



1650 Research Boulevard • Rockville, Maryland 20850-3195
tel. 301-251-1500 • fax 301-294-2040 • www.westat.com

**PUBLIC TRANSIT – HUMAN SERVICES
TRANSPORTATION COORDINATION PLAN
FOR GREENE, MIAMI, MONTGOMERY, AND
PORTIONS OF NORTHERN WARREN
COUNTY, OHIO**

***TRANSPORTATION PROVIDERS, PURCHASERS,
COSTS, ORIGINS, AND DESTINATIONS***

April 3, 2008

prepared for the

Miami Valley Regional Planning Commission

By

WESTAT

in conjunction with

Nelson\Nygaard Consulting Associates, Inc.

Nelson Development, Ltd.

Center for Urban and Public Affairs, Wright State University

TABLE OF CONTENTS

<u>Chapter</u>		<u>Page</u>
	EXECUTIVE SUMMARY	S-1
	Overall Findings	S-1
	Greene County	S-2
	Miami County	S-4
	Montgomery County	S-5
	Northern Warren County	S-7
	Regional transportation Providers and Purchasers	S-8
	Summary	S-9
1	INTRODUCTION AND METHODOLOGY.....	1
2	GREENE COUNTY	6
	Transportation Providers	6
	Transportation Purchasers	9
	Coordination of Transportation Services	11
	Assessment of Transportation Gaps	11
	Trip Origins and Destinations	12
	Demand Projections	13
	Transportation Costs	15
3	MIAMI COUNTY.....	18
	Transportation Providers	18
	Transportation Purchasers	19
	Coordination of Transportation Services	20
	Assessment of Transportation Gaps	20
	Trip Origins and Destinations	21
	Demand Projections	22
	Transportation Costs	23
4	MONTGOMERY COUNTY	25
	Transportation Providers	25
	Transportation Purchasers	30
	Coordination of Transportation Services	31
	Assessment of Transportation Gaps	34
	Trip Origins and Destinations	35
	Demand Projections	37
	Transportation Costs	39

TABLE OF CONTENTS

<u>Chapter</u>		<u>Page</u>
5	NORTHERN WARREN COUNTY	42
	Transportation Providers	42
	Transportation Purchasers	44
6	REGIONAL TRANSPORTATION PROVIDERS AND PURCHASERS	45
	Transportation Providers	45
	Transportation Purchasers	46

APPENDICES

<u>Appendix</u>		<u>Page</u>
A	Transportation Providers and Purchasers: Data Collection Methodology	A-1
B	Greene County: Provider Summary Sheets	B-1
C	Miami County: Provider Summary Sheets	C-1
D	Montgomery County: Provider Summary Sheets	D-1
E	Northern Warren County: Provider Summary Sheets	E-1
F	Regional Transportation Providers: Provider Summary Sheets	F-1
G	Private Providers	G-1

TABLES

<u>Table</u>		<u>Page</u>
S-1	Summary of Transportation Providers and Purchasers by County	S-2
1	Transportation Providers and Purchasers by County	2
2	Largest Transportation Providers by County	4
3	Transportation Providers in Greene County	6
4	Transportation Provider Costs in Greene County	17
5	Transportation Providers in Miami County	18
6	Transportation Provider Costs in Miami County	24
7	Transportation Providers in Montgomery County	26
8	Transportation Provider Costs in Montgomery County	41
9	Transportation Providers Operating in Northern Warren County	42
10	Regional Transportation Providers	45

EXECUTIVE SUMMARY

This Technical Memorandum describes the public and specialized transportation services in the Miami Valley Region. These are the transportation services that focus on the travel needs of the elderly, persons with disabilities, and low-income persons. While many people in the Miami Valley Region use automobiles to satisfy their travel needs, the members of these three special groups rely more heavily on public and specialized transportation services.

This Technical Memorandum presents the results of three separate work tasks describing public and specialized transportation services in the region:

- The first work task was focused on obtaining a **complete inventory of the public and specialized transportation services being provided in the region**. The information was used to make an assessment of the level of services being provided to the focus populations (seniors, persons with disabilities and low income persons), along with a determination of the gaps in transportation service.
- The second work task required an analysis of the **number of trips generated in each county and the destinations to which the trips were going**. The information was used to analyze trip generation rates for the focus populations and to estimate the current latent demand for transportation services and to project the future demand.
- The third work task was focused on the development of cost information for the major transportation providers which was then used to provide **estimates of costs for all of the providers in the region**.

The methodology for collecting all of the information for these three tasks was a series of telephone interviews with all of the major public and specialized transportation providers and most of the smaller agencies. The data collection process also included on-site detailed interviews with selected providers and an initial mail survey conducted by the Miami Valley Regional Planning Commission (MVRPC).

OVERALL FINDINGS

The findings from the assessment of transportation services in the Miami Valley Region are based on the following definitions:

- **Transportation Provider** – any public transit or human service agency that operates vehicles, including those agencies that manage volunteers operating their own personal vehicles.

- **Transportation Purchaser** – any agency that purchases transportation services for its clients through a contract or agreement, or through purchase of fare media (GDRTA tokens or passes) that are given directly to clients.

Based on the results of surveys and telephone interviews with more than 100 agencies and organizations in the Miami Valley Region, a total of 58 transportation providers and 28 transportation purchasers have been identified. Table S-1 presents the distribution of providers and purchasers by county. The providers and purchasers that operate or purchase transportation in two or more counties are listed in the Regional category.

**Table S-1:
SUMMARY OF TRANSPORTATION PROVIDERS AND PURCHASERS
BY COUNTY**

<i>County</i>	<i>Transportation Providers</i>	<i>Transportation Purchasers</i>
Greene	16	6
Miami	4	1
Montgomery	30	11
Regional	4	8
Northern Warren	4	2
<i>Totals</i>	58	28

Our findings regarding the current transportation providers and purchasers, the estimated current latent demand and projected future demand, and the costs of transportation services are presented on a county-by-county basis. Unless otherwise noted, all of the data and information presented in this report is for CY 2006.

GREENE COUNTY

The largest of the 16 transportation providers in Greene County is the Greene County Transit Board, known as Greene CATS. They provide countywide service to the general public and clients of human service agencies using a combination of demand responsive and flex route services. They operate a maximum of 26 vehicles and provided approximately 120,000 trips in 2006.

The second largest provider is the Xenia Adult Recreation and Service Center which provides transportation services for Xenia residents age 50 and over and Greene County residents age 60 and over. They operate 10 vehicles using a combination of paid and volunteer drivers providing approximately 12,500 trips per year.

All of the other providers in Greene County operate one, two, or three vehicles.

Of the six agencies that purchase transportation services for their clients in Greene County, two of the largest – the Greene County Board of Mental Retardation and Developmental Disabilities (MR/DD) and Department of Job and Family Services (DJFS) both purchase most of their transportation services from Greene CATS. This has led to a finding that there is extensive coordination in place between public transit and human service agency transportation in Greene County. This is due in large part to the origins of Greene CATS as a coordinated brokerage operation serving human service agency clients. The annual revenue from all of Greene CATS contracts with human service agencies amounts to approximately 75% of their operating costs, demonstrating the importance and extent of service provided to MRDD and DJFS clients.

The transportation gaps in Greene County include:

- There is very little opportunity for any of the focus populations to travel after 6:00 pm on any day of the week.
- There is very little opportunity for travel outside the county, except for a limited number of trips that Greene CATS and other providers will make into Montgomery County, usually for medical purposes.

The total current actual demand for public and human service agency transportation in Greene County (excluding trips carried by private transportation providers) amounts to 185,300 trips per year. Approximately 6,550 trips (3.5%) go out of the county, primarily into Montgomery County.

The current latent demand for transportation in Greene County is based on an estimated 50% increase in ridership, if increased funding was available. This would amount to an increase of 92,700 trips, for a total of approximately 280,000 trips countywide.

The future latent demand for transportation in Greene County was based on projections of the growth in trip rates and the growth in senior population. The estimated future latent demand is projected to be 525,000 trips by 2016. This represents a very substantial increase from the current actual demand of 185,300 trips and from the estimated current latent demand of 280,000. Clearly, the actual future demand for transportation services in Greene County will be dependent upon the financial support available from the county and from state and federal sources.

The estimated total cost of transportation for the major providers in Greene County is approximately \$2,701,000. This estimate is based on reported costs for five

providers in 2006, including Greene CATS at approximately \$2,171,000, and estimated costs for three other providers.

MIAMI COUNTY

The largest of the four transportation providers in Miami County is the Miami County Transit System (MCTS), providing advance reservation demand responsive countywide service to the general public and clients of human service agencies. MCTS operates a fleet of 14 vehicles providing approximately 43,000 trips per year.

The other large provider is Riverside of Miami County – Board of MR/DD, providing transportation for client programs including supported community employment and facility based sheltered employment. For their primary transportation program, which is pre-scheduled subscription service, they operate 11 school bus type vehicles providing an estimated 66,000 trips per year.

The other two providers in Miami County operate four vehicles and one vehicle, respectively.

The only county agency purchasing transportation is the Department of Job and Family Services (DJFS). DJFS purchases transportation services from MCTS for Medicaid (non-emergency medical transportation) trips, work and training related trips, and Title XX services for low income clients.

The Miami County coordination effort is a more limited version of the Greene County coordination program, in that MCTS has only been able to work out a contract with DJFS, because Riverside MR/DD is operating its own transportation program. MCTS has been encouraging further coordination in discussions with other agencies in the county (e.g., Veterans Services) regarding the possibility of becoming their transportation provider.

The transportation gaps in Miami County include:

- There is no opportunity for any of the focus populations to travel after 8:00 pm on weekdays, after 7:00 pm on Saturdays, or after 2:00 pm on Sundays.
- There is no opportunity for travel outside the county using MCTS.

The total demand for public and human service agency transportation in Miami County (excluding trips carried by private transportation providers) amounts to 132,400 trips per year. There are essentially no trips that go outside the county.

The current latent demand for transportation in Miami County is based on an estimated 75% increase in ridership, if increased funding was available. This would

amount to an increase of 100,000 trips, for a total of approximately 232,000 trips countywide.

The future latent demand for transportation in Miami County was based on projections of the growth in trip rates and the growth in senior population. The estimated future latent demand is projected to be 416,000 trips by 2016. This represents a very substantial increase from the current actual demand of 132,400 trips and from the estimated current latent demand of 232,000. As noted for Greene County, the actual future demand for transportation services in Miami County will be dependent upon the financial support available from the county and from state and federal sources.

The estimated total cost of transportation for the transportation providers in Miami County is approximately \$1,511,000. This estimate is based on reported costs for two providers, including MCTS at approximately \$862,000, and estimated costs for the other two providers.

MONTGOMERY COUNTY

The Greater Dayton Regional Transit Authority (GDRTA) is by far the largest transportation provider in the region. GDRTA operates both fixed route bus service and ADA complementary paratransit service, known as Project Mobility.

The GDRTA operates more than 200 buses on routes that cover much of Montgomery County, providing approximately 12,400,000 trips per year. GDRTA has also set up special fixed routes designed to serve seniors (Senior EZ Ride) connecting senior citizens centers, neighborhoods, grocery stores, shopping centers, hospitals and pharmacies.

Project Mobility provides ADA complementary paratransit service to individuals with certified disabilities who are unable to use regular fixed routes. Project Mobility provides approximately 300,000 trips per year, operating more than 75 vehicles.

The other large provider is Montgomery County – Board of MR/DD, offering transportation for client programs including supported community employment and facility based sheltered employment. For their primary transportation program, which is pre-scheduled subscription service, they operate 52 accessible school bus type vehicles providing an estimated 392,000 trips per year.

The other 28 transportation providers in Montgomery County operate between one to 21 vehicles.

The only major transportation purchaser in Montgomery County is the Department of Job and Family Services (DJFS). There are 10 other agencies in Montgomery County that purchase transportation for their clients, including six agencies that purchase GDRTA tokens and passes for use by their clients:

Coordination of transportation services in Montgomery County is different from that in Greene and Miami counties. GDRTA does provide transportation for many agency clients in Montgomery County when those clients are able to use GDRTA fixed route services, or when they are eligible to use GDRTA ADA Paratransit services (Project Mobility). Otherwise there is no operational coordination at the county level similar to Greene and Miami counties.

There are a number of interesting examples of coordination efforts taking place at the local level within Montgomery County. The largest of these coordination efforts is the Senior Transportation Expansion Project (STEP), managed by MVRPC, which assists existing senior transportation projects to expand their services and helps to initiate new transportation programs.

The transportation gaps in Montgomery County include:

- There is no countywide transportation available to the focus population (or to the general public) similar to that in Greene and Miami counties.
- Individuals that reside or need to travel outside the boundaries of the GDRTA service area have very limited travel options, consisting of agency-sponsored trips and the four transportation providers that have some capacity to transport seniors and persons with disabilities.
- There is no service originating in Montgomery County (with the exception of GDRTA service to Wright State University and Wright-Patterson AFB) that will allow the focus population to reach destinations outside the county, unless the individual is traveling on an agency-sponsored trip.
- While the hours of service on major GDRTA routes are extensive (from 4:15 am to 1:36 am on weekdays – slightly shorter hours on weekends), there are other routes that have shorter hours. Those other routes are also likely to have long headways (time between bus arrivals), which can make the trip very difficult. The ability of the focus population (and the general public) to make specific trips, such as a work trip, is very dependent on the geographic location of the trip origin and destination.

The total demand for public and human service agency transportation in Montgomery County (excluding trips carried by private transportation providers) amounts to 13,284,100 trips per year. Out of that total, there are approximately 87,000 out-of-county trips, representing only 0.7% of total trips.

The above statistics are influenced by the size of the GDRTA fixed route ridership, which amounts to 93.3% of the total demand in the county. The total number of trips carried by Project Mobility and the human service agency transportation providers is 887,100. This number was used in the demand analysis.

The current latent demand for transportation in Montgomery County is based on an estimated 25% increase in ridership, if increased funding was available. This would amount to an increase of 222,000 trips, for a total of approximately 1,109,000 trips countywide.

The future latent demand for transportation in Montgomery County was based on projections of the growth in trip rates and the growth in senior population. The estimated future latent demand is projected to be 1,870,000 trips by 2016. This represents a very substantial increase from the current actual demand of 887,100 trips and from the estimated current latent demand of 1,109,000. As noted for the other counties, the actual future demand for transportation services in Montgomery County will be dependent upon the financial support available from the county and from state and federal sources.

The estimated total cost of transportation for the transportation providers in Montgomery County is approximately \$65,891,000. This estimate is based on reported costs for seven providers and estimated costs for all of the other providers. The estimated cost is dominated by the GDRTA costs of \$43,795,900 for the fixed route service and \$14,312,100 for Project Mobility.

NORTHERN WARREN COUNTY

The largest provider operating vehicles in Northern Warren County is Warren County Transit (WCT), providing countywide public transportation for the general public and clients of human service agencies. They provide transport to any location in Warren County and limited service to Dayton and three locations within the City of Middletown (part of which is in Butler County). WCT operates 16 vehicles and provides approximately 65,000 trips per year at a total cost of \$1,220,000. There is no data available to calculate the number of trips and the percentage of costs that can be allocated to Northern Warren County.

The other large provider is the Warren County Board of MR/DD, offering countywide transportation for enrolled children and adults to school or day programs, and for adults who work in the community. They operate 14 accessible vehicles for their day programs, and use contracted transportation for evening and weekend transportation. There is no data available on trips and costs within Northern Warren County.

The other providers operating vehicles in Northern Warren County include Warren County Community Services, Inc., with six vehicles serving clients throughout the county and the Deardoff Senior Citizens Center with one vehicle providing service for seniors and persons with disabilities in the Franklin Township area. There is no data available on trips or costs for either of these providers.

There are no transportation purchasers that operate exclusively in Northern Warren County. There are two purchasers that contract for services in Warren County:

- Warren County Department of Human Services – they purchase senior, low income and NEMT transportation from Warren Co. Transit Service.
- Council on Aging of Southwestern Ohio – a private non-profit agency responsible for planning, coordinating and administering local, state and federal funds for seniors in a five county region including Warren County. They contract for transportation with Warren County Community Services.

Since the Northern Warren County area is served by transportation providers that operate throughout the county (with the exception of one small provider), there is no data available regarding demand for services and travel patterns that would allow further analysis of coordination, assessment of transportation gaps, trips generated - origins and destinations, and transportation costs that are specifically applicable to this limited area.

REGIONAL TRANSPORTATION PROVIDERS AND PURCHASERS

The largest provider with regional operations is Toward Independence, Inc., providing transportation for individuals with developmental disabilities through referral from the appropriate County Board of MR/DD, after proper sources of funding have been secured. They operate 28 vehicles using staff drivers, providing approximately 42,500 trips per year at a cost of more than \$150,000.

Another large regional provider, Graceworks Lutheran Services has programs and services offered in 50 locations throughout southwest Ohio, southeast Indiana and northern Kentucky. They have a total of 18 vehicles in operation for both services.

Goodwill/Easter Seals of Miami Valley provides transportation for adult day service programs and Supported Employment for MR/DD clients. Their service area includes Allen, Butler, Miami and Montgomery counties. They operate 15 vehicles using paid drivers.

The other two regional providers include Safe Haven with three vehicles and St. Mary's Development Corporation with one vehicle.

There are three major regional transportation purchasers including the Area Agency on Aging PSA 2, Catholic Social Services of the Miami Valley and the Bureau of Vocational Rehabilitation. Each of these agencies contracts for a wide range of transportation services covering Greene, Miami and Montgomery counties.

Information for each of the regional providers and purchasers concerning coordination of transportation services, assessment of transportation gaps, transportation costs, and trip origins and destinations is presented in the applicable sections for each individual county.

SUMMARY

The current transportation situation in this four-county portion of the Miami Valley region can be summarized as follows:

- Auto travel accounts for most trips.
- Human service transportation programs focus on the clients of individual agencies, often for extremely limited geographic areas and trip purposes
- Public transit agencies primarily serve individual counties (or portions thereof), with very few trips crossing county lines.

The inventory of transportation providers and purchasers showed 58 agencies providing transportation services with 683 vehicles. Twenty-eight agencies were purchasing transportation services from the provider agencies. Transportation providers and purchasers in this area spend more than \$70 million on the services that they reported offering (most reports were for the 2006 calendar year). In the region, nearly 12 million trips are offered annually to travelers with special needs and members of the general public; 97 percent of those trips are provided by the region's three major public transportation operators.

Current transportation problems include the following:

- Traveling across county boundaries is difficult unless you drive.
- Current transportation services are fragmented.
- Non-drivers have few travel options.
- There is some limited coordination of today's services, but there are still service gaps and overlaps, and substantial system inefficiency. Significant productivity and efficiency improvements are possible.
- No one knows or manages the entire travel options picture: there is no county or regional source to call which can direct the public to the best source of transportation to meet a specific need. Transportation-dependent individuals and their advocates don't often know who to call about transportation-related issues.
- Current public and agency services need improvement.
- There are reported difficulties in obtaining rides.
- Full cost accounting is not generally practiced.
- The number of rides provided could be improved.

It is also important to recognize that transportation services in some other regions in the U.S. now operate more efficiently.

Transportation for all of the target populations in the study area (seniors, people with disabilities and people with low incomes) needs to be improved. Access to transportation also varies widely depending on the specific community of residence and trip destinations.

Transportation will become even more challenging as the populations with special needs grow. Specific gaps include:

- Inadequate transportation options for the growing number of seniors and people with disabilities for all types of trips, especially in rural and suburban parts of the study area.
- Inadequate transportation for those trips that cross county lines, especially for
 - medical and personal trips
 - work-related trips.
- Inadequate transportation on the weekends and evenings for work-related trips and social and recreational activities, especially in suburban and rural areas.

1

INTRODUCTION AND METHODOLOGY¹

This report presents the results of three separate work tasks dealing with the provision of transportation services in the Miami Valley Region:

- An analysis of current transportation service providers to the focus populations
- Demand analysis
- Cost accounting and productivity analysis.

The first work task focused on obtaining a complete inventory of the transportation services being provided in the region, and then using that information to make an assessment of the level of services being provided to the focus populations (seniors, persons with disabilities and low income persons). One key part of the assessment was a determination of the gaps in transportation service based on the availability of service in a given geographic area, the times when service was available on weekdays and weekends and any restrictions regarding eligibility for service.

The second work task required an analysis of the number of trips generated by each county and to which counties the trips are going. A special emphasis was placed on current, projected and latent work-related trips.

The third work task focused on the development of cost information for the major transportation providers which could then be extrapolated to provide estimates of costs for all of the providers in the region. Emphasis was placed on the determination of fully allocated cost models which would incorporate all of the costs incurred by each provider.

