

CHAPTER 2

Overview of Available Services

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Within the Region there are a total of 55 agencies that provide transportation (excluding private Taxi's and ambulette/ambulance services). Of the 55 agencies, 15 serve individuals with disabilities, 15 serve seniors, seven are public transit agencies, three serve veterans, two serve medical clients, and 13 serve other populations (low income, mental health, employment). Within the Greater Region, Montgomery County has the most transportation providers with 13 agencies, whereas Preble and Shelby counties have the fewest transportation providers with three each. Currently there are 20 agencies that have received FTA Section 5310 funds within the region. Only Darke and Shelby counties do not have providers that use FTA Section 5310 funding for operational or vehicle purposes. Additionally, some Health and Human Service providers purchase transportation services from other agencies through funds such as the Medicaid Waiver and the Older Americans Act Title III program. These agencies are listed in **Table 6: Transportation Purchasers** .

Transportation agencies operate on varying route types including fixed route, flex routes, and origin to destination service. Most services are private, not-for-profit agencies and operate during the week only with traditional business hours. Many of these agencies are also considered closed door, providing transportation service only to their clients. Greene CATS and Greater Dayton RTA are the only public transit agencies that operate during the weekends and/or have extended hours. Services also vary based upon the service area of the agency, which is determined by the source of funding. For example, Greenville Public Transit operates only within the city limits of Greenville, as it is financed primarily with city funds. Alternatively, Shelby County Public Transit operates county-wide, as it receives funding through the county and City of Sidney. Funding for transit providers can also be provided by a variety of sources including Medicaid, Developmental Disability Boards, Ohio Department of Transportation, FTA, United Way, and local grants, community funds, and levies.

Transportation agencies within the Region vary in size and average number of trips provided creating a number of challenges which could be solved through coordination efforts. Smaller human service agencies provide an annual number of trips in the hundreds, while the largest public transit service provides an annual number of trips in the millions. At times agencies, regardless of the size, may have to deny trips as they do not have the resources, vehicles or drivers to handle the demand. Vehicle monitoring, reporting methods, maintenance, and driver trainings are not standardized among these agencies either. Implementing policies and procedures which standardize these methods could increase efficiency and allow for a longer useful life of a vehicle.

The use of technology in scheduling rides and coordinating drivers proves to be a challenge as well. The cost of technology can be very expensive and burdensome on agencies causing many of them to forgo this option and utilize pen and paper as their method for ride scheduling. This does not allow for quick response to drivers when cancellations occur, further straining resources. The Ohio Department of Transportation provided grant funds in 2015 which offered transit agencies in sub-region 2a access to scheduling software at no cost. While agencies embraced this opportunity, there is some concern among providers on how they will maintain the cost of the software once the grant funding expires. The idea of regional collaboration could potentially provide a cost sharing benefit to providers as an alternative option to continue

funding this technology as well as expand its use to providers that currently do not have access.

Funding reimbursement rates and procedures are also non-standardized. Funding for these trips may come from a wide array of federal, state, and local program funds, each with different policies and procedures in place. This can cause difficulty in transporting an individual across county lines making the trip more costly and longer for the transit user. Cross county collaboration on trips could offer viable solutions to ensure the transit user is getting on and off one vehicle, only paying one fare, easing frustration and confusion. As transportation needs grow, there is a greater need for agency representatives to come together to search for solutions. Close examination of the diverse processes and resources can serve to highlight coordination opportunities.

For more details on providers and characteristics of service, see ***Appendix B: Provider Inventory and Characteristics of Service***. For details regarding vehicle utilization, see ***Appendix C: Vehicle Utilization*** .

Non-Traditional Transportation Service

The Greater Region also has a variety of non-traditional services available to help reduce gaps which are not served or under served to the traditional transit user.

The RIDESHARE Program, sponsored by MVRPC, is available for free to anyone who lives, works or attends college in Montgomery, Greene, Miami, Preble, Darke and Clinton counties. RIDESHARE is the overall, umbrella name given to the program which promotes both carpooling, vanpooling and bikepooling. The RIDESHARE Program tries to match interested users with others who live nearby and attend the same work or college which they can message directly to begin ridesharing. Area employers, most notably Wright-Patterson Air Force Base, and their employees have benefited by using the vanpool program..

