Highland County

Highland County Locally Developed & Coordinated Public Transit-Human Services Transportation Plan

December 2008 - November 2017

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FRS Transportation, Lead Agency

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Executive Summary

This plan is the Public Transit-Human Services Plan for Highland County. The plan was initially developed in 2008, updated in 2013, revised in 2015 and updated & revised in 2017. 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 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 2016 funds and authorizes transit programs for five (5) years.

Transportation is critical component of the communities in Highland County. Transportation provides access to jobs, education, health care, 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 resources including:
    - Primary county transportation providers
    - County Stakeholders
    - Available transportation technology
    - Secondary county transportation providers (faith based, agency referred, volunteer)
    - Employment/job training related data
    - Potential funding for a future county transit system
    - Mobility Manager of Highland County
    - Shared Training Programs for Drivers
    - FTA/ODOT Required Criteria for all Drivers & Transportation Vehicles
    - Safety Trainings for Drivers

2. Identify and Prioritize community transportation needs:
    - Need an unrestricted publicly available county wide transportation system and to do so we need to obtain funding to become a 5311 Rural Transportation System.– This will meet these gaps in service identified:
        - Need to expand evening service
        - Need earlier AM service
        - Need service on weekends
        - Want same day scheduling
        - Want flexibility in service
        - Want accessible service
    - Increase mobility options for the disabled population
    - Provide and expand services for the elderly, those 65 and older
    - Increase transportation options for low income workers, college students, and people who are non-Medicaid eligible
    - Provide and expand services for those who are Medicaid eligible
    - Increase public awareness of current available transportation services
    - Improve public knowledge of pricing and associated costs of providing transportation services to gain support for public transit system & potential sales or property tax increase in the future to support transit system.

- Participate in "Emergency Preparedness for Highland County" in the event of a local, county or national disaster.

3. Establish a clear plan for achieving shared goals

While waiting for additional 5311 funding to become available, we will continue working with our city councils, county commissioners, local businesses, factories, agencies, churches and stakeholders to gain support for a county transit system so that we can have the local support already established if and when 5311 funding would come available to our county. Our Mobility Manager and local transportation providers will continue seeking funding streams that will help us meet some of the identified transportation needs of our disabled, elderly and low income workers as well as continuing to coordinate our current transportation services to benefit those within our county. Listed below are our potential solutions if funding can be obtained:

- Fixed shuttle route between the city of Hillsboro and the city of Greenfield. (These are the two largest cities in Highland County) Sixty-five percent of respondents would use the service. Apply for 5311 funding or other funding.
- Shuttle service within the city of Greenfield. Fifty-six percent of respondents would use the service. Apply for 5311 funding or other funding sources.
- Shuttle service within the city of Hillsboro. Seventy-two percent of respondents would use the service. Apply for 5311 funding or other funding.
- Shuttle service ridership paid by purchase of fare tickets. Sixty-nine percent of respondents would use fare system. Apply for 5311 funding or other funding.
- Increase number of accessible vehicles by applying for 5310 vehicle funding
- Replace older, high mileage vehicles by applying for 5310 vehicles
- Fully train all county drivers so they are sensitive to the needs of our elderly, disabled and low income populations and do periodic refresher trainings.
- Work with county providers to utilize all available transportation resources
- Mobility Manager continues to travel train riders, their families, and the general public.
- Mobility Manager will continue to market the transportation services available within our county and the costs associated with providing transportation services.
- County transportation providers will participate actively with our Highland County Emergency Management Services Director in safety plans and emergency preparedness.

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
- General Public
- Faith based community

In order to ensure participation from the above groups the following stakeholder involvement activities were performed:

- Surveys were distributed at our local Senior Citizens Centers in the cities of Hillsboro and Greenfield, local assisted living center and nursing homes.
- Surveys were distributed by our local transportation providers to their riders who were disabled, elderly, and low income.
- Invitations to our HARTS Transportation Planning Committee meetings were given to local riders who were disabled, elderly and low income with their ride to the meetings being provided by the local transportation providers.
- Ads were placed in the two local newspapers inviting all of the general public to the HARTS Transportation Planning Committee meetings.
- Emails were sent to local stakeholders, city and county officials, local human service agencies, private for profit and nonprofit transportation providers, faith based organizations, etc.
- Local riders distributed surveys in their apartment complexes, local businesses and medical facilities.
- Stakeholder meetings were held to gain input from the general public which consisted of a mix of our senior, disabled and low income populations, as well as human service agency representatives, faith based representatives, and county agencies.
- Transportation provider vehicle inventory and agency criteria were distributed to each for profit and nonprofit transportation provider.
- Mobility Manager met with some of the local elderly and disabled people in our county to gain their input and have them complete a survey.

This plan was developed and adopted by the HARTS County Transportation Planning Committee. More information about the planning committee can be found in Appendix A.

I. Geographic Area

The Community of Highland County, Ohio

Overview:

Highland is a wonderful blend of both agriculture and industry. The historic influence of our farming communities carries on today with area residents – our workforce – priding themselves on their strong work ethic and dedication to developing skills that meet the changing needs of businesses.

Highland County is located in the southwestern part of the state of Ohio. Established in 1805 and named for the “high lands” between the Scioto and Little Miami Rivers, Highland County, is conveniently located within a little over an hour’s drive to the major metropolitan areas of Cincinnati, Columbus, and Dayton.

Business Profile:

Employers seeking a place to start or relocate a business or industry in Highland County will find available sites, affordable housing and an available work force that is highly skilled and

diversified, especially in the areas of metal fabrication, aviation, logistics, agri-business, and electronics, who are ready willing and able to work. The manufacturing sector has traditionally been the largest provider of employment opportunities throughout the county, followed by health care, and education. Principal industries in the county include RR Donnelley, Candle-lite, Weastec, Inc., PAS Technology, Huhtamaki Plastics, Hobart, Seal-tite, Greenfield Products, Waddell/Ghent Manufacturing, Greenfield Research and Highland Computer Forms.

Seventy percent of the population of the United States lives within 500 miles of Highland County, with businesses and industries having access to most major markets within 10 to 12 hours through highways and airports.

Highland County has a complete support network to help businesses thrive and grow by partnering with the networks of local organizations including the Ohio Small Business Development Center (SBDC), Ohio Department of Development and many more.

We have a great need for jobs in our county as we have a low income population that struggles to find well-paying jobs that will provide them with benefits and help them work their way to self-sufficiency. Along with the need for jobs, our low income population, also, needs a reliable means to get to those jobs if they become available which comes back to our major need for an unrestricted publicly available and county wide transportation system that is affordable to use.

Transportation:

Highways – US 50 and State Routes 28, 73 and 124 cross the county east and west. US Route 62 and State Routes 72, 134, 138, 247 and 753 run north and south. Access to 4 lane highway – US 32 to south and US 35 to north and US 71 to the northeast are within an approximate one half hour drive.

Airport – The Highland County Airport serves the area. The paved runway extends for 3520 feet and is located 3 miles from Hillsboro. The airport has 24 hour fuel service, flight training, avionics, airframe and engine repair service.

Railroad – Highland County is well served by a 29 mile rail line - owned by the city of Greenfield – that accesses the north/south CSX line in Midland, Ohio. The rail line, also, serves Midland, New Vienna, Leesburg, Greenfield, to Portsmouth.

Education:

- Public Schools – There are five school districts that cover Highland County.
  - Bright Local School District
  - Hillsboro City School District
  - Lynchburg Clay School District
  - Fairfield School District
  - Greenfield Exempted Village School District
- Non – Public Schools – There are two private schools
  - Hillsboro Christian Academy
  - St. Mary's Catholic School
- Higher Education

- Great Oaks Technical Center – one of the largest career and technical education districts in the United States, has been providing career development, workforce development and economic development service to individuals, business, industry, labor, communities and other organizations in southwest Ohio since 1970.
- Southern State Community College – offers associate degrees in both technical and transfer programs, adult basic literacy courses and workforce training programs on its campus locations in Adams, Brown, Clinton, Highland and Fayette counties. With its mission of providing affordable, accessible, high quality education, Southern State is accredited by the Commission on Institutions of Higher Education of the North Central Association of Colleges and Schools. Both Wilmington College and Chatfield College in neighboring Brown County, offer 4 year degree programs to area students.

- Libraries – Highland County Public Library – Four county branches in the cities of Hillsboro & Greenfield and the towns of Leesburg and Lynchburg.

Health Services:

Highland County is well served by two hospitals as well as numerous other medical offices and urgent care facilities and pharmacies.

- Highland District Hospital in Hillsboro – HDH is a 25 bed critical access hospital that blends modern technology with personalized services. The hospital provides primary health care with emergency services, women's health care, inpatient medical and surgical services including geriatric behavioral health and a wide variety of outpatient specialty services.
- Adena Greenfield Medical Center in Greenfield – is a 25 bed critical access hospital, part of the Adena Health System, and specializing in rehabilitation, stroke rehabilitation and general medical services. Adena Greenfield Medical Center is the only certified stroke rehabilitation facility in southern Ohio.

Housing:

Highland County has a wide variety of affordable housing, from scenic country settings to small towns to beautiful lake view property. We, also, have several low income housing complexes for our low income population and senior housing complexes in Hillsboro and Greenfield, as well as some of our other smaller towns. We have three nursing homes in Hillsboro, Laurels of Hillsboro, Crestwood Ridge and Heartland and one assisted living facility, Bell Garden Place. We need more low income and senior housing as we have people on waiting lists at each of the housing complexes.

The three most populated areas of Highland County are the city of Hillsboro, the city of Greenfield and the Paint Township area which encompasses the Rocky Fork Lake and Paint Creek areas.

Recreation:

Highland County is an excellent choice for those who enjoy outdoor activities such as fishing, hiking, camping, hunting, golfing and sightseeing. Two state parks, Rocky Fork (2,080 acres of lake and 1,384 acres of land) and Paint Creek Lake (1,200 acres of lake and 9,000 acres of land), offer a variety of ways to enjoy the beautiful hills of Highland County.

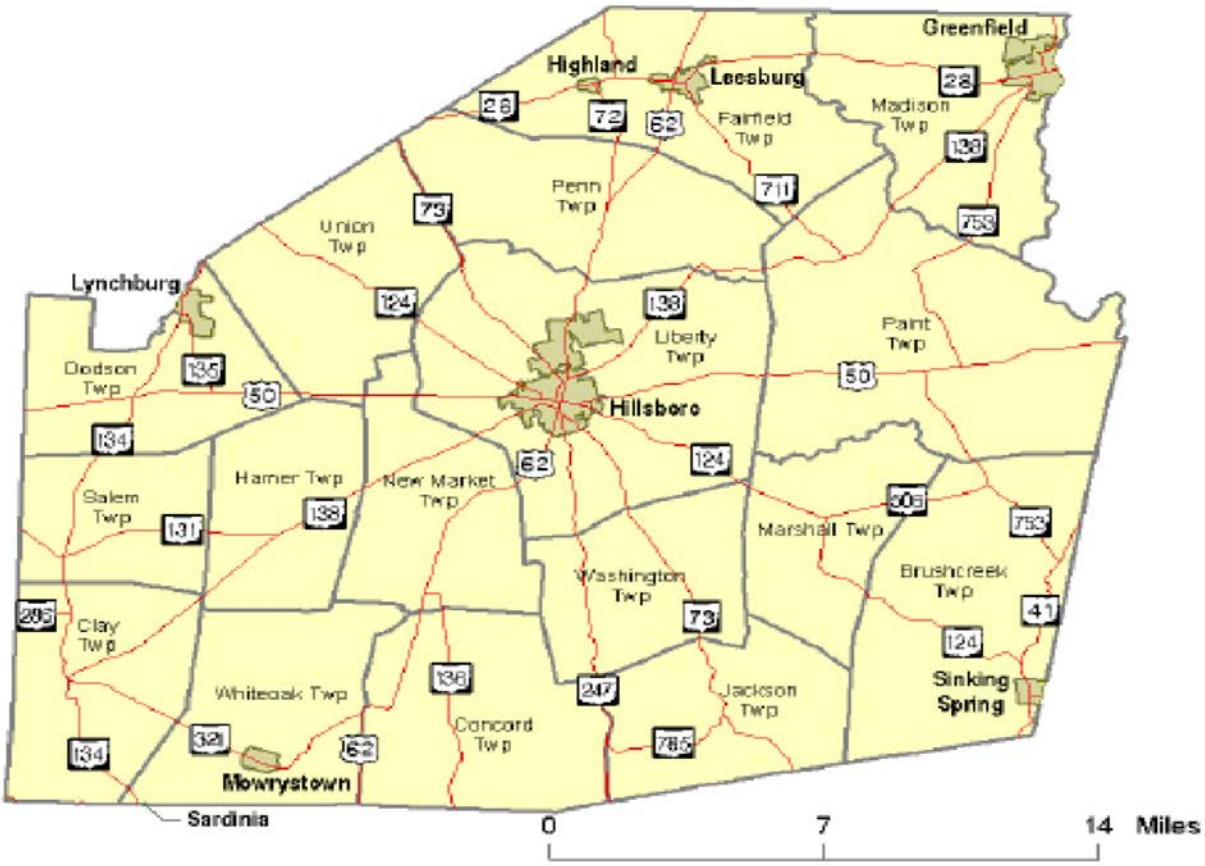
We, also, have our local YMCA, Star Cinema Movie Theater, and the Highland Lanes bowling alley in the city of Hillsboro. There are several restaurants and fast food places located in both

the city of Hillsboro as well as the city of Greenfield, plus some smaller restaurants in some of our local villages and towns.. There are several historical sites to visit within Highland County.

MAP Section 1:

MAP 1: Shows major roads that intersect through Highland County

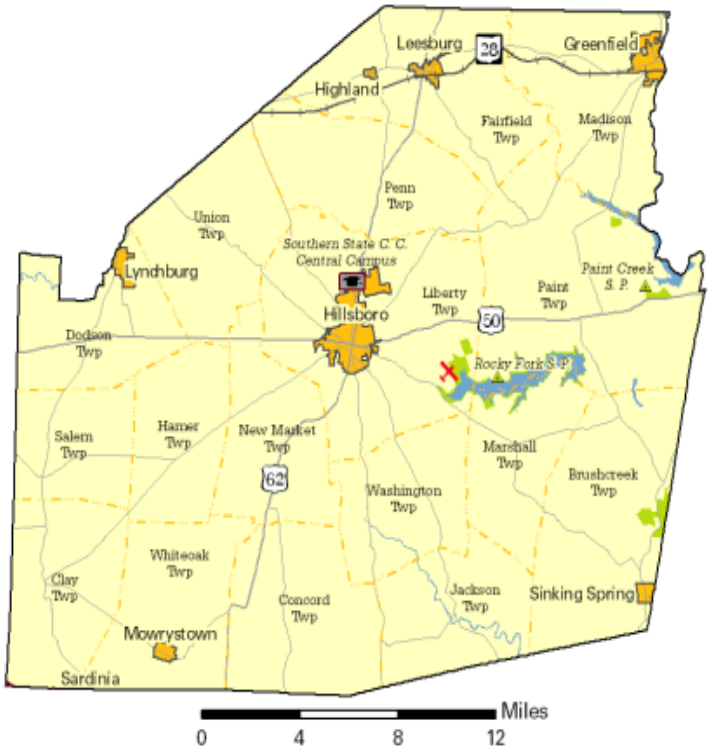
This is the area that is covered by our Highland County coordinated plan along with the three succeeding Maps 2, 3 and 4.



MAP 2: Informational Map

Highland County

Established: Act - May 1, 1805
2016 Population: 43,029
Land Area: 553.3 square miles
County Seat: Hillsboro City
Named for: The "high lands" between the Scioto and Little Miami Rivers



Taxes

Taxable value of real property	$744,410,400
Residential	$427,360,670
Agriculture	$239,223,340
Industrial	$13,152,180
Commercial	$64,674,210
Mineral	$0
Ohio income tax liability	$13,159,349
Average per return	$791.06

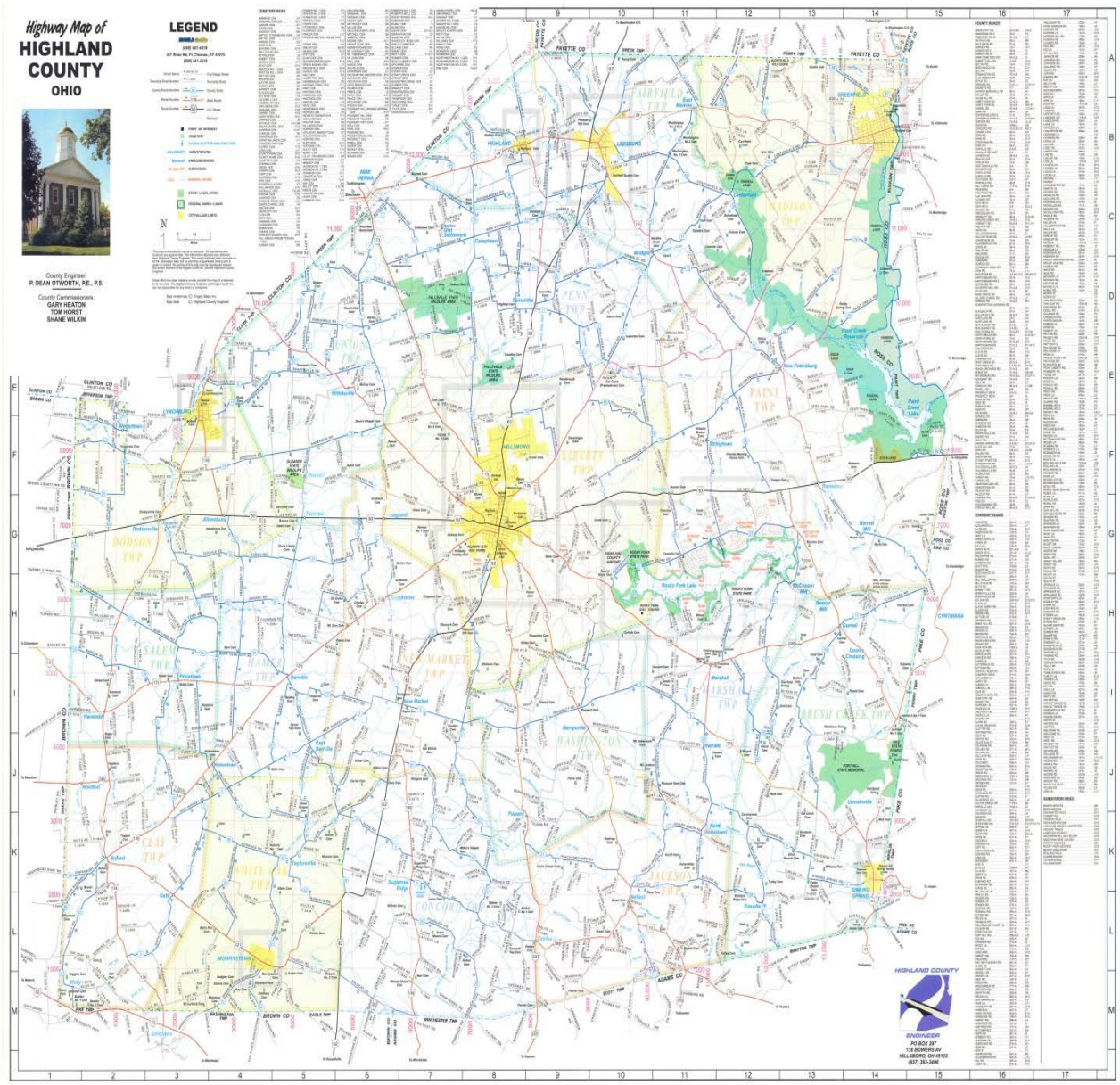
Land Use/Land Cover

	Percent
Developed, Lower Intensity	5.78%
Developed, Higher Intensity	0.45%
Barren (strip mines, gravel pits, etc.)	0.16%
Forest	29.61%
Shrub/Scrub and Grasslands	2.74%
Pasture/Hay	17.27%
Cultivated Crops	43.02%
Wetlands	0.03%
Open Water	0.96%

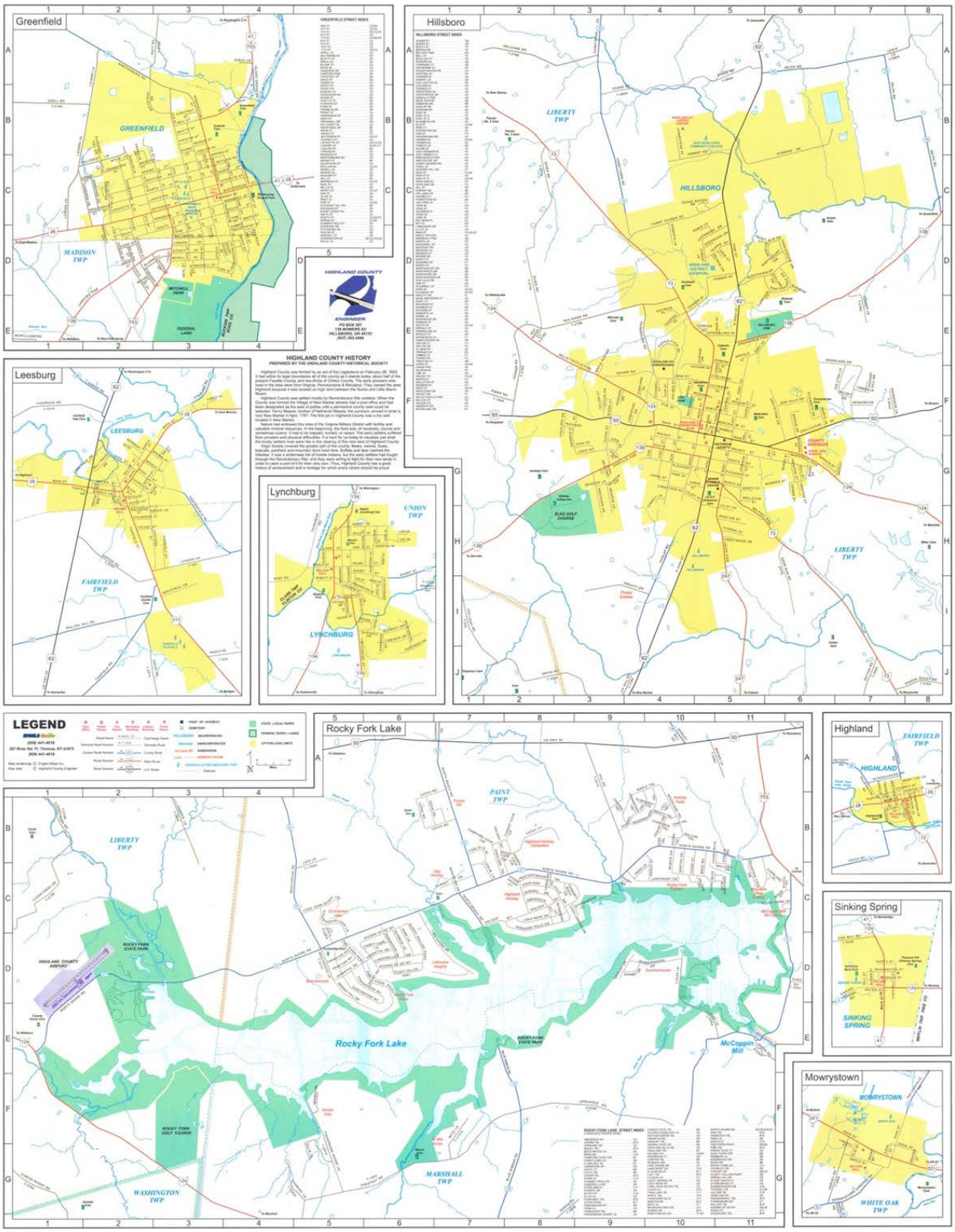
Largest Places

	Est. 2016	Census 2010
Hillsboro city	6,580	6,605
Greenfield vlg (part)	4,589	4,639
Paint twp	4,465	4,585
Liberty twp UB	3,585	3,637
Fairfield twp UB	2,154	2,196
Madison twp UB	2,092	2,086
Union twp	2,028	2,065
New Market twp	1,863	1,888
Lynchburg vlg (part)	1,482	1,497
Clay twp	1,401	1,431

MAP 3: Highway Map of Highland County



MAP 4: Main Cities & Towns of Highland County



MAP SECTION 2: MAJOR TRIP GENERATORS IN HIGHLAND COUNTY

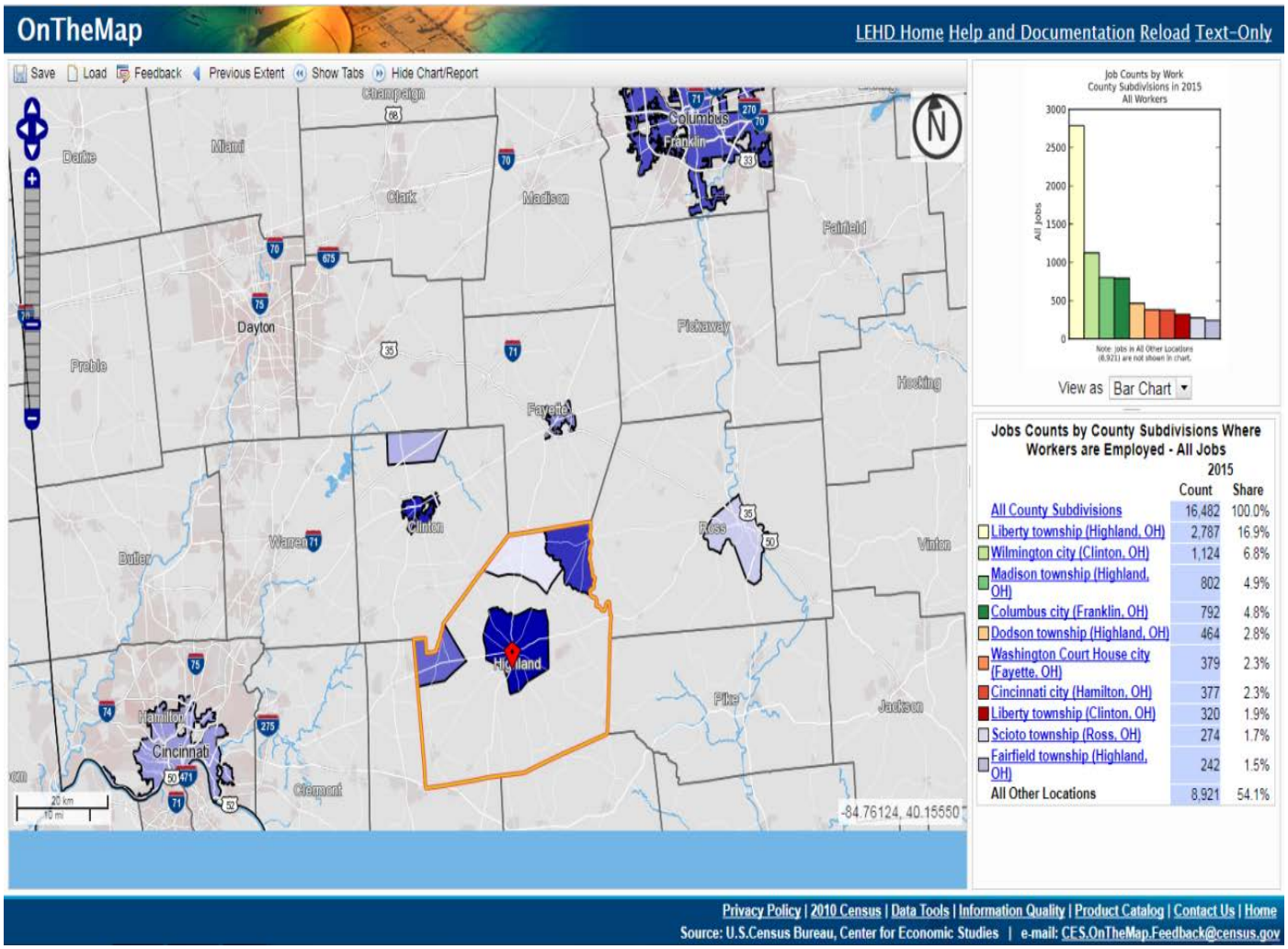
EMPLOYMENT MAP TRIP GENERATOR 1:

Total Primary Jobs

HIGHLAND COUNTY	2015	
	Count	Share
Total Primary Jobs in Highland County	15,569	100.0%

Jobs Counts by County Subdivisions Where Workers are Employed - Primary Jobs

	2015	
	Count	Share
Liberty township (Highland, OH)	2,613	16.8%
Wilmington city (Clinton, OH)	1,098	7.1%
Madison township (Highland, OH)	756	4.9%
Columbus city (Franklin, OH)	743	4.8%
Dodson township (Highland, OH)	437	2.8%
Washington Court House city (Fayette, OH)	360	2.3%
Cincinnati city (Hamilton, OH)	354	2.3%
Liberty township (Clinton, OH)	312	2.0%
Scioto township (Ross, OH)	244	1.6%
Fairfield township (Highland, OH)	226	1.5%
All Other Locations	8,426	54.1%



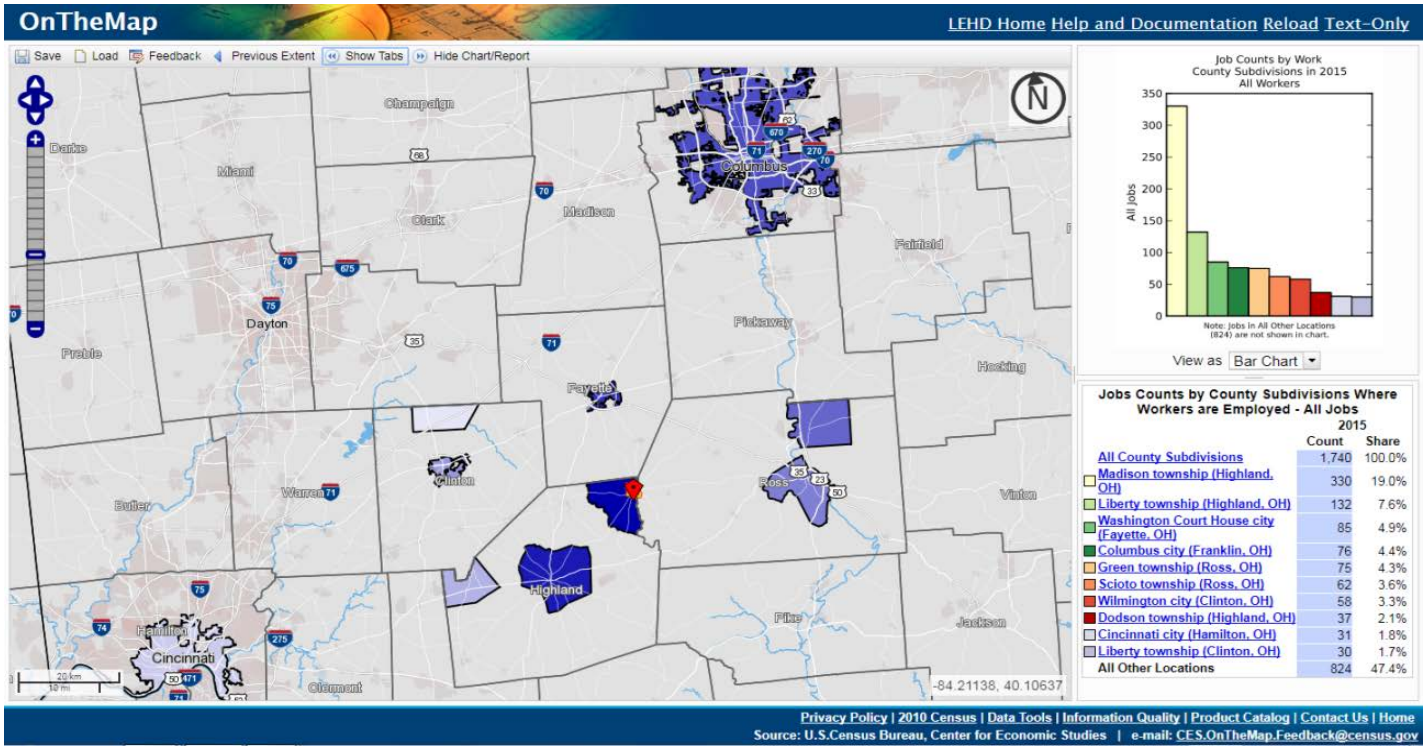
PRIMARY JOBS IN HIGHLAND COUNTY:

Per the previous chart and map you can see we had a total of 15,569 primary jobs in Highland County in 2015. 26% of those jobs were held within Highland County with 16.8% of those jobs within the Hillsboro area and 4.9% of those within the Greenfield area which are the two largest populated areas of Highland County. Out of county workers total 20.4% with 9.4% of those going to the city of Wilmington area in Clinton County, which is a neighboring county to the northwest, 4.8% going to the Columbus area, and an equal amount of 2.3% each working in the Washington Courthouse (Fayette County is our neighboring county to the North) and the Cincinnati area(2.3%). We had 1.6% going to work in Ross County our neighboring county to the east primarily in the city of Chillicothe. So we had a total of 7.1% going to work in two of the larger cities approximately 1.5 hours away. Then there are 54.1% (8,426 workers) that work in all other locations not identified.