The methodology for collecting all of the information for these three tasks was a series of telephone interviews with all of the major transportation providers and most of the smaller agencies. The data collection process also included on-site detailed interviews with selected providers and an initial mail survey conducted by the Miami Valley Regional Planning Commission (MVRPC). A complete description of the various steps in the data collection process is provided in Appendix A.

¹ The key author of this report was Norm Ketola of Nelson\Nygaard Consulting Associates, assisted by Jon Burkhardt of Westat. Mr. Burkhardt edited this report and supervised its production.

The presentation of the results of our assessment of transportation services in the Miami Valley Region is based on the following definitions:

- **Transportation Provider** – any public transit or human service agency that operates vehicles, including those agencies that manage volunteers operating their own personal vehicles
- **Transportation Purchaser** – any agency that purchases transportation services for its clients through a contract or agreement, or through purchase of fare media (GDRTA tokens or passes) that are given directly to clients

Based on the results of surveys and telephone interviews with more than 100 agencies and organizations in the Miami Valley Region, a total of 58 transportation providers and 28 transportation purchasers have been identified. Table 1 presents the distribution of providers and purchasers by county. The providers and purchasers that operate or purchase transportation in two or more counties are listed in the Regional category.

**Table 1:
TRANSPORTATION PROVIDERS AND PURCHASERS BY COUNTY**

<i>County</i>	<i>Transportation Providers</i>	<i>Transportation Purchasers</i>
Greene	16	6
Miami	4	1
Montgomery	30	11
Regional	4	8
Northern Warren	4	2
<i>Totals</i>	58	28

In conducting our assessment of **transportation providers**, we developed several categories for differentiating between the various agency transportation operations. The first distinction is between agencies that employ paid drivers versus those agencies which utilize volunteers, whether or not the vehicles belong to the agency or the volunteer. This distinction is important because the cost structures for these two types of operations are very different.

The second distinction is between operations where the only responsibility of the driver is to operate the vehicle versus an operation where staff (typically a case worker) provides transportation for the client as one part of their overall daily duties. The term **paid drivers** is used to identify drivers whose sole responsibility is to operate a vehicle,

and the term **staff drivers** for those who provide transportation as part of an overall program for their clients or where driving is an incidental part of their job.

This distinction is important in coordination planning for two reasons. First, it can be difficult to consider any form of operational coordination with staff-provided transportation services because in many cases the time spent during transportation is considered to be an integral part of the overall service provided to the client. Second, it is usually very difficult to conduct any meaningful analysis (such as measuring vehicle utilization or productivity) of staff-provided transportation.

The categorization of **transportation purchasers** is much simpler. There are two categories:

- Contract Purchasers – those agencies that purchase transportation through a contract or agreement with a transportation provider
- Fare Media Purchasers – those agencies that purchase passes, tokens or tickets from the local transit agency (in this case the GDRTA) for use on fixed route services by their clients

To conduct the demand and cost analysis, it was necessary to collect more detailed information from the largest agencies identified as **major transportation providers**. Typically, the number of annual one-way passenger trips or annual transportation expenses would be used to identify the largest agencies, but many human service transportation agencies do not track passenger trips or do not account for expenditures in a manner that will allow for a ready estimate of transportation expenses. For this reason, the maximum number of vehicles operated by each agency was used as the indicator of the size of a transportation program. In most cases this will provide a reasonable basis for comparison of actual transportation expenses between agencies.

One of the findings from the initial transportation provider survey was that in most cases there were very few agencies in the Miami Valley region that operated five or more vehicles. In order to ensure a reasonable sample size for more detailed evaluation, it was decided that all agencies operating two or more vehicles would receive follow-up interviews to collect additional data. The only exception was in Montgomery County which had, by far, the largest number of providers, where the follow-up interviews were conducted with those agencies operating three or more vehicles. Using these criteria for identifying the largest transportation providers, a total of 32 agencies (53% of all providers) were selected for follow-up interviews as shown in Table 2.

**Table 2:
LARGEST TRANSPORTATION PROVIDERS BY COUNTY**

<i>County</i>	<i>Providers Operating 2 or more Vehicles</i>	
Greene	8	
Miami	3	
Montgomery	12	(3 or more vehicles)
Northern Warren	4	
Regional	4	
Total	31	

The detailed information collected from each of these providers has been compiled into standardized **Provider Summary Sheets**. At the request of the MVRPC, the sheet has been set up in two pages, where the first page contains all of the information that could be used to create a Transportation Resource Directory – a resource document that can be used by anyone searching for transportation services to meet some specific requirements. Summary Sheets for each County are presented in the Appendices. The standardized structure for each Provider Summary Sheet is as follows:

Provider Summary Sheet - First Page

- Agency Name
- Office Location
- Primary Mission
- Who Can Ride?
- Trip Purposes Allowed
- Area / Destinations Served
- Hours of Service
- Type of Service
- Accessible Vehicles
- Fares or Donations
- Ride Request Process
- Telephone for Info on Eligibility and Rides
- Email
- Website

Provider Summary Sheet - Second Page

- Number of Vehicles in Daily Operation
- Number and Type of Vehicles in Total Fleet

- Number and Type of Drivers
- Annual One-Way Passenger Trips
- Annual Service Hours (estimated)
- Estimated Productivity (trips per service hour)
- Annual Expenses
- Items included in Annual Expenses
- Agency Type
- Program Director
- Telephone
- Email.

The key information from the Provider Summary Sheets is presented in the following sections of this report for each county and for the region. The completed sheets are presented in the following appendices:

- Appendix B – Greene County Provider Summary Sheets
- Appendix C – Miami County Provider Summary Sheets
- Appendix D – Montgomery County Provider Summary Sheets
- Appendix E – Northern Warren County Provider Summary Sheets
- Appendix F – Regional Provider Summary Sheets

In addition, a list of privately-owned transportation providers — 14 taxi companies and 17 ambulettes — is presented in Appendix G. Information in Appendix G was gathered from the Ohio Medical Transportation Board 2007 Directory of Medical Transportation, the Yellow Pages, and online telephone directories.

The results of the Demand Analysis and the Cost Analysis are also presented by county in the following chapters.

2

GREENE COUNTY

TRANSPORTATION PROVIDERS

The complete list of transportation providers in Greene County is presented in Table 3. The listing is ordered by the size of the transportation program as represented by the number of vehicles operated.

**Table 3:
TRANSPORTATION PROVIDERS IN GREENE COUNTY**

<i>Transportation Provider</i>	<i>Number of Vehicles Operated</i>
Greene CATS	26
Xenia Adult Recreation and Service Center	10
Beavercreek Senior Center	3
Fairborn Senior Citizens Association	3
TCN Behavioral Health Services	3
Women's Recovery Center	3
Interfaith Hospitality Network of Greene County	2
Yellow Springs Senior Center	2
American Red Cross/Emergency Housing	1
Beavercreek Branch – YMCA	1
Community Action Partnership	1
Family Violence Prevention Center	1
Fairborn Branch – YMCA	1
Friends Care Community	1
Greene County Veteran's Services	1
Xenia Branch – YMCA	1

The next pages present brief summaries of each transportation provider that operates two or more vehicles in Greene County.

Greene CATS

The largest transportation provider in Greene County is the Greene County Transit Board, known as Greene CATS. They provide countywide service to the general public and clients of human service agencies using a combination of demand responsive and flex route services. They operate a maximum of 26 vehicles, and provided approximately 120,000 trips in 2006. Greene CATS operations are provided under a contract with a private transit management company (First Transit). Under this contract, Greene CATS retains the responsibility for trip reservations and trip scheduling and First Transit is responsible for dispatching and operation of the vehicles. Greene CATS also provides the vehicles and the fuel required for operations.

Greene CATS advance reservation demand responsive service provides the opportunity for the general public to travel anywhere within Greene County for a one-way fare of \$1.00. The service, which is curb-to-curb, operates from 6:00 am to 6:00 pm on weekdays and weekends, not including major holidays. The demand responsive service often operates at capacity during peak times; Greene CATS has approximately 300 trip denials per month. Greene CATS provides some trips in the evening for MR/DD clients. They also provide limited service to Montgomery County for a one-way fare of \$5.00.

In 2006, Greene CATS started its Flex-service — a flex route service where the bus will deviate up to $\frac{3}{4}$ of a mile from the route for those individuals who cannot get to or from the route due to a disability. The current flex route provides for travel within and between Xenia and Fairborn. There are a series of scheduled timepoints at key locations along the route, but the bus will stop at any safe location along the route to board or drop-off passengers (“flag-stop” service). Passengers requesting a route deviation have to call in their request by noon on the business day before the trip.

Flex-service operates from 6:00 am to 6:00 pm on Mondays through Fridays (except major holidays) and the service is free. For those individuals that can access the route or who qualify for deviated service, Flex-service offers a convenient means to travel in and between Xenia and Fairborn at no cost. This service has been well received.

Xenia Adult Recreation and Service Center

The Xenia Center provides transportation services for Xenia residents age 50 and over and Greene County residents age 60 and over. They also provide Medical Transportation to authorized individuals under a contract with the Area Agency on Aging PSA 2. Trips for medical purposes are provided throughout Greene County, with some trips outside the county when medically necessary. All other trips are to Xenia locations only. Transportation is provided from 8:00 am to 4:00 pm on weekdays. There is no fare, but donations are accepted for all non-contract trips.

The Xenia Center operates 10 vehicles using a combination of paid and volunteer drivers. They provide approximately 12,500 trips per year.

Beavercreek Senior Center

Beavercreek Senior Center provides advance reservation demand responsive service for individuals who are 55 years or older and live within Beavercreek City or Township. Trips for non-medical purposes can only be to locations in the Beavercreek area. Medical trips can be made to designated locations outside the Beavercreek area, including the Miami Valley Hospital, Greene Memorial Hospital and Dialysis, East Town Dialysis, and Wright-Patterson Medical Center.

Beavercreek operates 3 vehicles using volunteer drivers who receive no mileage reimbursement. They provide approximately 8,400 trips per year.

Fairborn Senior Citizens Association

The Fairborn Senior Citizens Association provides advance reservation demand responsive transportation service to seniors (60+) residing within the city limits of Fairborn or Bath Township. Trips can be made for all purposes within the Fairborn area, but only medical trips can be made outside the area. All individuals must register for transportation service. Medical trips are on a priority basis, other trip requests on a space available basis. Requests for transportation must be made 48 hours in advance. There are no fares for the service, but donations are accepted.

Fairborn operates 3 vehicles using a combination of paid and volunteer drivers. They provide approximately 4,000 trips per year.

TCN Behavioral Health Services

TCN is an agency that offers a wide variety of behavioral health and prevention services to adult citizens in Greene County. Their transportation program is dedicated to their clients, primarily to receive treatment at one of their two facilities in the county. The case manager determines transportation needs and handles trip arrangements.

TCN operates 3 vehicles using paid drivers, and provides approximately 4,500 trips per year.

Women's Recovery Center

Women's Recovery Center is a non-medical residential and outpatient treatment facility for alcohol, tobacco and other drug dependent women. Their transportation program is dedicated to providing client access to their facility in Greene County. The

case manager determines transportation needs and handles trip arrangements for treatment programs.

The Center operates 3 vehicles using staff drivers. They do not keep track of the number of one-way trips that they provide.

Interfaith Hospitality Network (IHN) of Greene County

IHN provides transportation as part of its mission to alleviate homelessness in Greene County by fostering the development of networks that provide shelter, meals, and assistance for homeless persons. They operate two vehicles using one paid driver and one staff driver, and provide approximately 7,500 trips per year to bring their clients to the network facilities.

Yellow Springs Senior Center

The Center provides advance reservation demand responsive transportation to seniors who live in Yellow Springs and Miami Township. Anyone else who cannot drive (e.g. physical or mental disabilities) can also request service. Priority is given to medical trips and critical shopping. The service is available from 10:00 am to 4:00 pm on weekdays, and requires that trip requests be made 48 hours in advance. The one-way fare for local service in Miami Township is \$1.00, with increasing fares for longer trips outside the area.

Yellow Springs Senior Center operates two non-accessible vehicles (sedans) using volunteer drivers who receive no mileage reimbursement. Sometimes the volunteers use their own vehicles. They provide approximately 6,100 trips per year.

TRANSPORTATION PURCHASERS

There are six agencies that purchase transportation services for their clients in Greene County:

- Board of Mental Retardation/Developmental Disabilities (MR/DD)
- Department of Job and Family Services (DJFS)
- Greene County Today Center for Adults
- Greene County Council on Aging (COA)
- Office of Family and Children First (OFCF)
- Greene Memorial Hospital.

The Greene County Board of MR/DD and DJFS both purchase most of their transportation services from Greene CATS. The contract between MR/DD and Greene CATS provides for payment of a management fee and a trip fee that total approximately \$1,420,000 for the period from January 1, 2007 to December 31, 2007. The costs are apparently based on a continuation of the level of service (number of trips) from the previous year.

The contract between DJFS and Greene CATS provides for a per trip reimbursement rate. For the period from July 1, 2007 to June 30, 2008, the rate for one-way demand responsive trips within Greene County is \$28.11, for trips to adjoining counties (first ring) it is \$63.29, and for trips beyond that the charge is \$3.37 plus \$2.09 per vehicle mile. The one-way trip rate for Flex-service is \$12.17. The contract provides for a maximum annual expenditure of \$300,000 for demand responsive trips and \$30,000 for Flex-service trips.

The Greene County Today Center for Adults purchases transportation services from Xenia Adult Recreation and Service Center and a private provider - Easy Transport. The Today Center is also a drop site for MR/DD clients that are transported by Greene CATS.

The Today Center holds a contract with Xenia Adult Recreation and Service Center for transportation of adult day consumers. In 2007, they purchased approximately 2100 trips @ \$10 per trip from the Xenia Center. Additionally, the Today Center utilizes Easy Transport, a public taxi, to transport consumers. The Today Center purchased approximately 700 trips from Easy Transport in 2007, at a rate of \$10-\$30 depending on the distance. DJFS also purchases some trips from Xenia Adult Recreation and Service Center.

The other major purchaser – Greene County Council on Aging (COA) – has a contract with Greene CATS, but they have not used the service recently since they have other options including senior center transportation which they support through grants, and they also have contracts with two private providers (Easy Transport and People’s Ambulette).

Other purchasers in Greene County include the county Office of Family and Children First (OFCF) which provides a nominal amount of transportation for their clients through payment of cab fares (a total of 1 to 3 taxi trips per week) and provision of gas cards (a total of 3 or 4 cards per week). The only other purchaser in the county is Greene Memorial Hospital – they purchase approximately 275 trips per year.

Greene CATS also provides transportation services for a major regional transportation purchaser – the Bureau of Vocational Rehabilitation (BVR) which has a regional office in Xenia. The BVR Xenia Office is responsible for services provided in Clinton, Darke, Greene and Miami counties. They have indicated that they would be interested in purchasing more service from Greene CATS, but they are under the impression that Greene CATS is at the limit in providing service.

COORDINATION OF TRANSPORTATION SERVICES

There is extensive coordination in place between public transit and human service agency transportation in Greene County. This is due in large part to the origins of Greene CATS as a coordinated brokerage operation serving human service agency clients. Under the current operation where Greene CATS provides transportation for the general public, they also continue to provide most of the transportation services for two of the three major transportation purchasers in the county – MRDD and DJFS. There is also a contract with the COA, but they have not used Greene CATS recently. The annual revenue from all of Greene CATS contracts with human service agencies amounts to approximately 75% of their operating costs, demonstrating the importance and extent of service provided to MRDD and DJFS clients.

The fact that all Greene CATS services are open to the general public provides the opportunity for scheduling the trips for agency clients and the general public on the same vehicle (ridesharing). This leads to a more productive and cost-effective transportation operation.

Due to its origin as a broker of human service agency transportation services, Greene CATS is in a position to continue to offer broker services to obtain trips for agency clients if their current contractor (First Transit) cannot accommodate the trip. It is our understanding that there have not been any situations requiring Greene CATS to function as a broker in the recent past.

In addition to Greene CATS, the Area Agency on Aging, a regional transportation purchaser, has a contract with the Xenia Adult Recreation and Service Center to provide medical transportation for seniors. This was the only other example of coordination between human service agencies and non-profit transportation providers in Greene County.

ASSESSMENT OF TRANSPORTATION GAPS

An assessment of the transportation gaps for the focus populations (seniors, persons with disabilities and low income persons) was conducted. These transportation gaps can be based on service area limits, time of day considerations and eligibility factors.

Since Greene CATS demand response service is open to the general public and operates countywide, all members of the focus populations have the opportunity to travel anywhere in the county from 6:00 am to 6:00 pm on every day of the week (except major holidays) for \$1.00 per one-way trip. In addition, Greene CATS provides service into Montgomery County during those same hours for a fare of \$5.00 per one-way trip. All demand response trip reservations must be made at least one day in advance with booking of the trip subject to vehicle availability and capacity.

Greene CATS demand response service provides the opportunity for individuals to request a standing order for regularly recurring trips, such as those for work and school. If Greene CATS has the capability (space and availability) to fulfill that trip request, the individual will be assured of the trip without having to call in each time for a reservation. Since this service is available to the general public, any individual who is part of the focus population who is able to obtain this “subscription” service is assured of a low cost means to travel to work, school or any other activity which is on a regular schedule. (Capacity constraints may apply from time to time.)

The transportation gaps in Greene County include:

- There is very little opportunity for any of the focus populations to travel after 6:00 pm on any day of the week.
- There is very little opportunity for travel outside the county, except for a limited number of trips that Greene CATS and other providers will make into Montgomery County, usually for medical purposes.

TRIP ORIGINS AND DESTINATIONS

This section contains an analysis of the number of trips originating in Greene County and to which counties the trips are going. Estimates of projected demand based on changes in the focus population are also provided. This section provides a brief summary of the number of trips for each provider, the focus population served and the estimated number of trips which go outside Greene County.

Greene CATS - provides approximately 120,000 trips per year, of which about 95,000 are for seniors and persons with disabilities. Approximately 2,000 trips (1.7%) go out of the county, primarily into Montgomery County.

Xenia Adult Recreation and Service Center – provides approximately 12,500 trips per year for seniors. It is estimated that about 5% of the trips (medical) go outside Greene County.

Beavercreek Senior Center – provides approximately 8,400 trips per year for seniors, with an estimated 5% of the trips going to hospitals and medical facilities in Montgomery County.

Fairborn Senior Citizens Association – provides approximately 4,000 trips per year for seniors, with about 5% of the trips to hospitals and medical facilities in Montgomery County.

TCN Behavioral Health Services – provides an estimated 6,800 trips per year for persons with disabilities. Since this is primarily facility-based transportation, there will be very few, if any, trips outside the county.

Women's Recovery Center – provides an estimated 1,500 trips per year for persons with disabilities. Since this is primarily facility-based transportation, there will be very few, if any, trips outside the county.

Interfaith Hospitality Network of Greene County – provides approximately 7,500 trips per year for low income persons (homeless). All trips take place within Greene County.

Yellow Springs Senior Center – provides approximately 6,100 trips per year for seniors and persons with disabilities, with an estimated 5% of the trips to medical facilities outside the county.

American Red Cross/Emergency Housing – provides about 50 trips per year in Greene County.

Beavercreek Branch – YMCA – provides an estimated 5,000 trips for pre-school, after school and summer programs, all within Greene County.

Community Action Partnership – provides about 50 trips per year in Greene County.

Family Violence Prevention Center – provides about 300 trips per year in Greene County.

Fairborn Branch – YMCA – provides an estimated 5,000 trips for pre-school, after school and summer programs, all within Greene County.

Friends Care Community - provides about 100 trips per year in Greene County.

Greene County Veteran's Services – provides approximately 3,000 trips per year, with virtually all of the trips to the VA Hospital in Montgomery County.

Xenia Branch – YMCA - provides an estimated 5,000 trips for pre-school, after school and summer programs, all within Greene County.

DEMAND PROJECTIONS

Based on the above information, the total demand for public and human service agency transportation in Greene County (excluding trips carried by private transportation providers) amounts to 185,300 trips per year, with approximately 6,550 trips (3.5%) out of the county – primarily into Montgomery County. The overall trip generation rate, based on the total county population of 147,886 (2000 Census data) is 1.25 trips per capita.

There are two important issues to consider when projecting future demand for public and human service agency transportation in Greene County. The first is that current demand is constrained by the funding available; therefore, **there is a latent demand for additional trips by the focus population that exists right now**. This estimate of current latent demand can be used to project future latent demand using population projections and trip rates. The actual future demand will depend upon the funding available to Greene CATS and the other transportation providers in the county. One focus of this report is the projection of current and future latent demand.

