



Image Source: FRS Transportation

# HIGHLAND COUNTY COORDINATED TRANSIT PLAN 2021-2026

Final Report | October 2021

Updated:

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# EXECUTIVE SUMMARY

## Overview

This Plan is the Coordinated Public Transit-Human Services Transportation Plan for Highland County, Ohio. The Plan was initially developed in 2008, updated in 2013, revised in 2015 and 2017, and updated in 2018 and now in 2021, under the prevue of FRS Transportation as lead agency. Refer to **Appendix B** for more information on annual reviews and plan amendments. This Plan fulfills the requirements of the Federal Transit Administration (FTA) under the Fixing America's Surface Transportation (FAST) Act, signed into law as a reauthorization of surface transportation programs through Fiscal Year 2021 per an extension passed by Congress to the original date of September 30, 2020. According to requirements of the FAST Act, locally developed coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act legislation. The FAST Act applies new programs and rules for all Fiscal Year 2016 funds and authorizes transit programs for five years. Refer to **Appendix C** for related definitions.

Transportation is a critical component of the communities in Highland County. Transportation provides access to jobs, education, health care, and human services, and allows all community members, including older adults and people with disabilities, to live independently and engage in community life. It is the purpose of this Plan for local stakeholders to work collaboratively to do the following activities:

1. Identify all community transportation agencies:
  - ▶ Best Choice Home Care
  - ▶ Buckeye Ambulance Service
  - ▶ Carpenters House of Prayer
  - ▶ Chris Hopkins Transportation
  - ▶ East Ambulance
  - ▶ Everyday Home Care
  - ▶ FRS Transportation
  - ▶ Highland County Board of Developmental Disabilities
  - ▶ Highland County Community Action Organization, Inc.
  - ▶ Highland County Department of Job & Family Services
  - ▶ Highland County Veterans Service Commission
  - ▶ South Central Ohio Transportation
2. Identify community transportation needs such as:
  - ▶ Continuation of transportation services;
  - ▶ Mobility Manager's integral role;
  - ▶ Additional transportation options;
  - ▶ Extended service hours;
  - ▶ Wheelchair accessibility;
  - ▶ Intercounty connections; and
  - ▶ Identification of additional funding resources
3. Establish a clear vision:
 

The overall vision for the Highland County Coordinated Transit Plan is to ensure the continued existence of rural public transportation in Highland County.
4. Establish a clear plan for achieving shared goals:
  - ▶ **Goal 1:** Strengthen coordinated transportation provider agencies through capacity-building and funding.
  - ▶ **Goal 2:** Expand service hours for more comprehensive access to employment and essential services.

- ▶ **Goal 3:** More fully meet the transportation needs of our disabled population and our elderly population (65 and older) through coordinated efforts of transportation providers and the Mobility Manager.
- ▶ **Goal 4:** Expand transportation options for low-income workers, college students and people who are non-Medicaid eligible.
- ▶ **Goal 5:** Expand regional transportation options for access to employment and essential services outside of Highland County.
- ▶ **Goal 6:** Continue to increase public awareness of currently available transportation services.
- ▶ **Goal 7:** Participate in “Emergency Preparedness for Highland County” in the event of a local, county, or national disaster.

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

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

## Stakeholder Involvement

In order to ensure participation from the above groups, FRS Transportation, Ohio Valley Regional Development Commission (OVRDC), and Highland Area Rural Transportation System (HARTS), and utilized a combination of press releases, social media posts, website, and word-of-mouth communications methods. The following stakeholder involvement activities were performed to assess transportation needs and gaps and develop related goals and strategies/projects:

- ▶ Assessment of data and demographics;
- ▶ Community survey;
- ▶ Transportation Provider (Agency & Service Characteristics) Survey;  
Identification of Vehicle Utilization information for the Transportation Provider agencies; and
- ▶ Input from stakeholders through HTC+ meetings and public forums.

Due to the changing work environment given the recent COVID-19 pandemic, in-person engagement was limited, and all meetings were hosted virtually using the digital meeting platform Zoom. The public forums were additionally live-streamed on OVRDC’s Facebook page.

## Planning Committee/HTC+

This plan was developed with guidance from the Highland Area Rural Transportation System Transportation Committee and specially-invited participants relevant to this project (HTC+). More information about the HTC+ can be found in **Appendix A**.

GEOGRAPHIC AREA



## Geographic Area

### Existing Conditions

Established in 1805, Highland County is located in Southeastern Ohio and has a total area of approximately 558 square miles. The City of Hillsboro serves as the county seat and is located at the junction of U.S. Route (US) 50 and US-62. The County is bounded by Fayette County to the north, Ross County to the northeast, Pike County to the east, Adams County to the southeast, Brown County to the southwest, and Clinton County to the northwest. **Exhibit 1** shows the geographic area and topography of Highland County. Highland County is part of the Ohio Valley Regional Development Commission (OVRDC), a Rural Transportation Planning Organization encompassing twelve (12) counties in Southern Ohio.

US-50 crosses the County in the east-west direction and US-62 in the north-south direction. Other major routes crossing the County are SR-28, SR-73, and SR-124 in the east-west direction, as well as SR-72, SR-134, SR-247, and SR-753 in the north-south direction. Other transportation facilities in the area include the Highland County Airport and rail lines. The Highland County Airport has a 3,520-foot runway and is located three miles from Hillsboro. It has a 24-hour fuel service, flight training, avionics, and airframe and engine repair service. Highland County is also served by a 29-mile rail line, which is owned by the Village of Greenfield. The line accesses the north/south CSX line in Midland, Ohio (Clinton County). The rail line also serves the villages of Midland, New Vienna, Leesburg, and Greenfield, as well as the City of Portsmouth.

Highland County is part of Appalachia with elevation ranging from 162 meters (531 feet) to 370 meters (1,214 feet). The County is predominantly rural. Land use patterns in Highland County are consistent with similar rural counties in Ohio. There are eight land uses including agriculture, industrial, commercial, residential, government, institutions, mineral, and open-natural spaces. The most common land cover in the County is cultivated crops (40.8 percent) followed by forest (32.0 percent), pasture/hay (19.5 percent), and developed land (4.7 percent). Barren land, shrub/scrub and grasslands, wetlands, and open water each make up less than one percent of the County's land cover.

### Major Trip Generators

**Exhibit 2** provides a map of major trip generators in Highland County, including medical, education/social services, and other destinations. **Appendix D** provides the complete list of the trip generator and their locations. Most of the trip generators identified are located in the City of Hillsboro and the Village of Greenfield.

Major medical trip generators in Highland County include hospitals, urgent care centers, and other healthcare facilities as well as addiction treatment centers and dialysis clinics. Other major trip generators include schools, area attractions, parks and recreation sites, shopping centers, major employers, government offices, churches, and adult day programs. Some trip generators are located in adjacent counties.



Exhibit 1: Geographic Area and Topography

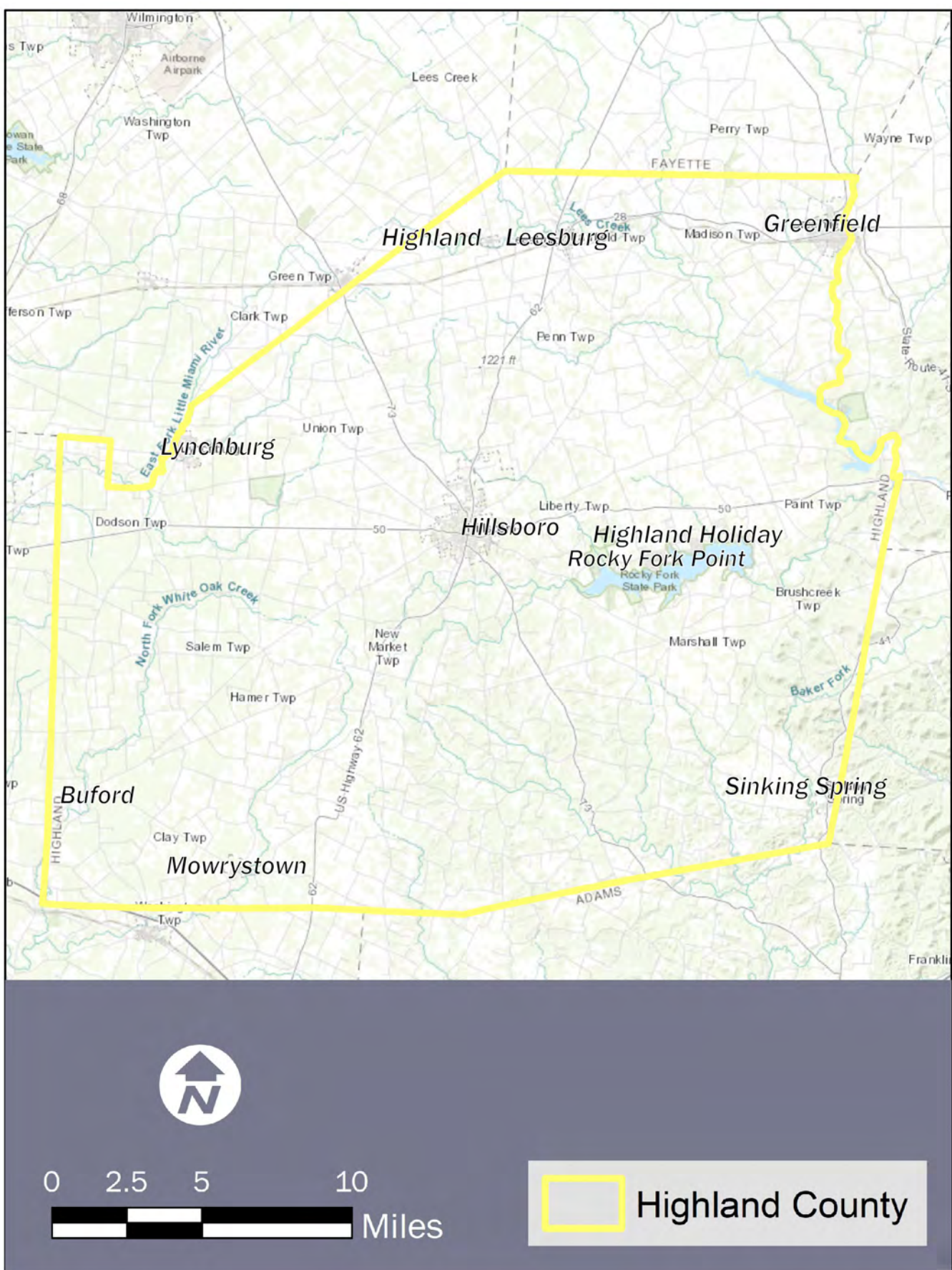
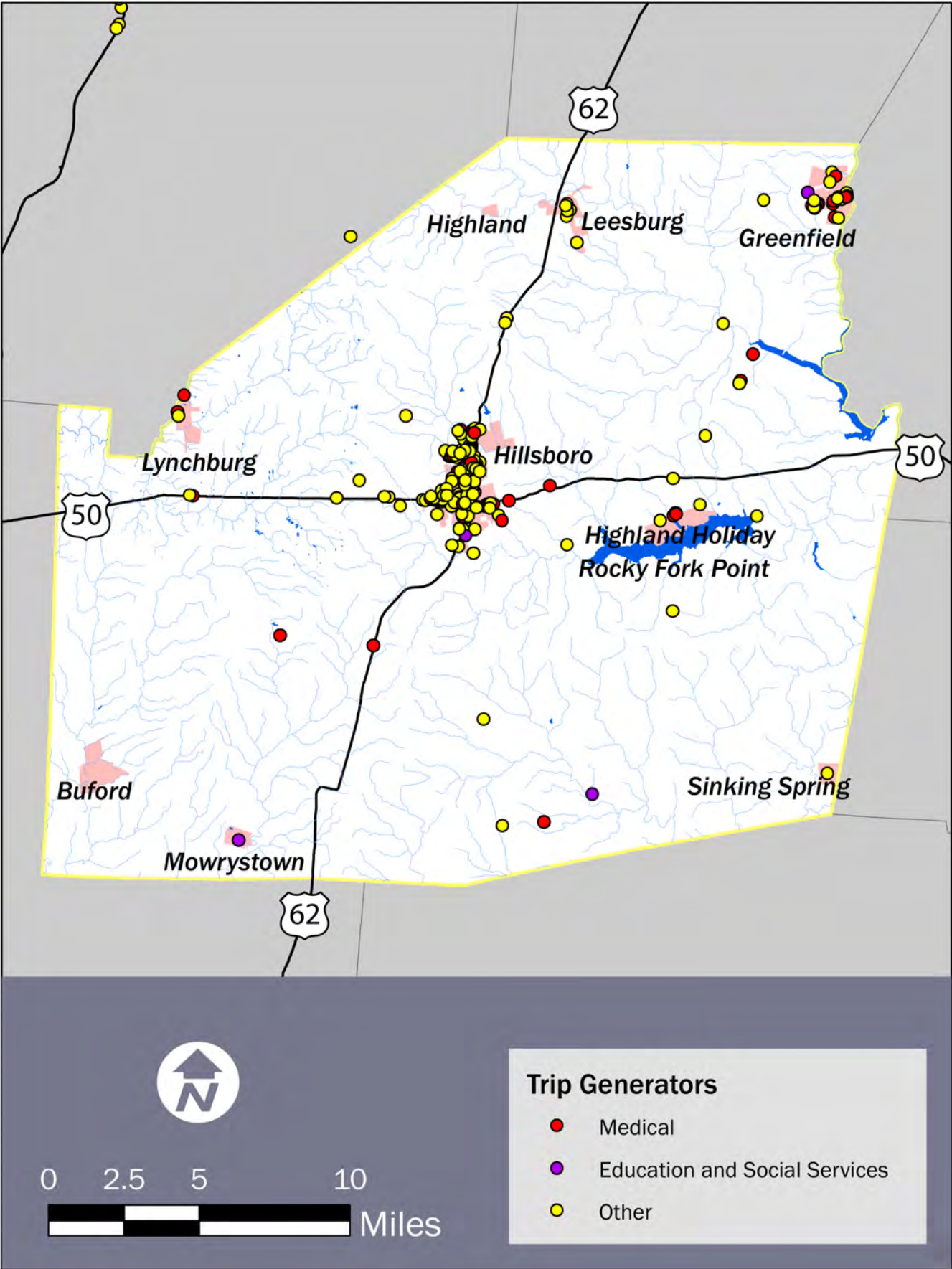


Exhibit 2: Major Trip Generators in Highland County



# DEMOGRAPHICS



## Overview

This section provides information about the demographics of the residents of Highland County and characteristics that define the community. Identifying the County's population trends and understanding its characteristics will help examine the community's transit needs and service gaps. Providing access to reliable public transit and human services for all residents of the County is a priority for the overall development of the County.

## Community Profile

### Population

The City of Hillsboro has the highest population density in the County. Other places with moderately high population include the Village of Greenfield, Paint Township, Liberty Township, Fairfield Township, Union Township, Madison Township, New Market Township, the Village of Lynchburg, and Clay Township (**Table 1**). The remainder of the County has low to very low population density.

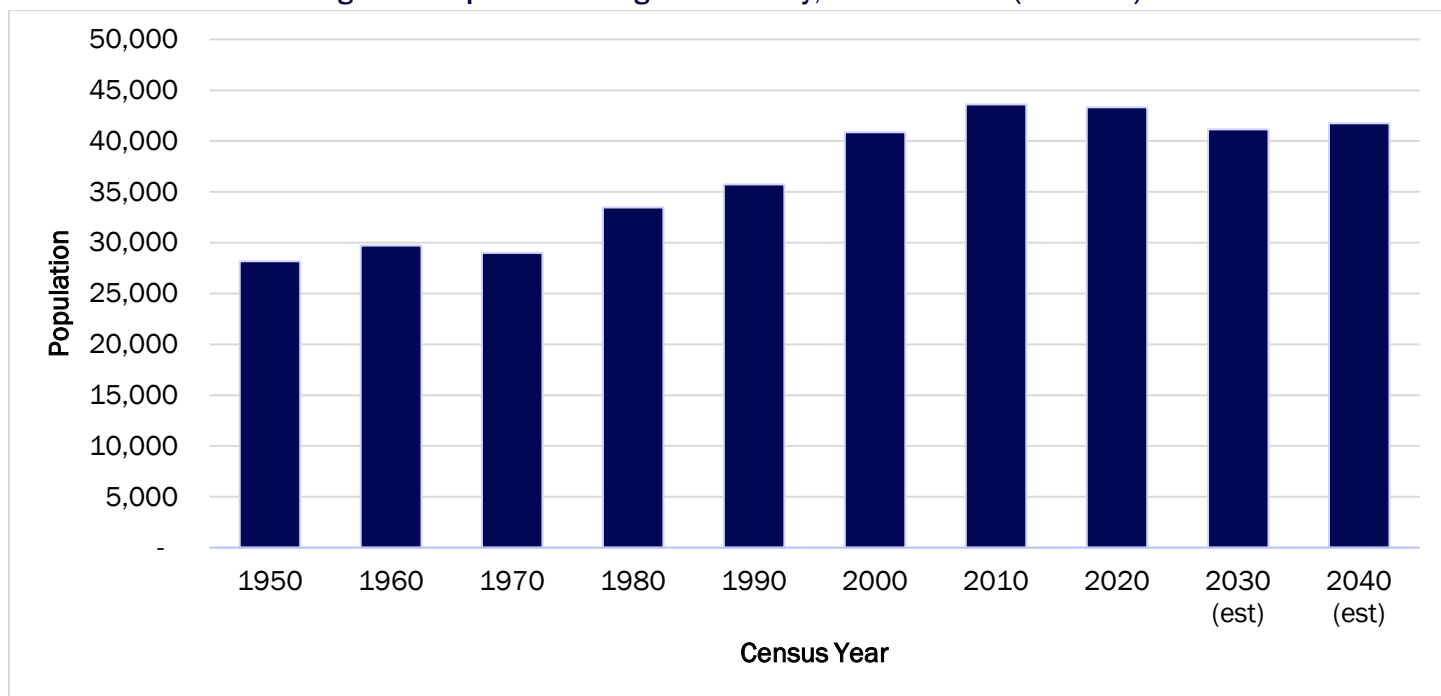
**Table 1: Highland County's Largest Places by Population**

Largest Places	2019 Population Estimate	Percent of County's Population
Highland County	43,161	100.00%
City of Hillsboro	6,554	15.19%
Village of Greenfield	4,556	10.56%
Paint Township	4,544	10.53%
Liberty Township	3,595	8.33%
Fairfield Township	2,143	4.97%
Union Township	2,074	4.81%
Madison Township	2,066	4.79%
New Market Township	1,881	4.36%
Village of Lynchburg	1,481	3.43%
Clay Township	1,398	3.24%

Source: Ohio Development Services Agency, Office of Research (Ohio County Profiles)

Highland County's population has generally increased over the last several decades (**Figure 1**). Between 1950 and 2010, the County saw an increase of over 15,000 people (54.6 percent). The greatest increase in population occurred between 1970 and 1980, when the population grew by 15.5 percent. The County experienced similarly large growth of 14.4 percent between 1990 and 2000. Since 2000, the growth of Highland County has slowed. Using these historic growth trends, the estimated population projections for the next 20-year timeframe reflect continued decline in population in Highland County (**Table 2**).

Additionally, population change in individual block groups between 2000 and 2019 is illustrated in **Exhibit 3**. With the exception of the Village of Greenfield, areas in the northeast quadrant of the County have seen the greatest growth. Alternatively, areas near the villages of Buford, Mowrystown, Lynchburg, and Sinking Spring have all experienced a population decline. Most of the Village of Greenfield, as well as parts of the City of Hillsboro and the Village of Lynchburg have all experienced the steepest decline in population during this same time, with a decline of 20 percent or more.

**Figure 1: Population of Highland County, 1950 to 2040 (estimate)**

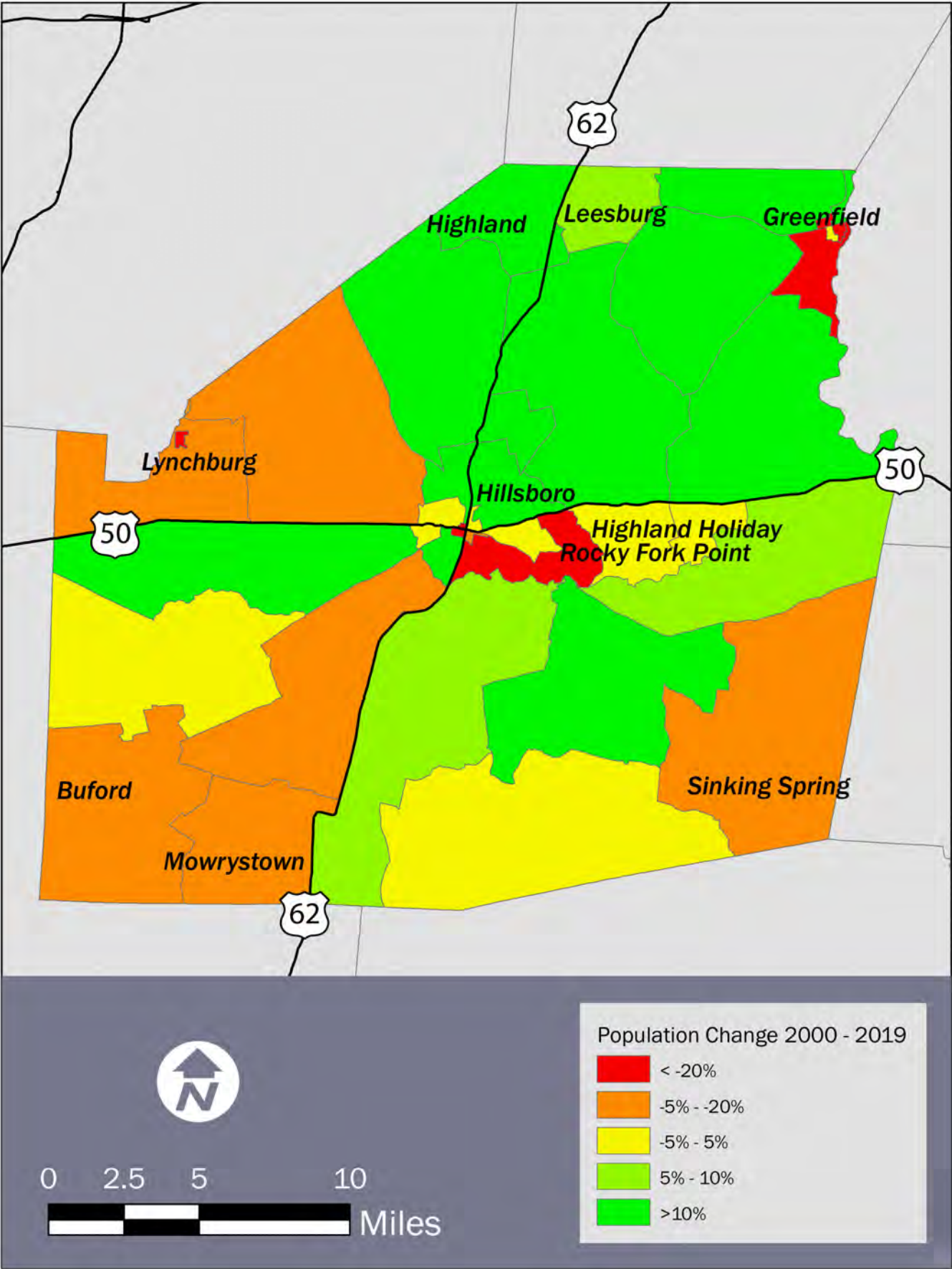
Source: Ohio Development Services Agency, Office of Research (Ohio County Profiles)

**Table 2: 20-year Population Projection**

Census Year	Highland County Population	Population Change
2000	40,875	-
2010	43,589	6.64%
2020	43,317	-0.62%
2025 (est.)	41,495	-0.82%
2030 (est.)	41,150	-0.83%
2035 (est.)	41,445	0.72%
2040 (est.)	41,740	0.71%

Source: Ohio Development Services Agency, Office of Research (Ohio County Profiles)

Exhibit 3: Population Change 2000-2019 in Highland County

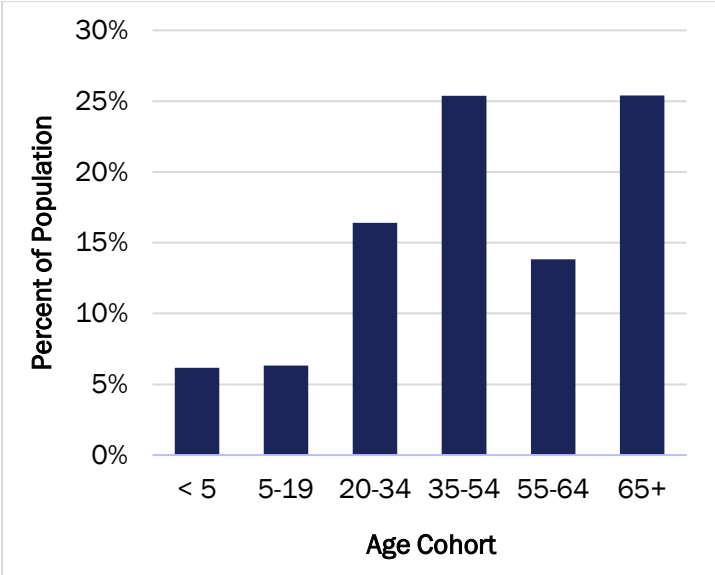


Population by Age

Highland County’s population is slightly older than the State the Ohio average. The median age in Highland County is 40.4 years, while the State of Ohio has a median age of 39.4 years. **Figure 2** compares the breakdown by age of residents as a percent of the total population in Highland County. As the figure shows, the largest age cohort for the County was tied at 25.4 percent between the ages 35 to 54 years and 65 years and older.

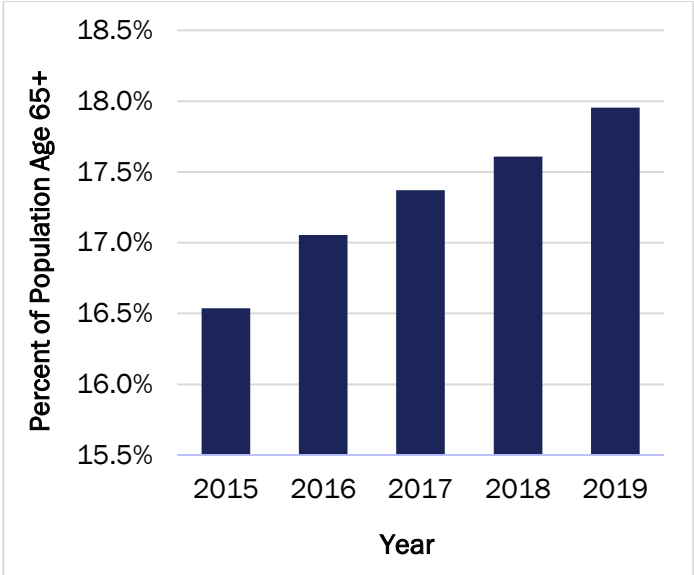
**Figure 3** shows the percent of Highland County’s population ages 65 and older from 2015 through 2019. As of 2019, Highland County had 7,723 people ages 65 and older (17.9 percent). The percentage of the population ages 65 and older and steadily increased since 2015. The median age of Highland County’s residents also has increased over these same years from 40.1 years in 2015 to 40.8 years in 2019.

Figure 2: Age Cohorts in Highland County



Source: United States Census Bureau, data.census.gov

Figure 3: Population Age 65 years and Older

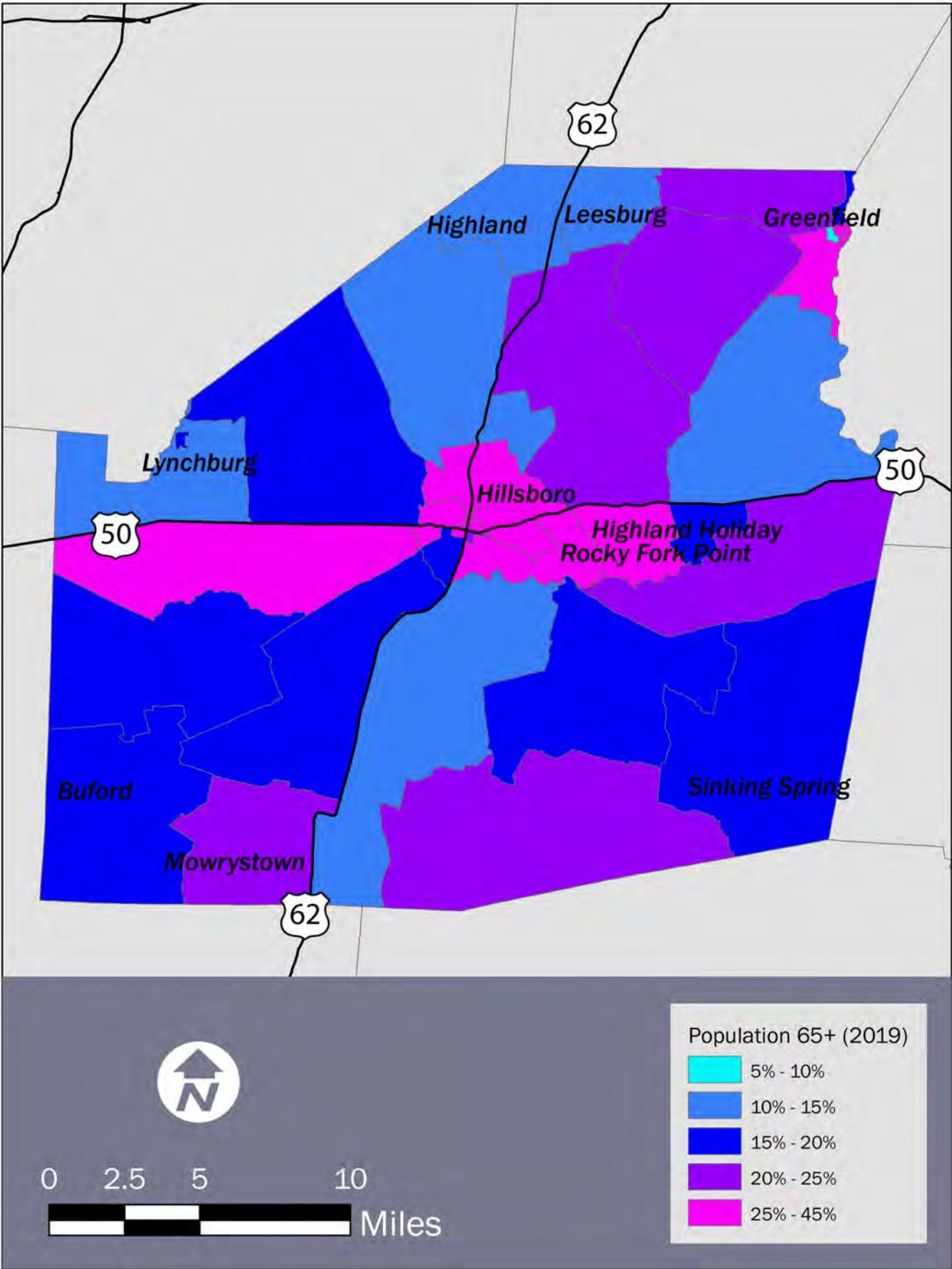


Source: United States Census Bureau, data.census.gov

**Exhibit 4** shows the block groups with the highest density of Highland County residents aged 65 and older are in Hillsboro and along the communities west of Hillsboro and south of US-50. Another high-density area of older adults can be found in Greenfield. The remainder of the County has low to very low older adult population density.



Exhibit 4: Block Groups of Residents Age 65 Years and Older



## Population by Ethnicity

Similar to other Appalachian counties, the County's population is majority White/Caucasian by race (95.73 percent) followed by Black or African American population (1.46 percent). Approximately 1.94 percent of Highland County's population identifies as two or more races, and 1.11 percent of the population identifies as Hispanic. All other race types make up less than one percent of the total population of Highland County. **Table 3** shows the breakdown of the County's population by ethnicity and race of its residents.

**Table 3: Highland County's Population by Ethnicity**

Race/Ethnicity	Total Population	Total Percentage
<b>All Races/Ethnicities</b>	<b>43,016</b>	<b>100.00%</b>
White	41,178	95.73%
Black or African American	627	1.46%
American Indian or Alaska Native	108	0.25%
Asian	170	0.40%
Native Hawaiian or Pacific Islander	0	0.00%
Other	100	0.23%
Two or More Races	833	1.94%
Hispanic (may be of any race)	476	1.11%

Source: Ohio Development Services Agency, Office of Research (Ohio County Profiles)

## Disability

Of the 42,552 noninstitutionalized individuals residing in Highland County, 18.4 percent identify as having a disability. **Table 4** and **Table 5** shows the number of persons in the County with disabilities by age group and type of disability. The current American Community Survey data covers the following disability types:

- ▶ **Hearing difficulty:** deaf or having serious difficulty hearing (DEAR).
- ▶ **Vision difficulty:** blind or having serious difficulty seeing, even when wearing glasses (DEYE).
- ▶ **Cognitive difficulty:** Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions (DREM).
- ▶ **Ambulatory difficulty:** Having serious difficulty walking or climbing stairs (DPHY).
- ▶ **Self-care difficulty:** Having difficulty bathing or dressing (DDRS).
- ▶ **Independent living difficulty:** Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping (DOUT).

The percentage of disabled people in Highland County is substantially higher than that of the State of Ohio and the United States which is 14 percent and 12.6 percent, respectively. Individuals who are ages 75 and older record the largest percentage of disabilities in Highland County (50.6 percent).

Highland County has a much higher incidence of individuals with ambulatory difficulties (11.1 percent) compared to the State (7.4 percent). It is important to note that the total is not representative of a sum of all disability types, as individuals can potentially have multiple disabilities listed below. Additionally, these are self-reported disabilities and not all require specialized transportation services. (Source: U.S. Census Bureau, 2019 5-Year ACS).