Greenfield:

Greenfield, OH
Jobs Counts by County Subdivisions Where Workers are Employed - All Jobs

	2015	
	Count	Share
All County Subdivisions	1,740	100.0%
Madison township (Highland, OH)	330	19.0%
Liberty township (Highland, OH)	132	7.6%
Washington Court House city (Fayette, OH)	85	4.9%
Columbus city (Franklin, OH)	76	4.4%
Green township (Ross, OH)	75	4.3%
Scioto township (Ross, OH)	62	3.6%
Wilmington city (Clinton, OH)	58	3.3%
Dodson township (Highland, OH)	37	2.1%
Cincinnati city (Hamilton, OH)	31	1.8%
Liberty township (Clinton, OH)	30	1.7%
All Other Locations	824	47.4%



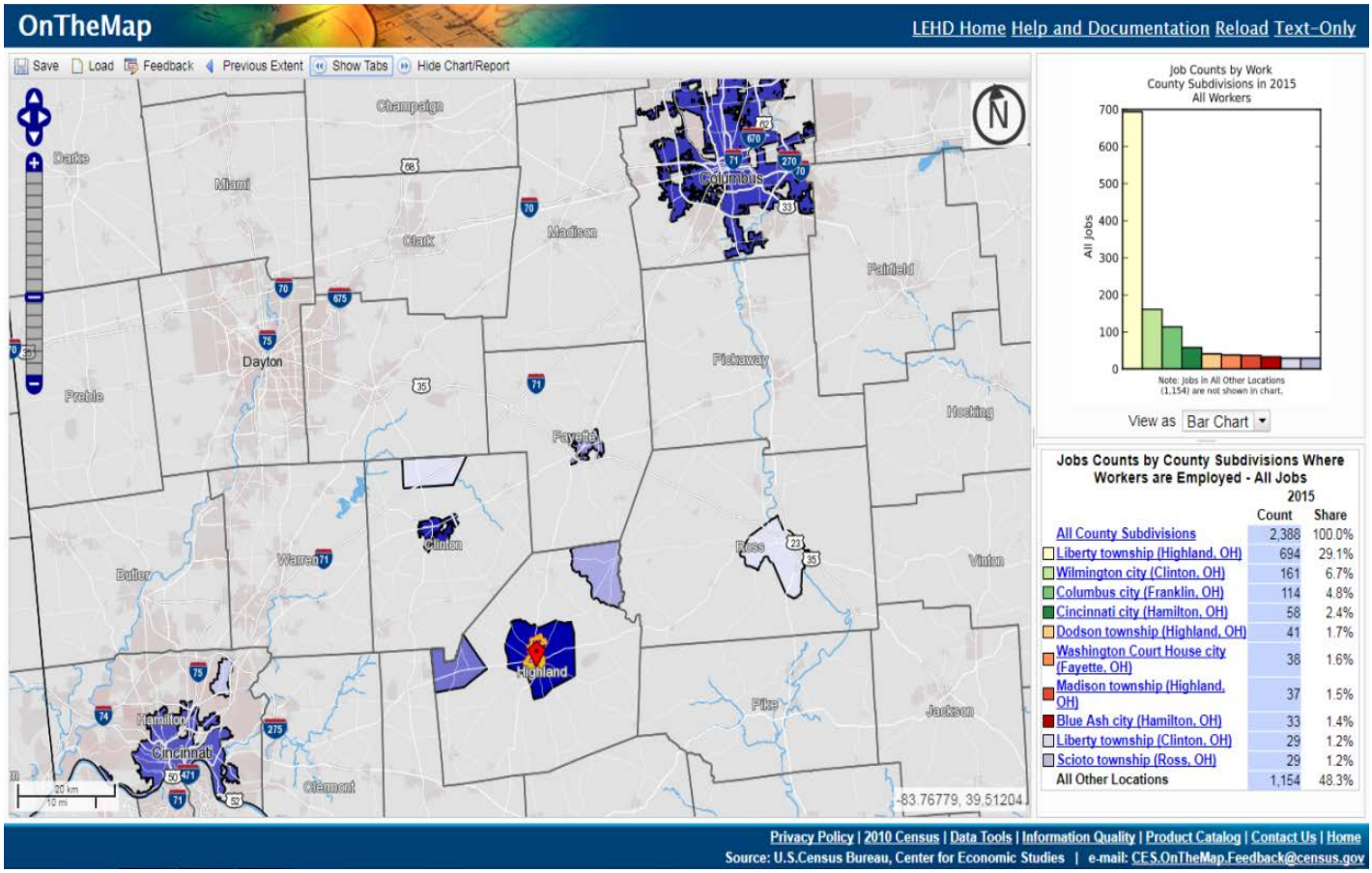
PRIMARY JOBS FOR GREENFIELD WORKERS:

Per the previous chart and map you can see that for the area of the city of Greenfield we had 1,740 workers and of those workers 28.7% are known to work in Highland County with 19% of them working within the city of Greenfield. There are 24% of these workers that are known to work outside of Highland County. 7.6% of these workers work in the city of Hillsboro area, which is about a half hour from the city of Greenfield. We had 7.9% working in neighboring Ross County to the east, primarily in the Chillicothe area. Then 4.9% of workers from the Greenfield area went to work in our neighboring Fayette County to the north of Highland County. Then we had 6.2% total working in the two larger cities of Columbus (4.4%) and Cincinnati (1.8%). Then the remaining 47.4% (824) unidentified workers work in all other locations within and outside of Highland County.

Hillsboro:

Jobs Counts by County Subdivisions Where Workers are Employed - All Jobs

	2015	
	Count	Share
All County Subdivisions	2,388	100.0%
Liberty township (Highland, OH)	694	29.1%
Wilmington city (Clinton, OH)	161	6.7%
Columbus city (Franklin, OH)	114	4.8%
Cincinnati city (Hamilton, OH)	58	2.4%
Dodson township (Highland, OH)	41	1.7%
Washington Court House city (Fayette, OH)	38	1.6%
Madison township (Highland, OH)	37	1.5%
Blue Ash city (Hamilton, OH)	33	1.4%
Liberty township (Clinton, OH)	29	1.2%
Scioto township (Ross, OH)	29	1.2%
All Other Locations	1,154	48.3%



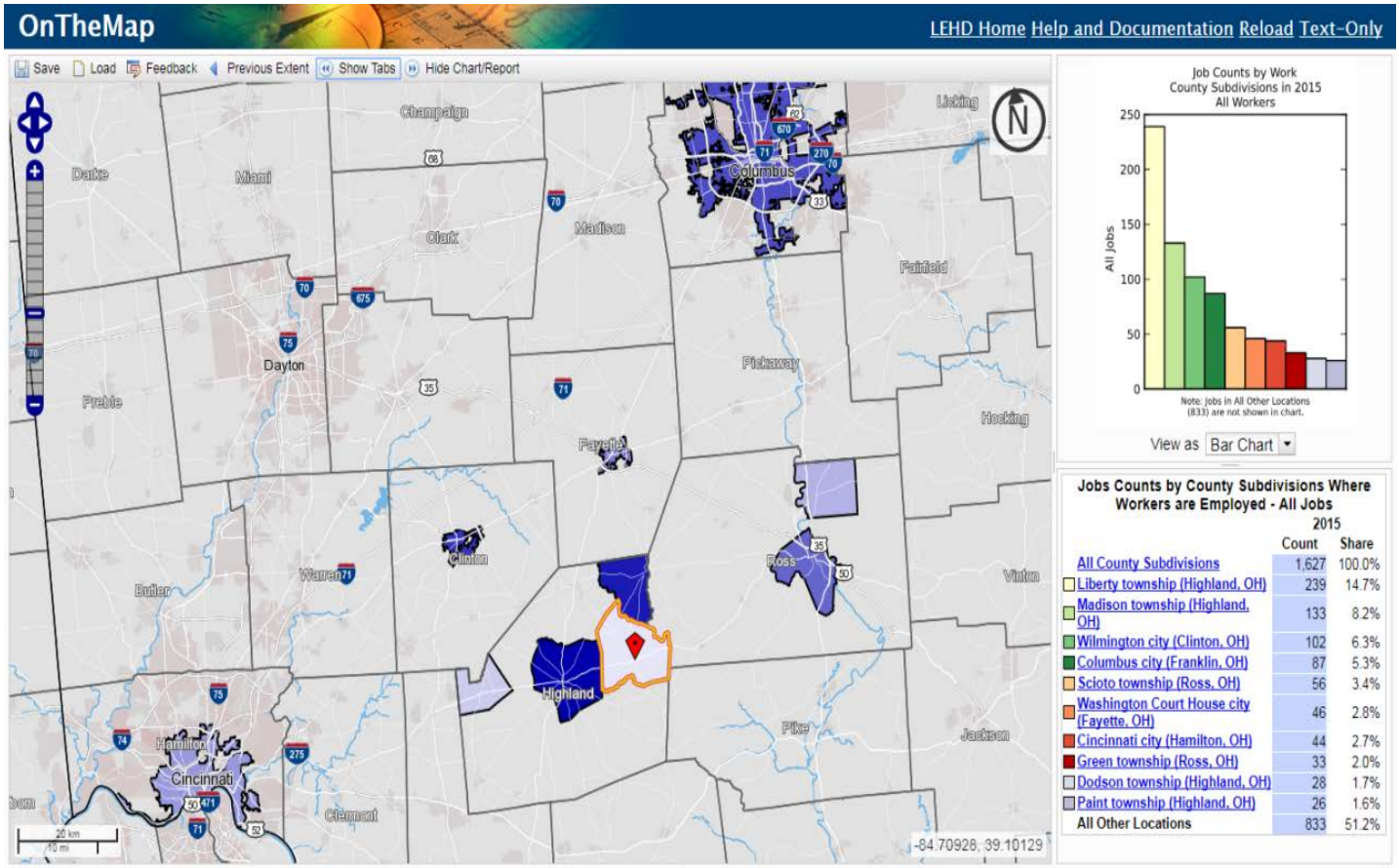
PRIMARY JOBS FOR HILLSBORO WORKERS:

Per the previous chart and map you can see that for the area of the city of Hillsboro we had 2,388 workers and of those workers 29.1% are known to work within the Hillsboro area. A total of 32.5% work within Highland County and 19.3% of Hillsboro workers are known to work outside of Highland County. We have 7.9% of Hillsboro workers working in Clinton County within the city of Wilmington, the nearest county to our northwest. Then we have working in the two larger cities of Cincinnati (3.8%) and Columbus (4.8%) a total of 8.6% from the Hillsboro area. We had 1.6% of Hillsboro workers go into our neighboring Fayette County to the north of Highland County and 1.2% go to work in our neighboring Ross County to the east. The remaining 1,154 or 48.3 % work in unidentified locations within and outside of Highland County.

Paint Township:

Jobs Counts by County Subdivisions Where Workers are Employed - All Jobs

	2015	
	Count	Share
All County Subdivisions	1,627	100.0%
Liberty township (Highland, OH)	239	14.7%
Madison township (Highland, OH)	133	8.2%
Wilmington city (Clinton, OH)	102	6.3%
Columbus city (Franklin, OH)	87	5.3%
Scioto township (Ross, OH)	56	3.4%
Washington Court House city (Fayette, OH)	46	2.8%
Cincinnati city (Hamilton, OH)	44	2.7%
Green township (Ross, OH)	33	2.0%
Dodson township (Highland, OH)	28	1.7%
Paint township (Highland, OH)	26	1.6%
All Other Locations	833	51.2%



PRIMARY JOBS FOR PAINT TOWNSHIP WORKERS:

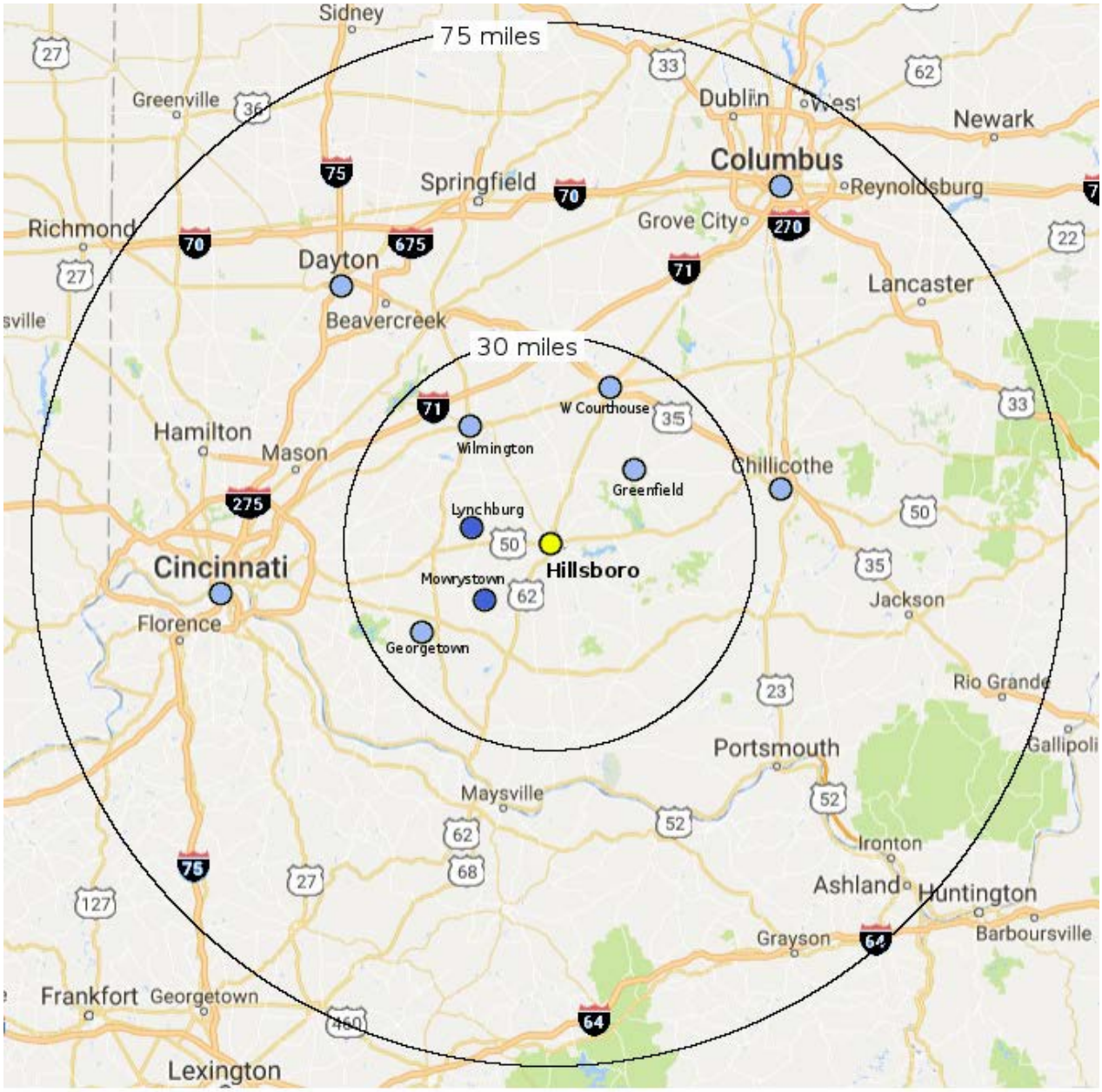
Per the previous map and chart for Paint Township we can see that we have a total of1627 known workers from the Paint Township area. We have 26.2% of those workers that work within Highland County and 22.5% of those known workers that work outside of Highland County. We have 14.7% that come into the city of Hillsboro area to work and 10.8% that go into the city of Greenfield to work. We have 6.3% that work in our neighboring Clinton County to the northwest from Paint Township and 5.4% work in our neighboring Ross County to the east. We have 2.8% going to work in our neighboring Fayette County to the north from Paint Township. Then we have a total of 8% working in the larger cities of Columbus (5.3%) and Cincinnati (2.7%) from Paint Township. Then the remaining 51.2% of workers (833) of Paint Township work in all other unknown locations within and outside of Highland County.

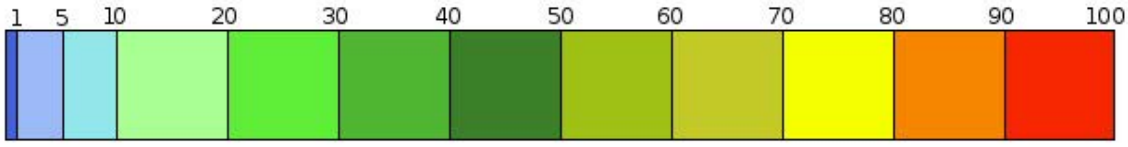
These areprimary jobs to major factories, businesses, retailers, educational systems, medical facilities, larger restaurant chains, etc. It does not capture all of those who are self-employed, work in the smaller restaurants, gas stations, where it is harder to collect their data.

MEDICAL, SOCIAL AND RECREATIONAL MAP TRIP GENERATOR 2:

For medical trips and social/recreational trips the general public of Highland County frequents the majority of the same cities that they frequent for employment purposes. We have two local hospitals in Highland County, the Highland District Hospital in the city of Hillsboro and Greenfield/Adena Medical Center located in the city of Greenfield. There are several physician offices, dental offices, rehabilitation centers, eye doctors, pharmacies, and two urgent care facilities in these two major cities in Highland County. In the outlying areas we only have one medical facility in Lynchburg and one in Paint Township area. For medical services that cannot be obtained in Highland County, people from Highland County travel to Seaman, Peebles, Portsmouth, Cincinnati, West Chester, Wilmington, Washington Courthouse, Chillicothe, Mt. Orab, Georgetown, Batavia, Milford, Dayton, Xenia, Circleville, Beavercreek, and Columbus area to see specialists and for the larger city hospitals.

Social/recreational trips within Highland County are primarily within the three major areas of Highland County, city of Hillsboro, city of Greenfield and the Paint Township area. Most people go out to eat at one of the restaurants in Hillsboro or Greenfield, go to the Star Cinema and Highland Lanes bowling alley in Hillsboro; there are dance, yoga, exercise activities available in both cities; there is the Highland County YMCA in Hillsboro, historical sites throughout the county to visit and in the Paint Township area we have the Rocky Fork Lake State Park and Paint Creek State Park for boating, water skiing, fishing, annual boat races, swimming and camping activities. We have the Highland County airport for small aircraft to use. The people from Highland County travel to the larger cities of Cincinnati, Dayton and Columbus the liberal arts and music and for other social and recreational activities that cannot be found in our rural county.





Percentage of trips to various cities compared to all trips

MEDICAL, SOCIAL AND RECREATIONAL TRIP CHART 1:

Total Trips	**99.03%**	**Locations listed below**
31,788	**0.97%**	**Other**

Beechmont			Beavercreek		
Blue Ash			Centerville		
Cincinnati			**Dayton**		
Fairfield			Huber Hats		
Mason			Kettering		
Milford			Miamisburg		
Milford			Springboro		
Montgomery			**Total Trips**	**613**	**1.93%**
West Ches-ter					
Total Trips	**1,355**	**4.26%**			
			Georgetown	**350**	**1.10%**
Hamilton					
Liberty Twp			**Seaman**	**46**	**0.14%**
Total Trips	**85**	**0.27%**			
			Mt Orab	**122**	**0.38%**
Chillicothe	**1088**	**3.42%**	**Wilmington**	**886**	**2.79%**
			Sabina	**62**	**0.20%**
Canal Win-chester					
Columbus			**WCH**	**955**	**3.00%**
Dublin					
Gahanna			**W Union**	**27**	**0.08%**
Grove City					
Hilliard			**Peebles**	**35**	**0.11%**
Pickerington					
Westerville					
Total Trips	**997**	**3.14%**			

Hillsboro	**23,873**	**75.10%**
Greenfield	**752**	**2.37%**
Leesburg	**11**	**0.03%**
Lynchburg	**142**	**0.45%**
Mowrys-town	**83**	**0.26%**

MEDICAL, SOCIAL AND RECREATONAL TRIP ANALYSIS:

As we can see from the previous map and chart that the majority (75.1%) of medical, social and recreational trips are within the city of Hillsboro area. The next major area in Highland County is the city of Greenfield (2.37%), then Lynchburg (0.45%), Mowrystown (0.26%) and Leesburg (0.03%) for a total of 78.2% of trips being within Highland County. The second next largest area for these types of trips is the Cincinnati (Hamilton included) area with 4.53%, thirdly is the Chillicothe (3.42%) area in Ross County which neighbors Highland County to the east. In fourth place is the Columbus area with 3.14%; fifth is the city of Washington Courthouse (3%) in Fayette County which neighbors Highland County to the north. Then sixth is the city of Wilmington (2.79%) located in Clinton County, which neighbors Highland County to the northwest. Our seventh largest area we travel to is the Dayton area with 1.93% of our trips. Georgetown (1.10%), Mt. Orab (.38%), Sabina (.20%), Seaman (.14%), Peebles, (.11%) and West Union (.08) make up the other 1.93% of our trips. This gives us a total of 20.74% of our trips going outside of Highland County which is a little over one fourth of our total medical, social and recreational related trips.

I. Population Demographics

CHART 1: Total Population Current and Projected for Five Years

Ohio | Development Services Agency

DEVELOPMENT SERVICES AGENCY
POPULATION PROJECTIONS BY AGE AND SEX

COUNTY: Highland

AGE COHORTS	2015 TOTAL POP	2015 MALE POP	2015 FEMALE POP	2020 TOTAL POP	2020 MALE POP	2020 FEMALE POP	2025 TOTAL POP	2025 MALE POP	2025 FEMALE POP
0-4	2,830	1,390	1,430	2,950	1,440	1,510	3,100	1,520	1,580
5-9	2,960	1,480	1,480	2,830	1,390	1,430	2,990	1,460	1,520
10-14	3,110	1,640	1,460	2,970	1,480	1,480	2,810	1,380	1,430
15-19	3,040	1,510	1,520	3,090	1,630	1,460	2,820	1,400	1,420
20-24	2,900	1,440	1,460	3,010	1,490	1,510	3,040	1,600	1,440
25-29	2,320	1,140	1,180	2,870	1,420	1,450	3,020	1,500	1,520
30-34	2,530	1,280	1,250	2,310	1,130	1,180	2,880	1,430	1,460
35-39	2,570	1,260	1,310	2,500	1,270	1,230	2,320	1,140	1,180
40-44	2,750	1,360	1,390	2,550	1,250	1,310	2,500	1,260	1,240
45-49	2,980	1,500	1,480	2,710	1,340	1,370	2,560	1,250	1,310
50-54	2,970	1,480	1,490	2,900	1,440	1,460	2,670	1,300	1,360
55-59	3,190	1,540	1,650	2,860	1,410	1,450	2,820	1,380	1,430
60-64	2,640	1,270	1,370	2,990	1,420	1,570	2,720	1,330	1,390
65-69	2,400	1,110	1,290	2,390	1,120	1,260	2,710	1,260	1,450
70-74	1,750	820	930	2,040	900	1,140	2,030	920	1,120
75-79	1,300	550	750	1,350	580	770	1,590	640	950
80-84	890	380	510	980	410	570	1,000	410	590
85+	940	340	600	1,030	410	610	1,120	470	660
TOTAL	44,040	21,500	22,540	44,320	21,540	22,770	44,700	21,650	23,050

AGE COHORTS	2030 TOTAL POP	2030 MALE POP	2030 FEMALE POP	2035 TOTAL POP	2035 MALE POP	2035 FEMALE POP	2040 TOTAL POP	2040 MALE POP	2040 FEMALE POP
0-4	3,090	1,510	1,580	3,030	1,470	1,560	3,060	1,500	1,550
5-9	3,080	1,510	1,570	3,030	1,480	1,550	2,960	1,420	1,540
10-14	2,960	1,450	1,510	3,100	1,530	1,570	2,910	1,420	1,490
15-19	2,810	1,380	1,430	3,120	1,530	1,590	3,130	1,550	1,580
20-24	2,900	1,440	1,460	2,900	1,420	1,480	3,480	1,720	1,750
25-29	3,050	1,600	1,450	2,850	1,410	1,430	3,030	1,490	1,540
30-34	2,980	1,470	1,510	2,990	1,560	1,430	2,750	1,360	1,390
35-39	2,820	1,390	1,430	2,880	1,420	1,460	2,860	1,480	1,380
40-44	2,270	1,100	1,170	2,750	1,340	1,410	2,730	1,330	1,400
45-49	2,450	1,230	1,210	2,180	1,050	1,120	2,650	1,270	1,370
50-54	2,460	1,180	1,280	2,330	1,150	1,170	2,000	950	1,050
55-59	2,540	1,230	1,310	2,310	1,100	1,210	2,140	1,050	1,090
60-64	2,620	1,270	1,350	2,320	1,090	1,220	2,080	970	1,110
65-69	2,420	1,150	1,270	2,320	1,090	1,230	1,960	880	1,080
70-74	2,290	1,010	1,270	2,040	920	1,120	1,910	850	1,070
75-79	1,560	640	930	1,750	700	1,050	1,540	620	920
80-84	1,190	470	720	1,200	490	710	1,290	500	780
85+	1,220	530	700	1,390	600	790	1,560	700	860
TOTAL	44,720	21,570	23,150	44,480	21,370	23,110	44,030	21,080	22,950

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They are projecting that the total Highland County population will grow slightly by about 1131 people over the next 20 years between 2010 and 2030 but then start to drop back off over the next 10 years between 2030 and 2040 by about 690 people. They are projecting that the male population will grow over the next 15 years from 2010 through 2025 but then start to drop off from 2030 through 2040. The female population in Highland County is projected to grow steadily from 2010 through 2030 then drop off from 2030 to 2040.

The most populated areas of Highland County are presented below per 2010 Census:

CHART 1.5

Location	Population	Percent of Total	5 Year Projection
Highland County	**43,589**	***100***	***43,029***
Hillsboro city	6,605	15.2	6540
Greenfield city	4,639	10.6	4561
Paint township	4,585	10.5	4518
Liberty township	3,637	8.4	3614
Fairfield township	2,196	5	2151
Madison township	2,086	4.8	2065
Union township	2,065	4.7	2022
New Market township	1,888	4.3	1850
Lynchburg village	1,497	3.5	1506
Clay township	1,431	3.3	1420
All other	12,960	29.7	12780

Paint Township has realized the largest increase in population, from 2,908 in 1990 to 4,585 in 2010, a 58% increase. This is the result of rapid growth and development throughout the Rocky Fork Lake/Paint Township area.

CHART 2: Total Population by Age Group

Demographic Characteristic	Highland County		5 Year Estimate
	2010		2015 Estimate
Age – 2010 Census	43,589		43,018
Under 5 years	2907		2651
5 to 9 years	3126		2861
10 to 14 years	3214		3017
15 to 19 years	2969		2813
20 to 24 years	2297		2338
25 to 29 years	2511		2413
30 to 34 years	2553		2420
35 to 39 years	2750		2586
40 to 44 years	2965		2687
45 to 49 years	3018		2891
50 to 45 years	3274		2947

55 to 59 years	2753		3167
60 to 64 years	2634		2739
65 to 69 years	2046		2477
70 to 74 years	1666		1839
75 to 79 years	1212		1362
80 to 84 years	881		907
85 years and over	813		903

CHART 3: Total Population by Race

Population & Economic Profile

The 2010 Ohio County demographic profile of people living in Highland County is presented in the table below. As one can see, most of the county's population is white (96.45%) with the second largest percentage of Highland County being of two or more races and the third largest percentage of the county is black or African-American alone.