The Greater Dayton RTA launched RTA Connect On-Demand in June 2017. The goal of the Connect On-Demand pilot program is to enhance and increase mobility access by serving previously under served and unserved communities. The program was designed and structured to complement existing RTA services through a new, non-traditional service approach. Connect On-Demand offers service within certain areas of the Miami Valley where fixed-route service is either unavailable or limited. There are five (5) On-Demand zones/areas throughout Montgomery and parts of western Greene County. Service is available 24/7, 365-days a year by booking with the Lyft or Uber app and entering the On-Demand code, or by making a same day, advanced or recurring reservation with RTA Customer Service who connects the customer to a provider of their choice. All trips within the zones are free. Wait times may vary based on availability. Provider services are subject to availability. Accessible services are provided by RTA. Current transportation providers of the program include RTA, Lyft, Uber, and Anton's Transportation.

Within sub-region 2b the City of Dayton, located in Montgomery County, established bike and scooter shared system allowing for travelers to more easily make their first or last mile connections to traditional public transit routes. The Link Dayton Bike Share program consists of 25 stations and has a fleet of 225 pedal bikes and 100 e-bikes. Link is a service administered

by Bike Miami Valley and operated by Greater Dayton RTA. It is a membership based program offering 24-Hour and monthly memberships which can be purchased online or via the app. Link is a transportation system designed for short trips that encourages service sharing.

Additionally, SPIN e-scooters are an additional mobility solution for the citizens of Dayton. There are 250 e-scooters which operate between the hours of 7:00am-9:00pm daily. The e-scooters can be utilized in bike lanes on city streets. Scooters can be accessed through an app on most mobile phones; the cost is \$1 to unlock the scooter and .29 cents per minutes. Spin partnered with the City of Dayton and community leaders to create customized scooter drop locations which were chosen by community members to ensure equity and accessibility were considered in all neighborhoods.

Within sub-region 2a a volunteer driver program, RideConnect has been established. This program operates in Champaign, Darke, Shelby and Preble counties. RideConnect provides transportation that supports affordable trips for the elderly, disabled, and low income individuals for non-medical and medical appointments. This transportation program promotes social integration and trips after transit hours to support employment transportation. RideConnect works in partnership with public and health and human service transportation providers to supplement trips when transit vehicles and county to county transportation is unavailable. The program operates without the same restrictions as public transportation by offering the ability to accommodate same day trip requests.

Counties across the Greater Region also have access to Uber and Lyft services when left without transportation options. There is a higher demand for this service in the large and small urban communities making it more affordable. However in rural areas such as Darke and Preble counties, the two counties with the least transportation options available to users, have less drivers signing up for the service and more roadway miles making it more expensive for the user.

Mobility Management

According to the National Center for Mobility Management, Mobility Management is an approach to designing and delivering transportation services that starts and ends with the customer. Customer groups are considered current and potential riders; employers, economic development groups, local business associations; human service agencies and their clients; taxpayers and other funders; and local governments. The ability of people to reach needed destinations impacts the viability of businesses, health and human services, economic development, local government, and more. Mobility Management articulates this relationship between transportation and success in other sectors by strengthening support for community transportation options.

The Greater Region has three mobility managers servicing eight counties and its customer groups as defined by the National Center for Mobility Management. The services provided aim to increase mobility by providing understanding and awareness of transportation needs, coordination of transportation options to meet needs, and building sustainable and healthy communities by integrating transportation into planning and programs. Mobility management activities are eligible for funding through the Elderly Individuals with Individuals

with Disabilities (Section 5310) Program. Two of the Region's Mobility Managers are funded through organizations in sub-region 2a and the other Mobility Manager is funded through sub-region 2b; however they all strive to support the region as a group and offer their services within and across county lines.

Greater Region Mobility Managers

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Summary of Transportation Providers

CHAMPAIGN COUNTY



Champaign Transit Systems (CTS): A publicly sponsored transit system that serves Champaign County. Everyone is eligible to use the transportation service and riders do not have to pre-qualify. The service is demand-response.