The projection of future demand is based on the trip generation rate (trips per capita) and projected population growth over the time period of interest. In the case of Greene County, the general population is projected to increase by 2.6% between 2000 and 2010, and by 3.2% from 2010 to 2020. The problem with using the general population is that it does not reflect the change in the focus population, particularly the projected increase in the senior population – major users of public and agency transportation.

In Greene County, the senior population is projected to increase by 16.1% from 2000 to 2010, and by 31.8% between 2010 and 2020. The use of trip rates based on the senior population are likely to provide a much better estimate of future demand for transportation services. There will also be an increase in the population with disabilities – projected to increase by 8.9% from 2000 to 2010, and by 11.2% from 2010 to 2020. The lowest projected growth rate is in the population of low income persons, rising by 6.0% from 2000 to 2010, and by 3.1% from 2010 to 2020.

In the case of Greene County, there is one means to project future demand based on actual data and the use of trip rates based on the senior population. This is due to the predominance of Greene CATS, which provides 64.2% of the total current demand in the county, and the fact that 79.2% of the current ridership is seniors and persons with disabilities. Therefore, changes in Greene CATS ridership during this decade will provide an indication of any changes in senior trip rates. Given that the senior population of Greene County was 17,361 in 2000, and is projected to increase to 21,717 in 2010, we can use a linear interpolation to estimate a senior population of approximately 18,200 in 2002, with a growth to approximately 20,000 in 2006 – which is the time period for measured changes in Greene CATS ridership.

In 2002, Greene CATS provided 90,460 trips, resulting in a trip rate per senior capita of 5.0 ($90,460 \div 18,200$). By 2006, they provided 120,000 trips, resulting in a trip rate per senior capita of 6.0 ($120,000 \div 20,000$). The result is a trip rate increase of 20% during this four year period.

An estimate of the current latent demand was obtained from Greene CATS, based on their knowledge and long-term experience in providing both public transit and human service agency transportation throughout Greene County. The estimate was based on expected increases in ridership with ample funding to support increased vehicle service hours during the current hours of service, and an expansion of service into the evening

time period. Increased funding would also allow Greene CATS to respond to requests for out-of-county trips that they cannot currently serve. The net increase in demand, considering all of the above, was an estimated 60,000 trips, which represents a 50% increase over Greene CATS current ridership.

The **current latent demand** for transportation in Greene County as a whole is based on the estimated 50% increase in ridership as cited above. This would amount to an increase of 92,700 trips ($185,300 \times 0.5$), for a total of approximately 280,000 trips countywide. The trip rate per senior capita corresponding to this demand level is 14.0 ($280,000 \div 20,000$).

The **future latent demand** for transportation in Greene County will be a function of the growth in trip rates and the growth in senior population. For the purposes of this report, it is assumed that the trip rate per senior capita will increase by 50% over the next ten years from 14.0 to 21.0. This represents the same growth rate experienced by Greene CATS from 2002 to 2006. This is believed to be a reasonable estimate based on the increasing proportion of the senior population that is 75 years of age or older, and who are more likely to need public and agency-sponsored transportation.

Given the projected senior population growth rate of approximately 25% over ten years, the expected senior population in Greene County will be approximately 25,000 in 2016. Applying a trip rate of 21.0 trips per senior capita leads to an estimated future latent demand of 525,000 trips in the county in 2016. This represents a very substantial increase from the current actual demand of 185,300 trips (280%) and from the estimated current latent demand of 280,000 (190%). Clearly, the ability of transportation providers in Greene County to meet the projected demands will be dependent upon the financial support available from the county and from state and federal sources.

TRANSPORTATION COSTS

This section deals extrapolates cost information for the major transportation providers to provide estimates of costs for all of the providers in the region. Emphasis was placed on the application of fully allocated cost models which would incorporate all of the costs incurred by each provider.

Within Greene County, the logical starting point for examination of transportation costs is Greene CATS. Our examination of the contracts between Greene CATS and both MRDD and DJFS showed that Greene CATS has based their transportation fees and trip rates on fully allocated costs of providing the service. They also provided historical data on ridership, vehicle miles and vehicle hours. Both contracts have provisions for adjustments in billing rates based on actual experience regarding the demand for services. There is also a fuel cost adjustment, providing for a 0.5% increase in trip rates and fees for any month for every 10% increase in the cost of fuel above the average for June 2007. Otherwise the trip rates and fees remain the same.

The key measure used to estimate transportation costs in this report is total operating cost per vehicle service hour. Based on data provided by Greene CATS for 2006, their total operating cost per vehicle service hour was \$47.86. This was derived from a total operating cost of \$2,170,531 and 45,350 vehicle hours provided in 2006. This provides a basic reference point when evaluating costs for other transportation providers in Greene County, since Greene CATS has had extensive experience in the accurate measurement of transportation costs.

One of the basic problems encountered in collecting detailed data from other major Greene County transportation providers was the lack of any data on vehicle service hours. In order to obtain an estimate of vehicle service hours, information was requested on the average number of hours that each driver worked in a week, and whether the drivers were paid, were volunteers, or were staff members that transported their clients as one part of their daily activities. The total weekly hours were multiplied by 50 weeks to obtain an estimate of annual vehicle service hours. In those cases where the transportation provider was able to provide an estimate of annual trips, we could check on the vehicle service hours by calculating productivity (trips per hour) to determine if it fell into a reasonable range for the service being provided.

There were four other transportation providers in Greene County that were able to provide cost data:²

- Beavercreek Senior Center uses volunteer drivers – their annual costs are only \$5,000 for fuel and repair. (The City of Beavercreek provides vehicle maintenance at no cost.)
- Fairborn Senior Citizens Association uses a combination of paid and volunteer drivers – their annual costs were reported as \$63,600. Based on an estimate of 3,000 vehicle service hours, their cost per hour is \$21.20.
- Xenia Adult Recreation and Service Center uses a combination of paid and volunteer drivers – their annual costs were reported as \$251,000. Based on an estimate of 12,500 vehicle service hours, their cost per hour is \$20.08.
- Yellow Springs Senior Center uses volunteer drivers – their annual costs are only \$1,280 for fuel, maintenance and repair.

From the above, it is obvious that the all-volunteer operations are very cost effective. Both of the operations that use a combination of paid and volunteer drivers have relatively low costs in the range of \$20.00 to \$21.00 per hour. In part, the lower cost is due to the effect of volunteer drivers (33% volunteer hours for Fairborn and 10% volunteer hours for Xenia); however, this value is less than one-half the Greene CATS cost per hour of approximately \$48.00. We believed that some costs have been omitted,

² Note that these cost data seldom assign values to volunteer labor or in-kind donations.

but there is no way to verify this without further evaluation of the components of their cost estimate.

For those operations that were unable to provide cost data, we have assumed a total cost of \$30.00 per vehicle hour. This applies to operations with all paid drivers or all staff drivers. Table 4 presents the estimated annual costs for all of the major transportation providers in Greene County.

**Table 4:
TRANSPORTATION PROVIDER COSTS IN GREENE COUNTY**

<i>Provider</i>	<i>Cost</i>	<i>Cost Basis</i>
Greene CATS	\$2,170,500	Reported costs
Xenia Adult Rec. & Serv. Center	\$251,000	Reported costs
Beavercreek Senior Center	\$5,000	Reported costs
Fairborn Senior Citizens Association	\$63,600	Reported costs
TCN Behavioral Health Services	\$135,000	Hours @ \$30.00/hr
Women’s Recovery Center	\$45,000	Hours @ \$30.00/hr
IHN of Greene County	\$30,000	Hours @ \$30.00/hr
Yellow Springs Senior Center	\$1,300	Reported costs
Total Cost	\$2,701,400	

3

MIAMI COUNTY

TRANSPORTATION PROVIDERS

The complete list of transportation providers in Miami County is presented in Table 5. The listing is ordered by the size of the transportation program as represented by the number of vehicles operated.

**Table 5:
TRANSPORTATION PROVIDERS IN MIAMI COUNTY**

<i>Transportation Provider</i>	<i>Number of Vehicles Operated</i>
Miami County Transit System (MCTS)	14
Riverside of Miami County – Board of MR/DD	11
Miami County YMCA	4
Miami County Veterans Service Office	1

A brief summary of each transportation provider that operates two or more vehicles in Miami County is provided below.

Miami County Transit System (MCTS)

The Miami County Transit System (MCTS) provides advance reservation demand responsive countywide service to the general public and clients of human service agencies. In certain situations, MCTS will also provide service beyond county borders. MCTS operates a fleet of 14 vehicles providing approximately 43,000 trips in 2006.

MCTS demand response service operates from 5:00 am to 8:00 pm on weekdays, from 6:00 am to 7:00 pm on Saturdays, and from 8:00 am to 2:00 pm on Sundays. The fare for the general public for a one-way trip within the county is \$4.00, while seniors and persons with disabilities pay half-fare (\$2.00) for all trips.

Riverside of Miami County – Board of MR/DD

Riverside MR/DD provides transportation for client programs including supported community employment and facility based sheltered employment. For their primary transportation program, which is pre-scheduled subscription service, they operate 11 school bus type vehicles providing an estimated 66,000 trips per year using paid drivers. The major purpose of this transportation service is to bring adult clients to and from their workshops. Regular transportation hours are from 7:00 am to 4:30 pm on weekdays, and on weekends – as required for scheduled programs and services.

Miami County YMCA

The Miami County YMCA operates 4 vehicles in support of their various programs for children during the school year and for summer programs. The vehicles are operated by staff drivers providing approximately 22,000 trips annually.

TRANSPORTATION PURCHASERS

The only county agency purchasing transportation is the Department of Job and Family Services (DJFS). DJFS purchases transportation services from MCTS for Medicaid (non-emergency medical transportation) trips, work and training related trips, and Title XX services for low income clients. DJFS and MCTS have signed separate contracts for each of these programs.

The various contracts between MCTS and DJFS demonstrate that MCTS computed their trip rates based on the fully allocated costs of providing the service. For the period from July 1, 2007 to June 30, 2008, MCTS has computed a per trip rate of \$20.50 for all contract trips within Miami County.

MCTS has also been in discussions with other agencies in the county (e.g., Veterans Services) regarding the possibility of becoming their transportation provider.

One major regional purchaser — the Bureau of Vocational Rehabilitation (BVR) — has an office in Greene County which is responsible for providing transportation for clients in four counties including Greene and Miami.

The Area Agency on Aging PSA 2, a major regional purchaser, contracts for Adult Day Services and Nutrition Transportation for seniors in Miami County with the Sunrise Center. The Sunrise Center is part of Goodwill/Easter Seals of the Miami Valley, a major regional transportation provider.

Catholic Social Services of the Miami Valley, another major regional purchaser, contracts for medical transportation services for PASSPORT and ComCare clients (seniors) in Miami County. The contractors include Sunrise Center, Greenville Transit

(transit agency in Darke County), and three private providers (Eagle One, EMT and Integrity).

COORDINATION OF TRANSPORTATION SERVICES

MCTS is the provider for the only major transportation purchaser in the county: DJFS. The contracts between MCTS and DJFS provide for Medicaid (non-emergency medical transportation) trips, work and training related trips, and Title XX services for low income clients.

The fact that all MCTS services are open to the general public provides the opportunity for scheduling the trips for DJFS clients and the general public on the same vehicle (ridesharing). This leads to a more productive and cost-effective transportation operation.

To a certain extent, the Miami County coordination effort is a more limited version of the Greene County coordination program, in that MCTS has only been able to work out a contract with DJFS, because MRDD is operating its own transportation program. MCTS has been encouraging further coordination in discussions with other agencies in the county (e.g., Veterans Services) regarding the possibility of becoming their transportation provider.

There are no other examples of human service agency coordination in Miami County.

ASSESSMENT OF TRANSPORTATION GAPS

An assessment of the transportation gaps for the focus populations (seniors, persons with disabilities and low income persons) was conducted. These transportation gaps can be based on service area limits, time of day considerations and eligibility factors.

Since MCTS demand response service is open to the general public and operates countywide, all members of the focus populations have the opportunity to travel anywhere in the county from 5:00 am to 8:00 pm on weekdays, from 6:00 am to 7:00 pm on Saturdays, and from 8:00 am to 2:00 pm on Sundays. The fare for the general public for a one-way trip within the county is \$4.00, while seniors and persons with disabilities pay half-fare (\$2.00) for all trips. All demand response trip reservations must be made at least one day in advance with booking of the trip subject to vehicle availability and capacity.

Overall, the transportation available from MCTS provides the focus populations with reasonable levels of service for travel within the county. The span of service on weekdays (5:00 am to 8:00 pm) provides each passenger with more opportunities to

travel to work, school or any other activity requiring an early morning or late evening schedule. The span of service on Saturdays (6:00 am to 7:00 pm) provides similar (but more limited) opportunities for work/school, while Sunday service (8:00 am to 2:00 pm) seems to be geared more for social, recreational and church related activities.

MCTS demand response service provides the opportunity for individuals to request a standing order for regularly recurring trips, such as those for work and school. If MCTS has the capability (space and availability) to fulfill that trip request, the individual will be assured of the trip without having to call in each time for a reservation. Since this service is available to the general public, any individual that is part of the focus population who is able to obtain this “subscription” service is assured of a low cost means to travel to work, school or any other activity which is on a regular schedule.

The transportation gaps in Miami County include:

- There is no opportunity for any of the focus populations to travel after 8:00 pm on weekdays, after 7:00 pm on Saturdays, or after 2:00 pm on Sundays.
- There is no opportunity for travel outside the county using MCTS. The only exception is for an agency-sponsored out of county trip that has been defined as medically necessary.

TRIP ORIGINS AND DESTINATIONS

This section contains an analysis of the number of trips originating in Miami County and to which counties the trips are going. Estimates of projected demand based on changes in the focus population are also provided. The following presents a brief summary of the number of trips for each provider, the focus population served and the estimated number of trips which go outside Miami County.

Miami County Transit System (MCTS) - provides approximately 42,800 trips per year, of which about 18,000 are for seniors and persons with disabilities. None of those trips go outside the county.

Riverside of Miami County – Board of MR/DD – provides approximately 66,000 trips per year as part of their regular programs for persons with disabilities. It is estimated that the vast majority of trips are to programs and facilities in Miami County.

Miami County YMCA – provides approximately 22,000 trips per year to children for day care, after school and summer camp programs. All trips stay within Miami County.

Miami County Veterans Service Office – provides approximately 1,600 trips per year to the VA Hospital in Montgomery County.

DEMAND PROJECTIONS

Based on the above information, the total demand for public and human service agency transportation in Miami County (excluding trips carried by private transportation providers) is 132,400 trips per year. There are no out-of-county trips. The overall trip generation rate, based on the total county population of 98,868 (2000 Census data) is 1.34 trips per capita.

As noted in the discussion of demand in Greene County, current demand is constrained by the funding available; therefore there is a latent demand for additional trips by the focus population in Miami County that exists right now. This estimate of current latent demand can be used to project future latent demand using population projections and trip rates. The actual future demand will depend upon the funding available to MCTS and the other transportation providers in the county. The focus of this report is on the projection of current and future latent demand.

The projection of future demand is based on the trip generation rate (trips per capita) and projected population growth over the time period of interest. The general population of Miami County is projected to increase by 4.6% between 2000 and 2010, and by 3.2% from 2010 to 2020. The senior population is projected to increase by 11.8% from 2000 to 2010, and by 21.7% between 2010 and 2020. There will also be an increase in the population with disabilities – projected to increase by 32.7% from 2000 to 2010, and by 11.8% from 2010 to 2020. The lowest projected growth rate is in the population of low income persons, rising by 2.7% from 2000 to 2010, and by 3.0% from 2010 to 2020.

Unlike Greene CATS, MCTS provides a much smaller percentage of the trips in the county (32.3% vs. 64.2%), therefore historical changes in ridership for MCTS are not as indicative of overall changes in demand. In addition, MCTS has experienced decreasing ridership from 52,800 trips in 2004 to 42,800 in 2006, apparently due to decreased funding. Therefore, MCTS ridership data does not provide a basis for projecting future demand.

For the purposes of this report, we have assumed that the current latent demand for transportation in Miami County is greater than that in Greene County, due to the fact that MCTS has been unable to expand its service due to funding constraints. It is estimated that the current trips not served are 75% of the actual demand, or approximately 100,000 trips ($0.75 \times 132,400$). Therefore the current latent demand for transportation in Miami County is estimated to be 232,000 trips. In order to convert this into a trip rate per senior capita, it is necessary to estimate the senior population in 2006 (the base year for transportation data).

Given that the senior population of Miami County was 13,101 in 2000, and is projected to increase to 14,649 in 2010, we can use a linear interpolation to estimate a senior population of approximately 14,000 in 2006. Based on that estimate, the actual current trip rate per senior capita is approximately 10.0, while the trip rate corresponding to latent demand is about 17.0.

The future latent demand for transportation in Miami County will be a function of the growth in trip rates and the growth in senior population. For the purposes of this report, it is assumed that the trip rate per capita for seniors will increase by 50% over the next ten years from 17.0 to 26.0. This growth rate is believed to be a reasonable estimate based on the increasing proportion of the senior population that is 75 years of age or older, and who are more likely to need public and agency-sponsored transportation.

Given the projected senior population growth rate of approximately 15% over ten years (based on the average of rates for 2000-2010 and 2010-2020), the expected senior population in Miami County will be approximately 16,000 in 2016. Applying a trip rate of 26.0 trips per senior capita leads to an estimated future latent demand of 416,000 trips in the county in 2016. This represents a very substantial increase from the current actual demand of 132,400 trips (315%) and from the estimated current latent demand of 232,000 (180%). Clearly, the ability of transportation providers in Miami County to meet the projected demands will be dependent upon the financial support available from the county and from state and federal sources.

TRANSPORTATION COSTS

This section deals with the development of cost information for the major transportation providers in Miami County which can then be extrapolated to provide estimates of costs for all of the providers in the region. Emphasis was placed on the application of fully allocated cost models which incorporate all of the costs incurred by each transportation provider.

An examination of the contract between MCTS and DJFS showed that they based their trip rate of \$20.50 per one-way trip on fully allocated costs of providing the service. They also provided historical data on ridership, vehicle miles and vehicle hours.

The key measure used to estimate transportation costs in this report is total operating cost per vehicle service hour. Based on data provided by MCTS for 2006, their total operating cost per vehicle service hour was \$41.27. This was derived from a total operating cost of \$862,382 and 20,895 vehicle hours provided in 2006. This rate is lower than Greene CATS at \$47.86, but it is still in the same general range of \$40.00 to \$50.00 per vehicle service hour.

One of the basic problems encountered in collecting detailed data from some major transportation providers was the lack of any data on vehicle service hours. In order to obtain an estimate of vehicle service hours, information was requested on the average number of hours that each driver worked in a week, and whether the drivers were paid, were volunteers or were staff members that transported their clients as one part of their daily activities. The total weekly hours were multiplied by 50 weeks to obtain an estimate of annual vehicle service hours. In those cases where the transportation provider was able to provide an estimate of annual trips, we could check on the vehicle service hours by

calculating productivity (trips per hour) to determine if it fell into a reasonable range for the service being provided.

There was only one other transportation provider in Miami County able to provide cost data. The Miami County YMCA uses staff drivers so they did not include driver costs. Their reported annual costs were \$31,500 and included fuel, maintenance, repair, insurance and vehicle depreciation.

For those operations that were unable to provide cost data, we have assumed a total cost of either \$30.00 or \$40.00 per vehicle hour, depending upon the nature of the operation. Table 6 presents the estimated annual costs for all of the major transportation providers in Miami County.

**Table 6:
TRANSPORTATION PROVIDER COSTS IN MIAMI COUNTY**

<i>Provider</i>	<i>Cost</i>	<i>Cost Basis</i>
Miami County Transit System (MCTS)	\$ 862,400	Reported costs
Riverside of Miami County – MR/DD	\$ 550,000	Hours @ \$40.00/hr
Miami County YMCA	\$31,500	Reported costs
Miami County Veterans Service Office	\$67,500	Hours @ \$30.00/hr
Total Cost	\$1,511,400	

4

MONTGOMERY COUNTY

TRANSPORTATION PROVIDERS

The complete list of transportation providers in Montgomery County is presented in Table 7. The listing is ordered by the size of the transportation program as represented by the number of vehicles operated.

A brief summary of each transportation provider that operates three or more vehicles in Montgomery County is provided below.

Greater Dayton Regional Transit Authority (GDRTA)

The Greater Dayton Regional Transit Authority (GDRTA) is by far the largest transportation provider in the region. GDRTA operates both fixed route bus service and ADA complementary paratransit service, known as Project Mobility.