Demographic Characteristic	**Highland County**			
	43,589	**Percent**	**43,170**	**Percent**
Race – 2010 Census &	2010		2016 Estimate	
White alone	42,042	96.45	41542	96.2
Black or African-American alone	604	1.39	596	1.4
American Indian/Alaska native alone	111	.25	42	0.1
Asian alone	102	.23	151	0.3
Two or More Races	668	1.53	822	1.9
Native Hawaiian & Other Pacific native alone	3	.01	0	0.0
Some other race alone	59	.14	17	0.0
Note: Hispanic (may be of any race)			352	0.8

CHART 4: Number and Percentage of People with Disabilities

Demographic Characteristic	Highland County	
	2010	2016
Total Population	43,589	42,754
Total with a disability	8160	16104
Population 65 and over	6315	6848
Population 65 and over with a disability (45% of those 65 and older have a disability)	5356	5634
Population 18-64 years old	26191	25361
Population 18-64 with a Disability (17.7% of those 18-64 have a disability)	4,551	9844
Population under 18	11083	10545
Population under 18 with a disability (6.8% of those under 18 have a disability)	751	626
Types of Disabilities: For those 65 years of age & older		
Total population 65 and older	6315	6848
Total population 65 and older WITH a disability	5356	5634
Sensory	928	1774
Hearing	738	1411
Vision	190	363
Mental	1319	647
Ambulatory	1528	1654
Self-Care	628	525
Independent Living	953	1034

As we can see from the above chart, 18.7% of our total population in Highland County per the 2010 Census had some type of a disability. The estimate for 2016 has that total doubled at 37.7%. From the estimate the number of 18 – 64 year olds that are disabled has almost doubled from 4,551 per the 2010 Census to 9,844 per 2016 estimate. Our 65 and older age category WITH a disability has increased 5.2% per the estimate for 2016 from the 2010 Census total. Approximately 82% of those 65 and older have some type of a disability, if not two or more, per the 2016 estimate compared to 84.8% per the 2010 Census totals. This means that we have over three fourth of our county's elderly population that need transportation services who are, also, most likely to need accessible transportation services, either for easy loading and unloading or because they have some type of assistive device. A large percentage is most likely to be using canes, walkers, wheelchairs or power chairs. They will need assistance into and out of vehicles and they will need extra time to load and unload due to difficulty breathing, walking, and getting secured.

Subject	Highland County, Ohio					
	Total		With a disability		Percent with a disability	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
DISABILITY TYPE BY DETAILED AGE						
With a hearing difficulty	(X)	(X)	2,690	+/-307	6.3%	+/-0.7
Population under 18 years	10,545	+/-104	94	+/-69	0.9%	+/-0.7
Population under 5 years	2,699	+/-76	0	+/-23	0.0%	+/-1.0
Population 5 to 17 years	7,846	+/-70	94	+/-69	1.2%	+/-0.9
Population 18 to 64 years	25,361	+/-129	1,185	+/-253	4.7%	+/-1.0
Population 18 to 34 years	8,288	+/-101	122	+/-78	1.5%	+/-0.9
Population 35 to 64 years	17,073	+/-126	1,063	+/-232	6.2%	+/-1.3
Population 65 years and over	6,848	+/-128	1,411	+/-180	20.6%	+/-2.6
Population 65 to 74 years	4,032	+/-52	638	+/-142	15.8%	+/-3.5
Population 75 years and over	2,816	+/-114	773	+/-143	27.5%	+/-5.0
With a vision difficulty	(X)	(X)	1,362	+/-258	3.2%	+/-0.6
Population under 18 years	10,545	+/-104	109	+/-74	1.0%	+/-0.7
Population under 5 years	2,699	+/-76	0	+/-23	0.0%	+/-1.0
Population 5 to 17 years	7,846	+/-70	109	+/-74	1.4%	+/-0.9
Population 18 to 64 years	25,361	+/-129	890	+/-214	3.5%	+/-0.8
Population 18 to 34 years	8,288	+/-101	179	+/-106	2.2%	+/-1.3
Population 35 to 64 years	17,073	+/-126	711	+/-167	4.2%	+/-1.0
Population 65 years and over	6,848	+/-128	363	+/-102	5.3%	+/-1.5
Population 65 to 74 years	4,032	+/-52	174	+/-75	4.3%	+/-1.9
Population 75 years and over	2,816	+/-114	189	+/-62	6.7%	+/-2.1
With a cognitive difficulty	(X)	(X)	2,994	+/-371	7.5%	+/-0.9
Population under 18 years	7,846	+/-70	300	+/-100	3.8%	+/-1.3
Population 18 to 64 years	25,361	+/-129	2,047	+/-303	8.1%	+/-1.2
Population 18 to 34 years	8,288	+/-101	520	+/-159	6.3%	+/-1.9
Population 35 to 64 years	17,073	+/-126	1,527	+/-274	8.9%	+/-1.6
Population 65 years and over	6,848	+/-128	647	+/-140	9.4%	+/-2.1
Population 65 to 74 years	4,032	+/-52	276	+/-89	6.8%	+/-2.2
Population 75 years and over	2,816	+/-114	371	+/-99	13.2%	+/-3.5
With an ambulatory difficulty	(X)	(X)	4,337	+/-420	10.8%	+/-1.0
Population under 18 years	7,846	+/-70	86	+/-86	1.1%	+/-1.1
Population 18 to 64 years	25,361	+/-129	2,597	+/-340	10.2%	+/-1.3
Population 18 to 34 years	8,288	+/-101	142	+/-71	1.7%	+/-0.9
Population 35 to 64 years	17,073	+/-126	2,455	+/-331	14.4%	+/-1.9
Population 65 years and over	6,848	+/-128	1,654	+/-198	24.2%	+/-2.9
Population 65 to 74 years	4,032	+/-52	837	+/-166	20.8%	+/-4.2
Population 75 years and over	2,816	+/-114	817	+/-130	29.0%	+/-4.4
With a self-care difficulty	(X)	(X)	1,582	+/-292	3.9%	+/-0.7
Population under 18 years	7,846	+/-70	37	+/-27	0.5%	+/-0.3
Population 18 to 64 years	25,361	+/-129	1,020	+/-259	4.0%	+/-1.0
Population 18 to 34 years	8,288	+/-101	111	+/-72	1.3%	+/-0.9
Population 35 to 64 years	17,073	+/-126	909	+/-235	5.3%	+/-1.4
Population 65 years and over	6,848	+/-128	525	+/-126	7.7%	+/-1.8
Population 65 to 74 years	4,032	+/-52	203	+/-81	5.0%	+/-2.0
Population 75 years and over	2,816	+/-114	322	+/-97	11.4%	+/-3.4
With an independent living difficulty	(X)	(X)	3,139	+/-357	9.7%	+/-1.1
Population 18 to 64 years	25,361	+/-129	2,105	+/-305	8.3%	+/-1.2
Population 18 to 34 years	8,288	+/-101	372	+/-124	4.5%	+/-1.5
Population 35 to 64 years	17,073	+/-126	1,733	+/-287	10.2%	+/-1.7
Population 65 years and over	6,848	+/-128	1,034	+/-169	15.1%	+/-2.5
Population 65 to 74 years	4,032	+/-52	376	+/-101	9.3%	+/-2.5
Population 75 years and over	2,816	+/-114	658	+/-132	23.4%	+/-4.7

'015 American Community Survey 5-Year Estimates

Chart 5: Number and Percentage of Households with Incomes below the Poverty Level

Based on Income Data from 2010 Census	Highland County	
	Number	Percent
Total Families	11,795	100%
Family Income above Poverty	10,328	87.6
Family Income below Poverty	1467	12.4
Single-parent Families below Poverty	762	51.9
Female-headed Families below Poverty	627	42.7

In Highland County we have 12.4% of our families that are below the poverty level. Of those families 762 of them are single parent families with 627 families being female-headed. This means that 82% of the single-parents are females who are trying to raise and support their families but have an extremely hard time getting out of poverty. We have several social service programs in Highland County that are designed to try to help our low income families work their way up out of poverty but transportation to these services is a big issue for them. They cannot afford a vehicle in a lot of families, if they do have a vehicle, it is usually older, not very reliable and they are not able to afford to keep up the maintenance and repair or the insurance on it. Then they have to rely on family, friends or neighbors to get them to their basic life needs since there is no public transportation service available to most of our county's area.

Chart 6: Number and Percentage of Individuals with Incomes below the Poverty Level

Based on Income Data from 2010 Census and using	Highland	County
2016 Ohio County Profile for Highland County	Number	Percent
Total Population (for whom poverty status is determined)	42,574	100%
Below 50% of poverty level	3625	8.8
50-99% of poverty level	4979	11.7
100 - 124% of poverty level	3119	7.3
125 - 149% of poverty level	2602	6.1
150 – 184% of poverty level	3703	8.7
184 – 199% of poverty level	1092	2.6
200% of poverty level or more	23,454	55.1
Median Household Income Highland County	**$39,858**	
Median Household Income state of Ohio	**$45,749**	

As in many Appalachian counties throughout the eastern and southeastern United States, a large percentage of the population lives in poverty. In fact, poverty has existed in some families for generations, resulting in a culture of poverty that breeds hopelessness and

fatalism. This culture contributes to low educational attainment and unemployment or under employment in this segment of the population of Highland County. These people struggle to support their families and maintain jobs. Highland County's median household income is almost $6000 below the state level. There are 1,467 families in Highland County who live below the poverty level, 12.4% of all families.

While families living below the poverty level are, "working poor," there may be many additional families in the county who functionally meet that classification. The "working poor" are typically defined as those people who hold full time employment but whose incomes remain below the federal poverty level. These people struggle to balance their incomes with family needs and are very vulnerable to increases in transportation and in other living costs. This vulnerability translates to difficulties affording adequate transportation to maintain employment, make trips to school, the grocery store, to visit with family and friends, as well as other basic life needs. Since these people have low incomes, they typically do not use or own newer model cars that are more fuel efficient, reliable and less polluting. Instead, their cars are more likely to have high operating costs, break down more frequently, and use more fuel/gasoline.

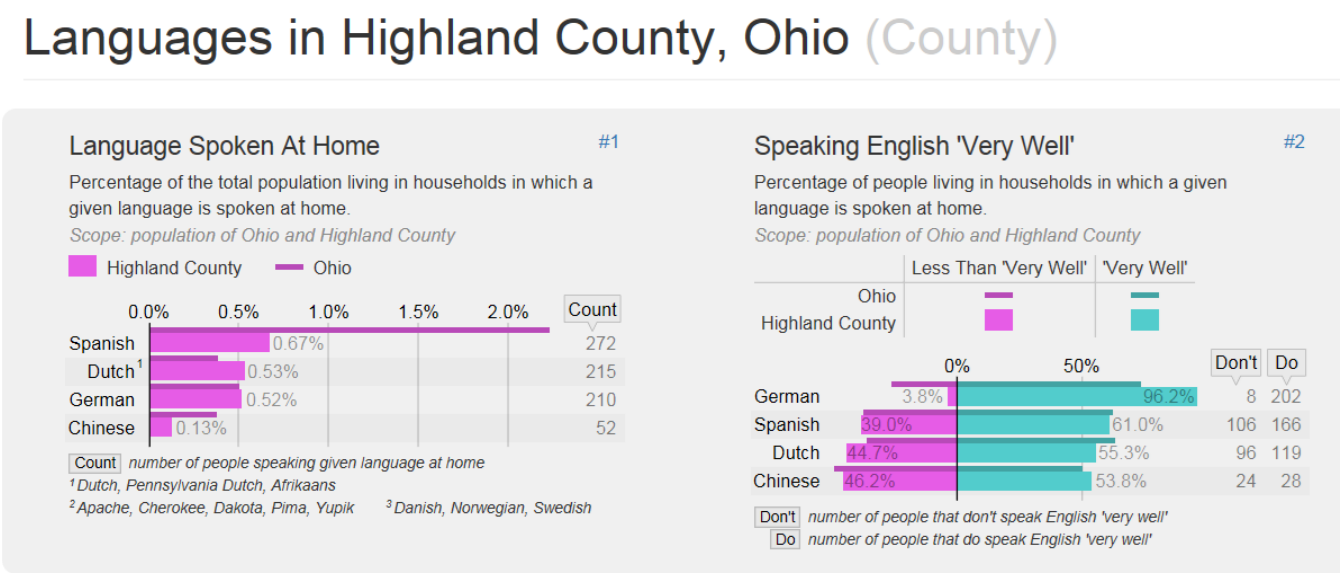
Table 2 Demographic Characteristics

Educational Attainment	**Highland County**	
	Number	**Percent**
2016 Highland County Profile	**Number**	**Percent**
Education (25 years & over)	29,251	100%
No high school diploma	4539	15.5%
High school graduate	12,617	43.1%
Some college, no degree	6036	20.6%
Associate Degree	2812	8.6%
Bachelor's Degree	2206	7.5%
Master's degree or higher	1341	4.6%

Highland County has 12,617 over the age of 25 who have graduated from high school and received a diploma (43.1%) which has gone down since the 2010 Census. 15.5% of the population has not received a high school diploma. We have 20.7% that have some type of a college degree and another 20.6% that have had at least some college classes for a total of 41.3% that have gone on from high school for higher educational attainment. With a unrestricted publicly available county wide transportation system we could help some of those 15.5% who did not graduate to return to get their GED and, hopefully, go onto higher education. We could, also, help those who did graduate but were unable to go on to higher education decide that now with a reliable transportation service to the local community college that they would like to return and get a degree to help them obtain better employment or employment for the first time.

Chart 7: Percent of population that speak English "Less than very well."

Less than .5% of the population in Highland County speaks English less than very well.



The 4 other major languages spoken at home in Highland County besides English are Spanish, Dutch, German and Chinese.

We have 3.8% of those who speak German (210 people) who speak English less than very well. We have 39% of those who speak Spanish (272 people) who speak English less than very well. We have 44.7% of those who speak Dutch (215 people) who speak English less than very well. Then we have 46.2% who speak Chinese (52 people) who speak English less than very well.

III. Assessment of Available Services

In our discussions with our current transportation providers and with our stakeholders the number one priority that kept coming to the front of everything else was that Highland County needs a public transportation system. The overwhelming feeling among the majority was that a public transportation system would be the only way we are going to meet those needs that are still not being met. All of the transportation providers stated that the people they transport tell them that they have no way to go grocery shopping, to get to a job if they obtained one, to go to social services within the county, to recreational activities such as bowling, YMCA, cinema, out to restaurants, go pay bills, go to the bank, go visit a family, friend or neighbor as those types of services offered within the county are limited to the city of Hillsboro and within a five mile radius of Hillsboro and are offered only Monday through Friday from 6:30am to 6:30pm. Through our transportation providers, stakeholders, phone interviews with riders, the general public, focus groups and our surveys we know that people in Highland County want to be able to get to those services mentioned later in the evening and on weekends. They don't want to have to schedule

ahead of time for their rides. They want the “flexibility” of hopping on a bus and going to where they want to go at whatever time they want to go there without having to make sure they are done within a specified period of time. All stakeholders at our HARTS County Transportation Planning Committee voted that Highland County needs to work towards becoming a 5311 Rural Public Transportation System as soon as more funding becomes available at the State level. In the meantime we will begin the process of planning how our public transportation system would be operated, what fixed routes we would run, what routes might allow for some deviations for those riders living on the outer edges of the county, how we would connect with some of our local transportation providers to help eliminate duplication of services. Next we will start working on the overall cost to run the fixed routes that have been devised with potential for some deviation. Next we would seek approval from all city and county officials to run the routes throughout their city and the county. We would have to have all stop points approved by the appropriate officials and then look into bus stop shelters for those stops that would need them. We will, also, start working towards support for the 50% local match that will be needed from local stakeholders and getting a commitment from each of them for a portion of the local match once we know what our overall cost to run a public transportation system would be.

We currently are meeting the majority of the needs for those who are Medicaid eligible for NET Medicaid transportation services within Highland County through the services of FRS Transportation, Highland County Community Action through a contract with HCDJFS. Hillsboro Transportation provides NET Medicaid transportation services through the managed care systems.

Our Highland County Board of Developmental Services states their clients need more available transportation services in the later evening and weekends. Their clients need to get to work during those times plus just want to be able to get to basic life needs and recreational activities. They currently concentrate on getting their clients to work, their medical appointments and to their educational facility and workshop at the HIGHCO center.

The Highland County Veterans Association states they could use more vans and more volunteer drivers to get the local veterans to their VA appointments but that their veterans, also, need transportation services to get to their basic life needs such as we listed above as they are only allowed to take them to their medical appointments.

Chris Hopkins Transportation provides most of the transportation services for our local Highland County Board of Developmental Disabilities. He states that transportation to work is one of the major needs that his riders and the general public tell him is very much needed here in Highland County, as well as to other basic life needs such as grocery shopping and recreational and social activities. Chris agrees that a public transportation system is greatly needed in Highland County.

Highland County Community Action states that their Head Start Program mothers need transportation to come to meetings at the school for their children, to get to social service agencies to sign up for assistance through various programs. Their IIIB block grant funding gets cut yearly which allows them to serve less people each year. Thereby, the people 60 and older served by this program becomes fewer and fewer each year with less trips being able to be provided. Sadly, due to the IIIB funding cuts for Highland County there are more of our elderly population that are not getting their transportation needs met. A lot of them do not qualify for Medicaid and, therefore, do not qualify for the NET Medicaid transportation services. A lot of our elderly can no longer drive, don’t drive at night or are uncomfortable driving long distances, on freeways and in large cities and thereby rely on family, friends, neighbors or the HARTS Fare Program (if they qualify for where it is offered) for their transportation needs.

Carpenters House of Prayer stated that so many of their church members or their families and the general public that they come into contact with on a daily basis primarily need transportation for their basic life needs whether it be medical (because they do not qualify for NET Medicaid transportation services or PASSPORT services) or shopping, going to the pharmacy to pick up their medications, going to visit a loved one in the hospital or nursing home or multiple other everyday needs. The church provides through volunteers and the pastoral staff what transportation services they can for their members and those of the general public who may approach them for transportation related needs. Carpenters House of Prayer strongly supports a county wide public transportation system as well.

FRS Transportation has been striving to get funding to continue the shuttle service that was started in December of 2016 and ended in June-2017 due to our grant funding being depleted and was not renewable. These shuttle routes have been a project that the HARTS County Transportation Planning Committee has seen as a major step to helping with the transportation issues that are most pressing here in Highland County. We have long heard from our riders, from our surveys, from our stakeholders that people want more extended hours of service for the HARTS Fare Program, they want it available on weekends, and that they need a similar service that is available in the city of Greenfield, and to those living in the outlying areas of our county. Unfortunately to reach the outlying areas is the most cost prohibitive when there is no funding source to help offset and subsidize the cost for the transportation service.

Other Transportation Related Needs from our Provider Assessment:

Replace Aging Vehicles: Being able to keep aging vehicles replaced can sometimes be a burden to our nonprofit agencies as well as our for profit companies. Rural areas are much harder on vehicles than cities and towns with paved streets and expressways. A lot of the roads we travel to pick up our riders are gravel, very poorly maintained and some are almost just a dirt road with a lot of big potholes or a high middle surface area that our modified minivans will drag on very easily. Our riders who are in large heavy wheelchairs or power chairs want to ride in our modified minivans because they feel they are much more comfortable but the larger heavy power chairs make us go through more shocks, brakes and increase the wear and tear on our vehicles due to the fact that those clients should ride in our larger wheelchair accessible vehicles that are made to accommodate those larger chairs. But we do our best to “accommodate” our rider’s requests. Therefore, we tend to wear our vehicles out more from the rural areas we travel in. We need our accessible vehicles to continue to meet the needs of our elderly over 65 and our disabled population here in Highland County.

Highland County Public Transportation System: Overall the transportation providers in Highland County are very good at working together, although each of us provides a totally different type of service for those within our county. We are going to continue to work together to bring a public transportation system into Highland County which is what we see as our number one priority and goal for Highland County. We want to help those within out county, whether it is our elderly who can no longer drive, our low income at risk individuals, individuals with a disability or the general public to continue to achieve and maintain some self-sufficiency.

Increase Number of Accessible Vehicles: We need to continue increasing our overall county number of accessible vehicles as so many of our providers stated that a lot of their clients cannot step up into the minivans and require the schedulers to make sure they assign a van with a lift or ramp for that person to make it easier for them to enter and exit the vehicle safely. We, also, have

a need for larger accessible vehicle with lifts for our wheelchair clients in the large power chairs so that we can more safely & "comfortably" accommodate them as the manufacturers strive to make the ride much smoother.

Increase Technology for Transportation Service Provision: A lot of the providers are still using just paper to dispatch, schedule and provide their transportation trips. We need to seek funding streams to enable our providers to purchase dispatching, scheduling and billing transportation software programs such as Ecolane, which is the transportation software program that FRS Transportation just purchased in August of 2017. This will help our transportation providers to become more efficient in providing their transportation services. This will, also, enable us to better coordinate services.

Replace Outdated Computers, Radios & Related Equipment: We need to replace computer systems that are outdated. Some providers need to replace their radio equipment on their vehicles that is outdated and in constant need of repair.

Increase Marketing Using Social Media: We need to market our transportation services more effectively by using current technology more. Also, increase the information on our transportation provider websites and make them more user friendly, create Facebook accounts for our transportation services, and use other social service media services.

Need More Drivers: It is becoming harder to find qualified drivers, especially since most of the local providers hire only part time drivers or use volunteer drivers but this need crosses into our schools having a hard time finding school bus drivers as well. Since our criteria is basically the same as for a bus driver there seem to be fewer people that can meet that criteria and the necessary qualifications. We have a lot of our local bus drivers that are willing to work part-time in the evenings and on the weekends that would help fill some fixed shuttle or bus routes schedules.

Need More Dispatching, Scheduling and Billing Staff: As providers take on more transportation contracts and programs their current staff becomes overworked. If providers are able to find funding for more transportation programs that are needed they will occasionally need to hire more staff to keep up with the service demands.. If we are able to eventually over the next 4-5 years obtain funding for a public transportation system in Highland County we would have to hire several more dispatchers, schedulers, billing staff and drivers, some with CDL licenses, to provide that service.

Trainings: We must make sure that all of our county transportation providers are thoroughly training their drivers in assisting passengers correctly & safely, training them in sensitivity to our aging population's needs, as well as those with disabilities, trained to properly operate lifts/ramps and secure wheelchair passengers correctly each and every time. Provide confidentiality training, training on ADA rules and regulations, Title VI adherence, being a defensive driver each and every day (DDC training), CPR/First Aid/Blood borne Pathogen training. Also, we want our coordination drivers each and every day to strive to be friendly, courteous, respectful and professional drivers at all times to our riders, their family members as well as to the general public that our drivers come in contact as well as the staff at medical facilities, social service agencies and businesses. Our drivers need trainings in multiple safety areas. The safe transport of passengers, safe assistance of passengers, safe & proper securement of wheelchair passengers, safety on the road by always driving defensively, safety of our riders and our drivers getting into and out of our fleet vehicles, and safety during adverse weather and road conditions.

Inventory of Transportation Providers:

Most non-profit transportation agencies in Highland County purchase vehicles through the Specialized Transportation Program with ODOT Office of Transit that are handicap accessible. Each agency must work towards having their fleet at 50% handicap accessible vehicles. Accessible vehicles are generally modified minivans with a ramp for wheelchair accessibility, converted vans with a lift for wheelchair accessibility, transit buses (LTN's) with a lift for multiple passengers who are both handicap or non-handicap, and handicap accessible large buses. The lift vehicles, also, allow passengers who are unable to walk up steps of the vehicle to ride up on the lift as long as they are physically able to hold on to the two side rails. These three types of vehicles generally transport one to two wheelchair passengers and five to eleven regular passengers. Local transportation providers, also, use standard minivans, 12 to 15 passenger vans, regular school buses, and regular cars.

Our for-profit transportation providers purchase ambulances, ambulette vehicles, transit buses, buses, regular cars or minivans for their transportation needs.

PROVIDER PROFILES:

FRS TRANSPORTATION
Mission Statement:
"Working together to provide safe, accessible coordinated transportation services in Highland County."

FRS Transportation has been serving Highland County since 2000 and they became the Dispatch Center for the Highland Area Rural Transportation Service (HARTS) in January 2001. They work closely with the local social service agencies, Highland County Commissioners, legal system, businesses, churches and organizations towards improving transportation services through our Highland County Ohio Coordination Project with ODOT Office of Transit, known as HARTS. The Director of Transportation for FRS Transportation is, also, the Mobility Manager for Highland County and works with the Ohio Department of Transportation's Office of Transit to keep Highland County up to date on the newest transportation policies and procedures, grant opportunities and Federal transportation guidelines for the types of passenger transportation services that Highland County provides. FRS Transportation provides transportation 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 our business hours of 8:30am to 4:00pm Monday through Friday.

Transportation Services Provided by FRS Transportation:

NET Medicaid (non-emergency):
FRS Transportation provides transportation for medical or counseling related appointments to eligible Highland County Medicaid recipients through the NET Medicaid Program of HCDJFS. Eligible Highland County NET Medicaid recipients contact the Dispatch Center to arrange their non-emergency Medicaid trips to various Medicaid

eligible services within Highland County or within a 70 mile radius of Highland County. Service provides much needed medical transportation for our low income citizens who do not have reliable vehicles or do not have a vehicle, cannot drive in large cities, have health issues that prevent them from driving or have no driver's license or have had their driver's license revoked.

TANF/OWF: (Temporary Assistance to Needy Families/Ohio Works First)
FRS Transportation provides employment & educational training transportation through the TANF Program of Highland County Department of Job & Family Service.
They provide transportation to eligible recipients of the TANF program to transport them to their various job sites or educational training centers to help them learn job skills that will help them to become more employable and work towards becoming independent of assistance from HCDJFS. Their children are transported to childcare as needed before the participant is taken to their assigned job site or education site location per their case manager at HCDJFS.

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 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.

CURRENT PROJECTS:
HARTS Fare Program
The HARTS Fare transportation service is offered Monday through Friday from 6:30AM to 6:30PM except for major holidays with 24 hour advance scheduling of trip during business hours.
This program allows anyone from any income group to obtain transportation into the city of Hillsboro for their basic life needs. We have a lot of the general public that falls between the cracks and there is no assistance available to them to help with transportation costs. The HARTS Fare Program helps some of these individuals to get to their basic life needs.
Purchase of fare cards for trips to basic life needs.
$20 Fare Card for 10 one way trips for Hillsboro City passengers 55 and over for trips within the Hillsboro City limits.

$20 Fare Card for 5 one way trips for Hillsboro City passengers 54 and under for trips within the Hillsboro City limits.
$25 Fare Card for 5 one way trips for Highland County passengers within a 5 mile radius of the Hillsboro City limits to come into the city of Hillsboro for any basic life need.
CPM – Cost per mile rate -HARTS Fare transportation provided at the current cost per mile rate when person lives beyond the 5-mile radius of Hillsboro. This can be for a trip to anywhere within or outside of Highland County.

"Previous" Grant Funded Transportation Projects:

New Freedom Grant NET Project: Transportation was for those who were physically disabled and elderly here in Highland County and were eligible HCDJFS-NET participants for their Medicaid eligible medical needs and basic life needs. Grant was a 50/50 match, with the local match being provided by HCDJFS. This project allowed us to help our elderly & physically disabled population to remain independent and self-sufficient and increased their mobility options.

JARC Grant Reentry Project: Transportation was to eligible participants of the Highland County Judicial systems' Reentry Program to Turning Point Applied Learning Center. Participants were assigned to one of two JARC Routes by Reentry staff at Turning Point. This grant enabled our county's reentry participants coming out of jail or prison to work towards becoming a productive citizen of our county by helped them get to Turning Point Applied Learning Center where they learned job skills, obtained help with getting their GED. Their employment at Turning Point assisted them in paying off court fines in order to get their driver's license reinstated, help in getting child support payments caught up, help with housing and assistance programs in order to help them become self-sufficient & employable. Grant was a 50/50 match with the local match being provided by Turning Point Applied Learning Center.
In the summer, Turning Point provided a "Young Adult Summer Work Program" for young adults ages 18 to 21. Transportation was provided for them to Turning Point for their work assignment from 6AM to 2:30PM which is usually 5 days per week at 8 hours per day. Transportation was, also, provided to take their children to childcare services if needed. The Young Adult Summer Work Program started in May and goes to the middle of September of each year.

Current Grant Funded Projects:

Capitalized Maintenance:
Grant is for the vehicle maintenance and repair expenses, labor to have vehicles washed and cleaned, vehicle cleaning supplies and vehicle body repair from accidents for our vehicles through this Specialized Transportation Program grant that reimburses at 80% of our costs.

Ohio Coordination Mobility Management Program Project- HARTS: Our Highland Area Rural Transportation Service (HARTS) begin back in 1999 when Highland County's local social service agencies, transportation providers, other stakeholders and the county

commissioners saw the great need for transportation for the county's low income, elderly or disabled population as well as the general public. There were almost no wheelchair accessible vehicles, other than ambulances to transport the disabled to their basic life needs and regular medical appointments. The low income had no way to get to work so that they could move from government assistance to being self-sufficient. The elderly who could no longer driver due to age or health reasons had to rely on working family members, neighbors or friends to get to basic life needs. So Highland County applied for the Ohio Coordination Program grant through the Ohio Department of Transportation-Office of Transit and the Highland Area Rural Transportation Services (HARTS) was born. The OCP grant helps with research and development of new transportation services and mobility options in Highland County by a Mobility Manager and county coordination team, our HARTS Transportation Committee. Grant is an 80/20 match with FRS Transportation providing the local match currently. Our current Mobility Manager spends 75% of her time in her duties of mobility management for Highland County. The other 25% of her time is as the Director of Transportation of FRS Transportation currently. Our plans are for the Mobility Manager to be full-time by CY2017 serving the needs of Highland County. One of the main goals is to increase coordination of transportation services. Work towards transportation services that are designed to start with the passengers and what is needed for their transportation service to be effective and end with the passenger's needs being met. This involves our entire Highland County transportation network working together with our riders, the agencies, businesses, all stakeholders involved to deliver the transportation options that will best meet the needs of our riders in Highland County. We want to be able to assist them with quick, accurate information on the transportation services & mobility options that will best fit their needs and how to go about using those services. Constantly work towards getting our riders feedback in various ways to help us to evaluate our current services so that we can adjust and improve our transportation services and mobility options as needed. Our HARTS Transportation Committee, led by our Mobility Manager, strive to work towards coming up with innovative ideas to make our projects that we are working towards a reality and realizing the need for flexibility and sustainability in any transportation project.