Champaign Transit System operates a fleet of 12 vehicles and provides door-to-door service, which allows drivers to assist passengers from their origin and to their destination. CTS operates county-wide and within a 50-mile radius of Urbana for medical appointments only.

Passengers must make a 24-hour advance reservation, although same day operations are available. For out-of-county travel, a two-day advance reservation is required. Additionally, some assigned routes are in operation. Office hours of operation are 7:00 am-5:30 pm, Monday through Friday, with a van running daily beginning at 8:00 am-4:30 pm. The fares for CTS are \$2.00 for rides within Urbana (\$1.00 for the senior and disabled populations).

Champaign Transit System is currently funded via ODOT's Division of Public Transit and receives federal funds through the rural transit capital and operating grants (FTA Section 5311). It also receives Title IIIB, Title V, PASSPORT and fare revenues. CTS also receives funding through ODOT's Ohio Elderly and Disabled Transit Fare Assistance Program which provides reduced fares for older adults and individuals with disabilities.

Champaign Residential Services, Inc. (CRSI): A private non-profit organization that provides support services to individuals with disabilities in residential settings. It also operates an adult habitation day program.

CRSI provides on-demand transportation to its clients for the purposes of day services, medical appointments, shopping, and recreational opportunities using a combination of agency vehicles and staff's vehicles (with mileage reimbursement provisions). They have a fleet of 31 vehicles, including passenger vans and handicapped-accessible minivans and converted 15-passenger vans. Transportation is provided on weekdays, weekends, and holidays.

Downsize Farm, Ltd.: A private, for-profit organization which provides an adult habitation day program Monday through Friday from 6:00 am-4:00 pm. It provides curb-to-curb, county-wide, client only transportation trips to and from its program. It utilizes a fleet of seven 10-15 passenger shuttle buses. Federal funding is received through the Medicaid Waiver Program for non-medical transportation. They also transport individuals enrolled in their program to vocational and day rehab program and to various community locations.

Champaign County Department of Job and Family Services (CDJFS): A government agency providing public social services to the county. CDJFS provides a variety of services, including protective services, job training and employment services, income assistance, and other social services programs. Its transportation services are limited to protective cases and non-emergency assistance for Medicaid recipients through the Non-Emergency Transportation (NET) programs. CDJFS contracts with CTS for many of these trips. JFS receives federal funding through Title XX and non-emergency Medicaid.

Person Centered Services' (PCS) : PCS' mission is to provide and coordinate person-centered

opportunities for meaningful integrated vocational, volunteer, educational, recreational, social, and leisure activities for individuals with disabilities to enhance career opportunities. PCS's service delivery model ensures choice and develops independence and maximizes the skill set for every individual. PCS maintains a positive culture and healthy relationships; individuals are able to find safety, security, opportunity, and the ability to grow. PCS is also a recipient of 5310 funds to provide transportation for clients only.

CLARK COUNTY



Clark County Veterans Office (CCVA): The CCVA operates transportation for clients to medical appointments to the Dayton VA medical center only. CCVA is a demand-response service and provides nearly 1,000 trips annually. CCVA does not charge for transportation and does not accept donations.

Goodwill Easterseals-Springfield (GWESS): GWESS is a private, non-profit transportation provider in Clark County. The agency provides transportation for seniors or individuals with disabilities to medical appointments and day habilitation locations. GWESS charges a rate per trip and provides nearly 11,000 trips annually.

Springfield City Area Transit (SCAT): SCAT is a public transit system that provides more than 217,000 passenger trips per year on its fixed-route, ADA and demand-response services. The public transit service is, restricted to the City of Springfield due to funding limitations.

The Abilities Connection (TAC) Industries: TAC Industries is a private non-profit agency that employs, connects, and cares for people with developmental or physical disabilities. TAC provides transportation for clients to and from the worksite location. As a main provider for transportation to individuals with disabilities in the county, TAC provides over 36,000 trips annually.

United Senior Services (USS): USS serves seniors ages 55 and over from six different locations within Clark County. With more than 4,000 members, USS has 13 vehicles to transport and provides over 19,000 trips annually. Transportation is demand-response only and operates Monday-Friday from 8:30 am-4:40 pm. USS does not charge per trip but does accept donations.