GDRTA Fixed Route

GDRTA operates more than 200 buses on routes that cover much of Montgomery County. According to the most recent ODOT report the fixed route service provided approximately 12,400,000 trips in 2006. Service is provided on major routes from 4:15 am to 1:36 am on weekdays, from 4:20 am to 1:36 am on Saturday and from 5:22 am to 1:40 am on Sundays. Routes that are more lightly utilized, particularly those that go out to the more rural areas of the county, have shorter hours of service. The fares for the general public are \$1.25 cash, \$0.95 per token (pack of ten), \$9.50 for a weekly pass and \$35.00 for a monthly pass. For seniors and persons with disabilities, the fares are \$0.60 cash and tokens (pack of ten) and \$22.00 for a monthly pass.

GDRTA has also set up special fixed routes designed to serve seniors (Senior EZ Ride) connecting senior citizens centers, neighborhoods, grocery stores, shopping centers, hospitals and pharmacies. They have an on-board assistant and provide extra storage on the vehicles for grocery or shopping packages.

**Table 7:
TRANSPORTATION PROVIDERS IN MONTGOMERY COUNTY**

<i>Transportation Provider</i>	<i>Number of Vehicles Operated</i>
Greater Dayton Regional Transit Authority (GDRTA) – Fixed Route	200+
Greater Dayton Regional Transit Authority (GDRTA) – Project Mobility	75+
Montgomery County MR/DD	52
Choices in Community Living	21
Senior Resource Connection	10
Resident Home Association	10
PLACES, Inc.	10
YMCA of Greater Dayton	10
Wesley Community Center	7
Kettering Lathrem Senior Center	6
United Rehabilitation Services	4
South Community, Inc.	4
Trotwood Area HandiVan Ministry	3
Brookville HandiVan Ministry	2
Daybreak, Inc.	2
Eastway Corp.	2
Friendship Village	2
Hithergreen Senior Center	2
Project Cure	2
Day-Mont West	1
East End Community Services	1
Germantown Senior Citizens Center	1
Good Samaritan Hospital	1
Jewish Federation of Greater Dayton	1
Life Essentials	1
Mercy Manor	1
City of Miamisburg – Senior Adult Center	1
Senior Care Adult Day Center (Miami Valley Hospital)	1
Twin Towers Place	1
Volunteers of America	1
YWCA of Dayton	1

GDRTA Project Mobility

Project Mobility provides ADA complementary paratransit service to individuals with certified disabilities who are unable to use regular fixed routes. According to the most recent ODOT report, Project Mobility provided approximately 300,000 trips in 2006 operating approximately 78 vehicles. In order to use the service, individuals must be certified as ADA paratransit-eligible by the Project Mobility Certification Center. There are no restrictions on trip purpose, but all trips must take place within a ¾ mile corridor on each side of a fixed route. The hours of service will match the hours of service on the adjacent bus routes. Trips must be requested no later than the day before the trip. The fare is \$2.00 per one-way trip.

In addition to Project Mobility, GDRTA is also a funding partner in the Senior Transportation Expansion Project (STEP) which assists existing senior transportation providers in expanding their services while nurturing regional collaboration. STEP is an MVRPC-led effort.

Montgomery County MR/DD

Montgomery County MR/DD is the primary service provider for eligible children and adults with moderate, severe and profound mental retardation or other developmental disabilities. They provide transportation for client programs including supported community employment and facility based sheltered employment. For their primary transportation program, which is pre-scheduled subscription service, they operate 52 accessible school bus vehicles providing an estimated 392,000 trips per year using paid drivers. They also have 24 accessible vans available for community integration and field trips. The vans are operated by fully trained and qualified staff drivers.

The major purpose of this transportation service is to bring adult clients to and from their workshops. Regular transportation hours are from 5:00 am to 10:00 pm on weekdays. Transportation is provided on weekends as required for scheduled programs and services. There are no fares or donations accepted from the clients. Workshop and other regular employment trips on the school buses are pre-scheduled for clients by the MR/DD Transportation Department using school bus routing software.

Choices in Community Living

Choices in Community Living is an agency that provides residential services for people with mental retardation and other developmental disabilities. Transportation is part of the total care service for their clients. Requests for residential services are coordinated through MR/DD. New clients are accepted as service planning and funding becomes available. They operate 21 accessible vehicles and provide approximately 10,000 trips per year using staff drivers. All trips are pre-scheduled by the staff person responsible for providing service.

Senior Resource Connection

The primary mission of Senior Resource Connection is to keep older adults in their own homes as long as possible by providing a wide range of services including Nutrition Services and Adult Day Services. Specific transportation responsibilities include adult day services transport in Montgomery County and home-delivered meals in Miami, Montgomery and Preble counties. They operate 10 accessible vehicles and provide approximately 35,000 trips per year using paid drivers.

For the adult day services program, eligible clients must be Montgomery County residents, 60 years or older (typically frail). Primary destinations include the agency's two adult day service locations in Montgomery County. The hours of service are from 7:00 am to 6:00 pm on weekdays.

Resident Home Association

Resident Home Association maintains ongoing, long-term residential services and supports to residents, including transitions from employment and recreation in the community to retirement options for older adults. Requests for residential services are coordinated through MR/DD. New clients are accepted as service planning and funding becomes available.

Demand responsive transportation is part of total care for residential service clients, and is provided by staff drivers operating out of 12 residential homes. Transportation is provided for medical appointments, shopping, visiting friends/family, recreation activities and some work trips. They operate 10 vehicles and provide approximately 12,000 trips per year.

PLACES, Inc.

The mission of PLACES is to promote and enhance the community living skills and provide quality housing options to individuals who are mentally ill and/or homeless. They have separate admission criteria for each of three programs; the Residential Program, the Supportive Living Program and the Permanent Supportive Housing Program. Demand responsive transportation for designated activities is provided by staff drivers at seven facilities in Montgomery County. They operate 10 vehicles, and provide approximately 12,500 trips per year.

YMCA of Greater Dayton

The YMCA provides transportation for children to attend day care, after school and summer camp programs. The YMCA has seven facilities in Montgomery County,

and they operate 10 vehicles using paid drivers. They do not keep track of the number of passenger trips that they provide.

Wesley Community Center

Wesley Community Center serves all ages and family/community groups. Transportation is provided for seniors under a variety of contracts with the Area Agency on Aging (AAA) and the county Department of Job and Family Services (DJFS). They operate 7 vehicles using paid drivers for all of their transportation programs, but they do not maintain a count of all trips that they provide. The general hours of service for transportation are from 8:00 am to 3:00 pm on weekdays. There is no fare charged, but donations are accepted for Nutrition Transportation. Trips must be reserved at least one day in advance, except Medical Transportation and Medicaid (NET) Transportation which are scheduled by case managers.

Their transportation programs include:

- Personal Assistance Transportation – open to frail and elderly individuals two days a week from 2:00 to 5:00 pm on a first come first served basis as scheduled by WCCI.
- Nutrition Transportation – open to persons 60 years of age or older to nine congregate meal sites.
- Medical Transportation – for PASSPORT/ComCare – eligible individuals as authorized and scheduled by AAA case managers.
- Medicaid (NET) Transportation – for persons determined to be eligible and scheduled by DJFS.
- United Way of Dayton Seniors Transportation – open to persons 55 years of age or older as scheduled by WCCI.

Kettering Lathrem Senior Center

The Lathrem Senior Center is a multi-purpose facility dedicated to providing quality programs and services to anyone age 55 or better. The agency is one of the larger senior centers in Ohio. Transportation is provided for Kettering residents who are age 60 or older. They provide service within a 1.5 mile radius of Kettering for all trip purposes such as medical, grocery, banks, pharmacies, etc. Trips that are considered **life essential**, such as those for medical appointments, trips to the Social Security office, Job Center, hospitals, county courthouse and legal aid appointments can go beyond the 1.5 mile radius of Kettering, but within specified boundaries in Montgomery County. They operate 6 vehicles using a combination of paid and volunteer drivers, providing approximately 9,800 trips per year.

First-time users need to fill out a registration card. Trip reservations can be made up to two weeks in advance (some exceptions for medical appointments) and no later

than 48 hours before the scheduled trip time. Emergency trips can be requested up to noon on the business day before the trip if space is available. Riders must purchase a "Rider's Card" (a punch card), available in denominations of \$2, \$10, \$20, and \$40. The cost per trip ranges from \$2.00 to \$8.00 depending upon distance traveled. Service is provided on weekdays from 8:30 am to 4:00 pm. Transportation for designated programs is provided in the evening and on weekends.

United Rehabilitation Services

United Rehabilitation Services provides comprehensive programs and services to meet the needs of infants, children, and adults with disabilities or special needs in the Miami Valley region. Transportation is provided as an integral part of the agency's programs and services, as required by the client's service plan. They operate 4 vehicles using paid drivers. The transportation provided is subscription service where trips are pre-scheduled by staff.

South Community, Inc.

South Community promotes emotional and behavioral well being through a variety of services for children, adults and families dealing with mental health disabilities. Transportation is provided as an integral part of their programs and services. They operate 4 vehicles with paid drivers (with select staff available to drive when necessary), providing approximately 10,000 trips per year.

Trotwood Area HandiVan Ministry

Trotwood Area HandiVan Ministry provides transportation to seniors and persons with disabilities living in Trotwood and the closely surrounding area. They provide advance reservation demand responsive service for medical, grocery, bank, shopping, social and educational activities. They operate 3 vehicles using volunteer drivers, providing approximately 3,000 trips per year. The service is available from 8:00 am to 5:00 pm on weekdays.

TRANSPORTATION PURCHASERS

The only major transportation purchaser in Montgomery County is the Department of Job and Family Services (DJFS). DJFS has a contract with Wesley Community Center and with several private transportation companies to provide Medicaid non-emergency medical trips.

There are 10 other agencies in Montgomery County that purchase transportation for their clients. The following six agencies purchase GDRTA tokens and passes for use by their clients:

- Choices, Inc. – purchases 120 monthly passes annually.
- Adolescent Wellness Center – purchases 80 tokens per year.
- Veterans Service Center – approximately \$20,000 in tokens annually.
- Artemis Center for Alternatives – occasional use of tokens (or cab fare) for emergency situations.
- Born Free – purchases about 1,000 tokens per year.
- Wellness Connection of the Miami Valley – occasional use of tokens.

Three agencies use taxicabs, as follows:

- Dialysis Center of Dayton – pays cab fare, approximately \$500 per year.
- Community Action Partnership – contract with Yellow Cab, approximately \$25,000 per year.
- East Dayton Health Center – pays cab fare, less than 100 trips per year.

Project Reach arranges to use a Wesley Community Center van for client transport as part of the vehicle sharing program known as Community Share Transportation.

The Area Agency on Aging PSA 2, a major regional transportation purchaser, contracts with a number of transportation providers in Montgomery County. They have contracts with Wesley Community Center to provide Nutrition Transportation and Medical Transportation (part of the PASSPORT program for seniors). They also purchase Medical Transportation – PASSPORT trips from private providers including Eagle One Transport, Eaton Medical Transport and Peoples Ambulette/Wheelchair Services.

AAA-PSA 2 contracts with both Goodwill/Easter Seals of the Miami Valley and Senior Resource Connection for Adult Day Services (ADS) Transportation.

COORDINATION OF TRANSPORTATION SERVICES

Coordination of transportation services in Montgomery County is different from the situation in Greene and Miami counties where the transit agency is under contract to provide transportation for the clients of various human service agencies. In Montgomery County, GDRTA provides transportation for many agency clients in Montgomery County when those clients are able to use GDRTA fixed route services, or when they are eligible to use GDRTA ADA Paratransit services (Project Mobility). Otherwise there is no operational coordination at the county level similar to Greene and Miami counties.

However, there are a number of interesting examples of coordination efforts taking place at the local level within Montgomery County. The largest of these

coordination efforts is the Senior Transportation Expansion Project (STEP) which assists existing senior transportation projects to expand their services and helps to initiate new transportation programs. The funding for STEP comes from the county Human Services Levy. The MVRPC has taken a leadership role in STEP and has hired a Senior Transportation Coordinator to help implement the program. STEP can offer participating transportation providers the following:

- Ride reimbursement – as an incentive to increase ridership, STEP will provide a subsidy of \$11.00 for every additional one-way ride compared to the same month in the previous year.
- Volunteer recruiter – STEP will reimburse a recruiter at \$12 per hour for up to ten hours a week to find volunteer drivers.
- Additional financial assistance – this funding is made available from GDRTA for specific expenses that will assist in coordination, and is approved at the discretion of MVRPC.
- The STEP coordinator has begun receiving requests regarding individuals in need of transportation and in turn refers those to local transportation providers.

There are a number of agencies that are full participants in the program and others that participate at differing levels. One key agency that has been a full participant in STEP is the City of Kettering's Lathrem Senior Center. They have been at the forefront of collaborative efforts, including the hosting of meetings with other non-participating senior centers to discuss the benefits of expanded Senior Transportation and the hosting of training programs for their volunteer drivers as well as those from other participating agencies.

The STEP program has allowed the Kettering Center to expand their service area providing more destination options for their seniors. They charge a nominal distance-based fee for the longer distance trips. This is an example of a coordination effort that addresses one of the key transportation needs of the focus population involving the need to cross boundaries.

Kettering has also taken a lead role on two other initiatives that will enhance coordination efforts in the region. The first of these involves a joint effort with Project Mobility. Under the proposed arrangement, Kettering will transport Project Mobility riders who are traveling within the Center's service area, thereby reducing the passenger loading on Project Mobility. Kettering will charge one-half of their regular fare to the passenger, with the other half reimbursed by GDRTA. This cost will represent a large savings to the GDRTA compared to the cost of transporting the passenger on Project Mobility, and Kettering will benefit through the increased trip volume which should reduce their overall cost per trip. If this experimental arrangement works, it could be replicated with other transportation providers in Montgomery County.

Kettering's second initiative was the result of their effort to provide services to seniors living in the City of Moraine, which has no transportation program for older adults. Under the proposed arrangement, Kettering would provide administration, reservation and routing services for a several days per week transportation program in Moraine. Moraine will provide a city car and driver for individual trips, while Kettering will provide a bus and driver for Moraine group grocery shopping trips and for those individual trips requiring an accessible vehicle. Moraine will reimburse Kettering for the cost of the services provided.

The initiation of this program was hampered by questions of liability involving Kettering's operation of vehicles in the City of Moraine. Representatives of the City of Kettering were able to bring this issue to the attention of the state legislature. As a result, an amendment to the applicable statute was enacted in the summer of 2007 which will provide a city, township, etc. with all the defenses and immunities that political subdivisions currently possess, even though that subdivision is performing governmental and/or proprietary functions on behalf of another political subdivision. This amendment will facilitate the initiation of the Moraine service and will serve as an example for other coordination efforts involving cities/townships throughout the region and the state.

In addition to the Kettering Center, there is one other transportation provider agency that can serve as an example of a local coordination effort in Montgomery County – the Wesley Community Center. The Wesley Center is a participant in the STEP program, but they cannot be reimbursed for rides associated with expansion because they are receiving other county funds for their transportation program. The Wesley Center has done an excellent job of obtaining contracts to provide transportation for a wide variety of human service agencies as evidenced by the following:

- Area Agency on Aging – Wesley Center is under contract to provide all Nutrition Transportation in Montgomery County for clients requesting transport service to congregate meal sites. Wesley also provides Medical Transportation to PASSPORT clients who have been authorized and scheduled by AAA case managers.
- Montgomery County Job and Family Services – Wesley provides non-emergency medical transportation (NEMT) for Medicaid clients as authorized and scheduled by MCJFS.
- Montgomery County Human Services Levy – funds are used by Wesley to transport frail elderly seniors who make Personal Assistance Transportation requests that come directly into the Center office.
- United Way of Dayton – grant funds are used to supplement the Personal Assistance Transportation requests that come in directly from frail elderly seniors

- STEP – Wesley will accept referrals from STEP to provide rides for eligible seniors in parts of Montgomery County that are not currently served by other providers participating in the STEP program.

In addition to these programs, Wesley has established a vehicle sharing program known as Community Share Transportation. Under this program, Wesley vehicles are made available for usage by other profit and non-profit organizations. Wesley requires an official agreement between both parties specifying conditions of use and terms of reimbursement. Vehicles are generally available after 3:00 pm on weekdays and on weekends. Vehicle drivers must meet all Wesley driver qualification and training requirements.

ASSESSMENT OF TRANSPORTATION GAPS

An assessment of the transportation gaps for the focus populations (seniors, persons with disabilities and low income persons) was conducted. These transportation gaps can be based on service area limits, time of day considerations and eligibility factors.

The major travel options for the focus populations are the GDRTA fixed route bus service and Project Mobility. Those individuals able to access the fixed route bus service and use it to meet their trip needs (origin-destination in proximity of bus route) can travel at most any time on major routes (from 4:15 am to 1:36 am on weekdays – slightly shorter hours on weekends). The hours of service on the other (non-major) routes are shorter. The fares are low (\$0.60) for seniors and persons with disabilities. Low income persons who are not seniors or disabled pay the general public fare of \$1.25 cash or \$0.95 per token (pack of ten).

Project Mobility provides ADA complementary paratransit service to individuals with certified disabilities who are unable to use regular fixed routes. In order to use the service, individuals must be certified as ADA paratransit-eligible by the Project Mobility Certification Center. There are no restrictions on trip purpose, but all trips must take place within a ¾ mile corridor on each side of a fixed route. The hours of service will match the hours of service on the adjacent bus routes. Trips must be requested no later than the day before the trip. The fare is \$2.00 per one-way trip.

Because most other transportation providers in Montgomery County are generally involved in transporting their clients to specific programs or services, these providers do not take trip requests from unaffiliated individuals. The only exceptions are agencies such as Wesley Community Center and Senior Resource Connection that will accept trip requests from seniors and persons with disabilities throughout the county. Other agencies such as Kettering Lathrem Senior Center and Trotwood Area HandiVan Ministry will also accept trip requests from seniors and persons with disabilities, but only from those who reside in the local municipality or surrounding area.

The only generally available transportation to locations outside Montgomery County are the GDRTA fixed route and ADA paratransit services that go to Wright State University and Wright-Patterson AFB in Greene County. All other trips outside the county are for agency authorized medical trips and to reach facilities that offer programs and services that are part of an individual's service plan.

Transportation gaps in Montgomery County include:

- There is no countywide transportation available to the focus population (or to the general public) similar to that in Greene and Miami counties.
- Individuals that reside or need to travel outside the boundaries of the GDRTA service area have very limited travel options, consisting of agency-sponsored trips and the four transportation providers that have some capacity to transport seniors and persons with disabilities.
- There is no service originating in Montgomery County (with the exception of GDRTA service to Wright State University and Wright-Patterson AFB) that will allow the focus population to reach destinations outside the county, unless the individual is traveling on an agency-sponsored trip.
- While the hours of service on major GDRTA routes are extensive (from 4:15 am to 1:36 am on weekdays – slightly shorter hours on weekends), there are other routes that have shorter hours. Those other routes are also likely to have long headways (time between bus arrivals), which can make the trip very difficult. The ability of the focus population (and the general public) to make specific trips, such as a work trip, is very dependent on the geographic location of the trip origin and destination.

TRIP ORIGINS AND DESTINATIONS

This section contains an analysis of the number of trips originating in Montgomery County and to where the trips are destined. Estimates of projected demand based on changes in the focus population are also provided. The following presents a brief summary of the number of trips for each provider, the focus population served and the estimated number of trips which go outside Montgomery County.

Greater Dayton Regional Transit Authority (GDRTA) – Fixed Route – provides approximately 12,397,000 trips per year, of which about 1,730,000 are for seniors and persons with disabilities. It is estimated that about 80,000 of those trips (0.6%) go outside Montgomery County into Greene County.

Greater Dayton Regional Transit Authority (GDRTA) – Project Mobility – provides approximately 298,800 trips per year for persons with disabilities. It is

estimated that about 7,000 of those trips (2.3%) go outside Montgomery County into Greene County.

Montgomery County MR/DD – provides approximately 392,000 trips per year as part of their regular programs for persons with disabilities. It is estimated that the vast majority of trips are to programs and facilities in Montgomery County.

Choices in Community Living – provides about 10,000 trips per year for persons with disabilities living in residential care settings. There are no trips outside the county.

Senior Resource Connection – provides about 35,000 trips per year for seniors, all of which stay within the county.

Resident Home Association – provides about 35,000 trips per year for persons with disabilities living in residential care settings. There are no trips outside the county.

PLACES, Inc. – provides approximately 12,500 trips per year for persons with disabilities and low income persons, all of which stay within the county.

YMCA of Greater Dayton – provides an estimated 30,000 trips per year for children to day care, after school and summer camp programs. There are no trips outside the county.

Wesley Community Center – provides an estimated 13,000 trips for seniors, all of which stay within the county.