Specialized Transportation Program Vehicles:
FRS Transportation works to keep our handicap accessible vehicles at the 50% of our fleet requirement. We apply for new vehicles as the demand requires or as older STP vehicles require disposition due to age and high mileage and maintenance & repair costs.

HIGHLAND COUNTY COMMUNITY ACTION ORGANIZATION, INC.

HCCAO's Transportation Program provides transportation to and from medical appointments for residents of Highland County. HCCAO has been a committee member of the Highland Area Rural Transportation Service (HARTS) Ohio Coordination Project since it began. They are very active in the HARTS County Transportation meetings and activities and they work very closely with FRS Transportation and the other HARTS Committee members to help improve transportation services in Highland County. Funding for HCCAO's Transportation program is two-pronged and targets two separate demographics as a result.

Title III-B Funding
This funding is distributed through the Area Agency on Aging District 7 to HCCAO for transportation services for seniors over the age of 60 for medical services and other basic life needs. This fund is limited and provides a small capacity only for service. The goal of providing transportation under this program is to increase the incidence of independence in the senior population in Highland County.

NET Medicaid Sub-Contract with FRS Transportation This funding provides contractual opportunities for HCCAO to transport Medicaid covered individuals. This transportation is limited only by agency capacity. The goal of this funded program is to assist low income, at-risk individuals in achieving self-sufficiency. Highland County Community Action Organization is open Monday through Friday from 8:00am to 5:00pm to schedule and provide transportation services through these two funding programs. They have a fleet of 5 vehicles, more than half of which are handicap accessible. HCCAO, also, purchases vehicles through the Specialized Transportation Program grant process with ODOT Office of Transit.

"PREVIOUS" GROCERY ROUTE PROJECT: Funding ended.
Bi-Monthly Hillsboro and Greenfield grocery routes provided transportation for those who live in the outlying areas of Highland County, as well as those in the local cities and towns, who were over the age of 60 to come into either Hillsboro or Greenfield to do their grocery & basic life needs shopping at one of the local grocery stores or shopping centers, such as Walmart or K-Mart. Those wishing to be picked up for the bi-monthly grocery route had to call ahead so that they could be placed on the route for pickup. Then the route was planned according to those who had requested a pickup for each of the days the route was ran. Community Action ran their grocery routes as funding permitted each year. Therefore, as needed they had to go to just once a month or put the route on hold for a period of time, until more funding became available. They kept their participants of the grocery routes updated as to the status of the project. Unfortunately, there has not been funding to provide the grocery route for the past few years.

HCCAO – 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.

HCCAO – Ohio Means Jobs
Ohio Means Jobs funding through the Workforce Innovation and Opportunity Act can support short term transportation for residents throughout the county for education, training and work. This can be done contractually through local providers, reimbursement of mileage directly to consumers, or through bus fare purchase which is currently unavailable in our county.

HCCAO – Other Services
HCCAO, also, provides a wide range of programs and services across six business lines: Early Learning, Emergency Services, Family Health Services, Housing, Senior Services, and Workforce Services. All programming is designed to further the agency's mission to empower individuals and families through opportunities and support to achieve self-sufficiency.

HIGHLAND COUNTY VETERANS SERVICE ASSOCIATION – (Participated)
Our Highland County Veterans Association provides 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. They were a part of our 2017 revision of our county plan but did not get their vehicle inventory back to us or their agency profile. They did inform us they have 3 standard minivans that they provide transportation services to about 3-4 Highland County veterans per day with using primarily other veterans as volunteer drivers.

HIGHLAND COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
Primarily transport their pre-school age students to the Hills and Dales Learning Center using buses and handicap accessible buses four days per week during the school year.

CHRIS HOPKINS TRANSPORTATION
Chris Hopkins Transportation provides transportation for the clients of the HIGHCO adult workshop training center in Highland County. Chris transports clients from all over southeastern Ohio to bring to the HIGHCO Adult Workshop. Chris, also, provides transportation services for weddings and other social activities for the general public occasionally.

CARPENTER'S HOUSE OF PRAYER
Carpenters House of Prayer provides transportation for their church members to services and activities. They, also, have an outreach service where they work with those with addiction issues and transport them to counseling services, court and probation appointments, to sign up for social service programs and such. They, also, provide other outreach services for their church members and their families as needed. Their transportation services are all provided on a volunteer basis by church members that volunteer to drive them in using the church bus and van.

EAST AMBULANCE
East Ambulance provides Emergency and Non-Emergency Services with a 24 hour-dispatch service.
Services Offered:

- **Advanced Life Support**

EAST operates ALS units throughout its entire operating area and staffs ALS units 24 hours per day. Our ALS units are equipped with cardiac monitors capable of performing 12-lead EKG's, IV pumps for medication administration, multiple pharmaceuticals and IV supplies for starting IV's, ventilators, and advanced airway equipment. EAST staffs ALS units with a minimum of one EMT, AEMT, and Paramedic.

- **Basic Life Support**

BLS runs are runs completed where two EMT-Basics utilize units stocked with oxygen, an AED, and other basic medical supplies to complete non-emergency transports such as hospital

discharges, physician office visits, transports for outpatient testing, dialysis, and other treatments. Our EMTs are fully trained and qualified to perform life-saving measures if needed such as fibrillation and airway management.

- **Paramedic Intercepts**

EAST believes in always offering the highest level of pre-hospital care to its patients. Therefore, if a Paramedic was not the closest unit when an emergency is phoned in, a paramedic unit is started in the direction of the emergency to back up the BLS unit in case more advanced care is needed for the patient. EAST paramedic supervisors drive SUV's equipped with a full range of paramedic gear, such as; cardiac monitors, IV's, pharmaceuticals, and advanced airway equipment.

- **Bariatric Services**

For patients who require additional special handling due to size or weight, EAST has specially equipped units for bariatric transports. These units are the larger box units with extra-wide patient cots and additional lift mechanisms to assist in safely transporting these patients. Bariatric transports can be completed at the BLS or ALS level.

- **IV Starts**

Every facility has patients that are difficult IV sticks. Our paramedics and EMT-Intermediates are trained professionals at starting IVs and have experience with the most difficult of IV sticks. If your nursing staff is unable to obtain IV access on a patient, simply call EAST and we will come out and attempt the IV. Best of all, it's free of charge for all facilities in agreement with EAST!

- **24-Hour Dispatch**

Our dispatch center is staffed 24 hours a day, year-round with highly trained personnel. The dispatchers answer the incoming calls and dispatch the crews via AT&T two way radios. Our dispatch center utilizes a state-of-the-art computer aided dispatch (CAD) system that also incorporates the billing.

Vehicles

From their location on US124 in Hillsboro, East Ambulance operates a fleet of 8 vehicles. The main office and facility is located in Leesburg, Ohio.

5 – Ambulances

3 - Ambulettes

East Ambulance is one of our newest members of our HARTS County Transportation Committee as of June-2013. We welcome them as a new coordination partner. Their knowledge and expertise in the field of emergency transportation services will be very helpful as we strive to give people the information they need for whatever type of transportation services they are looking for or require here in Highland County.

BEST CHOICE HOME CARE – (Did not participate)

Best Choice Home Care is one of our local home healthcare agencies. They provide transportation to their home health care patients as well as Passport clients of the Area Agency on Aging to transport them to medical facilities, adult daycare facilities and for basic life needs. They hire their own drivers and they primarily use cars to provide their transportation services to these clients who are primarily elderly or disabled or both.

EVERYDAY HOME CARE

Everyday Home Care is one of our local home healthcare agencies. They hire their own drivers to provide transportation for their home health care patients as well as Passport clients of the Area Agency on Aging. These clients are transported to various medical facilities, adult day care

facilities and for basic life needs. They primarily use cars to provide their transportation services to these clients who are primarily elderly or disabled or both.

BUCKEYE AMBULANCE SERVICE
Provides local emergency ambulance service, as well as provides transportation services for some of our local nursing homes using ambulances and ambulettes. They are fairly new to the area and have just established their facility here in Hillsboro within the past four years.

HIGHLAND COUNTY DEPARTMENT OF JOB & FAMILY SERVICES
HCDJFS contracts with FRS Transportation to provide NET/PRS Medicaid transportation services for their Medicaid eligible participants as well as TANF/OWF transportation services for their eligible clients to employment, employment training and educational training services. FRS Transportation then subcontracts with HCCAO to provide NET transportation services as well. HCDJFS refers their NET Medicaid clients to FRS Transportation for their NET transportation needs.

HILLSBORO TRANSPORT
Services:
Non-Emergency Medical Transportation: Provides services all over Ohio for both ambulatory and clients that use wheelchairs to and from their destinations with door to door aid when necessary through contracts with local entities and the major Managed Care Systems.
School Transportation: Providing transportation for Ohio children to and from school on a daily basis. Transportation meets the guidelines and requirements set forth by the state of Ohio.
Special Event Transportation: Provides transportation for special events throughout the state ranging from day trips for seniors, casino trips, Bengals/Reds/Buckeyes and other sporting events and more. These events are planned and scheduled in advance and require reservations and a deposit to secure the event.
Hillsboro Transport Drivers:
Are all independent contractors
Supply their own vehicle or rent a vehicle for their use
Pay for their fuel and insurance themselves

SUMMARY OF LOCAL TRANSPORTATION PROVIDERS
As of November 2017, the main transportation providers in Highland County are Highland County Community Action Organization, FRS Transportation, Highland County Board of Developmental Disabilities, Chris Hopkins Transportation, Highland County Veterans Service Commission, EAST Ambulance, Scioto Paint Valley Mental Health, Everyday Home Care, Best Choice Home Care, Buckeye Ambulance Service, Highland County Veterans Association, and Hillsboro Transport.

Each county transportation provider provides a very vital service to the general public here in Highland County. They work hard to provide the most efficient transportation services with a friendly, helpful, and courteous attitude by all staff involved. This begins from the time the first contact is made with a person needing transportation services to the time that service is provided.

Taxi services in Highland County seem to come and go very quickly and none seem to stay in business more than a few months which makes it all the more important to provide our HARTS Fare Service and to work towards being able to provide some type of shuttle service. Above all, our main goal in Highland County is to have a Public Transportation System within the next few years that is unrestricted and publicly available county wide.

EXISTING TRANSPORTATION SERVICES

Below is the information that was provided by five of the local transportation providers from the Inventory List of Transportation Providers for this 2017 revision of our county transportation plan plus one of the agency that contracts for a provider to transport their clients.. The table below provides a summary of the organizational characteristics of the participating transportation providers and organizations that purchase transportation on behalf of their consumers.

Table # 1: Organizational Characteristics

List of Transportation Service Providers

Listed are the ones that participated in sharing this information:

Agency Name: FRS Transportation, Inc. – Highland and Adams Counties
Transportation Service Type: Demand Response
Other Services Provided: Transportation only
Contact Information: PH: 937-393-0585 Main Office Highland County
PH: 937-779-3212 Adams County Office
Email: melliott@frshighland.org
Hours: Dispatch Office is open 8:30am to 4pm Mon - Fri. Transportation is provided 24/7 as long as scheduled during office hours.
Service Area:
Highland County Office: Highland County to within a 90 mile radius
Adams County Office: Adams County and within the defined area of ACDJFS (Adams, Brown, Highland, Scioto, Clermont, Mason & other areas as approved by ACDJFS per contract.)
Eligibility Requirements:
Highland County Office: Must be an eligible NET, PRS, or TANF/OWF client, or Highland County Children's Services client. Contracts: Must be an eligible contracted client. HARTS Fare Program: Open Door
Adams County Office: Must be an eligible NET, PRS or Title XX client for ACDJFS. Any person may arrange a trip at our CPM rate to any basic life need.
Web-site: frstransportation.org

Agency Name: Highland County Community Action Organization
Transportation Service Type: Demand Response – NEMT, Head Start Program, Meals on Wheels, IIIB block grant for 60 & over
Other Services Provided: Multiple non-transportation related services such as: Greenfield Senior Nutrition Center, HEAP Program, Head Start Program, Housing Assistance, etc.
Contact Information: christi@hccao.org,
PH: (937) 393-3458
Hours: Monday – Friday 7:30AM to 4:30PM
Eligibility Requirements: Over age 60 or eligible NET client through HCDJFS per FRS Transportation subcontract.
Web-site: www.hccao.org

Agency Name: Chris Hopkins Transportation

Transportation Service Type: Contracted/Demand Response
Other Services Provided:
Contact Information (937) 393-4327
Service Area: Southern Ohio
Eligibility Requirements: Contracted client
Web-site:

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
Email: lgray@highdd.org
PH: 937-393-4237
Service Area: Highland County & Southern Ohio
Eligibility Requirements: Eligible student of Highland County Board of Developmental Disabilities
Web-site: highdd.vpweb.com

Agency Name: Highland County Veterans Service Commission
Transportation Service Type: Demand Response/HC Veterans only
Other Services Provided: Helping Highland County Veterans access services
Contact Information: Tim Hazelwood
PH: 937-393-8686
Service Area: Highland County and out to the various VA Hospitals & medical facilities in the surrounding larger cities.
Eligibility Requirements: Highland County Veteran
Web-site: co.highland.oh.us

Agency Name: Highland County Department of Job & Family Services
Transportation Service Type: Non-Transportation Related Services
Other Services Provided: Social Services & Children's Services
Contact Information: Katie Adams, Director
E-mail: Katie.E.Adams@jfs.ohio.gov
PH: 937-393-4278
Service Area: Highland County
Eligibility Requirements: Eligible Highland County residents & children
Web-site: co.highland.oh.us

The table below provides a summary of the characteristics of the participating transportation providers and organizations that purchase transportation on behalf of consumers.

Table 1: Organizational Characteristics

Agency Name	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit,	Number of Annual One-Way Passenger Trips	Average Number Trip Denials per Week	Are Vehicles Only Available for Human Service Agency

			Public Non-Profit,)			Clients (Y/N)*
FRS Transportation, Inc. – Adams Co. Office	Yes	No	Private Non-Profit	14,538 Adams	2	No
FRS Transportation Inc. – Highland County Office	Yes	No	Private Non-Profit	32,623 Highland	3	No
HCCAO, Inc.	Yes	No	Private Non-Profit	765	5	No
Chris Hopkins Transportation	Yes	No	For Profit	8500	0	Yes
Highland County Board of Developmental Disabilities	Yes	Yes Chris Hopkins Transportation	Public Non-Profit	14,400	n/a	Yes
Highland County Veterans Service Commission	Yes	No	Private Non-Profit	1,750		Yes
Highland County Department of Job & Family Services	No	Yes FRS Transportation, HCCAO (sub-contract)	Private Non-Profit	n/a	n/a	n/a

The participating organizations provide a wide range of transportation including demand response, fixed route, and human service agency fixed routes. Five of the participating organizations provide services on weekdays. Three operate transportation on Saturdays and two on Sundays when trips are pre-scheduled. Evening services after 4:30pm are operated by three organizations when they are pre-scheduled. The following table depicts the transportation service characteristics by agency.

Table 2: Transportation Service Characteristics

Agency Name	Mode of Service	Days and Hours of Operation	Provides Medicaid eligible trips Y/N	Level of Passenger Assistance Provided	Training Courses Required for Drivers
FRS Transportation – Highland & Adams County offices	Demand Response, fixed route	24/7 as long as scheduled during the Dispatch Office hours of 8:30am-4pm	Yes	Curb to Curb plus Door to Door & Wheelchair Accessible	DRIVE-Sensitivity to the Aging, Lift Operations , Wheelchair Securement, Passenger Assistance, Defensive Driving Course, CPR/First Aid/AED/Blood borne Pathogen, Cultural Diversity, Confidentiality, Drug free Workplace, Safety trainings, Customer Relations
Highland County Community Action Organization	Demand Response	Monday – Friday 7:30am – 4:30pm	Yes	Door to Door & Wheelchair Accessible	DRIVE, Sensitivity to the Aging, Defensive Driving
Chris Hopkins Transportation	Demand Response	24/7 If Pre-Scheduled	Yes	Door to Door and Wheelchair Lift (accessible)	Lift Operations & wheelchair/psgr securement, passenger assistance, CPR/First Aid, BCII/FBI check
Highland County Board of DD	School Bus	Monday through Thursday	No	Curb to Curb & Door to Door for W/C Students	Yes
Highland County Veterans Service Commission	Demand Response	Mon – Fri as needed	No	Curb to Curb & Door to Door as needed	Volunteer Some
HCDJFS	N/A	Mon-Thurs 7:30am-5pm Fri 7:30am-11:30am	Contracts for NET Medicaid, PRS & TANF trips	N/A	Requires providers to have psgr assistance, lift operations & W/C

					securement, defensive driving, etc.

Transportation-related expenses and revenues also differ by organization. Contracts, NET Medicaid, PASSPORT Area Agency on Aging, fares, donations, and public funding are common revenue sources for transportation operators in Highland County. The table below provides a summary of expenses and revenues for public and non-profit transportation programs.

Table 3: Transportation Related Expenses and Revenues

Agency Name	Fare Structure	Donations Accepted (Y/N)	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-Highland & Adams County offices	**Contracted CPM Rate/Fare Cards**	**No**	**45 Part-Time Drivers**	**3 Dispatchers, 2 Schedulers All Full-Time**	**NET Medicaid, Contracts, fares**	**1,572,301 Both Highland & Adams County Offices**
Highland County Community Action Organization	**Contracted CPM rate (No Fare Rate)**	**Yes**	**1 Full-Time 1 Part-Time**	**1 Full-Time**	**III-B, CSBG, NET Medicaid**	**78,000**
Chris Hopkins Transportation	**Contracted Service**	**No**	**7 Drivers**	**2**	**Contracts**	**N/A**
Highland County Board of DD	**N/A**	**N/A**	**10 Drivers**	**N/A**	**County Board Funded**	**N/A**
Highland County Veterans Service Commission	**N/A**	**N/A**	**Volunteer Drivers**	**1**	**VA Funded**	**N/A**
HCDJFS	**N/A**	**No**	**N/A**	**N/A**	**Ohio Dept of Medicaid,**	**1,271,218**

					State funding	

The following table provides basic information about transportation options other than the traditional public and human services transportation. Transportation options might include bike share, ride share, intercity, or taxi services, and more.

Table 4: Alternative/Active Transportation Options

Transportation Option	Availability	Cost	Usage	Service Area
Greyhound Bus	Pre-Schedule	Per destination	Minimal	Nearest P/U Seaman, Ohio
Uber	Not available in Highland County	CPM	Minimal	Nearest svc area is Batavia
Lyft	Not available in Highland County	CPM	Minimal	Nearest svc area is Batavia
Biking	Individual Owned	N/A	Moderate	People in our county will bike to local destinations as needed
Individual Providers	Mostly for the Amish in our County	CPM or per Trip Rates or Donations	Moderate	Highland County to other parts of Ohio or other states
Faith Based Organizations/Churches	For Church Members or Per Need of Person	Usually Free or donation	Minimal	Mostly within Highland County & occasionally within a 60 mile radius
Walking	Per Individual	None	Moderate	Hillsboro, Greenfield, Paint Township/RFL area, other smaller towns in Highland County

The following table provides basic information about local travel training program options.

Table 5: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Provider Brochures	From each Provider	No Cost	Individual	Highland County
Provider Websites	Online	No Cost	Individual	Highland County
Mobility Manager	Mon-Fri 8:30am to 4:30pm	No Cost	Travel trains riders, family members,	Highland County

			agencies, general public on whichever service they may need to use and what is available within the county and helps them obtain transportation services or works with them on available mobility options.	
Community Resource Book	HCCAO, Travel Bureau, & other county agencies	No Cost	Lists all of the major available resources within Highland County	Highland County
Dispatch Office of FRS Transportation	Mon – Fri 8:30am – 4pm	No Cost	Dispatchers & Staff will assist the general public with their transportation options & questions	Highland County
Assistance w/Ramps for W/C clients	Local Churches, Highland County Society for Children & Adults, some possible grant funding can be obtained	Donations	We have a moderate need for new ramps for some of our wheelchair riders and some ramps that need to be rebuilt.	Highland County
DRIVE- Instructors	FRS Transportation's Director and one of Our Dispatchers are certified DRIVE Instructors	No cost to train drivers for our County Coordinated Transportation providers	Several of our local providers and agencies have sent drivers over to one of our DRIVE trainings couple of times yearly.	Highland County
National Safety Council	Director of FRS Transportation is a certified	No cost to train drivers for our County	Several of our local providers and agencies	Highland County

Defensive Driving Instructor	**Instructor for Defensive Driving**	**Coordinated Transportation Providers**	**have sent drivers & staff to DDC trainings yearly.**	

The following table illustrates the technology used by each transportation provider for scheduling, dispatching, and/or GPS tracking vehicles.

Table 6: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/ GPS (Y/N)
FRS Transportation	**Ecolane**	**No**	**Ecolane**	**Yes**
HCCAO	**ACCESS Database**	**No**	**N/A**	**No**
Chris Hopkins Transportation	**N/A**	**No**	**N/A**	**N/A**
Highland County Board of DD	**N/A**	**No**	**N/A**	**N/A**
Highland County Veterans Service Commission	**N/A**	**No**	**N/A**	**N/A**

Assessment of Community Support for Transit

From all of the surveys that we have conducted over the past 17 years we have always had an overwhelming 69% or more that have stated that they would use a public transportation system if it was available with reasonable fare rates. People want a way to get to the major places in Hillsboro and Greenfield where they need to go for their basic life needs. They want to be able to travel between Hillsboro, Greenfield and Paint Township/Rocky Fork Lake Area, the three most populated areas of Highland County, as those three have most of the human service agencies, employment locations within Highland County, social and recreational activities, hospitals and other medical facilities, restaurants, movie cinema, bowling alley, YMCA and all other basic life need locations. People from the outlying areas of Highland County want to be able to come into these major areas for their basic life needs as well as social and recreational activities. Due to this overwhelming support from the general public for a public transportation system we have made our number one goal to work towards obtaining 5311 funding, when it becomes available, as well as seeking the local match funding support from local businesses, factories, county and city administration, local service agencies, faith based organizations and other non-profit organizations so that we have our local match already guaranteed.

SAFETY

Vehicle Safety:
Keeping our vehicles well maintained and in good repair for those we provide transportation to within our county is a major point that our Highland County Mobility Manager stresses to all of the county transportation providers. As all providers know, one bad accident due to negligence of maintaining our vehicles can cost a company in more ways than just monetarily.

Driver Safety:
Training our drivers in defensive driving on a regular basis keeps safety at the forefront at all times while they are out on the road transporting passengers. Providing regular quarterly Safety Meetings and Trainings is vital to this. Rewarding our drivers for safe driving with certificates, plaques, gift certificates and such lets them know their safe driving of our passengers is very much appreciated.

Training our drivers in safe passenger assistance, safely pushing clients in manual wheelchairs up & down ramps and into and out of wheelchair accessible vehicles, the safe securement of wheelchairs as well as the clients in the wheelchairs, as well as safe lift operations. We want to be sure the drivers do not injure themselves as they assist others. Also, the overall safety for the driver as they get into and out of our vehicles multiple times every day.

Drivers, also, get training on how to deal with difficult passengers, intoxicated passengers, passengers that may be having a drug reaction or possible overdose of a drug(s), passengers that may be threatening to the other passengers or the driver. We have started doing active shooter trainings due to the greater potential for that to happen.

Passenger Safety:
Drivers are trained in how to safely assist our passengers. They must safely assist them into and out of our vehicles, safely push wheelchairs with clients in them that usually do not have a lap belt secured so that they do not fall out. Then maneuver them into and out of the wheelchair accessible vehicles via lifts or ramps making sure they do not bump their arms, legs, feet or head on objects. Then the driver has to safely secure the wheelchair or power chair in the vehicle correctly and securely and then secure the wheelchair passenger safely. Drivers must make sure that all passengers have their seatbelts on and fastened at all times when our vehicles are moving. Drivers must make sure that infants, toddlers and children are in the proper size car seat or booster seat if required. Drivers do not transport passengers without them.

Driver Screening & Criteria:
Another way we assure passengers of their safety is through doing thorough screenings of our drivers through BCII & FBI checks prior to hire and then every 5 years thereafter. We, also, put drivers through drug & alcohol screening and company physical s prior to hiring. Then some of our providers do random drug screens thereafter. Some of our transportation providers do yearly physicals & drug and alcohol screenings. Drivers go through a series of classes on passenger confidentiality, cultural diversity, and customer relations, to help assure they are always considerate, respectful, helpful, and professional in their attitude towards all passengers and the general public they come into contact with thus ensuring everyone’s safe transport.

Safe Storage of Canes, Walkers, Foldable Wheelchairs, Oxygen or other Assistive Devices:

All assistive devices must be safely stored and secured to avoid them becoming a missile if the driver should have to put on the brakes hard, rear ends another vehicle or another vehicle rear ends our driver.

Participation in "Emergency Preparedness for Highland County":
Providers work with the Highland County Emergency Management Services Director.
Providers make their vehicles available in the event of a local, county or national disaster.
Provider representatives attend meetings with the Highland County EMS Director and his team so they know what to do in the event they are called out for a major accident or disaster.

Vehicles

Participants listed a total of 56 vehicles. A total of 33 of the vehicles are wheelchair accessible. Two of the transportation providers have all wheelchair accessible vehicles and two providers have multiple wheelchair accessible vehicles. One provider does not have any wheelchair accessible vehicles.

As vehicles age, they require additional maintenance, may break down more often, and become much costlier to operate, especially accessible vehicles with lifts. Vehicle replacement, based on age and condition, is vital to the overall cost effectiveness of the transportation services provided in Highland County.

Vehicle Inventory of Participating Providers:

Table 8: Vehicle Utilization Table

Veh #	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
Enter Agency Name: FRS Transportation											
43	KIA	Sedona	2012	30360	7	0	5 - 7	12 hours 5 days per week	1 – 5 scale with 5 best & 1 worse 3	All Programs	Adams
44	KIA	Sedona	2011	66713	7	0	5 - 7	12/5	3	All programs	Adams
45	Dodge	Caravan	2011	07307	7	0	5 - 7	12/5	2	All programs	Adams
15	Chevrolet	G3500	2004	02425	12	0	5 - 7	8/5	2	All programs	Adams

Veh #	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
24	Ford	E350	2006	25271	5	2	5 - 7	8/5	2	All programs	Adams
53	Dodge	Caravan	2015	99495	6	0	5 - 7	12/5	5	All programs	Adams
55	Dodge	Caravan	2015	50642	6	0	5 - 7	12/5	5	All programs	Adams
57	Dodge	Caravan	2016	78288	5	2	5 - 7	12/5	5	All programs	Adams
58	Dodge	Caravan	2016	88653	5	2	5 – 7	12/5	5	All programs	Adams
59	Dodge	MMV	2017	37537	5	2	5 – 7	12/5	5	All Programs	Adams
60	Dodge	MMV	2017	37538	5	2	5 - 7	12/5	5	All Programs	Adams
28	Ford	LTN	2008	10662	11 - 1	1	5	8/5	1	All Programs	Highland
29	Chevrolet	Express	2007	27385	12	0	5	8/5	3	All Programs	Highland
33	Ford	Econoline	2007	75061	12	0	5	12/5	3	All Programs	Highland
36	Dodge	MMV	2010	20512	7	2	5 – 7	12/6	2	All Programs	Highland
37	Dodge	MMV	2010	20519	7	2	5 – 7	12/6	2	All Programs	Highland
38	Dodge	MMV	2010	20555	7	2	5 – 7	12/6	2	All Programs	Highland
39	Ford	Econoline	2009	46704	12	0	5	12/5	2	All Programs	Highland
40	Ford	Econoline W	2011	08434	15	0	5	12/5	4	All Programs	Highland
41	Dodge	MMV	2012	80700	7	2	5 – 7	12/6	2	All Programs	Highland
42	Dodge	Caravan	2012	07198	7	0	5 – 7	12/6	3	All Programs	Highland
47	KIA	Sedona	2012	50187	7	0	5 – 7	12/6	3	All Programs	Highland
48	Dodge	MMV	2013	17488	7	2	5 – 7	12/6	4	All Programs	Highland
49	Dodge	MMV	2013	17491	7	2	5 – 7	12/6	4	All Programs	Highland
50	Dodge	MMV	2014	20388	6	2	5 – 7	12/6	4	All Programs	Highland

Veh #	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
51	Dodge	MMV	2014	20389	6	2	5 – 7	12/6	4	All Programs	Highland
52	Ford	LTN	2014	72079	11	2	5 – 7	12/5	4	All Programs	Highland
54	Dodge	Caravan	2015	49552	7	0	5 – 7	12/6	4	All Programs	Highland
56	Dodge	Caravan	2015	83579	7	0	5 – 7	12/6	4	All Programs	Highland
61	Dodge	Caravan	2017	37539	7	0	5 – 7	12/6	5	All Programs	Highland
62	Dodge	Caravan	2017	37540	7	0	5 – 7	12/6	5	All Programs	Highland
63	Dodge	Caravan	2017	37541	7	0	5 – 7	12/6	5	All Programs	Highland
64	Chevrolet	Express	2017	50751	15	0	5	12/5	5	All Programs	Highland
65	Dodge	MMV	2017	18133	6	2	5 – 7	12/6	5	All Programs	Highland
66	Dodge	MMV	2017	18142	6	2	5 – 7	12/6	5	All Programs	Highland
67	Ford	Mobility Tran	2017	54458	7	2	5	12/5	5	All Programs	Highland
Agency Name: Highland County Community Action Organization											
78	Dodge	Caravan	2005	99339	6	0	5	8	Good	N/A	Highland
103	Dodge	Caravan	2013	10158	3	2	5	8	Excellent	N/A	Highland
104	Dodge	Caravan	2014	61220	3	2	5	8	Excellent	N/A	Highland
105	Chevy	Equinox	2012	25759	4	0	5	2	Excellent	N/A	Highland
Agency Name: Chris Hopkins Transportation											
901	Ford	E-350	2009		12	2	5	24/7	4	All	Ohio
902	Ford	E-450	2008		14	4	5	24/7	4	All	Ohio
903	Ford	E-450	2005		12	4	5	24/7	5	All	Ohio
905	Ford	E-450	2010		14	4	5	24/7	5	All	Ohio
906	Ford	E-450	2008		12	4	5	24/7	4	All	Ohio
907	Ford	E-450	2008		12	4	0	0	4	All	Ohio

Veh #	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
Agency Name: Highland County Board of DD											
20		Bluebird Bus	2017		24	1	4	4	New	Pre-School	Highland
5		Thomas	2005		45	2	4	4	Good	Pre-School	Highland
16		Thomas	2012		60	2	4	4	Good	Pre-School	Highland
8		Thomas	2009		60	2	4	4	Good	Pre-School	Highland
11		Thomas	2007		45	2	4	4	Good	Pre-School	Highland
27		Tesco	2010		24	6	5	Varies	Good	School for Adults	Highland
n/a		Tesco	2016		15	4	5	Varies	New	Adults	Highland
Agency Name: Highland County Veterans Service Commission											
n/a		SMV			7		5	Varies	Good	VA	Highland
n/a		SMV			7		5	Varies	Good	VA	Highland
n/a		Good	VA	Highland	7		5	Varies			

Summary of Existing Resources

There are a few other transportation providers in Highland County that we were not able to obtain full information from but have gathered enough to give us a good idea of what is available within Highland County. We have come a long way since our Highland Area Rural Transportation's Ohio Coordination Project began back in 2000. Highland County Community Action had only two older wheelchair accessible vehicles and FRS Transportation had none initially and only two cars. FRS Transportation received their first STP vehicles in 2004. Since then they have grown to a total of 18 wheelchair accessible vehicles. This enables FRS Transportation, HCCAO, Chris Hopkins Transportation and Highland County Board of DD to meet a lot of the non-emergency type of accessible transportation services that are needed in the county. Our two ambulance services, EAST Ambulance and Buckeye Ambulance Service, provide the majority of our county's "emergency medical services". FRS Transportation has multiple multi-passenger vehicles for group trips and fixed route type of services. Chris Hopkins and Highland County Board of DD has the large capacity vehicles and buses with wheelchair accessibility to meet the needs of our DD clients here in Highland County that need wheelchair accessibility. We have 60% of the fleet vehicles reported that have wheelchair accessibility so that is over half of the county's vehicles.