**Table 4: Disability by Age**

Disability by Age	Total Number of Residents	Number with Disability	Percent with Disability
<b>Total</b>	<b>42,552</b>	<b>7826</b>	<b>18.4%</b>
Under 5 years	2,655	25	0.9%
5 to 17 years	7,653	408	5.3%
18 to 34 years	8,067	682	8.5%
35 to 64 years	16,748	3,763	22.5%
65 to 74 years	4,316	1,373	31.8%
75 years and over	3,113	1,575	50.6%

Source: United States Census Bureau, data.census.gov

**Table 5: Disability by Type**

Disability by Type	Number with Disability Type	Percent with Disability Type
Hearing Difficulty	2,438	5.7%
Vision Difficulty	1,394	3.3%
Cognitive Difficulty	2,710	6.8%
Ambulatory Difficulty	4,439	11.1%
Self-care Difficulty	1,408	3.5%
Independent Living Difficulty	3,200	9.9%

Source: United States Census Bureau, data.census.gov

## Economic Profile

As of 2019, there are 16,772 total households in Highland County with average household size of 2.53 and average family size of 3.05. The median household income in Highland County was \$44,169 in 2019, a 2.0 percent increase from 2018. The median household income of Highland County is significantly lower than the median household income for Ohio of \$58,642. The median value of owner-occupied housing units in Highland County is \$117,400.

Poverty thresholds are used to determine the number of Americans living in poverty each year. The United States' poverty threshold value was \$25,100 in 2018 and \$26,200 in 2020. The U.S. Census Bureau reported in 2018 that out of 42,353 people in Highland County for whom poverty status is determined, 8,213 were below the poverty level (**Table 7**). This sets the poverty rate, or the percentage of families and people whose income in the past 12 months was below the poverty level, as 19.4 percent in Highland County. This value is higher than the state average of 13.1 percent and national average of 12.3 percent. Additionally, 3,821 individuals had an income below 50 percent of the poverty level. **Exhibit 5** identifies density of poverty in Highland County.

The majority of households in Highland County (35.0 percent) have two vehicles available, 29.0 percent have one vehicle available, and 27.9 percent have 3 or more vehicles available. Conversely, 8.1 percent of households have no vehicles available.

**Table 6: Income Profile by Household**

Income Range	Total Households	Percent Households
< \$10,000	1,325	7.9%
\$10,000 to \$14,999	1,008	6.0%
\$15,000 to \$24,999	2,264	13.5%
\$25,000 to \$34,999	2,145	12.8%
\$35,000 to \$49,999	2,473	14.7%
\$50,000 to \$74,999	3,055	18.2%
\$75,000 to \$99,999	1,852	11.0%
\$100,000 to \$149,999	1,865	11.1%
\$150,000 to \$199,999	493	2.9%
\$200,000+	292	1.7%

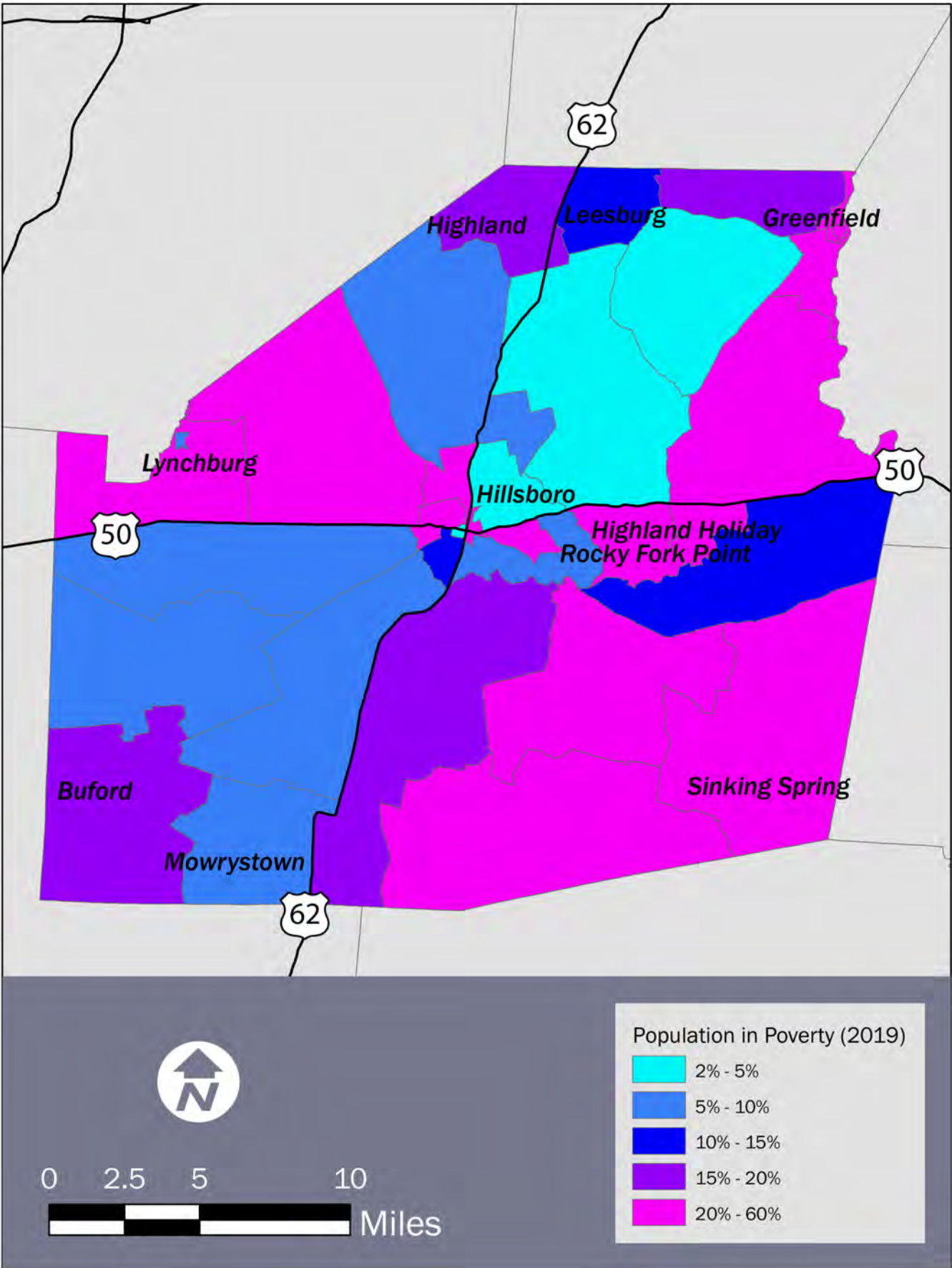
Source: United States Census Bureau, data.census.gov

**Table 7: Number and Percentage of Individuals by Age with Incomes Below Poverty Level**

Age Group	Total Population	Population by age below poverty level	Percent of population by age below poverty level
Population for whom poverty status is determined	42,353	8,213	19.4%
Under 18 years	10,104	2,797	27.7%
18 to 64 years	24,820	4,501	18.1%
60 years and over	10,599	1,437	13.6%
65 years and over	7,429	915	12.3%

Source: United States Census Bureau, data.census.gov

Exhibit 5: Percent in Poverty in Highland County





## Employment

About 55.4 percent of the County's population ages 16 years and over are employed on a year-round full-time basis and about 44.6 percent do not work. **Table 8** provides a breakdown of population by how they commute to work. The majority of Highland County residents drive alone to work (82.1 percent) or carpool (10.3 percent). The next common mode of commuting is walking (2.5 percent), followed by other means (1.0 percent). Public transportation is the least common form of transportation and is utilized by 0.2 percent of the County's population for travel to work. 3.9 percent of residents work from home.

As of 2019, Highland County maintained an unemployment rate of 6.7 percent. Onset of the COVID-19 pandemic further led to a dramatic increase in the unemployment rate, reaching as high as 18.4 percent in April 2020. The unemployment rate eventually declined to 5.0 percent by May 2021 (Source: Ohio Department of Job and Family Services). It is important to note that numbers recorded during unpredictable events such as a pandemic are usually temporary but may have long-lasting impacts to the community that are yet to be determined.

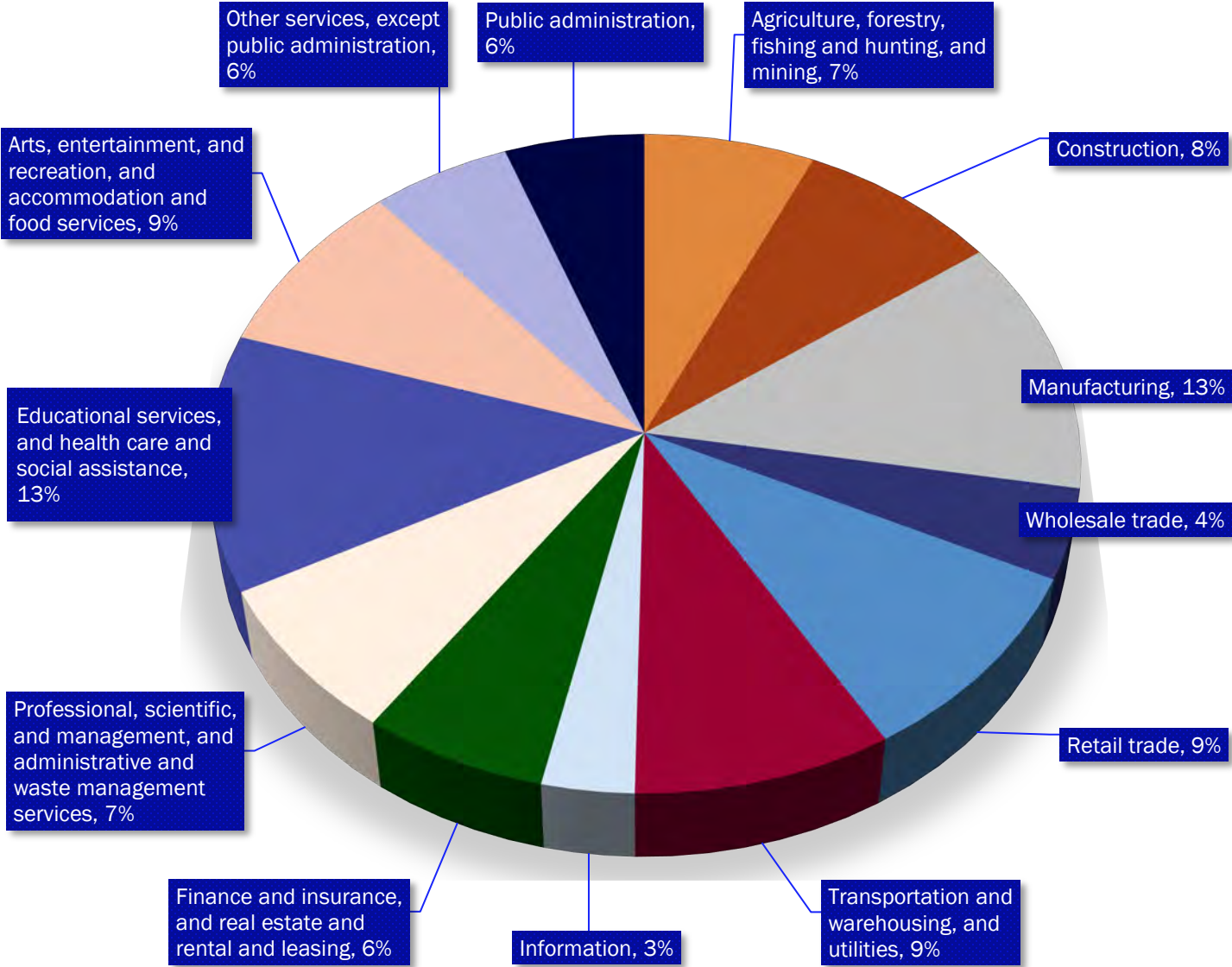
**Table 8: Primary Mode of Transportation to Work**

Commute Mode	Total Population	Population Percent
<b>Total workers 16 years and over</b>	<b>17,205</b>	<b>100%</b>
Car, truck, or van – drove alone	14,119	82.1%
Car, truck, or van – carpooled	1,769	10.3%
Public transportation (excluding taxicab)	38	0.2%
Walked	425	2.5%
Other means	177	1.0%
Worked from home	677	3.9%

Source: United States Census Bureau, data.census.gov

Highland County residents are employed by a variety of industries. Education and Health Care Services and Manufacturing remain the largest industries in the County – each with 13 percent of the County's workforce in 2019. Arts, entertainment, and recreation, and accommodation and food services, as well as transportation and warehousing, and utilities were also tied as the next largest industries and each employ nine percent of the population. **Figure 4** illustrates the employment by industry in Highland County.

Figure 4: Employment by Industry



Source: United States Census Bureau, data.census.gov

Limited English Proficiency

English is the most widely spoken language in Highland County, with 1.0 percent of the population speaking English less than “very well.” As of 2019, 2.6 percent of the population speaks a language other than English at home. These languages include Spanish (0.4 percent), other Indo-European languages (2.0 percent), and Asian and Pacific Island languages (0.2 percent).



# ASSESSMENT OF AVAILABLE SERVICES

## Overview

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

FRS Transportation, Ohio Valley Regional Development Commission (OVRDC), and HARTS identified stakeholders to participate in the assessment of available services. These stakeholders included those who were represented in the current or past planning committees, as well as others who the planning committee identified as stakeholders. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers to participate in the coordination planning efforts.

Stakeholders were encouraged to participate in the Transportation Providers Survey: Agency & Service Characteristics. The survey was designed for transportation providers, government and non-profit organizations, and funders. Copies of the surveys are provided in the **Appendix F**. Survey questions were intended to collect information on services currently provided, and on unmet transportation needs. The survey was based, in part, on the ODOT's Coordinated Public-Transit-Human Services Transportation planning Guidance.

The survey was implemented as a web-based application and presented to the stakeholders during the first HTC+ meeting. The purpose of the first HTC+ meeting was to offer the stakeholders an opportunity to discuss the specific transportation services, gaps, needs, and priorities for their respective service areas or communities.

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

## Inventory of Transportation Providers

Transportation providers include organizations that subsidize transportation at the local level, administer transportation or mobility programs, directly operate vehicles, and/or arrange transportation on behalf of an individual. A list of all participating transportation providers that either completed a survey or participated in a HTC+ meeting are:

- ▶ Best Choice Home Care
- ▶ Buckeye Ambulance Service
- ▶ Carpenters House of Prayer
- ▶ Chris Hopkins Transportation
- ▶ East Ambulance
- ▶ Everyday Home Care
- ▶ FRS Transportation
- ▶ Highland County Board of Developmental Disabilities
- ▶ Highland County Community Action Organization, Inc.
- ▶ Highland County Department of Job & Family Services
- ▶ Highland County Veterans Service Commission
- ▶ South Central Ohio Transportation

## Existing Transportation Services

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

### List of Transportation Service Providers

#### FRS Transportation

FRS Transportation has been providing Highland County residents with safe and accessible mobility options since 2000, which currently includes both deviated fixed route and public on-demand throughout Highland County and to portions of the surrounding area. They became the Dispatch Center for the Highland Area Rural Transportation System (HARTS) in January 2001. By coordinating and/or contracting with numerous Highland County stakeholders including social service agencies, elected officials, county agencies, local businesses, churches and other related organizations, FRS provides transportation to healthcare, job training and education opportunities. FRS Transportation leadership as well as the Mobility Manager for Highland County coordinate with the Ohio Department of Transportation's (ODOT) Office of Transit to implement regional mobility planning efforts and to ensure adherence to transportation policies and procedures, Federal transportation guidelines and to stay abreast of grant/funding opportunities.

FRS Transportation provides the following transportation services:

- NET Medicaid (*non-emergency transportation*) – Provides 24/7 transportation within a 70 mile radius of Highland County to medical or counseling appointments to eligible Highland County Medicaid recipients via the NET Medicaid Program of the HCDJFS. FRS Transportation, also, provides NET Medicaid transportation and dispatching services to our Adams County Department of Job & Family Services.
- TANF/OWF (*Temporary Assistance to Needy Families/Ohio Works First*) – Provides transportation to various job sites or educational training centers to eligible recipients of the TANF Program via HCDJFS. Additionally, riders' children may be transported to childcare as needed before the participant is taken to their assigned job site or education site location.
- School Transportation Contracts – FRS Transportation is certified through the Ohio Department of Education to provide van transportation for Special Needs students through contracts with local school systems to and from school and school activities.
- Area Agency on Aging – FRS Transportation is contracted with District 7 of the Area Agency on Aging to provide transportation for their PASSPORT consumers over the age of 60 for 37 medical appointments and basic life needs. Transportation is arranged by the person's Area Agency on Aging case manager.
- Workforce Services Unlimited – Transportation services for those 18-26 years of age to employment and educational training through our local Ohio Means Jobs that is ran by our local Highland County Community Action Organization.

FRS Transportation provides NET Medicaid, contracted services, and HARTS CPM transportation services 24/7 when trips are scheduled with 24-48-hour notice for local in county trips and 72 hours or more for out of county trips during the business hours of 8:30am to 4:00pm Monday through Friday.

Access to the above services may be affected by capacity issues, availability of funding and eligibility requirements.

For additional information please contact:

Email: Damon Lucas, [dlucas@familyrecoveryservices.org](mailto:dlucas@familyrecoveryservices.org)

Phone: (937) 393-0585 Main Office Highland County

Phone: (937) 779-3212 Adams County Office

#### Highland County Community Action Organization, Inc. (HCCAO)

HCCAO has been a committee member of the Highland Area Rural Transportation System (HARTS) Ohio Coordination Project since it began, and their transportation program assists eligible Highland County residents by providing demand-response transportation to and from medical appointments. HCCAO works to improve mobility options in Highland County by actively participating in county transportation-related planning efforts and coordinating (or contracted services) with HARTS, Highland County Agencies, HARTS Committee members and FRS Transportation. Thanks to available funding, HCCAO is able to enter into contractual arrangements to transport Medicaid covered

individuals (depending on capacity) and assist low income, disabled and at-risk individuals in achieving self-sufficiency.

HCCAO provides the following transportation services:

- NET Medicaid (*non-emergency transportation*) – Provides transportation to medical appointments to eligible Highland County Medicaid recipients via the NET Medicaid Program of the HCDJFS.
- Head Start Program - Through Federal Head Start, HCCAO provides transportation for pre-school age children to and from their homes to developmentally appropriate early learning programming. Trips are from all county areas and bring children to both Hillsboro and Greenfield.
- 3B services for AAA7 – Provides transportation services for qualified elderly residents.

Highland County Community Action Organization is open Monday through Friday from 8:00am to 5:00pm to schedule and provide transportation services. Access to the above services may be affected by capacity issues, availability of funding and eligibility requirements.

For additional information please contact:

Email: Christi Hauke, [christi@hccao.org](mailto:christi@hccao.org)

Phone: (937) 393-3458

#### **Highland County Job and Family Services (HCJFS)**

Highland County Job and Family Services administers state, federal and local programs designed to help those in need and help families work toward self-sufficiency. HCJFS serve thousands of Highland County residents and work to improve access to public assistance, including mobility access. HCDJFS does this by contracting with FRS Transportation (and subcontracting with HCCAO) to provide transportation services to eligible clients to employment, employment training, educational training services and non-emergency medical transportation.

HCJFS provides the following transportation services:

- NET Medicaid (*non-emergency transportation*) – Provides transportation to medical appointments to eligible Highland County Medicaid recipients via the NET Medicaid Program of the HCDJFS.
- TANF/OWF (*Temporary Assistance to Needy Families/Ohio Works First*) – Provides transportation to various job sites or educational training centers to eligible recipients of the TANF Program via HCDJFS. Additionally, riders' children may be transported to childcare as needed before the participant is taken to their assigned job site or education site location.

HCDJFS does not directly provide transportation but does contract for services. Access to the above services may be affected by capacity issues, availability of funding and eligibility requirements.

For additional information please contact:

Email: Jeremy Ratcliff, [jeremy.ratcliff@jfs.ohio.gov](mailto:jeremy.ratcliff@jfs.ohio.gov)

Phone: (937) 393-4278

#### **Highland County Veterans Service Commission**

The Highland County Veterans Service Commission provides demand response transportation services for the veterans of Highland County to the surrounding Veteran's Hospitals in Chillicothe, Cincinnati, Columbus, and other VA medical facilities. They use volunteer drivers, primarily, to provide transportation services using standard vehicles obtained through grant funding with the Veteran's Association. These vehicles are primarily standard minivans that provide transportation services Highland County veterans using primarily other veterans as volunteer drivers.

Highland County Veterans Service Commission provides rides Monday through Friday as needed. Access to the above services may be affected by capacity issues, availability of funding and eligibility requirements.

For additional information please contact:

Phone: Tim Hazelwood, (937) 393-8686

**South Central Ohio Transportation (SCOT)**

SCOT officially became a standalone company on June 2020. They are a nonprofit company offering contracted transportation services directly to FRST only. They are basically a driver service that leases FRST equipment and follows all the rules and regulations of FRST. SCOT and FRST share the same parent company Family Recovery Services. SCOT does NET, contract, and fills in on the public transit trips.

**Other transportation service providers in and around Highland County include:**

Agency Name: Best Choice Home Care

Transportation Service Type: Non-Emergency Medical

Other Services Provided: Home Health

Contact Information: Pamela J Thornton

Phone: (937) 544-5656

Agency Name: Highland County Board of Developmental Disabilities

Transportation Service Type: School/Educational

Other Services Provided: Adult Workshop, Hills & Dales Learning Center

Contact Information: Larry Gray

Phone: (937) 393-4237

Email: lgray@highdd.org

Service Area: Highland County & Southern Ohio

Eligibility Requirements: Eligible student of Highland County Board of Developmental Disabilities

Website: highdd.vpweb.com

Agency Name: Carpenters House of Prayer

Transportation Service Type: Non-Emergency, Basic Life Needs

Other Services Provided: Rides to Church Services, Counseling or Legal Appointments

Contact Information: Kim Zornes

Phone: (937) 393-0168

Agency Name: Chris Hopkins Transportation

Transportation Service Type: Contracted/Demand Response

Contact Information: (937) 393-4327

Service Area: Southern Ohio

Eligibility Requirements: Contracted client

Agency Name: Eastern Ambulance

Transportation Service Type: Emergency and Non-Emergency

Other Services Provided: Paratransit, Bariatric

Contact Information: David Haines

Phone: (937) 393-4980

Hours: Open Daily, 24/7

Service Area: Southern Ohio

Agency Name: Everyday Home Care

Transportation Service Type: Home Health, Non-Emergency, Basic Life Needs

Contact Information: 937-444-1672

**Table 9** below provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

**Table 9: Organizational Characteristics**

Agency Name	Directly Operates Transportation	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency Clients*
FRS Transportation	Yes	Yes	Private Non-Profit	45,129	3	No
Highland County Community Action Organization, Inc.	Yes	No	Private Non-Profit	600	0	No
Highland County Veterans Service Commission	Yes	No	Public Non-Profit	406	2	Yes
Highland County Department of Job & Family Services	No	Yes, FRS	Public Non-Profit	0	3	<i>Did not provide this information.</i>
South Central Ohio Transportation	Yes	Yes, FRST	Private Non-Profit	Unknown	N/A	Yes
Highland County Board of Developmental Disabilities	<i>Did not provide this information.</i>					
Best Choice Home Care	<i>Did not provide this information.</i>					
Buckeye Ambulance Service	<i>Did not provide this information.</i>					
Carpenters House of Prayer	<i>Did not provide this information.</i>					
Chris Hopkins Transportation	<i>Did not provide this information.</i>					
East Ambulance	<i>Did not provide this information.</i>					
Everyday Home Care	<i>Did not provide this information.</i>					

\*Answering “Yes” indicates that the agency is closed door. An agency is considered closed door if they ONLY provide transportation to their facility as a courtesy or if they ONLY serve a particular clientele that are enrolled in their agency programs (i.e., members of a sheltered workshop, or residents in a nursing home). Answering “No” indicates that their agency is open door. This means the service is open to the public or a segment of the general public defined by age, disability, or low income. For example, if an agency provides general transportation for anyone in the community who is over the age of 60, they are considered “open door”. For example, an individual who is 60 or over can request transportation to a doctor’s appointment or the grocery store regardless of their affiliation with your agency.

Three of the participating organizations provide services on weekdays. One agency provides transportation on Saturdays; none of the participating organizations indicated providing services on Sundays. Evening services are provided by one agency. **Table 10** depicts the transportation service characteristics by agency.

**Table 10: Transportation Service Characteristics**

Agency Name	Mode of Service	Days & Hours of Operation	Provides Medicaid-Eligible Trips	Level of Passenger Assistance Provided	Training Courses Required for Drivers
FRS Transportation	Vans	Monday – Friday 4:00AM - 11:00PM; Saturday 4:00AM - 1:00PM; 24/7 for Medicaid customers	Yes	Door to door service	DRIVE, DDC, CPR/First Aid/AED, HIPPA, Bloodborne pathogen, Confidentiality, Cultural Diversity, and teamwork
Highland County Community Action Organization, Inc.	<i>Did not provide this information.</i>	Monday – Friday 6:00AM - 5:00PM excluding all major holidays	Yes	Door to door service, mobility assistance in lift/transfer	Sensitivity on aging; defensive driving; DRIVE; First Aid and CPR
Highland County Veterans Service Commission	<i>Did not provide this information.</i>	Monday – Friday 8:00AM to 4:00PM	No	Limited/Minimal	CORSA, Dept. of VA Driver Training(s)
Highland County Department of Job & Family Services	<i>Did not provide this information.</i>	<i>Did not provide this information.</i>	No	<i>Did not provide this information.</i>	<i>Did not provide this information.</i>
South Central Ohio Transportation	Vans	Monday – Friday 4:00AM – 11:00 PM	Yes	<i>Did not provide this information.</i>	Yes
Highland County Board of Developmental Disabilities	<i>Did not provide this information.</i>				
Best Choice Home Care	<i>Did not provide this information.</i>				
Buckeye Ambulance Service	<i>Did not provide this information.</i>				
Carpenters House of Prayer	<i>Did not provide this information.</i>				
Chris Hopkins Transportation	<i>Did not provide this information.</i>				
East Ambulance	<i>Did not provide this information.</i>				
Everyday Home Care	<i>Did not provide this information.</i>				



Transportation-related expenses and revenues also differ by organization. Medicaid programs; Title III-B Older Americans Act; NET Transportation; and revenue contracts from Federal Transit Administration, Ohio Department of Transportation, and Highland County are common revenue sources for transportation operators in Highland County. **Table 11** below provides a summary of expenses and revenues for public and non-profit transportation programs.

**Table 11: Transportation-Related Expenses and Revenues**

Agency Name	Fare Structure*	Donations Accepted	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
FRS Transportation	\$1 in town; \$2 out of town up to 10 miles; \$3 more than 10 miles out of town	No	52	6	NET/Medicaid; ODOT 5311/5339 Grants, private contracts	\$2.5 million
Highland County Community Action Organization, Inc.	None	Yes	1.5	1	Older Americans Act Title IIIB; Medicaid NET via contract with FRS Transportation; client donation; Community Services Block Grant	\$42,000
Highland County Veterans Service Commission	Free/No Charge	No	4	1	County millage	\$26,000 - \$32,000
South Central Ohio Transportation	N/A	Yes	28	2	FRST Contract	\$1.09 million
Highland County Department of Job & Family Services	Did not provide this information.					
Highland County Board of Developmental Disabilities	Did not provide this information.					
Best Choice Home Care	Did not provide this information.					
Buckeye Ambulance Service	Did not provide this information.					
Carpenters House of Prayer	Did not provide this information.					
Chris Hopkins Transportation	Did not provide this information.					
East Ambulance	Did not provide this information.					
Everyday Home Care	Did not provide this information.					

\*As many transportation providers use Medicaid rates for fares, **Appendix G** lists the current payment amounts for transportation by ambulance or wheelchair van. It reflects the policy set forth in Ohio Administrative Code rule 5160-15-28.

Multi-modal and active transportation options other than the traditional public and human services transportation such as, but not limited to, sidewalks, multi-use trails, bike share, ride share, intercity, or taxi services, would provide other means to get to where people need to go.

There are no U.S. or State bicycle routes, shared use paths, bicycle lanes, or planned shared use paths in Highland County. Highland County does not currently have a detailed bicycle facility map. However, there is at least one bicycle trail in the county that runs for three-miles near Greenfield, Ohio along Paint Creek. The community of Rocky Fork Lake does not have any sidewalks, bicycle trails, bicycle share facilities, or on-road bicycle facilities. Rocky Fork State Park is nearby and has paved trails that could be used for bicycling. These trails are circular and have one connection into the nearby community.

The City of Hillsboro has sidewalk coverage in residential areas and within the Uptown Business Area, however, major thoroughfares, such as High Street and West Street (determined to be major thoroughfares in the HIG-FRS Transit Study, 2019), do not have sidewalk coverage. Bicycle trails, paths, and bicycle-share facilities do not exist within the City of Hillsboro. Liberty and Shaffer parks do not have bicycle trails. The City of Hillsboro's Imagine Hillsboro plan calls for a bicycle route plan and for improving pedestrian and bicycle options throughout the city.

The Village of Greenfield has consistent sidewalk coverage in most areas, including along much of Jefferson Street, Washington Street, and nearly all of South Street, three major routes in the Village (determined to be major thoroughfares in the HIG-FRS Transit Study, 2019). The section of Jefferson Street that runs west of 10th Street does not have sidewalk coverage. The northern portion of Washington Street north of Mill Street does not have sidewalk coverage. Along Paint Creek, in the southeast portion of the Village, there is a three-mile paved bicycle path. There are no known bicycle share facilities or on-road bicycle facilities within the Village of Greenfield.

Vehicles for hire services, such as ride-sharing options (e.g., Uber, Lyft) and taxis, are available throughout the county at an on-demand basis when drivers are available. Rates vary.

Table 13 provides basic information about transportation-related educational, informational, and training resources available in Highland County.

**Table 13: Transportation Education, Information, and Training Resources**

Transportation Resource	Availability	Cost	Usage	Service Area
Provider Brochures	From each provider	no cost	Varies	Highland County
Provider Websites	Online	no cost	Varies	Highland County
Mobility Manager	Mon – Friday 8:30am to 4:30 pm	no cost	Travel Training to family members, agencies, general public	Highland County
Community Resource Book	HCCAO, Travel Bureau, & other county agencies	no cost	Lists all of the major available resources provided	Highland County
Dispatch Office of FRS Transportation	Mon – Fri 8:30am – 4pm	no cost	On-demand question and scheduling line for general public	Highland County
DRIVE-Instruction	Offered via ODOT LTAP program; contact Mobility Manager	no cost for county coordinated transportation providers	Drivers of county coordinated transportation providers	Highland County
National Safety Council Defensive Driving Instruction	Offered online via National Safety Council; contact Mobility Manager	no cost for county coordinated transportation providers	Drivers of county coordinated transportation providers	Highland County

**Table 14** illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles.

**Table 14: Technology used by transportation providers**

Agency Name	Name of Scheduling Software	Name of App for Transportation	Name of Dispatching Software	AVL System/ GPS
FRS Transportation	Ecolane	No	Ecolane	Yes
Highland County Community Action Organization, Inc.	Microsft Access	No	Not applicable (staff duty)	No
Highland County Veterans Service Commission	Microsoft Excel	No	Not applicable (staff duty)	No
South Central Ohio Transportation	Ecolane	N/A	Ecolane	Yes
Highland County Department of Job & Family Services	<i>Did not provide this information.</i>			
Highland County Board of Developmental Disabilities	<i>Did not provide this information.</i>			
Best Choice Home Care	<i>Did not provide this information.</i>			
Buckeye Ambulance Service	<i>Did not provide this information.</i>			
Carpenters House of Prayer	<i>Did not provide this information.</i>			
Chris Hopkins Transportation	<i>Did not provide this information.</i>			
East Ambulance	<i>Did not provide this information.</i>			
Everyday Home Care	<i>Did not provide this information.</i>			

## Assessment of Community Support for Transit

Participating HTC+ members were asked to provide the needs and gaps they observe among community resources for transportation and mobility in Highland County, what are some common issues, and what services do clients need. Some needs and gaps identified by the stakeholders are:

- ▶ Employer-sponsored transit passes and/or fare vouchers
- ▶ More comprehensive communications efforts to public and employers regarding information on available services and scheduling
- ▶ Transportation options for trips outside of the county
- ▶ More transportation options on weekends, holidays, and outside of normal Monday-Friday 8:00 AM - 4:00 PM business hours
- ▶ Additional staffing at transportation agencies
- ▶ Availability and identification of additional funding resources

More details on needs and gaps are provided in the next chapter.

## Safety

The health and safety of multi-modal transportation system users, staff, and the general public are paramount in Highland County. The first step to ensuring a safe transportation experience for system users is by thoroughly screening drivers through BCII and FBI checks prior to hire and then in five-year increments thereafter. Drivers are also pre-screened for drug and alcohol use and may be subject to random drug screenings throughout their employment. Next, all drivers are provided continuous training in accordance with local, state, federal, and agency standards. This includes hazard mitigation, defensive driver, child/general passenger safety training and ADA compliance training. Finally, maintaining a fleet in good repair is accomplished through regular vehicle inspections and scheduled maintenance by trained technicians.

## Vehicles

Vehicle information was collected from FRS Transportation, Highland County Community Action Organization, and Highland County Veterans Service Commission. Participants listed a combined total of 56 vehicles, including ambulances, ambulettes, and shuttle buses, vans, and cars. At least 50% of the vehicles documented are wheelchair accessible. A vehicle utilization table is provided at the end of this chapter (**Table 15**). Despite the availability of wheelchair accessible vehicles, stakeholders indicated that there was not enough availability of wheelchair accessible vehicles for non-medical trips.