Kettering Lathrem Senior Center – provides approximately 9,800 trips per year for seniors. There are no trips outside the county.

United Rehabilitation Services – provides an estimated 10,000 trips per year for persons with disabilities, all of which stay within the county.

South Community, Inc. – provides about 10,000 trips per year for persons with disabilities. There are no trips outside the county.

Trotwood Area HandiVan Ministry – provides approximately 3,000 trips per year for seniors and persons with disabilities, all of which stay within the county.

Brookville HandiVan Ministry - provides approximately 500 trips per year for seniors and persons with disabilities, all of which stay within the county.

Daybreak, Inc. – provides about 300 trips per year for persons with disabilities.

Eastway Corp. - provides about 500 trips per year for persons with disabilities.

Friendship Village – provides approximately 500 trips per year for seniors within the county.

Hithergreen Senior Center – provides about 1500 trips per year for seniors within the county.

Project Cure – provides approximately 9,000 trips per year for persons with disabilities, all within the county.

Day-Mont West – provides an estimated 500 trips per year for persons with disabilities, all within the county.

East End Community Services – provides about 200 trips per year for low income persons, all within the county.

Germantown Senior Citizens Center – provides approximately 1,700 trips per year for seniors within the county.

Good Samaritan Hospital – provides about 500 trips per year within the county.

Jewish Federation of Greater Dayton – provides an estimated 500 trips per year for seniors and persons with disabilities, all within the county.

Life Essentials – provides an estimated 500 trips per year for persons with disabilities, all within the county.

Mercy Manor – provides an estimated 600 trips per year within the county.

City of Miamisburg – Senior Adult Center – provides approximately 100 trips per year for seniors, all within the county.

Senior Care Adult Day Center (Miami Valley Hospital) – provides approximately 9,500 trips per year for seniors and persons with disabilities, all within the county.

Twin Towers Place – provides about 100 trips per year within the county.

Volunteers of America – provides about 1,000 trips per year within the county.

YWCA of Dayton – provides about 500 trips per year within the county.

DEMAND PROJECTIONS

Based on the above information, the total demand for public and human service agency transportation in Montgomery County (excluding trips carried by private

transportation providers) is 13,284,100 trips per year. Out of that total, there are approximately 87,000 out-of-county trips, representing only 0.7% of total trips. The overall trip generation rate, based on the total county population of 559,062 (2000 Census data) is 23.76 trips per capita.

All of the above statistics are influenced by the size of the GDRTA fixed route ridership, which amounts to 93.3% of the total demand in the county. The total number of trips carried by Project Mobility and the human service agency transportation providers is 887,100. The trip generation rate based on this number is 1.59 trips per capita – a number that is much closer to the rates in Greene (1.26) and Miami (1.34) counties. The ridership of 887,100 will be used in the following analysis.

As noted in the discussion of demand in the other counties, current demand is constrained by the funding available; therefore there is a latent demand for additional trips by the focus population in Montgomery County that exists right now. This estimate of current latent demand can be used to project future latent demand using population projections and trip rates. The actual future demand will depend upon the funding available to GDRTA and the other transportation providers in the county. The focus of this report is on the projection of current and future latent demand.

The projection of future demand is based on the trip generation rate (trips per capita) and projected population growth over the time period of interest. The general population of Montgomery County is projected to decrease by 3.3% between 2000 and 2010, with another decrease of 2.2% from 2010 to 2020. The senior population is projected to increase by 0.7% from 2000 to 2010, and by 18.8% between 2010 and 2020. There will be virtually no change in the population with disabilities from 2000 to 2010 (a slight drop from 100,322 to 100,305), and a small increase of 2.4% from 2010 to 2020. The projected population of low income persons is projected to decrease by 1.0% from 2000 to 2010, with a further decrease of 2.2% from 2010 to 2020.

For the purposes of this report, we have assumed that the current latent demand for transportation in Montgomery County is lower than that in Greene County, due to the fact that GDRTA Project Mobility is obligated to provide all trips requested by individuals who have been certified as ADA paratransit eligible. These persons with disabilities, including many seniors, are theoretically able to make all of their desired trips within Project Mobility's designated service area. Other seniors and low income persons are able to use GDRTA fixed route buses to meet many of their travel needs.

It is estimated that the current trips not served are 25% of the actual demand, or approximately 222,000 trips ($0.25 \times 887,100$). Therefore the current latent demand for transportation in Montgomery County is estimated to be 1,109,000 trips. In order to convert this into a trip rate per senior capita, it is necessary to estimate the senior population in 2006 (the base year for transportation data).

Given that the senior population of Montgomery County was 76,786 in 2000, and is projected to increase to 77,340 in 2010, we can use a linear interpolation to estimate a

senior population of approximately 77,100 in 2006. Based on that estimate, the actual current trip rate per senior capita is approximately 11.5, while the trip rate corresponding to latent demand is about 14.5.

The future latent demand for transportation in Montgomery County will be a function of the growth in trip rates and the growth in senior population. For the purposes of this report, it is assumed that the trip rate per senior capita will increase by 50% over the next ten years from 14.5 to 22.0. This growth rate is believed to be a reasonable estimate based on the increasing proportion of the senior population that is 75 years of age or older, and who are more likely to need public and agency-sponsored transportation.

Given the projected senior population growth rate of approximately 10% over ten years (based on the average of rates for 2000-2010 and 2010-2020), the expected senior population in Montgomery County will be approximately 85,000 in 2016. Applying a trip rate of 22.0 trips per senior capita leads to an estimated future latent demand of 1,870,000 trips in the county in 2016. This represents a very substantial increase from the current actual demand of 887,100 trips (210%) and from the estimated current latent demand of 1,109,000 (170%). Clearly, the ability of transportation providers in Montgomery County to meet the projected demands will be dependent upon the financial support available from the county and from state and federal sources.

TRANSPORTATION COSTS

This section extrapolates cost information for the major transportation providers in Montgomery County to provide estimates of costs for all of the providers in the region. Emphasis was placed on the application of fully allocated cost models which incorporate all of the costs incurred by each provider.

The basic measure used to estimate transportation costs in this report is total operating cost per vehicle service hour. Based on data provided by GDRTA for 2006, their total operating cost per vehicle service hour for fixed route service was \$84.59 per hour, and for Project Mobility it was \$81.79 per hour. These rates are higher than Greene CATS (\$47.86) and MCTS (\$41.27), but this can be expected for a much larger transit operation in a metropolitan area.

As noted in earlier sections, any problems in collecting detailed data from other providers regarding vehicle service hours was resolved by obtaining information on driver hours and using it to estimate of vehicle service hours. In those cases where the transportation provider was able to provide an estimate of annual trips, we could check on the vehicle service hours by calculating productivity (trips per hour) to determine if it fell into a reasonable range for the service being provided.

There were seven other transportation providers in Montgomery County that were able to provide cost data:

- Choices in Community Living uses staff drivers – their annual costs are reported to be \$150,000, not including any costs for the drivers.
- Kettering Lathrem Senior Center uses a combination of paid and volunteer drivers – their annual costs were reported as \$96,600. Based on an estimate of 5,250 vehicle service hours, their cost per hour is \$18.40. If we only use paid driver hours, the vehicle hours are 3,000 and the cost per hour is \$32.20 – demonstrating the beneficial effect of incorporating volunteer drivers whenever possible.
- Montgomery County MR/DD has reported a total transportation cost of \$5,317,000. This total includes both their subscription school bus type service and their demand responsive van transport service. The total vehicle service hours are not available, only the school bus service hours are known.
- PLACES, Inc. uses staff drivers – their reported annual cost is \$472,000, which includes an allocation of expenses for the staff time involved in transportation. Based on an estimated 10,000 vehicle service hours, their cost per hour is \$47.20.
- Resident Home Association uses staff drivers – their annual costs are reported to be \$85,000, not including any costs for the drivers.
- Senior Resource Connection uses paid drivers – their reported annual costs of \$285,000 and estimated annual service hours of 16,800 results in an hourly cost of \$16.96, which is a very low figure for an operation of this size. Our adjusted cost estimate for this agency is based on \$30.00 per hour, resulting in a total estimated annual cost of \$504,000.
- Wesley Community Center uses paid drivers – their annual costs were reported as \$175,000. Based on an estimate of 8,750 vehicle service hours, their cost per hour is \$20.00. While this is a lower than expected hourly cost, we were able to verify during an on-site visit that all costs appeared to be included.

For those operations that were unable to provide cost data, we have assumed a rate of either \$30.00 per vehicle hour for operations with paid drivers or \$10.00 per vehicle hour for systems with volunteer drivers that receive no reimbursement. Table 8 presents the estimated annual costs for all of the major transportation providers in Montgomery County.

**Table 8:
TRANSPORTATION PROVIDER COSTS IN MONTGOMERY COUNTY**

<i>Provider</i>	<i>Cost</i>	<i>Cost Basis</i>
GDRTA - Fixed Route	\$43,795,900	Reported costs
GDRTA – Project Mobility	\$14,312,100	Reported costs
Montgomery County MR/DD	\$5,317,000	Reported costs
Choices in Community Living	\$150,000	Reported costs
Senior Resource Connection	\$504,000	Hours @ \$30/hr
Resident Home Association	\$85,000	Reported costs
PLACES, Inc.	\$472,000	Reported costs
YMCA of Greater Dayton	\$225,000	Hours @ \$30/hr
Wesley Community Center	\$175,000	Reported costs
Kettering Lathrem Senior Center	\$96,600	Reported costs
United Rehabilitation Services	\$180,000	Hours @ \$30/hr
South Community, Inc.	\$180,000	Hours @ \$30/hr
Trotwood Area HandiVan Ministry	\$30,000	Hours @ \$10/hr
Total Cost – Major Providers	\$65,522,600	

The estimated cost for all of the other smaller providers is **\$368,000**, therefore:

Total Cost – Montgomery County \$65,890,600

5

NORTHERN WARREN COUNTY

TRANSPORTATION PROVIDERS

The list of transportation providers operating in Northern Warren County is presented in Table 9. The listing is ordered by the size of the transportation program as represented by the number of vehicles operated.

**Table 9:
TRANSPORTATION PROVIDERS
OPERATING IN NORTHERN WARREN COUNTY**

<i>Transportation Provider</i>	<i>Number of Vehicles Operated</i>
Warren County Transit	16
Warren County Board of MR/DD	14
Warren County Community Services, Inc. (WCCS)	6
Deardoff Senior Citizens Center	1

A brief summary of each transportation provider that operates vehicles in Northern Warren County is provided below.

Warren County Transit

Warren County Transit (WCT) provides countywide public transportation for the general public and clients of human service agencies. They provide transport to any location in Warren County and limited service to Dayton and three locations within the City of Middletown (part of which is in Butler County). WCT operates 16 vehicles and provides approximately 65,000 trips per year at a total cost of \$1,220,000. There is no data available to calculate the number of trips and the percentage of costs that can be allocated to Northern Warren County.

Service is available from 6:00 am to 6:30 pm on weekdays, with no weekend service. The general public fare for a one-way trip anywhere within Warren County and to GDRTA's South Hub in Montgomery County is \$2.00; for seniors and persons with disabilities the fare is \$1.00. The fare for anyone to the Middletown locations is \$2.00. All trips must be scheduled in advance with at least 24 hours notice.

Warren County Board of MR/DD

The Warren County Board of MR/DD provides transportation for enrolled children and adults to school or day programs, and for adults who work in the community. They operate 14 accessible vehicles for their day programs which operate from 7:00 am to 6:00 pm on weekdays. They use contracted transportation, which is available from 6:00 am to 12:00 am, 7 days a week, for evening and weekend transportation. There is no data available on trips and costs within Northern Warren County.

Warren County Community Services, Inc.

Warren County Community Services, Inc. (WCCS) is the largest and most comprehensive non profit provider of social services in Warren County. They manage and administer numerous programs including Head Start, Family Services, and 9 subsidized senior housing communities in the county and one family site. WCCS provides noon lunch for seniors at 7 locations throughout the county as well as Meals on Wheels to over 550 area seniors on a daily basis.

Passengers are picked up in Warren County and transported to destinations in Warren, Butler, Hamilton, Montgomery, Greene, Clinton and Clermont counties. They have 6 vehicles, providing service from 8:00 am to 4:30 pm on weekdays – no service on weekends or holidays. There is no data available on trips and costs within Northern Warren County.

Deardoff Senior Citizens Center

Deardoff Senior Citizens Center provides transportation for residents of Franklin Township, the City of Franklin, the City of Carlisle and a portion of Middletown. Eligible individuals must be 60 years of age or older and living independently, or they can be younger individuals with disabilities. While all trip purposes may be served, medical trips receive a higher priority. Younger individuals with disabilities are also served with trips to and from work, training programs, volunteer assignments and medical appointments.

They provide advance reservation demand responsive service with one vehicle which operates from 8:00 am to 6:00 pm on weekdays. There are no fares, but donations are accepted. There is no data available on trips or costs.

TRANSPORTATION PURCHASERS

There are no transportation purchasers that operate exclusively in Northern Warren County. There are two purchasers that contract for services in Warren County:

- Warren County Department of Human Services – they purchase senior, low income and NEMT transportation from Warren Co. Transit Service.
- Council on Aging of Southwestern Ohio – a private non-profit agency responsible for planning, coordinating and administering local, state and federal funds for seniors in a five county region including Warren County. They contract for transportation with Warren County Community Services.

Since the Northern Warren County area is served by transportation providers that operate throughout the county (with the exception of one small provider), there are no data available regarding demand for services and travel patterns that would allow further analysis of coordination, assessment of transportation gaps, trip origins and destinations, and transportation costs that are specifically applicable to this limited portion of Warren County.

6

REGIONAL TRANSPORTATION PROVIDERS AND PURCHASERS

TRANSPORTATION PROVIDERS

The list of transportation providers operating in the Miami Valley Region is presented in Table 10. The listing is ordered by the size of the transportation program as represented by the number of vehicles operated.

Table 10:
Regional Transportation Providers

<i>Transportation Provider</i>	<i>Number of Vehicles Operated</i>
Toward Independence, Inc.	28
Graceworks Lutheran Services	18
Goodwill/Easter Seals of Miami Valley	15
Safe Haven	3
St. Mary's Development Corporation	1

A brief summary of each regional transportation provider that operates three or more vehicles is provided below.

Toward Independence, Inc.

Toward Independence, Inc. provides transportation for individuals with developmental disabilities as authorized by MR/DD. They operate 28 vehicles using staff drivers, providing approximately 42,500 trips per year at a cost of more than \$150,000. Toward Independence has 12 different community settings, with seven in Dayton and five in the surrounding area. Transportation at each of these facilities is provided in accordance with the individual's service plan, with most trips taking place within a 15-25 mile radius of the facility. All trips are pre-scheduled by the staff drivers.

Graceworks Lutheran Services

Graceworks Lutheran Services programs and services are offered in 50 locations throughout southwest Ohio, southeast Indiana and northern Kentucky. Programs include senior living, credit counseling, adoption assistance, job training, and housing and care for special populations. Transportation is provided to residents in Bethany Village (a Continuing Care Retirement Community) and participants in MR/DD sponsored programs. The Bethany Village transportation is a shuttle service that provides access to all facilities and services in the local area. The MR/DD program is focused on employment transportation. They have a total of 18 vehicles in operation for both services. There is no data available on trips or costs.

Goodwill/Easter Seals of Miami Valley

Goodwill/Easter Seals of Miami Valley provides transportation for adult day service programs, Dayhabilitation and Supported Employment for MR/DD clients. Their service area includes Allen, Butler, Miami and Montgomery counties. They operate 15 vehicles using paid drivers. There is no data available on the number of trips provided or the cost of their transportation services.

Safe Haven

Safe Haven is a consumer-operated peer center for adults with mental illness providing educational, social, and vocational service opportunities in a safe and comfortable environment. Their service area includes Darke, Miami, and Shelby counties with one program site in Piqua (Miami County) and one in Greenville (Darke County). Safe Haven operates 3 vehicles at a total cost of \$30,000. They do not have any data on the number of trips provided. Program services are available on weekdays and Saturdays from 12:00 pm to 5:00 pm.

TRANSPORTATION PURCHASERS

There are three major regional transportation purchasers including the Area Agency on Aging PSA 2, Catholic Social Services of the Miami Valley and the Bureau of Vocational Rehabilitation.

The Area Agency on Aging PSA 2 contracts for a wide range of transportation services, including the following:

- With Older Americans Act funding, they purchase Nutrition Transportation, Adult Day Services (ADS) Transportation and Medical Transportation for seniors in a nine county area, including Greene, Miami, Montgomery and Preble counties.

- AAA PSA 2 contracts for Nutrition Transportation with Sunrise Center (part of Goodwill/Easter Seals of MV) in Miami County and Wesley Community Center in Montgomery County.
- AAA PSA 2 contracts for ADS Transportation with Sunrise Center in Miami County and with Goodwill/Easter Seals MV and Senior Resource Connection in Montgomery County.
- AAA PSA 2 contracts for Medical Transportation with Xenia Adult Recreation and Service Center in Greene County.
- AAA PSA 2 administers PASSPORT (Medicaid) funding program in Greene and Montgomery counties including contracts for Medical Transportation with Wesley Community Center in Montgomery County and with private transportation providers including Eagle One Transport, Eaton Medical Transport and Peoples Ambulette/Wheelchair Services.

Catholic Social Services of the Miami Valley contracts for medical transportation services for PASSPORT and ComCare clients (seniors) in Miami County. The contractors include Sunrise Center, Greenville Transit (transit agency in Darke County), and three private providers (Eagle One, EMT and Integrity).

The Bureau of Vocational Rehabilitation (BVR) has an office in Greene County which is responsible for providing transportation for clients in four counties including Greene and Miami. One of their major providers is Greene CATS and they are pleased with the service. BVR indicated that they would be interested in purchasing more service, but they are under the impression that Greene CATS is at the limit in providing service.

Issues dealing with coordination of transportation services, assessment of transportation gaps, transportation costs, and trip origins and destinations have been covered in the previous sections for each individual county.

APPENDIX A

TRANSPORTATION PROVIDERS AND PURCHASERS: DATA COLLECTION METHODOLOGY

The major objective of the data collection process was to develop information that could be used in conducting Task 3.3. That task was focused on obtaining a complete inventory of the transportation services being provided in the region, and then using that information to make an assessment of the level of services being provided to the focus populations (seniors, persons with disabilities and low income persons). One key part of the assessment was a determination of the gaps in transportation service based on the availability of service in a given geographic area, the times when service was available on weekdays and weekends and any restrictions regarding eligibility for service.

The starting point for information about transportation providers and purchasers in the Miami Valley region was the mail-out (postcard) survey conducted by the Miami Valley Regional Planning Commission (MVRPC). The survey form requested the following types of information:

- Complete contact information, including email address
- Brief description of agency's role in transportation, including the types of trips provided (if any), to whom, hours of operation, etc.
- Greatest needs related to client transportation
- Method for providing transportation
 - operate your own vehicles
 - purchase or contract for trips from other providers
 - reimburse clients for their travel
 - reimburse staff or volunteers for transporting clients
- Estimate of annual one-way trips provided or funded in 2006
- Description of clients and any special transportation needs they have
- Geographic description (county or jurisdiction) of client trip origins and destinations
- Funding source for client transportation/reimbursement for transportation expenses
- For agencies that do not directly provide client transportation, how do non-driving clients "get around"
- Estimate of total annual client transportation expenses.

The MVRPC provided copies of the completed survey forms to Nelson\Nygaard for review and analysis. The information was converted into a spreadsheet

format with separate sheets for transportation providers and transportation purchasers for each geographic area (Greene County, Miami County, Montgomery County and regional providers/purchasers operating in two or more counties). The information captured included all of the contact information and key information about annual trips and expenses. A total of 27 agencies were identified as transportation providers or purchasers from the survey responses.

The next step in the data collection process was a telephone interview with agencies that had not responded to the MVRPC mail-out survey. MVRPC provided a complete listing of all agencies in the region that had expressed some interest in the current study. This list was identified as the HSTC All Contact List. As part of the review of responses to the mail-out survey, any discrepancies between the survey response and the information in the list was noted and updated on the HSTC All Contact List.

The list of agencies to be interviewed was drawn from the HSTC All Contact List, excluding those that had already submitted a response to the MVRPC survey. The major objective for this initial telephone interview was to ensure that we identify all organizations in the region that have an interest in specialized transportation, particularly those who are concerned with providing or purchasing transportation services for seniors, persons with disabilities and low income persons. The interview guide used for the initial telephone interviews is shown in Exhibit A-1 at the end of this appendix.