DARKE COUNTY



Brethren Retirement Community: Brethren Retirement Community provides limited, medical transportation for clients who are living in the retirement community. Brethren also purchases transportation for clients via Spirit Medical Transportation and Greenville Transit System. They do charge a fee of \$8.50 per trip and \$1 per mile outside of the city limits of Greenville.

Greenville Transit System: GTS is a public transit system committed to meeting the transportation needs of Greenville and Darke County citizens. It is a shared-ride system open to all residence and visitors. Rides are scheduled on availability and on a first-come-first-serve basis. Wheelchair accessible vehicles are available. It is operated by MV Transportation, Inc. The service runs Monday-Friday, 6:00 am – 7:00 pm, Saturday, 8:00 am – 7:00 pm and Sunday, 8:00 am – 1:00 pm.

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

Community Action Partnership: Community Action Partnership provides community, general and senior transportation. They provide senior transportation for medical purposes for both inside of the county and outside as well as JFS contract trips. Their service is on an on-call basis with 24-hour advance notice.

GREENE COUNTY(PART OF MPO)



Greene CATS Public Transit: Greene CATS Public Transit’s services are open to the general public and meet ADA accessibility guidelines. Greene CATS Public Transit provide two types of Demand Responsive service: (1) Scheduled Rides pick up and drop off riders at any location within Greene County with limited service to neighboring counties. Operating Monday-Sunday 6:00 am - 9:00 pm; (2) Flex Routes have defined routes with scheduled time points that circulate and link Greene County communities of Beavercreek, Fairborn, Xenia, and Yellow Springs; operating seven days a week. A flex express route that connects Xenia to the Greater Dayton RTA public transit system is also available. All Flex Route buses feature bike racks mounted on the front of the bus for carrying bicycles. Both Scheduled Rides and Flex Deviations on Flex Routes, up to ½ of a mile, are available upon request a minimum two business days in advance and up to one month in advance.

Beavercreek Senior Center: Beavercreek Senior Center provides advance reservation demand responsive service for individuals who are 55 years and over and live within Beavercreek City or Township. Trips for non-medical purposes can only be to locations in the Beavercreek area. Medical trips can be made to designated locations outside the Beavercreek area, including the Miami Valley Hospital, Greene Memorial Hospital and Dialysis, East Town Dialysis, and Wright-Patterson Medical Center. Beavercreek operates 3 vehicles using volunteer drivers who receive no mileage reimbursement. They provide approximately 8,400 trips per year.

Fairborn Senior Citizen’s Association: The Fairborn Senior Citizens Association provides advance reservation demand-response transportation service to seniors (60 and over) residing within the city limits of Fairborn or Bath Township. Trips can be made for all purposes within the Fairborn area, but only medical trips can be made outside the area. All individuals must register for transportation service. Medical trips are on a priority basis, other trip requests on a space-available basis. Requests for transportation must be made 48 hours in advance. There are no fares for the service; donations are accepted. Fairborn operates three vehicles using a combination of paid and volunteer drivers. They provide approximately 4,000 trips per year.

Greene Inc.: Greene Inc. provides non-medical transportation to individuals with developmental disabilities living or working in Greene County to access Adult Day Support, Vocational Habilitation, and employment services . They operate a fleet of 12 passenger vans equipped with wheelchair lifts and capacity for 12 ambulatory passenger and two wheelchairs.

Xenia Adult Recreation and Service Center: The Xenia Center provides transportation services for Xenia residents age 50 and over and Greene County residents age 60 and over.

They also provide Medical Transportation to authorized individuals under a contract with the Area Agency on Aging PSA 2. Trips for medical purposes are provided throughout Greene County, with some trips outside the county when medically necessary. All other trips are to Xenia locations only. Transportation is provided from 8:00 am to 4:00 pm on weekdays. There is no fare; donations are accepted for all non-contract trips. The Xenia Center operates ten vehicles using a combination of paid and volunteer drivers. They provide approximately 12,500 trips per year.