We are able to provide much of our county's NET Medicaid transportation services, HCCAO is able to help some of our seniors over 60 through their III-B block grant funding through the Area Agency on Aging. FRS Transportation is able to help some of the general public, both those who are ambulatory and those who need wheelchair accessible vehicles that live within the city of Hillsboro or within a 5 mile radius get to their basic life needs.

Our county's two ambulance services, EAST Ambulance and Buckeye Ambulance Service, provide the majority of our county's "emergency" medical transportation services. They supply the transportation needs of our three nursing homes, our assisted living facilities and our hospitals for the ambulette and ambulance services that are much needed.

Everyday Homecare & Best Choice Homecare supply the basic life needs of our PASSPORT clients through the Area Agency on Aging. They provide transportation services for their clients to basic life needs, to Adult Daycare Services, as well as to medical services as needed by the Area Agency on Aging for their clients that are not NET Medicaid eligible.

Scioto Paint Valley Mental Health provides transportation services for their clients to Group Sessions, Group Activities as well as for some activities and counseling for some of their individual clients as well.

Hillsboro Transport contracts with the major Managed Care Systems of Care Source, Molina and Amerigroup. They, also, contract with various other Departments of Job & Family Services for NET transportation services. They do various other contracts for school transportation services, group trips to events. They use sub-contractors to provide all of their transportation services, so it is up to the individual drivers to use their own private vehicle or rent one and they are responsible for their own fuel expenses, vehicle & liability insurance coverage, and repair and maintenance of their vehicles.

The Carpenters House of Prayer and other churches in our county use church buses or personal vehicles to bring their members to church and church activities, to take them to needed medical care, or other needed social services. Carpenter's House of Prayer and a few other faith based organizations, also, work with people with addiction problems in our county and provide transportation in personal vehicles or church vehicles to needed services such as counseling, court and probation appointments, and various other needed social services or basic life needs.

Each provider needs to make sure they have a vehicle replacement plan so that they are able to replace vehicles as they become outdated, have high mileage, and are costly to repair and maintain. All of our providers tend to maintain their vehicles quite well and keep them in nice clean condition for their passengers comfort and care.

Each provider that is eligible needs to continue to apply for accessible vehicles through the 5310 Program to replace their vehicles as they become eligible for replacement in order to offset the high cost of repairs and to avoid having to replace multiple vehicles all at one time.

IV. Assessment of Transportation Needs and Gaps

In an effort to better understand the Highland County needs, the planning committee examined research and 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 service based upon geographic data as well as from the perspective of the targeted populations, transportation providers, and the general public.

FRS Transportation, the HARTS Transportation Planning Committee, which consisted of a group of stakeholders in the area made an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. More information on how the lead agency engaged stakeholder participation and that of the general public is available upon request.

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

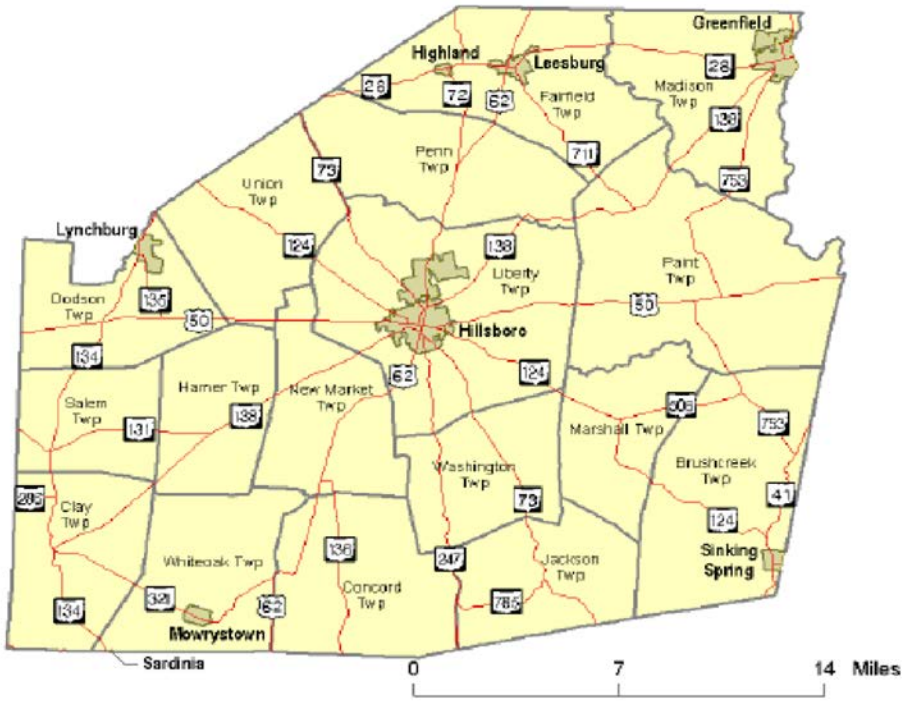
- Assessment of data and graphics
- Surveys (2017) and previous surveys (2008, 2013, 2015)
- Stakeholder input at the HARTS Planning Committee meetings
- Interviews with seniors
- Interviews with people with disabilities
- Interviews with focus groups (primarily elderly, disabled and low income)
- Assessment of local transportation providers & their resources
-

Local Demographic and Socio-Economic Data

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

The following exhibit (1) illustrates the areas where the number of older adults (age 65 and older) is at or above the county's average.

Exhibit 1: Map of population Density of Individuals Age 65 and Older
Note: Information is given below per the chart to find the areas on the map where the highest populations of those 65 and older live.



Looking at the map above we find the below statistics for where those 65 and older live taken from the US Census Bureau American Fact Finder on Age Groups and County Subdivision or Place:

% of those 65 & older living in	Highland County	
City or Village		**Percent**
Buford (NW of Mowrystown)		11.1
Greenfield		15.8
Highland village		13.0
Highland Holiday (Paint Twshp)		14.0
Hillsboro city		20.1

Leesburg village		12.9
Lynchburg village		14.0
Mowrystown village		15.0
Rocky Fork Point (Paint Twshp)		20.8
Sinking Spring village		23.3

Per the map on the previous page and the chart above and continued on previous page, the most populated areas of Highland County for those who are 65 and older are: #1 city of Hillsboro which 20.1% of its population is 65 or older. #2 is the city of Greenfield with 15.8% of its population being 65 and older. The 3rd largest area is Paint Township with Highland Holiday CDP (14%) and the Rocky Fork Point CDP (20.8%) encompassing the biggest part of Paint Township for a total of 34.8% of that area being 65 and older. Rocky Fork Lake and Paint Creek Lake are two major retirement areas for our seniors who love the beautiful scenery and the activities available to them in those areas. Sinking Spring which is one of our small villages has the highest percentage (23.3) of those 65 and older for its overall population.

The exhibit below indicates the areas where the number of zero vehicle households is above the county's average. The absence of a vehicle in the household is often an indication of the need for transportation services.

Exhibit 2: Map/Chart of Density of Zero Vehicle Households

AMERICAN FactFinder

B25044

TENURE BY VEHICLES AVAILABLE

Universe: Occupied housing units

2011-2015 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Tell us what you think. Provide feedback to help make American Community Survey data more useful for you.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Highland County, Ohio	
	Estimate	Margin of Error
Total:	16,696	+/-328
Owner occupied:	11,785	+/-319
No vehicle available	592	+/-151
1 vehicle available	2,752	+/-291
2 vehicles available	4,679	+/-348
3 vehicles available	2,464	+/-256
4 vehicles available	916	+/-182
5 or more vehicles available	382	+/-99
Renter occupied:	4,911	+/-360
No vehicle available	723	+/-166
1 vehicle available	2,324	+/-304
2 vehicles available	1,393	+/-251
3 vehicles available	397	+/-142
4 vehicles available	58	+/-48
5 or more vehicles available	16	+/-16

Exhibit 2B: Map/Chart of Density of Zero Vehicle Households

CHART 1
NUMBER OF VEHICLE IN HOUSEHOLD

Tenure by Vehicle Available	Highland County	
Per Occupied housing		**Percent**
Total Occupied housing	**16,696**	
Owner Occupied	**11,785**	
No vehicle available	592	
1 vehicle available	2752	
2 vehicles available	4679	
3 vehicles available	2464	
4 vehicles available	916	
5 or more vehicles available	382	
Renter Occupied	**4,911**	
No vehicle available	723	
1 vehicle available	2324	
2 vehicles available	1393	
3 vehicles available	397	
4 vehicles available	58	
5 or more vehicles available	16	

As you can see by the chart above there are a total of 1,315 households in Highland County that do not have any vehicle to provide them with a way to get to their basic life needs. They are totally dependent upon other family members, friends, neighbors, church members, or others to get them to their much needed medical appointments, grocery shopping, to apply for social services, to pick up medications, etc. The majority of those with zero vehicles in their household are our low income population who struggle to just keep their basic needs met let alone the expense of owning a vehicle. Most of these people live in our three largest populated areas of the city of Hillsboro, city of Greenfield and the Paint Township area.

These people would greatly benefit from an unrestricted publicly available county wide transportation service.

The next exhibit 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.

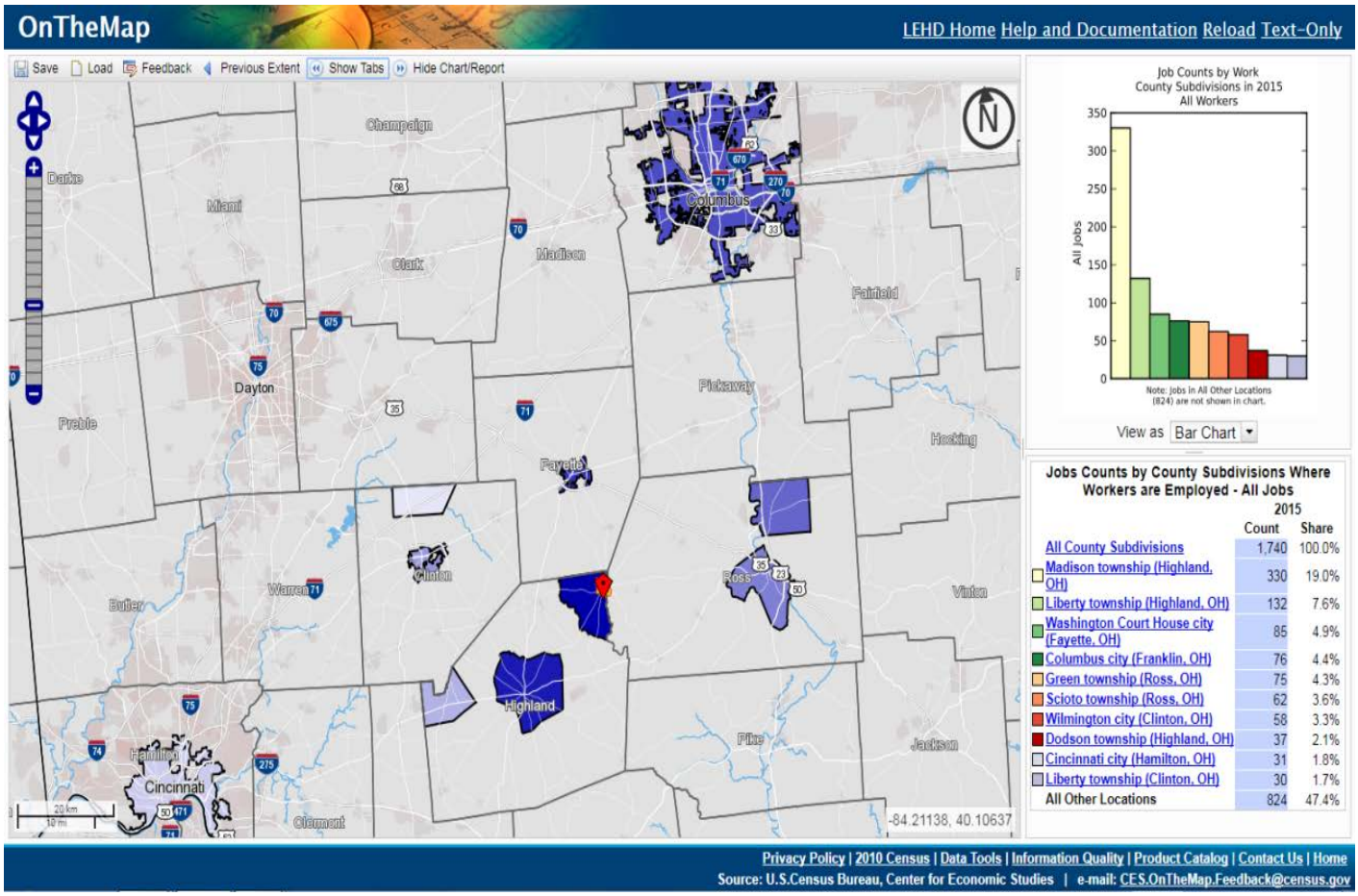
Exhibit 3: Map of Major Trip Generators

EMPLOYMENT TRIP GENERATOR MAPS AND CHARTS

Greenfield:

Greenfield, OH
Jobs Counts by County Subdivisions Where Workers are Employed - All Jobs

	2015	
	Count	Share
All County Subdivisions	1,740	100.0%
Madison township (Highland, OH)	330	19.0%
Liberty township (Highland, OH)	132	7.6%
Washington Court House city (Fayette, OH)	85	4.9%
Columbus city (Franklin, OH)	76	4.4%
Green township (Ross, OH)	75	4.3%
Scioto township (Ross, OH)	62	3.6%
Wilmington city (Clinton, OH)	58	3.3%
Dodson township (Highland, OH)	37	2.1%
Cincinnati city (Hamilton, OH)	31	1.8%
Liberty township (Clinton, OH)	30	1.7%
All Other Locations	824	47.4%



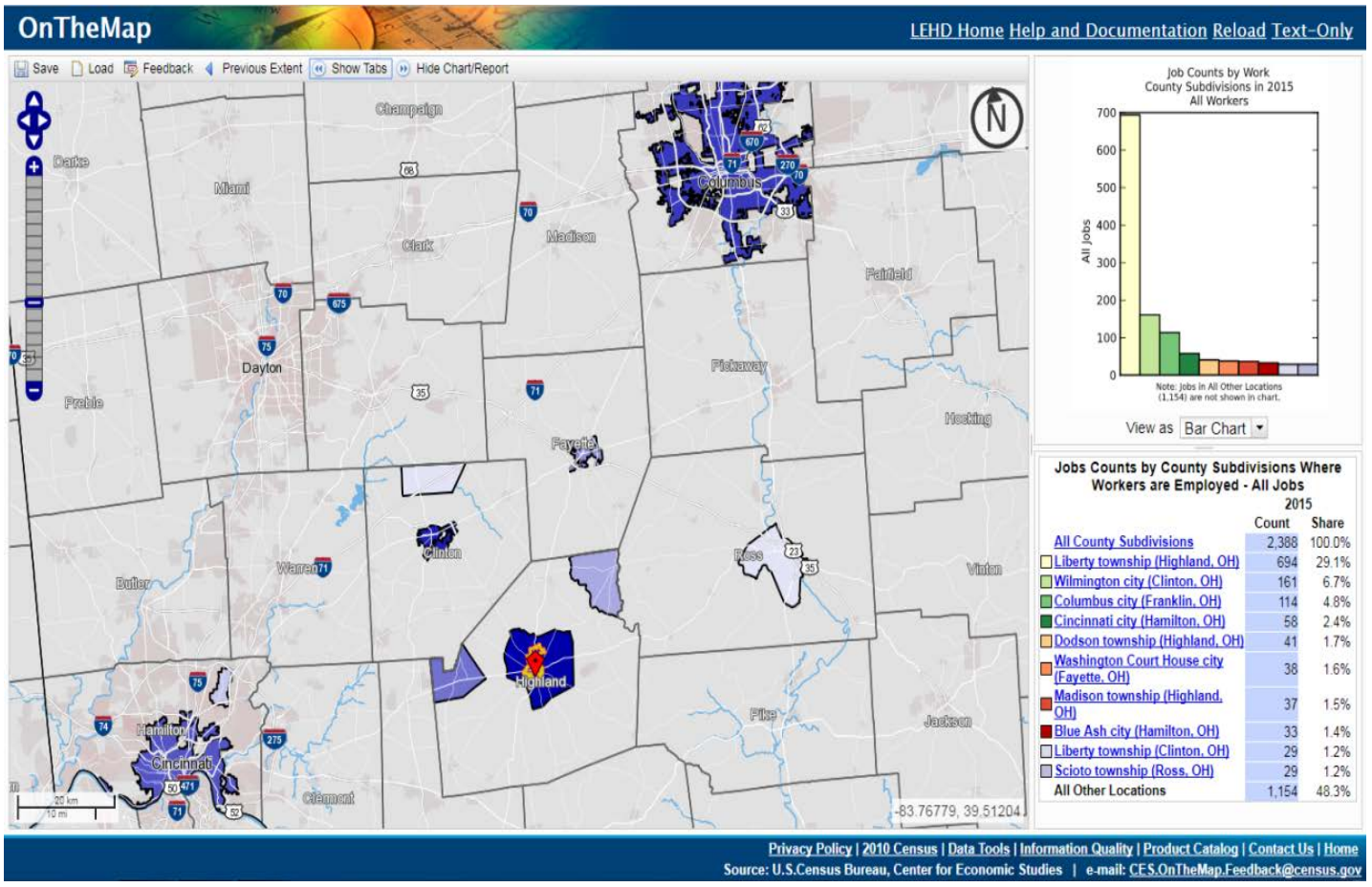
Hillsboro:

Jobs Counts by County Subdivisions Where Workers are Employed - All Jobs

	2015	
	Count	Share
All County Subdivisions	2,388	100.0%
Liberty township (Highland, OH)	694	29.1%
Wilmington city (Clinton, OH)	161	6.7%
Columbus city (Franklin, OH)	114	4.8%
Cincinnati city (Hamilton, OH)	58	2.4%

Jobs Counts by County Subdivisions Where Workers are Employed - All Jobs

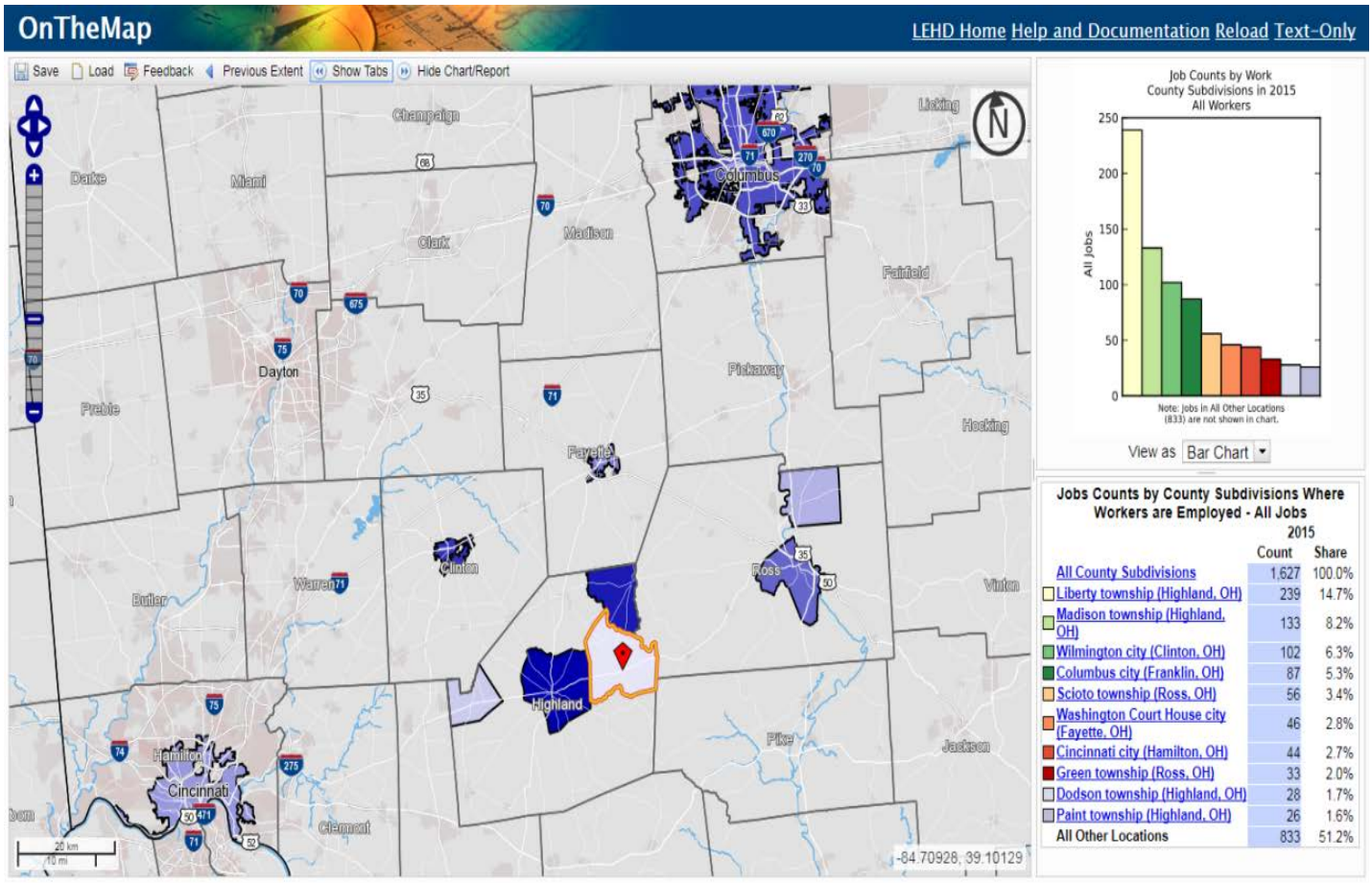
	2015	
	Count	Share
Dodson township (Highland, OH)	41	1.7%
Washington Court House city (Fayette, OH)	38	1.6%
Madison township (Highland, OH)	37	1.5%
Blue Ash city (Hamilton, OH)	33	1.4%
Liberty township (Clinton, OH)	29	1.2%
Scioto township (Ross, OH)	29	1.2%
All Other Locations	1,154	48.3%



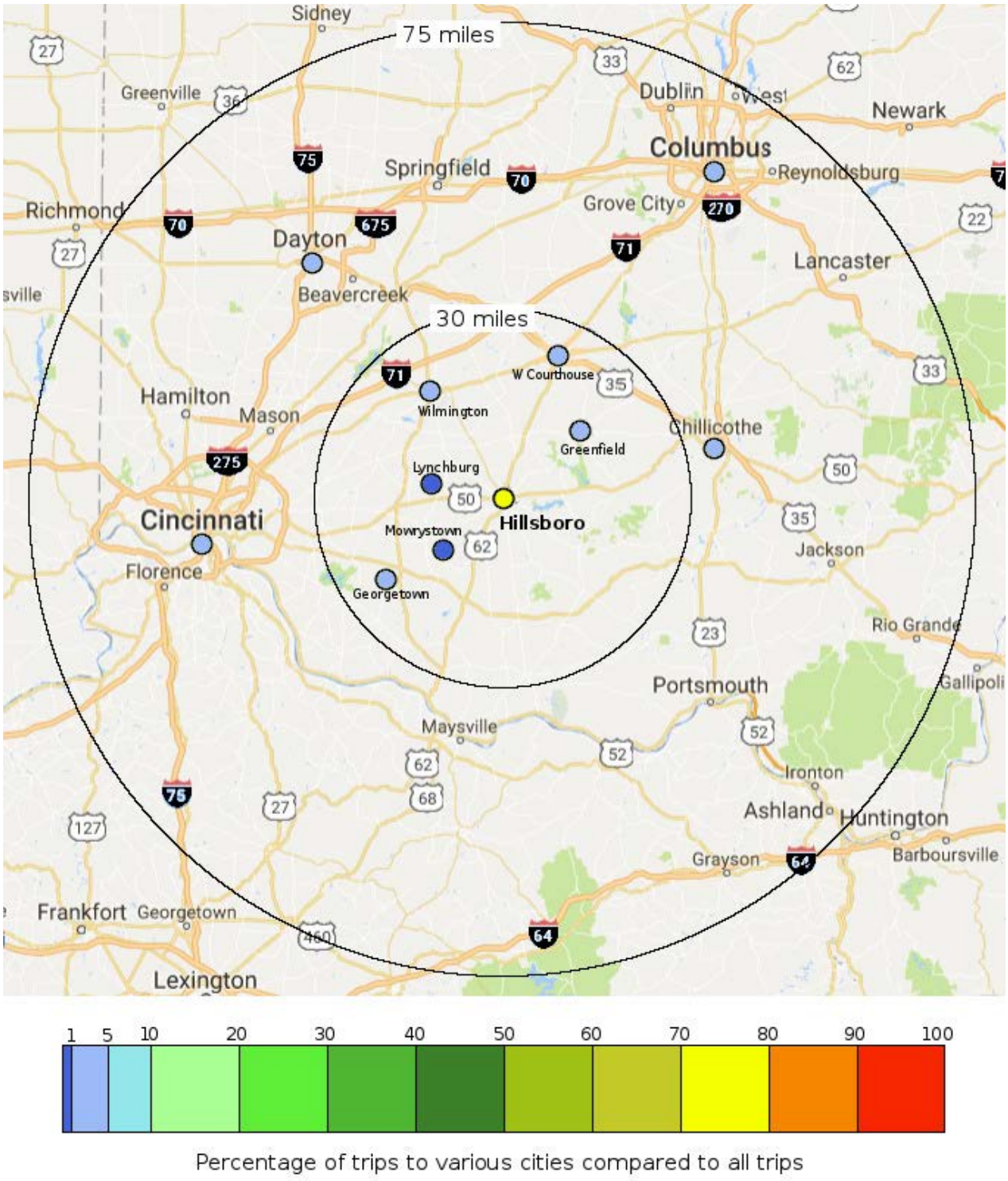
Paint Township:

Jobs Counts by County Subdivisions Where Workers are Employed - All Jobs

	2015	
	Count	Share
All County Subdivisions	1,627	100.0%
Liberty township (Highland, OH)	239	14.7%
Madison township (Highland, OH)	133	8.2%
Wilmington city (Clinton, OH)	102	6.3%
Columbus city (Franklin, OH)	87	5.3%
Scioto township (Ross, OH)	56	3.4%
Washington Court House city (Fayette, OH)	46	2.8%
Cincinnati city (Hamilton, OH)	44	2.7%
Green township (Ross, OH)	33	2.0%
Dodson township (Highland, OH)	28	1.7%
Paint township (Highland, OH)	26	1.6%
All Other Locations	833	51.2%


OnTheMap
LEHD Home Help and Documentation Reload Text-Only
Save Load Feedback Previous Extent Show Tabs Hide Chart/Report
Champaign
Licking
Darke
Miami
Clark
Madison
Columbus
Fairfield
Dayton
Preble
Pickaway
Hocking
Fayette
Clinton
Warren
Butler
Ross
Vinton
Highland
Pike
Jackson
Hamilton
Cincinnati
Clermont
-84.70928, 39.10129
Job Counts by Work
County Subdivisions in 2015
All Workers
All Jobs
250
200
150
100
50
0
Note: Jobs in All Other Locations (833) are not shown in chart.
View as Bar Chart
Jobs Counts by County Subdivisions Where Workers are Employed - All Jobs
2015
Count
Share
All County Subdivisions 1,627 100.0%
Liberty township (Highland, OH) 239 14.7%
Madison township (Highland, OH) 133 8.2%
Wilmington city (Clinton, OH) 102 6.3%
Columbus city (Franklin, OH) 87 5.3%
Scioto township (Ross, OH) 56 3.4%
Washington Court House city (Fayette, OH) 46 2.8%
Cincinnati city (Hamilton, OH) 44 2.7%
Green township (Ross, OH) 33 2.0%
Dodson township (Highland, OH) 28 1.7%
Paint township (Highland, OH) 26 1.6%
All Other Locations 833 51.2%

MEDICAL – SOCIAL - RECREATIONAL TRIP GENERATOR MAP AND CHART



Note: Data feedback is given in later section of plan for trip generator maps and charts.