The list of agencies to be interviewed was expanded to include those agencies that were not on the HSTC All Contact List, but were identified as potential transportation providers or purchasers by MVRPC staff, GDRTA, Greene CATS and MCTS. The United Way also submitted a separate list of transportation providers, some of which had not been previously identified. The following provides a tabulation of the agencies that were scheduled for an initial telephone interview:

• Agencies selected from the HSTC All Contacts List	106
• Agencies referred by MVRPC and public transit systems	7
• Agencies referred by United Way	<u>15</u>
	128

The actual list of agencies contacted for the initial telephone interview was reduced to approximately 100 because there were duplications of agencies on the list and a number of agencies could not be contacted at all using the information provided. The final number of agencies identified as transportation providers or purchasers was 87 (59 providers and 28 purchasers) because some of the agencies contacted did not respond to voice mails and emails, or they reported that they did not provide or purchase transportation for their clients.

The final step in the data collection process was to conduct more detailed interviews, including on-site interviews, with key transportation providers. The objective of the detailed interviews was to collect data for two additional tasks:

- Task 3.4 - an analysis of the number of trips generated by each county and to which counties the trips are going. A special emphasis was to be placed on current, projected and latent work-related trips.
- Task 3.5 - development of cost information for the key transportation providers which could then be extrapolated to provide estimates of costs for all of the providers in the region.

The key transportation providers were identified by the number of vehicles operated. This parameter provides a more reliable measure of the size and scale of the provider's operations than the number of trips provided or the operating expenses – both of which can be reported in different ways during a telephone interview. Since there were relatively few agencies involved in providing transportation in some counties, it was decided to select two or more vehicles operated as the criterion for defining a key transportation provider. The only exception to this rule was in Montgomery County where more than half of the providers were located – and in this case it was decided that those agencies operating three or more vehicles were key transportation providers. The number of key providers by county/region is shown in the following:

<u>County</u>	<u>Number of Key Transportation Providers</u>
Greene	8
Miami	3
Montgomery	12
Northern Warren	4
Regional	<u>4</u>
Total	31

A detailed interview guide was prepared for the key transportation providers as shown in Exhibit A-2 at the end of this appendix. The actual experience of administering this extensive survey to several transportation providers showed that most agencies would be unable to provide many of the information items requested simply because they do not record the information, or because it would require extensive effort on their part to compile the data. As a result, the detailed interview process was shortened to focus on the data that would be required for the origin-destination/demand analysis and for the development of cost and vehicle service hours information.

In-person interviews with key personnel were conducted at the following agencies:

- Montgomery County MRDD
- Wesley Community Center (Montgomery County)
- Area Agency on Aging, PSA 2 (contracts for transportation in Greene, Miami and Montgomery counties).

EXHIBIT A-1

Human Services Transportation Coordination Survey

Initial Telephone Interview Survey Guide

Name of Organization: _____

Contact Name: _____

Telephone: _____

Email Address: _____

Date of Interview: _____

The Miami Valley Regional Planning Commission (MVRPC) is currently developing a plan to improve transportation services for seniors, persons with disabilities and low income persons in the region (Greene, Miami, Montgomery and Northern Warren Counties). The planning process focuses on the coordination of public transit and human services transportation programs. We are contacting transit agencies, human service agencies, non-profit transportation providers and private transportation companies to participate in the planning effort. You or someone else in your organization may have already received a survey card from the MVRPC regarding the planning effort, but we have no record of the survey being returned.

At this point in time we are trying to make sure that we have contacted all organizations in the region that have an interest in specialized transportation, particularly those who are concerned with providing or purchasing transportation services for seniors, persons with disabilities and low income persons.

I have a few short questions to collect some basic information about your organization:

1. Does your organization, in any way, offer transportation to your clients or others?

Yes

- No (proceed to question #10)**

2. How do you provide transportation?

- operate your own vehicles (proceed to #3)**
- purchase or contract for trips from other providers (proceed to #5)**
- reimburse clients for their travel (proceed to #5)**
- reimburse staff for transporting clients (proceed to #5)**

3. How many vehicles

- **are in your fleet? _____**
- **are in operation during a typical day (maximum)? _____**

4. Are your drivers

- paid**
- volunteers (mileage reimbursement)**
- volunteers (no reimbursement)**

5. How many passenger trips (one way) did you provide or fund in the last year? (an estimate is OK)

6. How much did you spend on transportation last year? (an estimate is OK)

7. Who are your clients? What, if any, special transportation needs do they have?

8. What is your primary service area (county or jurisdiction) for transportation?

9. Where do most (or all) trips start out?

- from: _____

- to: _____

10. Do you have any information about the unmet transportation needs (trips that could not be provided or funded) of your clients?

11. Are you aware of any other organizations that offer transportation to their clients, or others? Please provide the name of the organization and a contact name and telephone number.

a) _____

b) _____

c) _____

d) _____

EXHIBIT A-2

Human Services Transportation Coordination Survey

Detailed Transportation Provider Interview Survey Guide

Name of Organization: _____

Contact Name: _____

Telephone: _____

Email Address: _____

Date of Interview: _____

The Miami Valley Regional Planning Commission (MVRPC) is currently developing a plan to improve transportation services for seniors, persons with disabilities and low income persons in the region (Greene, Miami, Montgomery and Northern Warren Counties). The planning process focuses on the coordination of public transit and human services transportation programs. We are contacting transit agencies, human service agencies, non-profit transportation providers and private transportation companies to participate in the planning effort.

At this point in time we are collecting detailed information about the operations of those agencies that have been identified as transportation providers. A number of agencies have already provided some basic information as the result of responding to earlier interviews or filling out an MVRPC survey card. This basic information has been incorporated into this interview form, but we will want to double check to make sure our information is accurate.

1. Please provide a brief description of your transportation service by responding to the following:

- **Do you provide advance reservation trips for individuals?**
Y__ N__

- If yes, what are the minimum and maximum advance reservation times _____
- Do you provide group trips (two or more persons traveling between the same origin and destination) Y__ N__
- What are your hours of service (days of the week/starting and ending time for service)?

- Please check off the level of service you provide for your passengers
 - Curb-to-curb ____
 - Door-to-door ____
 - Door-thru-door ____
 - Other (please describe) _____

2. Please describe your service area as follows:

- What is the normal outer boundary of your service area? (describe in terms of municipalities or county)

- Is there a smaller core area where 80% or more of the passenger trips are provided? Y__ N__
- If yes, please describe the boundaries of the core area (describe in terms of municipalities)

- Do you provide frequent service to any special destinations, such as medical facilities, shopping centers, employment centers or other locations that are important to your clients/customers? Y__ N__
- If yes, please identify the special destinations, making sure to note any that are outside your normal service area.

3. What are the eligibility criteria (age, disability, income, geographic, etc.) for your transportation service and who makes the determination of eligibility?

4. Are your clients/customers:

- Required to pay a fare? Y___ N___
- Requested to provide a donation? Y___ N___

If yes to either question, please provide details

5. Please provide the following information about the vehicles used to transport your clients/customers

- How many vehicles do you own? _____
- How many vehicles do you lease? _____
- How many vehicles do you have on the road during your busiest time period? _____
- What was the total number of miles traveled by your vehicles during the last year (please note start and end dates)?

- On a separate sheet, please provide the following information for each vehicle (a Vehicle Inventory containing the requested information can be provided as an alternative):

- Manufacturer and model
- Year of manufacture
- Total miles accumulated (method and date of measurement)
- Number of wheelchair positions
- Number of seats (not including fold-down seats at wheelchair positions)

6. Please provide the following information about your drivers:

- How many paid drivers do you have? _____
- How many of the paid drivers are full time? _____
- How many hours does each full time driver work in a normal work week? _____
- How many of the paid drivers are part time? _____
- How many hours does each part time driver work in a normal work week? _____
- Do full time or part time drivers have any other responsibilities other than transporting clients/customers? Y__ N__
- If yes, please describe _____
- How many volunteer drivers do you have that operate your vehicles? _____
- How many of those volunteer drivers work during a normal week? _____
- How many hours (on average) does each volunteer driver work during a normal week? _____
- How many volunteer drivers do you have that operate their personal vehicles? _____
- Are these volunteer drivers reimbursed for the use of their personal vehicles? Y__ N__
- If yes, what is the basis and rate for reimbursement?

7. How many passenger trips (one way) did you provide in the last year (please note start and end dates)?

8. Please provide the following information regarding the vehicle miles accumulated last year in providing transportation service:

- Total vehicle miles _____
- Revenue service miles _____ (where revenue service miles is typically measured from the start of service - base or garage location – till the vehicle returns to base, less any miles for non-passenger purposes)

9. Please provide the following information regarding the vehicle hours accumulated last year in providing transportation service:

- Total vehicle hours _____
- Revenue service hours _____ (where revenue service hours is typically measured from the time the vehicle starts service - base or garage location – till the vehicle returns to base, less any time for scheduled breaks (lunch, etc.) or for non-passenger purposes)

10. How much did you spend on transportation last year?

11. Please check off the costs that have been included in the amount entered for Question 10.

- Driver wages and benefits ____
- Maintenance and repair costs ____
- Fuel ____
- Office staff (call taker, scheduler, dispatcher, etc.) wages and benefits ____
- Facility costs (rent, utilities, office supplies, insurance, etc.) ____
- Vehicle insurance ____
- Purchase of vehicles ____
- Lease of vehicles ____
- Purchase of other equipment (computers, software, communications, etc.) ____
- Lease of other equipment (computers, software, communications, etc.) ____

12. If you purchased or leased vehicles or other equipment, please list each item and provide the purchase cost or monthly lease cost and term of the lease.

13. Do you have any contracts to provide transportation services for the clients of other agencies or organizations? Y___ N___

14. If yes, please identify each agency and the amount that they paid for transportation services last year.

15. In addition to the contracted services, did you receive any funds or grants for transportation services last year? Y___ N___

16. If yes, please identify each funding source and the amount they provided last year.

17. Are you involved in any type of coordination effort with other agencies or organizations? [Examples of coordination efforts can range from sharing of information and resources to vehicle sharing and coordination of operations through participation in a multi-agency Call Center providing trip reservation/scheduling/dispatching functions.] Y___ N___ If yes, please describe your coordination effort.

APPENDIX B

GREENE COUNTY: PROVIDER SUMMARY SHEETS

- **Beavercreek Senior Center**
- **Fairborn Senior Citizens Association**
- **Greene County Transit Board (Greene CATS)**
- **Interfaith Hospitality Network of Greene County**
- **TCN Behavioral Health Services, Inc**
- **Women's Recovery Center**
- **Xenia Adult Recreation and Service Center**
- **Yellow Springs Senior Center**

Beavercreek Senior Center	
Office Location	3868 Dayton-Xenia Road, Beavercreek
Primary Mission	Provide full range of programs and services for seniors
Who Can Ride?	Eligible individuals must be 55 or older and live within Beavercreek City or Township
Trip Purposes Allowed	All purposes - within Beavercreek area; only medical trips to designated locations outside the area
Area / Destinations Served	Beavercreek area, plus Miami Valley Hospital, Greene Memorial Hospital and Dialysis, East Town Dialysis, and Wright-Patterson Medical Center
Hours of Service	Weekdays: 9:00 am to 4:00 pm Weekends: No service
Type of Service	Advance reservation demand responsive service
Accessible Vehicles	Yes
Fares or Donations	No fares, but donations accepted
Ride Request Process	Ride requests must be made 48 hours in advance. Rides are on a first-come, first-served basis. Medical appointments always take priority
Telephone for Info on Eligibility and Rides	937-426-6166
Email	parks@ci.beavercreek.oh.us
Website	www.ci.beavercreek.oh.us

--- continued on next page ---

Beavercreek Senior Center (continued)	
Number of Vehicles in Daily Operation	3
Number and Type of Vehicles in Total Fleet	3, consisting of 3 accessible vans
Number and Type of Drivers	Volunteer drivers – no reimbursement
Annual One-Way Passenger Trips	8,400
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	N/A
Annual Expenses	\$5,000
Items included in Annual Expenses	Fuel and vehicle repair costs (City of Beavercreek provides preventive maintenance)
Agency Type	Public
Program Director	Lee Duteil, Senior Center Supervisor
Telephone	937-426-6166
Email	duteil@ci.beavercreek.oh.us

Fairborn Senior Citizens Association	
Office Location	325 N. Third St., Fairborn
Primary Mission	Provide full range of programs and services for seniors
Who Can Ride?	Seniors (60+) residing within the city limits of Fairborn or Bath Township
Trip Purposes Allowed	All purposes within the Fairborn area, only medical trips outside the area
Area / Destinations Served	Fairborn area, plus medical destinations outside the area
Hours of Service	Weekdays: 8:30 am to 4:30 pm Weekends: No service
Type of Service	Advance reservation demand responsive service
Accessible Vehicles	Yes
Fares or Donations	No fares, but donations accepted
Ride Request Process	All individuals must register for transportation service. Medical trips are on a priority basis, other trip requests on a space available basis. Requests for transportation must be made 48 hours in advance.
Telephone for Info on Eligibility and Rides	937-878-4141
Email	fsc@fairbornseniors.org
Website	www.fairbornseniors.org

--- continued on next page ---

Fairborn Senior Citizens Association (continued)	
Number of Vehicles in Daily Operation	3
Number and Type of Vehicles in Total Fleet	3, consisting of one accessible van, one accessible minivan and one sedan
Number and Type of Drivers	2 paid drivers (part-time, 20 hours per week per driver) 22 volunteer drivers
Annual One-Way Passenger Trips	4,000
Annual Service Hours (estimated)	3,000
Estimated Productivity (trips per service hour)	1.33
Annual Expenses	\$63,600
Items included in Annual Expenses	N/A
Agency Type	Private non-profit
Program Director	Jim Adams, Transportation Coordinator
Telephone	937-878-4141 Ext. 216
Email	jimadams@fairbornseniors.org

Greene County Transit Board (Greene CATS)	
Office Location	571 Ledbetter Rd., Xenia
Primary Mission	Provide countywide public transportation
Who Can Ride?	General public and clients of human service agencies
Trip Purposes Allowed	All purposes, no restrictions
Area / Destinations Served	Greene County plus limited service to Montgomery County
Hours of Service	Weekdays: 6:00 am to 6:00 pm Weekends: 6:00 am to 6:00 pm
Type of Service	Countywide advance reservation demand responsive service Flex-Service – fixed route service with ¾ mile deviations allowed for persons with disabilities providing advance notice
Accessible Vehicles	Yes
Fares or Donations	<u>Demand Responsive Service</u> : \$1.00 per one-way trip within the county and \$5.00 to Montgomery County <u>Flex-Service</u> : Free
Ride Request Process	<u>Demand Responsive Service</u> : call by at least noon on the business day before the trip <u>Flex-Service</u> : requests for deviation - call by at least noon on the business day before the trip
Telephone for Info on Eligibility and Rides	General Information: 937-562-6522 Trip scheduling: 937-562-6523
Email	rschultze@co.greene.oh.us
Website	www.co.greene.oh.us (under Other Links)

--- continued on next page ---

Greene County Transit Board (Greene CATS) (continued)	
Number of Vehicles in Daily Operation	24
Number and Type of Vehicles in Total Fleet	27, consisting of 25 accessible small buses, one accessible van and one sedan
Number and Type of Drivers	Operations – 29 FTE
Annual One-Way Passenger Trips	120,000 (2006 data)
Annual Service Hours (estimated)	45,350
Estimated Productivity (trips per service hour)	2.64
Annual Expenses	\$2,170,000
Items included in Annual Expenses	All expenses included (no depreciation)
Agency Type	Public
Program Director	Rich Schultze, Executive Director
Telephone	937-562-6522
Email	rschultze@co.greene.oh.us

Interfaith Hospitality Network of Greene County	
Office Location	137 Detroit St., Xenia
Primary Mission	To alleviate homelessness by fostering the development of Networks that provide shelter, meals, and assistance for homeless persons, and that increases community involvement in direct service and advocacy.
Who Can Ride?	Agency clients
Trip Purposes Allowed	As required to support agency's primary mission
Area / Destinations Served	Greene County
Hours of Service	Weekdays: 7:00 am to 5:00 pm Weekends: 7:00 am to 5:00 pm
Type of Service	Demand responsive
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A – trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General Info: 937-372-0705
Email	info@ihnofgreeneconomy.org
Website	www.ihnofgreeneconomy.org

--- continued on next page ---

Interfaith Hospitality Network of Greene County (continued)	
Number of Vehicles in Daily Operation	2
Number and Type of Vehicles in Total Fleet	2, consisting of one van and one minivan
Number and Type of Drivers	One paid driver at 20 hours per week, plus one staff driver
Annual One-Way Passenger Trips	7,500
Annual Service Hours (estimated)	2,000
Estimated Productivity (trips per service hour)	3.75
Annual Expenses	N/A
Items included in Annual Expenses	
Agency Type	Private non-profit
Program Director	Cheryl Carter, Director
Telephone	937-372-0705
Email	cac7829@aol.com

TCN Behavioral Health Services, Inc	
Office Location	452 W. Market Street, Xenia
Primary Mission	Offers a wide variety of behavioral health and prevention services to adult citizens in Greene County, Ohio and surrounding counties
Who Can Ride?	Clients of TCN Behavioral Health Services
Trip Purposes Allowed	For treatment and services
Area / Destinations Served	Primarily Greene County, at two TCN treatment facilities
Hours of Service	Weekdays: As required for treatment Weekends: As required for treatment
Type of Service	Demand responsive service
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A – case manager determines transportation needs
Telephone for Info on Eligibility and Rides	937-376-8700
Email	dmowery@tcn-bhs.org
Website	www.tcn-bhs.org

--- continued on next page ---

TCN Behavioral Health Services, Inc (continued)	
Number of Vehicles in Daily Operation	3
Number and Type of Vehicles in Total Fleet	3, consisting of 2 accessible vans and one non-accessible van
Number and Type of Drivers	3 paid drivers – 2 full time at 40 hours per week, and one part time at 10 hours per week
Annual One-Way Passenger Trips	4,500
Annual Service Hours (estimated)	4,500
Estimated Productivity (trips per service hour)	1.0
Annual Expenses	N/A
Items included in Annual Expenses	
Agency Type	Private non-profit
Program Director	Doug Mowery, Transportation Supervisor
Telephone	937-376-8700
Email	dmowery@tcn-bhs.org

Women's Recovery Center	
Office Location	515 Martin Dr., Xenia
Primary Mission	A non-medical residential and outpatient treatment facility for alcohol, tobacco and other drug dependent women
Who Can Ride?	Clients of Women's Recovery Center
Trip Purposes Allowed	For treatment and services at facility
Area / Destinations Served	Primarily Greene County
Hours of Service	Weekdays: As required for treatment Weekends: As required for treatment
Type of Service	Demand responsive service
Accessible Vehicles	No
Fares or Donations	No fares or donations
Ride Request Process	N/A – staff determines transportation needs
Telephone for Info on Eligibility and Rides	General Information: 937-352-2900
Email	l Lawson@greenehealth.org
Website	www.greenehealth.org

--- continued on next page ---

Women's Recovery Center (continued)	
Number of Vehicles in Daily Operation	3
Number and Type of Vehicles in Total Fleet	3, consisting of 2 non-accessible vans and one sedan
Number and Type of Drivers	Staff drivers
Annual One-Way Passenger Trips	N/A
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	N/A
Annual Expenses	N/A
Items included in Annual Expenses	N/A
Agency Type	Private non-profit
Program Director	Leigh Lawson, Administrative Assistant
Telephone	937-372-4777
Email	l Lawson@greenehealth.org

Xenia Adult Recreation and Service Center	
Office Location	130 E. Church Street, Xenia
Primary Mission	Provide wide range of services (nutrition, health, social, recreational) for seniors
Who Can Ride?	Xenia residents age 50 and over and Greene County residents 60 and over. Medical Transportation as authorized by the Area Agency on Aging
Trip Purposes Allowed	Medical centers, social services, shopping, and the Service Center
Area / Destinations Served	Primarily Greene County, some medical trips outside county; non-medical trips to Xenia locations only
Hours of Service	Weekdays: 8:00 am to 4:00 pm, evenings for special events or needs Weekends: special events or needs only
Type of Service	Advance reservation demand responsive service
Accessible Vehicles	Yes
Fares or Donations	No fares, but donations are welcome for non-medical trips
Ride Request Process	Trip requests must be called in 48 hours in advance
Telephone for Info on Eligibility and Rides	937-376-4353
Email	gascjudy@bizwoh.rr.com
Website	

