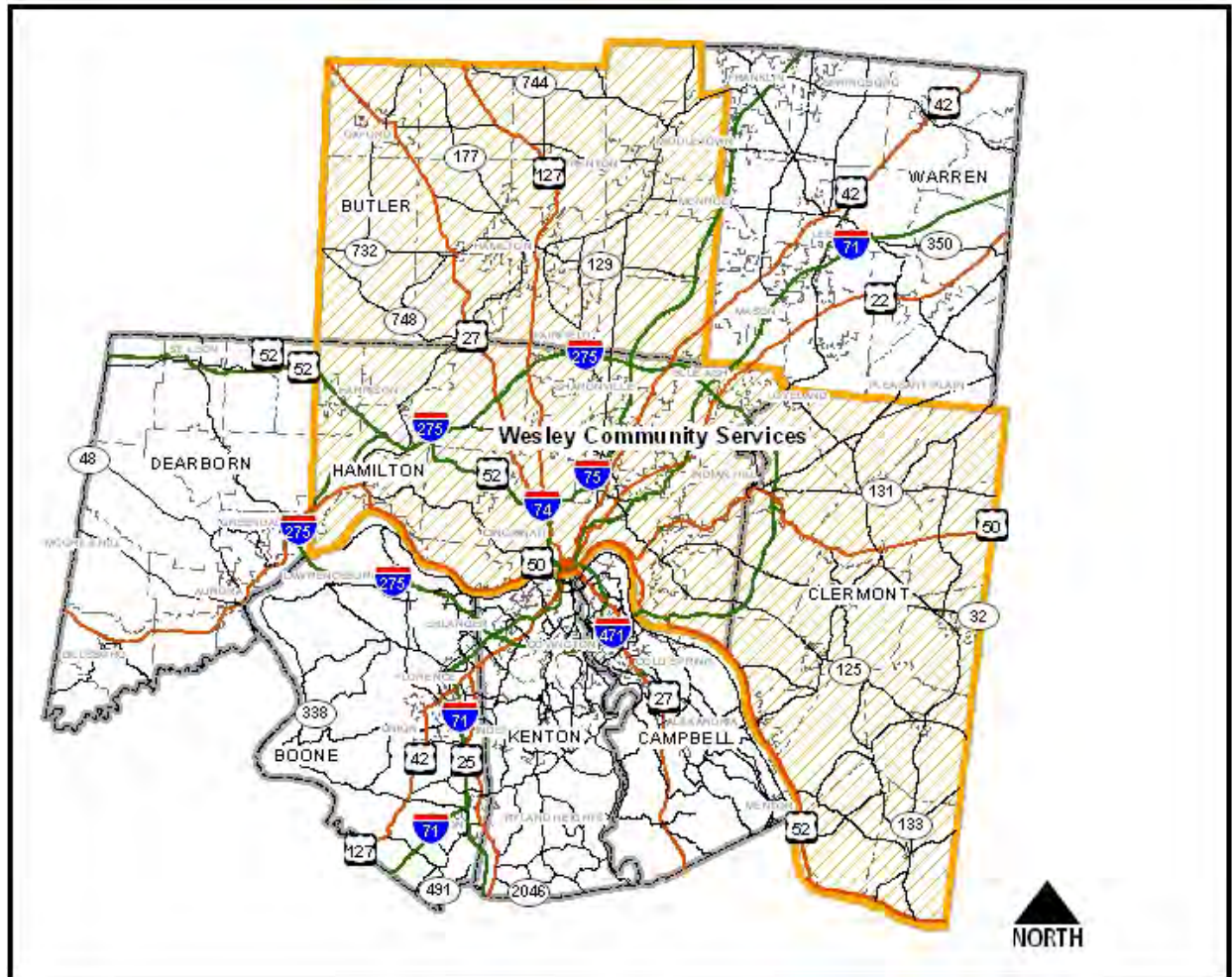
Type of Trips Provided

	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		

Wesley Community Services

Transportation Service Area

Butler, Clermont, and Hamilton Counties



Destinations or Areas Served Most Frequently

Primarily residents who live in Hamilton County, Ohio

2091 Radcliff Drive
Cincinnati, OH 45204

Contact: Jennifer Steele

Phone: (513) 661-2777