Yellow Springs Senior Center: The Center provides advance reservation demand-response transportation to seniors who live in Yellow Springs and Miami Township. Anyone else who cannot drive (e.g. physical or mental disabilities) can also request service. Priority is given to medical trips and critical shopping. The service is available from 10:00 am to 4:00 pm on weekdays, and requires that trip requests be made 48 hours in advance. The one-way fare for local service in Miami Township is \$1.00, with increasing fares for longer trips outside the area. Yellow Springs Senior Center operates two non-accessible vehicles (sedans) using volunteer drivers who receive no mileage reimbursement. Sometimes the volunteers use their own vehicles. They provide approximately 6,100 trips per year.

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

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

Women's Recovery Center: Women's Recovery Center is a non-medical residential and outpatient treatment facility for alcohol, tobacco and other drug dependent women. Their transportation program is dedicated to providing client access to their facility in Greene County. The 9 case managers determine transportation needs and handles trip arrangements for treatment programs. The Center operates 3 vehicles using staff drivers. They do not keep track of the number of one-way trips that they provide

MIAMI COUNTY (PART OF MPO)



Miami County Transit (MCTS): The Miami County Transit System (MCTS) provides advance reservation demand response county-wide service to the general public and clients of human service agencies. In certain situations, MCTS will also provide service beyond county borders. MCTS operates a fleet of 14 vehicles. MCTS demand-response service operates from 5:00 am-8:00 pm on weekdays, from 6:00 am-7:00 pm on Saturdays, and from 8:00 am-2:00 pm on Sundays. The fare for the general public for a one-way trip within the county is \$4.00, while seniors and persons with disabilities pay half-fare (\$2.00) for all trips.

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

Rides to Work (RTW): Rides to Work program is a referral based transportation program offering low cost rides to employment and mental health/addiction services. Rides are available to clients referred by local social service agencies only and rides cost \$1 one-way for the first 90 days and \$2 one-way after 90 days. RTW is meant to be a temporary solution for individuals with low income facing difficulties getting to work. Clients are picked up and dropped off at a central location and more than 7,000 rides are provided annually.

RT Industries: The mission statement of RT Industries' Transportation Department is to safely provide quality and reliable transportation service for persons served through a well-trained and positive staff that satisfies customers.

RT Industries' fleet includes 10 buses, 6 mini-buses and two MV-1 vehicles. The fleet of vehicles can handle a wide variety of transportation needs

RT Industries Transportation Department has 19 employees with a combined 230 years of driving experience. RTI's employees are given extensive driving training as well as being certified in first-aid and CPR. RT Industries' bus drivers take a personal interest in all their passengers. Many of RT Industries' bus drivers have transported the same individuals for most of their adult lives.

On average, RT Industries provides daily transportation for 200 persons served. RT Industries' transportation department also provides transportation for individuals and groups needing wheelchair accessible vehicles for their transportation needs. RT Industries can configure a bus to hold a maximum of 6 individuals in wheelchairs.

MONTGOMERY COUNTY (PART OF MPO)



Greater Dayton Regional Transit Authority (GDRTA): The GDRTA provides mobility services including fixed route, complementary Americans with Disabilities Act (ADA) paratransit, and various general public demand response programs. As the Greater Region's largest transportation provider, GDRTA completes more than 9 million customer trips annually and has over 3,000 bus stops, along 28 routes in Montgomery and parts of western Greene counties.

Fixed route services operate between the hours of 4am-2am, seven days a week, and all GDRTA fixed route buses are wheelchair accessible and have bike racks.

Connect Paratransit offers door-to-door service to certified customers with disabilities who are unable to use fixed routes. This includes complementary ADA, county-wide and same day paratransit services. Paratransit services are available upon completion of an application and certification through the RTA Certification Center. Customers can schedule trips no later than the day before and up to 7 days in advance. Same day paratransit services are subject to availability. Hours of operation are seven (7) days a week from 4am-2am, and is available throughout Montgomery and parts of western Greene counties.