Table 15: Vehicle Utilization Table

Vehicle #	Make	Model	Year	VIN	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
<b>FRS Transportation</b>											
33	Ford	Ecoline	2007	75061	12	0	5 to 7	12 per day	2	All Programs	Highland
39	Ford	Ecoline	2009	46704	12	0	5 to 7	12 per day	2	All Programs	Highland
40	Ford	Ecoline	2011	8434	15	0	5 to 7	12 per day	2	All Programs	Highland
48	Dodge	MMV	2013	617488	7	1	5 to 7	12 per day	2	All Programs	Highland
49	Dodge	MMV	2013	617491	7	1	5 to 7	12 per day	2	All Programs	Highland
50	Dodge	MMV	2014	220388	7	1	5 to 7	12 per day	3	All Programs	Adams
51	Dodge	MMV	2014	220389	7	1	5 to 7	12 per day	3	All Programs	Highland
52	Ford	LTN	2014	72079	11	2	5 to 7	12 per day	3	All Programs	Highland
53	Dodge	SMV	2014	659495	7	0	5 to 7	12 per day	4	All Programs	Adams
54	Dodge	SMV	2015	649552	7	0	5 to 7	12 per day	4	All Programs	Adams
55	Dodge	SMV	2015	650642	7	0	5 to 7	12 per day	4	All Programs	Adams
56	Dodge	SMV	2015	683579	7	0	5 to 7	12 per day	4	All Programs	Adams
57	Dodge	SMV	2016	378288	7	0	5 to 7	12 per day	4	All Programs	Adams
58	Dodge	SMV	2016	388653	7	0	5 to 7	12 per day	4	All Programs	Adams
59	Dodge	MMV	2017	637537	7	0	5 to 7	12 per day	4	All Programs	Adams
61	Dodge	SMV	2017	637539	7	0	5 to 7	12 per day	4	All Programs	Highland
62	Dodge	SMV	2017	637540	7	0	5 to 7	12 per day	4	All Programs	Adams

Vehicle #	Make	Model	Year	VIN	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
63	Dodge	SMV	2017	637541	7	0	5 to 7	12 per day	4	All Programs	Highland
64	Chevy	Express	2017	1150751	15	0	5 to 7	12 per day	4	All Programs	Highland
65	Dodge	MMV	2017	718133	7	1	5 to 7	12 per day	4	All Programs	Highland
66	Dodge	MMV	2017	718142	7	1	5 to 7	12 per day	4	All Programs	Highland
67	Ford	Mobility Transit	2017	54458	7	2	5 to 7	12 per day	5	All Programs	Highland
69	Dodge	SMV	2018	153816	7	0	5 to 7	12 per day	5	All Programs	Adams
70	Dodge	MMV	2017	802246	7	1	5 to 7	12 per day	5	All Programs	Highland
71	Dodge	MMV	2017	808693	7	1	5 to 7	12 per day	5	All Programs	Adams
72	Ford	Mobility Transit	2019	53750	7	2	5 to 7	12 per day	5	All Programs	Adams
73	Chevy	Express	2018	1288792	12	0	5 to 7	12 per day	5	All Programs	Highland
74	Ford	Mobility Transit	2020	36557	7	2	5 to 7	12 per day	5	All Programs	Highland
75	Ford	Mobility Transit	2020	35305	7	2	5 to 7	12 per day	5	All Programs	Highland
76	Ford	Connect	2020	1471142	7	0	5 to 7	12 per day	5	All Programs	Adams
77	Ford	Mini Bus	2021	20606	12	2	5 to 7	12 per day	5	All Programs	Highland
78	Ford	Mini Bus	2021	20624	12	2	5 to 7	12 per day	5	All Programs	Adams
79	Ford	Mini Bus	2021	20612	12	2	5 to 7	12 per day	5	All Programs	Adams
80	Ford	Mini Bus	2021	20595	12	2	5 to 7	12 per day	5	All Programs	Highland
81	Ford	Mini Bus	2021	20626	12	2	5 to 7	12 per day	5	All Programs	Highland

Vehicle #	Make	Model	Year	VIN	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
82	Dodge	MMV	2019	799338	7	1	5 to 7	12 per day	5	All Programs	Highland
83	Dodge	MMV	2019	800844	7	1	5 to 7	12 per day	5	All Programs	Highland
84	Ford	Mobility Transit	2020	75756	7	2	5 to 7	12 per day	5	All Programs	Highland
85	Ford	Mobility Transit	2020	75757	7	2	5 to 7	12 per day	5	All Programs	Highland
86	Dodge	MMV	2019	784398	7	1	5 to 7	12 per day	5	All Programs	Adams
87	Dodge	MMV	2019	784401	7	1	5 to 7	12 per day	5	All Programs	Highland
88	Chrysler	MMV	2021	244301	5	1	5 to 7	12 per day	5	All Programs	Highland
89	Dodge	MMV	2019	793722	7	1	5 to 7	12 per day	5	All Programs	Highland
90	Chevy	Express	2021	1120917	15	0	5 to 7	12 per day	5	All Programs	Highland
<b>Highland County Community Action Organization, Inc.</b>											
106	Dodge	Caravan	2017	2C7WDGBG0HR828698	4	1	M- F	8+	4	N/A	Highland County
105	Dodge	Caravan	2014	2C7WDGBXER261220	4	1	M-F	8+	4	N/A	Highland County
104	Dodge	Caravan	2013	2C4RDGB8DR710158	4	1	M-F	8+	4	N/A	Highland County
78	Dodge	Caravan	2005	1D4GP24R75B399339	4	1	M-F	8+	4	N/A	Highland County
106	Dodge	Caravan	2017	2C7WDGBG0HR828698	4	1	M- F	8+	4	N/A	Highland County
<b>Highland County Veterans Service Commission</b>											
1	Chevy	Uplander	2008	N/A	4	Not provided	2	Not provided	3	VA	All Over Central/Southern Ohio
2	Chevy	Equinox	2011	N/A	3	Not provided	1	Not provided	3	HCVSO	Highland/Cinton County



Vehicle #	Make	Model	Year	VIN	Capacity	WC Capacity	Days of the Week Vehicle is in Service	Service Hours	Vehicle Condition	Program to which Vehicle is Assigned (if applicable)	Service Area
3	Chevy	Traverse	2013	N/A	3	Not provided	3	Not provided	4	VA	All Over Central/Southern Ohio
4	Chrysler	Pacifica	2017	N/A	4	Not provided	4	Not provided	5	HCVSO	All Over Central/Southern Ohio
5	Chrysler	Pacifica	2019	N/A	4	Not provided	4	Not provided	5	HCVSO	All Over Central/Southern Ohio
6	Chrysler	Voyager	2021	N/A	4	Not provided	3	Not provided	5	HCVSO	All Over Central/Southern Ohio

Vehicle Condition is rated on a scale of 1 – 5, with 1 being poor and 5 being new.

## Summary of Existing Resources

In order to understand the existing coordination activities in Highland County, multiple methods for contacting the community and stakeholders were deployed. Responses to the Transportation Providers Survey: Agency & Service Characteristics were utilized to provide an assessment of the existing level of transportation and interagency coordination throughout the county. The findings offer valuable support for the coordinated transportation strategies that will be implemented by transportation providers. For example, while Highland County has multiple transportation providers, limited transportation options are available to individuals who do not meet the eligibility requirements of some providers such as those who are not covered by Medicaid programs. Some providers indicated that they see a demand for additional wheelchair accessible vehicles.

The Community Survey and Public Forum #1 results indicated that there is a demand for extended service hours and service into neighboring counties. This reveals opportunities and needs for coordinating resources to bring additional funding and resources to provide services to the county. More information regarding the community surveys and public forums in the following chapter.

# ASSESSMENT OF TRANSPORTATION NEEDS AND GAPS

## Overview

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

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

FRS Transportation, Ohio Valley Regional Development Commission (OVRDC), and Highland Area Rural Transit System (HARTS) identified a variety of stakeholders in the area in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. Outreach efforts included emailing all community groups and HTC+ members, updating and sharing social media posts, announcing through press release and radio channels, and encouraging dissemination through word of mouth.

The following methods were used to assess transportation needs and gaps:

- ▶ Assessment of data and demographics
- ▶ Input from stakeholders through HTC+ meetings and Public Forums
  1. Completion of a comprehensive Transportation Provider (Agency & Service Characteristics) Survey
  2. A Public Survey
  3. Conducting SWOT Analysis
  4. Feedback on goals and strategies
- ▶ Interviews with providers to identify Vehicle Utilization information for the agency

Due to the changing work environment given the recent COVID-19 pandemic, outreach was limited, and all meetings were hosted virtually using the digital platform provided by Zoom. The public forums were additionally live-streamed on OVRDC's Facebook page.

## Local Demographic and Socio-Economic Data

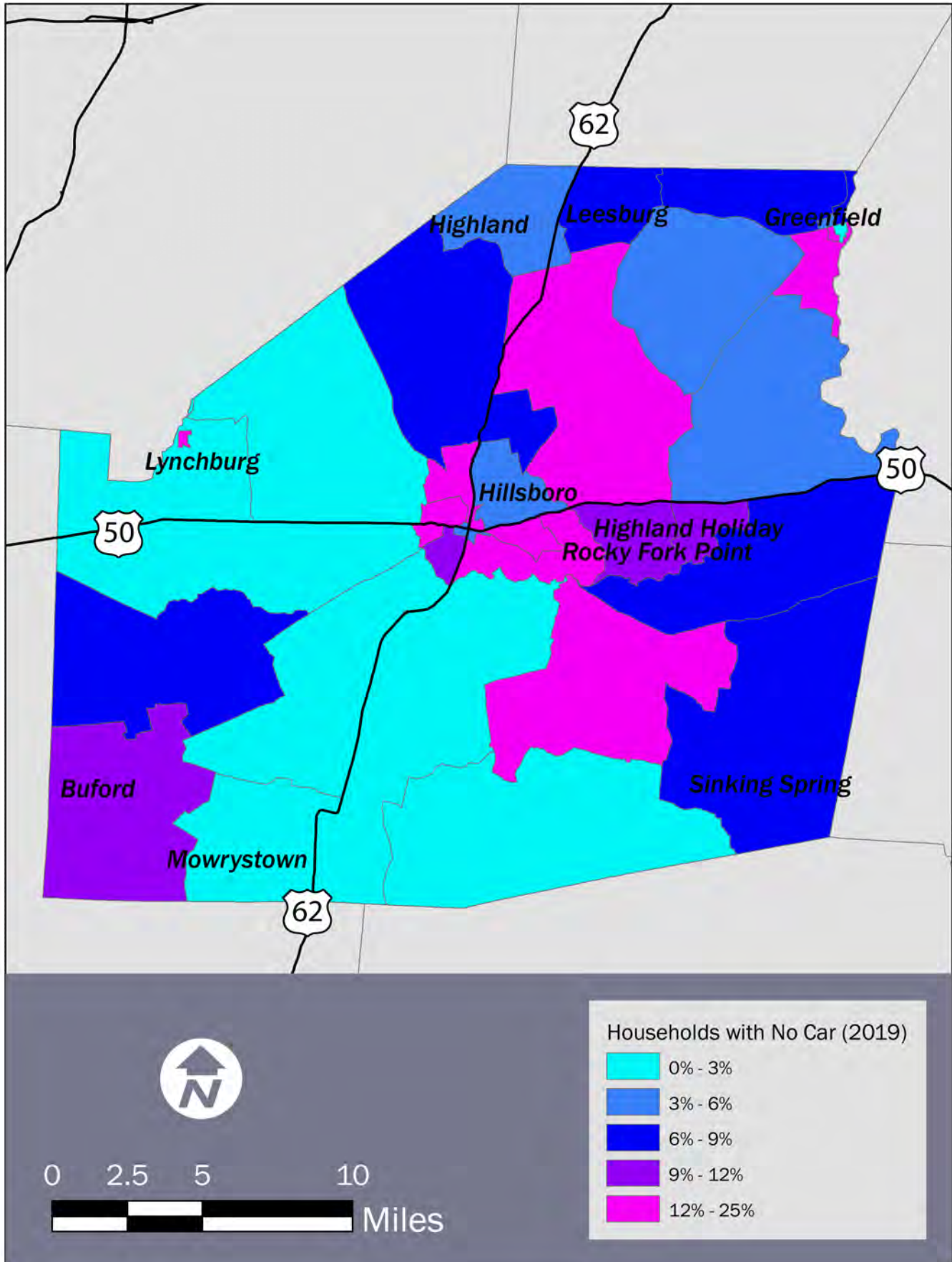
Data for each target population group were aggregated by Census Block Group for transportation analysis. The demographic and socio-economic data provides valuable comparison of where the highest and lowest densities of individuals live who are most likely to need transportation. This information can then be compared to the locations of (1) major trip generators, and (2) available transportation services.

**Exhibit 2** illustrates the location of the top destinations for the existing transportation providers as well as major trip generators for anyone in the area, including those who drive a personal vehicle.

**Exhibit 4** illustrates the areas where the number of older adults (age 65 and older) is at or above Highland County's average.

The following **Exhibit 6** indicates the percentage of households with zero vehicles, by census tract, in Highland County. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit 6: Map of Density of Zero Vehicle Households



## Analysis of Demographic Data

Highland County's population has generally increased over the last several decades. However, like many other rural Ohio counties, population estimates project a steady decline over the next few decades. The median age of Highland County residents is 40.4 which is close to Ohio's median age of 39.4. The population of residents ages 65 years and older has also been increasing steadily over the past several years from 16.5% of the population in 2015 to 18% of the population in 2019. Residents with some form of a disability make up 18.4% of the population in Highland County, which is substantially higher than that of both the state and national averages. Highland County has a much higher incidence of individuals with ambulatory difficulties (11%) compared to the State (7.4%). This is an especially important statistic to keep in mind when planning for transit or mobility options as rides to healthcare is a critical need in rural Ohio counties.

Although demographics are changing nationally, English is still the most widely spoken language in Highland County with about 1% of the population speaking English "Less than Very Well". As of 2019, 2.6% of the population speaks a language other than English at home such as Spanish, other Indo-European languages, and Asian and Pacific Island languages. Although these groups are the minority in the county, they may represent unrepresented or underserved communities that should be incorporated into the public participation planning process whenever possible.

Highland County has a poverty rate of 19.4%. This value is higher than the state average of 13.1% and national average of 12.3%. The average unemployment rate in the County was 6.7% in 2019, however, due to the COVID-19 pandemic, unemployment rate in the County has fluctuated over time and is yet to stabilize.

## Public Forums and Stakeholder HTC+ Meetings

The Plan was developed through a process that included participation by stakeholders through the Highland Area Rural Transportation Committee HTC+ which included service providers, representatives of public, private, and nonprofit transportation agencies, and human services providers, as well as participation from community organizations and the general public. The active HTC+ members were predominantly the members of the HARTS Transportation Committee and specially-invited participants (HTC+).

FRS, OVRDC, and HARTS made every effort to identify stakeholders and facilitate their participation in the planning process. Outreach efforts included emailing all community groups and HTC+ members, updating and sharing social media posts, announcing through press release and radio channels, and encouraging dissemination through word of mouth.

OVRDC hosted, and the consultant group facilitated, four HTC+ meetings and two Public Forums to discuss the unmet transportation needs and gaps in mobility and transportation, conduct a SWOT Analysis, and to provide feedback on the Draft Plan. Due to the COVID-19 pandemic, all HTC+ meetings and Public Forums were facilitated virtually using Zoom. The Public Forums were also live-streamed on Facebook. It should be noted that while the consultant team, FRS, OVRDC, and HARTS made a concerted effort to reach as many people as possible, this virtual facilitation may have limited participation for Highland County residents who have limited cell phone and/or internet service.

Meeting materials including agendas, presentations, surveys that are available in **Appendix F**. Additional information about the meetings and attendance at the meetings is available upon request. During the meeting, the consultant group presented highlights of historical coordinated transportation services in Highland County, and discussed activities undertaken since the last Plan that have helped address some of the unmet transportation needs and gaps in services for the area.



# Surveys

The following summary includes the information gained from the Public Survey that was performed. This Survey was developed to help the County identify gaps and unmet needs for their residents in the transportation services they offer. Transportation services may include any method people use to get from one place to another, such as car, bus, bicycle, walking, train, or other forms of public transit. The survey was made available to the public in a hard copy format that can be downloaded, printed, and mailed to Highland County’s Mobility Manager, as well as an online format through SurveyMonkey. The Survey was launched and kept open for the public to respond from June 11, 2021 to July 2, 2021. The meeting attendees were encouraged to share the survey link with their families and friends, and other community members. See **Appendix F** for Survey pages and links.

It must be noted that general public survey results are not statistically valid but are intended to provide insight into the opinions of the local community. A statistically valid public survey was beyond the scope of this project.

127 complete surveys were received from the general public: 15 percent of individuals with disabilities and 16 percent of adults above the age of 65 completed the survey. Surveys were received from Hillsboro, Greenfield, Leesburg, Lynchburg, Wilmington, and a few surveys from other locations across Highland, Adams, Clinton, Ross, Brown, and Clermont Counties.

The results from the Public Survey are summarized below.

## Respondent Demographics

**Figure 5** displays the ages represented by the Public Survey respondents. 18 percent of the respondents belonged to age group 25 to 34 years old and another 13 percent belonged to age group 65 to 74 years old. No responses were received from people of age over 85 years. **Figure 6** indicates that all survey respondents spoke English as their primary language.

Figure 5: Age of Public Survey Respondents

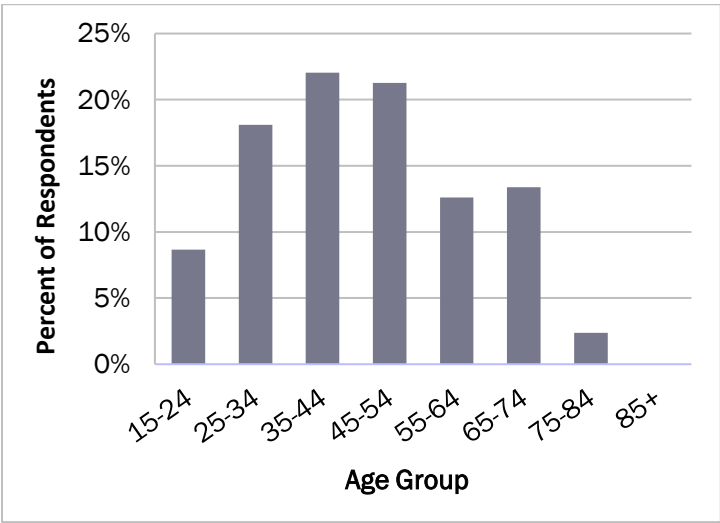
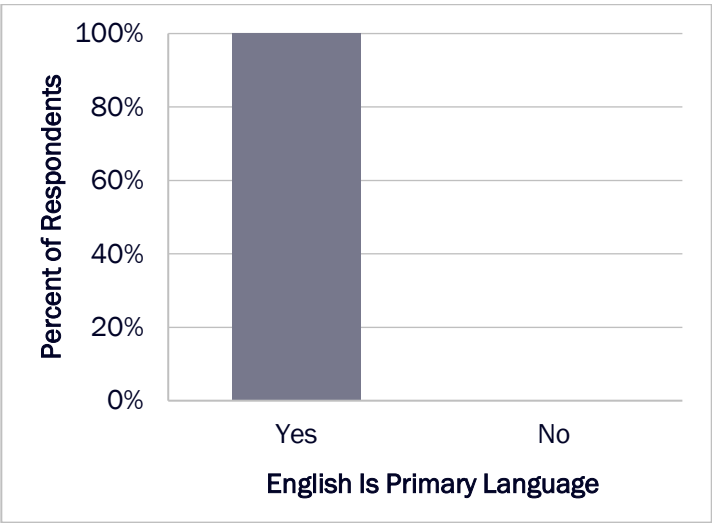
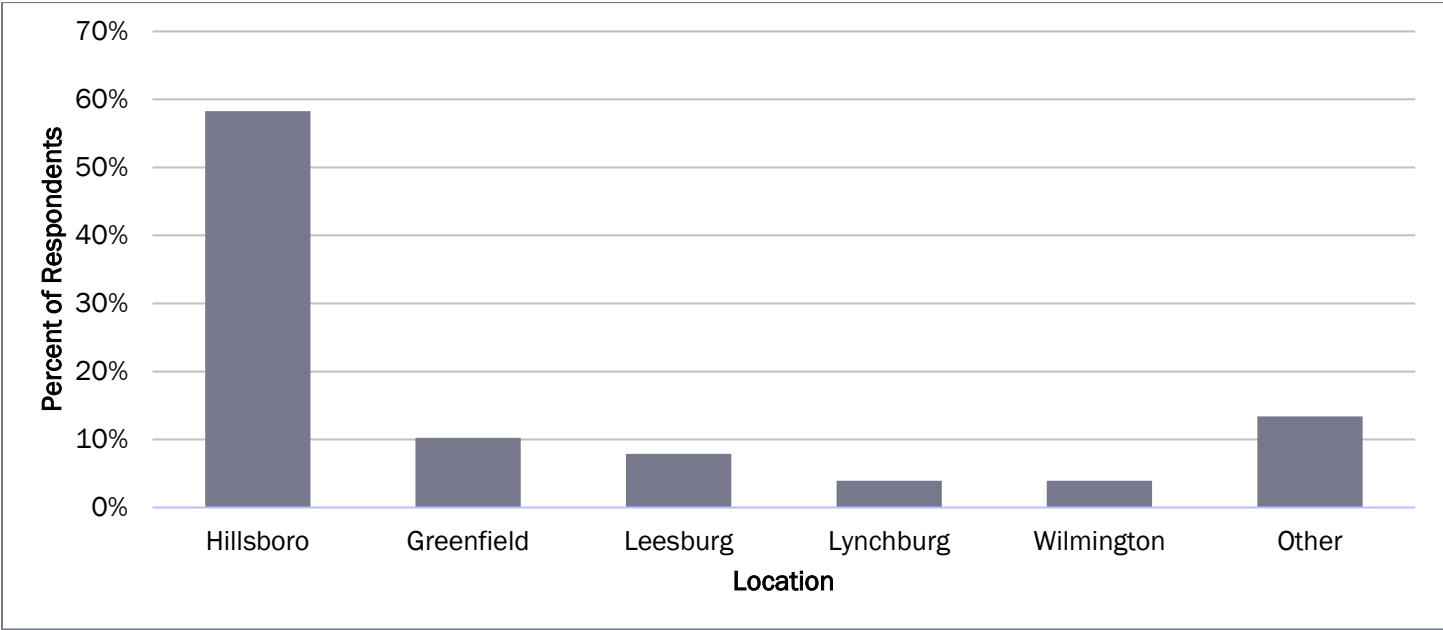


Figure 6: Respondents Who Speak English as Primary Language



Public Survey respondents lived in a variety of locations throughout Highland, Ross, Clinton, Fayette, Clermont, Adams, and Brown County. Responses were received from Hillsboro, Greenfield, Leesburg, Lynchburg, Wilmington, and other locations in the region (**Figure 7**). The majority of respondents (58 percent) were from Hillsboro.

Figure 7: Location of Survey Respondents



Employment Characteristics

70 percent of respondents are employed with only one respondent working from home (Figure 8). 11 percent of respondents are retired, four percent indicated they are homemakers, and six percent indicated that they are unemployed. No students responded to the survey. Of the six respondents who selected the “other” option, four specified that they are disabled and unable to work.

Of those that are employed, types of employers included automotive suppliers, manufacturing, government offices, retail/restaurants, schools, and healthcare facilities. Respondents worked in Hillsboro, Leesburg, and in locations across Highland County and adjacent Counties (Figure 9).

Figure 8: Type of Employment

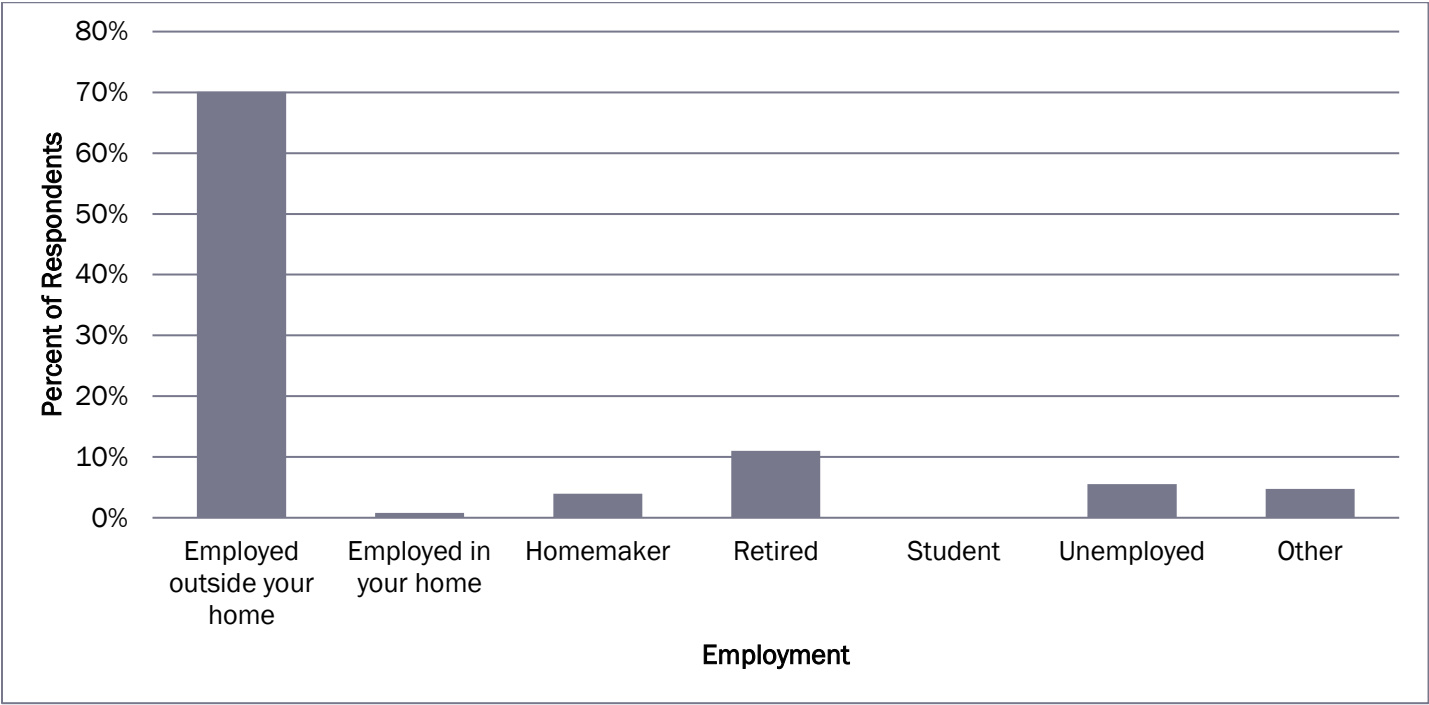
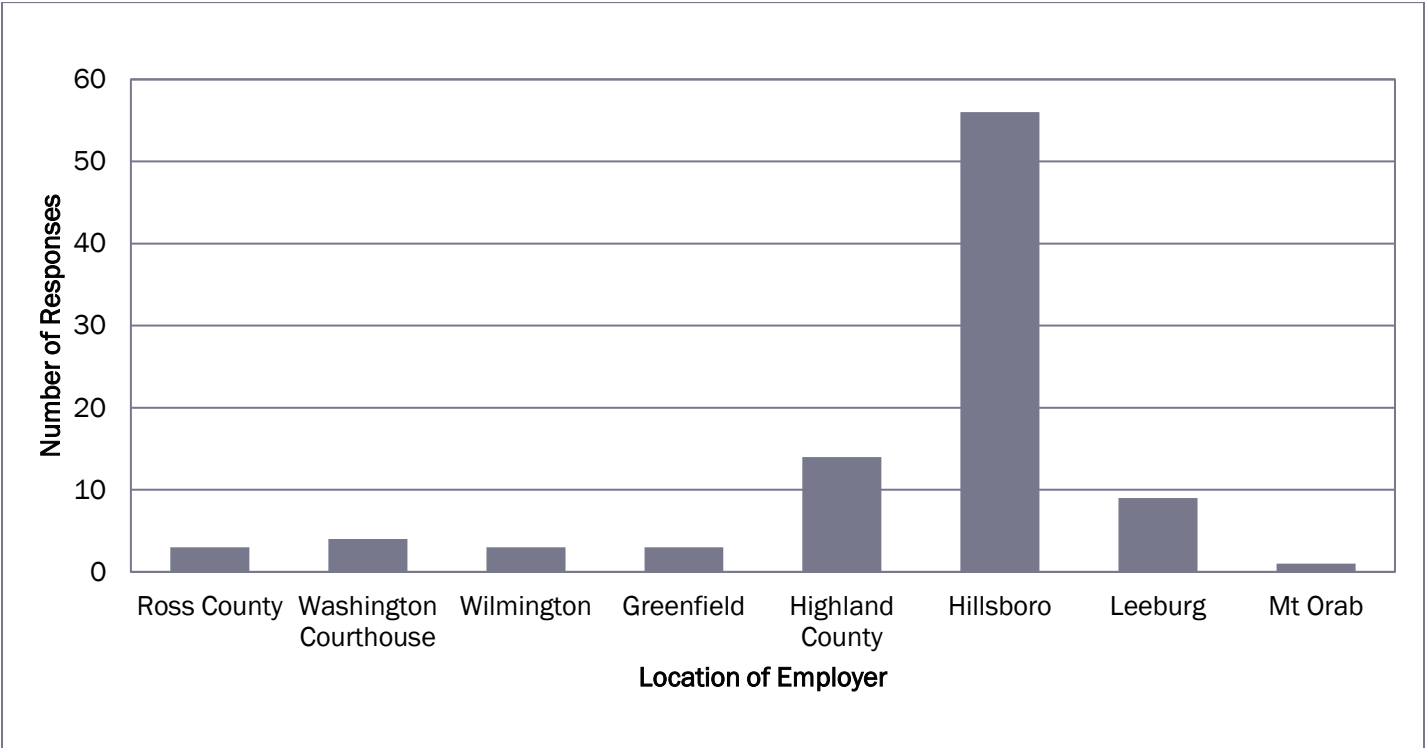


Figure 9: Location of Employer



Disability and Medicaid

15 percent of the respondents indicated they have a disability that requires them to use a cane, walker, wheelchair and/or another device to help them get around (**Figure 10**). 20 percent of the respondents indicated that either they or a member of their family use transportation services that are available through the Medicaid Program (**Figure 11**).

Figure 10: Disability Status

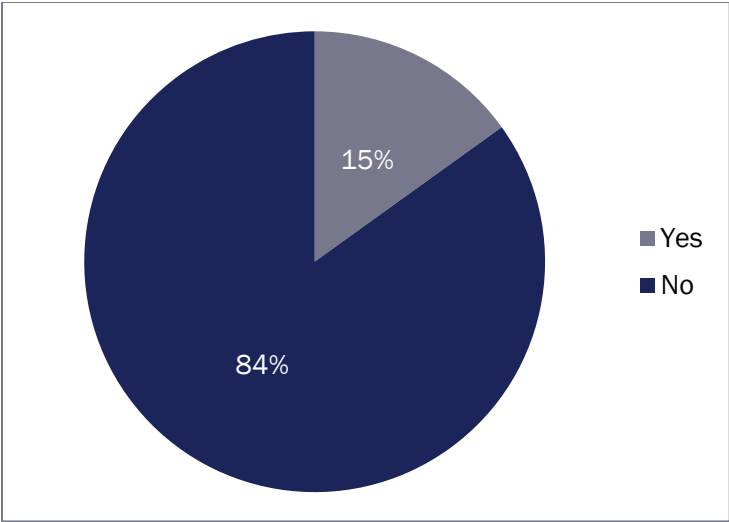
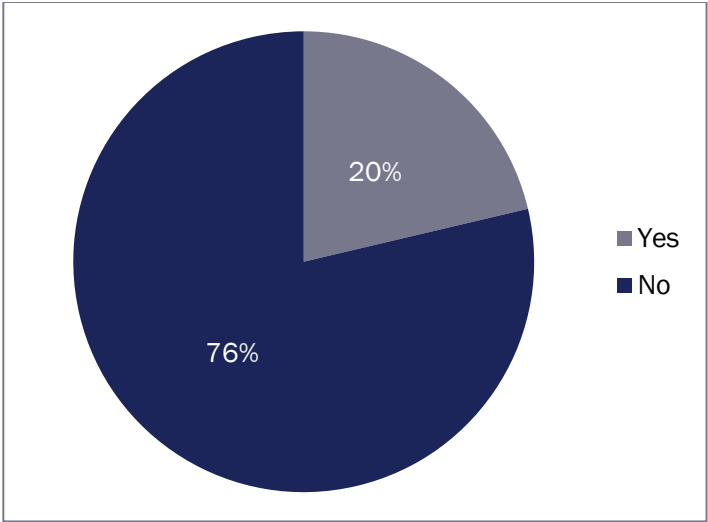


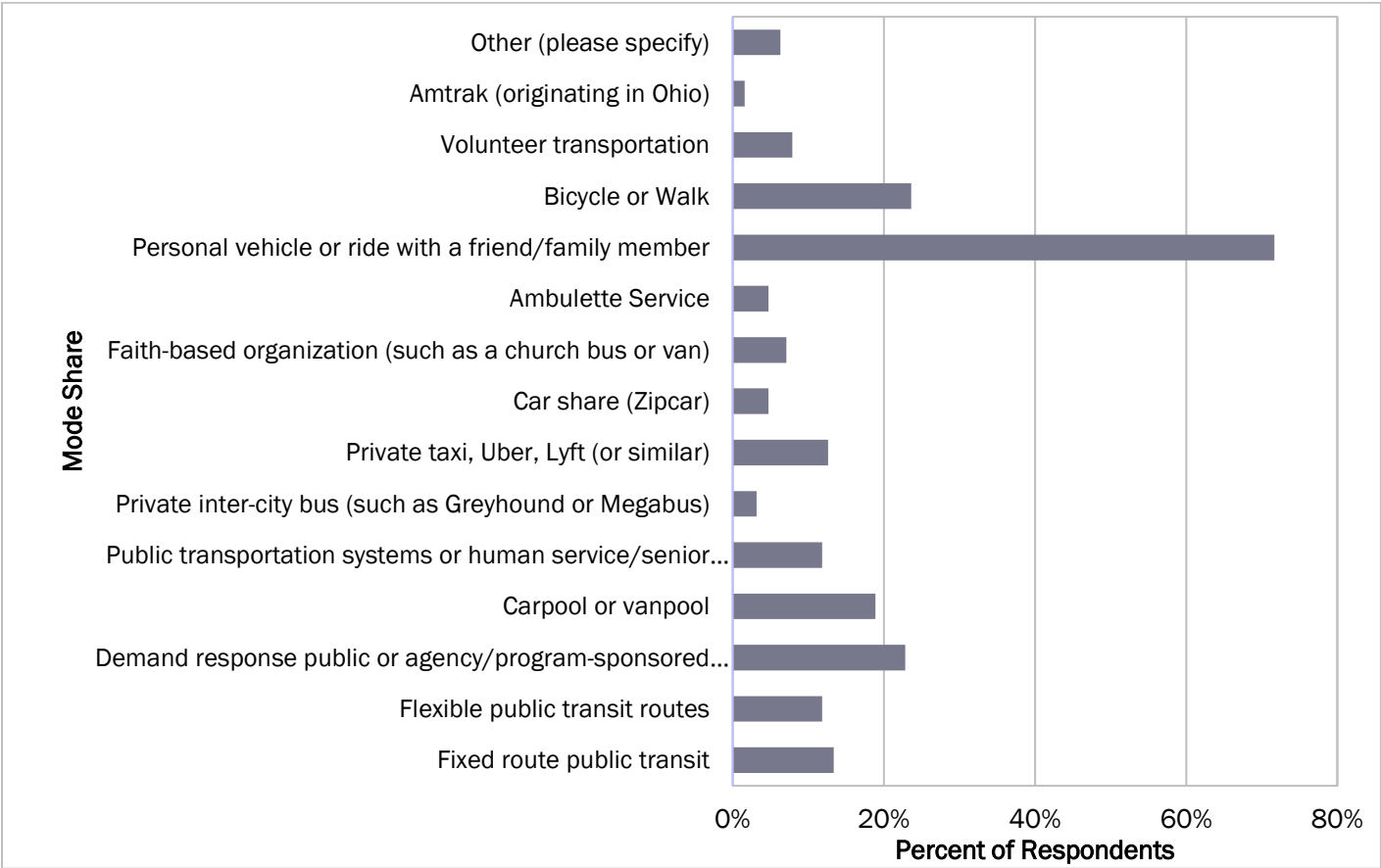
Figure 11: Medicaid Transportation Services



Transportation Characteristics

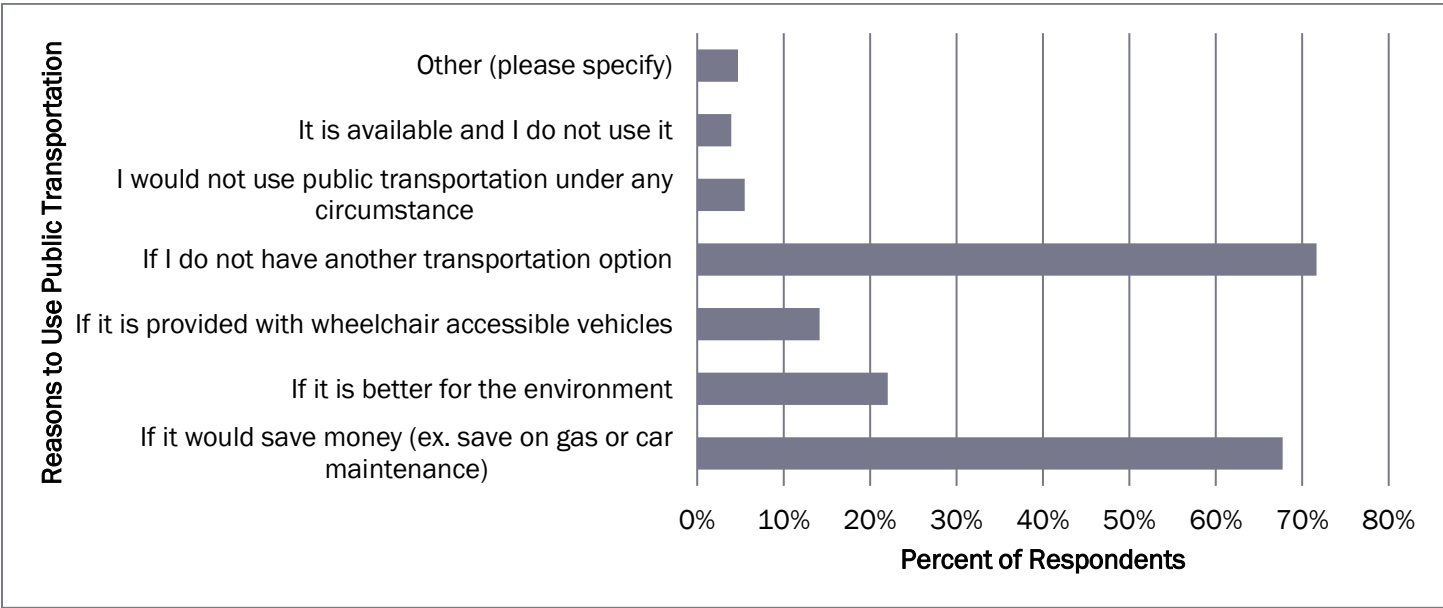
Respondents were asked to mark all of the transportation modes they have used during the past 12 months to travel to work/appointments/shopping/social activities/etc. (**Figure 12**). Respondents were able to select more than one option. 72 percent of the respondents prefer to use their personal vehicle or ride with a friend or a family member.