Total Trips 31,788	99.03%	Locations listed below
	0.97%	Other

Beechmont		
Blue Ash		
Cincinnati		
Fairfield		
Mason		
Milford		
Milford		
Montgomery		
West Ches-ter		
Total Trips	1,355	4.26%

Beaver-creek		
Centerville		
Dayton		
Huber Hats		
Kettering		
Miamisburg		
Springboro		
Total Trips	**613**	**1.93%**

Georgetown	**350**	**1.10%**
Seaman	**46**	**0.14%**
Mt Orab	**122**	**0.38%**
Wilmington	**886**	**2.79%**
Sabina	**62**	**0.20%**
WCH	**955**	**3.00%**
W Union	**27**	**0.08%**
Peebles	**35**	**0.11%**

Hamilton		
Liberty Twp		
Total Trips	85	0.27%

Chillicothe	1088	3.42%

Canal Win-chester		
Columbus		
Dublin		
Gahanna		
Grove City		
Hilliard		
Pickerington		
Westerville		
Total Trips	997	3.14%

Hillsboro	23,873	75.10%
Greenfield	752	2.37%
Leesburg	11	0.03%
Lynchburg	142	0.45%
Mowrys-town	83	0.26%

Analysis of Demographic Data

The total population in Highland County is projected to climb slightly over the next 15 years but then start dropping off over the next 15 years. To help keep people in our county we need to make sure that they have a way to travel from destination point to destination point within our county as well as have access to transportation services outside of the county. To keep people in our county they, also, need to have a reliable way to get to work, medical appointments, social appointments and recreational activities especially those that are low income, elderly and disabled. People want to live in an area where transportation is not an obstacle to their way of living.

The majority of Highland County is white, over 96%, with black/African American and two or more races being the next two highest race categories. This has not changed much over the past 15 years.

We have about 2.5% of our population in Highland County who cannot speak English very well, they speak German, Chinese, Dutch or Spanish or a form of one of these in their home. This group of our county's population tends to not have vehicles or driver's licenses as they cannot read well enough to pass the driving exam. Therefore they have a much greater need of a public transportation system to get them to their basic life needs such as employment, shopping, medical appointments and such.

We have about 18.7% of our total Highland County population that have one or more disabilities per our 2010 Census and that percentage has climbed to 37.7% per our 2016 estimate. About 65.6% of those with a disability were over the age of 65 per the 2010 Census and that has dropped to 35% in the 2016 Census estimate due to the total disabled population climbing with the 18 – 64 age group with a disability almost doubling. So we know there is a great need for transportation services for our elderly and disabled population here in Highland County. Several of our elderly and disabled population, also, needs to have accessible transportation vehicles to enable them to get to where they want to go. Our elderly population tends to limit their driving due to the fact that they can no longer drive at night, are uncomfortable driving on expressways or in larger cities or to places that they are not familiar with or for long distances. Therefore, they have a greater need for some type of public transportation system that provides accessible services that are unrestricted, publicly available and county wide.

We know that the majority of our elderly seniors who are 65 and older live primarily in the three largest cities of Hillsboro, Greenfield and in Paint Township where the majority of our senior living housing units and apartment complexes are located, with some in the senior living apartments in Leesburg and Lynchburg. To benefit them we would like to have an accessible shuttle service running between the three largest 65 and older populated areas as this type of transportation service would be very helpful to these seniors. This shuttle could possibly pickup two of the smaller villages of Highland and Leesburg and maybe Lynchburg that have about 22% of their populations that are 65 and older as well. The other major villages that we have about 11% to 23.3% of each of their total senior population that is 65 years and older are Buford, Mowrystown and Sinking Springs. As we have already stated, as we grow older we tend to drive less and less and a public transportation system would be very beneficial to our senior population.

We have 8% of our total owner/renter occupied housing that do not have any vehicles at their home, they are zero vehicle households. They rely completely on family, friends, neighbors or any other type of transportation service that may be available to them to get them to their basic life needs. These family units are usually low income and cannot afford the upkeep and maintenance required with owning a vehicle, let alone the fuel costs, especially now that fuel costs are starting to rise again. We have 92% of our family units that have 1 or more vehicles, but still a lot of those who only have one vehicle have an older model that has high mileage and high repair and maintenance costs so when it breaks down it may be a while before they can afford to get that one car fixed as a lot of these families are on tight budgets. Therefore, our family units that have no vehicle and those that have only one vehicle are still very much in need of a public transportation service to get them to their basic needs.

We have 8.5% of our total family households in Highland County with a family income below federal poverty level. We have 52% of our total families that are single-parent households. Of the single-parent households, 82% have a female single-parent heading the household. We have 2625 individuals, or 8.8% of our total population that have incomes below the federal poverty level. We have 49% of our total population in Highland County that is 199% or less of the federal poverty level. Most of these families and individuals at the 8.8% federal poverty level are the ones without a single vehicle in the household; they have no way most of the time to reliably get to work, shopping for food for the family, get to social services that are needed by the family or any type of recreational activities. Our low income families would greatly benefit from a shuttle service or public transportation system that is unrestricted and publicly available county wide.

Looking at our current trip generator maps and charts we see that the majority of trips are within Highland County for employment, medical, social services, recreational activities and overall basic life needs such as grocery shopping. This further supports the need for a public transportation system (5311 Program) here in Highland County since about 73% of our trips that are provided by county transportation providers are within Highland County. Then we have a total of 27% of our employment, social and medical trips going out of county. We would like to be able to coordinate with neighboring counties to help get our county residents to their jobs and medical services that are in each of their counties.

Overall, with all the different types of gaps in services, the greatest need that all of the stakeholders have agreed upon is that Highland County needs to steadfastly work towards the means of obtaining full support for the local match of 50% to become a 5311 Program Rural Transportation System when funding becomes available so that we can have an unrestricted publicly available county wide transportation system..

General Public and Stakeholder Meetings/Focus Groups

FRS Transportation hosted and facilitated three local meetings and multiple focus groups with seniors and those with disabilities; conducted phone interviews with for profit and nonprofit service providers, and did individual interviews to discuss the unmet transportation needs and gaps in mobility and transportation. Eighteen people participated in the meetings. Of those, 8 self-identified as older adults and 6 self-identified as being a person with a disability. More information about what meetings were held and attendance at those meetings is available upon request.

During the meeting, FRS Transportation‘s President and the Highland County Mobility Manager, presented highlights of historical coordinated transportation that had been done in Highland County up to this time and discussed the activities since the last Coordinated Public Transit Human Services Transportation Plan was revised in 2015 that have been developed and performed by local transportation providers that has helped to address a portion of the unmet transportation needs and gaps in services in Highland County.

Following the initial presentation, the stakeholders were asked to review the gaps in transportation services and needs from the previous plan and to update and identify any gaps that they felt were no longer valid and that could be removed. Then the new gaps in service that were identified by the stakeholders were added to the list The focus of the discussion was transportation for older adults, individuals with disabilities, and people with low incomes. However, several topics discussed also impact mobility options for the general public.

After the changes to the needs and gaps list were completed and new needs and gaps were added, each participant was asked to rank the needs and gaps using numbers 1-8. One (1) would equal what they felt was highest in priority, and 8 would be what they felt was the need or gap that was lowest in priority. If they felt the gap or need should be deleted they were to put a 0 on it or just put delete to the side of that need or gap.

Participants discussed more than twelve mobility issues to achieve, preserve, avoid, or eliminate through coordination during the meetings. Some of those we felt could be combined into one or two major needs and gaps in services. Coordinated transportation stakeholders will consider these unmet needs when developing transportation goals and strategies and grant applications that they will be applying for. The exhibit at the end of this section provides a summary of the unmet mobility needs discussed during the meeting as well as the needs identified by the survey results.

Surveys

The following 2017 survey summary includes the information gained from the following surveys that were performed. Three hundred ninety three (393) surveys from the general public: 43% of individuals with disabilities completed the survey and 27% of older adults completed the survey.

Survey 2017 Chart 1

Modes of Transportation Used	**Highland County**	
Past 12 months		**Percent**
Fixed Route		0.5%
Demand Response		50%
Carpool/Vanpool		0.3%
Private Taxi		0.5%
Faith based Organization		0.3%
Ambulette Services		8.5%
Personal Vehicle		69%
Bicycle or Walk		13.5%
Volunteer Transportation		1.7%

Per the above chart we can see that the majority of clients either drove themselves to where they needed to go in a personal vehicle or used a transportation provider where they had to call and schedule ahead to arrange their trips, (this 2nd form of service is called demand response). People walked or rode a bicycle for 13.5% of their trips and 1.7% used a volunteer service. We have about 31% of the survey respondents who would benefit from a public transportation system especially during the winter and during severe weather. Even some of the 69% who drive their own personal vehicle stated that they would use a public transportation system some of the time.

Survey 2017 Chart 2

Reasons to use Public Transportation Services	Highland County	
		Percent
Save money		50%
Better for the environment		22%
Need accessible transportation		30%
Currently use some form of Public transportation (HARTS Fare Program, etc.)		29%
If no other option available		50%

When asked what reasons you would give for using a public transportation system, 50% of our survey respondents stated that it would save them money due vehicle fuel, insurance, repair, maintenance costs plus the wear and tear on a personal vehicle plus the fewer vehicles on the road would be better for the environment (22%). Another major reason is that 30% of our respondents have need for accessible transportation services due to a disability or disabilities that they have, such as, the need for wheelchair accessibility. Then we had 29% of our survey respondents tell us that they are already using some form of public transportation whether our HARTS Fare Program, volunteer programs or faith based program services. Lastly 50% stated that they would use a public transportation service if they had no other option available to them.

Survey 2017 Chart 3

Primary Reasons Elderly &	Highland County	
Disabled Would Like Public Transportation		Percent
Cannot drive at night		45%
Have a physical disability		36%
Expressways/Large cities		36%
Save money (gas, ins, repair)		27%
No longer have driver’s license		18%
Cannot afford taxi/private service		9%

Our elderly and disabled have many good reasons that they would feel much safer and comfortable using a public transportation system. Our eye sight tends to get worse as we age especially our nighttime vision which is why a lot of elderly people first tend to stop driving at nighttime. They have a physical disability that keeps them from being able to drive or drive safely, such as being in a wheelchair or the use of a cane or walker, which usually means their reflexes are going to be impaired in their legs and feet, or they may have a vision impairment that no longer allows them to drive. A lot of our elderly and disabled drivers are very uncomfortable driving in heavy, fast moving traffic such as on the expressways and in large cities where traffic tends to be heavily congested and can be very confusing for older people to try to maneuver around in. Using a taxi service or paying someone to transport them can, also, be cost prohibitive.

Survey 2017 Chart 4

Identified Gaps & Needs in Current Transportation Services	**Highland County**	
		Percent
Operate on Saturdays		43%
End later at night		33%
Operate on Sundays		30%
Need Accessible Vehicles		28%
Transportation out of county		26%
More reliable on time pickups & drop offs		20%
Fixed routes with bus stops		15%
Start earlier in the morning		15%
Low fare cost to ride public trans		13.5%
Flexible with same day scheduling		10%
Make easier to schedule trips		10%
Service home to work		6.7%
Ability to eat and drink in vehicle		2%
Rider Assistance Gaps & Needs Identified		
Maneuvering wheelchair lifts & ramps, into & out of residence, medical facility		40%
More door to door service		45%
Assistance into & out of vehicle		42%
Escort/aide to accompany rider		25%
Help loading/unloading packages		38.5%
Safe space to store foldable wheelchair & other assistive devices		22%

The major gaps in transportation services currently being provided are as follows: The general public would like to see transportation services offered earlier in the morning and later in the evening as well as on the weekend. They would like to have more accessible vehicles, being picked up and dropped off on time, transportation services that go out of county, fixed route shuttle service with minimal bus stops, flexibility and ease of scheduling with the ability to book a trip on the same day. They want transportation to work and would like to be able to eat and drink on the vehicles.

These are some of the needs our riders identified: Riders who need assistance when being transported tend to need help maneuvering their wheelchairs safely up and down ramps and onto and off of lifts. They really appreciate door to door service when they are an elderly or disabled rider and from their driver giving them assistance into and out of the vehicle. Many riders would like an aide/escort to accompany them on all or most of their trips. Riders who go shopping would like more assistance with loading and unloading their packages and groceries. Those riders who have assistive devices such as foldable wheelchairs, canes, walkers and oxygen tanks want a safe space to store them.

A lot of the identified gaps listed by our survey respondents could be met by a public transportation system in Highland County.

Survey 2017 Chart 5

Most Common Trip Destinations Needed	**Highland County**	
		Percent
Medical & Dental Offices		57%
Medical Clinics & Hospitals		55%
Shopping, grocery, pharmacy		49%
Social, recreational activities		20.5%
Church/Faith based Organizations		13.5%
Employer, Senior Program, Human Service agencies		12%
School		10%

The number one places that our respondents to our survey stated they needed trips to are medical facilities. Secondly, they need transportation to grocery stores, shopping at department stores/malls, and to get to the pharmacy to pick up their medications. Thirdly, they want to be able to go enjoy social functions and recreational activities. In fourth place is trips to church or faith based organizations for services and church activities. Fifth are trips to work, senior programs in the county and to get to human service agencies for assistance. Lastly they want to be able to get to school and college classes. A public transportation system in Highland County that is unrestricted and publicly available county wide would help a lot of our riders get to these places that they have identified.

Survey 2017 Chart 6

Times Transportation Is Most Needed for the Following:	Highland County Time Span	
		Percent
Medical/Health Care	8:00am to 6:00pm	**55%**
Grocery/Shopping	8:00am to 9:00pm	**33%**
Employment	6:00am to 12:00am	22%
Recreation/Social	8:00am to 9:00pm	20%
Nutrition	6:00am to 6:00pm	13.5%

According to our 2017 survey the most common times needed for all types of trips is from 8:00am to 9:00pm. Employment trips require the longest time as people work on a 24/7 varying time schedule.

Survey 2017 Chart 7

Cost You Would Be Willing To Pay per Trip for Public Transportation	Highland County	
		Percent
3.00 or Less		47%
3.01 to 5.00		28.5%
5.01 to 7.00		10%
More than 7.00		05

As we can see from the above chart, people do not want to have to pay very much for their transportation trips out of their own pocket. Almost 50% of survey respondents stated that they would like a fare rate of $3.00 or less. To be able to keep fare rates that low there would have to be a lot of subsidized funding by local stakeholders and the 5311 Program to help meet the cost to provide the public transportation services that are needed in Highland County.

Survey 2017 Chart 8

Age of Survey Respondents	Highland County	
		Percent
15-24		3.5%
25-34		17%
35-44		15%
45-54		17%
55-64		13.5%
65-74		27%
75-84		6.1%

85+		5%
Total 65 and older		39%
Total 64 and younger		65%
Language Spoken at Home		
English		100%
Note: All survey respondents listed that English was their language spoken at home.		

From our Survey 2017 Chart 8 we see that 39% of our respondents were 65 years of age or older and 65% were 64 years of age or younger. We had a fairly good sampling from most every age group but with a good portion coming from those 65 and older. Also, everyone that completed the surveys stated that English was their main language and the language spoken at home.

Survey 2017 Chart 9

Employment Status of Survey Respondents	Highland County	
		Percent
Disabled		25%
Unemployed		23.5%
Retired		20%
Employed Outside of Home		15%
Homemaker		5%
Employed in your home		2%
Student		2%

Once again we had a fairly good response from a wide variety on their employment status. Twenty five percent of our survey respondents stated that they have a disability of some type, while 23.5% were currently unemployed. Twenty percent are retired and 15% are employed outside their home. So altogether, 37% of our survey respondents either were or are currently employed while 5% are homemakers and 2% are students, most likely college students. Transportation to work is a major need that we hear from our human service agencies for their clients as well as from the general public. One of the hardest schedules to figure out for a public transportation system in Highland County is how to best run the routes so that we can get people to their work sites at least within Highland County.

2013 – 2015 SURVEY DATA AND GRAPHS/CHARTS

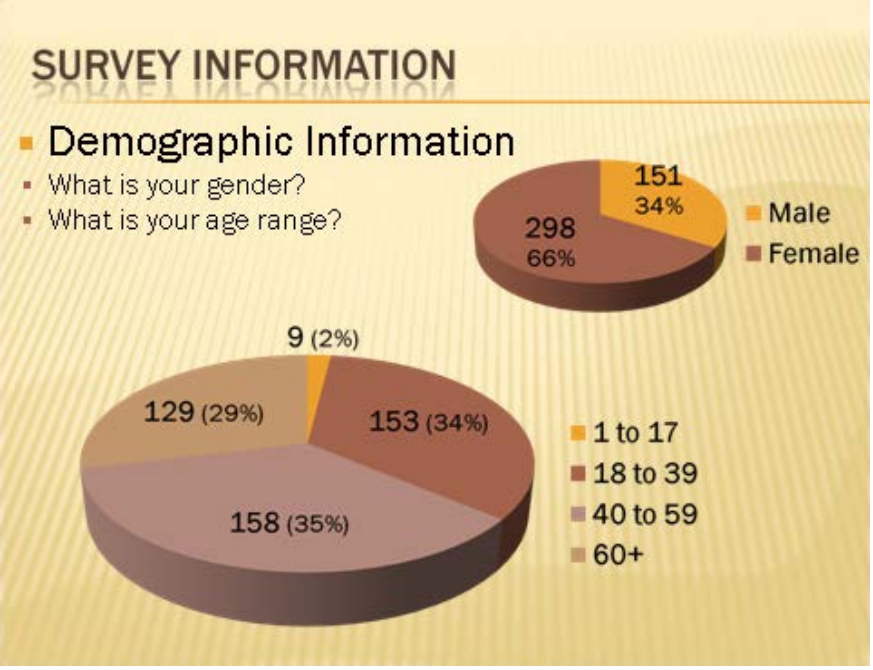
2013 -15 SURVEY CHART # 1

As shown in this first chart graph, just below 50% of our survey respondents stated that they have missed a medical, legal or other type of an appointment due to a lack of transportation. Just below one-third of the respondents had missed getting to work or to a job interview due to a lack of transportation. This shows us that there is still a great need for an affordable public transportation.

Social Service Agencies

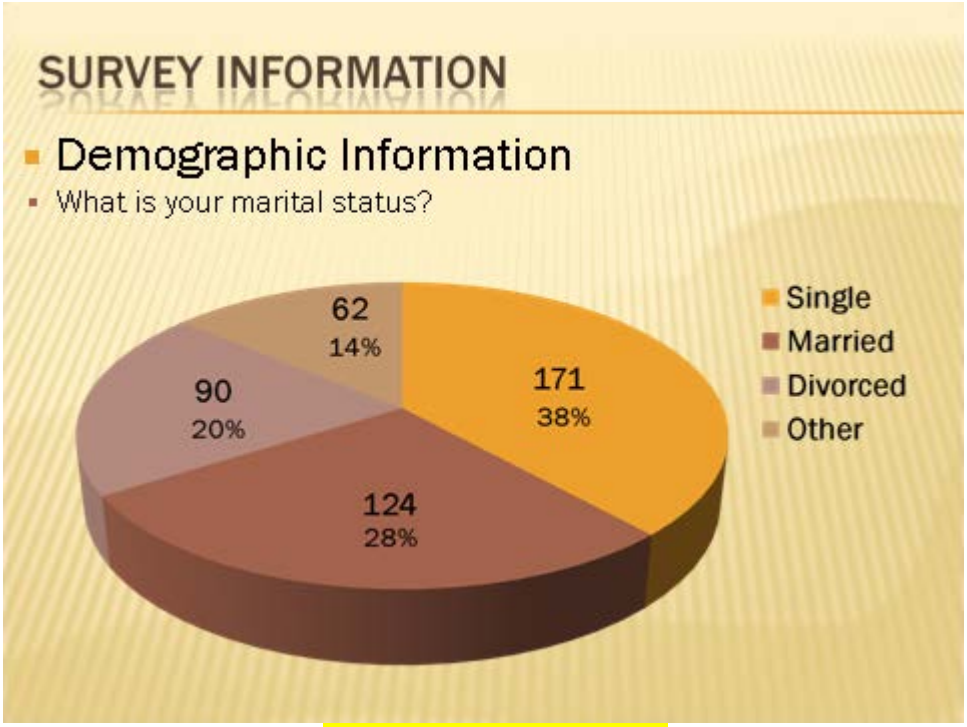
There are more than 135, schools, social service organizations and government agencies in Highland County that work to meet the needs of older adults, people with disabilities, people with low incomes and the general public. Fifteen nonprofit and ten government organizations (19%) responded to the Highland Area Rural Transportation Services (HARTS) requests to complete the Agency/Employer section of the 2015 public survey. Information about each of these agencies can be found in the Community Resource Directory. This directory is the product of the Highland County Family and Children First Council and the Highland County Community Action Organization. The largest agencies in Highland County are the Department of Job and Family Service, the Community Action Organization and the Highland County Board of Developmental Disabilities. Each of these agencies performs multiple vital services for the general population of Highland County.

SURVEY GRAPH # 2



Per our graph above of our survey results totaling 449 respondents we had 2% (9) were 17 and under, 34% (153) were between the ages of 18-39, 35% (158) were between the ages of 40-59 and 29% (129) were 60 years of age and older. These 3 age groups from 18 to 60+, equaling 98% of our respondents, encompass the majority of our working population age range. In our 2013 - 2015 survey we had a fairly even response from the 18-39 (153), 40-59 (158) and 60 plus (129) age groups which gives us a good overall picture of what the general public in Highland County is looking for in the way of transportation services.

The Graph # 2 above show our 2013-2015 survey results for the categories of gender and age range. As you can see, of our 449 respondents to our 2013-15 Survey, 298 (66%) were female and 151 (34%) were male.



SURVEY GRAPH #3

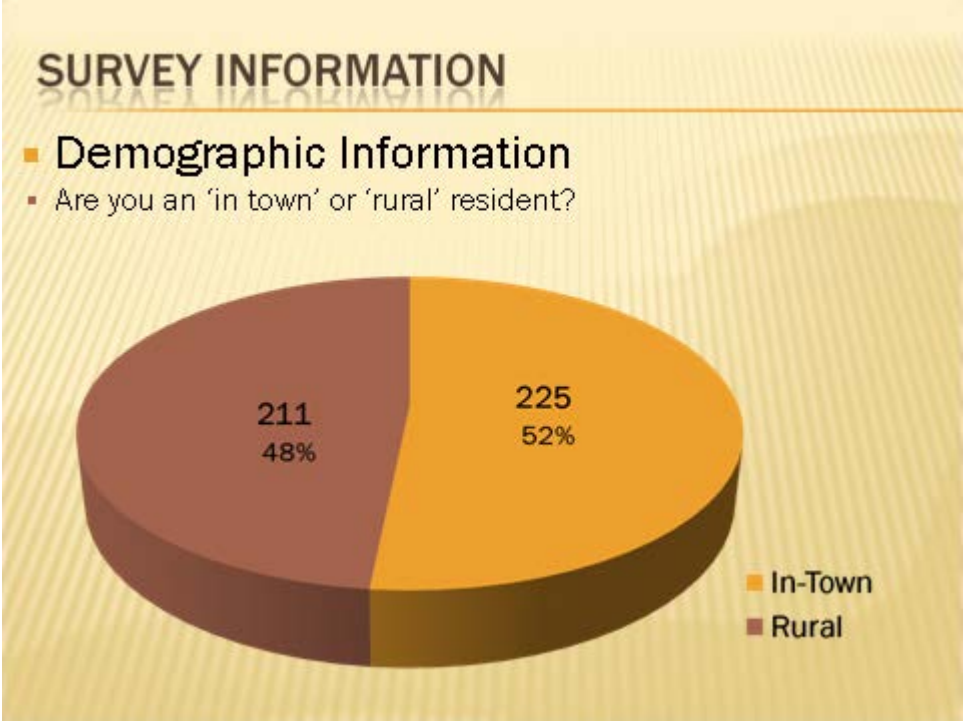
Per our 2013-15 Survey the marital status of our 447 respondents is shown on our Survey Graph # 3 and in detail below:

Married	124	28%	(282 – 28% of 2007 Survey 606 participants)
Single	171	38%	(171 – 38% of 2007 Survey 606 participants)
Divorced	90	20%	(These were the only two categories listed on our 2007 Survey)
Other	62	14%	

SURVEY GRAPH # 4 (next page)

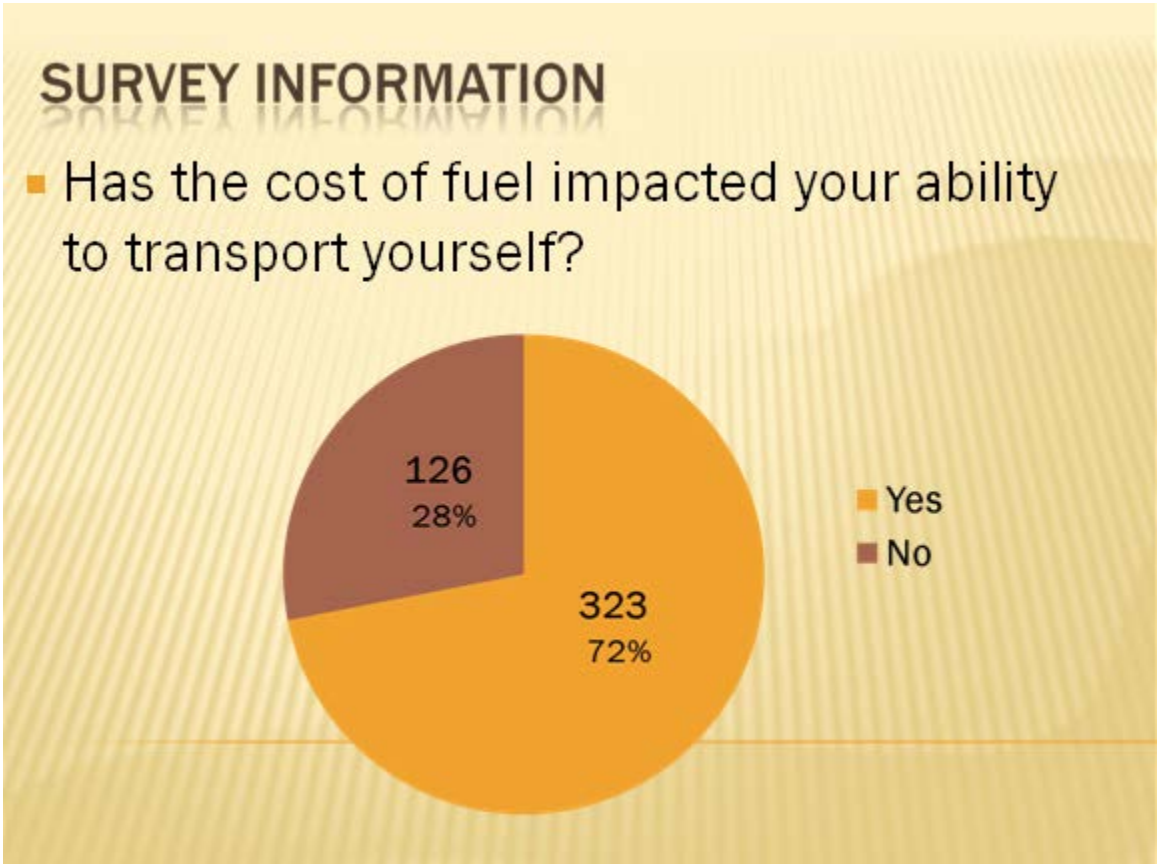
In our 2013-15 HARTS Transportation Survey we asked the participants the following question: Are you an "in-town or rural" resident? Shown by Survey Graph # 4 below we had an almost equal response from "In-Town" residents of 225 (52%) and "Rural" residents of 211 (48'%).

SURVEY GRAPH # 4



2013-15 SURVEY GRAPH # 5 (on previous page)

As seen by the previous Survey Graph # 5 from our 2013-15 Public Transportation Survey, we asked participants “Has the cost of fuel impacted your ability to transport yourself?” Seventy-two



percent (323 respondents) stated “Yes” and twenty-eight percent (126 respondents) stated “No”. At this time fuel was getting at a record high of almost $4.00 per gallon in our area.