Connect On-Demand is offered within certain areas where fixed-route service is either unavailable or limited. There are five (5) On-Demand zones/areas throughout Montgomery

and parts of western Greene counties. Service is available 24/7, 365-days a year by booking with the Lyft or Uber app and entering the On-Demand code, or by making a same day, advanced or recurring reservation with GDRTA Customer Service who connects the customer to a provider of their choice. Wait times may vary based on availability. Provider services are subject to availability. Accessible services are provided by GDRTA. Current transportation providers of the program include GDRTA, Lyft, Uber, and Anton's Transportation.

Connect Premium Service is a door-to-door service that is open to the general public and serves the Dayton Urban Area as defined by the Miami Valley Regional Planning Commission. The cost of a one-way trip is applied to the reserving customer and includes traveling companions who board and alight at the same locations as said customer.

The Castle/Friends of the Castle: The Castle provides demand-response transportation to clients with developmental and mental disabilities. Agency hours are M-F from 8:00am-5:30pm. Clients must reside within Montgomery County.

Dayton VA Medical Center: The Dayton VA Medical Center provides demand-response rural and urban transportation for veterans to their VA appointments. Hours of operation are M-F from 8:00 am-4:30 pm. Clients must be veterans who qualify to the VA's transportation services.

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

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

First-time users are required to register. Trip reservations can be made up to two weeks in advance (some exceptions for medical appointments) and no later 30 than 48 hours before the scheduled trip time. Emergency trips can be requested up to noon on the business day before the trip if space is available. Riders must purchase a "Rider's Card" (a punch card), available in denominations of \$2, \$10, \$20, and \$40. The cost per trip ranges from \$2.00 to \$8.00 depending upon distance traveled. Service is provided on weekdays from 8:30 am to 4:00 pm. Transportation for designated programs is provided in the evening and on weekends.

Life Enrichment Center: The Life Enrichment Center is a faith based, non-profit agency which provides life essential services to clients in Dayton and the surrounding areas. Services include hot meals, grocery distribution, showers, and clothes. Other services include educational programs, a fitness center, health screenings, and spiritual resources. The agency has one vehicle and provides transportation to clients on an as-needed basis. Agency hours are Monday-Friday from 8:00 am-5:00 pm.

Mt. Enon Baptist Church: Mt. Enon Baptist Church is located in Dayton and has one vehicle to transport seniors and individuals with disabilities on a need-be basis to and from the organization's faith based activities.

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

Rec West Enrichment Center: Rec West Enrichment Center provides transportation to clients who reside within Centerville/Washington Township. In order to be eligible for transportation, individuals must be clients ages 60 and over. Hours of operation are M-F from 9:00 am-3:00 pm. They operate three vehicles and provide approximately 1650 trips a year.

Resident Home Association: Resident Home Association maintains ongoing, long-term residential services and supports to residents. Requests for residential services are coordinated through the Montgomery County Board of Developmental Disabilities.

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

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

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

Vandalia Senior Center: The Vandalia Senior Center provides clients with demand-response transportation to and from the center and related center activities. Agency hours are Monday-Friday from 8:00 am-4:00 pm. To be eligible for transportation, individuals must be residents of Vandalia/Butler Township, age 60 and over, and ambulatory.

Wesley Community Center: Wesley Community Center serves all ages and family/community groups. Transportation is provided for seniors under a variety of contracts with the Area Agency on Aging (AAA) and the County Department of Job and Family Services (DJFS). They operate 7 vehicles using paid drivers for all of their transportation programs, but they do not maintain a count of all trips that they provide.

The general hours of service for transportation are from 8:00 am to 3:00 pm on weekdays. There is no fare charged, but donations are accepted for Nutrition Transportation. Trips must be reserved at least one day in advance, except Medical Transportation and Medicaid (NET) Transportation which are scheduled by case managers.

YMCA of Greater Dayton: The YMCA provides transportation for children to attend day care, after school and summer camp programs. The YMCA has seven facilities in Montgomery County, 29 and they operate 10 vehicles using paid drivers. They do not keep track of the number of passenger trips that they provide.

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

PREBLE COUNTY



L&M Products and Your Happy Place: Residents of Preble County with developmental disabilities can rely on transportation from L&M Products and Your Happy Place. These residents are able to receive transportation to medical appointments, day centers and job sites as needed. All vehicles are wheelchair assessable. Both agencies are open Monday-Friday from 9:00 am- 3:00 pm. Rides are funded through Medicaid waiver grants by Preble County Developmental Disabilities.