**Figure 12: Transit Modes Used by Highland County Residents**



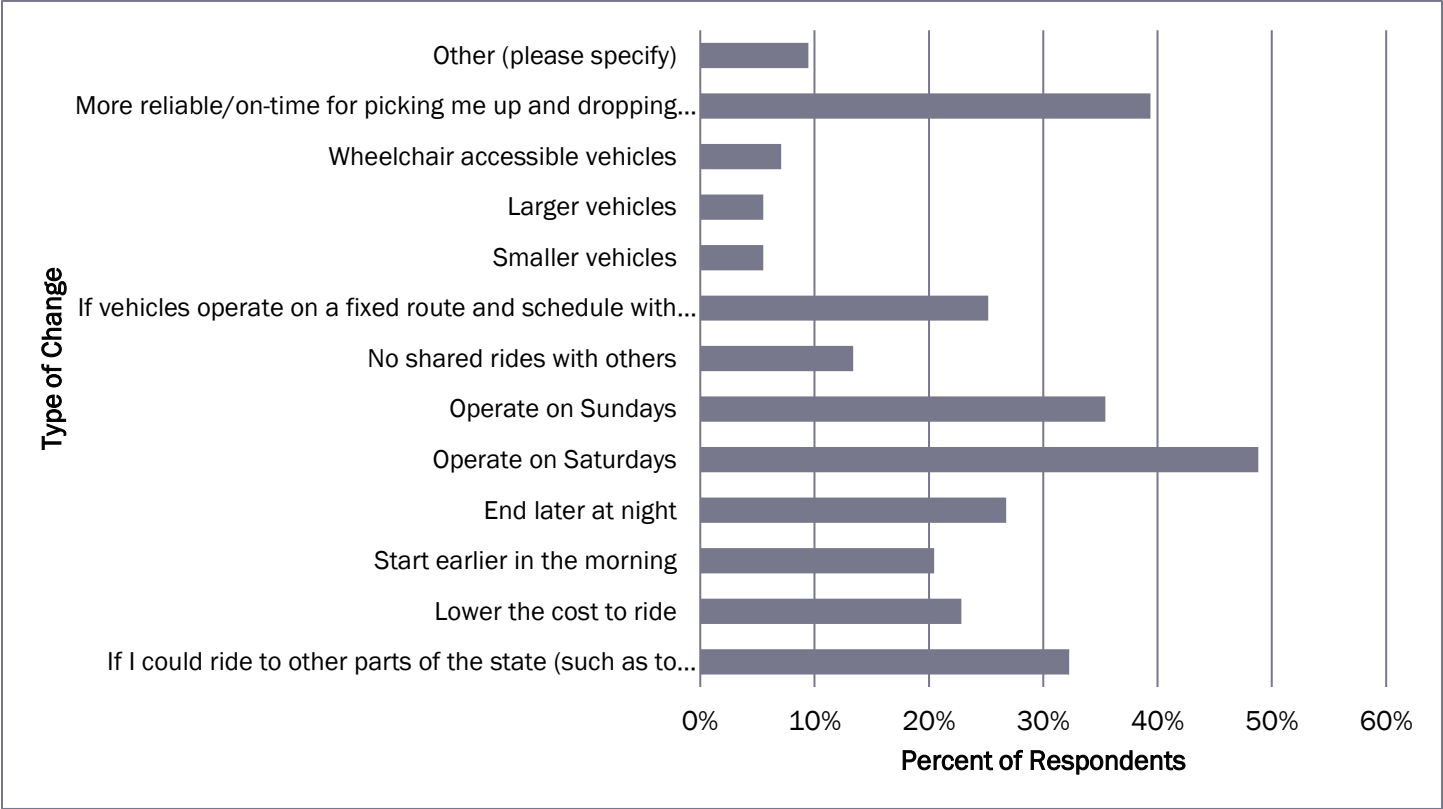
Respondents were asked “If transportation was easy to use and available to you and/or your family, which of the following would cause you to use the service? (please select all that apply)”. Most commonly, respondents stated that they would use public transportation services if no other transportation option is available (72 percent), closely followed by the reason to save money on gas or car maintenance (68 percent) (Figure 13).

**Figure 13: Reasons to Use Public Transportation**



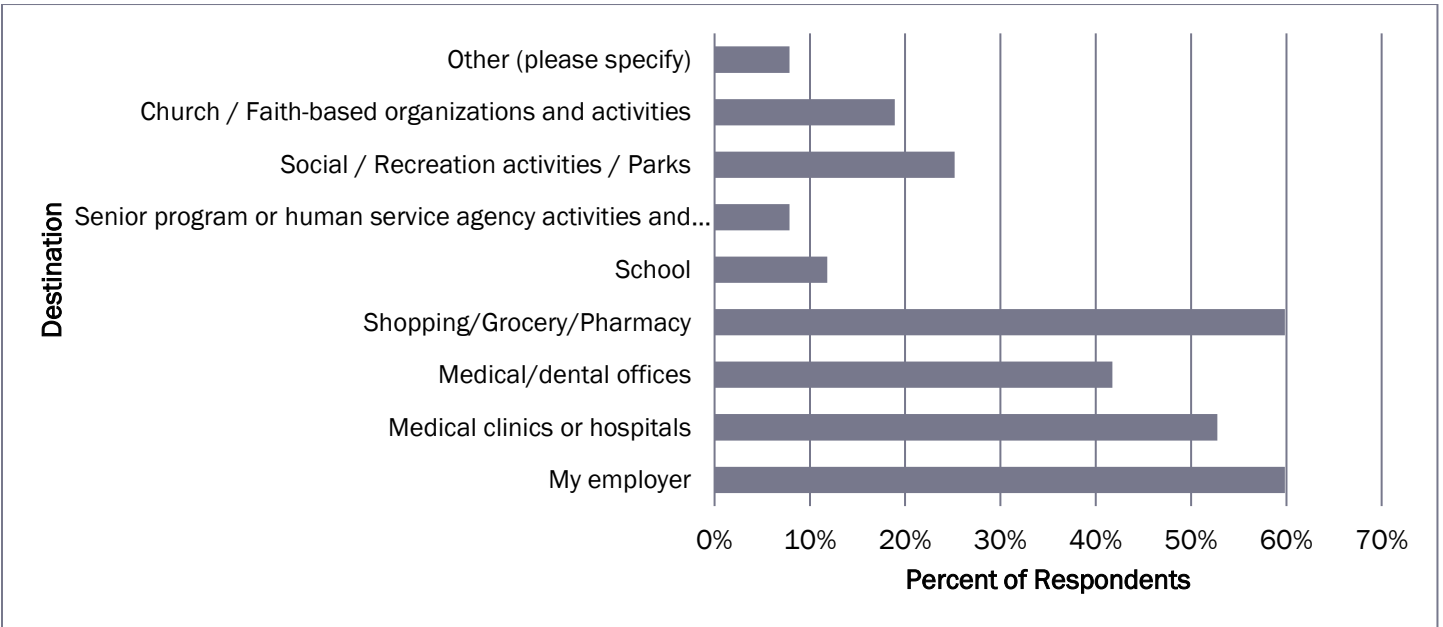
Respondents were also asked what changes could be made to transportation options to improve the appeal and usage of those options. Respondents indicated that having bus service on Saturdays and Sundays and have a more reliable pick up and drop off schedule would make them use the services provided more often (Figure 14).

**Figure 14: Suggested Changes to Transportation Options**



Members of the public were also asked to indicate their most commonly visited destinations when transportation is available to them. Respondents selected employer’s location, general shopping areas, grocery, and pharmacy stores as the most common places to visit, followed by trips to the hospital or clinics (Figure 15).

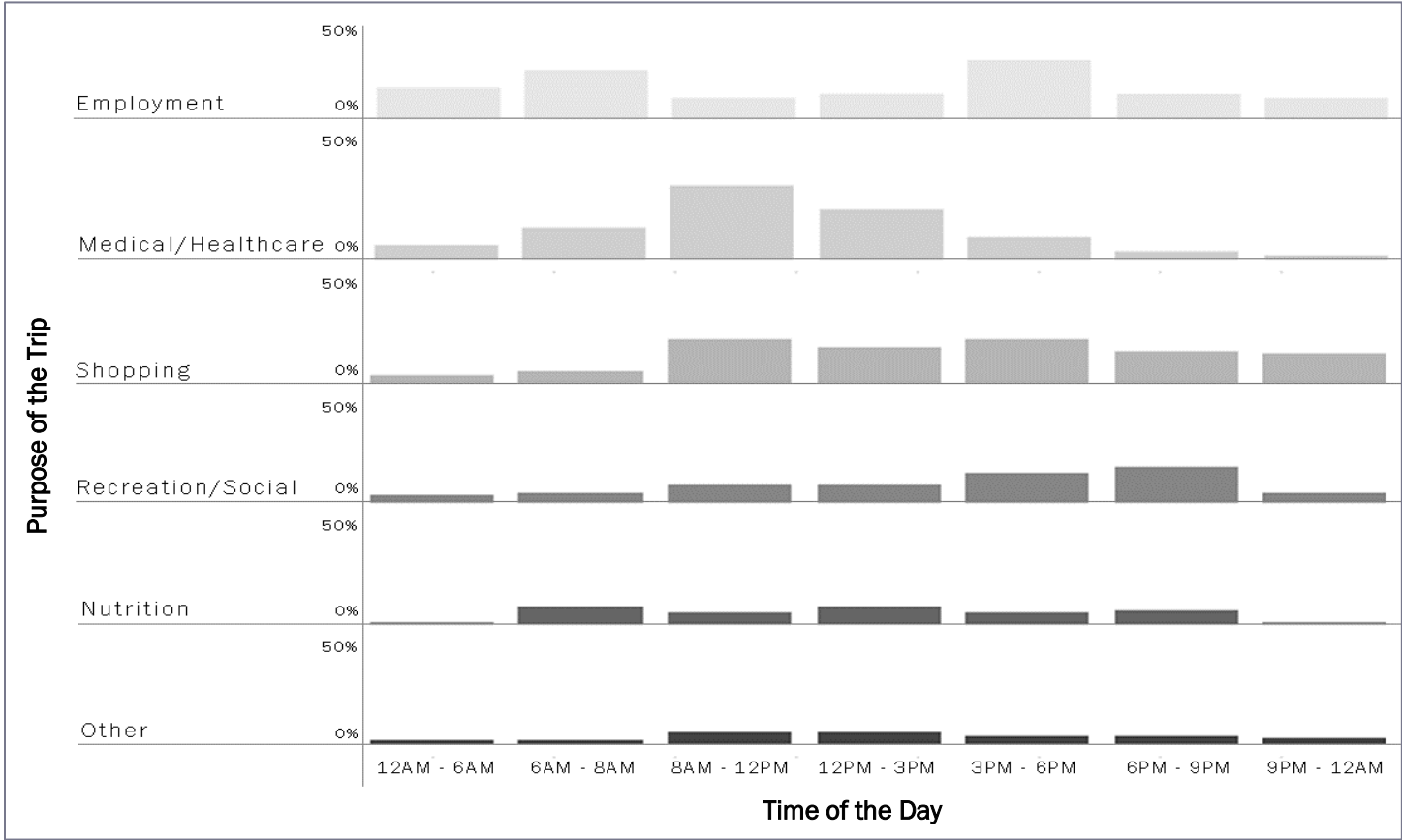
**Figure 15: Most Common Destinations**



**Figure 16** identifies the time of day that respondents need transportation for various general purposes such as medical, shopping, recreation, etc. The most common times to use transportation services to visit these destinations include:

- ▶ Trips to employer’s location and other employment related trips between 3:00 PM and 6:00 PM;
- ▶ Medical/Healthcare trips between 8:00 AM and 12:00 PM;
- ▶ Shopping between 8:00 AM and 12:00 PM and 3:00 PM and 6:00 PM;
- ▶ Trips for recreational purposes and social activities between 6:00 PM and 9:00 PM; and
- ▶ Nutrition related trips between 12:00 PM and 3:00 PM.

**Figure 16: Purpose of Trip by Time of the Day**

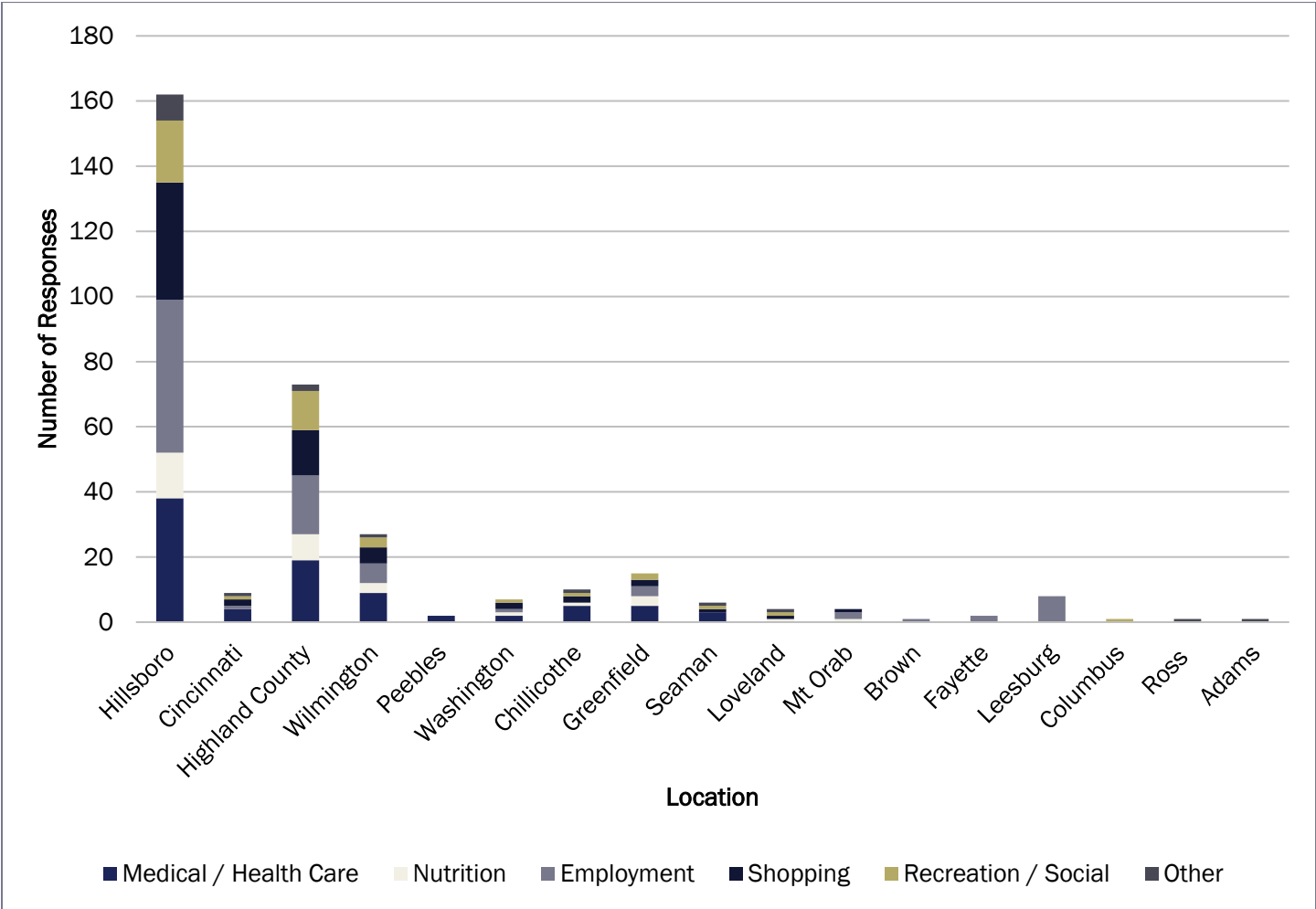


Respondents were also asked the location of the destinations identified in **Figure 16**. These destinations are indicated in **Figure 17**. Respondents listed the locations they most commonly visited for the following general purposes are:

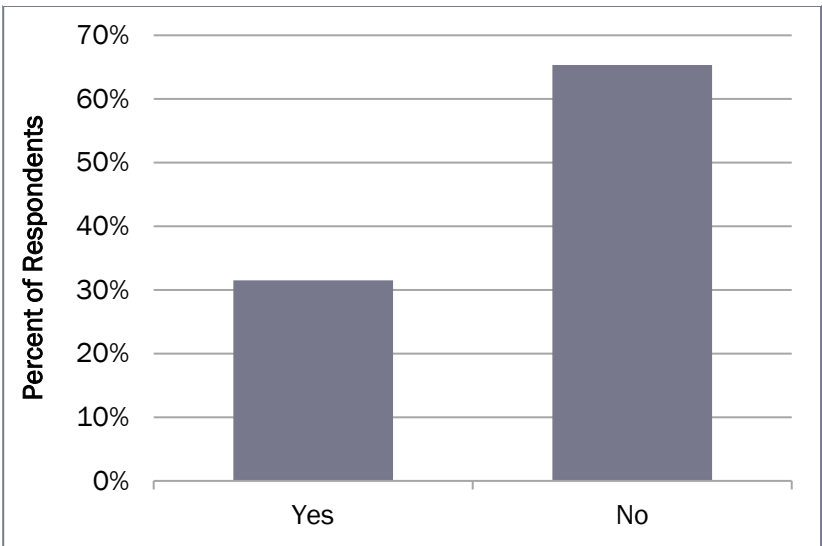
- ▶ Medical/Healthcare trips – Hillsboro and locations in Highland County
- ▶ Nutrition – Hillsboro
- ▶ Employment – Hillsboro
- ▶ Shopping – Hillsboro
- ▶ Recreation/Social – Hillsboro



**Figure 17: Location of Destinations Identified in Figure 16**



**Figure 18: Access to Transportation Outside Highland County**



Members of the public were also asked if they need transportation outside of Highland County – either for themselves or a family member – but sometimes or never have it. 31 percent of respondents indicated that they sometimes or never have transportation outside of the county when they need it (**Figure 18**).

## Challenges and Opportunities for Coordinated Transportation

In addition to identifying needs, the HTC+ gathered information from stakeholders and used their own professional experience to identify challenges and opportunities for providing coordinated transportation services. This analysis was conducted by the means of a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis. An analysis collecting the same feedback, but presented in a non-technical manner, was conducted for the public. Details on the public engagement process can be found on p. 42.

Some common themes were identified from the comments received:

- ▶ A large number of people who are employed outside their homes indicated an opportunity in growing transportation resources in the area.
- ▶ Coordinated transportation services could benefit from more drivers, now and as they expand service.
- ▶ Reduced transportation costs can be an incentive for more people to use coordinated transportation services.
- ▶ Challenge to promote coordinated transportation options as more desirable, efficient, and reliable as personal vehicles.
- ▶ Staff capacity within the providers' agencies could be improved.
- ▶ Access to reliable and on-demand coordinated transportation options on weeknights, weekends, and holidays is limited.
- ▶ Access to coordinated transportation options to destinations outside of Highland County could be improved.

# GOALS AND STRATEGIES

## Developing Goals and Strategies to Address Gaps and Needs

Based on information gathered throughout the planning process, the consultant team and the HTC+ developed the following goals and strategies/projects to address the gaps and unmet transportation needs.

Need(s) Being Addressed: Mobility Manager's integral role, continuation of transportation services, additional transportation options, identification of additional funding resources, extended service hours, wheelchair accessibility, intercounty connections

The goals and associated strategies/projects listed below address each of the identified unmet transportation needs and gaps in service. Specific projects identified by transportation provider entities were prioritized and included in **Table 16** along with a description of the prioritization methodology used. These projects are all eligible (in full or in part) for 5310/5311 funding (**Appendix E**), and were scored and prioritized following a specific methodology outlined in the "Project Prioritization" section which follows this section.

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### *The Vision for the Highland County Coordinated Transit Plan*

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## ***Ensure continued existence of rural public transportation in Highland County.***

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### **Goal 1: Strengthen coordinated transportation provider agencies through capacity-building and funding.**

#### **1.1 Objective: Maintain the Mobility Manager position.**

1.1.1 Strategy/Project: Ensure that all providers and/or agencies provide the 20% match for this Mobility Manager Position.

#### **1.2 Objective: Assist with providing additional staffing at transportation agencies.**

1.2.1 Strategy/Project: Add more administrative support staff positions.

1.2.2 Strategy/Project: Add more driver positions.

1.2.3 Strategy/Project: Incentivize driver positions by securing funding to offer competitive pay.

### **Goal 2: Expand service hours for more comprehensive access to employment and essential services.**

#### **2.1 Objective: Provide more on-demand coordinated transportation options on weeknights, weekends, and holidays.**

2.1.1 Strategy/Project: Add more dispatch positions.

2.1.2 Strategy/Project: Add more driver positions.

2.1.3 Strategy/Project: Create a pilot program with expanded hours to determine feasibility and ridership for more weeknight, weekend, and holiday options.

### **Goal 3: More fully meet the transportation needs of our disabled population and our elderly population (65 and older) through coordinated efforts of transportation providers and the Mobility Manager.**

#### **3.1 Objective: Provide persons with disabilities and senior citizens with flexible, accessible, and affordable transportation services.**

3.1.1 Strategy/Project: Enhance transportation providers' fleets with wheelchair accessible vehicles through the OPT2, FTA 5310, or FTA 5339 Programs, if they qualify.

#### **Goal 4: Expand transportation options for low-income workers, college students and people who are non-Medicaid eligible.**

**4.1 Objective: Coordinate with local employers, Chamber of Commerce (or equivalent), and economic development professionals to develop employer-sponsored transit passes and/or fare vouchers.**

4.1.1 Strategy/Project: Work with OMJ to assist with referrals and NEMT funding to meet the 50% match and provide transit passes and/or fare vouchers.

**4.2 Objective: Coordinate with local colleges to ensure that students have transportation to campus.**

4.2.1 Strategy/Project: Work with Southern State Community College to develop a plan for expanding transportation options.

**4.3 Objective: Coordinate with agencies to find transportation options for low-income residents not qualifying for Medicaid.**

4.3.1 Strategy/Project: Work with all employers to develop a plan for expanding transportation options.

#### **Goal 5: Expand regional transportation options for access to employment and essential services outside of Highland County.**

**5.1 Objective: Coordinate with local employers, Chamber of Commerce (or equivalent), and economic development professionals in Highland County to provide transportation options.**

5.1.1 Strategy/Project: Keep lines of communication intact with Mobility Managers in other counties.

**5.2 Objective: Continue providing non-emergency medical transportation services to specialty care facilities.**

5.2.1 Strategy/Project: Convene a group of representatives of specialty care facilities outside of Highland County and transportation providers on a regular basis to develop partnerships.

#### **Goal 6: Continue to increase public awareness of currently available transportation services.**

**6.1 Objective: Deploy more comprehensive communications efforts to public and employers regarding information on available services and scheduling.**

6.1.1 Strategy/Project: Ensure consistent advertising so that community agencies and county residents and employees remain informed of transportation options.

**6.2 Objective: Deploy more comprehensive communications efforts to public and employers on benefits of coordinated transportation options (e.g., efficiency, affordability, sustainability).**

6.2.1 Strategy/Project: Solicit providers to produce mileage rates in order to educate the public and employers.

6.2.2 Strategy/Project: Solicit providers to advertise their schedules and explanations of provider operations to the public.

**6.3 Objective: Deploy communications efforts to the public and employers on pricing and associated costs of providing coordinated transportation services.**

6.3.1 Strategy/Project: Use print and electronic media to provide residents with information on services.

6.3.2 Strategy/Project: Assist with communication of programs to the public and employers.

#### **Goal 7: Participate in “Emergency Preparedness for Highland County” in the event of a local, county, or national disaster.**

**7.1 Objective: Enhance transit/transportation agency responsiveness in coordination with other agencies in the event of a catastrophic event.**

7.1.1 Strategy/Project: Maintain agreements already in place with the local EMA Director.

## Project Prioritization – Top 8 Projects

Strategies/projects for improving transportation for Highland County should address the service gaps and user needs identified in this Plan if they are to be effective.

Based on information gathered throughout the planning process, the consultant team and HTC+ developed the goals, objectives, and strategies/projects of this Plan to address the gaps and unmet transportation needs. Relevant and outstanding projects from the 2018 Plan are included in this update.

Priority levels are assigned by considering the primary funding sources that could be available to support plan implementation compared to the importance of meeting this unmet need expressed by the public and stakeholders. Not all strategies are activities specifically eligible for funding under the existing programs, nor is it guaranteed that sufficient funding will be available to achieve every strategy identified. In addition, the local stakeholders will need to provide support and commit to pursuing the strategies if they are to be accomplished. Nonetheless, these goals and strategies have been tailored to address the primary gaps and needs identified through the planning process.

The project prioritization methodology, project evaluation matrix, and table with information on scoring of all identified potential projects by category are included in **Appendix H**. All projects included in this Plan are eligible for funding. Additional implementation guidance for the top prioritized projects is included in the **Implementation Chapter**.

### Top 8 Projects

An intended outcome of the planning process was to prioritize eight (8) strategies/projects. These projects are:

1. Ensure that all providers and/or agencies provide the 20% match for the Mobility Manager position.
2. Keep lines of communication intact with Mobility Managers in other counties.
3. Maintain agreements already in place with the local EMA director.
4. Enhance transportation providers' fleets with wheelchair accessible vehicles.
5. Work with all employers to develop a plan for expanding transportation options.
6. Create a pilot program with expanded hours to determine feasibility and ridership for more weeknight, weekend, and holiday options.
7. Add more administrative support staff positions.
8. Add more driver positions.

Information on how to implement each of the projects is included in the **next chapter on Implementation**.



IMPLEMENTATION

## Implementation

Guidance on how to implement the eight (8) highest priority projects is outlined below. Projects are listed in order of timeline for implementation, with short-term projects listed first, and long-term projects listed last.

- ▶ Timeframe key
  - Immediate = upon adoption of Plan up until 6 months after adoption of Plan
  - Short-Term = within one year of adoption of the Plan
  - Mid-Term = within two years of adoption of the Plan
  - Long-Term = no sooner than three years after adoption of the Plan

Successful implementation of all projects will require a leading party and support from other partners.

### **Project 1: Ensure that all providers and/or agencies provide the 20% match for the Mobility Manager position**

- ▶ Timeframe: Short-Term
- ▶ Lead Implementation Organization: FRS
- ▶ Supporting Organizations: HARTS Transportation Committee, ODOT Office of Transit
- ▶ Resources Needed: Agency staff time
- ▶ Potential Cost: \$10,000-\$20,000, dependent on direct and indirect costs and fringe benefits
- ▶ Funding Sources: FTA Section 5310 funds
- ▶ Performance Measures/Targets:
  1. Maintain the Mobility Manager position.

### **Project 2: Keep the lines of communication intact with Mobility Managers in other counties.**

- ▶ Timeframe: Short-Term
- ▶ Lead Implementation Organization: Mobility Manager
- ▶ Supporting Organizations: Mobility Managers in other counties
- ▶ Resources Needed: Mobility Manager
- ▶ Potential Cost: Dependent on Mobility Manager time needed
- ▶ Funding Sources: FTA Section 5310 funds
- ▶ Performance Measures/Targets:
  1. Serve employees by maintaining or creating transportation services to five job centers outside of Highland County.
  2. Serve students by maintaining or creating transportation services to two institutions of higher education outside of Highland County.
  3. Serve clients by maintaining or creating transportation services to five specialty care facilities outside of Highland County.

### **Project 3: Maintain agreements already in place with the local EMA director.**

- ▶ Timeframe: Short-Term
- ▶ Lead Implementation Organization: Mobility manager & Individual agencies
- ▶ Supporting Organizations: local EMA director
- ▶ Resources Needed: Mobility Manager
- ▶ Potential Cost: Dependent on Mobility Manager time needed
- ▶ Funding Sources: FTA Section 5310 funds
- ▶ Performance Measures/Targets:
  1. Renewed agreements with local EMA director.
  2. In the event of an emergency, all clients in need are transported safely to their destination.

**Project 4: Enhance transportation providers' fleets with wheelchair accessible vehicles**

- ▶ Timeframe: Mid-Term
- ▶ Lead Implementation Organization: Individual agencies
- ▶ Supporting Organizations: ODOT Office of Transit
- ▶ Resources Needed: Agency staff time, modifications to existing vehicles, new vehicles
- ▶ Potential Cost: \$35,000-\$50,000, depending on modifications/technology packages
- ▶ Funding Sources: FTA Section 5310 funds, FTA Section 5339 funds, OPT2
- ▶ Performance Measures/Targets:
  1. 75% of fleet vehicles are wheelchair accessible.
  2. Increase client base of persons with disabilities by 15%.

**Project 5: Work with all employers to develop a plan for expanding transportation options.**

- ▶ Timeframe: Mid-Term
- ▶ Lead Implementation Organization: Mobility Manager
- ▶ Supporting Organizations: Individual agencies, employers, HARTS Transportation Committee
- ▶ Resources Needed: Mobility Manager, agency staff time, potential consultant services
- ▶ Potential Cost: Dependent on Mobility Manager and staff time needed to develop the plan, or consultant services fees (estimated between \$8,000 and \$15,000)
- ▶ Funding Sources: FTA Section 5310 funds
- ▶ Performance Measures/Targets:
  1. Increase client base of low-income clients not eligible for Medicaid by 20%.

**Project 6: Create a pilot program with expanded hours to determine feasibility and ridership for more weeknight, weekend, and holiday options.**

- ▶ Timeframe: Mid-Term
- ▶ Lead Implementation Organization: Mobility manager & Individual agencies
- ▶ Supporting Organizations: Countywide Coordinating Committee, ODOT Office of Transit
- ▶ Resources Needed: Mobility Manager, agency staff time, drivers, vehicles
- ▶ Potential Cost: \$100,000
- ▶ Funding Sources: FTA Section 5310 funds, FTA Section 5339 funds, OPT2
- ▶ Performance Measures/Targets:
  1. Pilot program completed.
  2. If pilot program indicates feasibility of expanded hours, planning for expanded hours initiated.

**Project 7: Add more administrative support staff positions.**

- ▶ Timeframe: Long-Term
- ▶ Lead Implementation Organization: Individual agencies
- ▶ Supporting Organizations: ODOT Office of Transit
- ▶ Resources Needed: Agency staff time
- ▶ Potential Cost: Dependent on salary or hourly rate range and number of positions
- ▶ Funding Sources: FTA Section 5310 funds, FTA Section 5339 funds, OPT2
- ▶ Performance Measures/Targets:
  1. Hire new administrative support staff members.
  2. Receive improved customer service ratings.