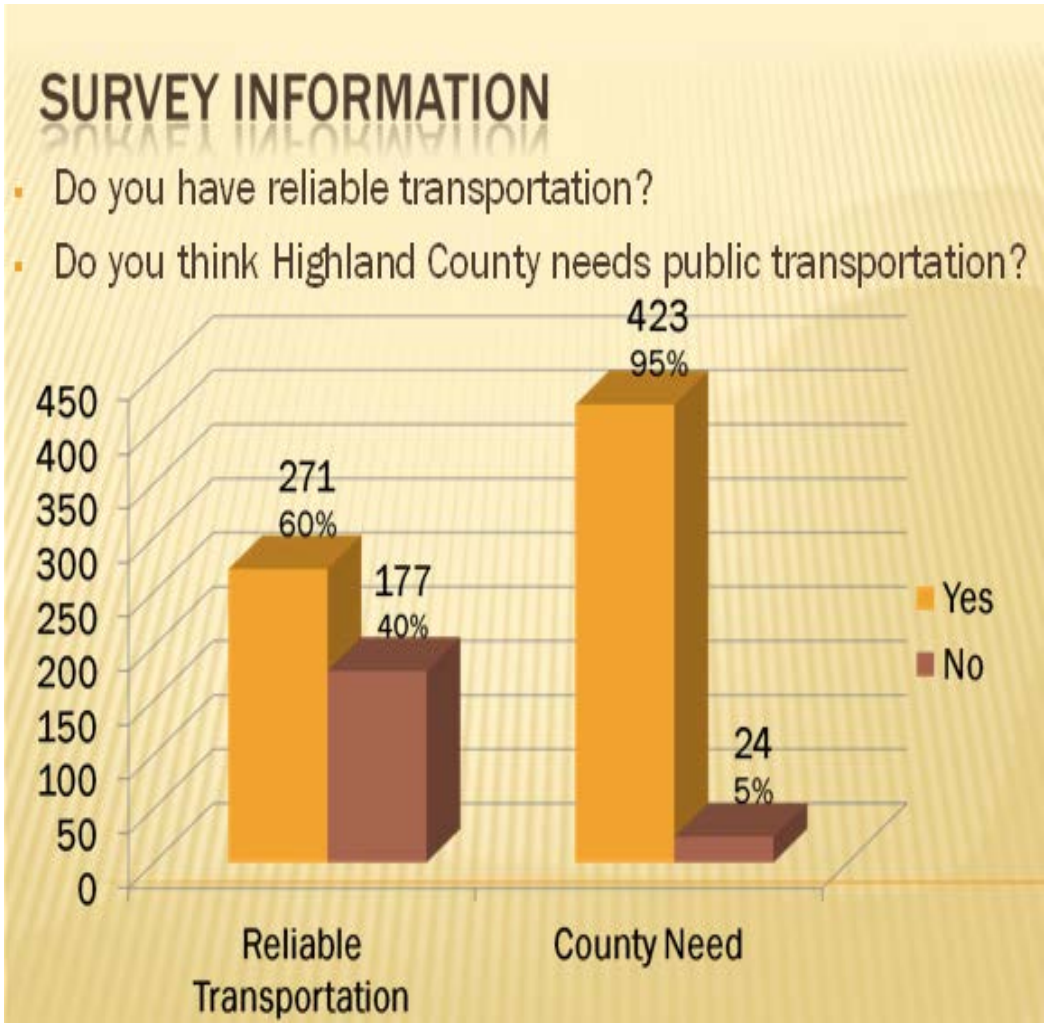
As you can see, the rising cost of fuel for the majority (72%) of the individual respondents of our Highland County 2013-15 Public Transportation Survey who provide their own transportation has had a major impact on their ability to transport themselves. Higher fuel costs impact the individual's budget or their overall family's budget. Higher fuel rates impact workers of all income ranges but hits our low-income workers in Highland County the hardest. Therefore, they are the most in need of more affordable and alternative types of transportation services.

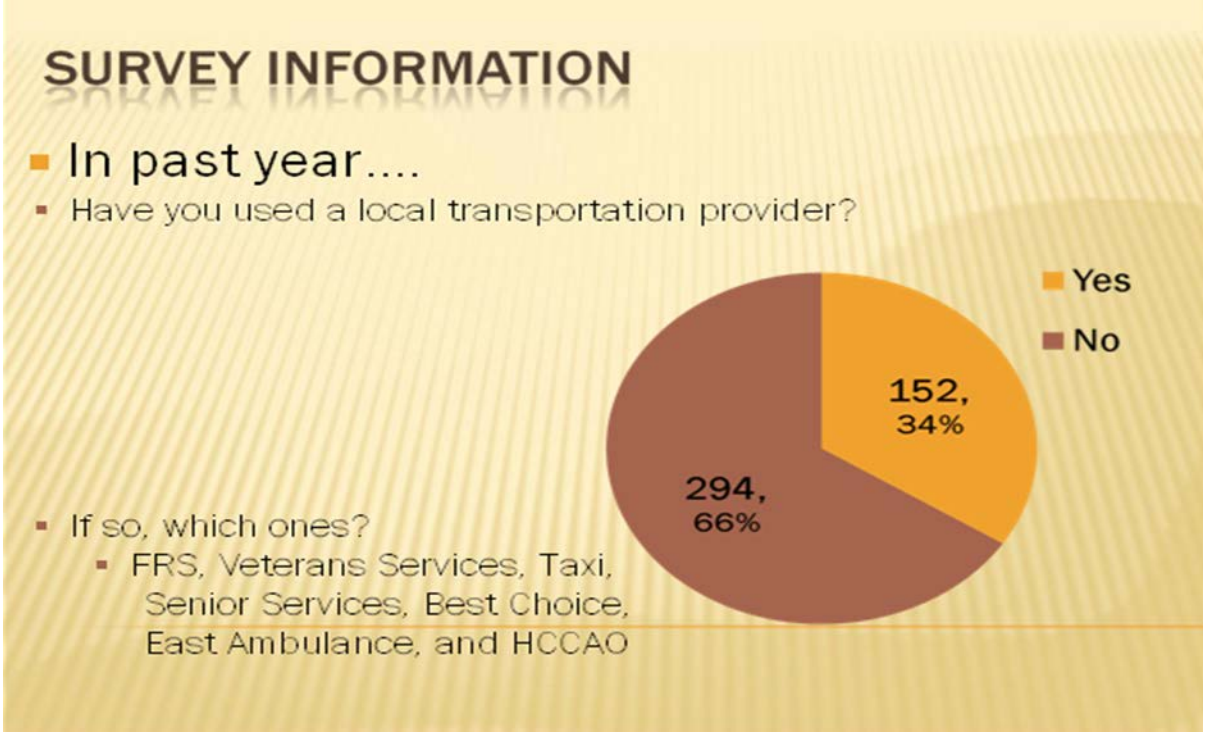
2013-15 SURVEY GRAPH # 6

As per the below Survey Graph # 6, when asked in our survey, “Do you have reliable transportation?” 60 % of our 447 respondents stated that “Yes” they do as opposed to 40% who state that they do not.

Also, per our survey, when asked the question, “Do you think Highland County needs public transportation?” An overwhelming ninety-five percent answered, “Yes, Highland County does need some type of public transportation”, as opposed to five percent who stated, “No.” Although

Highland County is too rural of an area to support a transit bus service, we are looking for ways to meet the needs of our rural county population.





2013-15 SURVEY GRAPH # 7

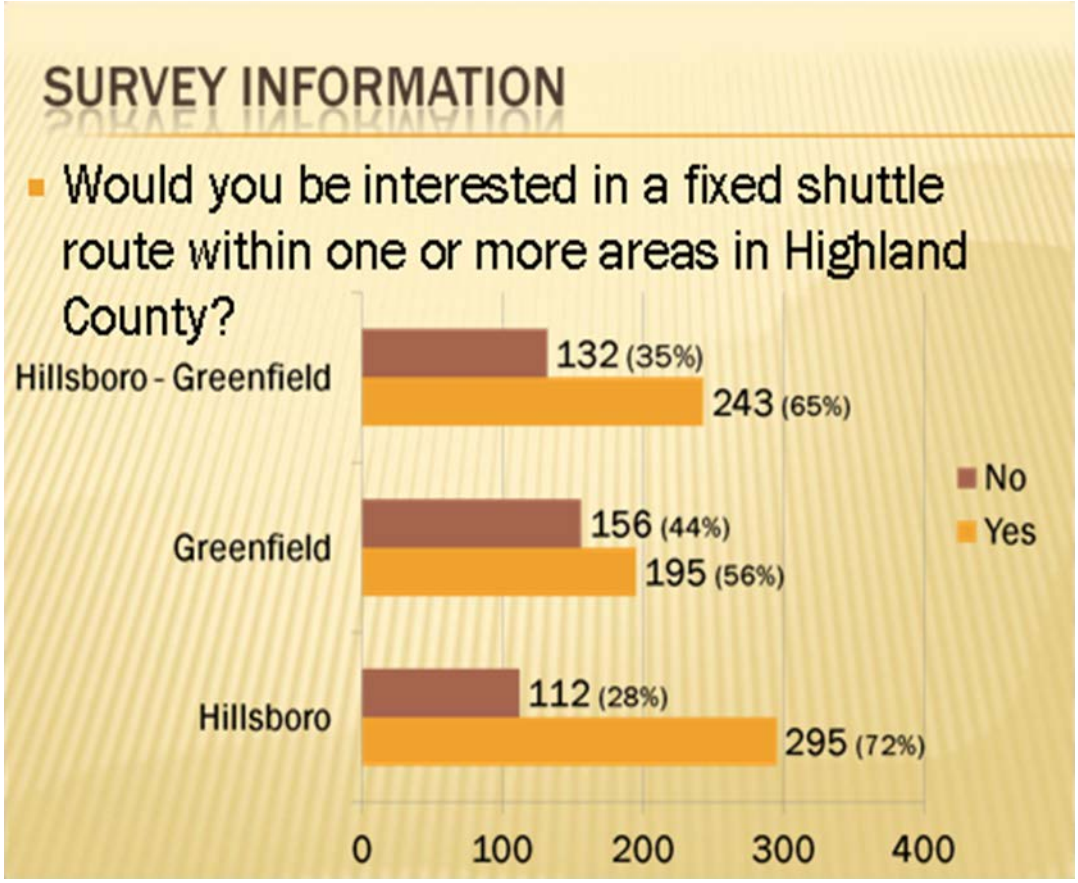
Per the Survey Graph # 7 above, thirty-four (34%) percent of our respondents stated that in the past year they have used a local transportation provider, as opposed to sixty-six percent that did not according to the graph above.. Of the sixty-six percent, although they did not use a local transportation provider, several of them had to rely on family, friends, or neighbors for their transportation needs. The main transportation providers utilized by the general public of Highland County in 2013-15 were; Highland County Community Action, Veterans Association, FRS Transportation, Taxi Services from other counties as well as our HARTS Fare Program, Area Agency on Aging Providers such as Every Day Home Care and Best Choice and East Ambulance

2013-15 SURVEY GRAPH # 8

In the above Survey Graph # 8 we found that 46% of our survey respondents have missed either a medical, legal or other type of appointment in the past year due to a lack of transportation services. This is almost 50% of our survey respondents who were unable to get to some type of basic life need in the past year.

The other half of our graph asked the question “Have you missed getting to a job interview or work due to a lack of transportation?” to which 27% answered “Yes” and 73% answered “No”. This shows that over one fourth of those surveyed need reliable transportation for employment related purposes.

In our Highland County Transportation Committee meetings one of the main topics we often come back to is the need for transportation for employment purposes especially for low income and elderly workers in Highland County.



2013-15 SURVEY GRAPH # 9

Per our Survey Graph # 9 above in order to try to meet some of the transportation needs of our low income, elderly, and disabled population we asked in our 2013-15 Public Transportation Survey if the residents of Highland County would be interested in three types of fixed shuttle routes within one or more areas of Highland County. These three shuttle routes would have set pickup and drop off locations (or stop points).

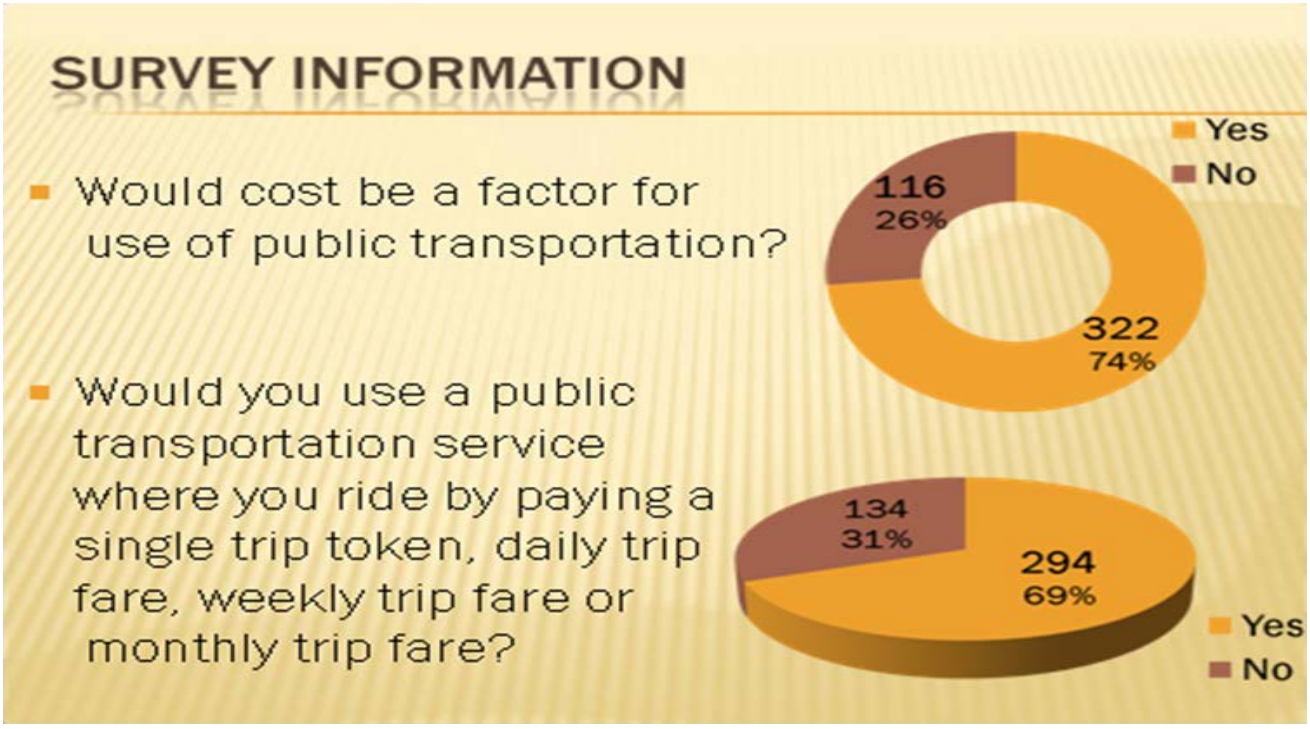
The first shuttle route presented was to run between the city of Hillsboro and the city of Greenfield. Sixty five percent (65%) of our respondents were definitely interested in this type of a shuttle route as opposed to thirty five percent (35%) who were not. People living in Greenfield and the surrounding area state that they come to Hillsboro for medical appointments, shopping at the local Walmart, Kmart, Kroger, as well as for Social Services such as to Highland County Department of Job & Family Service and the Highland County Community Action Organization. Some Hillsboro residents travel to Greenfield for medical appointments, social interaction and employment purposes.

The second shuttle route presented would run within the city of Greenfield to help the general public have affordable means to get to basic life needs. Fifty six percent (56%) of our respondents stated “Yes” as opposed to forty four percent (44%) who stated “No”. Our transportation committee feels that if we had just surveyed the general public in the city of Greenfield this percentage would have been much higher of those who wanted a shuttle route in Greenfield. The Dispatch Office of FRS Transportation has received multiple calls from Greenfield residents requesting that the HARTS Fare Program that is available in the city of Hillsboro would, also, become available in the city of Greenfield.

Our third shuttle route presented would run within the city of Hillsboro allowing the convenience of same day transportation for basic life needs as opposed to the HARTS Fair Program available in Hillsboro that requires 24 hour advance scheduling of trips. This shuttle would allow the general public who do not have reliable transportation and currently walk to their various destinations the ability to get on and off at the stop points of their choice. Of those who responded to our survey, seventy two percent (72%) would like to have a shuttle route running within the city of Hillsboro while twenty eight percent (28%) stated they would not be interested in using a city of Hillsboro shuttle service.

Providing FRS Transportation provides the shuttle route the following would be the route pickup and drop-off points:
Starting point: # 1 FRS Transportation US 50E to Highland County Probation Office US 62 to #2 Walgreens Pharmacy (hit small shopping area/medical facilities located here) to # 3 CVS Pharmacy (hit another small shopping area with medical facilities) to # 4 Save-A-Lot (passengers would be able to shop at several shopping areas/fast food facilities plus Urgent Care is located in shopping area) to # 5 Highland County Department of Job & Family Services (this building, also, houses the Bureau of Motor Vehicles & Title Department, Highland County One Stop Employment Center & across the road is the factory of Weastec and the Highland County YMCA) to # 6 Southern State Community College on Hobart Drive (Hobart Corp – factory is just across road from SSCC) to # 7 Turning Point Applied Learning Center (PAS Technologies another factory is just before Turning Point) to # 8 Highland County Sherriff Office/Hillsboro Municipal Court to # 9 Highland County Community Action US 62 (this facility, also, houses the Highland County Head start, Highland County Health Department, 2 -physician offices and a Hillsboro Dialysis Center) to # 10 Wal-Mart on Harry Sauner Road to # 11 Kroger (shopping center, restaurants, banks, Davita Dialysis and several other medical facilities located on Harry Sauner Rd.) to # 12 Highland District Hospital US 62 (directly across from hospital is K-Mart and several fast food places within walking distance) to # 13 Highland County Courthouse (this is in the very center of the city of Hillsboro so passengers can walk to most businesses, county offices, restaurants located uptown) to # 14 Hillsboro Public Library out on West Main Street/US 50W to the # 15 Highland County Senior Citizens Center located on Muntz Street (there is a small shopping area and Ponderosa Restaurant is within walking distance) then # 16 FRS Counseling US 50E and back to FRS Transportation. This is the route for within the city of Hillsboro that our HARTS Transportation Committee devised.

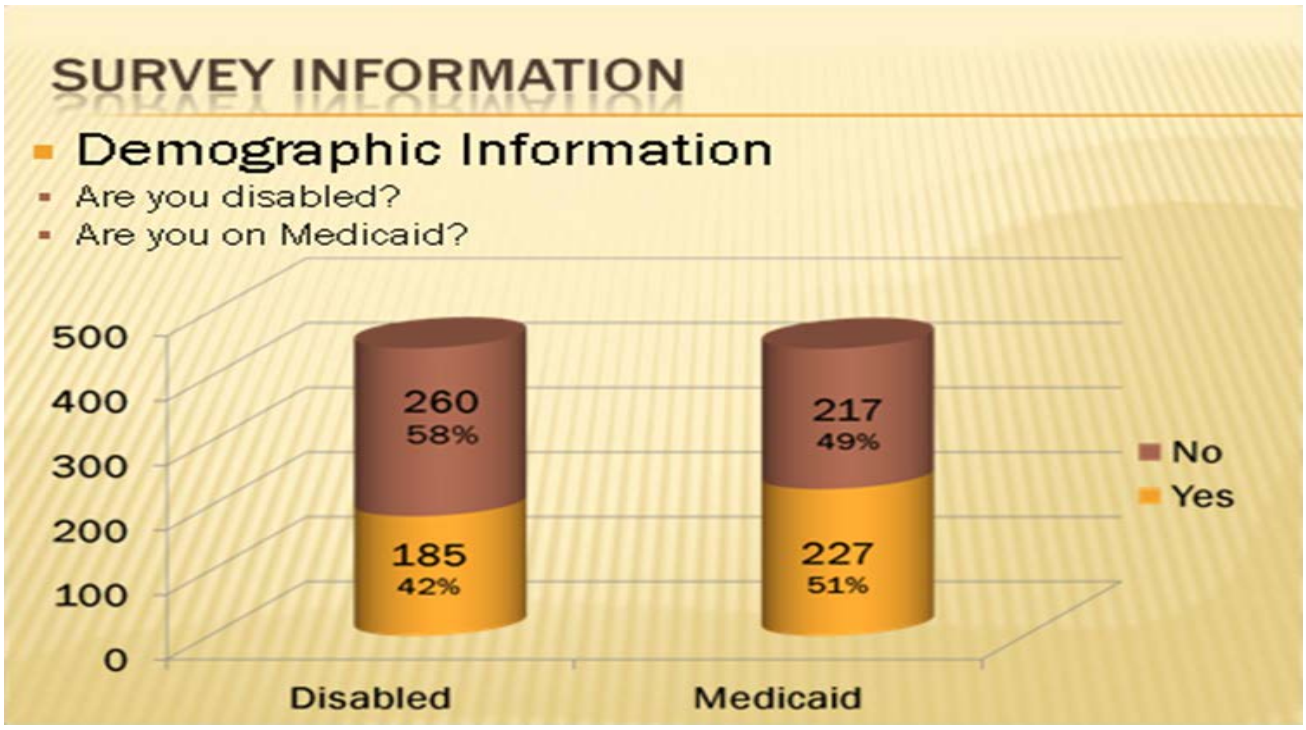
These are just three of the projects that our HARTS Committee is working on for possible implementation in the future to help meet the needs of our low income, elderly, and disabled populations, as well as the general public here in Highland County.



2013-15 SURVEY GRAPH # 10

Per Survey Graph # 10 above when asked if cost would be a factor for use of public transportation 74% of our respondents answered “Yes” and 26% answered “No”. This lets our HARTS Transportation Committee know to work towards keeping costs reasonably affordable. We will need to look for funding sources at the local level as well as at the state and federal level.

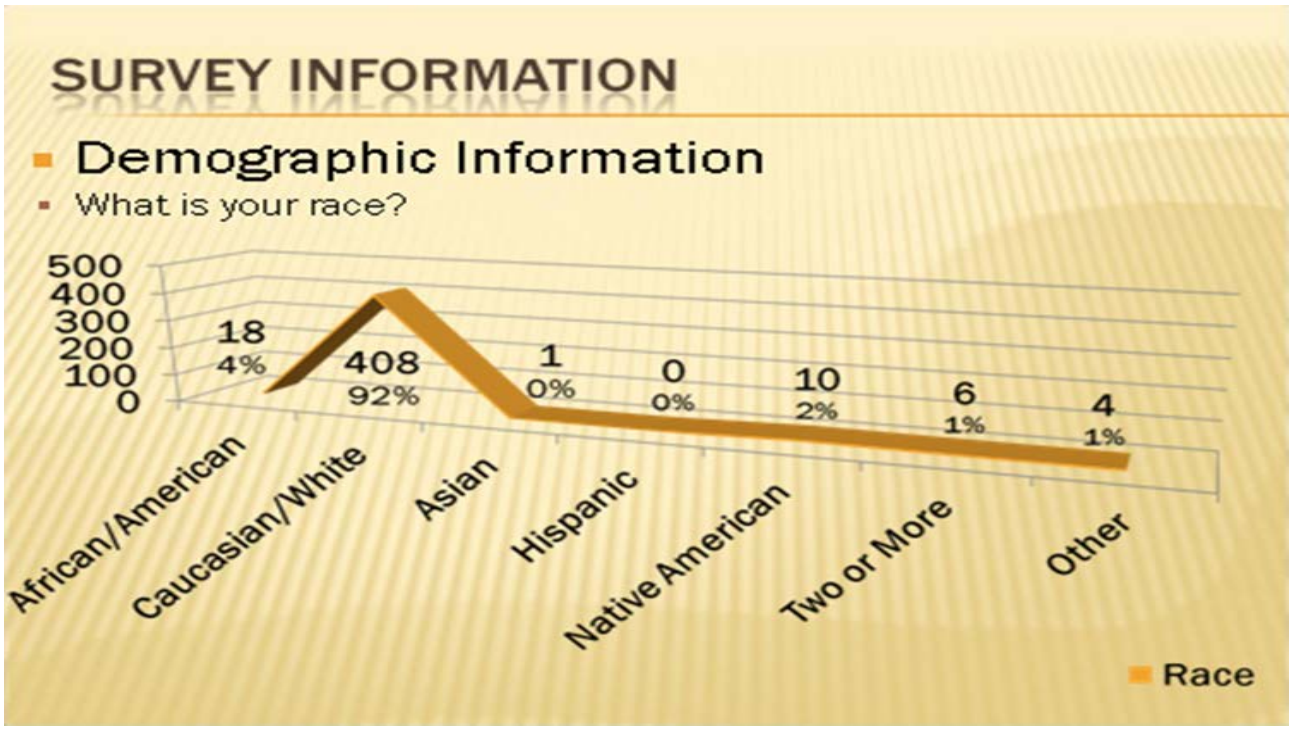
The second part of the above graph, when asked “Would you use a public transportation service where you ride by paying a single trip token, daily trip fare, weekly trip fare or monthly trip fare?” was answered by 69% saying “Yes, they would”, and 31% saying “No, they would not”. This was a positive response of the majority to using trip tokens or trip fares for our proposed shuttle services. We are currently researching ways to make the purchase of tokens or fare cards convenient for both the rider and the agency providing the shuttle service.



2013-15 SURVEY GRAPH # 11

On the above demographic Survey Graph # 11, in the first part we asked if the respondent was disabled, 42% stated that “Yes” they were disabled and 58% stated that “No” they were not disabled. This gives us a fairly equal response from both the disabled and non-disabled population.

On the second part of this graph, we asked if the respondent was on “Medicaid”. We again had a fairly equal response of 51% that stated “Yes” they are on Medicaid and 49% who stated “No” they were not on Medicaid. This lets us know that almost 50% of our survey respondents have some form of a disability and are, also, on Medicaid. We, also, know that with the new healthcare reform enacted in 2013-14 that we will probably have a much more substantial number of our county's residents who will become eligible for Medicaid benefits.



2013-15 SURVEY GRAPH # 12

Per Survey Graph # 12 above in answering the question, "What is your race?" the survey results follow closely our Highland County Census results for the past several years. Survey results show that 92% of our respondents were Caucasian/white, 4% were African/American, 1 respondent was Asian, 2% were Native American, 1% were two or more races, 1% fell in the "other" category and 0% were Hispanic. Note: We do have about .05 % of residents in our county who are Hispanic. We just did not have any of them who completed a 2013 survey.

Challenges to Coordinated Transportation

In addition to identifying needs, the planning committee gathered information from stakeholders and used their own professional experience to identify challenges to providing coordinated transportation services. These challenges include the following:

- Cooperation of riders
- Cooperation and coordination of transportation providers
- Lot of rural area to cover that is not largely populated and yet has people who need to get into Hillsboro and Greenfield or to other areas in the county for services and basic life needs plus social and recreational activities.
- Coordination of funding sources/revenues.
- Finding funding to pay for a coordinated Public Transportation System
- Lack of support from city of Hillsboro mayor and council
- Getting riders used to the idea of scheduled timely bus stops and that they would have to be there on time as the bus cannot wait on the as it would have to stay on schedule. Riders sometimes have a tendency to want to dictate their pickup and drop off times for appointments rather than accepting the time the dispatcher gives them. With a public transportation system they would miss their ride by trying to do that.
- Winter weather in Highland County can play havoc with a bus service that is striving to stay on time.
- Road conditions of Highland County roadways. Many are township and county roads that are not always in the best of shape. Our roads tend to be hilly, winding, narrow with a lot of potholes and drop offs at the sides of the road. These road conditions can, also, make staying on time with a public transportation system very challenging.
- Hiring qualified drivers: Challenge of making sure ALL coordination transportation provider drivers meet all of the required criteria by the State of Ohio and the FTA to be a coordinated driver. Making sure that all transportation providers are being consistent with meeting the required driver criteria. Also, making sure that our drivers look professional in how they are dressed and act professionally in all situations they encounter.
- Driver Trainings: Making sure that all coordination transportation providers consistently make sure their drivers get their required trainings in the appropriate time span that is required for each of those trainings. Making sure we do additional trainings with our drivers to keep them up to date on safety related topics, customer assistance techniques, confidentiality, and various other issues.
- Vehicles: Making sure the all coordination providers keep their vehicles maintained and in a good state of repair so that they pass safety checks and annual inspections. Those vehicles are kept clean inside and out and look professional for the benefit of our riders and the general public.
- Support and cooperation of the overall general public, along with all state, county, city, and township officials.
- Scheduling initial bus routes that would meet the biggest majority of the needs in the most largely populated areas initially.
- Getting approval from city councils for designated bus stops and eventually bus shelters.
- Possibly going for an increase in sales or property tax to support a public transportation system which would be very challenging to get approval for.
- Some funding sources will not let us coordinate sharing trips with other funded trips.

Summary of Unmet Mobility Needs

The following table describes the identified unmet transportation needs that were identified and the method used to identify and prioritize each need. Needs are listed in order of their rank in highest to lowest priority.

Exhibit 4: Prioritized Unmet Mobility Needs

Rank	Unmet Need Description	Method Used to Identify and Rank Level
#1	Need an unrestricted publicly available county wide transportation system in Highland County. (Survey results show that the general public wants longer hours of service and weekend service & a regular fixed route with bus stops.)	2017 Survey results were identified as well as previous surveys, demographic data was reviewed and stakeholder input was given. Each stakeholder ranked from 1 – 8 with 1 being highest priority and 8 being lowest priority
#2	Increase hours of service during the week and provide weekend transportation services plus provide same day scheduling of trips.	Results of 2017 surveys/previous surveys, demographic data reviewed & stakeholder input. Each stakeholder ranked them 1 – 8, with 1 highest priority & 8 lowest priority.
#3	More fully meet the transportation needs of our disabled and elderly population 65 and older.	Results of 2017 surveys/previous surveys, demographic data reviewed & stakeholder input. Each stakeholder ranked them 1 – 8, with 1 highest priority & 8 lowest priority.
#4	Increase transportation options for low income workers, college students & the non-Medicaid population.	Results of 2017 surveys/previous surveys, demographic data reviewed & stakeholder input. Each stakeholder ranked them 1 – 8, with 1 highest priority & 8 lowest priority.
#5	Provide and expand services for people who are Medicaid eligible	Results of 2017 surveys/previous surveys, demographic data reviewed & stakeholder input. Each stakeholder ranked them 1 – 8, with 1 highest priority & 8 lowest priority.
#6	Increase public awareness of current transportation services	Results of 2017 surveys/previous surveys, demographic data reviewed & stakeholder input. Each stakeholder ranked them 1 – 8, with 1 highest priority & 8 lowest priority.
#7	Improve public knowledge of pricing and costs associated with providing transportation services	Results of 2017 surveys/previous surveys, demographic data reviewed & stakeholder input. Each stakeholder

		ranked them 1 – 8, with 1 highest priority & 8 lowest priority.
#8	Participate in "Emergency Preparedness for Highland County in the event of a local, county or national disaster.	Results of 2017 surveys/previous surveys, demographic data reviewed & stakeholder input. Each stakeholder ranked them 1 – 8, with 1 highest priority & 8 lowest priority.