--- continued on next page ---

Xenia Adult Recreation and Service Center (continued)	
Number of Vehicles in Daily Operation	10
Number and Type of Vehicles in Total Fleet	10
Number and Type of Drivers	9 paid drivers (on-call at an average of 25 hours per week) 5 volunteer drivers (total of 25 hours per week)
Annual One-Way Passenger Trips	12,500
Annual Service Hours (estimated)	12,500
Estimated Productivity (trips per service hour)	1.0
Annual Expenses	\$251,000
Items included in Annual Expenses	N/A
Agency Type	Private non-profit
Program Director	Judy Baker, Executive Director
Telephone	937-376-4353
Email	gascjudy@bizwoh.rr.com

Yellow Springs Senior Center	
Office Location	227 Xenia Avenue, Yellow Springs
Primary Mission	Serving the social, recreational, health and informational needs special to the older members of the community through a variety of programs and events
Who Can Ride?	Seniors who live in Yellow Springs and Miami Township. Anyone else who cannot drive (e.g. physical or mental disabilities) can also request service.
Trip Purposes Allowed	Priority on medical trips and critical shopping
Area / Destinations Served	Primarily Miami Township, but will go beyond as required
Hours of Service	Weekdays: 10:00 am to 4:00 pm Weekends: No service
Type of Service	Advance reservation demand responsive service
Accessible Vehicles	No (has reciprocal agreement to borrow wheelchair-accessible van from Friends Care Nursing Home if necessary)
Fares or Donations	Local fares are \$1 each way, and the fares increase for longer trips.
Ride Request Process	Requests must be made 48 hours in advance and fall within the center's hours of service
Telephone for Info on Eligibility and Rides	937-767-5751
Email	ysscoffice@voyager.net
Website	

--- continued on next page ---

Yellow Springs Senior Center (continued)	
Number of Vehicles in Daily Operation	2
Number and Type of Vehicles in Total Fleet	2 sedans, plus sometimes volunteers use own vehicles
Number and Type of Drivers	Volunteers – no reimbursement
Annual One-Way Passenger Trips	6,100
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	N/A
Annual Expenses	\$1,280
Items included in Annual Expenses	Fuel, maintenance and repairs
Agency Type	Private non-profit
Program Director	Rodney Bean, Director
Telephone	937-767-5751
Email	ysscdirector@woh.rr.com

APPENDIX C

MIAMI COUNTY: PROVIDER SUMMARY SHEETS

- **Miami County Transit System (MCTS)**
- **Miami County YMCA**
- **Riverside of Miami County – Board of MR/DD**

Miami County Transit System (MCTS)	
Office Location	201 West Main St., Troy
Primary Mission	Provide countywide public transportation
Who Can Ride?	General public and clients of human service agencies
Trip Purposes Allowed	All purposes, no restrictions
Area / Destinations Served	Miami County
Hours of Service	Weekdays: 5:00 am to 8:00 pm Weekends: Saturday – 6:00 am to 7:00 pm; Sunday – 8:00 am to 2:00 pm
Type of Service	Countywide advance reservation demand responsive service
Accessible Vehicles	Yes
Fares or Donations	One way trip within Miami County.....\$4.00 Seniors and disabled persons ride at half price with rider eligibility card, available through the Transit Department.
Ride Request Process	Trip reservations should be made at least 24 hours in advance, and are subject to availability.
Telephone for Info on Eligibility and Rides	937-335-7433
Email	ecarter@co.miami.oh.us
Website	www.co.miami.oh.us

--- continued on next page ---

Miami County Transit System (MCTS) (continued)	
Number of Vehicles in Daily Operation	14
Number and Type of Vehicles in Total Fleet	16, consisting of 13 accessible vans, one non-accessible van and two sedans
Number and Type of Drivers	Operations – 22 FTE
Annual One-Way Passenger Trips	42,800 (2006 data)
Annual Service Hours	20,900 (2006 data)
Estimated Productivity (trips per service hour)	2.0
Annual Expenses	\$862,000 (2006 data)
Items included in Annual Expenses	All expenses included (no depreciation expense)
Agency Type	Public
Program Director	Elaine Carter, Transit Director
Telephone	937-440-5488
Email	ecarter@co.miami.oh.us

Miami County YMCA	
Office Location	3060 South County Road 25-A, Troy
Primary Mission	A total community service organization with a mission to put Christian principles into practice through programs that build healthy spirit, mind and body for all.
Who Can Ride?	Transportation is available to children for day care, after school and summer camp programs
Trip Purposes Allowed	For designated programs at two YMCA facilities
Area / Destinations Served	Miami County
Hours of Service	Weekdays: As required by program schedules Weekends: As required by program schedules
Type of Service	Subscription service
Accessible Vehicles	N/A
Fares or Donations	No fares or donations
Ride Request Process	N/A – Trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General Information: 937-440-9622
Email	d.craig@miamicountyymca.net
Website	www.miamicountyymca.net

--- continued on next page ---

Miami County YMCA (continued)	
Number of Vehicles in Daily Operation	4
Number and Type of Vehicles in Total Fleet	4, consisting of one school bus, one small bus and two vans
Number and Type of Drivers	Staff drivers
Annual One-Way Passenger Trips	22,000
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	N/A
Annual Expenses	\$31,500
Items included in Annual Expenses	Fuel, maintenance, repair, insurance and vehicle depreciation
Agency Type	Private non-profit
Program Director	Donn Craig, Senior Program Director
Telephone	937-440-9622
Email	d.craig@miamicountyymca.net

Riverside of Miami County – Board of MR/DD	
Office Location	1625 Troy – Sidney Road, Troy
Primary Mission	Empower children and adults with developmental disabilities to live work, and play as full members of the Miami County community!
Who Can Ride?	Persons determined to be eligible by MR/DD
Trip Purposes Allowed	For Riverside programs including supported community employment and facility based sheltered employment
Area / Destinations Served	Miami County, including Riverside's facilities, community facilities, and other businesses.
Hours of Service	Weekdays: 7:00 am to 4:30 pm Weekends: As required for programs and services
Type of Service	Subscription (school bus type) service
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A – trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General information: 937-339-8313
Email	info@riversidemrdd.org
Website	www.riversidemrdd.org

--- continued on next page ---

Riverside of Miami County – Board of MR/DD (continued)	
Number of Vehicles in Daily Operation	11 (for subscription school bus service)
Number and Type of Vehicles in Total Fleet	24, consisting of 13 school buses, 2 minibuses, 6 vans and 3 sedans
Number and Type of Drivers	11 paid drivers at 25 hours per week (also have 11 transportation aides on vehicles)
Annual One-Way Passenger Trips	66,000 (school bus service)
Annual Service Hours (estimated)	13,750
Estimated Productivity (trips per service hour)	4.8
Annual Expenses	N/A
Items included in Annual Expenses	N/A
Agency Type	Public
Program Director	Sharrie Hines, Transportation Supervisor
Telephone	937-440-3035
Email	sharrieh@riversidemrdd.org

APPENDIX D

MONTGOMERY COUNTY: PROVIDER SUMMARY SHEETS

- **Choices in Community Living**
- **Greater Dayton Regional Transit Authority (GDRTA)**
- **GDRTA – Project Mobility**
- **City of Kettering – Lathrem Senior Center**
- **Montgomery County Board of Mental Retardation and Developmental Disabilities (MR/DD)**
- **Places Inc.**
- **Resident Home Association (RHA)**
- **Senior Resource Connection (SRC)**
- **South Community, Inc.**
- **Trotwood Area Handivan Ministry**
- **United Rehabilitation Services of Greater Dayton (URS)**
- **Wesley Community Center, Inc. (WCCI)**
- **YMCA of Greater Dayton**

Choices in Community Living	
Office Location	1651 Needmore Rd., Dayton
Primary Mission	Provides community living services for people with mental retardation and other developmental disabilities
Who Can Ride?	Transportation is part of total care for residential service clients. Requests for residential services are coordinated through MR/DD. New clients are accepted as service planning and funding becomes available.
Trip Purposes Allowed	As defined in the individual's service plan
Area / Destinations Served	Montgomery County
Hours of Service	Weekdays: generally during daytime and early evening Weekends: generally during daytime and early evening
Type of Service	Demand responsive service
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A - Transportation is pre-scheduled by the staff person responsible for providing service
Telephone for Info on Eligibility and Rides	N/A, General Info 937-898-2220
Email	choicesincl.com
Website	http://www.mrddohio.com/viewpage.aspx?ID=91

--- continued on next page ---

Choices in Community Living (continued)	
Number of Vehicles in Daily Operation	21
Number and Type of Vehicles in Total Fleet	21 accessible vehicles
Number and Type of Drivers	Staff serve as drivers for individual clients
Annual One-Way Passenger Trips	10,000
Annual Service Hours (estimated)	10,500
Estimated Productivity (trips per service hour)	1.1
Annual Expenses	\$150,000
Items included in Annual Expenses	All expenses included except staff driver costs
Agency Type	Private non-profit
Program Director	Tom Weaver, Executive Director
Telephone	937-898-2220
Email	Tweaver@choicesincl.com

Greater Dayton Regional Transit Authority (GDRTA)	
Office Location	600 Longworth St., Dayton
Primary Mission	Public Transportation
Who Can Ride?	General Public
Trip Purposes Allowed	All trip purposes, no restrictions
Area / Destinations Served	Montgomery County areas served by fixed route buses
Hours of Service	Weekdays: depends upon route – maximum from 4:15 am to 1:36 am Weekends: depends upon route – maximum Saturday from 4:20 am to 1:36 am, maximum Sunday from 5:22 am to 1:40 am
Type of Service	Scheduled fixed route bus service
Accessible Vehicles	Yes
Fares or Donations	Adult: Cash - \$1.25, Tokens – 10 for \$9.50, Weekly Pass - \$9.50, Monthly Pass - \$35.00 Seniors/Persons with disabilities: Cash - \$0.60, Tokens – 10 for \$6.00, Monthly Pass - \$22.00
Ride Request Process	N/A – board buses at designated stops
Telephone for Info on Eligibility and Rides	General Information: 937-425-8400 RideLine: 937-226-1144
Email	info@greaterdaytonrta.org
Website	www.greaterdaytonrta.org

--- continued on next page ---

Greater Dayton Regional Transit Authority (GDRTA) (continued)	
Number of Vehicles in Daily Operation	N/A
Number and Type of Vehicles in Total Fleet	296 vehicles, with approximately 218 assigned to fixed route bus service (2006 data)
Number and Type of Drivers	N/A
Annual One-Way Passenger Trips	Approximately 12,400,000 trips (2006 data)
Annual Service Hours	517,500 (2006 data)
Productivity (trips per service hour)	24.0
Annual Expenses	\$43,796,000 (2006 data)
Items included in Annual Expenses	All expenses included (no depreciation)
Agency Type	Public
Program Director	Mark F. Donaghy, Executive Director
Telephone	937-226-1333
Email	info@greaterdaytonrta.org

GDRTA – Project Mobility	
Office Location	600 Longworth St., Dayton
Primary Mission	Provide ADA complementary paratransit service to individuals with certified disabilities who are unable to use regular fixed routes.
Who Can Ride?	Persons with disabilities who have been certified to be eligible for ADA paratransit service by the Project Mobility Certification Center
Trip Purposes Allowed	All trip purposes, no restrictions
Area / Destinations Served	Trips must take place within a ¾ mile corridor on each side of a fixed route
Hours of Service	Weekdays: depends upon trip origin and destination within the route corridor – maximum from 4:30 am to 1:30 am Weekends: Saturdays – same as weekdays; Sundays – maximum from 5:00 am to 1:30 am
Type of Service	Advanced reservation demand responsive service
Accessible Vehicles	Yes
Fares or Donations	\$2.00 per one-way trip
Ride Request Process	Trips must be requested no later than the day before the trip
Telephone for Info on Eligibility and Rides	General Information: 937-425-8400 Reservations and Scheduling: 937-223-7433 Applications for eligibility available thru on-line request from website
Email	Reservations: pmobres@greaterdaytonrta.org
Website	www.greaterdaytonrta.org

--- continued on next page ---

GDRTA – Project Mobility (continued)	
Number of Vehicles in Daily Operation	N/A
Number and Type of Vehicles in Total Fleet	296 vehicles, with approximately 78 assigned to Project Mobility (2006 data)
Number and Type of Drivers	N/A
Annual One-Way Passenger Trips	Approximately 300,000 (2006 data)
Annual Service Hours	Approximately 175,000 (2006 data)
Productivity (trips per service hour)	1.71
Annual Expenses	\$14,312,000 (2006 data)
Items included in Annual Expenses	All expenses included (no depreciation expense)
Agency Type	Public
Program Director	Mark F. Donaghy, Executive Director
Telephone	937-226-1333
Email	info@greaterdaytonrta.org

City of Kettering – Lathrem Senior Center	
Office Location	2900 Glengarry Dr., Kettering
Primary Mission	The Lathrem Senior Center is a multi-purpose facility dedicated to providing quality programs and services to anyone age 55 or better. The agency is one of the larger senior centers in Ohio
Who Can Ride?	Individuals must be age 60 or older and Kettering residents.
Trip Purposes Allowed	<u>Local Trips</u> are for medical, grocery, banks, pharmacies, etc. <u>Life Essential Trips</u> are only for medical appointments, trips to the Social Security office, Job Center, hospitals, county courthouse and legal aid appointments
Area / Destinations Served	<u>Local Trips</u> are provided within a 1.5 mile radius of Kettering. <u>Life Essential Trips</u> go beyond the 1.5 mile radius of Kettering, but within specified boundaries in Montgomery County.
Hours of Service	Weekdays: 8:30 am to 4:00 pm; evening hours for designated programs Weekends: designated programs only
Type of Service	Advance reservation demand responsive service
Accessible Vehicles	Yes
Fares or Donations	Riders must purchase a "Rider's Card" (a punch card), available in denominations of \$2, \$10, \$20, and \$40. The cost per trip ranges from \$2.00 to \$8.00 depending upon distance traveled.
Ride Request Process	First time users need to fill out a registration card. Trip reservations can be made up to two weeks in advance (some exceptions for medical appointments) and no later than 48 hours before the scheduled trip time. Emergency trips can be requested up to noon on the business day before the trip if space is available
Telephone for Info on Eligibility and Rides	973- 296-2483
Email	General Information: kettweb@ketteringoh.org
Website	www.ketteringoh.org (go to Senior Adult Services Department, then Transportation)

--- continued on next page ---

City of Kettering – Lathrem Senior Center (continued)	
Number of Vehicles in Daily Operation	6
Number and Type of Vehicles in Total Fleet	6, consisting of 3 accessible vans and 3 sedans
Number and Type of Drivers	4 paid drivers – total of 60 hours per week 7 volunteer drivers – total of 45 hours per week
Annual One-Way Passenger Trips	9,800
Annual Service Hours (estimated)	5,250
Estimated Productivity (trips per service hour)	1.87
Annual Expenses	\$96,600
Items included in Annual Expenses	Driver wages, Supervisor (25%), fuel, maintenance, cell phones, training, uniforms and allocation of landline telephone costs
Agency Type	Public
Program Director	Nanette Buehrer, Senior Center Program Supervisor
Telephone	937-296-2480
Email	nanette.buehrer@ketteringoh.org

Montgomery County Board of Mental Retardation and Developmental Disabilities (MR/DD)	
Office Location	5450 Salem Avenue, Dayton
Primary Mission	Primary service provider for eligible children and adults with moderate, severe and profound mental retardation or other developmental disabilities
Who Can Ride?	Persons determined to be eligible by MR/DD
Trip Purposes Allowed	As defined in the individual's service plan
Area / Destinations Served	Montgomery County
Hours of Service	Weekdays: 5:00 am to 10:00 pm Weekends: service based on special activities and events
Type of Service	Subscription service using school buses and RTA bus passes
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A Trips are pre-scheduled for clients by MR/DD Transportation Department using school bus routing software
Telephone for Info on Eligibility and Rides	N/A – for general information call 937-837-9200, for information on eligibility for children and adult services programs, see website
Email	Transportation Department: aphillip@mcmrdd.org
Website	www.mcmrdd.org

--- continued on next page ---

Montgomery County Board of Mental Retardation and Developmental Disabilities (MR/DD) (continued)	
Number of Vehicles in Daily Operation	52 school buses in regular scheduled operations; 24 vans available for community integration and field trips
Number and Type of Vehicles in Total Fleet	63 accessible and specially modified school buses; 24 accessible vans
Number and Type of Drivers	63 full time (approximately 34 hours per week) paid drivers for school buses; fully trained and qualified staff drivers operate the vans
Annual One-Way Passenger Trips	392,000 in 2006 for subscription service
Annual Service Hours (estimated)	107,000 for subscription service
Estimated Productivity (trips per service hour)	3.7 for subscription service
Annual Expenses	\$5,317,000 in 2006, including \$56,250 for RTA bus passes
Items included in Annual Expenses	Drivers' salaries, fuel, insurance, maintenance, administrative staff (manager/scheduler/dispatcher) costs and RTA bus passes
Agency Type	Public
Program Director	Alice Phillips, Director of Transportation
Telephone	937-837-9217
Email	aphillip@mcmrdd.org

Places Inc.	
Office Location	211 S. Main St., Suite 910, Dayton
Primary Mission	Promote and enhance the community living skills and provide quality housing options to the disenfranchised who are mentally ill and/or homeless
Who Can Ride?	There are separate admission criteria for each of PLACES three services lines, the Residential Program, the Supportive Living Program and the Permanent Supportive Housing Program
Trip Purposes Allowed	Transportation is only provided for activities specified in the client's service plan
Area / Destinations Served	Montgomery County
Hours of Service	Weekdays: As required by the service plan Weekends: As required by the service plan
Type of Service	Demand responsive transportation for designated activities provided by staff at seven facilities in Montgomery County
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A - Trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	Eligibility: 937-461-4300 ext. 23 (Judith Patterson, Director of Client Services)
Email	jpatterson@placesinc.org General Info at admin@placesinc.org
Website	www.placesinc.org

--- continued on next page ---

Places Inc. (continued)	
Number of Vehicles in Daily Operation	10
Number and Type of Vehicles in Total Fleet	10
Number and Type of Drivers	Staff serve as drivers for individual clients
Annual One-Way Passenger Trips	12,500
Annual Service Hours (estimated)	10,000
Estimated Productivity (trips per service hour)	1.25
Annual Expenses	\$472,000
Items included in Annual Expenses	All expenses included
Agency Type	Private non-profit
Program Director	Roy Craig, Executive Director
Telephone	937-461-4300 ext. 24
Email	rcraig@placesinc.org

Resident Home Association (RHA)	
Office Location	3661 Salem Ave., Dayton
Primary Mission	RHA maintains ongoing, long-term residential services and supports to residents, including transitions from employment and recreation in the community to retirement options for older adults
Who Can Ride?	Transportation is part of total care for residential service clients. Requests for residential services are coordinated through MR/DD. New clients are accepted as service planning and funding becomes available.
Trip Purposes Allowed	Medical appointments, shopping, visiting friends/family, recreation activities and some work trips
Area / Destinations Served	Montgomery County
Hours of Service	Weekdays: 7:00 am to 10:00 pm Weekends: As required by individual's service plan
Type of Service	Demand responsive transportation is provided by staff operating out of 12 residential homes in accordance with the individual's service plan
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A - Transportation is scheduled by the staff person responsible for providing service
Telephone for Info on Eligibility and Rides	Eligibility: 937-278-0791
Email	rhadayton.com
Website	www.mrddohio.com

--- continued on next page ---

Resident Home Association (RHA) (continued)	
Number of Vehicles in Daily Operation	10
Number and Type of Vehicles in Total Fleet	15, consisting of 3 accessible vans, 8 non-accessible vans and 4 sedans
Number and Type of Drivers	Staff serve as drivers for individual clients
Annual One-Way Passenger Trips	12,000
Annual Service Hours (estimated)	5,000
Estimated Productivity (trips per service hour)	2.4
Annual Expenses	\$85,000
Items included in Annual Expenses	Vehicle lease costs, fuel, maintenance and insurance
Agency Type	Private non-profit
Program Director	Brenda Whitney, Executive Director
Telephone	937-278-0791
Email	whitneybre@aol.com

Senior Resource Connection (SRC)	
Office Location	105 S. Wilkinson St., Dayton
Primary Mission	To keep older adults in their own homes as long as possible by providing a wide range of services including Nutrition Services and Adult Day Services. Specific transportation responsibilities include adult day services transport in Montgomery County and home-delivered meals in Miami, Montgomery and Preble counties
Who Can Ride?	Adult day services clients – Montgomery County residents, 60 years or older (typically frail)
Trip Purposes Allowed	Adult day services
Area / Destinations Served	Two adult day service locations in Montgomery County
Hours of Service	Weekdays: 7:00 am to 6:00 pm Weekends: No scheduled service
Type of Service	Subscription service
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A - Trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	937-223-8246
Email	senior@erinet.com
Website	www.seniorresourceconnection.com