**Project 8: Add more driver positions.**

- ▶ Timeframe: Long-Term
- ▶ Lead Implementation Organization: Individual agencies
- ▶ Supporting Organizations: ODOT Office of Transit
- ▶ Resources Needed: Agency staff time
- ▶ Potential Cost: Dependent on number of drivers and type of required training
- ▶ Funding Sources: FTA Section 5310 funds, FTA Section 5339 funds, OPT2
- ▶ Performance Measures/Targets:
  1. Hire new drivers.
  2. Provide 20% more trips to clients.

# PLAN ADOPTION

## Adoption and Approval of Plan

The public comment period for this Plan was 30 days with two-weeks' notice prior to public hearing opportunity held on 9/29 DAY of 2021. The notice of public hearing was posted in a widely distributed newspaper and on the Plan's website.

The Highland County Coordinated Public Transit-Human Services Transportation Plan was adopted on 10/29 DAY of 2021 by FRS Transportation through direction of the HTC+.

  
Name

10/29/2021  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date



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\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

# APPENDICES

## Appendix A: List of HTC+ Participants

The Planning Committee, or HTC+, consists of representation from local agencies as well as participation of individuals with disabilities, older adults, and members of the general public. More information about the HTC+ is available upon request by contacting Stephanie Gilbert, Transportation Planning Coordinator at the Ohio Valley Regional Development Commission (OVRDC) by phone at (740) 947-2853 or email at [sgilbert@ovrdc.org](mailto:sgilbert@ovrdc.org).

### Agency Representation

Agency	Name
Board of Developmental Disabilities	Phil Loudin, Transportation Director
Candle-lite	Tonya Gilbert
Chris Hopkins Transportation	Chris Hopkins
Southern State Community College	Kevin Boys, President
Commissioners	Terry Britton
CORVAC Composites	Melanie Spangler
Family Recovery Services	Damon Lucas
Family Recovery Services	Roger Cheesbro
FCFC	Valerie Williams
FRS Transportation Board	Debbie Robinson
FRS Transportation Board	Larry Dukes
Greenfield	Todd Wilken
HC DJFS (Interim Director)	Gene Myers
HC EMA	Dave Bushelman, Director
HC Homeless Shelter	Greg Hawkins
HCCAO Dir of Special Programs	Christi Hauke
HCCAO Trans. Mgr	Steve Hauser
HCCDD	Deb Buccilla, Superintendent
Highland County	Jeff Duncan
Highland County Chamber	Jamie Wheeler
Highland County Commissioner	David Daniels
Highland County Common Pleas Court	Judge Rocky Coss
Highland County Community Action Organization	Julia Wise
Highland County Consumer	Norm Neuberger
Highland County DJFS Director	Jeremy Ratcliff
Highland County Health Dept	Jared Warner, Health Comm
Highland County Ohio Means Jobs	Rhonda Fanin, Director
Highland County Press	Rory Ryan, Editor
Highland County Probation	Tanya Sturgill
Highland County Veterans Services	Tim Hazelwood, Director
Hillsboro	Justin Harsha, Mayor
Hillsboro Transit	Micky Short
Kettering Transportation Services (formerly Buckeye)	Rickey Wagoner
MM ABCAP	Patrick Crone
MM Ross County	Traci Harris
Pastor Carpenters House of Prayer	Kim Zornes

Private Citizen	Rich Shockey
Hillsboro City Schools	Tim Davis, Superintendent
Seal-tite	Sandy Rumpke
Scioto Paint Valley Mental Health	Gena Bates
Sheriff -Highland County	Donnie Barrera, Sheriff
South Central Ohio Transportation	Rev. Mark Zender
South Central Ohio Transportation	Chasta Sutterfield
SSCC Dean	Nicole Roades
Times Gazette Newspaper	Jeff Gilliland, Editor
Veterans Services	Stephanie Roland
Wilmington Transit	Allison Katter

In addition to participants listed above, the planning committee also included representation of older adults, people with disabilities, and members of the general public. In addition to hosting the HTC+, OVRDC and other planning committee members also conducted a wide variety of activities designed to increase involvement of community stakeholders in identifying community resources, addressing community needs, and setting goals and priorities. More information about the efforts that occurred is available upon request.

## Appendix B: List of Annual Reviews and Plan Amendments

It is required that this plan be reviewed by the planning committee annually. For more information on when the next annual review will occur, how to be involved in the annual review process, or to request information on how to make changes or corrections to this plan between annual reviews, please contact:

Stephanie Gilbert, Transportation Planning Coordinator  
Ohio Valley Development Commission  
(740) 947-2853  
[sgilbert@ovrdc.org](mailto:sgilbert@ovrdc.org)

### Annual Review

No annual reviews or changes have occurred at this time.

### Amendment

No amendments have been made at this time.

## Appendix C: Definitions

There are several terms used throughout the plan that may be unique to transportation providers or human service agencies. The terms are defined here for reference.

- ▶ **Coordination** – Collaborative efforts toward understanding and meeting the mobility needs in the most appropriate, cost effective, and responsive manner.
- ▶ **FAST Act** – Congress established the funding for Federal Transit Administration programs through authorizing legislation that amends Chapter 53 of Title 49 of the U.S. Code. On December 4, 2015, President Obama signed the Fixing America’s Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2021, per an extension passed by Congress.
- ▶ **Gaps in Service** – A break in the continuity of available transportation resources such as a break between hours of operation or a break between two or more geographic areas.
- ▶ **HTC+** – The HARTS Transportation Committee plus specially-invited participants (HTC+) served as the Planning Committee for this planning process. The HTC+ is composed of key community stakeholders. The HTC+ members agree to actively participate in the planning process and act as the plan advisory and adopting entity.
- ▶ **Lead Agency** – The organization responsible for facilitating outreach; composing a plan that meets the requirements of current Federal and State legislation; maintaining documentation from the planning process and making it available upon request; and leading stakeholders through annual reviews, amendments, and updates of the plan. The Lead Agency also is responsible for submitting the adopted Coordinated Plan and all amendments or updates to participating stakeholders and ODOT.
- ▶ **Ridership** – The total number of passengers who boarded transportation vehicles are counted each time they board a vehicle.
- ▶ **Section 5310 Program** – Enhanced Mobility of Seniors & Individuals with Disabilities (49 U.S.C. 5310) provides Federal formula funding for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.
- ▶ **Section 5311 Program** – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000 where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.
- ▶ **Section 5307 Program** – The Urbanized Area Formula Grants program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more.
- ▶ **Transportation** – Transportation is broadly defined to include traditional public transit, human service agency services, on-demand (taxi-like) services, bicycle and pedestrian programs and amenities.
- ▶ **Unmet Transportation Needs** – Transportation that is wanted or desired but is not currently available.

## Appendix D: Trip Generators List

Destination	Street Number	Street	City	State	Type
Save A lot	110	Jefferson St	Greenfield	OH	Behavioral Health
FRS Connections	149	Chillicothe Ave	Hillsboro	OH	Behavioral Health
Marathon Station	1505	U.S. 50	Allensburg	OH	Counseling
SPVMH (Lynn Goff Clinic)	134	Jefferson St	Greenfield	OH	Counseling
Friel & Associates Inc	1020	Jefferson St	Greenfield	OH	Counseling
FRS Mental Health & AOD	104	Erin Ct	Hillsboro	OH	Counseling
Highland County Justice Center	130	Homestead Dr	Hillsboro	OH	Counseling
Hillsboro Orpheum (Domestic Violence Center)	135	N High St	Hillsboro	OH	Counseling
Homeless Shelter	145	Homestead Ave	Hillsboro	OH	Counseling
Greystone Motel	8190	US 50	Hillsboro	OH	Counseling
FRS Counseling	313	Chillicothe Ave	Hillsboro	OH	Counseling
Massie House - Belfast	8831	SR 785	Hillsboro	OH	Counseling
Edgewood Manor	850	Nellie St	Greenfield	OH	Dialysis
Hillsboro Dialysis Center	1487	N High St	Hillsboro	OH	Dialysis
Lynchburg Commons Apartments	285	N Main St	Lynchburg	OH	Dialysis
Home	12452	Lovers Ln	Greenfield	OH	Education
Hillsboro Schools Bus Garage	500	US 62	Hillsboro	OH	Education
Belfast Market	1901	Ohio 73	Hillsboro	OH	Education
Adient	1147	N Washington St	Greenfield	OH	Employment
Senior Nutrition Center	1230	Greenhills Dr	Greenfield	OH	Employment
Wagoner Construction	11866	SR 753	Greenfield	OH	Employment
Country Corner	12681	SR 28	Greenfield	OH	Employment
Southern State Community College	100	Hobart Rd	Hillsboro	OH	Employment
Lowes	107	Careytown Rd	Hillsboro	OH	Employment
Turning Point	110	Homestead Dr	Hillsboro	OH	Employment
Downtown Drugs of Hillsboro	111	S High St	Hillsboro	OH	Employment
Highland County Commissioners	119	Governor Foraker Pl	Hillsboro	OH	Employment
Seal-Tite	120	Moore Rd	Hillsboro	OH	Employment
24 Exchange	144	W Main St	Hillsboro	OH	Employment
Sunrise Sunset	208	N Elm St	Hillsboro	OH	Employment
Speedway (across Family Dollar)	247	W Main St	Hillsboro	OH	Employment
The Cutting Crew	317	E Main St	Hillsboro	OH	Employment
Ponderosa Steakhouse	545	S High St	Hillsboro	OH	Employment
Hillsboro High School	550	US 62	Hillsboro	OH	Employment
Holtfield	620	S High St	Hillsboro	OH	Employment
Paragon Inn	883	W Main St	Hillsboro	OH	Employment
Wendy's	900	N High St	Hillsboro	OH	Employment
Deer Brook Square Ltd	1100	Northview Dr	Hillsboro	OH	Employment
Heartland of Hillsboro	1141	Northview Dr	Hillsboro	OH	Employment
Rural King	1249	N High St	Hillsboro	OH	Employment



Destination	Street Number	Street	City	State	Type
Impact Fitness	1260	N High St	Hillsboro	OH	Employment
Frisch's - Hillsboro	1285	N High St	Hillsboro	OH	Employment
Family Farm and Home	1472	North High St	Hillsboro	OH	Employment
Hobart	1495	N High St	Hillsboro	OH	Employment
Weastec	1600	N High St	Hillsboro	OH	Employment
Highco West	5215	US 50	Hillsboro	OH	Employment
Worksite	7761	Oak Ridge Rd	Hillsboro	OH	Employment
Ohio Department of Transportation (ODOT)	7887	OH 124	Hillsboro	OH	Employment
Highland County Humane Society	9331	OH 124	Hillsboro	OH	Employment
Leesburg Lumber	131	Market St	Leesburg	OH	Employment
Candle Lite	250	Eastern Ave	Leesburg	OH	Employment
Mason Company	260	Depot St	Leesburg	OH	Employment
Reeds Trailer	10160	U.S. 62	Leesburg	OH	Employment
Eagle 1 Auto	10254	US 62	Leesburg	OH	Employment
Fairfield Local School	11611	OH 771	Leesburg	OH	Employment
Laurels of Hillsboro	175	Chillicothe Ave	Hillsboro	OH	Group Trips
Bainbridge Manor Apartments	200	Shawnee St	Bainbridge	OH	Housing
Sylvia Apartments	746	S Broadway St	Blanchester	OH	Housing
Friendship Acres	901	Cherry St	Blanchester	OH	Housing
The Colony	101	Janice St	Greenfield	OH	Housing
Greenfield Meadows	200	N 11th St	Greenfield	OH	Housing
Leesburg Ltd.	300	Elm St	Greenfield	OH	Housing
Chautauqua Park Apartments	1000	S Fifth St	Greenfield	OH	Housing
Greenhills Village	1199	Greenhills Dr	Greenfield	OH	Housing
Windsor Apartments	100	Windsor Dr	Hillsboro	OH	Housing
Deer Brook Properties	112	Taylor Dr	Hillsboro	OH	Housing
Highland Apartments	112	Taylor Dr	Hillsboro	OH	Housing
Pants Factory Housing	135	N West St	Hillsboro	OH	Housing
Highland County Shelter	145	Homestead Ave	Hillsboro	OH	Housing
East Fork Apartments	258	E. Walnut S	Hillsboro	OH	Housing
Highland Heights	271	Harry Sauner Rd	Hillsboro	OH	Housing
Cedar Woods Apartments	312	Cedarwoods Dr	Hillsboro	OH	Housing
Golden Manor	415	N East St	Hillsboro	OH	Housing
Hi-Land Terrace	737	N West St	Hillsboro	OH	Housing
Treewood Apartments	807	Treewood Dr	Hillsboro	OH	Housing
Harper Station	1000	N West St	Hillsboro	OH	Housing
Deer Brook Square	1100	Northview D	Hillsboro	OH	Housing
Montrose Square Apartments	1100	Northview Dr	Hillsboro	OH	Housing
East Shore Apartments	6760	McCoppins Mill Rd	Hillsboro	OH	Housing
Friendly View Apartments	11980	Standpipe Rd	Leesburg	OH	Housing
Appletree Apartments	385	Bernard Rd	New Vienna	OH	Housing
Residence at Washington	11	Residence Dr	Washington Court House	OH	Housing

Destination	Street Number	Street	City	State	Type
Summit Station Apartments	99	Summit Lane	Washington Court House	OH	Housing
Club Apartments	222	Wagner Way	Washington Court House	OH	Housing
Seton Washington Court House	400	N. Glenn Ave	Washington Court House	OH	Housing
The Village	611	Village St	Washington Court House	OH	Housing
Heidler Apartments	812	Delaware St	Washington Court House	OH	Housing
Camelia Court Apartments	820	Highland Ave	Washington Court House	OH	Housing
Washington Court Apartments	857	Kohler Dr	Washington Court House	OH	Housing
Twin Acres Motel	1025	Dayton Ave	Washington Court House	OH	Housing
Hattie Jackson Commons	1215	Gregg St	Washington Court House	OH	Housing
Glennview Apartments	2130	Jenni Lane	Washington Court House	OH	Housing
Wilmington Green Apartments	60	Jodie Lane	Wilmington	OH	Housing
William Tuke Apartments	100	Sparta Ave	Wilmington	OH	Housing
Quaker Apartments	274	Prairie Av	Wilmington	OH	Housing
Friendly Center	290	Prairie Ave	Wilmington	OH	Housing
Prairie View Apartments	360	Prairie Ave	Wilmington	OH	Housing
Mulberry Hills Apartments	459	Mulberry St	Wilmington	OH	Housing
Tri Dale Apartments	615	Rombach Ave	Wilmington	OH	Housing
Wilmington Apartments	789	Nelson Ave	Wilmington	OH	Housing
Wilmington Court Apartments	959	Xenia Ave	Wilmington	OH	Housing
Regency Apartments	989	Wayne Ave	Wilmington	OH	Housing
Foxglove Apartments	1117	S. South St	Wilmington	OH	Housing
Wilmington House	1151	Brownberry Dr	Wilmington	OH	Housing
Corner Pharmacy	259	Jefferson St	Greenfield	OH	Medical
Family Eye Care	311	Jefferson St	Greenfield	OH	Medical
Chester Optometrist	349	Jefferson St	Greenfield	OH	Medical
Hall Lavar DDS	526	Jefferson St	Greenfield	OH	Medical
Adena Bone & Joint Center	536	Mirabeau St	Greenfield	OH	Medical
Adena Greenfield Medical Center	550	Mirabeau St	Greenfield	OH	Medical
Greenfield Family Dentistry	1045	Jefferson St	Greenfield	OH	Medical
Greenfield Family Practice	1075	N Washington St	Greenfield	OH	Medical
Greenfield Medical Services	1092	Jefferson St	Greenfield	OH	Medical
Roman Family Healthcare	1440	Jefferson St	Greenfield	OH	Medical
Amish Market Rainsboro	7673	SR 753	Greenfield	OH	Medical
Amish School	9690	Winegar Rd	Greenfield	OH	Medical
Highland Neurology	102	Te Mar Way	Hillsboro	OH	Medical
Paul Mitchell Salon	103	S West St	Hillsboro	OH	Medical
Genesis	109	W Main St	Hillsboro	OH	Medical

Destination	Street Number	Street	City	State	Type
Rex Chiropractic	111	Uhrig St	Hillsboro	OH	Medical
Adena Health Center	160	Roberts Lane	Hillsboro	OH	Medical
Dean Kiesling OD	180	Chillicothe Ave	Hillsboro	OH	Medical
YMCA	201	Diamond Dr	Hillsboro	OH	Medical
Buckeye Family Optical	205	S High St	Hillsboro	OH	Medical
Beery (MD)	219	W Main St	Hillsboro	OH	Medical
Premier Plastic Surgery & Dermatology Associates	219	West Main St	Hillsboro	OH	Medical
West Main Family Practice	225	W Main St	Hillsboro	OH	Medical
West Main Urgent Care	231	W Main St	Hillsboro	OH	Medical
Bell Gardens Place Retirement Community	251	Harry Sauner Rd	Hillsboro	OH	Medical
Family Dollar	254	W Main St	Hillsboro	OH	Medical
Giesy Bryan DPM	280	Chillicothe Ave	Hillsboro	OH	Medical
Langston Dentistry	321	Chillicothe Ave	Hillsboro	OH	Medical
Burwinkel Family Dentistry	323	N High St	Hillsboro	OH	Medical
True Life Chiropractic	599	Harry Sauner Rd (Suite C)	Hillsboro	OH	Medical
Clark Dentistry	624	S High St	Hillsboro	OH	Medical
Hearing Solutions	695	Harry Sauner Rd	Hillsboro	OH	Medical
Pinnacle Treatment Services	852	W Main St	Hillsboro	OH	Medical
Dr Rex	902	N High St	Hillsboro	OH	Medical
North High Family and Acute Care	902b	N High St	Hillsboro	OH	Medical
Hillsboro Family Vision	925	W Main St	Hillsboro	OH	Medical
Acute Care and Family Practice (Dr Judy Boris)	934	W Main St Suite 7	Hillsboro	OH	Medical
Ballard (Dr Optometrist)	934	W Main St	Hillsboro	OH	Medical
Earzlink	934	W Main St Suite 1	Hillsboro	OH	Medical
McKown James DDS	938	W Main St Suite 4	Hillsboro	OH	Medical
Reeds Chiropractic	938	W Main St	Hillsboro	OH	Medical
Ropar Jeffrey OD optometrist	1019	W Main St	Hillsboro	OH	Medical
Health Source of Ohio	1108	Northview Dr	Hillsboro	OH	Medical
Jones (Nicholas) - Chiropractic	1113	Northview Dr	Hillsboro	OH	Medical
Danko- Premier Pain	1121	Northview Dr	Hillsboro	OH	Medical
Premier Pain Institute	1121	Northview Dr	Hillsboro	OH	Medical
Highland District Hospital	1275	N High St	Hillsboro	OH	Medical
Highland Family Health Care	1402	N High St	Hillsboro	OH	Medical
Dr Welder & McKinney - Surgical Associates of Highland County	1404	N High St	Hillsboro	OH	Medical
Health Quest of Highland County	1472	N High St Suite 900	Hillsboro	OH	Medical
Hillsboro Family Dentistry (Brunacini & Ross DDS)	1482	N High St	Hillsboro	OH	Medical
Mercy Health Anderson Family Medicine	4162	Caleb Hill Rd	Hillsboro	OH	Medical
Buckeye Dentistry Jos Jordan DDS	7625	Pea Ridge Rd	Hillsboro	OH	Medical
Hills and Dales Center	8919	US 50	Hillsboro	OH	Medical

Destination	Street Number	Street	City	State	Type
Bayview Baitshop	11104	N Shore Dr	Hillsboro	OH	Medical
Rocky Fork Medical Center	11130	N Shore Dr	Hillsboro	OH	Medical
Lynchburg Medical Center	8900	State Rte 134	Lynchburg	OH	Medical
New Market Family Dentistry	4503	US 62	New Market	OH	Medical
Scioto Paint Valley Mental Health	108	Erin Ct	Hillsboro	OH	Mental Health
Cedarwoods	214	Cedarwoods Dr	Hillsboro	OH	Mental Health
Fairfax United Methodist Church	1345	St Rt 247	Fairfax	OH	Other
Greenfield Library	1125	Jefferson St	Greenfield	OH	Other
Liberty Park	104	Diamond Dr	Hillsboro	OH	Other
Top Dollar Pawn	123	E Main St	Hillsboro	OH	Other
First United Methodist Church	133	E Walnut St	Hillsboro	OH	Other
Hillsboro Church of Christ	155	W Walnut St	Hillsboro	OH	Other
Star Cinemas	211	Harry Sauner Rd	Hillsboro	OH	Other
Saint Mary's Church	212	S High St	Hillsboro	OH	Other
Hillsboro Coin Laundry	222	N High St	Hillsboro	OH	Other
Saint Mary's Episcopal Church	234	N High St	Hillsboro	OH	Other
KFC-Hillsboro	301	Chillicothe Ave	Hillsboro	OH	Other
Upper Cuts Salon (W Main)	401	W Main St	Hillsboro	OH	Other
Turner Funeral Home	602	N High St	Hillsboro	OH	Other
Highland County Fairground Road Entrance	604	Fairground Rd	Hillsboro	OH	Other
Sexton Auto Repair	854	Dunlap Rd	Hillsboro	OH	Other
Alley 21 Neighborhood Grille	1086	N High St	Hillsboro	OH	Other
Jerry Haag Motors	1475	N High St	Hillsboro	OH	Other
New Life Ministries	6101	SR 247	Hillsboro	OH	Other
Good News Gathering	6250	US 62	Hillsboro	OH	Other
Evolve Strength and Conditioning Gym	6919	Tolle Rd	Hillsboro	OH	Other
Mad River Common Ground Community Church	7406	Mad River Rd	Hillsboro	OH	Other
Carpenters House of Prayer	7450	Fairground Rd	Hillsboro	OH	Other
Karnes Orchard	8200	Worley Mill Rd	Hillsboro	OH	Other
Grace Bible Church	15	Washington St	Sinking Spring	OH	Other
Fairfax United Methodist Church	1345	State Rte 247	Fairfax	OH	Personal
Merchants National Bank	102	Jefferson St	Greenfield	OH	Personal
Merchants National Bank	117	S Washington St	Greenfield	OH	Personal
Greenfield Veterinary	211	N Mcarthur Way	Greenfield	OH	Personal
Catch 21	250	Jefferson St	Greenfield	OH	Personal
Highland County Community Action	338	Lafayette St	Greenfield	OH	Personal
The Glitz	403	Jefferson St	Greenfield	OH	Personal
Homeland Credit Union	1195	N 5th St	Greenfield	OH	Personal
North Beach Shelter House		North Shore Dr	Hillsboro	OH	Personal
Highland County District Library	10	Willettsville Pk	Hillsboro	OH	Personal
Uncle Buck's Barber Shop	94	Taylor Ct	Hillsboro	OH	Personal
People's Bank	101	Harry Sauner Rd	Hillsboro	OH	Personal

Destination	Street Number	Street	City	State	Type
US Ban	101	E Main St	Hillsboro	OH	Personal
Days Inn	103	Harry Sauner Rd	Hillsboro	OH	Personal
Highland County Court House	105	N High St	Hillsboro	OH	Personal
Appearances Salon	107	W Main St	Hillsboro	OH	Personal
Davis Law	107	Governor Foraker Pl	Hillsboro	OH	Personal
South Central Power	110	Danville Pike	Hillsboro	OH	Personal
Advocacy Center Hillsboro	111	Crestwood Dr	Hillsboro	OH	Personal
Larry's Party Shop	113	Muntz St	Hillsboro	OH	Personal
Magic Touch Beauty Salon	113	W Walnut St	Hillsboro	OH	Personal
Wild Mane Salon	115	E Main St	Hillsboro	OH	Personal
Hillsboro Pawn Shop	116	S High St	Hillsboro	OH	Personal
Probation Department of Highland County	117	E Main St	Hillsboro	OH	Personal
Flag Way Gas Station	122	E Main St	Hillsboro	OH	Personal
Details Salon	125	S High St	Hillsboro	OH	Personal
Faternal Order of Eagles	126	Governor Trimble Pl	Hillsboro	OH	Personal
S.O.S. Office Supplies Furniture	126	N High St	Hillsboro	OH	Personal
H & R Block	134	N High St	Hillsboro	OH	Personal
NCB - Main Office	139	S High St	Hillsboro	OH	Personal
Judys Hair Salon	143	Holmes St	Hillsboro	OH	Personal
Pike Natural Gas	144	Bowers Ave	Hillsboro	OH	Personal
Merchants Bank	145	W Beech St	Hillsboro	OH	Personal
Crestwood Nursing Home	147	Willestville Pike	Hillsboro	OH	Personal
M & M Swap Shop	154	W Main St	Hillsboro	OH	Personal
Senior Citizen Center	185	Muntz St	Hillsboro	OH	Personal
TouchPoint Pentecostals	201	Park Ave	Hillsboro	OH	Personal
Tissot's Home Center	206	N Elm St	Hillsboro	OH	Personal
Smyth Automotive	220	W Main St	Hillsboro	OH	Personal
Peace Lutheran Church	231	Harry Sauner Rd	Hillsboro	OH	Personal
Thompson Funeral Home	241	E Main St	Hillsboro	OH	Personal
Lewis Financial	300	Chillicothe Ave	Hillsboro	OH	Personal
US Bank   N High Branch	300	N High St	Hillsboro	OH	Personal
Hillsboro Post Office	301	N High St	Hillsboro	OH	Personal
Colonial Animal Clinic	321	W Main St	Hillsboro	OH	Personal
Frog and Club Restaurant	451	Danville Pike	Hillsboro	OH	Personal
Roger Williams Service Dept	500	Harry Sauner Rd	Hillsboro	OH	Personal
Fifth Third Bank	511	N High St	Hillsboro	OH	Personal
Samaritan Outreach Services	537	N East St	Hillsboro	OH	Personal
Verizon Wireless	581	Harry Sauner Rd	Hillsboro	OH	Personal
CashMax Ohio	583	Harry Sauner Rd	Hillsboro	OH	Personal
R&B Beer and Tobacco Junction	691	Harry Sauner Rd	Hillsboro	OH	Personal
Forever Nails and Tan	693	Harry Sauner Rd	Hillsboro	OH	Personal
1st Choice Financial	697	Harry Sauner Rd	Hillsboro	OH	Personal
Boost Mobile	716	Harry Sauner Rd	Hillsboro	OH	Personal

Destination	Street Number	Street	City	State	Type
First State Bank	730	Harry Sauner Rd	Hillsboro	OH	Personal
Ernie's Pizza	836	S High St	Hillsboro	OH	Personal
Enterprise Rent-A-Car	856	W Main St	Hillsboro	OH	Personal
NAPA Auto Parts	935	W Main St	Hillsboro	OH	Personal
Highland Auto	951	W Main St	Hillsboro	OH	Personal
VFW Hillsboro	1000	W Main St	Hillsboro	OH	Personal
Walgreens	1090	Northview Dr	Hillsboro	OH	Personal
Toco Bell	1235	N High St	Hillsboro	OH	Personal
Burger King	1255	N High St	Hillsboro	OH	Personal
O'Reilly Auto Parts	1430	N High St	Hillsboro	OH	Personal
Harbor Freight Tools	1448	N High St	Hillsboro	OH	Personal
Speedway	1459	N High St	Hillsboro	OH	Personal
McDonalds	1474	N High St	Hillsboro	OH	Personal
Merchants National Bank-Highland Plaza	1478	N High St	Hillsboro	OH	Personal
Highland County BMV	1575	N. High St Suite 500	Hillsboro	OH	Personal
Highland County Dept of Job & Family Services	1575	N High St	Hillsboro	OH	Personal
Pack's Peak Auto	2615	U.S. 50	Hillsboro	OH	Personal
Highland County Water Company	6696	US 50	Hillsboro	OH	Personal
Five Points Impement	6720	US-50	Hillsboro	OH	Personal
John Deere	6720	US 50	Hillsboro	OH	Personal
Blueberry Hill Motel	7420	N Beach Rd	Hillsboro	OH	Personal
Lerches Barn Yard	7851	US 73	Hillsboro	OH	Personal
Autotech	8541	St Rt 73	Hillsboro	OH	Personal
Marathon Gas Station - Marshal	11070	Ohio 506	Hillsboro	OH	Personal
Amvets Post 61 - Rocky Fork Lake	11541	N Shore Dr	Hillsboro	OH	Personal
Lynchburg Library	102	Main St	Lynchburg	OH	Personal
Community Markets	1013	Jefferson St	Greenfield	OH	Pharmacy
Daily Grind	122	S High St	Hillsboro	OH	Pharmacy
Rite Aid	421	N High St	Hillsboro	OH	Pharmacy
#1 China Buffet	1092	N High St	Hillsboro	OH	Pharmacy
CVS Pharmacy	1400	N High St	Hillsboro	OH	Pharmacy
Hillsboro Baptist Church	8080	Ohio 124	Hillsboro	OH	Pharmacy
Rite Aid	109	Jefferson St	Greenfield	OH	Shopping
Dollar General	1401	Jefferson St	Greenfield	OH	Shopping
Amish Market-138	10120	St Rt 138	Greenfield	OH	Shopping
Merchants National Bank	100	N High St	Hillsboro	OH	Shopping
Press Gazette	108	Trimble Pl	Hillsboro	OH	Shopping
Homeless Shelter	145	Homestead Ave	Hillsboro	OH	Shopping
Post Office	224	N High St	Hillsboro	OH	Shopping
UDF	233	N High St	Hillsboro	OH	Shopping
Community Markets	245	E Main St	Hillsboro	OH	Shopping
Community Markets	245	W Main St	Hillsboro	OH	Shopping
Dollar General	397	US 62	Hillsboro	OH	Shopping



Destination	Street Number	Street	City	State	Type
Kibler Lumber	400	Harry Sauner Rd	Hillsboro	OH	Shopping
Ventura's Feed & Country Store	402	N West St	Hillsboro	OH	Shopping
Master Feedmill	410	N West St	Hillsboro	OH	Shopping
AT&T Store	529	N High St	Hillsboro	OH	Shopping
Walmart	540	Harry Sauner Rd	Hillsboro	OH	Shopping
Kroger	575	Harry Sauner Rd	Hillsboro	OH	Shopping
Cricket Wireless	599	Harry Sauner Rd Suite A	Hillsboro	OH	Shopping
Bob Evans Restaurant	609	Harry Sauner Rd	Hillsboro	OH	Shopping
Great Clips	708	Harry Sauner Rd	Hillsboro	OH	Shopping
GameStop	720	Harry Sauner Rd	Hillsboro	OH	Shopping
Gilliland Ins	727	S High St	Hillsboro	OH	Shopping
Clearvue Customs	732	N High St	Hillsboro	OH	Shopping
Cedar Hill Motel	838	W Main St	Hillsboro	OH	Shopping
Town and Country	838	S High St	Hillsboro	OH	Shopping
Marathon Gas	959	W Main St	Hillsboro	OH	Shopping
United Producers Inc	976	W Main St	Hillsboro	OH	Shopping
Dollar Tree	1088	N High St	Hillsboro	OH	Shopping
Peebles Dept Store - Highland Plaza	1100	N High St	Hillsboro	OH	Shopping
Giovanni's Pizza	1200	N High St	Hillsboro	OH	Shopping
Cheap Tobacco	1240	N High St	Hillsboro	OH	Shopping
Rent To Own	1270	N High St	Hillsboro	OH	Shopping
Dollar General Store	1410	N High St	Hillsboro	OH	Shopping
TSC	1457	N High St	Hillsboro	OH	Shopping
Family Farm and Home	1472	N High St	Hillsboro	OH	Shopping
Save A Lot	1472	N High St	Hillsboro	OH	Shopping
Warren Furniture	1583	N High St	Hillsboro	OH	Shopping
Ohio Valley Truss	6000	U.S. 50	Hillsboro	OH	Shopping
Dance Steel	6079	U.S. 50	Hillsboro	OH	Shopping
Hedges	8014	US 124	Hillsboro	OH	Shopping
Dollar General	11111	North Shore Dr	Hillsboro	OH	Shopping
Dollar General	181	E Main St	Leesburg	OH	Shopping
Mowrystown church of Christ	28	W Main St	Morrystown	OH	Social Services
Adena Rehab	599	Harry Sauner Rd	Hillsboro	OH	Therapy
Center For Rehab & Sports Med	1108	Northview Dr	Hillsboro	OH	Therapy

Certain specialized services are located in surrounding counties. Examples of these include, but are not limited to, treatment and rehabilitation centers and other healthcare specialists.



## Appendix E: Eligible Projects

### Eligible 5310 Activities

#### Sources:

- ▶ <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-people-disabilities-fact-sheet-section-5310>
- ▶ <https://www.dot.ny.gov/divisions/policy-and-strategy/public-transportation/specialized-transportation/5310>

A minimum of 55 percent of the available funding awards will go to traditional Section 5310 capital projects. Traditional Section 5310 projects are those public transportation capital projects planned, designed, and carried out (by eligible subrecipients) to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining funds may support public transportation projects that exceed the requirements of the ADA.

Although vehicle requests are the priority for traditional funding out of the Section 5310 program, MAP-21 allows consideration for other eligible capital projects. Capital projects may include communications equipment; dispatch/scheduling software and hardware; and other related equipment to support an agency's needs.

#### Primary/Traditional Projects (at least 55 percent of program funds)

- Acquisition or replacement of vehicles
  - Installation of wheelchair lifts
  - Installation of ramps
  - Securement Devices
- Transit-related information technology systems (hardware and software)
  - Scheduling, routing, one-call systems
- Mobility management programs
- Acquisition of transportation services under a contract, lease, or other arrangement
  - Capital and operating costs associated with contracted service are eligible capital expenses
  - User-side subsidies are considered one form of eligible arrangement
  - Funds may be requested for contracted services covering more than one year

#### Secondary (no more than 45 percent of program funds)

- Travel training
- Volunteer driver programs
- Building an accessible path to a bus stop including:
  - Curb cuts
  - Sidewalks
  - Accessible pedestrian signals/accessibility features
  - Improved signage or wayfinding technology
- Incremental cost of providing same day service or door-to-door service
  - NOTE: most providers CANNOT cross a threshold into a residence
- Purchasing vehicles to support new accessible taxi/ridesharing/vanpooling programs
- Mobility Management

Federal share is 80 percent for capital projects and 50 percent for operating assistance.