Preble County Council on Aging: Residents 60 years and over can rely on Preble County Council on Aging. The senior residents receive transportation to medical appointments, grocery shopping, banking, drug store and personal care needs. The majority, (65%), of the Preble County Council on Aging vehicles are wheelchair assessable. Rides are funded through levy dollars, grants, Non-Emergency Medical Transportation through JFS and PASSPORT. Preble County Council on Aging is a contract transportation provider for Preble County Job & Family Services and Preble County Mental Health & Recovery Board. Transportation is available Monday-Friday from 6:00 am-6:00 pm. Transportation is funded for Non-Emergency Medical Transportation (NET) by JFS and MHRB.

Universal Transportation Systems: UTS is based in Butler County, south of Preble County. They are also a contract transportation provider for Preble County Job & Family Services. Transportation is available seven days per week, 24 hours per day. Transportation is funded for Non-Emergency Medical Transportation "NET" by JFS.

Community Action Partnership Preble County: Transportation is offered through several programs to low income, individuals with disabilities, elderly or veterans. Transportation is available 7 days a week/24 hours per day. There are also private pay options for those that do not qualify for a specific program through the agency.

SHELBY COUNTY



Shelby Public Transit: Shelby Public Transit works in cooperation with Shelby County human services agencies and various service organizations to serve Shelby County. The goal of Shelby Public Transit is to offer accessible, clean, safe, and affordable public transportation in the City of Sidney and throughout Shelby County.

City service hours of operation are Monday-Friday from 5:00 am-4:30 pm and county service hours are Monday-Friday 8:00 am-4:00 pm. Fares for city trips are \$2.50/one-way for the general public and \$1.00/one-way for seniors and individuals with disabilities. County rates are \$5.00/one-way for the general public and \$2.50/one-way for seniors or individuals with disabilities. Personal care attendants are allowed to ride at no extra cost. Connecting service is also available between Shelby County and Miami County. Shelby County transit offers demand-response service only.

S&H Products: S&H Products provides quality services and supports which enhance personal and vocational skills. They promote self-sufficiency and independence to help people live, learn and work in the community. Their goal is to enrich lives through a wide variety of meaningful activities which address health, socialization, self-advocacy, communication and lifelong learning. S&H Products is also a full service manufacturing agency. Transportation is offered to clients to and from the work site setting at no cost.

Shelby Veterans Services: Shelby County Veterans Services provides transportation for veterans living in Shelby County to the center location as well as the Dayton VA medical Center.

REGIONAL



American Cancer Society: The American cancer society provides transportation to cancer patients in need of rides to and from treatments. Volunteer drivers provide transportation and hours are typically Monday-Friday from 7:00 am-8:00 pm. Clients must be ambulatory and able to walk alone or with the assistance of a caregiver.

Eastway Corporation: Provides about 500 trips per year for persons with disabilities within Montgomery and Greene counties.

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

Miami Valley Community Action Partnership: Transportation is offered through several different programs to lower income, mentally or physically disabled, elderly, or veteran individuals. There is also the option of private pay for those that do not qualify for a specific program. Transportation is available in Darke and Preble Counties. In Darke County they provide senior transportation for medical purposes and JFS contract trips.

Safe Haven: Safe Haven is a consumer-operated peer center for adults with mental illness providing educational, social, and vocational service opportunities in a safe and comfortable environment. Their service area includes Darke, Miami, and Shelby counties with one program site in Piqua (Miami County) and one in Greenville (Darke County). Safe Haven operates three vehicles and services are available on Monday-Friday and Saturdays from 12:00 pm-5:00 pm.

The following table also provides a list of social service providers which purchase trips for clients. These providers use various sources of federal, state, and local funds to provide their clients access to transportation. The non-profits and social service providers contract with local transportation providers to complete these trips. More information regarding the funding sources used and vehicle characteristics which provide these trips can be found in **Appendix B: Provider Inventory and Characteristics of Service** .