--- continued on next page ---

Senior Resource Connection (SRC) (continued)	
Number of Vehicles in Daily Operation	10
Number and Type of Vehicles in Total Fleet	10, consisting of 8 accessible vans and 2 accessible minivans
Number and Type of Drivers	12 paid drivers (part time - average 28 hours per week)
Annual One-Way Passenger Trips	35,000
Annual Service Hours (estimated)	16,800
Estimated Productivity (trips per service hour)	2.1
Annual Expenses	\$285,000
Items included in Annual Expenses	Vehicle lease costs, fuel, maintenance and insurance
Agency Type	Private non-profit
Program Director	Chuck Komp, Assistant Director
Telephone	937-223-8246
Email	srcinc@ameritech.net

South Community, Inc.	
Office Location	3095 Kettering Blvd., Moraine
Primary Mission	Promotes emotional and behavioral well being through a variety of services for children, adults and families dealing with mental health disabilities.
Who Can Ride?	Mental health clients of all ages
Trip Purposes Allowed	As required for the program services to be provided, e.g., a specialized community psychiatric support program (CPS) that provides services to severely mentally disabled adults with significant health problems
Area / Destinations Served	Montgomery County
Hours of Service	Weekdays: As required by the service plan Weekends: As required by the service plan
Type of Service	Demand responsive transportation for designated programs
Accessible Vehicles	No
Fares or Donations	No fares or donations
Ride Request Process	N/A - Trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General Information: 937-293-8300
Email	info@southcommunity.com
Website	www.southcommunity.com

--- continued on next page ---

South Community, Inc. (continued)	
Number of Vehicles in Daily Operation	4 (vehicles operate every day in summer, several days per week for rest of year)
Number and Type of Vehicles in Total Fleet	4 non-accessible, consisting of 3 vans and 1 minivan
Number and Type of Drivers	3 paid drivers (Transportation Coordinator + 2 on-call); select staff will drive when necessary
Annual One-Way Passenger Trips	10,000
Annual Service Hours (estimated)	6,000
Estimated Productivity (trips per service hour)	1.67
Annual Expenses	\$10,000
Items included in Annual Expenses	Fuel, maintenance
Agency Type	Private non-profit
Program Director	Lee Donovan
Telephone	937-293-8300
Email	info@southcommunity.com

Trotwood Area Handivan Ministry	
Office Location	18 N. Broadway Street, Trotwood
Primary Mission	Provide transportation to seniors and persons with disabilities
Who Can Ride?	Seniors and persons with disabilities living in Trotwood and closely surrounding area
Trip Purposes Allowed	Medical appointments, grocery, bank, shopping, social and educational activities
Area / Destinations Served	Montgomery County
Hours of Service	Weekdays: 8:00 am to 5:00 pm Weekends: No service
Type of Service	Advance reservation demand responsive service
Accessible Vehicles	Yes
Fares or Donations	N/A
Ride Request Process	Trips must be scheduled at least three days in advance. Call between 12:30 pm and 2:30 pm on weekdays to request a ride
Telephone for Info on Eligibility and Rides	937-837-1263
Email	krpmrd@netzero.net (Program Director)
Website	N/A

--- continued on next page ---

Trotwood Area Handivan Ministry (continued)	
Number of Vehicles in Daily Operation	3
Number and Type of Vehicles in Total Fleet	3, consisting of 2 accessible vans and one non-accessible van
Number and Type of Drivers	8 volunteer drivers
Annual One-Way Passenger Trips	3,000
Annual Service Hours (estimated)	3,000
Estimated Productivity (trips per service hour)	1.0
Annual Expenses	N/A
Items included in Annual Expenses	
Agency Type	Private non-profit
Program Director	Marika Palmer
Telephone	937-837-1263
Email	krpmrd@netzero.net

United Rehabilitation Services of Greater Dayton (URS)	
Office Location	4710 Old Troy Pike, Dayton
Primary Mission	Provides comprehensive programs and services to meet the needs of infants, children, and adults with disabilities or special needs in the Miami Valley region.
Who Can Ride?	Clients participating in URS programs and services
Trip Purposes Allowed	Based on client's service plan
Area / Destinations Served	Montgomery County
Hours of Service	Weekdays: 8:00 am to 4:00 pm; occasional evening activities Weekends: Occasional weekend activities
Type of Service	Subscription service
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A – trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General Information: 937-233-1230
Email	jprice@ursdayton.org (Intake Coordinator)
Website	www.ursdayton.org

--- continued on next page ---

United Rehabilitation Services of Greater Dayton (URS) (continued)	
Number of Vehicles in Daily Operation	4
Number and Type of Vehicles in Total Fleet	4, consisting of 3 accessible vans and one accessible bus
Number and Type of Drivers	N/A
Annual One-Way Passenger Trips	10,000
Annual Service Hours (estimated)	6,000
Estimated Productivity (trips per service hour)	1.67
Annual Expenses	N/A
Items included in Annual Expenses	
Agency Type	Private non-profit
Program Director	Tim Jones, Adult Services Manager
Telephone	937-233-1230
Email	tjones@ursdayton.org

Wesley Community Center, Inc. (WCCI)	
Office Location	3730 Delphos Ave., Dayton
Primary Mission	WCCI serves all ages and family/community groups. Transportation is provided for seniors under a variety of contracts with the Area Agency on Aging (AAA) and the county Department of Job and Family Services (DJFS)
Who Can Ride?	Depends upon program – see Other Information at end
Trip Purposes Allowed	Medical, nutrition, shopping, pick up prescriptions, etc.
Area / Destinations Served	Montgomery County
Hours of Service	Weekdays: 8:00 am to 3:00 pm Weekends: No scheduled service
Type of Service	Demand responsive service as scheduled by WCCI or by case managers at contracting agencies
Accessible Vehicles	Yes
Fares or Donations	No fares, donations accepted for Nutrition Transportation
Ride Request Process	Call at least one day in advance for all ride requests, except Medical Transportation and Medicaid (NET) Transportation which are scheduled by case managers
Telephone for Info on Eligibility and Rides	937-263-3556
Email	emma@wesleycenterdayton.org
Website	www.wesleycenterdayton.org
Other Information	<p><u>Personal Assistance Transportation</u> – open to frail and elderly individuals two days a week from 2:00 to 5:00 pm on a first come first served basis as scheduled by WCCI</p> <p><u>Nutrition Transportation</u> – open to persons 60 years of age or older to nine congregate meal sites</p> <p><u>Medical Transportation</u> – for PASSPORT/ComCare – eligible individuals as authorized and scheduled by AAA case managers</p> <p><u>Medicaid (NET) Transportation</u> – for persons determined to be eligible and scheduled by DJFS</p> <p><u>United Way of Dayton Seniors Transportation</u> – open to persons 55 years of age or older as scheduled by WCCI</p>

--- continued on next page ---

Wesley Community Center, Inc. (WCCI) (continued)	
Number of Vehicles in Daily Operation	7
Number and Type of Vehicles in Total Fleet	8, consisting of 5 accessible vans and 3 minivans (2 accessible)
Number and Type of Drivers	7 paid drivers (part time - average 25 hours per week)
Annual One-Way Passenger Trips	N/A
Annual Service Hours (estimated)	8,750
Estimated Productivity (trips per service hour)	N/A
Annual Expenses	\$175,000
Items included in Annual Expenses	Driver wages, fuel, maintenance, insurance and office staff expenses
Agency Type	Private non-profit
Program Director	Betty Dearing, Seniors/Transportation Program Manager
Telephone	937-263-3556
Email	wesleytransport2003@yahoo.com

YMCA of Greater Dayton	
Office Location	111 West First St., Dayton
Primary Mission	A total community service organization—collectively the nation's largest not-for-profit charity. It is volunteer founded, volunteer based and volunteer led - for people of all faiths, races, abilities, ages, and incomes
Who Can Ride?	Transportation is available to children for day care, after school and summer camp programs
Trip Purposes Allowed	For designated programs at seven YMCA facilities
Area / Destinations Served	Montgomery County
Hours of Service	Weekdays: As required by program schedules Weekends: As required by program schedules
Type of Service	Subscription service
Accessible Vehicles	N/A
Fares or Donations	No fares or donations
Ride Request Process	N/A – Trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General Information: 937-223-5201
Email	dbrunner@daytonymca.org
Website	www.ymcaonline.org

--- continued on next page ---

YMCA of Greater Dayton (continued)	
Number of Vehicles in Daily Operation	10
Number and Type of Vehicles in Total Fleet	10 (mix of school buses and vans)
Number and Type of Drivers	N/A
Annual One-Way Passenger Trips	30,000
Annual Service Hours (estimated)	7,500
Estimated Productivity (trips per service hour)	4.0
Annual Expenses	\$100,000
Items included in Annual Expenses	N/A
Agency Type	Private non-profit
Program Director	Dale Brunner, Vice President
Telephone	937-223-5201
Email	dbrunner@daytonymca.org

APPENDIX E

NORTHERN WARREN COUNTY: PROVIDER SUMMARY SHEETS

- **Deardoff Senior Citizens Center**
- **Warren County Board of MR/DD**
- **Warren County Transit**

Deardoff Senior Citizens Center	
Office Location	605 S. River Road, Franklin
Primary Mission	Provides the opportunity for people to stay in their homes, promote well-being and enhance their quality of life.
Who Can Ride?	Residents of Franklin Township, the City of Franklin, the City of Carlisle and a portion of Middletown who are 60 years of age or older and living independently, and younger individuals with disabilities
Trip Purposes Allowed	Non-emergency medical and non-medical transportation services are offered; however, medical trips are a higher priority. Younger individuals with disabilities are also served with trips to and from work, training programs, volunteer assignments and medical appointments.
Area / Destinations Served	Areas most frequently served include Middletown Regional Hospital Dialysis Center, doctor/dentist offices in Middletown, grocery shopping, the Center and to the YMCA in Springboro
Hours of Service	Weekdays: 8:00 am to 6:00 pm Weekends: No service
Type of Service	Advance reservation demand responsive service
Accessible Vehicles	Yes
Fares or Donations	No fares, but donations are accepted
Ride Request Process	N/A
Telephone for Info on Eligibility and Rides	937-743-8100
Email	N/A
Website	N/A

--- continued on next page ---

Deardoff Senior Citizens Center (continued)	
Number of Vehicles in Daily Operation	1
Number and Type of Vehicles in Total Fleet	One van which has seating for six ambulatory persons and two wheelchairs.
Number and Type of Drivers	N/A
Annual One-Way Passenger Trips	N/A
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	
Annual Expenses	N/A
Items included in Annual Expenses	
Agency Type	Private Non-Profit
Program Director	N/A
Telephone	N/A
Email	N/A

Warren County Board of MR/DD	
Office Location	410 South East Street, Lebanon
Primary Mission	Supporting people with disabilities and their families to achieve what is important to them
Who Can Ride?	Persons determined to be eligible by MR/DD
Trip Purposes Allowed	Transportation is provided for enrolled children and adults to school or day programs, and for adults who work in the community.
Area / Destinations Served	Warren County
Hours of Service	Weekdays: 7:00 am to 6:00 pm; contracted transportation is available from 6:00 a.m. to midnight, 7 days a week. Weekends: Contracted transportation only
Type of Service	Subscription service
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A – trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General Information: 513-695-1652
Email	Mary.Butcher@co.warren.oh.us
Website	www.co.warren.oh.us/mrdd

--- continued on next page ---

Warren County Board of MR/DD (continued)	
Number of Vehicles in Daily Operation	14
Number and Type of Vehicles in Total Fleet	14 accessible vehicles
Number and Type of Drivers	N/A
Annual One-Way Passenger Trips	N/A
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	
Annual Expenses	N/A
Items included in Annual Expenses	
Agency Type	Public
Program Director	Lee Grow, Transportation Supervisor
Telephone	513-228-4027
Email	grow.lee@lebanon.k12.oh.us

Warren County Transit	
Office Location	406 Justice Dr, Rm. 311, Lebanon
Primary Mission	Provide countywide public transportation
Who Can Ride?	General public and clients of human service agencies
Trip Purposes Allowed	All purposes within county, trips for medical reasons to some Middletown and Dayton areas
Area / Destinations Served	Any location in Warren County and limited service to Dayton and three (3) points within the City of Middletown
Hours of Service	Weekdays: 6:00 am to 6:30 pm Weekends: No service
Type of Service	Advance reservation demand responsive service
Accessible Vehicles	Yes
Fares or Donations	One way, anywhere within Warren County and service to GDRTA's South Hub - \$2.00; Elderly and Disabled - \$1.00 One-way to Middletown Shopping Center, Miami University, or the former Middletown Hospital area - \$2.00
Ride Request Process	All trips should be scheduled in advance with at least 24 hours notice.
Telephone for Info on Eligibility and Rides	Eligibility: 513-695-1259 Scheduling: 1-888-297-0990
Email	haddil@co.warren.oh.us
Website	N/A

--- continued on next page ---

Warren County Transit (continued)	
Number of Vehicles in Daily Operation	16
Number and Type of Vehicles in Total Fleet	19, consisting of, 14 accessible vehicles and five non-accessible minivans
Number and Type of Drivers	20 paid drivers
Annual One-Way Passenger Trips	64,400 (2006 data)
Annual Service Hours	30,000 (2006 data)
Estimated Productivity (trips per service hour)	2.1
Annual Expenses	\$1,220,000 (2006 data)
Items included in Annual Expenses	All operating expenses included
Agency Type	Public
Program Director	Jerry Haddix, Transportation Coordinator
Telephone	513-695-1259
Email	haddijl@co.warren.oh.us

APPENDIX F

REGIONAL TRANSPORTATION PROVIDERS: PROVIDER SUMMARY SHEETS

- **Goodwill/Easter Seals of Miami Valley**
- **Graceworks Lutheran Services**
- **Safehaven, Inc.**
- **Toward Independence, Inc.**

Goodwill/Easter Seals of Miami Valley	
Office Location	1511 Kuntz Rd., Dayton
Primary Mission	To empower people with disabilities and other needs to achieve independence and enhance their lives.
Who Can Ride?	Clients participating in specific programs and services
Trip Purposes Allowed	Adult day service programs, Dayhabilitation and Supported Employment for MRDD clients
Area / Destinations Served	Allen, Butler, Miami and Montgomery counties
Hours of Service	Weekdays: As required for programs and services Weekends: As required for programs and services
Type of Service	Subscription service
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A – trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General Information: 937-461-4800
Email	N/A
Website	www.goodwilleastersealsmv.org

--- continued on next page ---

Goodwill/Easter Seals of Miami Valley (continued)	
Number of Vehicles in Daily Operation	15
Number and Type of Vehicles in Total Fleet	15
Number and Type of Drivers	Paid drivers
Annual One-Way Passenger Trips	N/A
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	N/A
Annual Expenses	N/A
Items included in Annual Expenses	
Agency Type	Private non-profit
Program Director	Bob Pawlak
Telephone	937-461-4800 ext 549
Email	b.pawlak@goodwilldayton.org

Graceworks Lutheran Services	
Office Location	1133 S. Edwin C. Moses Blvd., Suite 250, Dayton
Primary Mission	Programs and services are offered in 50 locations throughout southwest Ohio, southeast Indiana and northern Kentucky. Programs include senior living, credit counseling, adoption assistance, job training, and housing and care for special populations
Who Can Ride?	Residents in Bethany Village (a Continuing Care Retirement Community) and participants in MR/DD sponsored programs
Trip Purposes Allowed	All purposes in Bethany Village, employment for MR/DD clients
Area / Destinations Served	Bethany Village in Centerville and as required for MR/DD programs
Hours of Service	Weekdays: N/A Weekends: N/a
Type of Service	Shuttle service in Bethany Village, subscription service for MR/DD programs
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A – shuttle service on regular schedule; employment trips pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General Information: 937-222-5231
Email	outreach@graceworks.org
Website	www.graceworks.org

--- continued on next page ---

Graceworks Lutheran Services (continued)	
Number of Vehicles in Daily Operation	18
Number and Type of Vehicles in Total Fleet	18
Number and Type of Drivers	Paid drivers
Annual One-Way Passenger Trips	N/A
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	N/A
Annual Expenses	N/A
Items included in Annual Expenses	
Agency Type	Private non-profit
Program Director	Ann Warner, Outreach Manager
Telephone	937-222-5231
Email	awarner@graceworks.org

Safehaven, Inc.	
Office Location	633 North Wayne St., Piqua
Primary Mission	A consumer-operated peer center for adults with mental illness to receive educational, social, and vocational service opportunities in a safe and comfortable environment towards mental health recovery
Who Can Ride?	Eligible members - 18 years and over in need of mental health support.
Trip Purposes Allowed	For program services
Area / Destinations Served	Darke, Miami, and Shelby counties – one program site in Piqua and one in Greenville (Darke County)
Hours of Service	Weekdays: 12:00 pm to 5:00 pm Weekends: Saturdays 12:00 pm to 5:00 pm
Type of Service	Demand responsive
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A – trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General information: 937-615-0126
Email	safehavendouglas@woh.rr.com
Website	N/A

--- continued on next page ---

SafeHaven, Inc. (continued)	
Number of Vehicles in Daily Operation	3
Number and Type of Vehicles in Total Fleet	3
Number and Type of Drivers	N/A
Annual One-Way Passenger Trips	N/A
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	N/A
Annual Expenses	\$30,000
Items included in Annual Expenses	N/A
Agency Type	Private non-profit
Program Director	Douglas Metcalfe, Executive Director
Telephone	937-615-0126
Email	safehavendouglas@woh.rr.com

Toward Independence, Inc.	
Office Location	81 E. Main Street, Xenia
Primary Mission	Assist individuals with developmental disabilities to live the fullest life possible by providing individualized services in a variety of community settings.
Who Can Ride?	Agency clients as authorized by MR/DD
Trip Purposes Allowed	In accordance with the individual's service plan
Area / Destinations Served	Most trips within 15-25 mile radius of the vehicle base (residential group setting). There are 7 bases in Dayton and 5 in surrounding area.
Hours of Service	Weekdays: As required for programs and services Weekends: As required for programs and services
Type of Service	Subscription service
Accessible Vehicles	Yes
Fares or Donations	No fares or donations
Ride Request Process	N/A – trips are pre-scheduled by staff
Telephone for Info on Eligibility and Rides	General Information: 937-376-3996
Email	info@ti-inc.org
Website	www.ti-inc.org

--- continued on next page ---

Toward Independence, Inc. (continued)	
Number of Vehicles in Daily Operation	28
Number and Type of Vehicles in Total Fleet	28, consisting of mostly minivans, a few vans and 3 wheelchair accessible vehicles
Number and Type of Drivers	Staff drivers
Annual One-Way Passenger Trips	42,500
Annual Service Hours (estimated)	N/A
Estimated Productivity (trips per service hour)	N/A
Annual Expenses	Total estimated to be in excess of \$150,000.
Items included in Annual Expenses	N/A
Agency Type	Private non-profit
Program Director	Bob Archer
Telephone	937-426-9542
Email	bob-archer@ti-inc.org

APPENDIX G:
PRIVATE TRANSPORTATION PROVIDERS

PRIVATELY OWNED TRANSPORTATION COMPANIES

<i>Company</i>	<i>Telephone</i>
TAXI COMPANIES	
A Centerville Taxi	937-433-0240
A1 Taxi	937-432-6666
All Night Taxi	937-672-4551
Anton's Cab Service	937-252-4756
Cheaper Longer Trips Only Taxi	937-416-4223
D United Cab	937-222-2828
Dayton Express Cab Company	937-226-9971
Dayton Yellow Cab	937-228-1155
Diamond of Dayton	937-277-1000
Easy Transport and Taxi	937-372-2761
Miami Liberty Cab	937-222-2822
Senior Assistants	937-454-4445
Uptowne Taxi	937-878-8000
White Knight Limousines	937-433-8826
AMBULETTES	
American Ambulette and Ambulance Company	937-237-1105
Care Flight	937-208-2221
Dayton Area Reliable Transport	937-866-6567
Eagle One Medical Transport, Inc.	937-293-2400
Eaton Medical Transport, Inc.	937-456-6701
Goodwill Industries of the Miami Valley	937-461-4800
Integrity Ambulance Service, Inc.	937-316-6100
Kil-Kare Raceway EMS	937-42-2961
Med Corp	937-846-1774
Med Trans	937-845-3270
Nubta Trans	937-604-3211
People's Ambulette/Wheelchair Service	937-236-2700
The Children's Medical Center	937-641-3208
TLC Ambulette Service	937-461-7099
United Transportation Corp.	937-520-4380
University of Dayton Department of Public Safety	937-229-2131
Upper Valley Medical Center Patient Transport	937-440-7289