## Appendix F: Public Involvement Materials

### Summary of Contents

#### HTC+ Meeting Materials

- ▶ Meeting 1 Materials
- ▶ Meeting 2 Materials
- ▶ Meeting 3 Materials
- ▶ Meeting 4 Materials

#### Presentation to Commissioners

#### Public Forum Meeting Materials

- ▶ Meeting 1 Materials
- ▶ Meeting 2 Materials

#### Surveys

- ▶ Transportation Provider Survey
- ▶ Community Needs Survey

#### Other

- ▶ Press Releases

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## **Stakeholder Meeting #1**

Thursday, May 13, 2021 | 3:30 PM

Location: Zoom

### **1. Welcome**

### **2. Coordinated Transit Plan Update Process and Your Role**

### **3. Action Items**

- a. Transportation Provider Inventory
  - i. Transportation Provider Survey
- b. Help identify needs and gaps in transportation services
  - i. Trip Generator Survey
  - ii. Needs & Gaps Brainstorm
- c. Promote public outreach opportunities
  - i. Survey
  - ii. Public Forum

### **4. Future Meeting Dates**

### **5. Other Items**



Highland County Coordinated Public Transit – Human Services Transportation Plan 2

## Introductions

- Project Team
  - Ohio Valley Regional Development Commission
  - Highland County
  - FRS Transportation
  - Gannett Fleming
  - Burton Planning Services
- Countywide Coordinating Committee (You!)

Highland County Coordinated Public Transit – Human Services Transportation Plan 3

## Agenda

- Zoom Housekeeping
  - Use the chat feature
  - Unmute & ask questions
  - Project Website: <https://burtonplanning.com/highlandtransitplan/>
- Planning Process & Update
- Your Role
- Action Items
- Future Meetings
- Other Items

Highland County Coordinated Public Transit – Human Services Transportation Plan 4

## What is a Coordinated Transit Plan?

- Coordinated Public Transit – Human Services Transportation Plan
  - AKA “coordinated plan”
- Purpose:
  - Identify community resources for transportation and mobility.
  - Understand the gaps & unmet needs within those resources.
  - Determine the approach to addressing those gaps and unmet needs.
- Participation = FTA Section 5310 eligibility

Highland County Coordinated Public Transit – Human Services Transportation Plan 5

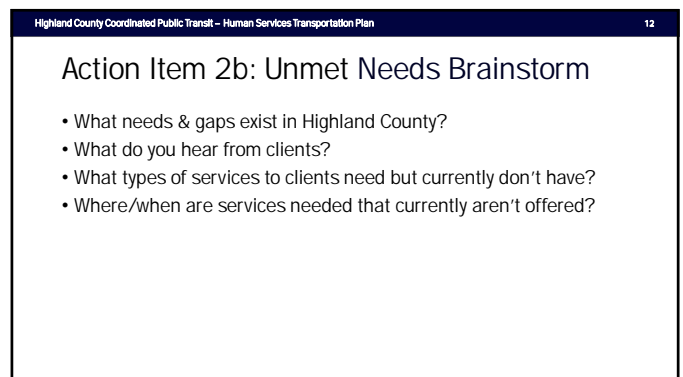
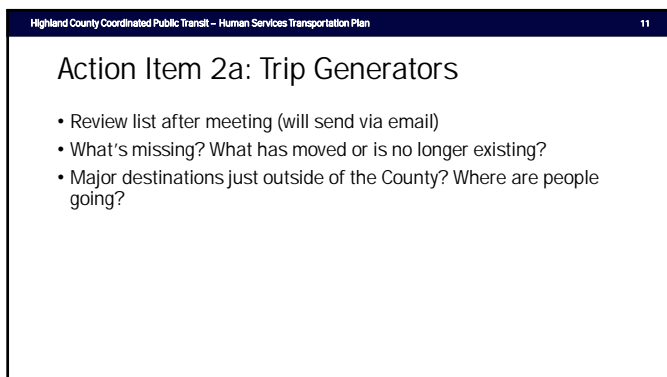
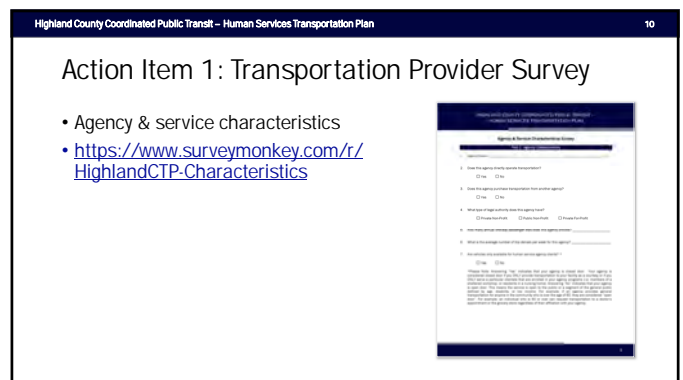
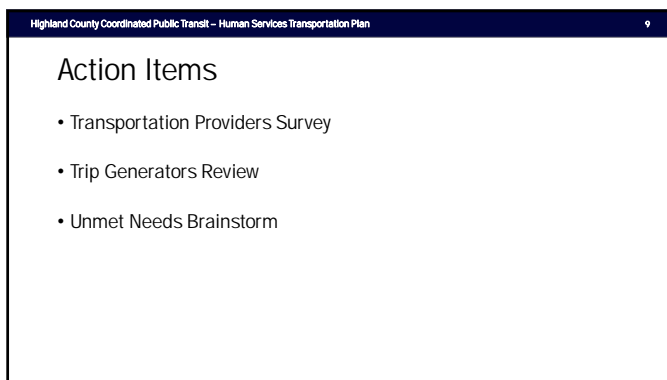
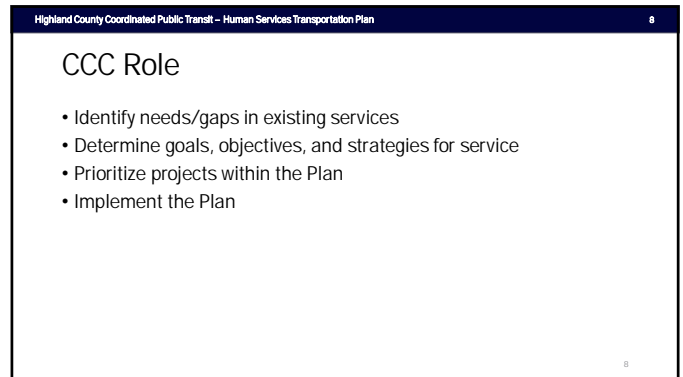
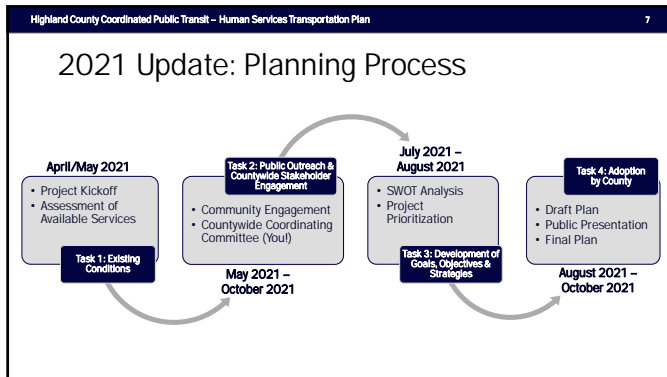
## FTA Section 5310 Eligible Activities

Traditional Project Examples	Nontraditional Project Examples
<ul style="list-style-type: none"> <li>• Buses and vans</li> <li>• Wheelchair lifts, ramps, and securement devices</li> <li>• Transit-related information technology systems, including scheduling/routing/one-call systems</li> <li>• Mobility management programs</li> <li>• Acquisition of transportation services under a contract, lease, or other arrangement</li> </ul>	<ul style="list-style-type: none"> <li>• Travel training</li> <li>• Volunteer driver programs</li> <li>• Building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features</li> <li>• Improving signage or way-finding technology</li> <li>• Incremental cost of providing same day service or door-to-door service</li> <li>• Purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs</li> <li>• Mobility management programs</li> </ul>

Highland County Coordinated Public Transit – Human Services Transportation Plan 6

## Overview of Highland County's Coordinated Plan

- First developed in 2008, updates in 2013, 2015, 2017 & 2018
- Made County eligible for FTA 5310 funding under new federal legislative requirements (MAP-21)
- Discovered & documented unmet needs
- Developed Goals & Strategies to enhance countywide coordination



Highland County Coordinated Public Transit – Human Services Transportation Plan 13

### Action Item 2b: Review Previous Unmet Needs

1. Need an unrestricted publicly available county wide transportation system in Highland County.
  - a. Survey results show that the general public wants longer hours of service and weekend service & a regular fixed route with bus stops.
2. Increase hours of service during the week and provide weekend transportation services plus provide same day scheduling of trips.
3. More fully meet the transportation needs of our disabled and elderly population 65 and older.
4. Increase transportation options for low income workers, college students & the non-Medicaid population.

Highland County Coordinated Public Transit – Human Services Transportation Plan 14

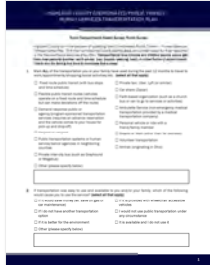
### Action Item 2b: Previous Unmet Needs

5. Provide and expand services for people who are Medicaid eligible.
6. Increase public awareness of current transportation services.
7. Improve public knowledge of pricing and costs associated with providing transportation services through the Mobility Managers efforts provided by 5310 funding.
8. Mobility Manager will participate in "Emergency Preparedness for Highland County in the event of a local, county or national disaster as directed by the EMA Director.

Highland County Coordinated Public Transit – Human Services Transportation Plan 15

### Action Item 3: Promote Public Opportunities

- Upcoming: Public Survey
  - Print version
  - SurveyMonkey
  - Share: social media, email, etc.
- Public Forums
  - Date & Time TBD – June & September 2021
  - Also virtual



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### Future CCC Meeting Dates

- Meeting #2: Thursday, July 15, 2021 at 3:30 PM
  - Summary Report
  - Develop Goals, Objectives, and Strategies
- Meeting #3: Thursday, August 19, 2021 at 3:30 PM
  - Prioritize Projects
- Meeting #4: Thursday, September 23, 2021 at 3:30 PM
  - Feedback on Draft Plan

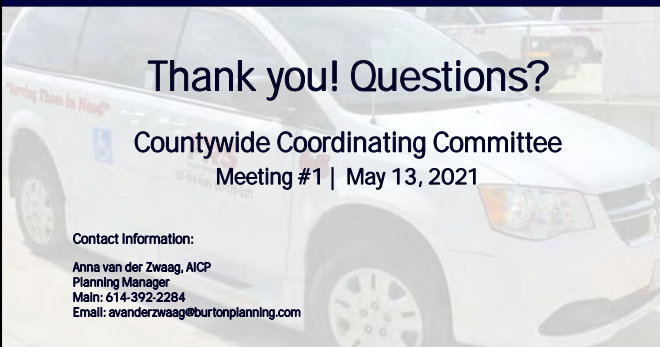
Highland County Coordinated Public Transit – Human Services Transportation Plan 17

## Thank you! Questions?

### Countywide Coordinating Committee Meeting #1 | May 13, 2021

Contact Information:

Anna van der Zwaag, AICP  
 Planning Manager  
 Main: 614-392-2284  
 Email: avanderzwaag@burtonplanning.com



# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## HARTS Transportation Committee & Countywide Coordinating Committee Meeting #1 – May 13, 2021

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Name	Affiliation
Joe Adray	Highland County Mobility Manager
Damon Lucas	FRS Transportation
Roger Cheesbro	FRS Transportation
Christi Hauke	Highland Co. Community Action Organization
Tonya Sturgill	Highland Co. Probation Department
Ron Bryant	Seal-Tite
Greg Hawkins	Highland Co. Homeless Shelter
Nicole Roades	Southern State Community College
Rhonda Fannin	Ohio Means Jobs
Stephanie Gilbert	OVRDC
Lia Yakumithis	Gannett Fleming
Anna van der Zwaag	Burton Planning Services

### Coordinated Transit Plan Update Process & Your Role

- This group will help identify gaps and what needs there are so that there's leverage for more funding and improvements.
- The group will also help decide on recommendations and implementation.
- Counties have to update their community plan every 4 years with ODOT, so this plan will influence progress going forward.
- Types of projects that are 5310 eligible activities are on Slide 5 of presentation.
- FRS has been doing this for about 20 years. As ODOT has expanded the mobility management position and responsibilities, they put out their first required plan in 2006/2007 and have updated it every 4 years since. They've gotten funding for the mobility manager position, vehicles, a 5311 rural transit program, etc. Starting last year (March 2020), they started demand-response transportation to anyone in the county. This was ended after 3 weeks of operation due to COVID, but was reinstated and very busy during COVID.
- FRS is hoping to gain insights on where demand is, especially between counties. The demand-response program is growing quickly.



# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## Action Items

### 1. *Transportation Provider Survey*

- a. <https://www.surveymonkey.com/r/HighlandCTP-Characteristics>
- b. There is an online version (link above and on the [plan website](#)) as well as a paper version.
- c. Anyone in the county who provides transportation services should fill out this survey.

### 2. *Trip Generators*

- a. This will be sent out so that this group can see if anything is missing.
- b. This will give us a good idea of where people are going to/from and where popular destinations are.
- c. A public survey will be pushed as well.

### 3. *Unmet Needs Brainstorm*

- a. There was a drop-off at the “high-tech” center that was very successful. Signage and route maps are good, but more word-of-mouth will be a helpful means of spreading information about the program. Proof of this is that the Amish population are avid users of the system.
- b. There’s not a mobile app yet. FRS is working with a company that handles the dispatching schedule to develop an app. There’s not a huge app need yet based on perceived interest and aging demographics.

### 4. *Previous Needs List – Have these needs been addressed?*

- a. Need an unrestricted publicly available county wide transportation system in Highland County
  - i. This goal of having countywide transportation system with rural transit has been met. Longer hours and more days are still a need. Scheduled appointments run from 4AM – 11PM. 4AM – 1PM on Saturday and no Sunday hours. There isn’t a huge demand for more Saturday service yet. Deviated fixed routes will be starting back up in early June 2021 as a counter-rotating route in Hillsboro and a single route in  .
  - ii. **Question:** How are hours determined?
    1. Service areas were determined by a study was conducted in 2017, HARTS meetings helped determine areas of interest, hours are based on necessity and through discussions with businesses. Historically, manufacturers and higher education institutions have experienced limited engagement with FRS, so Joe is glad they’re involved in this process.
    2. Seal-Tite second shift gets off at 12:30AM+, so an expansion of hours could be beneficial.

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

- iii. **Question:** Is FRS strictly for Highland County? Adult opportunity center could benefit from improved transit. Students have been biking to class on not-bike-friendly routes.
    - 1. No, this is a regional service including Adams County, New Vienna, Hillsboro, etc.
  - b. Increase hours of service during the week and provide weekend transportation
    - i. Covered by previous section's discussion
  - c. More fully meet the transportation needs of our disabled and elderly population 65 and older
    - i. 25 vehicles in Highland County, 19 are handicap accessible, so this need has been met.
    - ii. The biggest hurdle is to notify these individuals that these services are available.
      - 1. Suggestion to advertise this during township meetings.
  - iii. In Ross County, the big problem is that the vehicles are accessible, but these individual's homes are not accessible. Similar issues occur in Highland County.
  - d. Increase transportation options for low-income workers, college students, and the non-Medicaid population
  - e. Provide and expand services for people who are Medicaid eligible
  - f. Increase public awareness of current transportation services
  - g. Improve public knowledge of pricing and costs associated with providing transportation services through the Mobility Managers efforts provided by 5310 funding
  - h. Mobility Manger will participate in the Emergency Preparedness for Highland County in the event of a local, county or national disaster as directed by the EMA Director
    - i. This has been in place for a couple of years.
5. *Promote public outreach opportunities*
- a. Township meetings, not just Hillsboro and bigger town/cities meetings.
  - b. The public/community survey will be available within the next week.
    - i. Instructions/suggestions on how to distribute it may be useful.

## Future Meeting Dates

- Meeting invites for the next 3 meetings will be sent out via Stephanie Gilbert soon
- Meeting times going forward tentatively work for the group. Meetings will be recorded for those that cannot attend.

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## **Stakeholder Meeting #2**

Thursday, July 15, 2021 | 3:30 PM

Location: Zoom

### **1. Welcome**

### **2. Plan Update**

### **3. Items From Meeting 1**

- a. Transportation Provider Survey

### **4. Public Involvement**

- a. Public Forum
- b. Public Survey

### **5. Action Items**

- a. SWOT Analysis
- b. Goal Identification

### **6. Next Steps**



1

**Introductions**

- Project Team
  - Ohio Valley Regional Development Commission
  - Highland County
  - FRS Transportation
  - Gannett Fleming
  - Burton Planning Services
- Countywide Coordinating Committee (You!)

2

**Agenda**

- Zoom Housekeeping
  - Use the chat feature
  - Unmute & ask questions
  - Project Website: <https://burtonplanning.com/highlandtransitplan/>
- Plan Update
- Items from Meeting 1
- Public Involvement Updates
- Action Items
- Next Steps

3

**What is a Coordinated Transit Plan?**

- Coordinated Public Transit – Human Services Transportation Plan
  - AKA “coordinated plan”
- Purpose:
  - Identify community resources for transportation and mobility.
  - Understand the gaps & unmet needs within those resources.
  - Determine the approach to addressing those gaps and unmet needs.
- Participation = FTA Section 5310 eligibility

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**FTA Section 5310 Eligible Activities**

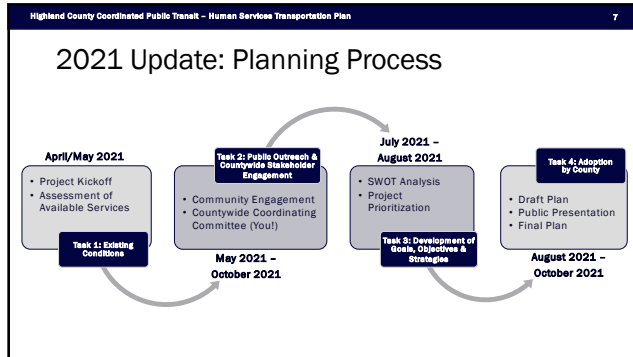
Traditional Project Examples	Nontraditional Project Examples
<ul style="list-style-type: none"> <li>• Buses and vans</li> <li>• Wheelchair lifts, ramps, and securement devices</li> <li>• Transit-related information technology systems, including scheduling/routing/one-call systems</li> <li>• Mobility management programs</li> <li>• Acquisition of transportation services under a contract, lease, or other arrangement</li> </ul>	<ul style="list-style-type: none"> <li>• Travel training</li> <li>• Volunteer driver programs</li> <li>• Building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features</li> <li>• Improving signage or way-finding technology</li> <li>• Incremental cost of providing same day service or door-to-door service</li> <li>• Purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs</li> <li>• Mobility management programs</li> </ul>

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**Overview of Highland County's Coordinated Plan**

- First developed in 2008, updates in 2013, 2015, 2017 & 2018
- Made County eligible for FTA 5310 funding under new federal legislative requirements (MAP-21)
- Discovered & documented unmet needs
- Developed Goals & Strategies to enhance countywide coordination

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### Items From Meeting 1

- Transportation Providers Survey

Organization	Transportation Provider Survey Status
FRS Transportation	Received
Highland County Community Action Organization, Inc.	Received
Highland County Veterans Service Association	Received
Highland County Homeless Shelter	Received
Highland County Board of Developmental Disabilities	
Highland County Department of Job & Family Services	
Chris Hopkins Transportation	
Everyday Home Care	
Buckeye Ambulance Service	
Hillaboro Transport	

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### Public Involvement Update: Public Forum

- Held June 17, 2021 at 12 PM
- What is working well?
  - Flexibility in scheduling
  - Easy scheduling
  - Timely drop offs & pick ups
- What is not working well?
  - Weekend availability
  - Out of county transportation

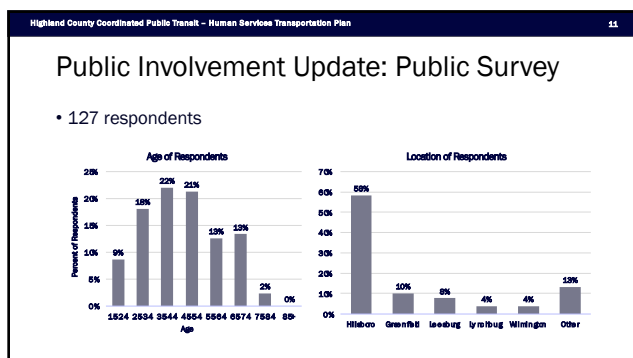
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Highland County Coordinated Public Transit – Human Services Transportation Plan 10

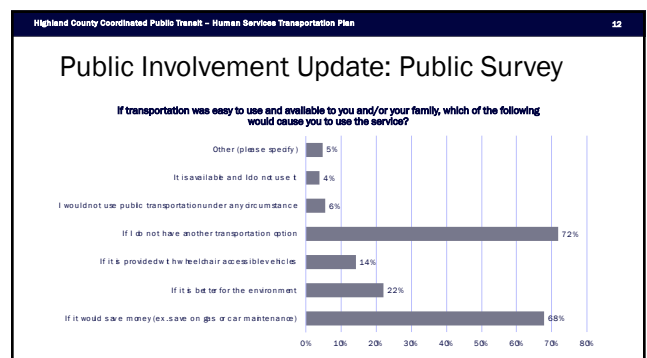
### Public Involvement Update: Public Forum

- What does the community need?
  - Investigate employers purchasing passes directly from FRS
  - Create subcommittee on communication and information distribution
  - Going to Wilmington/Washington Courthouse
  - Distribution of information about available services
  - Better communication
  - Weekend services

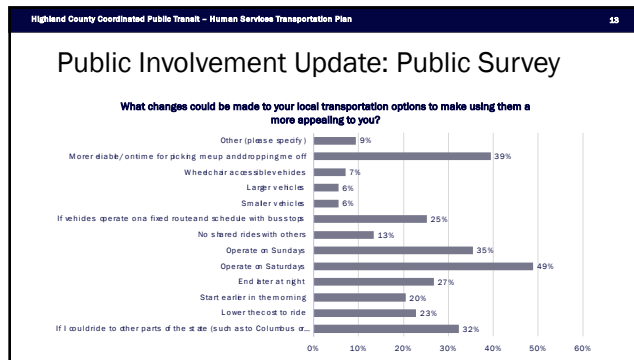
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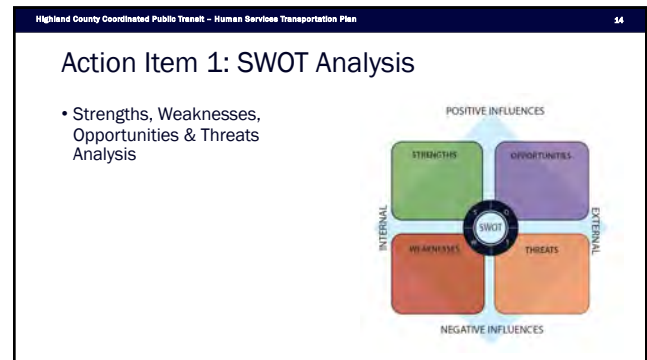
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Highland County Coordinated Public Transit – Human Services Transportation Plan 15

### Strengths

- What do you do well in providing transportation & mobility services?

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Highland County Coordinated Public Transit – Human Services Transportation Plan 16

### Weaknesses

- Where do you need to improve in providing transportation & mobility services?
- Where is there room for growth?

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Highland County Coordinated Public Transit – Human Services Transportation Plan 17

### Opportunities

- What does the community need?
- What skills, knowledge, and tools does your organization have to extend to the community?

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Highland County Coordinated Public Transit – Human Services Transportation Plan 18

### Threats

- What obstacles does the community/your organization face in providing these services? What are the challenges to coordinated transportation?

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## Goals & Strategies

- What goals do you have for providing transportation services to older populations, people with disabilities/low income, and the general population?
- What goals from the previous plan are still relevant?
- What projects would you like to see implemented at your organization?

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## Previous Goals

1. Highland County needs an unrestricted publicly available countywide transportation system; therefore, we will need to apply to become a 5311 Rural Public Transit System. Note: We will continue to maintain all 5310 programs while working towards 5311 Program approval.
2. Increase service hours through the week and provide weekend service and provide same day scheduling of trips utilizing any funding available through 5310 grants for vehicles, operations, capitalized maintenance and any other funds that are offered.

p. 96-100 of 2018 Plan

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## Previous Goals

3. More fully meet the transportation needs of our disabled population and our elderly population 65 and older through coordinated efforts of transportation providers and the Mobility Manager provided through 5310 funding.
4. Increase transportation options for low-income workers, college students and people who are non-Medicaid eligible.
5. Provide and expand services for people who are Medicaid eligible.

p. 100-107 of 2018 Plan

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## Previous Goals

6. Continue to increase public awareness of current available transportation services by utilizing 5310 mobility management grant funding and developing community resources and awareness.
7. Improve public knowledge of pricing and associated costs of providing transportation services.
8. Participate in "Emergency Preparedness for Highland County" in the event of a local, county or national disaster.

p. 107-111 of 2018 Plan

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## Projects

- What projects do you want included in this plan as part of each of these goals?
- Please submit your project/activities here for inclusion in the Plan:
  - SurveyMonkey: <https://www.surveymonkey.com/r/HighlandCTP-Projects>
  - Or email ideas to Highland County Mobility Manager, Joe Adray at [jadray@familyrecoveryservices.org](mailto:jadray@familyrecoveryservices.org)

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## Future CCC Meeting Dates

- Meeting #3: Thursday, August 19, 2021 at 3:30 PM
  - Prioritize Projects
- Meeting #4: Thursday, September 23, 2021 at 3:30 PM
  - Feedback on Draft Plan

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## Thank you! Questions?

**HARTS Transportation Committee/  
Countywide Coordinating Committee**

**Meeting #2 | July 15, 2021**

**Contact Information:**

Anna van der Zwag, AICP  
Planning Manager  
Main: 614-392-2284  
Email: [avanderzwag@burtonplanning.com](mailto:avanderzwag@burtonplanning.com)

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## Stakeholder Meeting #2

Thursday, July 15, 2021 | 3:30 PM

Location: Zoom

Name	Affiliation
Jamie Wheeler	Highland County Chamber
Jared Warner	Highland County Health Department
Jeff Duncan	Highland County
Joe Adray	HARTS/Highland County
Lia Yakumithis	Gannett Fleming
Nicole Roades	SSCC Dean
Patrick Crone	MMABCAP
Rhonda Fannin	Highland County Ohio Means Jobs
Tonya Sturgill	Highland County Probation
Traci Harris	MM Ross County
Anna Van der Zwaag	Burton Planning Services
Stephanie Gilbert	OVRDC
Roger Cheesbro	Family Recovery Services

### 1. Welcome

### 2. Plan Update

### 3. Items From Meeting 1

- a. Transportation Provider Survey – no new updates at this point

### 4. Public Involvement

- a. What is working well?
  - i. Flexibility in scheduling
  - ii. Easy scheduling
  - iii. Timely drop offs & pick ups
- b. What is not working well?
  - i. Weekend availability
  - ii. Out of county transportation
- c. What does the community need?
  - i. Investigate employers purchasing passes directly from FRS
  - ii. Create subcommittee on communication and information distribution
  - iii. Going to Wilmington/Washington Courthouse

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

- iv. Distribution of information about available services
- v. Better communication
- vi. Weekend services

## 5. SWOT Analysis

### a. Strengths

- i. Few instances of not being able to get transit scheduled; almost always able to find transportation for all
  - 1. Sometimes veterans going out of county is challenging – Wilmington, Chillicothe, out of county
- ii. Accessibility
- iii. Helping residents get to Highland County from Ross County
- iv. More regional approach would be helpful
- v. FRS does not cancel trips; once it is booked

### b. Weaknesses

- i. Weekend coverage is lacking
- ii. A lot going to Wilmington
- iii. More regionalization is what we're looking for in the future
- iv. Sometimes same day out of county can be challenging
- v. Staffing – due to COVID
  - 1. Competitive wages
  - 2. Part time employment difficult to fill
  - 3. Connect between FRS & Rhonda – could help alleviate
- vi. Why are people not getting picked up? Occasional; could be people not being there when transit arrives, etc. Not sure where “blame” lies.

### c. Opportunities

- i. Joe available anytime M-F to help people locate transportation
- ii. Regular news ads in county papers; try to put on website and Facebook
- iii. Maps online
- iv. Notify employers in the area about available services

### d. Threats

- i. Staffing
- ii. Match dollars for grant money
- iii. Must continue mobility manager position in the county – emphasize in the plan
- iv. Impacts how people learn about transportation options

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## 6. Goal Identification

- a. Highland County needs an unrestricted publicly available countywide transportation system; therefore, we will need to apply to become a 5311 Rural Public Transit System. Note: We will continue to maintain all 5310 programs while working towards 5311 Program approval.
  - i. Approval has been granted in March 2020; awarded Aug 2019
- b. Increase service hours through the week and provide weekend service and provide same day scheduling of trips utilizing any funding available through 5310 & 5311 grants for vehicles, operations, capitalized maintenance and any other funds that are offered.
  - i. Include 5339? Vehicle maintenance/facility improvements
- c. More fully meet the transportation needs of our disabled population and our elderly population 65 and older through coordinated efforts of transportation providers and the Mobility Manager provided through 5310 funding. – still relevant, reference 14% from public survey
- d. Increase transportation options for low-income workers, college students and people who are non-Medicaid eligible. – still relevant
  - i. Southern State
- e. Continue to provide and expand services for people who are Medicaid eligible.
- f. Continue to increase public awareness of current available transportation services by utilizing 5310 and 5311 mobility management grant funding and developing community resources and awareness.
- g. Improve public knowledge of pricing and associated costs of providing transportation services. – Still relevant
- h. Participate in “Emergency Preparedness for Highland County” in the event of a local, county or national disaster. – Still relevant
- i. Additional Goals to include:
  - i. Continuing to provide input on routes (incorporate into #7)
    - 1. Still get questions/curious
  - ii. Explore expanding regional transportation

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## **Stakeholder Meeting #3**

Thursday, August 19, 2021 | 3:30 PM

Location: Zoom

### **1. Welcome**

### **2. Plan Update**

### **3. Items from Meeting 2**

- a. Transportation service providers' responses received

### **4. Public Involvement**

### **5. Action Items**

- a. Goals review and additional strategy/project identification
- b. Schedule Public Forum #2

### **6. Next Steps**

A white van is shown in the background, partially obscured by the text. The van has a blue wheelchair icon and the text "Serving Those in Need" in red script on its side. Below that, the word "HARTS" is visible in large red letters, followed by "HUMAN SERVICES TRANSPORTATION" in smaller black text. At the bottom of the side panel, the phone numbers "937-393-0585" and "937-779-3212" are listed. The van is parked on a light-colored surface, and a chain-link fence is visible in the background.

# **HARTS Transportation Committee/ Countywide Coordinating Committee**

**Meeting #3 | August 19, 2021**

# Introductions

- Project Team
  - Ohio Valley Regional Development Commission
  - Highland County
  - FRS Transportation
  - Gannett Fleming
  - Burton Planning Services
- HARTS Transportation Committee (HTC)/  
Countywide Coordinating Committee (You!)

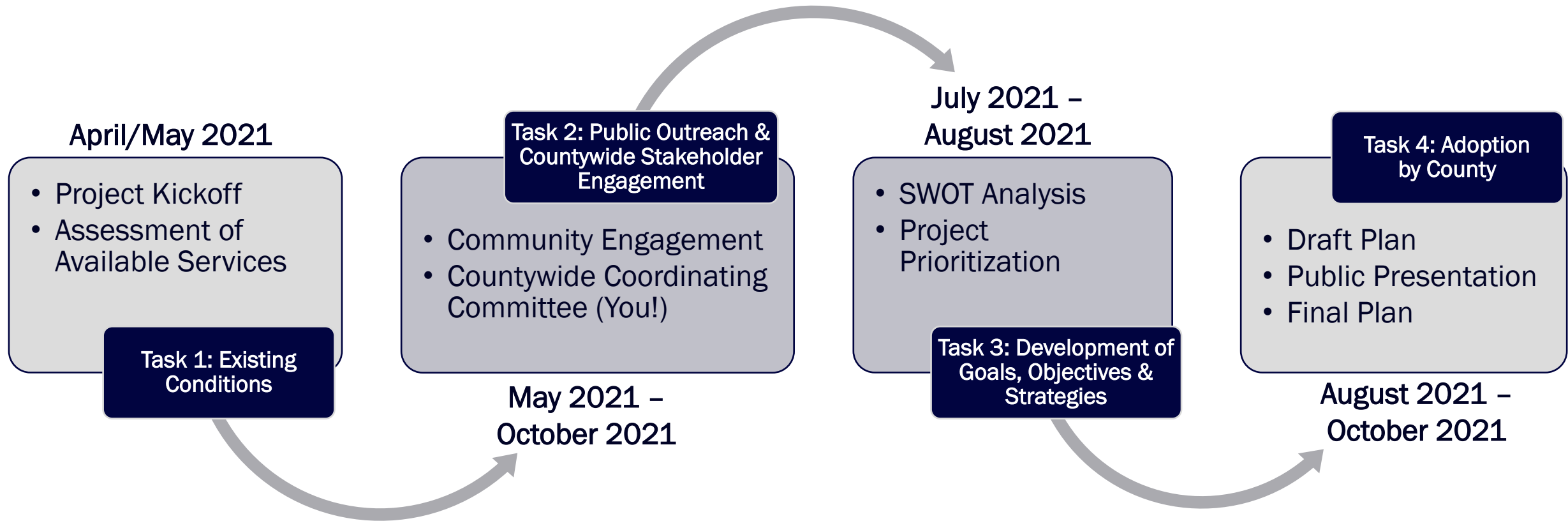




# Agenda

- Zoom Housekeeping
  - Use the chat feature
  - Unmute & ask questions
  - Project Website: <https://burtonplanning.com/highlandtransitplan/>
- Plan Update
- Items from Meeting 2
- Public Involvement Updates
- Action Items
- Next Steps

# 2021 Update: Planning Process



# Items From Meeting 2

- Transportation Providers' Detailed Fleet Information

Organization	Detailed Fleet Information
FRS Transportation	Received
Highland County Community Action Organization, Inc.	Received
Highland County Veterans Service Commission	Received
Highland County Homeless Shelter	
Highland County Board of Developmental Disabilities	
Highland County Department of Job & Family Services	Received
Chris Hopkins Transportation	
Everyday Home Care	
Buckeye Ambulance Service	
Hillsboro Transport	

# Public Involvement Update

*No public involvement updates this period.*

# Action Item 1: Goals review and additional strategy/project identification

# Goals

1. **Goal:** Strengthen coordinated transportation provider agencies through capacity-building and funding.
2. **Goal:** Expand service hours for more comprehensive access to employment and essential services.
3. **Goal:** More fully meet the transportation needs of our disabled population and our elderly population (65 and older) through coordinated efforts of transportation providers and the Mobility Manager.
4. **Goal:** Expand transportation options for low-income workers, college students and people who are non-Medicaid eligible.
5. **Goal:** Expand regional transportation options for access to employment and essential services outside of Highland County.
6. **Goal:** Continue to increase public awareness of currently available transportation services.
7. **Goal:** Participate in “Emergency Preparedness for Highland County” in the event of a local, county, or national disaster.