Table 6: Transportation Purchasers

Purchaser	County
Bridges Community Action Partnership	Champaign
Champaign County FCFC	Champaign
Mercy Reach	Champaign
Champaign County Board of Developmental Disabilities	Champaign
Clark County Board of Developmental Disabilities	Clark
Clark County Department of Job and Family Services	Clark
Community Unity	Darke
Darke County Job and Family Services	Darke
Greene County Board of Developmental Disabilities	Greene
Greene County Department of Job and Family Services	Greene
TCN Behavioral Health Service	Greene
Xenia Community Schools	Greene
Greene County Council on Aging	Greene
Greene County Family & Children First	Greene
Montgomery County Board of Developmental Disabilities	Montgomery
Preble County Department of Job and Family Services	Preble
Preble County Mental Health & Recovery	Preble
Preble County Veteran Services	Preble
Bridges Community Action Partners	Shelby

Source: MVRPC

Transit Provider by Coverage

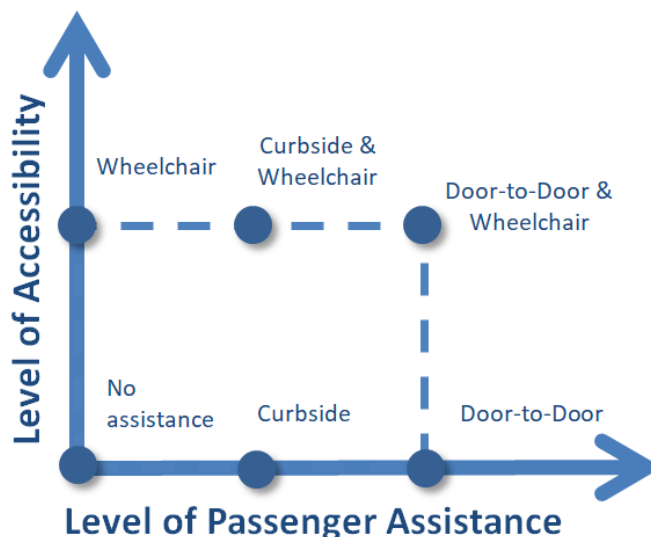
Table 7: Transit Provider Count by County & Coverage Area/Type

	Champaign	Clark	Darke	Greene	Miami	Montgomery	Preble	Shelby
Total # Providers	4	7	3	9	4	18	4	3
# By level of passenger assistance								
# Crosses county	1	1	1	4	2	7	0	0
# Provides weekend service	1	0	1	4	2	4	1	0
Average hours of service/day	8.6hrs	11.4hrs	8.0hrs	8.1hrs	9.0hrs	10.8hrs	13.6hrs	9.5hrs

Source: MVRPC

Thirty percent of all transit providers in the region are crossing county lines, where the majority of cross-county service providers are serving Montgomery, Greene and Clark counties. Preble and Shelby Counties are generally lacking cross-county service. The majority of providers offer transit services during typical business hours Monday through Friday between 7am and 6pm, where very limited night and weekend service is provided.

Transit providers offer varying levels of assistance helping passengers on and off a vehicle as well as accessibility. A consideration for passengers who may have varying levels of mobility and/or physical or mental abilities when choosing transit options may involve identifying the proper level of assistance such as door-to-door or curbside (curb-to-curb) assistance. The distinction between these two options is a matter of whether a passenger is assisted into the vehicle from their doorstep versus the curb.



Transit Provider by Agency Type

Table 8: Transit Provider Count by County & Agency Type/Funding Eligibility

	Champaign	Clark	Darke	Greene	Miami	Montgomery	Preble	Shelby
Total # Providers	4	7	3	9	4	18	4	3
# By agency type								
# Provides Medicaid-eligible trips	3	5	0	2	2	6	3	2

Source: MVRPC

Transit providers in the Region offer services for various specialized transportation needs which often require some level of customer eligibility, such as be a human service agency client, a resident or member of a community such as a retirement community or senior center, or be an approved rider for a specialized public transit program such as paratransit services. Each provider determines eligibility through the lens of their specialized program.

Transit Provider Summary



31%

Crosses county lines



25%

Offer weekend services



10 Hours/Day M-F

Typical operation hours



69%

Offer some level of passenger assistance (door-to-door or curbside)