IV. Goals and Strategies

Developing Strategies to Address Gaps and Needs

Strategies for improving transportation for Highland County have been made to address the service gaps and user needs identified in this plan in order to be effective. As described, the gaps and unmet needs were based on information obtained from geographic analysis, the attendees participating in the meetings, and responses to the public surveys.

Based on information gathered throughout the planning process, FRS Transportation, developed the following strategies to address the gaps and unmet transportation needs. 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 strategies have been tailored to 8 of the identified primary gaps and needs.

Below is an Outline describing the prioritized strategies to address each of the identified unmet transportation needs and gaps in services.

PRIORITY/GOAL # 1

Highland County needs an unrestricted publicly available county wide transportation system; therefore, we will need to apply to become a 5311 Rural Public Transportation System.

Strategies:

- Keep ODOT informed that we are interested in becoming a 5311 Rural Public Transportation System as soon as funding becomes available
- Gain the support of our local, city, county and state officials to bring a public transportation system into Highland County so that we can, hopefully, coordinate trips with neighboring counties.
- Gain the support of the general public of Highland County for a rural public transportation system in Highland County

- Educate all local transportation providers, our HARTS County Transportation Planning Committee stakeholders, and local, city, county and state officials on the major aspects that are entailed to bring a rural public transportation system into our county.
- Determine the overall "cost" annually to run a public transportation system in our county.
- Determine if additional vehicles will be needed to be purchased for the public transportation system.

Timeline for Implementation: 2 – 5 years

Action Steps:

- ✓ Learn everything that is involved with becoming a 5311 Rural Transportation Provider.
- ✓ Research everything that ODOT and the FTA has on the subject.
- ✓ Learn all the regulatory policies and procedures, compliance policies, which are a part of running a 5311 rural public transportation system.
- ✓ Make a brief Power Point presentation or training on "Implementation of a Rural Public Transportation System" to use when talking to our local, city, county and state officials and other administrative officials of our local transportation providers to gain their support for a public transportation system.
- ✓ Use the Power Point presentation or training when talking to local agencies, groups of the general public, and at city or county meetings to educate them on how a rural public transportation system is ran and to help gain the support of the overall general public.
- ✓ Talk with neighboring Rural Public Transportation Systems in Clinton, Fayette, Highland and Adams/Brown on how we can best coordinate transportation services to better utilize all of our resources.
- ✓ Research for possible funding sources that are eligible for the local match amount.
- ✓ Once support for the 5311 Program is gained, then seeking funding for the 50% match is vital to the success of the service. Meet with city, county and state officials to see if any funding is available through them that they would be willing to guarantee as part of our 50% matching funds.
- ✓ Meet with local manufacturers and businesses that would benefit from workers having a steady reliable way to get to work in Highland Count requesting a portion of funding to help meet the 50% match.
- ✓ Do cost analysis on every aspect of providing public transportation so we have a thorough understanding of what our costs to operate the service will be. Note: This must be done before we can approach manufacturers, businesses and the general public for support of the service.
- ✓ Establish what fixed routes we would do. Would we do any deviated routes? Determine how our routes can best serve as much of the needs of Highland County as reasonably possible.
- ✓ Get approval for bus stop points and the possible erection of bus shelters, if the service were to get approved.
- ✓ If vehicles will need to be purchased, then check into what style and capacity would be needed.

Parties Responsible for Leading Implementation: Director of FRS Transportation, Administration of FRS Transportation, HARTS County Planning Committee, city, county and local state officials.

Parties Responsible for Supporting Implementation: Manufacturers, businesses, local human service agencies, local transportation providers, local organizations, churches, the general public, anyone who has approved supplying part of the local match funding needed on a yearly basis to provide the public transportation system.

Resources Needed: Dispatchers, schedulers, drivers with CDL's, larger handicap vehicles, administrative staff, reliable professional maintenance and repair staff or service center, more tablets for drivers, more company cell phones for communication, more computers, computer equipment and software, other office equipment, Safety Director, funding

Potential Cost Range: $350,000 to $750,000

Potential Funding Sources: 5311 Program grant for operations, local match certifications from various parties, businesses, manufacturers, agencies, churches, local organizations, fares and vouchers, 5310 Program

Performance Measures/Targets:

- Completed research into implementation process of 5311 Program
- Have a Power Point program/training on the operational process of a 5311 Program
- Have an operational budget in place
- Gained support from city, county and local state officials
- Gained support from the general public
- Gained approval from various local sources that have agreed to meet a portion of the yearly 50% local match with an MOU to that effect

PRIORITY/GOAL # 2

Increase service hours through the week and provide weekend service and provide same day scheduling of trips.

Strategies:

- Determine the cost of expanding service hours Monday – Friday and to weekends**.**
- Determine if there is a way to fund the extra hours of service time and weekend service
- Determine if there would be enough ridership to make it cost effective
- Determine if we can meet the demand of same day scheduling of trips

Timeline for Implementation of Strategies: 6 months to 3 years

Action Steps:

- ✓ Research the cost of expanding our service hours through the week and for weekend service to get the cost of providing the extra hours of operation.
- ✓ Search for funding that may be available to help subsidize the expansion of service hours and times.
- ✓ Poll our riders and the general public to see if they would utilize the extra hours of service and the weekend service to help make it more cost effective.

- ✓ Determine if with Ecolane we have become efficient enough to handle the demand of same day scheduling.
- ✓ If we determine that we will proceed with expanding our service hours as well as offer same day scheduling, we will need to hire more drivers.
- ✓ Potential to hire an extra FT or PT dispatcher to work the extra service hours.
- ✓ Purchase additional tablets for drivers if needed.
- ✓ Purchase additional company cell phones for drivers if needed.

Parties Responsible for Leading Implementation: Director of FRS Transportation, FRS Transportation Board of Directors, CEO, CFO, President,

Parties Responsible for Supporting Implementation: HARTS County Transportation Planning Committee, local coordination transportation providers, other local stakeholders

Resources Needed: Cost analysis, vehicles, drivers, dispatcher(s), tablets, cell phones, funding,

Potential Cost Range: $50,000 to $200,000

Potential Funding Sources: 5310 Program, fares and other local contributions, other operational grant funding sources,

Performance Measures/Targets:

- Polled riders and the general public response was positive and thereby sufficient for the expansion of service hours and weekend service as well as for same day scheduling to warrant further research.
- Research gave us the cost analysis of providing the additional service hours, weekend service and same day scheduling.
- If cost was reasonable, we must now find funding to subsidize the cost of expansion.
- Funding for the project was obtained or not obtained.

PRIORITY/GOAL # 3

More fully meet the transportation needs of our disabled population and our elderly population 65 and older.

Strategies:

- Increase the number of accessible transportation vehicles in Highland County
- Increase transportation options for the disabled in rural areas, villages, and other cities.
- Make sure all county drivers are fully trained and sensitive to the needs of our disabled population
- Work with all county providers to utilize all available transportation resources.
- Help our wheelchair passengers to have safe standardized ramps at their residence
- Help our wheelchair passengers to make sure that all wheelchairs or power chairs parts are working correctly and safely.
- Provide bus stop shelters at shuttle pickup locations

- Gain input from our elderly population, 60 and over, though collaboration with our local Highland County Senior Citizens Centers, assisted living facilities, nursing homes and those who are over the age of 60 and still reside independently in their own home.
- Provide transportation vehicles that have greater accessibility due to the limited mobility of the elderly.
- Work towards increasing transportation options for the elderly population in rural areas as well as in other cities and villages in Highland County.
- Advocate for funding resources from local businesses to help with the provision of the various shuttle routes.
- Seek additional funding sources at the State and Federal Level.

Timeline for Implementation of Strategies: 1 - 5 years

Action Steps:

✓ Highland County Mobility Manager attends and speaks at meetings and activities at the local senior centers, assisted living facilities and nursing homes.
✓ Speak with local pastors and ministers about the transportation needs of the elderly in their congregations.
✓ Speak with the local Area Agency on Aging case managers to see how we can better meet the transportation needs of their participants.
✓ Come up with an affordable fare system.
✓ Seek permission for bus stop pickup & drop-off locations from city officials and local businesses along with other responsible parties.
✓ Encourage local residents to shop locally by having shuttle routes increase accessibility to local businesses.
✓ Paid advertisement on shuttle vehicles by local businesses
✓ Apply for accessible vehicles through the Specialized Transportation Vehicle Program through the Ohio Department of Transportation.
✓ Provide a shuttle route with set pick up and drop off locations throughout the county using an accessible transportation vehicle.
✓ Provide a shuttle route within the City of Greenfield and the City of Hillsboro using accessible vehicles.
✓ Provide a shuttle route between the cities of Hillsboro and Greenfield
✓ Seek permission for bus stop pickup & drop off locations from city officials and local businesses along with other responsible parties.
✓ Come up with an affordable fare system.
✓ Regular trainings by the Mobility Manager or other qualified instructors in the correct transportation procedures and passenger assistance for our disabled passengers that includes wheelchair securement and lift operation.
✓ Work to get all local transportation providers to join our HARTS Ohio Coordination Project.
✓ Coordination and collaboration of county transportation providers in the provision of trips for the disabled population of Highland County.

✓ Seek funding sources to purchase scheduling software, computers and communication devices.
✓ Research state and federal grants for transportation services.
✓ To collaborate with local churches, businesses, carpenters and companies to assist with materials and labor to install new ramps or fix existing ramps to meet ADA regulations.
✓ Work with the Braun Corporation and other wheelchair mobility companies to assist our clients with mobility needs.
✓ Provide travel training by Highland County Mobility Manager.

Parties Responsible for Leading Implementation:
The Highland County Mobility Manager, Director of FRS Transportation and the Directors/Supervisors of the other local county transportation providers who are active HARTS County Transportation Planning Committee members will lead.

Parties Responsible for Supporting Implementation: HARTS County Transportation Planning Committee members, Dispatch and IT staff of FRS Transportation, city, county and township officials.

Resources Needed: Vehicles, drivers, dispatching staff, accounting staff, funding, transportation technology, computer equipment and software, advertising funds

Potential Cost Range: $150,000 – $500,000

Potential Funding Sources: 5310 STP Vehicle Program, contracted transportation revenue, fares, Area Agency on Aging Passport funding, IIIB funding for HCCAO,

Performance Measures:
- Increase in number of disabled one way trips
- Increase in number of elderly one way trips
- Increase in county wide number of accessible vehicles
- Increase in number of elderly riders
- Increase in number of disabled riders

PRIORITY/GOAL # 4
Our goal is to increase transportation options for low income workers, college students and people who are non-Medicaid eligible.

Strategies:

- Collaborate with employers to meet their needs as well as the transportation needs of their employees.
- Collaborate with Southern State Community College to provide transportation services for students in need of reliable transportation services to enable them to complete their educational goals.
- Expand hours of service Mon-Fri and on weekends.

- Purchase additional vehicles for provision of work and college shuttle routes.
- Expand mobility options for the non-Medicaid eligible.
- Educate people on the benefits of carpooling.
- Purchase additional vehicles for the provision of transportation for the non-Medicaid eligible to medical appointments, counseling services and other basic life needs.

Timeline for Implementation of Strategies: 2 – 5 years

Action Steps:

- ✓ Develop a Highland County work shuttle program.
- ✓ Ensure an accessible & safe location with employer for an employee to wait after being dropped off before the beginning of a shift and at the end of a shift before being picked up due to scheduled pickup and drop-off times of the transportation provider.
- ✓ Work towards getting funding from local factories, businesses and organizations to sustain a work shuttle program in Highland County.
- ✓ Possible payroll deduction for employee work transportation voucher.
- ✓ Meet with representatives of Southern State Community College to assess transportation needs of their college students.
- ✓ Look for funding to support a college shuttle service within Highland County through local, state or federal sources.
- ✓ Research grants for employment and employment training related transportation services.
- ✓ Purchase vehicles through the Ohio Department of Transportation's Specialized Transportation Program and other funding sources.
- ✓ Provide a shuttle service between Hillsboro and Greenfield
- ✓ Provide a rural shuttle service within Highland County to bring rural residents into the cities of Hillsboro and Greenfield.
- ✓ Collaborate with local medical facilities to coordinate their hours of service and scheduling with the shuttle services.
- ✓ Develop an Internet Based Bulletin Board to match riders and drivers in Highland County.
- ✓ Purchase of computer equipment and transportation software
- ✓ Provide travel training by Highland County Mobility Manager.

Parties Responsible for Leading Implementation: Highland County Mobility Manager, Director of FRS Transportation, HARTS Coordination Transportation Providers

Parties Responsible for Supporting Implementation: HARTS County Transportation Planning Committee members

Resources Needed: Vehicles for shuttle routes, drivers, Dispatch staff and IT of FRS Transportation, ODOT, Mobility Manager, manufacturing company representatives on board and other business owners, city council members and county commissioners working with us, transportation technology, computer equipment plus software and advertising funds.

Potential Cost Range: $250,000 - $350,000

Potential Funding Sources: 5310 Program, contract revenues, subsidies from manufacturers, local businesses and fares or trip vouchers for employers, or payroll deduction for trips for employment.

Performance Measures:

- Increase in number of work related trips
- Increase in number of people transported for employment purposes
- Increase in number of trips for educational purposes
- Increase in number of people transported for educational reasons
- Increase in number of trips for non-Medicaid riders
- Increase in number of non-Medicaid riders

PRIORITY/GOAL # 5

Provide and expand services for people who are Medicaid eligible.

Strategies:

- Continue providing high quality transportation services and working as an effective collaborative partner with other Highland County transportation providers to offer services for Medicaid eligible people.
- Seek opportunities to increase efficiencies in training, purchasing and coordination of services.
- Purchase additional vehicles to meet the needs of the Medicaid eligible population of Highland County.
- Provide "on demand" transportation services for people who are Medicaid eligible in Highland County.

Timeline for Implementation of Strategies: 6 months to 3 years

Action Steps:

- ✓ Encourage all local transportation providers to become a member of our HARTS County Transportation Committee.
- ✓ Purchase of computer equipment, transportation software and communication equipment.
- ✓ Attend and participate in collaborative meetings within the county such as: Family and Children First Council, Highland County Continuum of Care, Highland County Office of Reentry Services, HARTS County Transportation Committee, etc.
- ✓ Seek and research additional funding through local, regional, state and federal sources for the provision of transportation services.
- ✓ Mobility Manager hosts joint trainings for drivers and transportation staff of all local providers in order to provide high quality transportation services among all coordinate providers.
- ✓ Keep updated list of all county transportation providers and the services they provide so the Mobility Manager and staff can refer individuals to a provider who may be able to meet their transportation needs.
- ✓ Apply for vehicles through the Specialized Transportation Vehicle Program through the Ohio Department of Transportation and other funding sources.

- ✓ Transportation Providers develop a vehicle replacement account for replacement of their older, high mileage and high maintenance vehicles.
- ✓ Develop a shuttle route between Hillsboro and Greenfield.
- ✓ Develop a shuttle route within the city of Hillsboro.
- ✓ Develop a shuttle route within the city of Greenfield.
- ✓ Develop a Highland County Rural shuttle service coming into the city of Hillsboro and into the city of Greenfield.
- ✓ Develop an affordable fare system for these shuttle routes.
- ✓ Provide travel training by Highland County Mobility Manager.

Parties Responsible for Leading Implementation: Director of FRS Transportation, Highland County Mobility Manager, HCCAO Transportation Supervisor and Director/Staff members and other county coordination transportation providers.

Parties Responsible for Supporting Implementation: HCDJFS Director and NET staff, ODOT, other HARTS County Transportation Planning Committee members.

Resources Needed: Larger accessible vehicles, computer equipment and software, transportation technology for dispatching, scheduling, reporting and billing, Dispatch staff, IT staff, drivers, advertising funding.

Potential Cost Range: $100,000 to $350,000

Potential Funding Sources: NET Medicaid contract revenues, 5310 Program, other contract revenue

Performance Measures/Targets:
- Increase in NET Medicaid one way trips
- Increase in number of NET Medicaid clients transported
- Better coordination of NET Medicaid trips with other local transportation providers
- More efficient scheduling of NET Medicaid trips to minimize the use of resources

PRIORITY/GOAL # 6
Continue to increase public awareness of current available transportation services.

Strategies:
- Keep our marketing campaign up to date on the latest marketing techniques, social media, and websites for all transportation providers plus all providers on the HARTS website.
- Target the appropriate populations.
- Mobility Manager creates a list of all county transportation providers and the current transportation services that they provide.

Timeline for Implementation of Strategies: 1 – 2 years

Action Steps:

- ✓ Keep HARTS/FRS Transportation website, frstransportation.org, continually updated on current Highland County transportation services and activities.
- ✓ Take HARTS to the newest forms of marketing "Social Media" such as: Facebook, Twitter, etc.
- ✓ Distribute transportation related flyers and promotional materials to local assisted living facilities, low income housing facilities, senior centers, local social service agencies and other organizations.
- ✓ Bulk mailings of flyers, brochures and promotional materials.
- ✓ Mobility Manager present available county transportation services at local county meetings, activities, local agency meetings, local business meetings and activities, local church meetings and activities, etc.
- ✓ Public Service Announcements (PSA's) on local radio stations promoting available county transportation services.
- ✓ Advertising in all of the local newspapers of available local transportation services.
- ✓ Research other types of marketing tools.
- ✓ Continue to look for additional funding sources for our marketing campaign.
- ✓ Local county transportation providers will keep Mobility Manager updated on any changes to the transportation services that they provide.

Parties Responsible for Leading Implementation: Highland County Mobility Manager, individual Director of Transportation for each local coordination transportation provider.

Parties Responsible for Supporting Implementation: IT Staff of each agency, Dispatch staff of each agency, HARTS County Transportation Committee Members

Resources Needed: Marketing plan for each transportation provider agency, funding for advertising, marketing and promotional items, technology and equipment (computers, software programs, copiers, websites, social media (Facebook, Twitter, etc.) IT Staff, printing companies, copy paper, ink cartridges, postage for mailing of flyers, invitations to HARTS County Transportation meetings, travel trainings, etc.

Potential Cost Range: $5000 - $50,000

Potential Funding Sources: 5310 Program, contract revenues,

Performance Measures/Targets:

- Increased public awareness of current transportation options available to them
- 25% Increase in marketing of county transportation options
- 50% of provider websites are updated and kept current thereafter
- HARTS County Transportation Website is completed

PRIORITY/GOAL # 7

Improve public knowledge of pricing and associated costs of providing transportation services.

Strategies:

- Educate the general public of Highland County on all of the costs involved in providing transportation services for the general public.
- Place a link to our HARTS Locally Developed Transportation Plan on the frstransportation.org website and other Highland County agency websites.
- Install our "Cost of Providing Transportation Services" segment from our revised Highland County Locally Developed Plan on our frstransportation.org website.

Timeline for Implementation of Strategies: 1 – 2 years and continuous thereafter.

Action Steps:

✓ Mobility Manager will do presentations on the "Cost of Providing Transportation Services" at public meetings, local social service agencies, local and county events and activities, etc.

✓ Place a link to our Highland County Locally Developed Transportation Plan on the frstransportation.org website and other Highland County agency websites.

✓ Install our "Cost of Providing Transportation Services" segment from our revised Highland County Locally Developed Transportation Plan onto our frstransportation.org website

✓ Put a notation on all advertisements, flyers, and promotional material to the website tab: "Cost of Providing Transportation Services".

Parties Responsible for Leading Implementation: Mobility Manager, the Director of FRS Transportation

Parties Responsible for Supporting Implementation: Chief Financial Officer of FRS Transportation, HARTS County Transportation Committee, other county coordination transportation providers.

Resources Needed: Computers and software, report data analysis on costs of providing transportation services from local transportation providers, advertising funds advertising of fully allocated transportation costs in the newspapers, making up flyers to pass out and use as part of our travel training with new riders, putting it on our transportation websites, making up a power point presentation so would need laptop computer and screen,

Potential Cost Range: $1000 to $3,500

Potential Funding Sources: Advertising and market budget, contract revenues, 5310 Program

Performance Measures:

- Public feedback
- Rider feedback
- County and city officials feedback
- Measure the extent that the general public, our riders and our elected officials in Highland County more fully understand the cost of providing a "safe and reliable transportation service" for Highland County.

GOAL/PRIORITY # 8
Participate in "Emergency Preparedness for Highland County" in the event of a local, county or national disaster.

Strategies:
- Work with the Highland County Emergency Management Director.
- Make vehicles of local transportation providers available in the case of a local, county or national disaster.

Timeline for Implementation of Strategies: Continuous

Action Steps:
- ✓ Highland County Mobility Manager will meet with Highland County Emergency Management Director regularly to access how county transportation providers are prepared to assist in an emergency situation.
- ✓ Local transportation providers send representatives to attend meetings with the Highland County Emergency Management Director.
- ✓ Mobility Manager and all local transportation providers need to have a copy of Highland County's Emergency Management Disaster Plan and know the procedures to follow in the event of an emergency or disaster.
- ✓ All local county transportation providers become a part of our county emergency and disaster drills that help prepare everyone in the event of a real emergency or disaster to respond quickly, correctly and safely.

Parties Responsible for Leading Implementation: Highland County EMS Director, Mobility Manager, Directors/Supervisors of local county transportation providers

Parties Responsible for Supporting Implementation: All local drivers for local transportation providers, all dispatch staff, transportation administrative staff

Resources Needed: In the event of a major emergency we will need: drivers, vehicles, cell phones for communication, safety equipment, dispatchers and management staff.

Potential Cost Range: $0 - $5000

Potential Funding Sources: Contract revenues, fares

Performance Measures:
- How quickly we respond to a mock disaster and how efficient we are
- Number of trainings attended
- Number of meetings on Disaster Preparedness our transportation providers' directors or supervisors, drivers and dispatch staff attend so we stay on top of what our county's action plan is and how to quickly put it into effect in the event of a disaster.

IV. Plan Adoption

The Highland County Mobility Manager, along with the FRS Transportation President, and the HARTS Transportation Planning Committee members have met and discussed what our riders, the general public and our stakeholders have told us about their needs, what they feel are the gaps in transportation and mobility services. During phone interviews and group and individual interviews with those of our disabled and elderly populations we have learned what they feel are the gaps in our county's transportation and mobility services and best to meet those needs. Our senior groups, clients with a disability and assisted living facility clients wanted to let us know that they would like more assistance door to door and into and out of the vehicles, with loading and unloading groceries/packages. They would like us to expand our hours HARTS Fare Program hours to earlier in the morning for early medical appointments or procedures later in the evening so they could go out to eat later or even go to the cinema to watch a movie. They would love to have the HARTS Fare Program available to them on the weekends so they could go visit family and friends in the nursing homes, or go do any of their basic life needs or do recreational activities on the weekend. Our low income population would like more transportation for their basic life needs and especially to have a reliable means of getting to work daily. The general public population just wants to have a same day trip scheduling to get to their basic life needs without always having to schedule 24 hours or more in advance. There are so many times they stated that something comes up unexpectedly and you just need to get somewhere within an hour or so. Expansion of week day service hours, expansion to weekend service hours and same day scheduling are the three major gaps and needs that our general population, riders and disabled and elderly populations keep repeating as well as our stakeholders have informed us that they are hearing from their clients and consumers. "We need a public transportation system in Highland County" is what they have continued to tell us throughout our revision process.

The plan was reviewed by all connected with the process of revising and giving feedback for the revision of our plan. It was sent by email to all participants of the planning committee and anyone involved that had given us an email address so that we could send them a copy of the draft for review, proposed changes or approval. An ad was placed in both county newspapers letting the general public know that they could access the plan on the FRS Transportation website per a link to the drafted plan so they could review it and call the Mobility Manager or the President of FRS Transportation with any proposed changes.

The plan was adopted by the HARTS County Transportation Planning Committee at the November 15, 2017 HARTS County Transportation meeting.

HIGHLAND COUNTY AREA RURAL TRANSPORTATION SERVICES (HARTS)
HARTS TRANSPORTATION PLANNING COMMITTEE OF HIGHLAND COUNTY, OHIO
RESOLUTION NO. 01: 11-15-2017

A RESOLUTION SUPPORTING THE HIGHLAND COUNTY LOCALLY DEVELOPED AND COORDINATED PUBLIC TRANSIT AND HUMAN SERVICES TRANSPORTATON PLAN TO BE SUBMITTED TO THE STATE OF OHIO DEPARTMENT OF TRANSPORTATION.

WHEREAS, people with specialized transportation needs have rights to mobility. Older adults, individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services which are provided by public and private transportation systems and human service agency programs are essential for travel to work and medical appointments, to run essential errands, or simply to take advantage of social or cultural opportunities; and

WHEREAS, under the FAST Act, projects funded by Federal Transit Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program must be included in a locally developed, coordinated public transit-human services transportation plan; and

WHEREAS, the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program provides operating and capital assistance funding to provide transit and purchase of services to private nonprofit agencies, and to qualifying local public bodies that provide specialized transportation services to elderly persons and to people with disabilities; and

WHEREAS, a local committee with participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and participation by other members of the public met on October 18, 2017 November 1, 2017 and November 15, 2017; and

WHEREAS, the local committee reviewed and recommended through consensus a Highland County Locally Developed and Coordinated Public Transit and Human Services Transportation Plan to be submitted to the State of Ohio Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED BY THE HARTS Transportation Planning Committee of Highland County, Ohio; that this resolution takes effect immediately upon its adoption.

ADOPTED BY THE HARTS TRANSPORTATION PLANNING COMMITTEE OF HIGHLAND COUNTY, OHIO THIS 15TH DAY OF NOVEMBER 2017 AS EVIDENCED BY THE AUTHORIZING SIGNATURES BELOW.

HARTS TRANSPORTATION PLANNING COMMITTEE, HIGHLAND COUNTY, OHIO
PLAN ADOPTION SIGNATURE PAGE – NOVEMBER 15, 2017

NAME AND TITLE	Date
Chris Hopkins CEO	11-15-17
Luke Shelton - GP	11-15-17
Terry Britton - Commissioner	11-15-17
Christi Nauke, Director of Env. Services	11-15-17
Clinton Davis, HCCAO + HCCAO-OMJ	11/15/17
Larry GRAY HCBDD Operations/Transportation Dir.	11-15-17
Cynthia Eleyet - GP	11-15-17
Melody M Ellwood, HC Utility Manager	11-15-17
Kimberly L. Evans PASTOR	11-15-17
X Karen Curtis GP	11-15-17
Janice McCalla GP	11-15-17
CEO	11/15/17
Joseph Asbury Secretary	11-15-17

Appendix A: List of Planning Committee Participants

The planning committee 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 planning committee is available upon request by contacting Melody Elliott, Highland County Mobility Manager at: PH: 937-393-0585 Ext 103 or by email at: melliott@familyrecoveryservices.org

Agency Representation

Name	Agency
Joe Adray – Elderly & Disabled	FRS Transportation
Steve Hauser - Elderly	Highland County Community Action Organization
Larry Gray	Highland County Board of DD
Becky Williams - Elderly	Highland County Veterans Service Commission
Skylar Grate	FRS Transportation
Tammy Hart	Highland County Homeless Shelter
Clinton Davis	HCCAO - Ohio Means Jobs
Christi Hauke	Highland County Community Action Organization
Tim Hazelwood	Highland County Veterans Service Commission
Kim Zornes	Carpenters House of Prayer
Chris Hopkins	Chris Hopkins Transportation
Melody Elliott - Elderly	Highland County Mobility Manager
Terry Britton - Elderly	Highland County Board of County Commissioners
Roger Cheesbro	Family Recovery Services
Name	**General Public**
Luke Shelton	General Public – WC client
Cynthia Eleyet	General Public - Disabled
Benton Carver	General Public – Elderly & Disabled
Janice McCalla	General Public – Elderly & Disabled

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 a

planning committee, FRS Transportation, and other planning committee members also conducted a wide variety of activities designed to increase involvement of community stakeholders identifying community resources, addressing community needs, and setting goals and priorities. More information is available upon request. To request additional information please contact:

Melody Elliott
Highland County Mobility Manager
FRS Transportation
(937) 393-0585 Ext 103
Email: melliott@familyrecoveryservices.org

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 hour to make changes or corrections to this plan between annual reviews, please contact:

Melody G. Elliott
FRS Transportation
Highland County Mobility Manager
(937) 393-0585 Ext 103
Email: **melliott@familyrecoveryservices.org**

December – 2008

Original Highland County Transportation Plan was adopted.
Our HARTS County Transportation Plan was completed and approved by the HARTS Transportation Committee and then the Highland County Board of Commissioners.

Annual Review Date: October - 2013

Worked on revision of Highland County Plan and updated our goals and reprioritized them. We did a county wide survey to find out if the county needs were still the same. Although the majority of the needs remain the same we made some changes per the data received from the surveys and stakeholders in the committee meetings. The HARTS Transportation Committee just verbally approved this update/revision.

2nd Revision November 2015

Going from the information received in 2013 and a new survey conducted in 2015 we totally revised our county transportation plan. To do so we held several HARTS Transportation Planning Committee meetings on a monthly basis for 6 months, held a public meeting for the general public to attend and give us more information on what they felt was still major gaps and needs. Then we took all of the information gained, redone our goals, prioritized them, and used them and the information gained to do a total revision of our plan. The HARTS Transportation Planning Committee approved the plan. We then had our county commissioners review our transportation plan for Highland County and sign off on it.

3rd Revision November – 2017

We have done another total revision of our Highland County Locally Developed & Coordinated Public Transit-Human Services Transportation Plan. We conducted another set of surveys, Rural Transportation Survey, disabled person survey and senior person survey. We held three HARTS Committee meetings to gain stakeholder and general public input as well as mobility manager and some of the stakeholders interviewed some of the other local transportation providers and the

general public. We completed our revision using the new Coordinated Plan Template given us by ODOT.

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 2020.

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.

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.

Planning Committee – (indicate if the planning committee has another formal name) The Planning Committee is composed of key community stakeholders. The Planning Committee members agree to actively participate in the planning process and act as the plan advisory and adopting entity.

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 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.