# Strategies/Projects

1. **Goal:** Strengthen coordinated transportation provider agencies through capacity-building and funding.
  - 1.1 **Objective:** Maintain the Mobility Manager position.
    - 1.1.1 **Strategy/Project:** Ensure that all providers and/or agencies provide the 20% match for this position.
  - 1.2 **Objective:** Assist with providing additional staffing at transportation agencies.
    - 1.2.1 **Strategy/Project:** Secure funding to add more administrative support staff positions.
    - 1.2.2 **Strategy/Project:** Secure funding to add more driver positions.
    - 1.2.3 **Strategy/Project:** Incentivize driver positions by securing funding to offer competitive pay.
  - 1.3 **Objective:** Seek a variety of funding sources.
    - 1.3.1 **Strategy/Project:** Secure FTA 5310/5311 funding to maintain/expand targeted services for seniors and persons with disabilities by assisting all transportation providers who qualify with ODOT vehicles.
    - 1.3.2 **Strategy/Project:** Secure FTA 5339 funding to maintain full fleet in a state of good repair, maximizing capacity.
    - 1.3.3 **Strategy/Project:** Secure OPT2 (State) funding to augment federal grant awards for public transit services.



# Strategies/Projects

**2. Goal:** Expand service hours for more comprehensive access to employment and essential services.

**2.1 Objective:** Provide more on-demand coordinated transportation options on weeknights, weekends, and holidays.

**2.1.1 Strategy/Project:** Secure funding to add more dispatch positions.

**2.1.2 Strategy/Project:** Secure funding to add more driver positions.

**2.1.3 Strategy/Project:** Create pilot program with expanded hours to determine feasibility and ridership.

# Strategies/Projects

**3. Goal:** More fully meet the transportation needs of our disabled population and our elderly population (65 and older) through coordinated efforts of transportation providers and the Mobility Manager.

**3.1 Objective:** Provide persons with disabilities and senior citizens with flexible, accessible, and affordable transportation services.

**3.1.1 Strategy/Project:** Enhance transportation providers' fleets with wheelchair accessible vehicles through the 5310 program if they qualify.

# Strategies/Projects

**4. Goal:** Expand transportation options for low-income workers, college students and people who are non-Medicaid eligible.

**4.1 Objective:** Coordinate with local employers, Chamber of Commerce (or equivalent), and economic development professionals to develop employer-sponsored transit passes and/or fare vouchers.

**4.1.1 Strategy/Project:** Work with OMJ to assist with referrals and NEMT funding to meet the 50% match.

**4.2 Objective:** Coordinate with agencies to find transportation options for low-income residents not qualifying for Medicaid.

**4.2.1 Strategy/Project:** *Must ensure the continued existence of rural public transit services in Highland County.*

# Strategies/Projects

**5. Goal:** Expand regional transportation options for access to employment and essential services outside of Highland County.

**5.1 Objective:** Coordinate with local employers, Chamber of Commerce (or equivalent), and economic development professionals in Highland County to provide transportation options.

**5.1.1 Strategy/Project:** Mobility Manager will assist by keeping lines of communication in tact with Mobility Managers in other counties.

**5.2 Objective:** Develop partnerships with specialty care facilities outside of Highland County to provide transportation options to their locations.

**5.2.1 Strategy/Project:**

# Strategies/Projects

## 6. Goal: Continue to increase public awareness of currently available transportation services.

**6.1 Objective:** Deploy more comprehensive communications efforts to public and employers regarding information on available services and scheduling.

**6.1.1 Strategy/Project:** Mobility Manager will ensure consistent advertising so that community agencies and county residents and employees remain informed of transportation options.

**6.2 Objective:** Deploy more comprehensive communications efforts to public and employers on benefits of coordinated transportation options (e.g., efficiency, affordability, sustainability).

**6.2.1 Strategy/Project:** Solicit providers to produce mileage rates.

**6.2.2 Strategy/Project:** Solicit providers to advertise their schedules and explanations of provider operations to the public.

**6.3 Objective:** Deploy communications efforts to the public and employers on pricing and associated costs of providing coordinated transportation services.

**6.3.1 Strategy/Project:** Use print and electronic mediums to provide residents with information on services.

**6.3.2 Strategy/Project:** Mobility Manager will assist with communication of programs to public and employers.

# Strategies/Projects

**7. Goal:** Participate in “Emergency Preparedness for Highland County” in the event of a local, county, or national disaster.

**7.1 Objective:** Enhance transit/transportation agency responsiveness in coordination with other agencies in the event of a catastrophic event.

**7.1.1 Strategy/Project:** Maintain agreements already in place with the local EMA Director.

# Action Item 2: Schedule Public Forum #2

## **Date Choices:**

September 27

September 28

September 29

## **Time Choices:**

12 PM

4 PM

## **Purpose:**

Comments and  
questions on Draft  
Plan



# Next Steps

- Project Prioritization
- Draft Plan
- Public Comment Period
- HTC+ Meeting #4
- Public Forum #2
- Finalize Plan
- Adoption

# Future CCC Meeting Dates

- Meeting #4: Thursday, September 23, 2021 at 3:30 PM
  - Feedback on Draft Plan

# Thank you! Questions?

## HARTS Transportation Committee/ Countywide Coordinating Committee

### Meeting #3 | August 19, 2021

#### Contact Information:

Amelia Mansfield, AICP  
Director of Planning and Communications  
Main: 614-392-2284  
Email: [amansfield@burtonplanning.com](mailto:amansfield@burtonplanning.com)

# HUMAN SERVICES TRANSPORTATION PLAN

## Stakeholder Meeting #3 Notes

Thursday, August 19, 2021 | 3:30 PM

Location: Zoom

### Attendance

<b>LY</b>	Lia Yakumithis (Me)		<b>CH</b>	Christi Hauke	
	STEPHANIE GILBERT (Host)		<b>DL</b>	Damon Lucas	
	Amelia Mansfield... (Co-host)		<b>JD</b>	Jeff Duncan	
<b>JA</b>	Joseph Adray		<b>P</b>	Patrick Crone	
<b>RS</b>	Richard Shockey		<b>RC</b>	Roger Cheesbro	
<b>AK</b>	Allison Katter		<b>TH</b>	Traci Harris	

1. Welcome
  - a. Project website has meeting materials:  
<https://burtonplanning.com/highlandtransitplan/>
2. Plan Update
  - a. We are in the July-August 2021 portion of the process
  - b. The project ends in October
3. Items from last meeting
  - a. Received information from 4 organizations
  - b. Nothing received from 6 other organizations
4. Public involvement
  - a. No updates since last meeting
5. Action Items
  - a. **Action Item 1:** Goals review and additional strategy/project identification
    - i. **Goal 1:** No comments
    - ii. **Goal 2:** No comments
    - iii. **Goal 3:** No comments
    - iv. **Goal 4:** This strategy, up until 2019 when rural transit services came to be, there was no affordable transit option.  
Community Action had money for seniors, but stayed pretty booked up. They do other transportation as well.  
Getting better transportation is at the heart of Highland County.  
Finding a measurable “get something done” project will be beneficial.
    - v. **Goal 5:** Build a database of specialty care facilities outside of Highland County and their contact information.
    - vi. **Goal 6:** Are there any plans to pursue getting an app for transit providers to help with communicating and scheduling? There aren’t plans for this now, but it comes up when OVRDC talks to the county, and they’ve brought it up to ODOT. Joe isn’t sure how to do this. Damon

says that apps are available, but at an immense cost (\$60,000 annually). Look into using ODOT funding for this.

- vii. **Goal 7:** It's already a matter of maintenance. As long as the current EMA director is in there, they'd just be instituting a new agreement.

b. **Action Item 2:** Schedule Public Forum #2

- i. Facebook livestream got good attendance
- ii. The last noon meeting had better attendance. Give people a choice.
- iii. Stephanie to send an email early next week
- iv. **Date choices are as follows:**
  - September 27 (M)
  - September 28 (T)
  - September 29 (W)
- v. **Time Choices are as follows:**
  - 12PM
  - 4PM

6. Next Steps

- a. Comments by next Thursday for incorporation into the draft plan
  - i. Organization of draft that will be sent out later this month may be slightly different than what we're showing today
  - ii. Appendix with all public involvement information to be included
- b. Project prioritization will occur with the guidance of Joe, Damon, and Roger
- c. Second public forum will include a comment period
- d. Comments will be incorporated into plan
- e. Final steps are plan finalization and adoption
- f. Next meeting is September 23, 2021 at 3:30PM

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## **Stakeholder Meeting #4**

Thursday, September 23, 2021 | 3:30 PM

Location: Zoom

### **1. Welcome**

### **2. Draft Plan Review**

- a. Highlights
- b. Questions, comments, discussion

### **3. Public Involvement**

- a. Public Forum, September 29
- b. Draft Plan Public Comment Period – through October 21

### **4. Action Items**

- a. Consider motion to approve Draft Plan after public comments are reflected
- b. Provide any further comments on Draft Plan by October 21
- c. Promote the Public Forum
- d. Promote the Draft Plan Public Comment Period

### **5. Next Steps**

- a. Finalize and adopt – by end of October

A white van is shown in the background, partially obscured by the text. The van has a blue wheelchair icon and the text "Serving Those in Need" in red script on its side. Below that, "HARTS" is written in large red letters, followed by "TRANSPORTATION" in smaller black letters. At the bottom of the side panel, the phone numbers "937-393-0585" and "937-779-3212" are listed. The van is parked on a light-colored surface, and a chain-link fence is visible in the background.

# **HARTS Transportation Committee/ Countywide Coordinating Committee**

**Meeting #4 | September 23, 2021**



# Introductions

- Project Team
  - Ohio Valley Regional Development Commission
  - Highland County
  - FRS Transportation
  - Gannett Fleming
  - Burton Planning Services
- HARTS Transportation Committee (HTC)/  
Countywide Coordinating Committee (You!)

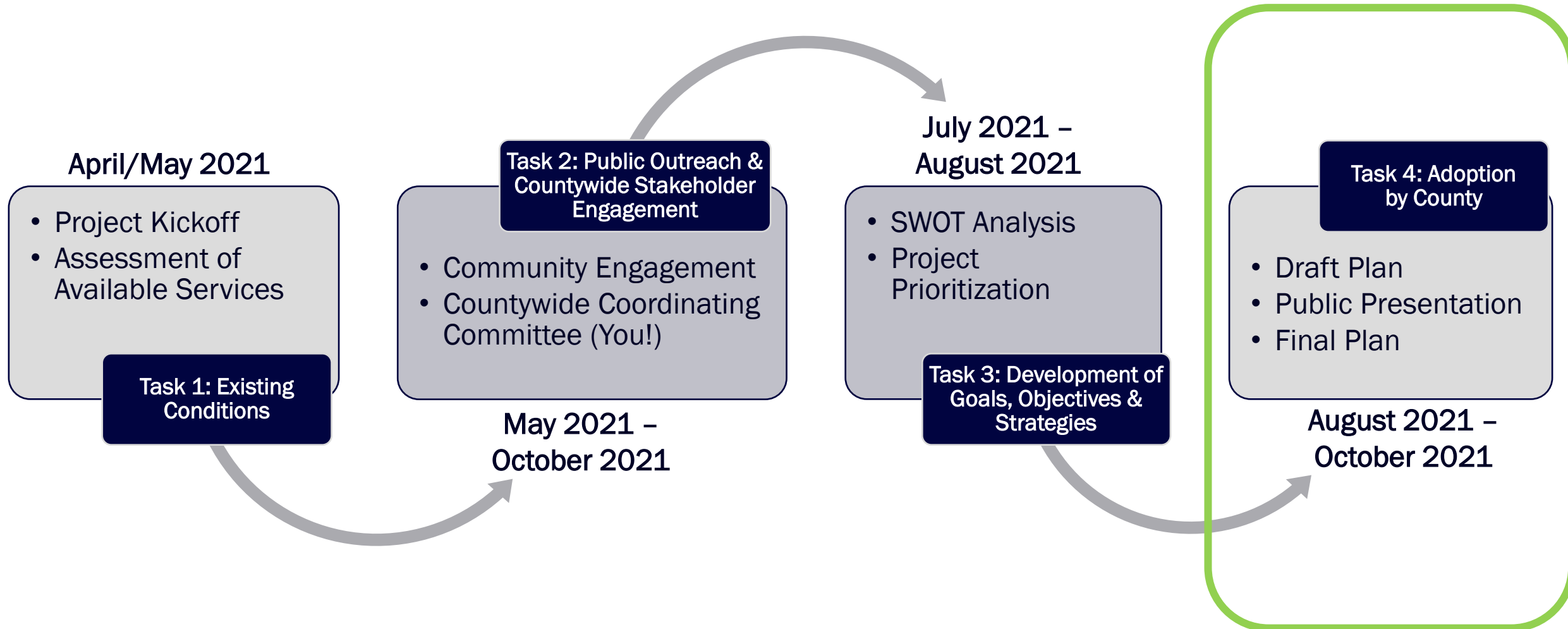




# Agenda

- Zoom Housekeeping
  - Use the chat feature
  - Unmute & ask questions
  - Project Website: <https://burtonplanning.com/highlandtransitplan/>
- Draft Plan Review
- Public Involvement
- Action Items
- Next Steps

# 2021 Update: Planning Process



# Draft Plan Review

- Existing Conditions = Geographic Area and Demographics
- Assessment of Available Services
- Assessment of Transportation Needs and Gaps
- Goals and Strategies
- Implementation
- Plan Adoption & Appendices



# Draft Plan Review

## Assessment of Available Services

- Inventory of Transportation Providers
- Existing Transportation Services
- Assessment of Community Support for Transit
- Safety
- Vehicles

Table 11: Transportation-Related Expenses and Revenues

Agency Name	Fare Structure*	Donations Accepted	Number of Full-Time & Part-Time Drivers	Number of Full-Time & Part-Time Schedulers/Dispatchers	Revenue Sources (most recent Fiscal Year)	Total Annual Transportation Expenses
FRS Transportation	\$1 in town; \$2 out of town up to 10 miles; \$3 more than 10 miles out of town	No	52	8	NET/Medicaid; ODOT 5311/5338 Grants, private contracts	\$2.5 million
Highland County Community Action Organization, Inc.	None	Yes	15	1	Older Americans Act Title III-B; Medicaid NET via contract with FRS Transportation; client donation; Community Services Block Grant	\$42,000
Highland County Veterans Service Commission	Free/No Charge	No	4	1	County millage	\$28,000 - \$32,000
South Central Ohio Transportation	N/A	Yes	28	2	FRST Contract	\$1.08 million
Highland County Department of Job & Family Services	Did not provide this information.					
Highland County Board of Developmental Disabilities	Did not provide this information.					
Best Choice Home Care	Did not provide this information.					
Buckeye Ambulance Service	Did not provide this information.					
Carpenters House of Prayer	Did not provide this information.					
Chris Hopkins Transportation	Did not provide this information.					
East Ambulance	Did not provide this information.					
Everyday Home Care	Did not provide this information.					

\*As many transportation providers use Medicaid rates for fares, Appendix G lists the current payment amounts for transportation by ambulance or wheelchair van. It reflects the policy set forth in Ohio Administrative Code rule 5169-15-28.

# Draft Plan Review

## Assessment of Transportation Needs and Gaps

- Local Demographic and Socio-Economic Data
- Analysis of Demographic Data
- Public Forums and Stakeholder HTC+ Meetings
- Surveys
- Challenges and Opportunities for Coordinated Transportation

### Common Themes:

- A large number of people who are employed outside their homes indicated an opportunity in growing transportation resources in the area.
- Coordinated transportation services could benefit from more drivers, now and as they expand service.
- Reduced transportation costs can be an incentive for more people to use coordinated transportation services.
- Challenge to promote coordinated transportation options as more desirable, efficient, and reliable as personal vehicles.
- Staff capacity within the providers' agencies could be improved.
- Access to reliable and on-demand coordinated transportation options on weeknights, weekends, and holidays is limited.
- Access to coordinated transportation options to destinations outside of Highland County could be improved.

# Draft Plan Review

## Goals and Strategies

- Developing Goals and Strategies to Address Gaps and Needs
- Project Prioritization – Top 8 Projects

---

*The Vision for the Highland County Coordinated Transit Plan*

*Ensure continued existence of rural public transportation in Highland County.*

---

### Top 8 Projects

1. Ensure that all providers and/or agencies provide the 20% match for the Mobility Manager position.
2. Keep lines of communication intact with Mobility Managers in other counties.
3. Maintain agreements already in place with the local EMA director.
4. Enhance transportation providers' fleets with wheelchair accessible vehicles.
5. Work with all employers to develop a plan for expanding transportation options.
6. Create a pilot program with expanded hours to determine feasibility and ridership for more weeknight, weekend, and holiday options.
7. Add more administrative support staff positions.
8. Add more driver positions.

# Draft Plan Review

## Implementation

Project 1: Ensure that all providers and/or agencies provide the 20% match for the Mobility Manager position

- ▶ Timeframe: Short-Term
- ▶ Lead Implementation Organization: FRS
- ▶ Supporting Organizations: HARTS Transportation Committee, ODOT Office of Transit
- ▶ Resources Needed: Agency staff time
- ▶ Potential Cost: \$10,000-\$20,000, dependent on direct and indirect costs and fringe benefits
- ▶ Funding Sources: FTA Section 5310 funds
- ▶ Performance Measures/Targets: 1. Maintain the Mobility Manager position.

Example for 1 of 8 prioritized projects



# Public Involvement

**September 29, 12 PM – 1 PM**

- Virtually via Zoom
- Telephone call-in option
- Recordings of the meeting will be available on the project website.
- To Join:  
<https://us02web.zoom.us/j/83780042987?pwd=L2xRb215TmIJSTBYTVVSa05yZXIYZz09>  
or by phone at +1 646 558 8656 | Meeting ID: 837 8004 2987

How Do We Grow  
Transportation Services  
in Highland County?

Be a Part of the  
Conversation! Review  
the Draft Plan!

Wed., September 29  
12 PM  
via Zoom  
(Virtual or Phone-In Options)

Learn More:  
[burtonplanning.com/](http://burtonplanning.com/)  
[highlandtransitplan](http://highlandtransitplan)

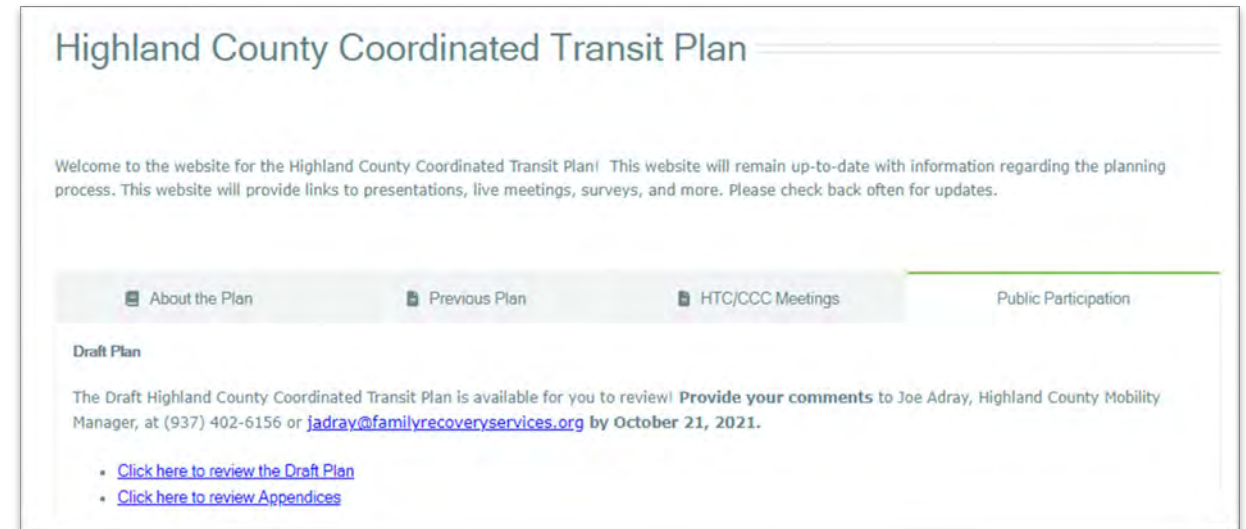
## Second Public Forum on Transportation in Highland County





# Public Involvement

- Draft Plan Public Comment Period:  
*through October 21*
- Send comments to Joe Adray  
Highland County Mobility Manager  
(937) 402-6156  
[jadray@familyrecoveryservices.org](mailto:jadray@familyrecoveryservices.org)



# Action Item 1: Consider motion to approve Draft Plan after public comments are reflected

HTC+ Remarks:

**Action Item 2: Provide any comments by October 21**

**Action Item 3: Promote the Public Forum**

**Action Item 4: Promote the Draft Plan Public  
Comment Period**

# Next Steps

- Finalize and adopt the Plan by the end of October

# Thank you! Questions?

## HARTS Transportation Committee/ Countywide Coordinating Committee

### Meeting #4 | September 23, 2021

**Contact Information:**

Amelia Mansfield, AICP  
Director of Planning and Communications  
Main: 614-392-2284  
Email: [amansfield@burtonplanning.com](mailto:amansfield@burtonplanning.com)

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## Stakeholder Meeting #4

Thursday, September 23, 2021 | 3:30 PM

Location: Zoom

### 1. Welcome

Attendance: Amelia Mansfield, Kevin Buettner, Ruchi Agarwal, Stephanie Gilbert, Joe Adray, Roger Cheesbro, Damon Lucas, Patrick Crone, Traci Harris.

Amelia welcomed everyone. Reviewed the Agenda and expectations from today's meeting.

### 2. Draft Plan Review

- a. Highlights
- b. Questions, comments, discussion

Amelia goes over key contents of the plan. Opens the website and shows participants the draft plan.

Joe said its very concise and seems clear as he went through.

### 3. Public Involvement

- a. Public Forum, September 29
- b. Draft Plan Public Comment Period – through October 21

Amelia encouraged everyone to share public forum and web links to their contacts, communities, anyone who would be interested.

### 4. Action Items

- a. Consider motion to approve Draft Plan after public comments are reflected  
Roger Cheesbro makes a motion and Joe Adray seconds it.
- b. Provide any further comments on Draft Plan by October 21
- c. Promote the Public Forum
- d. Promote the Draft Plan Public Comment Period

### 5. Next Steps

- a. Finalize and adopt – by end of October

## HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

Joe Adray - Meeting with commissioners on 10/6/21 at 9am. Joe to send details to Stephanie. It will be an informational meeting. Anyone is welcome to attend. He will take the draft plan and go over that; if they want to go over specifics, he can do that.

October 6, 2021

Highland County Mobility Manager's update on Highland County Coordinated Transit Plan process to  
Highland County Commissioners



# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN 2021 - 2025

## Plan Overview

The Coordinated Transit Plan is a four-year plan designed for public and human services transportation. The purpose of the Plan is to evaluate the community characteristics, stakeholder assessment, inventory of existing transportation services, and list goals and priorities for Highland County, Ohio.

Through surveys with human service agencies and transportation providers, demographic analysis, local public meetings, and a community survey, this Plan provides a description of the unmet transportation needs in Highland County. This effort is the foundation for a series of approaches to address the current and projected unmet transportation needs of people with low incomes, older adults, individuals with disabilities, and the general public. The intent of this document is to create a guide for local decision-makers as they consider advances in the coordination of transportation resources.

## Process Outline

### Spring 2021

- ☒ Project Kick-Off (April)
- ☒ HARTS Transportation Committee/Countywide Coordinating Committee Meeting (5/13)
- ☒ Existing Conditions Assessment

### Summer 2021

- ☒ Public Forum (6/17)
- ☒ Public Survey (6/11 – 7/2)
- ☒ HARTS Transportation Committee/Countywide Coordinating Committee Meeting (7/15)
- ☒ Goals & Strategies/Projects Development
- ☒ HARTS Transportation Committee/Countywide Coordinating Committee Meeting (8/19)
- ☒ Project Prioritization

### Fall 2021

- ☒ Draft Plan
- ☒ Public Forum (9/29)
- ☒ HARTS Transportation Committee/Countywide Coordinating Committee Meeting (9/23)
- ☐ Public Comment Period (9/21 – 10/21)
- ☐ Adoption (week of 10/25)

# How Do We Grow Transportation Services in Highland County?

Be a Part of the  
Conversation!

Thursday, June 17  
12 PM or 6 PM  
via Zoom

(Virtual or Phone-In Options)

Learn More:  
[burtonplanning.com/  
highlandtransitplan](http://burtonplanning.com/highlandtransitplan)

# First Public Forum on Transportation in Highland County





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Ohio Valley Regional  
Development  
Commission, Press  
Release

Tuesday, June 15, 2021

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## Public encouraged to give feedback on Highland County Coordinated Transit Plan

The Ohio Valley Regional Development Commission (OVRDC) and Highland County have begun a process to update the Highland County Coordinated Transit Plan. The process began in April 2021 and will wrap up in October 2021.

The Coordinated Transit Plan is a four-year coordinated plan designed for Public and Human Services Transportation. The purpose of the Plan is to understand unmet transportation needs of the people in Highland County and to provide goals and priorities for agencies and companies providing transportation services to the community. The plan assists with securing funding for these services.

Whether you get around by driving your own car, using paratransit or catching a ride with a friend, public input is appreciated. There are two ways to be involved:

- Take the Community Transportation Needs Survey by July 2 to share your opinions on transportation options in Highland County. The survey can be taken online at <https://www.surveymonkey.com/r/HighlandPublicSurvey>, or download a printable copy at <https://burtonplanning.com/highlandtransitplan>.

- Attend one of the two virtual Community Transportation Needs Public Forums on Thursday, June 17 from noon – 1 p.m. or 6-7 p.m. These meetings will be held virtually via Zoom with a telephone call-in option. Recordings of the meetings will be available on the project website.

For the noon meeting, join at: <https://us02web.zoom.us/j/89455387045?pwd=K2R6ZzhHd3Vva2RuL0xRU0NnVFFUUT09> or +1 646 558 8656. The Meeting ID is 894 5538 7045.

For the 6 p.m. meeting, join at <https://us02web.zoom.us/j/81954559266?pwd=WEUxMIBVU0EyMUFXcXVCb2NSSHhDZz09> or +1 646 558 8656. The Meeting ID is 819 5455 9266.

Your comments are important no matter how you participate.

Please contact Joe Adray, Highland County Mobility Manager, at (937) 402-6156 if you have questions or need another option for attending.

For more information about the Highland County Coordinated Transit Plan, visit the project website at <https://burtonplanning.com/highlandtransitplan/> or contact Joe Adray, Highland County Mobility Manager, at (937) 402-6156.

About OVRDC: Ohio Valley Regional Development Commission (OVRDC) is a regional planning commission and Local Development District (LDD) dedicated to the development of Southern Ohio, providing multi-jurisdictional planning and economic development, administrative, professional and technical assistance to local governments, nonprofits, communities and citizens in a 12-county region. More information is available at [www.OVRDC.org](http://www.OVRDC.org).

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- [Black caucus concerned with Reps. LaRe, Wilkin bill aimed at protests \(2 comments\)](#)
- [Republicans urge Biden to replace Harris as border czar \(1 comment\)](#)

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The Highland County Press

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# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## **Public Forum #1: Community Transportation Needs – Session #1**

Thursday, June 17, 2021 | 12:00 PM

Location: Zoom

1. Welcome
2. Coordinated Transit Plan Update Planning Process
3. Your Role as a Member of the Community
4. We Want to Hear from You
5. Next Steps
6. Other Items

Highland County Coordinated Public Transit – Human Services Transportation Plan 1



## Public Forum

Session #1 | June 17, 2021 | 12:00 PM

Highland County Coordinated Public Transit – Human Services Transportation Plan 2

## Welcome

- Project Team
  - Ohio Valley Regional Development Commission
  - Highland County
  - FRS Transportation
  - Gannett Fleming
  - Burton Planning Services
- Community Members (You!)



Highland County Coordinated Public Transit – Human Services Transportation Plan 3

## Agenda

- Zoom Housekeeping
  - Type your name into chat pod
  - Session will be recorded
  - Use the chat feature
  - Unmute & ask questions
- Planning Process
  - Project website: <https://burtonplanning.com/highlandtransitplan/>
- Your Role
- We Want to Hear from You!
  - Public Survey
  - Tell us about your experiences using transportation services in Highland County
  - What else do you need?
- Next Steps
- Other Items

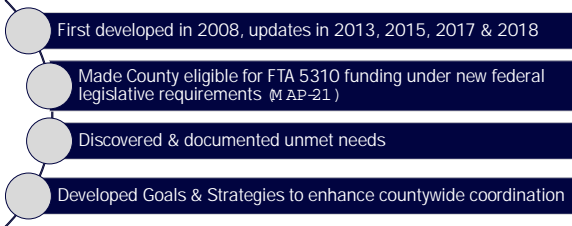
Highland County Coordinated Public Transit – Human Services Transportation Plan 4

## What is a Coordinated Transit Plan?

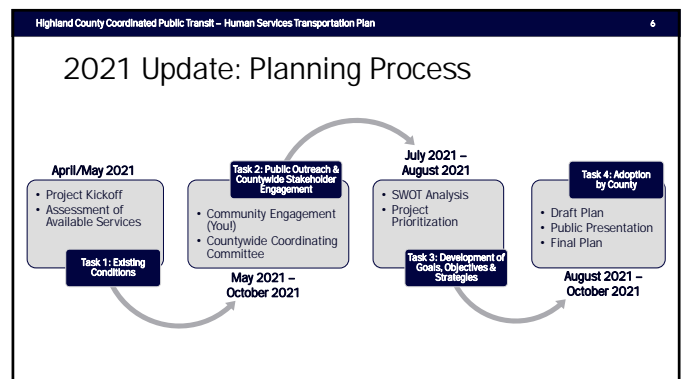
- Coordinated Public Transit – Human Services Transportation Plan
  - AKA “coordinated plan”
- Purpose:
  - Identify community resources for transportation and mobility.
  - Understand the gaps & unmet needs within those resources.
  - Determine the approach to addressing those gaps and unmet needs.
- Participation = FTA Section 5310 eligibility

Highland County Coordinated Public Transit – Human Services Transportation Plan 5

## Overview of Highland County's Coordinated Plan



- First developed in 2008, updates in 2013, 2015, 2017 & 2018
- Made County eligible for FTA 5310 funding under new federal legislative requirements (MAP-21)
- Discovered & documented unmet needs
- Developed Goals & Strategies to enhance countywide coordination



## Your Role as a Community Member

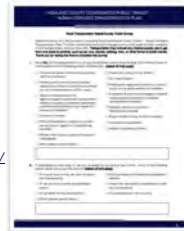
- Share community experience and interests
- Help us to better understand your concerns and needs about transportation options
- Identify priorities
- Inform ideas and shape decisions
- Influence outcomes that impact you

## Tell Us What You Need

- Help identify what is working well and what is not in the transportation services provided in Highland County
  - Public Survey
- Tell us about your experience using transportation services and options in Highland County
- What else do you need?

## Public Survey – Community Transportation Needs

- Survey Period: June 11 – July 2, 2021
- Format and Availability
  - Online – <https://www.surveymonkey.com/r/HighlandPublicSurvey>
  - Print version – ask a transit provider or download a printable copy at <https://burtonplanning.com/highlandtransitplan/>
  - Share it with your family and friends: social media, email, word of mouth



## Tell us about your experience using transportation services and options in Highland County

- What is working well?
- What can be improved?
- What is needed that can be provided?
- What are some challenges to using transportation services and options in the County?

## How to Respond in Real Time

- Poll Everywhere
- Go to [polllev.com/highlandcoun107](https://polllev.com/highlandcoun107) to enter your responses
- Enter a response and vote on other responses
- Can also enter your responses in Zoom chat or Facebook comments

## How to Respond in Real Time





Highland County Coordinated Public Transit – Human Services Transportation Plan 13

### 12-1. What is working well in transportation & mobility services?

Top

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Use the presentation to ask questions. For screen share software, share the screen to see. Get help at [polls.everwhere.com/help](#).

Highland County Coordinated Public Transit – Human Services Transportation Plan 14

### 12-2. What is not working well and needs to be improved in providing transportation & mobility services?

Top

Powered by **Poll Everywhere**

Use the presentation to ask questions. For screen share software, share the screen to see. Get help at [polls.everwhere.com/help](#).

Highland County Coordinated Public Transit – Human Services Transportation Plan 15

### 12-3. What does the community need that is not currently provided in transportation & mobility services?

Top

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Highland County Coordinated Public Transit – Human Services Transportation Plan 16

### 12-4. What are some challenges and obstacles you face in using the transportation & mobility services currently offered?

Top

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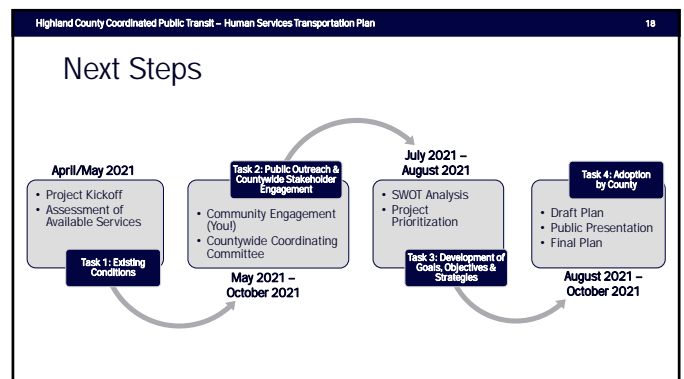
Highland County Coordinated Public Transit – Human Services Transportation Plan 17

### 12-5. What additional needs & gaps exist in transportation & mobility services in Highland County? What do you hear from friends and family about their transportation needs?

Top

Powered by **Poll Everywhere**

Use the presentation to ask questions. For screen share software, share the screen to see. Get help at [polls.everwhere.com/help](#).



Highland County Coordinated Public Transit – Human Services Transportation Plan 19

## Other Items

- Recordings of the meeting will be available on the project website at <https://burtonplanning.com/highlandtransitplan/>
- Future Public Forum Dates:
  - This evening at 6:00 PM
  - To stay updated:
    - Visit the project website at <https://burtonplanning.com/highlandtransitplan/>
    - Visit OVRDC's Facebook Page at <https://www.facebook.com/OVRDC>
    - Contact Joe Adray, Highland County Mobility Manager, at (937) 402-6156

Highland County Coordinated Public Transit – Human Services Transportation Plan 20



## Thank you! Questions?

### Thank you! Questions?

**Public Forum Session #1 | June 17, 2021 | 12:00 PM**

**Contact Information:**

Anna van der Zwaag, AICP	Joe Adray
Burton Planning Services Planning Manager	Highland County Mobility Manager
Main: 614-392-2284	Main: 937-402-6156
Email: <a href="mailto:avanderzwaag@burtonplanning.com">avanderzwaag@burtonplanning.com</a>	Email: <a href="mailto:jadray@familyrecoveryservices.org">jadray@familyrecoveryservices.org</a>



**6/17/21 Public Forum #1 Attendees – 12 PM:**

Stephanie Gilbert

Lia Yakumithis

Anna van der Zwaag

Joseph Adray

Damon Lucas

R. Bryant

Roger Cheesbro

Mindy

Meg Storrs

Becca Griffith

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

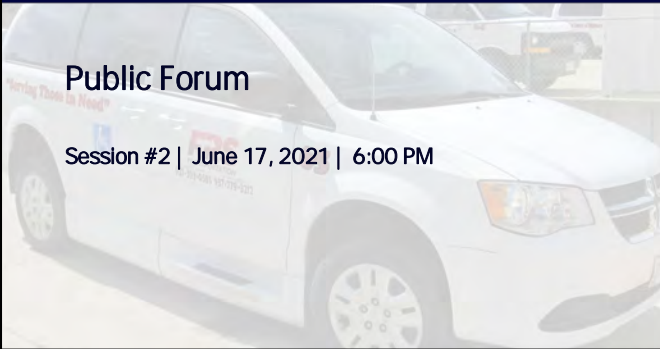
## **Public Forum #1: Community Transportation Needs – Session #2**

Thursday, June 17, 2021 | 6:00 PM

Location: Zoom

1. Welcome
2. Coordinated Transit Plan Update Planning Process
3. Your Role as a Member of the Community
4. We Want to Hear from You
5. Next Steps
6. Other Items

Highland County Coordinated Public Transit – Human Services Transportation Plan 1



## Public Forum

Session #2 | June 17, 2021 | 6:00 PM

Highland County Coordinated Public Transit – Human Services Transportation Plan 2

## Welcome

- Project Team
  - Ohio Valley Regional Development Commission
  - Highland County
  - FRS Transportation
  - Gannett Fleming
  - Burton Planning Services
- Community Members (You!)



Highland County Coordinated Public Transit – Human Services Transportation Plan 3

## Agenda

- Zoom Housekeeping
  - Type your name into chat pod
  - Session will be recorded
  - Use the chat feature
  - Unmute & ask questions
- Planning Process
  - Project website: <https://burtonplanning.com/highlandtransitplan/>
- Your Role
- We Want to Hear from You!
  - Public Survey
  - Tell us about your experiences using transportation services in Highland County
  - What else do you need?
- Next Steps
- Other Items

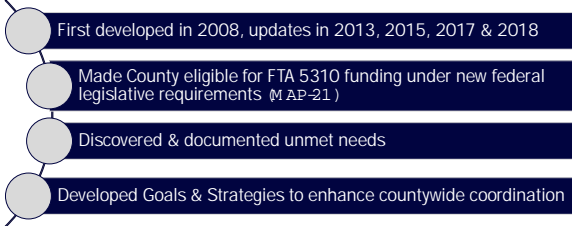
Highland County Coordinated Public Transit – Human Services Transportation Plan 4

## What is a Coordinated Transit Plan?

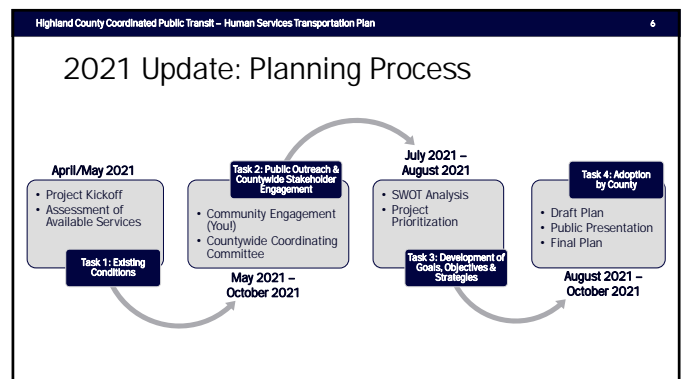
- Coordinated Public Transit – Human Services Transportation Plan
  - AKA “coordinated plan”
- Purpose:
  - Identify community resources for transportation and mobility.
  - Understand the gaps & unmet needs within those resources.
  - Determine the approach to addressing those gaps and unmet needs.
- Participation = FTA Section 5310 eligibility

Highland County Coordinated Public Transit – Human Services Transportation Plan 5

## Overview of Highland County's Coordinated Plan



- First developed in 2008, updates in 2013, 2015, 2017 & 2018
- Made County eligible for FTA 5310 funding under new federal legislative requirements (MAP-21)
- Discovered & documented unmet needs
- Developed Goals & Strategies to enhance countywide coordination



## Your Role as a Community Member

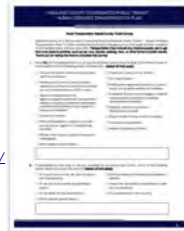
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## Tell us about your experience using transportation services and options in Highland County

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## How to Respond in Real Time



Highland County Coordinated Public Transit – Human Services Transportation Plan 13

### 6-1: What is working well in transportation & mobility services?

Top

Presented by **Dell Everywhere**

About the presentation: to ask for feedback, for screen share software, share the screen or use the help of public comments.

Highland County Coordinated Public Transit – Human Services Transportation Plan 14

### 6-2: What is not working well and needs to be improved in providing transportation & mobility services?

Top

Presented by **Dell Everywhere**

About the presentation: to ask for feedback, for screen share software, share the screen or use the help of public comments.

Highland County Coordinated Public Transit – Human Services Transportation Plan 15

### 6-3: What does the community need that is not currently provided in transportation & mobility services?

Top

Presented by **Dell Everywhere**

About the presentation: to ask for feedback, for screen share software, share the screen or use the help of public comments.

Highland County Coordinated Public Transit – Human Services Transportation Plan 16

### 6-4: What are some challenges and obstacles you face in using the transportation & mobility services currently offered?

Top

Presented by **Dell Everywhere**

About the presentation: to ask for feedback, for screen share software, share the screen or use the help of public comments.

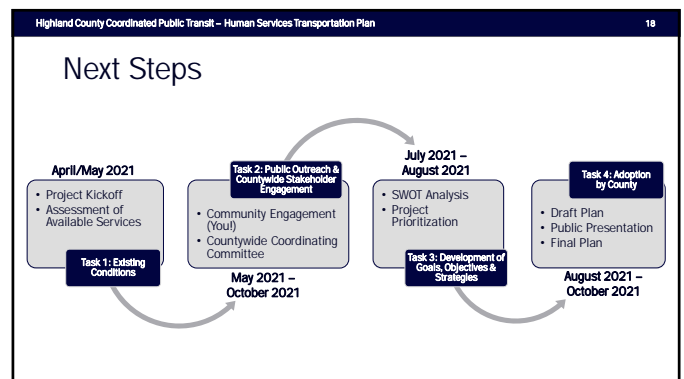
Highland County Coordinated Public Transit – Human Services Transportation Plan 17

### 6-5: What additional needs & gaps exist in transportation & mobility services in Highland County? What do you hear from friends and family about their transportation needs?

Top

Presented by **Dell Everywhere**

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Highland County Coordinated Public Transit – Human Services Transportation Plan 19

## Other Items

- Recordings of the meeting will be available on the project website at <https://burtonplanning.com/highlandtransitplan/>
- Future Public Forum Dates:
  - Stay tuned!
    - Visit the project website at <https://burtonplanning.com/highlandtransitplan/>
    - Visit OVRDC's Facebook Page at <https://www.facebook.com/OVRDC>
    - Contact Joe Adray, Highland County Mobility Manager, at (937) 402-6156

Highland County Coordinated Public Transit – Human Services Transportation Plan 20



## Thank you! Questions?

### Thank you! Questions?

Public Forum Session #2 | June 17, 2021 | 6:00 PM

**Contact Information:**

Anna van der Zwaag, AICP	Joe Adray
Burton Planning Services Planning Manager	Highland County Mobility Manager
Main: 614-392-2284	Main: 937-402-6156
Email: <a href="mailto:avanderzwaag@burtonplanning.com">avanderzwaag@burtonplanning.com</a>	Email: <a href="mailto:jadray@familyrecoveryservices.org">jadray@familyrecoveryservices.org</a>

**6/17/21 Public Forum #1 Attendees – 6 PM:**

Stephanie Gilbert

Lia Yakumithis

Anna van der Zwaag

Joseph Adray

Damon Lucas

Roger Cheesbro

**How Do We Grow  
Transportation Services  
in Highland County?**

**Be a Part of the  
Conversation! Review  
the Draft Plan!**

**Wed., September 29  
12 PM  
via Zoom**

**(Virtual or Phone-In Options)**

**Learn More:**  
[burtonplanning.com/  
highlandtransitplan](http://burtonplanning.com/highlandtransitplan)

# **Second Public Forum on Transportation in Highland County**





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## Highland County Transportation Plan Update

[Home](https://www.ovrdc.org/) > [2021](https://www.ovrdc.org/2021) > [September](https://www.ovrdc.org/2021/09) > [16](https://www.ovrdc.org/2021/09/16)

# Highland County Transportation Plan Update

 [Gina Collinsworth](https://www.ovrdc.org/author/gcol_wp_2019/) -  
 September 16, 2021 -  [News](https://www.ovrdc.org/news)

How Do We Grow  
Transportation Services  
in Highland County?

Be a Part of the  
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the Draft Plan!

Wed., September 29  
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Learn More:  
[burtonplanning.com/  
highlandtransitplan](https://burtonplanning.com/highlandtransitplan)



**Second Public Forum on  
Transportation in  
Highland County**

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[Economic Development  
Administration \(EDA\) Visits the  
Region](#)  
(<https://www.ovrdc.org/2021/10/18/economic-development-administration-eda-rep-ellen-heinz-visits-the-region>)

[\[PRESS RELEASE\] OVRDC  
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(<https://www.ovrdc.org/2021/09/29/11987>)

[Highland County Transportation  
Plan Update](#)  
(<https://www.ovrdc.org/2021/09/16/highland-county-transportation-plan-update>)

[OVRDC's Full Commission  
Meeting – September 24, 2021](#)  
(<https://www.ovrdc.org/2021/09/02/ovrdcs-full-commission-meeting-september-24-2021>)

The Ohio Valley Regional Development Commission (OVRDC) and Highland County began a process to update the Highland County Coordinated Transit Plan in April 2021. Adoption is scheduled for October 2021.

The Coordinated Transit Plan is a four-year coordinated plan designed for Public and Human Services Transportation. The purpose of the Plan is to understand the unmet transportation needs of people in Highland County, and to provide goals and priorities for agencies and companies providing transportation services to the community. The plan assists with securing funding for these services.

Whether you get around by driving your own car, using paratransit, or catching a ride with a friend, we want to hear from you! There are two ways to be involved:

- **Attend the *virtual* Draft Plan Public Forum** on Wednesday, September 29 from 12PM – 1PM. The event will be held virtually via Zoom with a telephone call-in option. Recordings of the meeting will be available on the project website.

Join: <https://us02web.zoom.us/j/83780042987?pwd=L2xRb215TmIJSTBYTVVSa05yZXIYZz09>  
(<https://us02web.zoom.us/j/83780042987?pwd=L2xRb215TmIJSTBYTVVSa05yZXIYZz09>)

or by phone at +1 646 558 8656 | Meeting ID: 837 8004 2987

**Review and comment on the Draft Plan** by visiting the *Public Participation* tab on the project website:

<https://burtonplanning.com/highlandtransitplan/>  
(<https://burtonplanning.com/highlandtransitplan/>). The Draft Plan will be listed at the top of the page when it is available the week of September 20. Provide your comments by October 21, 2021, to Joe Adray, Highland County Mobility Manager, at (937) 402-6156 or [jadray@familyrecoveryservices.org](mailto:jadray@familyrecoveryservices.org) (<mailto:jadray@familyrecoveryservices.org>).

For more information about the Highland County Coordinated Transit Plan, visit the project website at <https://burtonplanning.com/highlandtransitplan/>

[RFQ Professional Consultant Services](#)  
(<https://www.ovrdc.org/2021/08/02/rfq-professional-consultant-services>).

## Events

[Recreation Economy for Rural Communities Planning Grant Webinar](#)  
(<https://www.ovrdc.org/events/recreation-economy-for-rural-communities-planning-grant-webinar>).  
Oct 27, 2021  
[Appalachia Forward Conference](#)  
(<https://www.ovrdc.org/events/appalachia-forward-conference>).  
Nov 8, 2021

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[\(https://burtonplanning.com/highlandtransitplan/\)](https://burtonplanning.com/highlandtransitplan/) or contact Joe Adray, Highland County Mobility Manager, at (937) 402-6156

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[OVRDC's Full Commission Meeting – September 24, 2021](#)  
(<https://www.ovrdc.org/2021/09/02/ovrdcs-full-commission-meeting-september-24-2021>)

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(<https://www.ovrdc.org/2021/09/29/11987>)

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**Ohio Appalachia Export Grant (AEG)**  
(<https://www.ovrdc.org/2016/02/23/ohio-appalachia-export-grant-aeg>)

🕒 February 23, 2016



(<https://www.ovrdc.org/2020/01/31/first-round-2020-county-caucus-meetings-begin>)

**First Round 2020 County Caucus Meetings Begin**  
(<https://www.ovrdc.org/2020/01/31/first-round-2020-county-caucus-meetings-begin>)

🕒 January 31, 2020



(<https://www.ovrdc.org/2020/10/01/press-release-arc-announces-appalachian-leadership-institute-fellows>)

**PRESS RELEASE: ARC Announces Appalachian Leadership Institute Fellows**  
(<https://www.ovrdc.org/2020/10/01/press-release-arc-announces-appalachian-leadership-institute-fellows>)

🕒 October 1, 2020

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[Clean Ohio Program  
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[Comprehensive Economic Development Strategy  
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 (740) 947-2853

 (800) 223-7491

 (740) 947-3468

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[Employment](https://www.ovrdc.org/employment)  
(<https://www.ovrdc.org/employment>).

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[Long Range  
Transportation Plan](https://www.ovrdc.org/long-range-transportation-improvement-plan-ltip)  
(<https://www.ovrdc.org/long-range-transportation-improvement-plan-ltip>).

---

[Ohio Public Works  
Commission \(OPWC\)](https://www.ovrdc.org/community-development/opwc)  
(<https://www.ovrdc.org/community-development/opwc>).

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[Revolving Loan Fund](https://www.ovrdc.org/small-business-gap-lending)  
(<https://www.ovrdc.org/small-business-gap-lending>).

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# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## **Public Forum #2: Draft Plan**

Wednesday, September 29, 2021 | 12:00 PM

Location: Zoom

### **1. Welcome**

### **2. Plan Update**

- a. Presentation of Draft Plan
- b. Comments, questions, and answers

### **3. Your Role as a Member of the Community**

- a. Comment on the Draft Plan by October 21
- b. Encourage others to comment on the Draft Plan

### **4. Next Steps**

- a. Public Comment Period for Draft Plan: September 21 – October 15
- b. Finalize Plan based on public comment: October 16 – October 23
- c. Provide Final Plan to OVRDC: October 24
- d. Commission Hearings to be held after October 24

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## Agency & Service Characteristics Survey

### Part 1: Agency Characteristics

1. Agency Name: \_\_\_\_\_
2. Does this agency directly operate transportation?  
☐ Yes      ☐ No
3. Does this agency purchase transportation from another agency?  
☐ Yes      ☐ No
4. What type of legal authority does this agency have?  
☐ Private Non-Profit      ☐ Public Non-Profit      ☐ Private For-Profit
5. How many *annual one-way passenger trips* does this agency provide? \_\_\_\_\_
6. What is the *average number of trip denials per week* for this agency? \_\_\_\_\_
7. Are vehicles only available for human service agency clients? \*  
☐ Yes      ☐ No

\*Please Note: Answering “Yes” indicates that your agency is closed door. Your agency is considered closed door if you ONLY provide transportation to your facility as a courtesy or if you ONLY serve a particular clientele that are enrolled in your agency programs (i.e. members of a sheltered workshop, or residents in a nursing home). Answering “No” indicates that your agency is open door. This means the service is open to the public or a segment of the general public defined by age, disability, or low income. For example, if an agency provides general transportation for anyone in the community who is over the age of 60, they are considered “open door”. For example, an individual who is 60 or over can request transportation to a doctor’s appointment or the grocery store regardless of their affiliation with your agency.

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## Part 2: Transportation Service Characteristics

8. Agency mode of service: \_\_\_\_\_
9. Days and hours of operation: \_\_\_\_\_
10. Does this agency provide Medicaid-eligible trips?
- ☐ Yes      ☐ No
11. Level of passenger assistance provided? \_\_\_\_\_
12. What training courses are required for drivers?

## Part 3: Transportation-Related Expenses & Revenues

13. What is this agency's fare structure? \_\_\_\_\_
14. Does this agency accept donations?
- ☐ Yes      ☐ No
15. Number of Full-Time AND Part-Time Drivers: \_\_\_\_\_
16. Number of Full-Time AND Part-Time Schedulers/Dispatchers: \_\_\_\_\_
17. Revenue Sources (most recent fiscal year)

18. Total Annual Transportation Expenses: \_\_\_\_\_



# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## Part 4: Technology Usage

19. Name of Scheduling Software:

20. Do you have an App for Transportation?

☐ Yes

☐ No

21. Name of Dispatching Software:

22. Do you use an AVL System/GPS?

☐ Yes

☐ No

## Part 5: Needs & Gaps in Service

23. In the box below, please provide comments on what needs and gaps you observe among community resources for transportation and mobility in Highland County? What are common issues? What services do your clients express a need for?

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

## Rural Transportation Needs Survey: Public Survey

Highland County is in the process of updating their Coordinated Public Transit – Human Services Transportation Plan. This Plan will help the County identify gaps and unmet needs for their residents in the transportation services they offer. **Transportation may include any method people use to get from one place to another, such as car, bus, bicycle, walking, train, or other forms of public transit. Thank you for taking the time to complete this survey!**

1. Mark **ALL** of the transportation you or your family have used during the past 12 months to travel to work/appointments/shopping/social activities/etc.: **(select all that apply)**

- |  |  |
|--|--|
| <input type="checkbox"/> Fixed route public transit (with bus stops and time schedule)   | <input type="checkbox"/> Private taxi, Uber, Lyft (or similar)   |
| <input type="checkbox"/> Flexible public transit routes (vehicles operate on a fixed route and time schedule but can make deviations off the route)  | <input type="checkbox"/> Car share (Zipcar)  |
| <input type="checkbox"/> Demand response public or agency/program-sponsored transportation services (requires an advance reservation and the vehicle comes to your house for pick-up and drop-off) | <input type="checkbox"/> Faith-based organization (such as a church bus or van to go to services or activities)                |
| <input type="checkbox"/> Carpool or vanpool  | <input type="checkbox"/> Ambulette Service (non-emergency medical transportation provided by a medical transportation company) |
| <input type="checkbox"/> Public transportation systems or human service/senior agencies in neighboring counties  | <input type="checkbox"/> Personal vehicle or ride with a friend/family member  |
| <input type="checkbox"/> Private inter-city bus (such as Greyhound or Megabus)   | <input type="checkbox"/> Bicycle or Walk (other than for exercise)   |
| <input type="checkbox"/> Other (please specify below)  | <input type="checkbox"/> Volunteer transportation  |
|  | <input type="checkbox"/> Amtrak (originating in Ohio)  |

2. If transportation was easy to use and available to you and/or your family, which of the following would cause you to use the service? **(select all that apply)**

- |  |   |
|--|---|
| <input type="checkbox"/> If it would save money (ex. save on gas or car maintenance) | <input type="checkbox"/> If it is provided with wheelchair accessible vehicles        |
| <input type="checkbox"/> If I do not have another transportation option              | <input type="checkbox"/> I would not use public transportation under any circumstance |
| <input type="checkbox"/> If it is better for the environment                         | <input type="checkbox"/> It is available and I do not use it                          |
| <input type="checkbox"/> Other (please specify below)                                |   |

## HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

3. What changes could be made to your local transportation options to make using them a more appealing to you? **(select all that apply)**

- |  |   |
|--|---|
| <input type="checkbox"/> If I could ride to other parts of the state (such as to Columbus or other cities and towns) | <input type="checkbox"/> No shared rides with others                                      |
| <input type="checkbox"/> Lower the cost to ride  | <input type="checkbox"/> If vehicles operate on a fixed route and schedule with bus stops |
| <input type="checkbox"/> Start earlier in the morning  | <input type="checkbox"/> Smaller vehicles   |
| <input type="checkbox"/> End later at night  | <input type="checkbox"/> Larger vehicles  |
| <input type="checkbox"/> Operate on Saturdays  | <input type="checkbox"/> Wheelchair accessible vehicles                                   |
| <input type="checkbox"/> Operate on Sundays  | <input type="checkbox"/> More reliable/on-time for picking me up and dropping me off      |
| <input type="checkbox"/> Other (please specify below)  |   |

4. Which of the following are your most commonly visited destinations or places you most often need to visit when transportation is available to you? **(select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> My employer                  | <input type="checkbox"/> Senior program or human service agency activities and appointments |
| <input type="checkbox"/> Medical clinics or hospitals | <input type="checkbox"/> Social/Recreation activities/Parks                                 |
| <input type="checkbox"/> Medical/dental offices       | <input type="checkbox"/> Church/Faith-based organizations and activities                    |
| <input type="checkbox"/> Shopping/Grocery/Pharmacy    |   |
| <input type="checkbox"/> School                       |   |
| <input type="checkbox"/> Other (please specify below) |   |

# HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

5. When do you need transportation most often for each of the following general purposes? **(select all that apply)**

	Medical/ Health Care	Nutrition	Employment	Shopping	Recreation/ Social	Other
12 AM – 6 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 AM – 8 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 AM – 12 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 PM – 3 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 PM – 6 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 PM – 9 PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 PM – 12 AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☐ Other (please specify below)

6. What City/Town or County/Counties are the locations from QUESTION 5 located in?

Medical/Health Care	
Nutrition	
Employment	
Shopping	
Recreation/Social	
Other	

7. Do you or a family member need transportation outside of your County but sometimes or never have it?

☐ Yes    ☐ No

If yes, how often do you need it and to what city/town?

8. How old are you?

☐ 15-24

☐ 45-54

☐ 75-84

☐ 25-34

☐ 55-64

☐ 85+

☐ 35-44

☐ 65-74

## HIGHLAND COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN

9. Is English your first language?

☐ Yes    ☐ No

10. What City/Town do you live in (or what is the nearest city or town to your home)?

11. What County do you live in?

12. Which of the following BEST applies to you? Are you presently:

- |   |                                     |
|---|-------------------------------------|
| <input type="checkbox"/> Employed outside your home   | <input type="checkbox"/> Retired    |
| <input type="checkbox"/> Employed in your home        | <input type="checkbox"/> Student    |
| <input type="checkbox"/> Homemaker                    | <input type="checkbox"/> Unemployed |
| <input type="checkbox"/> Other (please specify below) |                                     |

13. If you work outside of your home, who is your employer(s)?

14. What City/Town or County is your employer(s) located?

15. Do you have a disability which requires you to use a cane, walker, wheelchair, and/or another device to help you get around?

☐ Yes    ☐ No

16. Are you or a family member currently using any transportation services that are available to you through the Medicaid program?

- ☐ Yes    ☐ No
- ☐ Other (please specify below)

Please return completed surveys to the location you received the survey or to Joe Adray, Mobility Manager, HARTS/Highland County: PO Box 823, Hillsboro, Ohio 45133



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## [PRESS RELEASE] Highland County Coordinated Transit Plan Update

<https://www.ovrdc.org> > [2021](https://www.ovrdc.org/2021) > [June](https://www.ovrdc.org/2021/06) > [10](https://www.ovrdc.org/2021/06/10)

### [PRESS RELEASE] Highland County Coordinated Transit Plan Update

[👤](#) [Gina Collinsworth](https://www.ovrdc.org/author/gcol_wp_2019) [https://www.ovrdc.org/author/gcol\\_wp\\_2019](https://www.ovrdc.org/author/gcol_wp_2019) -

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Request for Proposal Issued for Transportation Related Studies  
(<https://www.ovrdc.org/2021/04/30/comment-now-on-the-2045-comprehensive-transportation-plan>)

# First Public Forum on Transportation in Highland County

How Do We Grow Transportation Services in Highland County?

Be a Part of the Conversation!

Thursday, June 17  
12 PM or 6 PM  
via Zoom  
(Virtual or Phone-In Options)

Learn More:  
[burtonplanning.com/highlandtransitplan](http://burtonplanning.com/highlandtransitplan)



## Highland County Coordinated Transit Plan: Your Feedback is Needed

The Ohio Valley Regional Development Commission (OVRDC) and Highland County have begun a process to update the Highland County Coordinated Transit Plan. The process began in April 2021 and will wrap up in October 2021.

The Coordinated Transit Plan is a four-year coordinated plan designed for Public and Human Services Transportation. The purpose of the Plan is to understand unmet transportation needs of the people in Highland County, and to provide goals and priorities for agencies and companies providing transportation services to the community. The plan assists with securing funding for these services.

Whether you get around by driving your own car, using paratransit, or catching a ride with a friend, we want to hear from you! There are two ways to be involved:

- **Take the Community Transportation Needs Survey** by July 2, 2021 to share your opinions on transportation options in Highland County: <https://www.surveymonkey.com/r/HighlandPublicSurvey> (<https://www.surveymonkey.com/r/HighlandPublicSurvey>) or download a printable copy at <https://burtonplanning.com/highlandtransitplan/> (<https://burtonplanning.com/highlandtransitplan/>)
- **Attend one of the two virtual Community Transportation Needs Public Forums** on Thursday, June 17 from 12PM – 1PM or 6PM –

[6/emergency-broadband-benefit-program-for-consumers\)](#)

[Comment Now on the 2045 Comprehensive Transportation Plan](#)  
(<https://www.ovrdc.org/2021/04/30/comment-now-on-the-2045-comprehensive-transportation-plan>)

### Events

[ARC Project Review Committee Meeting](#)  
(<https://www.ovrdc.org/events/project-review-committee-meeting>)  
Jul 14, 2021

### Topics

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7PM. These meetings will be held virtually via Zoom with a telephone call-in option. Recordings of the meetings will be available on the project website.

## 12PM Meeting

Join: [https://us02web.zoom.us/j/89455387045?](https://us02web.zoom.us/j/89455387045?pwd=K2R6ZzhHd3Vva2RuL0xRU0NnVFFUUT09)  
[pwd=K2R6ZzhHd3Vva2RuL0xRU0NnVFFUUT09](https://us02web.zoom.us/j/89455387045?pwd=K2R6ZzhHd3Vva2RuL0xRU0NnVFFUUT09)  
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[pwd=K2R6ZzhHd3Vva2RuL0xRU0NnVFFUUT09](https://us02web.zoom.us/j/89455387045?pwd=K2R6ZzhHd3Vva2RuL0xRU0NnVFFUUT09)) or +1 646 558  
8656

Meeting ID: 894 5538 7045

## 6PM Meeting

Join: [https://us02web.zoom.us/j/81954559266?](https://us02web.zoom.us/j/81954559266?pwd=WEUxMIBVU0EyMUFXcXVCb2NSSHhDZz09)  
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8656

Meeting ID: 819 5455 9266

Your comments are important no matter how you participate. Please contact Joe Adray, Highland County Mobility Manager, at (937) 402-6156 if you have questions or need another option for attending.

For more information about the Highland County Coordinated Transit Plan, visit the project website at

<https://burtonplanning.com/highlandtransitplan/>  
(<https://burtonplanning.com/highlandtransitplan/>) or contact Joe Adray, Highland County Mobility Manager, at (937) 402-6156.

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**OVRDC March Full Commission Meeting 2016**  
(<https://www.ovrdc.org/2016/03/30/ovrdc-march-full-commission-meeting-2016>)

🕒 March 30, 2016



(<https://www.ovrdc.org/2015/10/20/application-period-for-the-fy-2015-assistance-to-firefighters-grant-afg-coming-soon>)

**Application Period for the FY 2015 Assistance to Firefighters Grant (AFG) Coming Soon**  
(<https://www.ovrdc.org/2015/10/20/application-period-for-the-fy-2015-assistance-to-firefighters-grant-afg-coming-soon>)

🕒 October 20, 2015

**Request for Proposals (RFP) for Economic Recovery/Tourism Planning Coordinator**  
(<https://www.ovrdc.org/2020/09/30/request-for-proposals-rfp-for-economic-recovery-tourism-planning-coordinator>)

🕒 September 30, 2020

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Agency.  
(<https://www.ovrdc.org/2021/06/01/sfy22-rfp-transportation-study>)  
(<https://www.ovrdc.org/eda>).

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[Employment](https://www.ovrdc.org/employment)  
(<https://www.ovrdc.org/employment>).

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[Long Range  
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[Ohio Public Works  
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[Revolving Loan Fund](https://www.ovrdc.org/small-business-gap-lending)  
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EMPLOYEES ([HTTPS://WWW.OVRDC.ORG/WP-LOGIN.PHP](https://www.ovrdc.org/wp-login.php)).

## Appendix G: Medicaid Rates

Detailed Medicaid rates for transportation are posted by the Ohio Department of Medicaid on the Department's website, and are updated regularly.

<https://medicaid.ohio.gov/wps/portal/gov/medicaid/resources-for-providers/billing/fee-schedule-and-rates/schedules-and-rates>

## Appendix H: Project Prioritization

Below is an outline describing the prioritized goals and strategies/projects to address each of the identified unmet transportation needs and gaps in service. These are not mandatory, and are offered as suggestions.

### Project Prioritization

1. Traditional Projects
2. Non-traditional Projects

### Project Categories

1. Vehicles – Replacement
2. Vehicles – Expansion
3. Preventive Maintenance Assistance
4. Operating Assistance
5. Computer Hardware/Software Equipment
6. Other

Projects will be scored individually and compared to other projects within the above categories. For example, all vehicle related projects will be scored together and all Mobility Management projects will be scored together. Scoring criteria and methodology is the same for all project types. Additional and different scoring criteria may be applied to each project type by the selecting agency (ODOT) during the application screening process.

### Prioritization Criteria

1. Each project will be scored and prioritized for funding based on four criteria:
2. Number of unmet needs being addressed
3. Number of goals being addressed
4. Type of funding being sought (and ability to meet non-Federal/local match requirements)
5. How many providers can provide this service?
  - a. Is there only one provider that is able to meet the need? This may add additional “points” to the prioritization.
    - i. For instance: if there is only one provider with the capacity to take bariatric clients, this need is more acute.

Projects are evaluated on a 5-point scale with 5 being the highest and 0 being the lowest. All evaluation criteria are weighted equally. A project can have a high score of 20, and the top eight scoring projects will be included in the Coordinated Transportation Plan. Projects that were in the 2018 Plan or have previously applied for funding but did not get selected will be evaluated to assess the improvement in scores since the previous application process.

Strategy	Number of Unmet Needs Being Addressed	Number of Goals Being Addressed	Type of Funding Being Sought	Number of Providers	Raw Score	Prioritization
<b>Vehicles</b>						
3.1.1 Enhance transportation providers' fleets with wheelchair accessible vehicles through the OPT2, FTA 5310, or FTA 5339 Programs, if they qualify.	1	1	3	3	8	1
<b>Computer hardware and/or Software &amp; IT Equipment</b>						
<b>Preventive Maintenance</b>						
<b>Mobility Management</b>						
1.1.1 Ensure that all providers and/or agencies provide the 20% match for the Mobility Manager position.						
4.1.1 Work with OMJ to assist with referrals and NEMT funding to meet the 50% match and provide transit passes and/or fare vouchers.	1	3	3	0	7	
4.2.1 Work with Southern State Community College to develop a plan for expanding transportation options.	3	3	3	0	9	
4.3.1 Work with all employers to develop a plan for expanding transportation options.	3	3	3	0	9	2
5.1.1 Keep the lines of communication intact with Mobility Managers in other counties.	3	3	3	0	9	3
5.2.1 Convene a group of representatives of specialty care facilities outside of Highland County and transportation providers on a regular basis to develop partnerships.	3	3	3	0	9	
6.1.1 Ensure consistent advertising so that community agencies and county residents and employees remain informed of transportation options.	1	3	3	0	7	
6.2.1 Solicit providers to produce mileage rates in order to educate the public and employers.	1	3	3	0	7	
6.2.2 Solicit providers to advertise their schedules and explanations of provider operations to the public.	1	3	3	0	7	
6.3.1 Use print and electronic mediums to provide residents with information on services.	1	3	3	0	7	
6.3.2 Assist with communication of programs to the public and employers.	1	3	3	0	7	
<b>Operating Assistance</b>						
1.2.1 Add more administrative support staff positions.	3	5	3	0	11	1

Strategy	Number of Unmet Needs Being Addressed	Number of Goals Being Addressed	Type of Funding Being Sought	Number of Providers	Raw Score	Prioritization
1.2.2 and 2.1.2 Add more driver positions.	3	5	3	0	11	2
1.2.3 Incentivize driver positions by securing funding to offer competitive pay.	1	1	3	0	5	
2.1.1 Add more dispatch positions.	1	5	3	0	9	
2.1.3 Create a pilot program with expanded hours to determine feasibility and ridership for more weeknight, weekend, and holiday options.	3	3	3	0	9	3
Other						
7.1.1 Maintain agreements already in place with the local EMA director.	1	1	3	0	5	1